



**▶ Polycom® KIRK® 5020 for
8x8 Virtual Office User Guide**

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Getting Started

Read all information in this section before you use your handset.

Handset Information

Danger Ensure that the adapter voltage is the same as the electrical outlet voltage. The handset uses radio signals and does not guarantee a connection in all circumstances. Do not rely on a cordless handset to make emergency calls.

Never use your handset:

- in the vicinity of electrical detonators
- in shielded rooms
- in areas where radio transmission is forbidden
- in aircrafts

Do not place a handset near:

- water, moisture or damp areas
- heat sources, direct sunlight or unventilated areas
- devices which generate strong magnetic fields such as electrical appliances, fluorescent lamps, computers, radios, televisions or fax machines
- areas where the handset can be covered, its ventilation impaired, liquid spilled on the unit or objects inserted into the handset through any openings.
- areas with dust, vibration, shock or temperature extremes

Check for small metal objects in the handset earpiece/mouthpiece before using the handset.

Do not store or locate flammable liquids, gases, or explosive materials in the same compartment or vicinity as the cordless handset, its parts or accessories.

Battery Information

Read the following information before you handle the batteries:

- Do not leave a battery where it could be subjected to extremely high temperatures.
- Do not charge battery when the ambient room temperature is above 40°C/104°F or below 5°C/41°F.
- Do not replace batteries in potentially explosive environments, such as rooms where flammable liquids or gases are present.
- The battery will explode if disposed of in a fire.
- Do not charge batteries unless you use the approved charger and the proper batteries.
- Only use the original lithium battery type **84743424** in the 5020 Handset. Do not use these batteries with other products. These batteries were designed specifically for use with the 5020 Handset and the 5020 charger ONLY. Improper use of the batteries may result in explosion and fire hazard. Do not do anything that would cause the battery to short circuit.
- Do not let battery or charger come into contact with conductive metal objects.
- Do not attempt to take battery apart.
- Power handset off before removing the battery.

Removing the Battery Protection Strip

- 1** To remove the battery, press down the back cover and slide it towards the bottom of the handset.
- 2** Lift off back cover.
- 3** Remove the battery, and then remove the green slip from the bottom of the battery.

Figure 1-1 Battery Protection Strip



Installing Battery

Before using the handset, it is necessary to install the battery.

- 1 To install battery press down back cover and slide it towards the bottom of the handset.



- 2 Lift off back cover.



- 3 Insert battery with the label readable. Align the contacts of the battery with the corresponding connectors on the battery compartment and insert in the direction of the arrow.

Warning: Make sure that the contacts of the battery and the connectors of the battery compartment are aligned before sliding the battery in the direction of the arrow.

- 4 Press back cover back in locked position (when you hear a click the back cover is in position).

Note: The product label, including the CE logo, can be found in the battery compartment.

Charging Battery

When charging battery for the first time, it is necessary to leave handset in charger for 14-16 hours for the battery to be fully charged.



During normal operation, it takes approximately 6 hours to charge the handset from fully discharged to its full capacity. Turning the backlight off reduces charging time with approximately 2 hours (refer to [“Turning Backlight Off” on page 50](#)).


- ☞ Place handset in charger.



For correct charging, be sure the room temperature is between 0°C/32°F and 40°C/104°F. Do not place the handset in direct sunlight. The battery has a built-in heat sensor which will stop charging if the battery temperature is too high.

If the handset is turned off when placed in charger, nothing indicates the charging. There will be no reaction on incoming calls.

If the handset is turned on when charging, the display shows the blue charging icon  in the status bar. The charging icon is replaced by the green fully charged icon , when the battery is fully charged (when handset is removed from charger, the charging icon disappears). The handset will not vibrate. Auto answer is inactive. The handset reacts normally for incoming calls.

It is necessary to recharge battery when display shows the battery low icon  or if the handset cannot be turned on.

Battery Capacity

The capacity of the battery depends on the use of backlight, Bluetooth and talk time.

Battery capacity in active mode:

- Up to 24 hours active talking time.

Battery capacity in standby mode:

- 200 hours when display backlight is turned off.
- 100 hours when display backlight is set at dimmed.

For information about how to check battery capacity, refer to [“Battery” on page 46](#).

Battery Disposal

Warning: Lithium Ion batteries must be disposed of properly. Do not dispose of the batteries in office or household waste.

Lithium Ion batteries are recyclable. You can help preserve the environment by returning your unwanted batteries to your nearest recycling center for recycling or proper disposal.

Contact your system administrator for more information about battery disposal and recycling centers in your local area.

About Your 5020 Handset

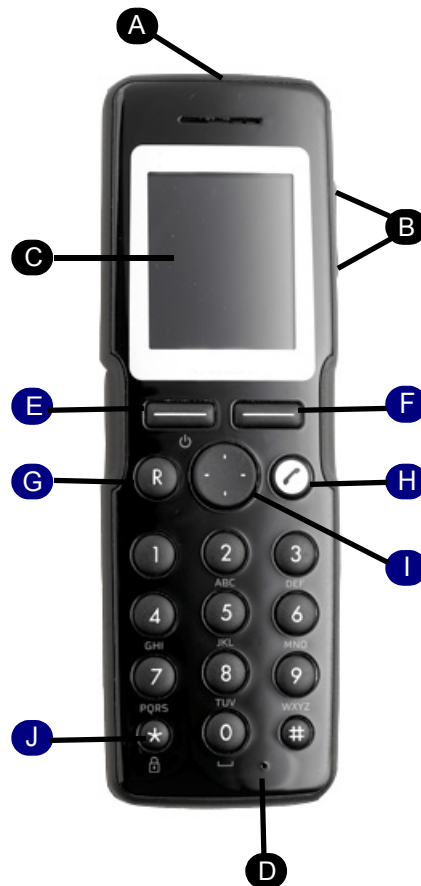


Table 1-1 Handset Elements

- A** Headset Connector
- B** Volume Control
Adjusts speaker volume.
- C** Display
Shows call information, handset status icons and guides you through option menus.
- D** Microphone

Table 1-2 Handset Keys**E** Left Softkey

On hook (idle)	Enters main menu. OR Confirms choices in menu. OR Turns handset off with a long (three second) key press.
On hook is the term used when handset is in standby mode.	

Off hook (active)	Mutes microphone
Off hook is the term used when handset is in active mode.	

F Right Softkey

On hook (idle)	Returns to previous menu.
-----------------------	---------------------------

Off hook (active)	Turns loudspeaker on.
--------------------------	-----------------------

G Redirect

On hook (idle)	Exits menu.
-----------------------	-------------

Off hook (active)	Redirects calls.
--------------------------	------------------

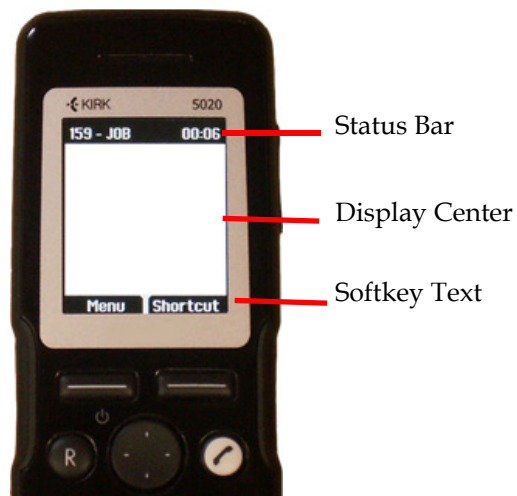
H On/Off Hook**I** Four-Way Navigation Key

On hook (idle)	Navigates menu. OR Adjusts volumes in menu. OR Moves cursor. OR Shortcuts to phone book, call register and missed call.
-----------------------	--

Table 1-2 Handset Keys

Off hook (active)	Shortcuts to phone book.
J Keypad Lock/Unlock	
On hook (idle)	Locks/unlocks keypad (Menu + *).

Handset Display



The display is divided in three parts: **Status bar**, **Display center** and **Softkey Text** (see figure above).

The types of information shown in Status bar when:

- on hook (idle) - display shows user ID, personal settings and time.
- off hook - display shows user ID.

The types of information shown in Display center when:

- on hook (idle) - display shows standby logo or call information when receiving an incoming call
- off hook - display shows a telephone icon.

The types of information shown in Softkey text when:

- on hook (idle) - display shows *Menu* and *Shortcut*
Menu: Menu gives access to the different functions of the handset. For more information about the content of the menu, refer to [“Using the Menu” on page 32](#). For information about how to navigate the menu, refer to [“Navigating Handset” on page 17](#).
Shortcut: Personal shortcuts consist of functions you have chosen to add to a list of shortcuts. For more information, refer to [“Personal Shortcuts” on page 19](#).
- off hook - display shows various terms according to the context of the specific function.

Status Icons

The following icons may appear in Status bar or Display center

Table 1-3 Handset Icons



The low signal icon indicates that the handset soon will be out of coverage.



The no signal icon indicates that handset is out of coverage, or that the system is busy (no speech channels available).



The low battery icon indicates that battery capacity is low.



The telephone icon will appear when you miss a call.



The telephone icon will appear when an external incoming call arrives.

Table 1-3 Handset Icons

The telephone icon will appear when an internal incoming call arrives.



The telephone icon will appear when you make a call.



The telephone icon will appear when the handset is off hook or a call is connected.



The envelope icon will appear when you receive a message.



The charging icon will appear when the handset is placed in charger.



The fully charged icon will appear when the battery is fully charged.



The key lock icon indicates that the entire keypad is locked.



The silent icon will appear when all sounds are disabled.

Table 1-3 Handset Icons

The loudspeaker icon will appear when loudspeaker is turned on.



The mute icon will appear when mic mute is turned on. Mic mute is an abbreviation of microphone mute.

Display Backlight

The display backlight automatically turns on when an incoming call or message arrives, or if a key is pressed.

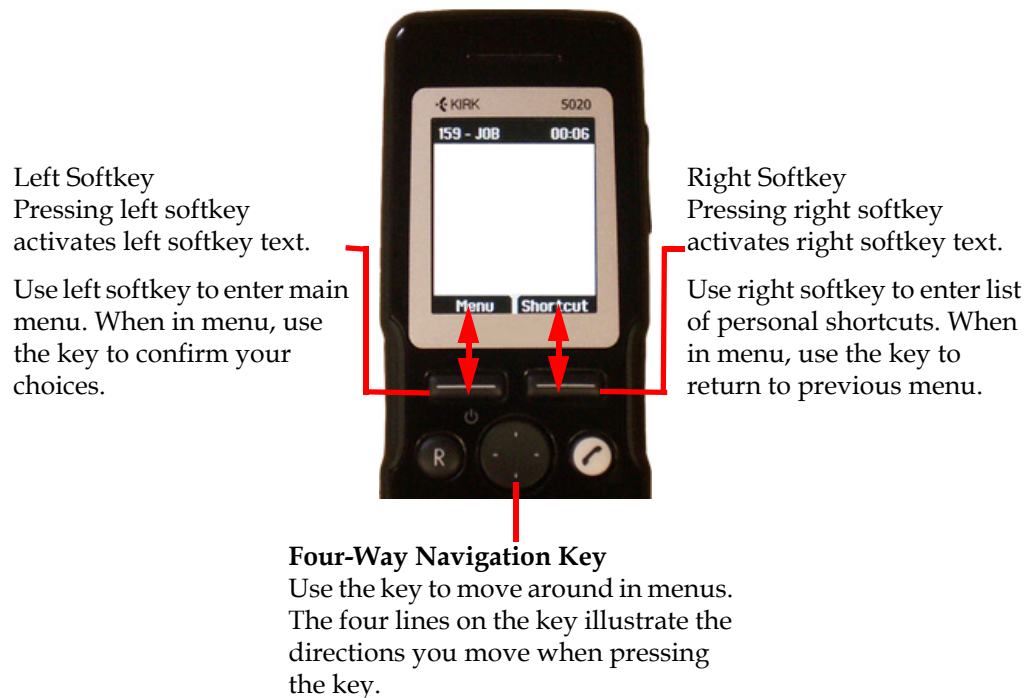
The backlight turns off when the handset is idle after a preset period of time delay.

You can disable the backlight to save power, refer to [“Turning Backlight Off” on page 50](#) for more information.

Navigating Handset

The main part of the functions of the handset are grouped into different menus. In the following sections you will find a description of how to navigate these menus. For more information about the content of the different menus, refer to [“Using the Menu” on page 32](#).

You navigate the handset using two softkeys and a four-way navigation key. The figure below illustrates the connection between these keys and the text shown in display.



The handset also offers both personal and predefined shortcuts to selected functions in the menu. In the end of this chapter, you will find a section describing how to use these shortcuts.

Entering Main Menu

- ☰ To enter main menu press left softkey to activate **Menu**.

Scrolling in Menus

- ☰ When in menu, press top or bottom of navigation key to scroll up and down in menu.

Confirming Choices

- ☰ When in the relevant menu, press left softkey to confirm your choices.
Various terms are being used in the softkey text according to the context of the specific function.

Navigating Cursor

- ☰ When in the relevant menu, press left or right side of navigation key to move cursor from side to side.

This is especially relevant when you are writing/editing words or entering/editing numbers and want to delete a letter or digit.

- ☰ To delete, simply place cursor behind letter or digit and press right softkey to activate **Delete**.

Adjusting Volumes

- ☰ When in the relevant menu, press left or right side of navigation key to adjust ringing and alerting volumes.
- ☰ Press left side to turn volume down, or press right side to turn volume up.

Returning to Previous Menu

- ☰ When in menu, press right softkey to activate **Back** or **Exit**. You now return to previous menu.

Leaving Menus

- ☰ To leave menu, press the **R** key. This key will exit menu at once.

Shortcuts

The handset contains two types of shortcuts:

- Personal shortcuts
Personal shortcuts consist of functions you have chosen to add to a list of shortcuts. The list is assigned to the right softkey.
- Predefined shortcuts
Predefined shortcuts are unchangeable and assigned to different keys on the handset.

Personal Shortcuts

By adding specific functions to the list of shortcuts, you get quick access to functions you often use.

Note: Personal shortcuts can only be used when handset is in standby mode (on hook).

In the following you will find a description of how to add, use and remove personal shortcuts.

To add a shortcut:

- 1 While on hook, press **Shortcut** to enter the shortcut function.
- 2 Scroll to **Edit shortcuts** and press **Select**.
- 3 Scroll to the function, you want to make a shortcut to.
- 4 Press **Select** to add the function to the list of personal shortcuts.

To use a shortcut:

- 1 While on hook, press **Shortcut** to enter the shortcut function.
- 2 Scroll to the desired shortcut and press **Select**.

To remove a shortcut:

- 1 While on hook, press **Shortcut** to enter the shortcut function.
- 2 Scroll to **Edit shortcuts** and press **Select**.
- 3 Scroll to the desired shortcut and press **Select** to remove the function from the list of shortcuts.

Predefined Shortcuts

Predefined shortcuts are unchangeable and assigned to different keys.

In the following you will find a list of predefined shortcuts and a description of how to access and use them.

Call list (system dependent feature): While on hook, press left side of navigation key to enter call list.

Incoming calls are illustrated with green arrows

Outgoing calls are illustrated with blue arrows


Missed calls are illustrated with red arrows

Exit menu: When in menu, press **R**.

Find name: While on or off hook, press top or bottom of navigation key.

Press bottom of navigation key to start at the top of name list with the letter a.

Press top of navigation key to start at the bottom of name list with the letter z.

Keypad locked/unlocked: While on hook, press **Menu** followed by ***** (Display shows the key lock icon  followed by the text **Keypad locked/unlocked**).

Missed calls: While on hook, press right side of navigation key to enter a list of missed call.

Redirect a call: While on a call, press R. The feature is system dependent.

Save name and number: While on hook, enter number and press Save.

Silent on/off: While on hook, press **Menu** followed by **#**. (Display shows the silent icon  followed by the text **Sient mode on/of**, and a small icon is placed in status line).

Speed dial: While on hook, press digit equivalent to number of the contact in the speed dial list continuously until call is started.

Basic Handset Options

Turning Handset On/Off

To turn handset on:

- ☰ Press left softkey to turn on handset.

To turn handset off:

- 1 Press left softkey until the question ‘**Turn off?**’ appears in display.
- 2 Press **Yes** to confirm.

Note: When you turn handset off, all content of call register and settings of time and date are deleted if the subscribed system does not resend the information to the handset.

Adjusting Speaker Volume

Adjusting speaker volume can only be done when handset is off hook. The handset will remember the speaker volume until you make a new adjustment.

During a telephone conversation you can adjust the speaker volume at any time in relation to the noise level of the surrounding environment.

Use key placed at the upper right side of handset for volume control.

To turn speaking volume up:

- ☰ While off hook, press top of key to turn up volume.

To turn speaker volume down:

- ☰ While off hook, press bottom of key to turn down volume.

Locking Keypad

Lock keypad to prevent keys from being accidentally pressed.

To lock/unlock keypad:

☰ Press **Menu** followed by ***** to lock keypad.

☰ Press **Unlock** followed by ***** to unlock keypad.

To answer a call when keypad is locked, press . When you end the call, the keypad automatically locks.

For automatic keypad lock, refer to [“Auto Key Lock” on page 50](#).



Making Calls

The handset must be subscribed and registered to make a call.



For internal calls, dial extension number. Contact your system administrator for a list of these extension numbers.

For external calls, dial external code (or line pool code) to access an external line, then dial external number. Contact your system administrator to confirm what external code or line pool code to use.

Off Hook Dialling (Dial Directly)

- 1 Press  to make a call.
- 2 Dial number.
- 3 Press  to terminate the call.





On Hook Dialling (Pre-Dial)

- 1 Dial number.
- 2 Press  to make a call.
- 3 Press  to terminate the call.

Dial from Phone Book

The handset's phone book is familiar to an ordinary phone book. However, the find name function makes it easy to find a contact as you can jump directly to the desired contact using the quick search as described below.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.
- 4 To find a name you can:
- 5 Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
- 6 Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to ["Using the Alphanumeric Keyboard" on page 35](#)).

- 7 Press .
- 8 If more than one number: scroll to the desired number and press .
- 9 The display icon  appears until call is connected.
- 10 Press  again to terminate the call.


Note: For more information about using your phone book, refer to [“Phone Book” on page 35](#).

Dial from Call List

Call list shows up to 40 of your latest incoming, outgoing and missed calls (system dependent feature). When memory of call list is full, the handset will automatically erase the oldest call when a new call is received in call list.

- Incoming calls are illustrated with green arrows
- Outgoing calls are illustrated with blue arrows
- Missed calls are illustrated with red arrows

To dial from call list:

- 1 While on hook, press left side of navigation key to enter call list.
- 2 Scroll to the desired name or number and press .


Note: When you turn off the handset, all content of call list is deleted if the subscribed system does not resend the information to the handset.

Dial from Call Register

The call register menu stores up to 40 of your incoming, outgoing and missed calls. The calls are classified in three groups: incoming calls, outgoing calls and missed calls.

If memory of call register is full, the handset will automatically erase the oldest call when a new call is received in call register. If you want to delete calls from call register manually, refer to [“Delete” on page 43](#).


To dial from call register:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call register** and press **Select**.
- 3 Scroll to the desired list and press **Select**.
- 4 Scroll to the desired name or number and press .

For more information about call register, refer to [“Call Register” on page 40](#).

Note: When you turn off the handset, all content of call register is deleted if the subscribed system does not resend the information to the handset.

Redial

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call register** and press **Select**.
- 3 Scroll to **Outgoing calls** and press **Select**.
- 4 Scroll to the desired name or number and press .

Speed Dial

If you have assigned a number to one of the speed-dialing keys 0-9, do the following:


- ☰ While on hook, press digit equivalent to number of the contact in the speed dial list continuously until call is started.

Note: For more information about adding number to speed dial, refer to [“Adding to Speed Dial” on page 37](#).

Dialing for 8x8 Virtual Office Services

This section lists the numbers you can dial to access various 8x8 Virtual Office services.

Last Call Return

- Dial ***69** and press .

Auto Attendant

- Dial **444** and follow the voice prompts.

Voicemail

- Dial **555** and follow the voice prompts.

Conference Bridge


- Dial **556** and follow the voice prompts.


Intercom Call

- Dial ***64** followed by the number you want to make an intercom call to.

Answering Calls

The handset must be subscribed and registered to answer a call.

When handset rings, display shows the icon for incoming calls  and the caller information appears below if supported by the subscribed system.

- Press  to answer a call when your handset rings.
- **Note:** You can distinguish between an internal and external call by the ring tone. The ring tone of an internal call is followed by three short beeps (system dependent feature).

Auto Answer


When auto answer is turned on, the handset automatically goes off hook when an incoming call arrives.

If subscribed to a wireless solution, the handset automatically goes on hook when calls are terminated.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Auto answer** and press **Select**.
- 4 Scroll to **On** or **Off** and press **Change**.

Note: When charging, auto answer is inactive.

Mute a Call


 Press **Silence** and the ring signal is muted.

Reject a Call

Note: Rejecting a call is system dependent. If supported by the subscribed system, do the following:

 Press **Reject** to refuse the call. The rejected call is registered as a missed call.

Transfer Call

- 1 While on a call, press **R**.
- 2 Dial number of the person you want to Transfer the call to and press **Ok**. If you want to withdraw the call, press **R**.
- 3 Press  to terminate the call.

During Calls

When you are on a call, you have options as described in the following. Two of the options concern whether you want to make parts of a call public or personal. It is possible to turn both of these options on at the same time.

Turning Loudspeaker On/Off

Turning loudspeaker on allows other people in the room to listen to and participate in the conversation. You may set the handset on a desk or table and leave your hands free.

To turn loudspeaker on/off:

- 1 While on a call, press **Loud on** to turn loudspeaker on.
- 2 To turn loudspeaker off, press **Loud off**.

Turning Microphone Mute On/Off

Turning microphone mute on will mute your voice. That is you can hear the other party but they cannot hear you.

- 1 While on a call, press **Mic Mute** to turn microphone mute on.
- 2 To turn microphone mute off, press **Mic on**.

Entering Phone Book

While on a call, you can access the find name function to scroll through names and numbers using predefined shortcuts (up/down navigation keys). For more information about entering phone book, refer to [“Predefined Shortcuts” on page 20](#). For more information about using phone book, refer to [“Phone Book” on page 35](#).

8x8 Virtual Office Services Available During Calls

This section describes in-call services that are available on your Kirk 5020 phone through 8x8 Virtual Office.

Standard Services

Call Hold

- Press **R**.
To return to the call, press **R** again.

Transfer Call to Voicemail

- 1 Press **R** to put the call on hold.
- 2 Dial **594** and follow the voice prompts.

Call Waiting

- Press **R** to answer a waiting call (puts original call on hold).
- Press **R** to toggle back and forth between two calls.

Call Park

- 1 Press **R** to put the call on hold.
- 2 Dial **460**.


Turning Call Record On/Off

- Press ***0** to turn call record on.
- Press ***0** again to turn call record off.

Move Active Calls

Your Polycom Kirk 5020 handset can be configured as an adjunct to a Polycom desktop phone. When a call is made to your number, both the desktop phone and the adjunct Kirk phone will ring. You can answer with either. During an active call, you can move the call back and forth between the desktop phone and the handset.

To Move an Active Call to the 5020

- 1 While on an active call on the desktop phone, dial ***88** on the handset.
- 2 Press  .

To Move an Active Call from the 5020

- Dial ***88** on the desktop phone.

Forwarding Calls

Note: 8x8 recommends using online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

Online Call Forwarding (Virtual Office)

To enable online call forwarding:

- 1 Log on to your Virtual Office Online dashboard at <http://virtualoffice.8x8.com>
- 2 Select Settings then Call Forwarding, then select the My Rules tab.
- 3 Update your Call Forwarding Rules and press Save.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

Local Call Forwarding (Phone Based)

To enable local call forwarding:

- Dial ***21***, then the number you want to forward calls to, then **#**.
- To disable local call forwarding, dial **#21#**.
- For Adjunct cordless phones, you must use online call forwarding (above) to forward calls for both your cordless phone and desk phone.

Using the Menu

The handset offers a range of functions that are grouped into menus. The main menu consists of seven menus: Phone Book, Call Register, Status and Settings.

For more information about accessing and navigating the menu, refer to [“Navigating Handset” on page 17](#).

Note: If handset is in menu mode, and an incoming call arrives, then menu will be dropped and the call handled as usual. When call is terminated, the handset returns to menu mode.

Description of Menus

In the following you will find a short description of the seven menus. For more information about a specific menu, see reference in the end of each description or [“List of Menu Functions” on page 33](#), which will give you a quick overview of the functions of each menu.

Phone Book

You can store numbers and names in your phone book.

The phone book can store up to 250 names with up to four numbers each. A maximum of 24 digits, including spaces, is allowed for each number. Names are sorted alphabetically starting with their first character.

For more information about using phone book, refer to [“Phone Book” on page 35](#).

Call Register

The call register keeps track of all your recent calls as it stores up to 40 of your incoming, outgoing and missed calls.

For more information about call register, refer to [“Call Register” on page 40](#).

Status

Status provides a quick overview of some of the handset settings and works as a shortcut, which makes it easy to change the basic settings according to your needs. For more information about changing basic settings, refer to [“Status” on page 45](#).

Settings

Settings offer you the opportunity to customize the handset according to your needs. The settings can be changed at any time.

For more information about customizing the handset, refer to [“Settings” on page 47](#) or [“Advanced...” on page 53](#).

List of Menu Functions

In the following you will find a list of the different menu functions. The list gives a quick overview where to find the desired function of the handset.

Phone Book

- 1 Find name
- 2 Add name/number
- 3 Speed dial
- 4 Delete

Call Register

- 1 Incoming calls
- 2 Outgoing calls
- 3 Missed calls
- 4 Delete

Status

- 1 Silent
- 2 Headset
- 3 Auto answer
- 4 Battery
- 5 Ringing tone
- 6 Volume
- 7 Firmware version

Settings

- 1 Ringing volume
- 2 Ringing tone
- 3 Alerting volume
- 4 Vibrator
- 5 Silent mode
- 6 Auto key lock
- 7 Backlight
- 8 Auto answer
- 9 Out of range
- 10 Bluetooth
- 11 Advanced...

Phone Book

You can store numbers and names in your phone book.

The phone book can store up to 250 names with four numbers each. A maximum of 24 digits, including spaces, is allowed for each number. Names are sorted alphabetically starting with their first character.

If the display shows **Memory full**, it is necessary to delete one or more names from the phone book (refer to [“Deleting Contact” on page 39](#)).

Using the Alphanumeric Keyboard

The normal dialling keys (0-9) are used for writing the name to be placed in the phone book. By pressing the keys a certain number of times the related letters will appear in the display.

Spaces are made by using the 0-key.

Key ***** changes between uppercase and lowercase letters, which is indicated on the top left-hand corner of the display.

Pressing left or right side of navigation key will move the cursor.

To delete letters, place cursor behind letter and press **Delete**.

Managing an Existing Contact

The phone book menu offers a range of possibilities to manage existing contacts and makes it easy to add, edit or delete name and number.

Note: It is possible to add up to four numbers to a contact.

Finding Contact in Phone Book

The handset's phone book is familiar to an ordinary phone book. However, the find name function makes it easy to find a contact as you can jump directly to the desired contact using the quick search as described below.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.

- 4 To find a name you can:
 - Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
 - Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 It is also possible to reach phone book without entering menu using a shortcut (refer to [“Predefined Shortcuts” on page 20](#)).

Dialing Contact from Phone Book

To dial from phone book, refer to [“Dial from Phone Book” on page 24](#).

Editing Name/Number

You can edit name and number of a contact in phone book at any time.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.
- 4 To find a name you can:
 - Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
 - Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 Press **Details**.
- 6 If more than one number: scroll to the desired number and press **Select**.
- 7 Scroll to **Edit name/number** and press **Select**.
- 8 Edit **Name** using the digits 0-9 (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 9 Scroll to **Number** and edit number using the digits 0-9.
- 10 Press **Save** to store your changes.

Adding New Number

You can add a new number to a contact in phone book at any time. It is possible to add up to four numbers to each contact.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.

- 4 To find a name you can:
 - Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
 - Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 Press **Details**.
- 6 If more than one number, press **Select**.
- 7 Scroll to **Add new number** and press **Select**.
- 8 Enter the new number using the digits 0-9 and press **Save**.
- 9 Repeat step 7-8 to add another number to the contact.

Adding to Speed Dial

You can assign a number to one of the speed-dialing keys 0-9. This way you only need to press a single digit to find name and number of the contact, you want to phone.

Note: A maximum of 10 speed dial numbers is allowed.

For more information about making a call using speed dial, refer to [“Speed Dial” on page 26](#).

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.
- 4 To find a name you can:
 - Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
 - Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 Press **Details**.
- 6 If more than one number: scroll to the desired number and press **Select**.
- 7 Scroll to **Add to speed dial** and press **Select**.
- 8 Scroll to the desired position and press **Add name**.
- 9 If position is occupied, press **Yes** to replace existing speed dial.

Deleting Number

You can delete a single number at any time and still keep the rest of the belonging numbers of a contact. If you want to delete a contact and all belonging numbers, refer to [“Deleting Contact” on page 39](#).

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.
- 4 To find a name you can:
 - Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
 - Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 Press **Details**.
- 6 If more than one number: scroll to the desired number and press **Select**.
- 7 Scroll to **Delete number** and press **Select**.
- 8 Press **Ok** to confirm.

Deleting Speed Dial

Use this function to delete a speed dial number, or replace it with a new speed dial when necessary. For more information about replacing a speed dial, refer to [“Adding to Speed Dial” on page 37](#).

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Delete** and press **Select**.
- 4 Scroll to **Speed dial number** and press **Select**.
- 5 Scroll to the desired speed dial number and press **Delete**.

Deleting Contact

Use the delete name and number function if you want to delete a contact and all the belonging numbers. If you only want to delete a single number and keep the contact and the rest of the belonging numbers, refer to [“Deleting Number” on page 38](#).

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Find name** and press **Select**.
- 4 To find a name you can:
 - Scroll until you reach the desired name. To scroll through the names quickly press the navigation key continuously.
 - Use quick search by pressing the first letter(s) (max. 5 letters) of the desired name (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 Press **Details**.
- 6 If more than one number, press **Select**.
- 7 Scroll to **Delete name/number** and press **Select**.
- 8 Press **OK** to confirm.

Adding New Contact

Use the add name/number function when you want to add a new contact to phone book.

Note: It is possible to add up to four numbers to a contact.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Phone Book** and press **Select**.
- 3 Scroll to **Add name/number** and press **Select**.
- 4 Write the name of the contact using the digits 0-9 (refer to [“Using the Alphanumeric Keyboard” on page 35](#)).
- 5 Scroll to number and enter the number to be stored (max. 24 digits).
- 6 Press **Save** to store name and number.

Note: If display shows **Memory full**, it is necessary to delete one or more contacts from phone book (refer to [“Deleting Contact” on page 39](#)).

Call Register

The call register menu can store up to 40 of your incoming, outgoing and missed calls. Call register is divided into lists of: incoming calls, outgoing calls and missed calls.

If memory of call register is full, the handset will automatically erase the oldest call when a new call is received in call register. If you want to delete calls from call register manually, refer to [“Delete” on page 43](#).

Note: When you turn off the handset, all content of call register is deleted if the subscribed system does not resend the information to the handset.

Incoming Calls

Incoming call is a list of all your incoming calls sorted by date and time of the call, starting with the latest call.

If name and number of incoming call already exists in your phone book, the incoming call will be represented with the name of the contact. If name and number do not exist in your phone book, the handset cannot recognize the number and the incoming call will only be represented by the number.

In both cases, incoming call register provides details about incoming calls, such as time, date and length of conversation.

It is possible to add name and number of an incoming call to phone book or to delete an incoming call from the list.

Viewing List of Incoming Calls

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Incoming Calls** and press **Select**.

Adding an Incoming Call to Phone Book

If you have an incoming call and the number is not in phone book it is possible to add it to phone book from the incoming call list.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Incoming Calls** and press **Select**.

- 4 Scroll to the desired call and press **Details**.
- 5 Press **Options**.
- 6 Scroll to **Add to phone book** and press **Select**
- 7 Write the name of the contact using the digits 0-9 (refer to [“Using the Alphanumeric Keyboard” on page 35](#)) and press **Save**.

Deleting an Incoming Call from List

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Incoming Calls** and press **Select**.
- 4 Scroll to the desired call and press **Details**.
- 5 Press **Options** and scroll to **Delete from list**.
- 6 Press **Select** to confirm.

Outgoing Calls

Outgoing calls is a list of all your outgoing calls sorted by date and time of the call, starting with the latest call.

If name and number of the outgoing call already exists in your phone book, the outgoing call will be represented with the name of the contact. If name and number do not exist in your phone book, the handset can not recognize the number and the outgoing call will only be represented by the number.

In both cases, outgoing call register provides details about outgoing calls, such as time, date and length of conversation.

It is possible to add name and number of an outgoing call to your phone book, or to delete an outgoing call from the list.

Viewing List of Outgoing Calls

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Outgoing Calls** and press **Select**.

Adding an Outgoing Call to Phone Book

If you have made a call and the number is not in phone book, it is possible to add it to phone book from the outgoing call list.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.

- 3 Scroll to **Outgoing Calls** and press **Select**.
- 4 Scroll to the desired call and press **Details**.
- 5 Press **Options**.
- 6 Scroll to **Add to phone book** and press **Select**.
- 7 Write the name of the contact using the digits 0-9 (refer to [“Using the Alphanumeric Keyboard” on page 35](#)) and press **Save**.

Deleting an Outgoing Call from List

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Outgoing Calls** and press **Select**.
- 4 Scroll to the desired call and press **Details**.
- 5 Press **Options** and scroll to **Delete from list**.
- 6 Press **Select** to confirm.

Missed Calls

Missed calls is a list of all your missed calls sorted by date and time of the call, starting with the latest call.

If the name and number of the missed call already exists in your phone book, the missed call will be represented with the name of the contact. If the name and number do not exist in your phone book, the handset cannot recognize the number and the missed call will only be represented by the number.

In both cases, missed call register provides details about missed calls, such as time, date and length of conversation.

It is possible to add name and number of a missed call to your phone book or to delete a missed call from the list.

Viewing List of Missed Calls

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Missed Calls** and press **Select**.

Adding a Missed Call to Phone Book

If you have a missed call and the number is not in phone book, it is possible to add it to phone book from the missed call list.

- 1 Press **Menu** to enter main menu.

- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Missed Calls** and press **Select**.
- 4 Scroll to the desired missed call and press **Details**.
- 5 Press **Options**.
- 6 Scroll to **Add to phone book** and press **Select**.
- 7 Write the name of the contact using the digits 0-9 (refer to [“Using the Alphanumeric Keyboard” on page 35](#)) and press **Save**.

Deleting a Missed Call from List

- 1 Press **Menu** to enter main menu.
- 1 Scroll to **Call Register** and press **Select**.
- 2 Scroll to **Missed Calls** and press **Select**.
- 3 Scroll to the desired missed call and press **Details**.
- 4 Press **Options** and scroll to **Delete from list**.
- 5 Press **Select** to confirm.

Delete

The call register menu can store up to 40 of your incoming, outgoing and missed calls. If the memory of call register is full, the handset will automatically erase the oldest call when a new call need to be stored in the call register.

If you want to erase manually, use the following delete functions to empty lists in the call register.

Deleting All Incoming Calls

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Delete** and press **Select**.
- 4 Scroll to **Incoming calls** and press **Select**.
- 5 Press **Yes** to empty list.

Note: If you only want to delete a single incoming call, see [“Deleting an Incoming Call from List” on page 41](#).

Deleting All Outgoing Calls

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Delete** and press **Select**.
- 4 Scroll to **Outgoing calls** and press **Select**.
- 5 Press **Yes** to empty list.

Note: If you only want to delete a single outgoing call, see [“Deleting an Outgoing Call from List”](#) on page 42.

Deleting All Missed Calls

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Delete** and press **Select**.
- 4 Scroll to **Missed calls** and press **Select**.
- 5 Press **Yes** to empty list.

Note: If you only want to delete a single missed call, see [“Deleting a Missed Call from List”](#) on page 43.

Deleting All Calls from All Lists

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Call Register** and press **Select**.
- 3 Scroll to **Delete** and press **Select**.
- 4 Scroll to **All calls** and press **Select**.
- 5 Press **Yes** to empty all folders.

Status

The status menu provides an overview of some of the handset settings and works as a shortcut to these making it easy to change the settings according to your needs. The status menu also provides information about battery capacity.

In the following you will find a description of the settings to be found in the status menu.

Silent

When silent mode is turned on, the handset will not ring when a call arrives. However, you will still be able to see the arriving call in the display.

For more information about changing settings for silent mode, refer to [“Silent Mode” on page 49](#).

Headset

Using headset allows you to keep up your activities and use the phone at the same time.

For more information about changing settings for headset, refer to [“Headset” on page 54](#).

Auto Answer

When auto answer is turned on, the handset automatically goes off hook when ringing.

If subscribed to a wireless solution, the handset automatically goes on hook when calls are terminated.

For more information about changing settings for auto answer, refer to [“Auto Answer” on page 51](#).

Battery

The battery function shows remaining battery capacity.

The indication on the display is not necessarily an exact reflection of the remaining speech time, but only an indication of the voltage on the battery.

To check remaining battery capacity:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Status** and press **Select**.

Ringling Tone

The ring tone is followed by a number indicating the chosen tone of the ringer.

You can distinguish between an internal and external call by the ring tone. The ring tone of an internal call is followed by three short beeps (system dependent feature).

For more information about changing ring tone, refer to [“Ringling Tone” on page 47](#).

Volume

Adjusts ringling volume according to the noise level of the surrounding environment.

For more information about adjusting ringling volume, refer to [“Ringling Volume” on page 47](#).

Firmware Version

Information about the firmware version provided for the system administrator.

Settings

The setting menu offers you the opportunity to customize the handset according to your needs. The settings can be changed at any time. The setting menu consists of: ringing volume, ringing tone, alerting volume, vibrator, silent mode, auto key lock, backlight, auto answer, out of range and advanced settings.

Note: Advanced settings are described separately in the next chapter.

In the following you will find a description of how to customize the handset.

Ringling Volume

To adjust the volume of the ring tone:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Ringling volume** and press **Select**.
- 4 Press left or right side of navigation key to adjust the volume of the ring tone.
- 5 Press **Set**.

Ringling Tone

The ring tone is followed by a number indicating the chosen tone of the ringer. You can distinguish between an internal and external call by the ring tone. The ring tone of an internal call is followed by three short beeps (system dependent feature).

To choose a new ring tone:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.

- 3 Scroll to **Ringing tone** and press **Select**.
- 4 Scroll to the desired ring tone and press **Change** to select and listen to the chosen ring tone. Repeat the process if you want to choose and listen to other ring tones.

Alerting Volume

Alerts are short beeps that appear when:

- You receive a new message.
- You send a message.
- The handset is moving out of range.
- The handset is out of range.
- The battery capacity is low.
- You create a login.

To adjust alerting volume:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Alerting volume** and press **Select**.
- 4 Press the left or right side of the navigation key to adjust the volume of the ringer.
- 5 Press **Set**.

Vibrator

When vibrator is turned on, the handset will vibrate when an incoming call arrives.

To turn vibrator on/off:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Vibrator** and press **Select**.
- 4 Scroll to **On** or **Off** and press **Change**.

Note: When charging, handset will not vibrate.

Silent Mode

When silent mode is turned on, the handset will not ring when a call arrives. However, you will still be able to see the arriving call in the display.

To turn silent mode on/off:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Silent mode** and press **Select**.
- 4 Scroll to **On** or **Off** and press **Change**.

Note: It is also possible to turn Silent mode on or off without entering menu. While on hook, press **Menu** followed by **#**.

Changing Settings of Silent Mode

When silent mode is turned on, you can select other ways of indicating incoming calls or messages:

- Display flashing
When turned on, the display will flash when an incoming call or message arrives.
- Vibrator
When turned on, the handset will vibrate when an incoming call or message arrives.
- Short ring
When turned on, a short ring will appear when an incoming call arrives.

To change settings of silent mode:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Silent Mode** and press **Select**.
- 4 Scroll to **Settings** and press **Change**.
- 5 Scroll to the desired setting and press **Select**.


Auto Key Lock

Use auto key lock to prevent keys from being accidentally pressed.

With auto keylock turned on the handset will automatically lock keypad after 30 seconds. To manually lock/unlock keypad, press **Menu** followed by *****.

To turn auto key lock on/off:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Auto key lock** and press **Select**.
- 4 Scroll to **On** or **Off** and press **Change**.

To answer a call when auto key lock is on, press . When you end the call, keypad automatically locks.

Backlight

The display backlight automatically turns on when an incoming call or message arrives, or a key is pressed.

The backlight turns off when handset is in standby mode after a preset period of time delay.

Setting Backlight at Dimmed

When setting display backlight at dimmed, display information can still be seen vaguely when handset is in standby mode.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Backlight** and press **Select**.
- 4 Scroll to **Dimmed** and press **Change**.

Turning Backlight Off

Turning display backlight off when handset is in standby mode will save battery power.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Backlight** and press **Select**.
- 4 Scroll to **Off** and press **Change**.

Adjusting Backlight Delay

You can adjust the period of time before backlight turns off when handset is in standby mode.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Backlight** and press **Select**.
- 4 Scroll to **Delay** and press **Change**.
- 5 Press left and right side of navigation key to adjust backlight delay.
- 6 Press **Set**.

Auto Answer

When auto answer is turned on, the handset automatically goes off hook when an incoming call arrives.

If subscribed to a wireless solution, the handset automatically goes on hook when calls are terminated.

- 1 To turn auto answer on/off:
- 2 Press **Menu** to enter main menu.
- 3 Scroll to **Settings** and press **Select**.
- 4 Scroll to **Auto answer** and press **Select**.
- 5 Scroll to **On** or **Off** and press **Change**.

Note: When charging, auto answer is inactive.

Changing Settings of Auto Answer

When auto answer is turned on, you can select different situations where to use auto answer.

Settings of auto answer are:

- Lift from charge.
When turned on, the handset automatically goes off hook when removed from charger.
- After 1. ring
When turned on, the handset automatically goes off hook after the first ring.
- When headset
When turned on, the handset automatically goes off hook, when you are using a headset.

- **Loadspeaker on**
When turned on, the handset automatically goes off hook and turns on loadspeaker.

To change settings of auto answer:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Auto answer** and press **Select**.
- 4 Scroll to **Settings** and press **Change**.
- 5 Scroll to the desired setting and press **Select**.

Out of Range

The out of range indicator appears when handset is moving out of or already is out of range of base station.

Note: When the handset has been outside the coverage area, it can take up to 30 seconds before the handset is back on the system after re-entering coverage area.

To turn out of range on/off:



- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Out of range** and press **Select**.
- 4 Scroll to **On** or **Off** and press **Change**.

Changing Settings of Out of Range

The handset offers two types of out of range alerts:

- Icon only
- Tone (beep) + icon

With the out of range indicator turned on:

- If handset is moving out of range, the low signal icon  will appear in display.
- If the handset gets out of range, the no signal icon  will appear in display. If tone + icon is selected, beeps will appear with short intervals as long as the handset is out of range.

To change the settings:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Out of range** and press **Select**.
- 4 Scroll to **Settings** and press **Change**.
- 5 Scroll to the desired alert and press **Select**.

Advanced...

In the setting menu it is also possible to define the following advanced settings: language, any key answer, headset, long key, login and time and date.

Language

There are 10 predefined languages in the handset: English, Spanish, French, German, Dutch, Czech, Italian, Polish, Finnish, Danish, Norwegian and Swedish.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Language** and press **Select**.
- 5 Scroll to the desired language and press **Select**.

Any Key Answer

When turned on, you can answer a call by pressing any key.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Any key answer** and press **Select**.
- 5 Scroll to **On** or **Off** and press **Change**.

Headset

Using headset allows you to keep up your activities and use the phone at the same time.

Turning Alert of Headset On/Off

When the alert of headset is turned off, only the handset will ring when a call arrives. When the alert of headset is turned on, you can also hear the ring tone in your headset when a call arrives.

Note: The headset alert is not available if **Silent mode** is activated.

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Headset** and press **Select**.
- 5 Scroll to **Alert on** or **Alert off** and press **Change**.

Adjusting Volume of Headset

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Headset** and press **Select**.
- 5 Scroll to **Headset Volume** and press **Change**.
- 6 Press left or right side of the navigation key to adjust volume.
- 7 Press **Set**.

Long Key

The long key function supports system features and defines a long key press to digits between 0-9. The long key press can be defined as speed dials (refer to [“Speed Dial” on page 26](#))

To change long key definition:

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Long key** and press **Select**.
- 5 Scroll to desired definition and press **Change**.

Login

Caution: During Activation of your handset to an 8x8 Account, when you subscribe to the base unit that owns your 8x8 account you may use this Login function if your phone does not automatically request that you enter your Activation Code (Access Code). Otherwise, do NOT use this function unless you need to reassign your handset to another 8x8 base unit and/or other 8x8 service account. Refer to 8x8 activation information and documentation and contact 8x8 support (1-888-898-8733) if you need to move a handset to another DECT base at a different location, or re-purpose a DECT handset to another 8x8 account.

Time & Date

Note: When you turn off the handset, the settings of time are deleted if the subscribed system does not resend the information to the handset.

Choose Time Format

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Time & date** and press **Select**.
- 5 Scroll to **Time format** and press **Select**.
- 6 Scroll to desired time format and press **Change**.

Set Time

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Time & date** and press **Select**.
- 5 Scroll to **Change time** and press **Select**.
- 6 Place cursor on the digit, you want to change.
- 7 Press a digit. The cursor will then automatically jump to the next digit.
- 8 Press **Change**.

Choose Date Format

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Time & date** and press **Select**.
- 5 Scroll to **Date format** and press **Select**.
- 6 Scroll to desired date format and press **Change**.

Set Date

- 1 Press **Menu** to enter main menu.
- 2 Scroll to **Settings** and press **Select**.
- 3 Scroll to **Advanced** and press **Select**.
- 4 Scroll to **Time & date** and press **Select**.
- 5 Scroll to **Change date** and press **Select**.
- 6 Scroll to desired date format and press **Change**.
- 7 Place cursor on the digit, you want to change.
- 8 Press a digit. The cursor will then automatically jump to the next digit.
- 9 Press **Change**.

General Information

Troubleshooting

The handset freezes.

- ☞ Remove and replace battery pack. Press left softkey to turn on the handset.

The handset does not ring.

- ☞ Check whether **Silent mode** is turned **On**.

Not possible to turn on the handset.

- ☞ Check if battery is connected. If yes, charge the battery.

The handset turns off when receiving a call and going off-hook.

- ☞ Charge the battery. If still a problem change the battery as it might be defective.

Contact 8x8 Support if you cannot resolve issues regarding 8x8 Service.

Information

Error information

Improper function of the handset might be related to the infrastructure to which the handset is connected to.

Before declaring a handset for repair be sure that the main system is operating properly.

Technical Specification

Table 1-4 Approvals

Access profile:	EN 300444 V1.4.1:2002
	EN 301 489 - 1 V1.8.1
	EN 301 489 - 6 V1.3.1
Radio:	EN 301 406 V2.1.1
Safety:	EN 60950 -1: 2006 + A11:2009

Size and weight

Size: 146 x 48 x 19mm

Weight: 110 g incl. battery \pm 10 g

Capacity

Active talking time up to 20 hours.

Stand-by time up to 200 hours.

Temperature and air pressure

Operating temperature: 0-40°C/32-104°F

Air pressure: Normal atmosphere condition

Important Safety Instructions and Product Information

Before using your telephone equipment, you should always follow basic safety instruction to reduce the risk of fire, electrical shock and injury to persons, and damage to property.

- 1 Read and understand all instructions
- 2 Follow all warnings and instructions including those marked on the product
- 3 Unplug this product before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning
- 4 Do not install the telephone equipment in the bathroom or near a wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool
- 5 Slots or openings in the equipment are provided for ventilation to protect it from over-heating. These openings must not be blocked or covered.
- 6 The product should be operated only from the type of power source indicated on the instructions. If you are not sure of the type of power supply, consult your dealer or local power company.
- 7 Do not overload wall outlets and extension cords as this can result in fire or electrical shock.

- 8 Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in fire, electrical shock, or injury. Never spill liquid of any kind into this product.
- 9 To reduce the risk of electrical shock or burns, do not disassemble this product. Opening or removing covers may expose you to dangerous voltages, dangerous electrical current, or other risks. Incorrect reassemble can cause electrical shock when the appliance is subsequently used. If the product need repair, consult your dealer.
- 10 Refer servicing to qualified service personnel.
- 11 Avoid using telephone during an electrical storm. There may be a risk of electrical shock from lightning
- 12 Do not use the telephone to report a gas leak in the vicinity of the leak
- 13 Do not place the base or charger near microwave ovens, radio equipment, or non-ground connected televisions.
- 14 This produce may retain small metal objects in the ear piece.

These appliances may cause electrical interference to the base or handset

- 1 The charger must be placed on a hard, flat surface and connected to a functional 120 volt AC power source depending on the country of use.
- 2 This telephone will not operate in the event of a blackout. Please keep a backup phone for emergencies

Intrinsic safety

Do not use the handset in conditions where there is a danger of electrically ignited explosions.

Exposure to sunlight, heat and moisture

Do not expose the cordless phone to direct sunlight for long periods. Keep the cordless phone away from excessive heat and moisture.

Spare parts and accessories

Use only approved spare parts and accessories. The operation of non-approved parts cannot be guaranteed and may even cause damage.

Power failure

In the event of a power failure or flat battery, you cannot use the handset to make or receive calls

Battery Precautions

- 1 Periodically clean the charge contacts on both the charger and handset.
- 2 Exercise care in handling batteries in order not to short the batteries with conducting materials such as rings, bracelets, and keys. The batteries or conducting material may overheat and cause burns or fire
- 3 Do not open or mutilate the batteries, released electrolyte is corrosive and may cause damage to the eyes or skin. The electrolyte may be toxic if swallowed.

- 4 During charging batteries heat up. This is normal and not dangerous
- 5 Do not use non-Nortel charging devices. This could damage the batteries

Notices

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas

CAUTIONS: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

If your telephone equipment causes harm to the telephone network, the telephone company may ask you to disconnect the system from the line until the problem has been corrected or they may discontinue your service temporarily. If possible, they will notify you in advance, But if advance notice is not practical, you should be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your telephone system, If they do and it is possible, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service. If you experience trouble with this telephone system, disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

Note: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to local regulations. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Power Outage: In the event of a power outage, your cordless telephone will not operate. The cordless telephone requires electricity for operation. You should have a telephone which does not require electricity available for use during power outages.

Information to user: The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

International Regulatory and Product Information

Note: 8x8 VoIP Service can be provisioned in North America where DECT Base Units and DECT handsets use North America DECT frequencies.

Table 1-5 CE


	The KIRK 5020 Handset and Charger have been marked with the CE mark. This mark indicates compliance with EEC Directives 2006/95/EC, 2004/108/EC and 1999/5/EC. A full copy of the Declaration of conformity can be obtained from Polycom Ltd, 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.
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Table 1-6 1999/5/EF

Cesky [Czech]:	Polycom (UK) Ltd tímto prohlašuje, že tento KIRK 5020 Handset je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.
Dansk [Danish]:	Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr KIRK 5020 Handset overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.
Deutsch [German]:	Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät KIRK 5020 Handset in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.
Eesti [Estonian]:	Käesolevaga kinnitab Polycom (UK) Ltd seadme KIRK 5020 Handset vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

Table 1-6 1999/5/EF

English:	Hereby, Polycom (UK) Ltd. declares that this KIRK 5020 Handset is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
Español [Spanish]:	Por medio de la presente Polycom (UK) Ltd declara que el KIRK 5020 Handset cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.
Ελληνική [Greek]:	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ KIRK 5020 handset ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.
Français [French]:	Par la présente Polycom (UK) Ltd déclare que l'appareil KIRK 5020 Handset est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.
Italiano [Italian]:	Con la presente Polycom (UK) Ltd dichiara che questo KIRK 5020 Handset è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.
Íslenska (Icelandic):	Hér með lýsir Polycom (UK) Ltd yfir því að KIRK 5020 Handset er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC
Latviski [Latvian]:	Ar šo Polycom (UK) Ltd deklare, ka KIRK 5020 Handset atbilst Direktivas 1999/5/EK būtiskajam prasibam un citiem ar to saistitajiem noteikumiem.
Lietuviu [Lithuanian]:	Šiuo Polycom (UK) Ltd deklaruoja, kad šis KIRK 5020 Handset atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.
Nederlands [Dutch]:	Hierbij verklaart Polycom (UK) Ltd dat het toestel KIRK 5020 Handset in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.
Malti [Maltese]:	Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan [il-mudell tal-prodott] jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.
Magyar [Hungarian]:	Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a KIRK 5020 Handset megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.
Norsk [Norwegian]:	Polycom (UK) Ltd erklærer herved at utstyret KIRK 5020 Handset er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.
Polski [Polish]:	Niniejszym Polycom (UK) Ltd oświadcza, że KIRK 5020 Handset jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Table 1-6 1999/5/EF

Português [Portuguese]:	Polycom (UK) Ltd declara que este KIRK 5020 Handset está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.
Slovensko [Slovenian]:	Polycom (UK) Ltd izjavlja, da je ta KIRK 5020 Handset v skladi z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.
Slovensky [Slovak]:	Polycom (UK) Ltd týmto vyhlasuje, že KIRK 5020 Handset splňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.
Suomi [Finnish]:	Polycom (UK) Ltd vakuuttaa täten että KIRK 5020 Handset tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska [Swedish]:	Härmed intygar Polycom (UK) Ltd att denna KIRK 5020 Handset står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Table 1-7 Explosive Device Proximity Warning


	Warning Do not operate your wireless network device near unshielded blasting caps or in an explosive environment unless the device has been modified to be especially qualified for such use.
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Table 1-8 Explosive Device Proximity Warning

Waarschuwing	Gebruik dit draadloos netwerkapparaat alleen in de buurt van onbeschermden ontstekers of in een omgeving met explosieven indien het apparaat speciaal is aangepast om aan de eisen voor een dergelijk gebruik te voldoen.
Varoitus	Älä käytä johdotonta verkkolaitetta suojaamattomien räjäytysnallien läheisyydessä tai räjäytysalueella, jos laitetta ei ole erityisesti muunnettu sopivaksi sellaiseen käyttöön.
Attention	Ne jamais utiliser un équipement de réseau sans fil à proximité d'un détonateur non blindé ou dans un lieu présentant des risques d'explosion, sauf si l'équipement a été modifié à cet effet.
Warnung	Benutzen Sie Ihr drahtloses Netzwerkgerät nicht in der Nähe ungeschützter Sprengkapseln oder anderer explosiver Stoffe, es sei denn, Ihr Gerät wurde eigens für diesen Gebrauch modifiziert und bestimmt.

Table 1-8 Explosive Device Proximity Warning

Avvertenza	Non utilizzare la periferica di rete senza fili in prossimità di un detonatore non protetto o di esplosivi a meno che la periferica non sia stata modificata a tale proposito.
Advarsel	Ikke bruk den trådløse nettverksenheten nært inntil uisolerte fenghetter eller i et eksplosivt miljø med mindre enheten er modifisert slik at den tåler slik bruk.
Aviso	Não opere o dispositivo de rede sem fios perto de cápsulas explosivas não protegidas ou num ambiente explosivo, a não ser que o dispositivo tenha sido modificado para se qualificar especialmente para essa utilização.
¡Advertencia!	No utilizar un aparato de la red sin cable cerca de un detonador que no esté protegido ni tampoco en un entorno explosivo a menos que el aparato haya sido modificado con ese fin.
Varning!	Använd inte den trådlösa nätverksenheten i närheten av oskyddade tändhattar eller i en explosiv miljö om inte enheten modifierats för att kunna användas i sådana sammanhang.

Table 1-9 WEEE Marking

	<p>The WEEE Marking on this equipment indicates that the product must not be disposed of with unsorted waste, but must be collected separately.</p> <p>Visit www.polycom.com/batteries for further guidance on battery recycling.</p>
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Important Safety Instructions

Before using your telephone equipment, you should always follow basic safety instruction to reduce the risk of fire, electrical shock and injury to persons, and damage to property.

- 1 Read and understand all instructions
- 2 Follow all warnings and instructions including those marked on the product
- 3 Unplug this product before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning

- 4 Do not install the telephone equipment in the bathroom or near a wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool
- 5 Slots or openings in the equipment are provided for ventilation to protect it from over-heating. These openings must not be blocked or covered.
- 6 The product should be operated only from the type of power source indicated on the instructions. If you are not sure of the type of power supply, consult your dealer or local power company.
- 7 Do not overload wall outlets and extension cords as this can result in fire or electrical shock.
- 8 Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in fire, electrical shock, or injury. Never spill liquid of any kind into this product.
- 9 To reduce the risk of electrical shock or burns, do not disassemble this product. Opening or removing covers may expose you to dangerous voltages, dangerous electrical current, or other risks. Incorrect reassemble can cause electrical shock when the appliance is subsequently used. If the product need repair, consult your dealer.
- 10 Refer servicing to qualified service personnel.
- 11 Avoid using telephone during an electrical storm. There may be a risk of electrical shock from lightning.
- 12 Do not use the telephone to report a gas leak in the vicinity of the leak.
- 13 Do not place the base or charger near microwave ovens, radio equipment, or non-ground connected televisions. These appliances may cause electrical interference to the base or handset
- 14 The charger must be placed on a hard, flat surface and connected to a functional 120 volt AC power source depending on the country of use.
- 15 This telephone will not operate in the event of a blackout. Please keep a backup phone for emergencies.
- 16 Installation must be performed in accordance with all relevant national wiring rules.
- 17 Plug acts as Disconnect Device - The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.
- 18 This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

Intrinsic safety

Do not use the handset in conditions where there is a danger of electrically ignited explosions.

Exposure to sunlight, heat and moisture

Do not expose the cordless phone to direct sunlight for long periods. Keep the cordless phone away from excessive heat and moisture.

Spare parts and accessories

Use only approved spare parts and accessories. The operation of non-approved parts cannot be guaranteed and may even cause damage.

Power failure

In the event of a power failure or flat battery, you cannot use the handset to make or receive calls.

Battery Precautions

- 1 Periodically clean the charge contacts on both the charger and handset.
- 2 Exercise care in handling batteries in order not to short the batteries with conducting materials such as rings, bracelets, and keys. The batteries or conducting material may overheat and cause burns or fire.
- 3 Do not open or mutilate the batteries, released electrolyte is corrosive and may cause damage to the eyes or skin. The electrolyte may be toxic if swallowed.
- 4 During charging batteries heat up. This is normal and not dangerous.
- 5 Lithium cell installation Caution - Danger of Explosion if Battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Notices

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas

EMC:CAUTIONS: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

If your telephone equipment causes harm to the telephone network, the telephone company may ask you to disconnect the system from the line until the problem has been corrected or they may discontinue your service temporarily. If possible, they will notify you in advance, But if advance notice is not practical, you should be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your telephone system, If they do and it is possible, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service. If you experience trouble with this telephone system, disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

Note: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to local regulations. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Hearing Aid Compatibility: This equipment is hearing-aid compatible, as defined in Section 68.316 of Part 68 FCC Rules.

FCC Note: This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

SAR: Device has been tested for SAR compliance for head and body worn configurations. The highest reported SAR values are: head 0.049 W/kg and body worn 0.075 W/kg.

IC Note: Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The Term "IC": before the certification/ registration number only signifies that the Industry Canada technical specifications were met.

Privacy of communications may not be ensured when using this telephone.

Power Outage: In the event of a power outage, your cordless telephone will not operate. The cordless telephone requires electricity for operation. You should have a telephone which does not require electricity available for use during power outages.

Information to user: The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE EMC: Cet appareil a été soumis à un essai et jugé conforme aux normes régissant les limites établies pour un dispositif numérique de classe B, conformément aux règlements locaux. Ces limites visent à assurer une protection raisonnable contre des interférences pouvant nuire à l'appareil utilisé dans un secteur résidentiel. Cet équipement génère et utilise des radiofréquences, et peut en émettre. S'il n'est pas installé et utilisé selon les directives fournies, il risque de perturber les radiocommunications. L'exploitation de cet appareil dans un secteur particulier est toutefois susceptible de produire des interférences nuisibles. Si cet équipement provoque des interférences lors de la réception des radiofréquences ou des fréquences de télévision, ce qui peut être vérifié en mettant l'appareil hors tension, puis en le remettant sous tension, l'utilisateur doit prendre l'une des mesures suivantes pour corriger la situation:

- réorienter ou relocaliser l'antenne de réception;
- augmenter la distance entre l'appareil et l'antenne de réception;
- brancher l'appareil à une prise d'un circuit différent de celui auquel l'antenne est branchée;
- consulter le détaillant ou un technicien en radiotélévision d'expérience pour obtenir de l'aide.

Polycom® Product Warranty Statement

The software included in this Product (including, without limitation, firmware and all updated thereto, including any software that may be downloaded electronically via the internet or otherwise (the "Software") is licensed, not sold. Customer shall not reverse compile, disassemble or otherwise reverse engineer, embed within any other software product, or modify in any manner with respect thereto, the Software in whole or in part.

THE TERMS AND CONDITIONS APPLICABLE TO POLYCOM'S LIMITED WARRANTY ARE AS SET FORTH BELOW (AND ARE ALSO INCLUDED IN THE DOCUMENTATION PACKAGED WITH NEW POLYCOM PRODUCTS):

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that the product will be free from defects in workmanship and materials, under normal use and service, for one year, or such longer period as Polycom may announce publicly from time to time for particular products, from the date of

purchase from Polycom or its authorized reseller. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Polycom may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned. Polycom warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

EXCLUSIONS. Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lighting, power surges or outages, or other hazards.

WARRANTY EXCLUSIVE. IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS,

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For information on Polycom service, go to the Polycom web site www.polycom.com, products and services menu, or call 1-800-765-9266, outside the US call 1-

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GOVERNING LAW. This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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IMPORTANT - READ CAREFULLY BEFORE USING THE SOFTWARE PRODUCT:

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PRODUCT, and return it to your place of purchase for a full refund. The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and

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