
**1**

Remove the security screw from each side of the enclosure, using the supplied L key. Remove the wall mount plate from the system.


**2**

Attach the wall mount bracket to a brick or concrete wall, using appropriate anchoring hardware, such as 1/4"-20 x 1-1/4" concrete anchors, 1/4"-20 x 1-1/4" hex cap screws, and 1/4" washers (not supplied). If you are mounting to a surface other than brick or concrete, use appropriate mounting hardware or seek professional assistance.

The installer should have a plan for connecting the system using one of the following options:

- A hole drilled in the wall with network and AC ready for system
- AC wall outlet and/or a LAN wall outlet, which then connects to system
- 2 x 1/2" conduits directly into the bottom (cover plate must be removed)



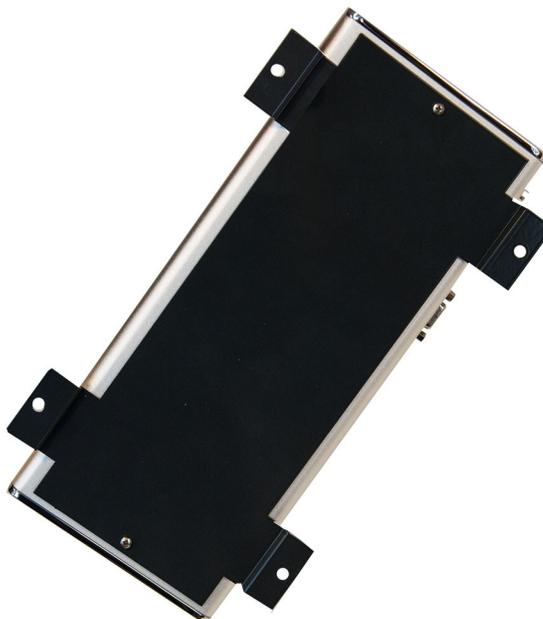
[www.polycom.com](http://www.polycom.com)



- 3** Open the enclosure and hang the enclosure on the wall, using five screws per side. Note that two screws on each side align with two keyhole slots in each side of the enclosure.



- 5** Remove the codec mounting bracket from the enclosure by removing the four M3 x 10 screws. Attach the codec mounting bracket to the back of the codec, using two M3 x 8 Phillips pan head screws.



- 4** A handset, handset cradle, and volume up and down buttons are mounted to the right side of the enclosure. You can move the handset plate to the left side of the enclosure or remove it completely.

For hands-free mode using the mic on the EagleEye Acoustic camera, remove the handset plate and replace it with the supplied blank plate. Connect the 3.5mm-3.5mm cable from the codec Audio Out port to the display Audio In port. Also replace the protective camera lens with the lens that has pre-drilled holes.



- 6** Install the codec and bracket to the system, using the four screws removed earlier.



7

Attach the cables to the codec. Most cables are pre-wired and labeled.

Refer to the wiring diagrams at the end of this document for details.



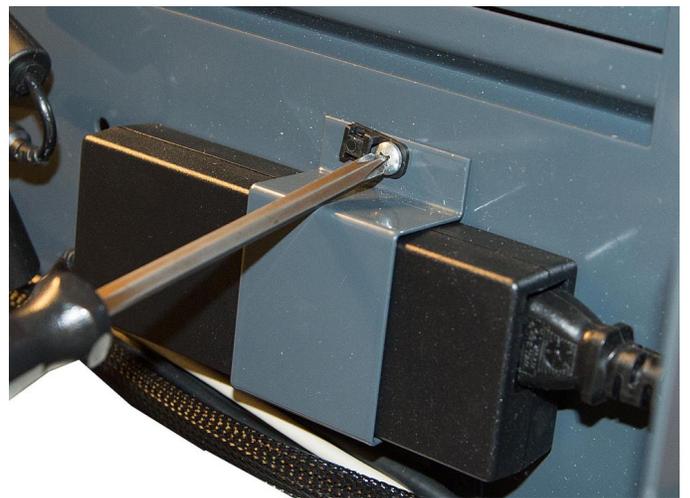
9

Using the supplied zip ties, secure the camera cable to the monitor mounting bracket.



10

Attach the power supply to the enclosure, using the supplied bracket and screws.



8

Install the Polycom EagleEye Acoustic camera, using the supplied brackets and screws.



11

Connect the cables to the power supply. Connect the power cable to an AC outlet. If an AC outlet is not available, a qualified electrician can remove the AC inlet cord and wire directly to the AC junction box.



Connect the RJ45 network cable to the codec or connect a bare wire directly to the network junction block.

12

Connect the camera cable to the codec.



13

To securely store the remote, use the supplied Velcro to attach the remote to the bracket on the inside cover of the Video Protect system.

Before storing the remote inside the unit, Polycom recommends that you remove the USB rechargeable battery by 1/4". This prevents the battery from discharging and a low battery message from displaying on the LCD.



- 14 Test the system and adjust the camera angle, as required. Close the enclosure and install the security screw in each side of the enclosure, using the supplied L key.



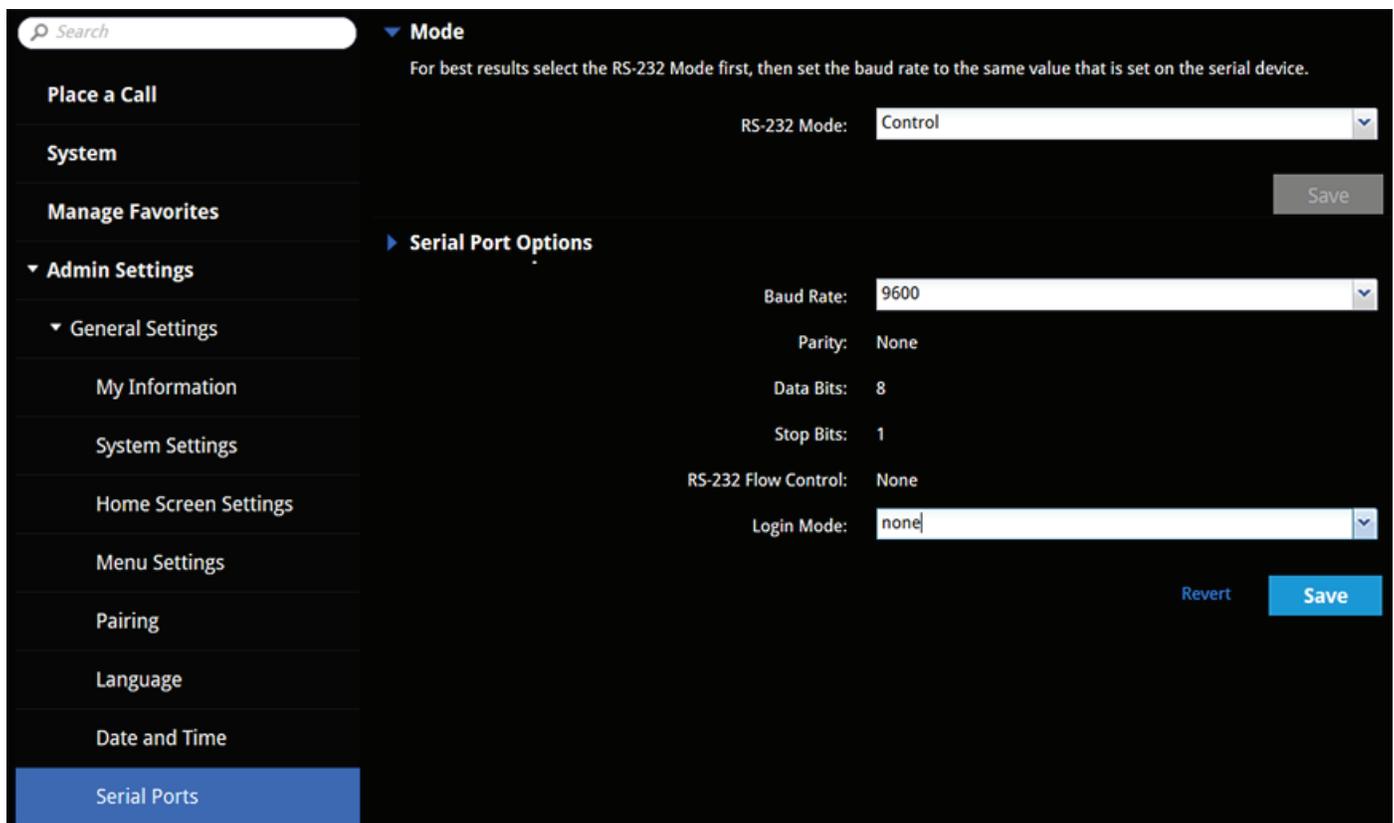
- 15 Using the codec web interface, set the following codec settings.

**Admin Settings > General Settings > Serial Ports > Mode >**  
RS-232 Mode: Control  
Baud Rate: 9600  
Parity: None  
Data Bits: 8  
Stop Bits: 1  
RS-232 Flow Control: None  
Login Mode: None

The Video Protect 500 does not support the use of passwords on the serial port.

**Admin Settings > Audio/Video > Audio > Audio Input:**  
Playback Options: Handset  
Audio Input Level: 5 (default)

**Admin Settings > General Settings > Home Screen Settings > Kiosk Mode > Enable Kiosk Mode: ✓**



**Mains Input Rating:**

Voltage: 100-240VAC, 50-60Hz

Current: 2.7A (max)

**Physical size and weight:**

23-1/2" W x 19" H x 6-5/8" D without handset

27" W x 19" H x 6-5/8" D with handset

55 lbs.

**Modes of Operation:**

**Handset Only Mode** (Audio through handset only with volume control):

- **Auto Answer Mode:** Call comes in, video is auto-answered, and audio is muted until handset is picked up.
- **Standard Answer Mode:** Call is only answered when the handset is picked up.
- **Auto Dial Mode:** System audio dials a preset number when the handset is lifted. Preset is labeled "auto dial." Configure Favorite Entry with First Name: *Auto* and Last Name: *Dial*.
- **Hang Up Call:** System hangs up a call when the handset is placed on hook, with a built-in three second delay in case of accidental user error.

**Hands-Free Mode** (No handset, therefore no volume control): System auto answers only. No other features. The call is disconnected by the far-end hanging up the call or using the ir remote locally. Audio through speakers only.

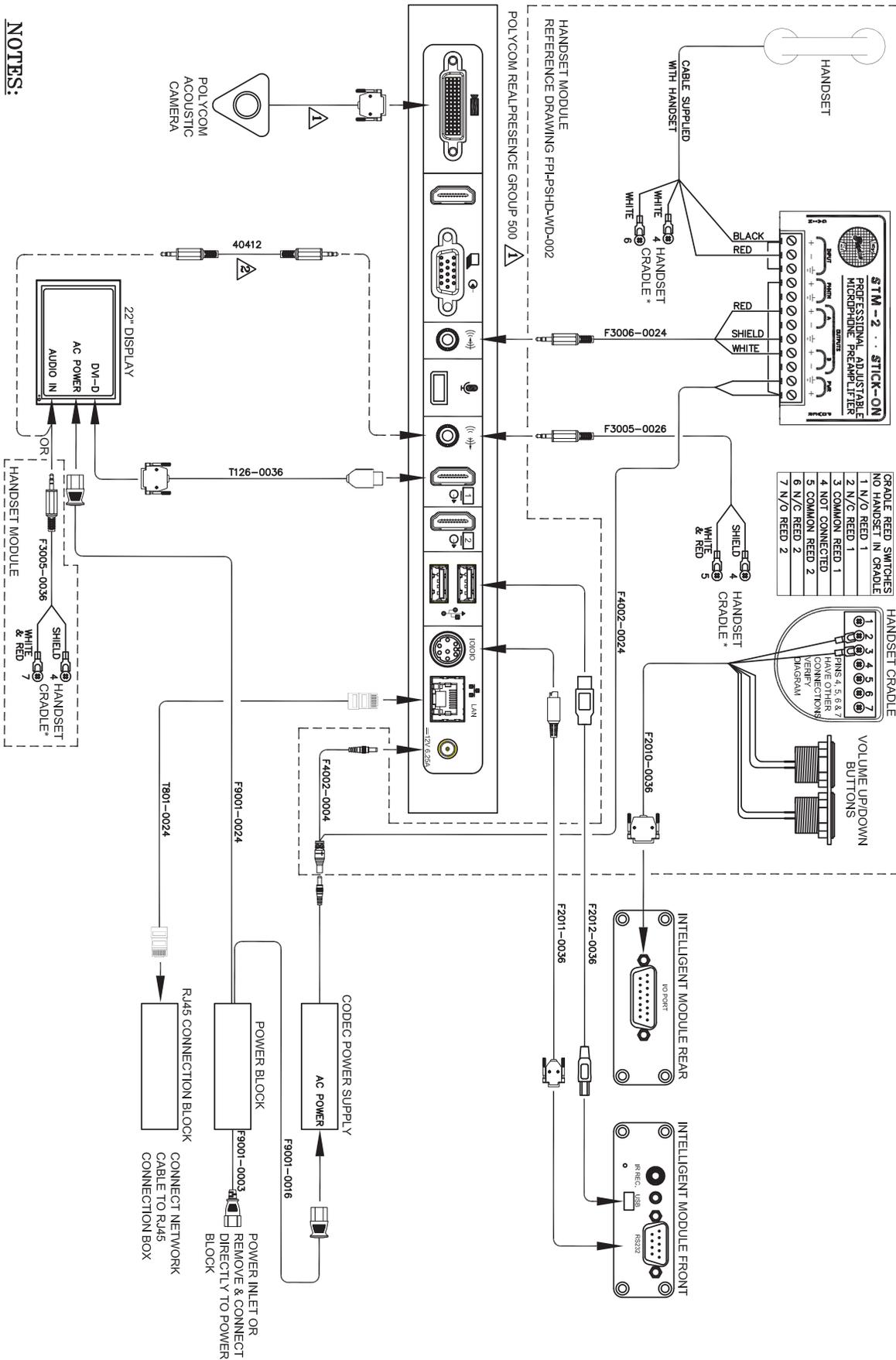
**Both Handset and Hands-Free Mode** (Includes volume control): System auto answers with audio through speakers. Pick up handset and audio goes to handset only (privacy). Pre-define upon installation: To eliminate the handset from hanging up calls (handset + hands free operation), set the following in Favorite entry, First Name: *handset*, Last Name: *hangupoff*, to not disconnect the call when the handset is returned to the cradle. A dummy IP address may be required to store Favorite entry. Use 127.0.0.1 or other.

**Regulatory Notices:**

- This equipment is intended for indoor use only.
- Do not use a power cord that is damaged. This could cause fire or electric shock. Contact the manufacturer for a replacement cord, if necessary.
- Only use a power cord which is appropriately rated and approved relevant to the country of use.
- When connecting to the mains supply, connect only to an earthed supply outlet which is installed near the equipment and is easily accessible.
- If the mains supply is required to be made directly to the building electrical installation, only a qualified electrician should carry out this work in accordance with local wiring rules and regulations.
- Keep ventilation openings free from any obstructions.
- The ambient operating temperature rating of this equipment is 0 - 40°C and should not be exceeded.
- Do not immerse the system in any liquid or place any liquids on it.
- Do not spray liquids directly onto the system when cleaning. Always apply the liquid first to a static-free cloth.
- For further information concerning the individual components of this equipment, please refer to the respective product literature.
- For support or service, please contact your Polycom® distributor or go to Polycom Support at [www.polycom.com/support](http://www.polycom.com/support).

# Shield Wiring Diagram

- ⚠️ CODEC AND CAMERA SUPPLIED SEPARATELY  
 ⚠️ REQUIRED ONLY IF HANDSET MODULE IS REMOVED



# Handset Wiring Diagram

CRADLE REED SWITCHES NO HANDSET IN CRADLE	
1	N/O REED 1
2	N/C REED 1
3	COMMON REED 1
4	NOT CONNECTED
5	COMMON REED 2
6	N/C REED 2
7	N/O REED 2

