Regulatory Reference for Avaya Virtual Services Platform 9000

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“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can

result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: http://support.avaya.com or such successor site as designated by Avaya. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

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Chapter 1: Regulatory information and safety precautions

Read the information in this section to learn about regulatory conformities and compliances.

International Regulatory Statements of Conformity

This is to certify that the device was evaluated to the international regulatory standards for electromagnetic compliance (EMC) and safety and were found to have met the requirements for the following international standards:

- EMC—Electromagnetic Emissions—CISPR 22, Class A
- EMC—Electromagnetic Immunity—CISPR 24
- Electrical Safety—IEC 60950, with CB member national deviations

Further, the equipment has been certified as compliant with the national standards as detailed in the following sections.

National Electromagnetic Compliance (EMC) Statements of Compliance

FCC Statement (USA only)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the Federal Communications Commission (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. If it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to take whatever measures may be necessary to correct the interference at their own expense.

ICES Statement (Canada only)

Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class A limits for radio-noise emissions from digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications.

Règlement sur le brouillage radioélectrique du ministère des Communications

Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe A prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada.

CE Marking Statement (Europe only)

EN 55022 Statements

This is to certify that the device is shielded against the generation of radio interference in accordance with the application of Council Directive 2004/108/EC. Conformity is declared by the application of EN 55022 Class A (CISPR 22).

Caution:

This device is a Class A product. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users are required to take appropriate measures necessary to correct the interference at their own expense.

EN 55024 Statement

This is to certify that the device is shielded against the susceptibility to radio interference in accordance with the application of Council Directive 2004/108/EC. Conformity is declared by the application of EN 55024 (CISPR 24).

EN 300386 Statement

The device complies with the requirements of EN 300386 V1.3.3 for emissions and for immunity for a Class A device intended for use in either Telecommunications centre or locations other than telecommunications centres given the performance criteria as specified by the manufacturer.

EC Declaration of Conformity

This product conforms to the provisions of the R&TTE Directive 1999/5/EC.

European Union and European Free Trade Association (EFTA) Notice

CE

All products labeled with the CE marking comply with R&TTE Directive (1999/5/EC) which includes the Electromagnetic Compliance (EMC) Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms (ENs). The equivalent international standards are listed in parenthesis.

- EN 55022 (CISPR 22)–Electromagnetic Interference
- EN 55024 (IEC 61000-4-2, -3, -4, -5, -6, -8, -11)–Electromagnetic Immunity
- EN 61000-3-2 (IEC 610000-3-2)–Power Line Harmonics
- EN 61000-3-3 (IEC 610000-3-3)–Power Line Flicker

VCCI Statement (Japan/Nippon only)

This is a Class A product based on the standard of the Voluntary Control Council for Interference (VCCI) for information technology equipment. If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラス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。

BSMI statement (Taiwan only)

BSMI statement (Taiwan only)

This is a Class A product based on the standard of the Bureau of Standards, Metrology and Inspection (BSMI) CNS 13438 Class A and CNS 14336-1.

警告使用者：
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。

Chinese EMI and safety warnings

Voltage:

Risk of injury by electric shock

Before working on this equipment, be aware of good safety practices and the hazards involved with electrical circuits. Use only power cords that have a good grounding path. Ensure that the switch is properly grounded before powering on the unit.

⚠ 電壓警告:

觸電受傷的危險性

在此設備上進行作業之前，要認知到良好的安全行為和涉及電子電路可能的危害。使用的電源線需有接地路徑。確保供電給設備之前，有適當的接地。

Warning:

Disconnecting the power cord is the only way to turn off power to this device. Always connect the power cord in a location that can be reached quickly and safely in case of emergency.

⚠ 警告使用者:

斷開電源線，是關閉該設備電源的唯一方法。始終確保連接電源線的位置，在緊急情況下，是可以快速且安全抵達的一個位置。

Electrostatic alert:

Risk of equipment damage

ESD can damage electronic circuits. Do not touch electronic hardware unless you wear a grounding wrist strap or other static-dissipating device.

⚠ 静电警示：

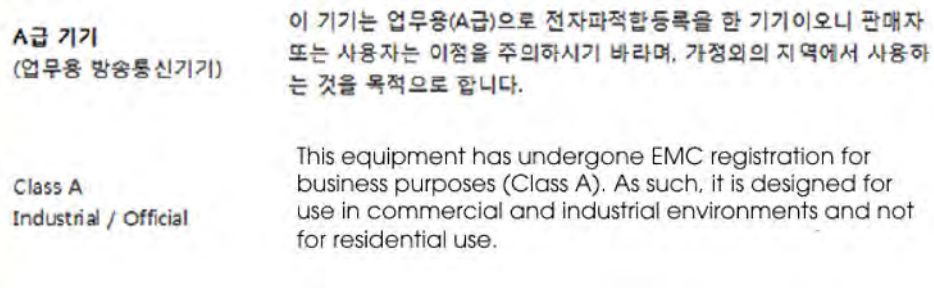
设备损坏风险

静电放电（ESD）可能损坏电子电路。请勿在没有佩戴接地线手腕带或其它静电扩散设备的情况下触摸电子硬件。

KCC notice (Republic of Korea only)

This device has been approved for use in business applications only per the Class A requirements of the Korea Communications Commission (KCC). This device may not be sold for use in a non-business application.

Observe the Regulatory Marking label on the back or bottom of each switch for specific certification information pertaining to this model. Each model is approved for shipment to/usage in Korea and is labeled as such, with all appropriate text and the appropriate KC reference number.



Russia Belarus and Kazakhstan Requirement

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National Safety Statements of Compliance

CE Marking Statement (Europe only)

EN 60 950 Statement

This is to certify that the switch and components installed within the switch are in compliance with the requirements of EN 60 950 in accordance with the Low Voltage Directive. Additional national differences for all European Union countries have been evaluated for compliance. Some components installed within the switch may use a nickel-metal hydride (NiMH) and/or lithium-ion battery. The NiMH and lithium-ion batteries are long-life batteries, and it is very possible that you will never need to replace them. However, should you need to replace them, refer to the individual component manual for directions on replacement and disposal of the battery.

Denan Statement (Japan/Nippon only)



警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

Información NOM (únicamente para México)

La información siguiente se proporciona en el dispositivo o en los dispositivos descritos en este documento, en cumplimiento con los requisitos de la Norma Oficial Mexicana (NOM):

Exportador:	Avaya Inc. 4655 Great America Parkway Santa Clara, CA 95054 USA
Importador:	AVAYA COMMUNICATION DE MEXICO, S.A. DE C.V. Col. Polanco V Seccion. Presidente Masarik 111, Piso 6 11560, Distrito Federal México
Embarcar a:	**Virtual Services Platform 9012** Model 9006AC power supply (máximo de seis): 14.45 A, 100–120 V (per INPUT/ENTRADA) 50/60 Hz. 11.62 A, 200–240 V (per INPUT/ENTRADA) 50/60 Hz. **Virtual Services Platform 9010** Model 9006AC power supply (máximo de ocho): 14.45 A, 100–120 V (per INPUT/ENTRADA) 50/60 Hz. 11.62 A, 200–240 V (per INPUT/ENTRADA) 50/60 Hz.

NOM Statement (Mexico only)

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	Col. Polanco V Seccion.
	Presidente Masarik 111, Piso 6
	11560, Distrito Federal
	México
Input:	**Virtual Services Platform 9012**
	Model 9006AC power supply (up to six):
	14.45 A, 100–120 V (per INPUT/ENTRADA) 50/60 Hz.
	11.62 A, 200–240 V (per INPUT/ENTRADA) 50/60 Hz.
	Virtual Services Platform 9010
	Model 9006AC power supply (up to eight):
	14.45 A, 100–120 V (per INPUT/ENTRADA) 50/60 Hz.
	11.62 A, 200–240 V (per INPUT/ENTRADA) 50/60 Hz.

National Environmental Statement of Compliance

The WEEE Directive 2002/96/EC and Restriction of Hazardous Substances (RoHS) Directive 2011/65/EU set collection, recycling and recovery targets for various categories of electrical products and their waste.

Restriction on Hazardous Substances Directive Compliance Statement

The Restriction on Hazardous Substances (RoHS) Directive (2011/65/EU), which accompanies the WEEE Directive, bans the use of heavy metals and brominated flame-retardants in the manufacture of electrical and electronic equipment. Specifically, restricted materials under the RoHS Directive are Lead (including solder used in PCBs), Cadmium, Mercury, Hexavalent Chromium, and Bromine.

Avaya declares compliance with the European Union (EU) RoHS Directive (2011/65/EU) in that Lead, which is a restricted hazardous substance, is used only in accordance to the exemption(s) to Article 4(1), item 7 granted by the European Union (EU) RoHS Directive (2011/65/EU) in the Annex —”lead in solders for network infrastructure equipment for switching, signalling, transmission as well as network management for telecommunication”.

WEEE Directive Compliance Statement



This product at end of life is subject to separate collection and treatment in the EU Member States, Norway, and Switzerland and therefore is marked with the symbol shown at the left. Treatment applied at end of life of these products in these countries shall comply with the applicable national laws implementing Directive 2002/96/EC on Waste of Electrical and Electronic Equipment (WEEE).

Avaya declares compliance with the European Union (EU) WSEEE Directive (2002/96/EC).

Safety Messages

This section describes the different precautionary notices used in the device documentation. This section also contains precautionary notices that you must read for safe operation of this device.

Notices

Notice paragraphs alert you about issues that require your attention. The following sections describe the types of notices. For a list of safety messages used in a document and their translations, see the Translations of safety messages chapter.

Attention Notice

Important:

An attention notice provides important information regarding the installation and operation of Avaya products.

Caution ESD Notice

Electrostatic alert:

ESD

ESD notices provide information about how to avoid discharge of static electricity and subsequent damage to Avaya products.

Electrostatic alert:

ESD (décharge électrostatique)

La mention ESD fournit des informations sur les moyens de prévenir une décharge électrostatique et d'éviter d'endommager les produits Avaya.

Electrostatic alert:

ACHTUNG ESD

ESD-Hinweise bieten Information dazu, wie man die Entladung von statischer Elektrizität und Folgeschäden an Avaya-Produkten verhindert.

Electrostatic alert:

PRECAUCIÓN ESD (Descarga electrostática)

El aviso de ESD brinda información acerca de cómo evitar una descarga de electricidad estática y el daño posterior a los productos Avaya.

Electrostatic alert:

CUIDADO ESD

Os avisos do ESD oferecem informações sobre como evitar descarga de eletricidade estática e os conseqüentes danos aos produtos da Avaya.

Electrostatic alert:

ATTENZIONE ESD

Le indicazioni ESD forniscono informazioni per evitare scariche di elettricità statica e i danni correlati per i prodotti Avaya.

Caution Notice

Caution:

Caution notices provide information about how to avoid possible service disruption, loss of data, or harm to software.

Caution:

PELIGRO

Los avisos de peligro proporcionan información sobre cómo evitar una posible interrupción del servicio, pérdida de datos o daño al software.

Caution:

ACHTUNG

In diesen Hinweisen erfahren Sie, wie Sie Dienstunterbrechungen, Datenverlust oder Beeinträchtigungen der Software vermeiden können.

Caution:

MISE EN GARDE

Les avis de mise en garde fournissent des informations indiquant comment éviter tout risque d'interruption de service, de perte de données ou de détérioration du logiciel.

Caution:

CUIDADO

Avisos de cuidado fornecem informações sobre como evitar possíveis interrupções de serviço, perda de dados ou danos ao software.

Caution:

ATTENZIONE

Un avvertimento di attenzione fornisce le informazioni su come evitare situazioni che potrebbero causare danni al software, perdita di dati o interruzione del servizio.

Warning Notice

Warning:

Warning notices provide information about how to avoid harm to hardware or equipment.

Warning:

AVERTISSEMENT

Les avis d'avertissements fournissent des informations indiquant comment éviter de détériorer le matériel ou un équipement.

Warning:

WARNUNG

In Warnhinweisen erfahren Sie, wie Sie Beschädigungen der Hardware oder anderer Geräte vermeiden können.

Warning:

ADVERTENCIA

Los avisos de advertencia proporcionan información sobre cómo evitar daño al hardware o al equipo.

Warning:

ADVERTÊNCIA

Avisos de advertência fornecem informações sobre como evitar danos aos equipamentos.

Warning:

Avvertenza

Un'avvertenza richiama fornisce le informazioni su come evitare situazione che potrebbero danneggiare l'hardware o l'apparecchiatura.

Danger High Voltage Notice

Voltage:

Danger—High Voltage notices provide information about how to avoid a situation or condition that can cause serious personal injury or death from high voltage or electric shock.

Voltage:

La mention Danger—Tension élevée fournit des informations sur les moyens de prévenir une situation ou une condition qui pourrait entraîner un risque de blessure grave ou mortelle à la suite d'une tension élevée ou d'un choc électrique.

Voltage:

GEFAHR

Hinweise mit „Vorsicht – Hochspannung“ bieten Informationen dazu, wie man Situationen oder Umstände verhindert, die zu schweren Personenschäden oder Tod durch Hochspannung oder Stromschlag führen können.

Voltage:

PELIGRO

Los avisos de Peligro-Alto voltaje brindan información acerca de cómo evitar una situación o condición que cause graves lesiones a personas o la muerte, a causa de una electrocución o de una descarga de alto voltaje.

Voltage:

PERIGO

Avisos de Perigo—Alta Tensão oferecem informações sobre como evitar uma situação ou condição que possa causar graves ferimentos ou morte devido a alta tensão ou choques elétricos.

Voltage:

PERICOLO

Le indicazioni Pericolo—Alta tensione forniscono informazioni per evitare situazioni o condizioni che potrebbero causare gravi danni alle persone o il decesso a causa dell'alta tensione o di scosse elettriche.

Danger Notice

Danger:

Danger notices provide information about how to avoid a situation or condition that can cause serious personal injury or death.

Danger:

La mention Danger fournit des informations sur les moyens de prévenir une situation ou une condition qui pourrait entraîner un risque de blessure grave ou mortelle.

Danger:

GEFAHR

Gefahrenhinweise stellen Informationen darüber bereit, wie man Situationen oder Umständen verhindert, die zu schweren Personenschäden oder Tod führen können.

Danger:

PELIGRO

Los avisos de Peligro brindan información acerca de cómo evitar una situación o condición que pueda causar lesiones personales graves o la muerte.

Danger:

PERIGO

Avisos de perigo oferecem informações sobre como evitar uma situação ou condição que possa causar graves ferimentos ou morte.

Danger:

PERICOLO

Le indicazioni di pericolo forniscono informazioni per evitare situazioni o condizioni che potrebbero causare gravi danni alle persone o il decesso.

Chapter 2: Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.