

Polycom[®] RealPresence[®] Group Series

This document covers the following products:

- Polycom[®] RealPresence[®] Group 300 System (Model: Group 300; Type: P001)
- Polycom[®] RealPresence[®] Group 310 (Model: Group 310; Type: P001)
- Polycom[®] RealPresence[®] Group 500 System (Model: Group 500; Type: P001)
- Polycom[®] RealPresence[®] Group 550 System (Model: Group 550; Type: C001)*
- Polycom[®] RealPresence[®] Group 700 System (Model: Group 700; Type: P002)
- Polycom[®] RealPresence[®] Digital Brkout - Camera
- Polycom[®] RealPresence[®] Digital Brkout - Codec
- Polycom[®] RealPresence[®] Immersive Studio™ Camera (Model: P005)
- Polycom[®] EagleEye™ III (Model: MPTZ-9)
- Polycom[®] EagleEye™ IV 4x (Model: MPTZ-11)
- Polycom[®] EagleEye™ IV 12x (Model: MPTZ-10)
- Polycom[®] EagleEye™ IV-L
- Polycom[®] EagleEye™ Acoustic (Model: EPTZ-2)
- Polycom[®] EagleEye™ Digital Extender
- Polycom[®] EagleEye™ Producer
- Polycom[®] Touch Control
- Polycom[®] RealPresence Touch™ Device

* Polycom RealPresence Group 550 (C001) is only type approved and sold in China. All other non-Chinese regulations referenced in this document do not apply to the Polycom RealPresence Group 550 (C001).

Important Safeguards

Read and understand the following instructions before using the system:

- Closely supervise the area when using the system near children. Do not leave the system unattended while in use.
- Only use a power cord which is appropriately rated and approved relevant to the country of use.
- Do not use a power cord that is damaged. This could cause a fire or electric shock. Contact Polycom for a replacement cord if necessary.
- Ensure to connect the system to a grounded outlet.
- Only use electrical extension cords with a current rating at least equal to that of the system.
- Always disconnect the system from power before cleaning and servicing and when not in use.
- Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static-free cloth.
- Do not immerse the system in any liquid or place any liquids on it.
- Do not disassemble this system. To reduce the risk of shock and to maintain the warranty on the system, a qualified technician must perform service or repair work.
- Only connect the system to surge protected power outlets.
- Keep ventilation openings free of any obstructions.
- If the system or any accessories are installed in an enclosed space such as a cabinet, ensure that the air temperature in the enclosure does not exceed 40°C (104°F). You may need to provide forced cooling to keep the equipment within its operating temperature range.
- Do not use this product near water.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

SAVE THESE INSTRUCTIONS.

- Polycom® RealPresence Touch™ is only to be connected to PoE networks without routing to outside plants.
- Polycom® RealPresence Touch™ is intended to be supplied by a UL Certified power adapter or UL Certified DC source rated 48Vdc 0.28A minimum (DC IN), TMA 40°C, marked LPS or Limited Power Source. If you require further assistance, please contact us via the Polycom Support Center.

Special Safety Instructions



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.

Follow existing safety instructions and observe all safeguards as directed. Installation must be performed in accordance with all relevant national wiring rules.

We recommend that you install an AC surge arrestor in the AC outlet to which this device is connected. This action will help to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Security Notice

In accordance with local laws and regulations, not all security options are available in all countries.

Regulatory Notices
<p>Warning</p> <p>This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.</p> <p>USA and Canadian Regulatory Notices</p> <p>FCC Notice</p> <p>Class A Digital Device or Peripheral</p> <p>This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.</p>
<p>In accordance with Part 15 of the FCC rules, the user is cautioned that any changes or modifications not expressly approved by Polycom Inc. could void the user's authority to operate this equipment.</p>
<p>Part 15 FCC Rules</p> <p>This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:</p> <ol style="list-style-type: none"> 1) This device may not cause harmful interference, and 2) This device must accept any interference received, including interference that may cause undesired operation.
<p>Industry Canada (IC)</p> <p>This Class [A] digital apparatus complies with Canadian ICES-003.</p> <p>Cet appareil numérique de la Classe [A] est conforme à la norme NMB-003 du Canada.</p>
<p>Class A Statements</p> <p>Japan</p> <p style="text-align: center;">この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A</p> <p>This product can't be connected directly to the telecommunications circuits (or public wireless LANs) of any telecommunications carriers (e.g., mobile communications carriers, fixed communication carriers, or internet providers). To connect this product to the Internet, be sure to connect it via a router.</p>
<p>China</p> <p style="text-align: center;">警 告</p> <p>此为 A 级产品，在生活环境中，该产品可能会造成无线电干扰。在这种情况下，可能需要用户对干扰采取切实可行的措施。</p>

Regulatory Notices

Korea

Polycom RealPresence Group 300 System (Model: Group 300; Type: P001)
 Polycom RealPresence Group 310 System (Model: Group 310; Type: P001)
 Polycom RealPresence Group 500 System (Model: Group 500; Type: P001)
 Polycom RealPresence Group 700 System (Model: Group 700; Type: P002)
 Polycom RealPresence Digital Brkout - Camera
 Polycom RealPresence Digital Brkout - Codec
 Polycom EagleEye III (Model: MPTZ-9)
 Polycom EagleEye IV 4x (Model: MPTZ-11)
 Polycom EagleEye IV 12x (Model: MPTZ-10)
 Polycom EagleEye Digital Extender
 Polycom EagleEye Producer Polycom RealPresence Touch

주의 또는 경고문구(Caution or Warning)

- 콘센트에 삽입된 플러그에 무거운 물건을 올리거나, 힘을 가하지 말 것.
- 습기가 많은 장소 및 물이 튈 염려가 있는 장소에서 사용하지 말 것.
- 젖은 손으로 플러그를 만지지 말 것.
- 분해 및 개조 하지 말 것.
- 기기 근처에 콘센트가 있어야 하고 그 콘센트에 쉽게 접근 할 수 있어야 할 것.
- 제품을 화기 가까이에 두지 말 것.

주의 사항 :

- 1.고장시 임의로 분해하지 마시고 A/S센터로 연락하십시오
- 2.통풍이 잘되는 곳에서 사용하십시오
- 3.습기 및 수분이 많은 장소에서는 사용을 금합니다.

Class A ITE

기 종 별	사 용 자 안 내 문
A급 기기 (업무용 방송통신기기)	이 기기는 업무용(A급)으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

Regulatory Notices																													
<p>Taiwan</p> <p>Warning!</p> <p>This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.</p> <p style="text-align: center;">警告使用者</p> <p>這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。</p>																													
<p>Mexico Regulatory Notices</p> <p>Información del contacto para el importador de México</p> <p>Polycom MÉXICO</p> <p>Paseo de los Tamarindos</p> <p># 400-A 5to piso Suite: 21</p> <p>Bosques de las Lomas</p> <p>Cuajimalpa 05120 México, D.F.</p> <p>Teléfono: +52-55-5091-4341</p> <p>Fax: +52-55-5091-4472</p>																													
<p>Russia Regulatory Information</p> <table border="1"> <thead> <tr> <th>Product</th> <th>Cert Number</th> <th>Expiry Date</th> </tr> </thead> <tbody> <tr> <td>Polycom RealPresence Group 310 (Model: Group 310, Type P001)</td> <td>8301</td> <td>22-May-23</td> </tr> <tr> <td>Polycom RealPresence Group 500 (Model: Group 500, Type P001)</td> <td>8302</td> <td>22-May-23</td> </tr> <tr> <td>Polycom RealPresence Group 700 (Model: Group 700, Type P002)</td> <td>8399</td> <td>12-Oct-23</td> </tr> </tbody> </table>			Product	Cert Number	Expiry Date	Polycom RealPresence Group 310 (Model: Group 310, Type P001)	8301	22-May-23	Polycom RealPresence Group 500 (Model: Group 500, Type P001)	8302	22-May-23	Polycom RealPresence Group 700 (Model: Group 700, Type P002)	8399	12-Oct-23															
Product	Cert Number	Expiry Date																											
Polycom RealPresence Group 310 (Model: Group 310, Type P001)	8301	22-May-23																											
Polycom RealPresence Group 500 (Model: Group 500, Type P001)	8302	22-May-23																											
Polycom RealPresence Group 700 (Model: Group 700, Type P002)	8399	12-Oct-23																											
<p>Customs Union (Russia, Belarus, Kazakhstan) Regulatory Information</p> <p style="font-size: 2em; font-weight: bold; margin-left: 20px;">EAC</p> <table border="1"> <thead> <tr> <th>Product</th> <th>Cert Number</th> <th>Expiry Date</th> </tr> </thead> <tbody> <tr> <td>Polycom RealPresence Group 310 (Model: Group 310, Type P001)</td> <td>RU C-US.PA01.B.06584/21</td> <td>11-Apr-26</td> </tr> <tr> <td>Polycom RealPresence Group 500 (Model: Group 500, Type P001)</td> <td>RU C-US.PA01.B.06584/21</td> <td>11-Apr-26</td> </tr> <tr> <td>Polycom RealPresence Group 700 (Model: Group 700, Type P002)</td> <td>RU C-US.AN55.B.00736</td> <td>08-Nov-22</td> </tr> <tr> <td style="padding-left: 40px;">Polycom EagleEye Producer</td> <td>RU C-US.HA71.B.00381/20</td> <td>21-Apr-25</td> </tr> <tr> <td style="padding-left: 80px;">EagleEye IV (MPTZ-10)</td> <td>RU C-US.PA01.B.00005/19</td> <td>25-Jul-24</td> </tr> <tr> <td style="padding-left: 80px;">EagleEye IV (MPTZ-11)</td> <td>RU C-US.PA01.B.00005/19</td> <td>25-Jul-24</td> </tr> <tr> <td style="padding-left: 40px;">Polycom EagleEye Digital Extender</td> <td>RU C-US.PA01.B.00003/19</td> <td>25-Jul-24</td> </tr> <tr> <td style="padding-left: 40px;">Polycom RealPresence Touch</td> <td>RU C-US.HA71.B.00011/20</td> <td>28-Dec-25</td> </tr> </tbody> </table>			Product	Cert Number	Expiry Date	Polycom RealPresence Group 310 (Model: Group 310, Type P001)	RU C-US.PA01.B.06584/21	11-Apr-26	Polycom RealPresence Group 500 (Model: Group 500, Type P001)	RU C-US.PA01.B.06584/21	11-Apr-26	Polycom RealPresence Group 700 (Model: Group 700, Type P002)	RU C-US.AN55.B.00736	08-Nov-22	Polycom EagleEye Producer	RU C-US.HA71.B.00381/20	21-Apr-25	EagleEye IV (MPTZ-10)	RU C-US.PA01.B.00005/19	25-Jul-24	EagleEye IV (MPTZ-11)	RU C-US.PA01.B.00005/19	25-Jul-24	Polycom EagleEye Digital Extender	RU C-US.PA01.B.00003/19	25-Jul-24	Polycom RealPresence Touch	RU C-US.HA71.B.00011/20	28-Dec-25
Product	Cert Number	Expiry Date																											
Polycom RealPresence Group 310 (Model: Group 310, Type P001)	RU C-US.PA01.B.06584/21	11-Apr-26																											
Polycom RealPresence Group 500 (Model: Group 500, Type P001)	RU C-US.PA01.B.06584/21	11-Apr-26																											
Polycom RealPresence Group 700 (Model: Group 700, Type P002)	RU C-US.AN55.B.00736	08-Nov-22																											
Polycom EagleEye Producer	RU C-US.HA71.B.00381/20	21-Apr-25																											
EagleEye IV (MPTZ-10)	RU C-US.PA01.B.00005/19	25-Jul-24																											
EagleEye IV (MPTZ-11)	RU C-US.PA01.B.00005/19	25-Jul-24																											
Polycom EagleEye Digital Extender	RU C-US.PA01.B.00003/19	25-Jul-24																											
Polycom RealPresence Touch	RU C-US.HA71.B.00011/20	28-Dec-25																											

Regulatory Notices

EEA Regulatory Notices

CE Mark LVD & EMC Directive

This Polycom RealPresence system has been marked with the CE mark. This mark indicates compliance with EEC Directives are in conformity with 2014/35/EU, 2014/30/EU, 2011/65/EU incorporating amendment 2015/863, 278/2009 implementing 2009/125/EC and carries the CE marking. RoHS exemptions 6a, 7a and 7c-I apply. A full copy of the Declaration of Conformity can be obtained from www.poly.com/conformity.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

故障の原因となりますので、システムの電源がオンになっているときは、マイク入力への機器の接続や取り外しをしないでください。

Restriction of Hazardous Substances Directive (RoHS)

Polycom products are RoHS compliant, which means we have eliminated or brought to within acceptable limits: Lead, Mercury, Cadmium, Hexavalent Chromium, Polybrominated Biphenyls, and Polybrominated Diphenylethers. For more information, please contact RoHSinformation@polycom.com.

End of Life Products

Polycom encourages you to recycle your end-of-life Polycom products in an environmentally considerate way.

In accordance with the requirements of the European Waste Electronic and Electrical Equipment (WEEE) Directive, all Polycom products are marked with the crossed wheelie bin symbol shown under Battery Guidelines. Products that carry this symbol should not be disposed of in the household or general waste stream. Details of the options open to you and the guidance on the requirements for the recycling and environmentally considerate disposal of your end of life Polycom products can be found at <http://www.polycom.com/WEEE>.

Electrical Specifications

Polycom® RealPresence® Group 300 (Model: Group 300, Type P001), 100-240VAC, 50/60Hz, 1.2 A

Polycom® RealPresence® Group 310 (Model: Group 310, Type P001), 100-240VAC, 50/60Hz, 1.2 A

Polycom® RealPresence® Group 500 (Model: Group 500, Type P001), 100-240VAC, 50/60Hz, 1.2 A

Polycom® RealPresence® Group 700 (Model: Group 700, Type P002), 100-240VAC, 50/60Hz, 2.3 A

Battery Guidelines

Battery Usage

Before its first use, charge the remote control battery. Insert the USB plug of the battery into a USB 2.0 port such as the one on your system. When the battery is charged, the LED light on the battery turns green.

Do not short circuit batteries.

Batteries should be treated and used in accordance with the battery manufacturer's guidance.

Battery Caution and Disposal

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

When the remote control battery has reached the end of its working life, remove it and take it to a collection point where it can be recycled or disposed of in an environmentally friendly manner. Do not dispose of the battery in a fire or in unsorted municipal waste.

Details on recycling and disposal of batteries can be found at <http://www.polycom.com/batteries>.



Getting Help and Copyright Information

GETTING HELP

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Plantronics, Inc. (Poly – formerly Plantronics and Polycom)
345 Encinal Street
Santa Cruz, California
95060

© 2020 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

Patent Information

The accompanying product may be protected by one or more U.S. or foreign patents and/or pending patent applications held by Polycom, Inc.

Disclaimer

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.