

Compliance information

A101

A102

A104

A108

September 2022

Regulatory – Compliance and Agency Approval

The Voice cards A101, A102, A104 and A108 comply with or have obtained Regulatory Agency approval at least against the following standards:

- **EMC – Emission** (Class A) FCC Part 15 - 2006
ICES-003 issue 4
EN 55032: 2015
- **EMC – Immunity** EN 55035: 2017 + A11
- **Safety** IEC 62368-1:2014
EN 62368-1:2014 + A11
AS/NZS 62368.1:2018
- **Telecom – Digital** TBR 4
FCC Part 68 + TIA-968-A + TIA-968-A-1 + TIA-968-A-2 + TIA-968-A-3 + TIA-968-A-4
IC CS-03 Issue 8 - Part 1
AS/ACIF S016:2001
AS/ACIF S004:2008

Compliance and Regulatory Statements

1. EN55032 and CISPR32 – Class A warning

These are Class A products that may cause radio interference. In this case, the user may be required to take adequate measures.

2. FCC Part 15 Statement

These digital equipment have 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 generate, use 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 are likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

3. FCC Part 68 Statement

These equipment comply with Part 68 of the FCC rules and the requirement adopted by ACTA of the United States.

On the product nameplate of this equipment (located on the rear of the chassis) is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX.

If requested, this number must be provided to the telephone company.

Connection to the Telephone Line

This equipment cannot be used on the public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

Your telephone company may discontinue your service if your equipment causes harm to the telephone network. They will notify you in advance of disconnection, if possible. During notification, you will be informed of your right to file a complaint to the FCC.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

The registration number of the system must be provided so that the telephone company can ascertain intended modes of operation and verification of registration ports.

If a need arises in the future, the telephone company will call the user and request the following information for any equipment being connected to the Public Switched Telephone Network:

- *Manufacturer:* Sangoma
- *Model Number:* Refer to the nameplate on the chassis
- *Ringer Equivalence Number (REN):* Not applicable
- *Facility Interface Code (FIC):* 04DU9-BN, 04DU9-DN, 04DU9-1KN, 04DU9-1SN
- *Service Order Code (SOC):* 6.0F
- *Universal Service Order Code (USOC):* RJ48C

Problems, Repair and Warranty

Should you experience trouble with this telephone equipment or for repair or warranty information, please contact Sangoma at +1 (905) 474-1990. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect this equipment from the line network until the problem has been corrected.

4. ISED Statement

These digital equipment do not exceed Class A limits for radio noise emissions for digital apparatus, set out in Radio Interference Regulation of ISED Canada.

Operation in a residential area may cause unacceptable interference to radio and TV reception requiring the owner or operator to take whatever steps necessary to correct the interference.

These equipment meet the applicable IESD technical specifications.

The IESD label identifies certified equipment. The certification means that the equipment meets certain telecommunications network protective, operations, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The IESD does not guarantee the equipment will operate to the user's satisfaction.

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 made by a Sangoma authorized maintenance facility. 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.



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

5. Notice d'ISDE

Ces équipements n'émettent pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la Classe A prescrites dans le Règlement sur le brouillage radioélectrique établi par l'ISDE Canada. L'exploitation faite en milieu résidentiel peut entraîner le brouillage des réceptions de radio et de télévision, ce qui obligerait le propriétaire ou l'opérateur à prendre les dispositions nécessaires pour en éliminer les causes.

Le présent matériel est conforme aux spécifications techniques applicables d'ISDE.

L'étiquette d'ISDE identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par Sangoma. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause d'un mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.



L'utilisateur ne doit pas tenter de faire les raccordements lui-même, mais doit avoir recours à un service d'inspection d'installations électriques ou d'un électricien.

6. EU Directives: EMC, Safety and RoHS Recast



DECLARATION OF CONFORMITY

We, Sangoma, declare under our sole responsibility that the products

A101
A102
A104
A108

to which this declaration relates, are in conformity with the following European Directives:

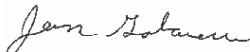
2014/30	(EMC)
2014/35	(Safety)
2011/65	(RoHS Recast)
2015/863	(RoHS amendment)

Product compliance has been demonstrated against the following standards:

EN 55032	2015
EN 55035	2017 + A11
EN 62368	2014 + A11
EN 63000	2018

The technical file is kept at: *Sangoma*
100 Renfrew Drive
Markham, Ontario L3R 9R6
Canada

Markham, 17 December 2021


Jean Galarnau
Senior Director of Engineering

100 Renfrew Drive, Suite 100 Tel: 1 905 474 1990
Markham, ON L3R 9R6, Canada Toll Free: 1 800 388 2475

www.sangoma.com

- SANGOMA vakuuttaa täten että A101, A102, A104, A108 tyyppinen laite on direktiivin 2014/30, 2014/35, 2011/65, 2015/863 oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
- Hierbij verklaart SANGOMA dat het toestel A101, A102, A104, A108 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2014/30, 2014/35, 2011/65, 2015/863.
- Par la présente SANGOMA déclare que les A101, A102, A104, A108 sont conformes aux exigences essentielles et aux autres dispositions pertinentes des Directives 2014/30, 2014/35, 2011/65, 2015/863.
- Härmed intygar SANGOMA att denna A101, A102, A104, A108 står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2014/30, 2014/35, 2011/65, 2015/863.
- Undertegnede SANGOMA erklærer herved, at følgende udstyr A101, A102, A104, A108 overholder de væsentlige krav og øvrige relevante krav i direktiv 2014/30, 2014/35, 2011/65, 2015/863.
- Hiermit erklärt SANGOMA, dass sich dieses A101, A102, A104, A108 in Übereinstimmung mit den grundlegenden Anforderungen und den anderen relevanten Vorschriften der Richtlinie 2014/30, 2014/35, 2011/65, 2015/863 befindet (BMW).
- ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ SANGOMA ΔΗΛΩΝΕΙ ΟΤΙ Α101, Α102, Α104, Α108 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2014/30, 2014/35, 2011/65, 2015/863.
- Con la presente SANGOMA dichiara che questo A101, A102, A104, A108 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2014/30, 2014/35, 2011/65, 2015/863.
- Por medio de la presente SANGOMA declara que el A101, A102, A104, A108 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2014/30, 2014/35, 2011/65, 2015/863.
- SANGOMA declara que este A101, A102, A104, A108 está conforme com os requisitos essenciais e outras disposições da Directiva 2014/30, 2014/35, 2011/65, 2015/863.
- Hawnhekk, SANGOMA, jiddikjara li dan A101, A102, A104, A108 jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 2014/30, 2014/35, 2011/65, 2015/863.
- Käesolevaga kinnitab SANGOMA seadme A101, A102, A104, A108 vastavust direktiivi 2014/30, 2014/35, 2011/65, 2015/863 põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
- Alulírott, SANGOMA nyilatkozom, hogy a A101, A102, A104, A108 megfelel a vonatkozó alapvető követelményeknek és az 2014/30, 2014/35, 2011/65, 2015/863 irányelv egyéb előírásainak.
- SANGOMA týmto vyhlasuje, že A101, A102, A104, A108 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2014/30, 2014/35, 2011/65, 2015/863.
- SANGOMA tímto prohlašuje, že tento A101, A102, A104, A108 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2014/30, 2014/35, 2011/65, 2015/863.
- Šiuo SANGOMA deklaruoja, kad šis A101, A102, A104, A108 atitinka esminius reikalavimus ir kitas 2014/30, 2014/35, 2011/65, 2015/863 Direktyvos nuostatas.
- Ar šo SANGOMA deklarē, ka A101, A102, A104, A108 atbilst Direktīvas 2014/30, 2014/35, 2011/65, 2015/863 būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
- SANGOMA izjāvija, da je ta A101, A102, A104, A108 skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2014/30, 2014/35, 2011/65, 2015/863.
- Hér með lýsir SANGOMA yfir því að A101, A102, A104, A108 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 2014/30, 2014/35, 2011/65, 2015/863.
- Niniejszym SANGOMA oświadcza, że A101, A102, A104, A108 jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2014/30, 2014/35, 2011/65, 2015/863.
- SANGOMA erklærer herved at utstyret A101, A102, A104, A108 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 2014/30, 2014/35, 2011/65, 2015/863.
- Noi SANGOMA declarăm că EXP100 respectă cerințele esențiale și alte dispoziții relevante din directivele 2014/30, 2014/35, 2011/65, 2015/863.
- SANGOMA декларирам на своя отговорност, че далекосъобщително устройство A101, A102, A104, A108 съответства на съществениите изисквания по 2014/30, 2014/35, 2011/65, 2015/863.

7. UK Regulations: EMC + Safety + RoHS



UKCA DECLARATION OF CONFORMITY

We, Sangoma, declare under our sole responsibility that the IP Telephone models

A101
A102
A104
A108

to which this declaration relates, are in conformity with the following UK Regulations:

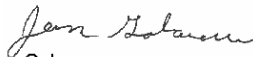
2016 N°1091 - Electromagnetic Compatibility – as amended in 2019, 2020
2016 N°1101 - Electric Equipment (Safety) – as amended in 2019, 2020
2012 N°3032 - RoHS – as amended in 2019, 2020

The standards used to show compliance are:

BS EN 55032	2015 + A11
BS EN 55035	2017 + A11
BS EN 62368-1	2014 + A11
BS EN 63000	2018

The technical file is kept at: *Sangoma*
100 Renfrew Drive
Markham, Ontario L3R 9R6
Canada

Markham, 20 September 2022


Jean Galarnau
Engineering Manager

100 Renfrew Drive, Suite 100 Tel: 1 905 474 1990
Markham, ON L3R 9R6, Canada Toll Free: 1 800 388 2475

www.sangoma.com

Marking

The Voice cards **A101**, **A102**, **A104** and **A108** bear the following CE mark:



Environmental Information

Waste Electrical and Electronic Equipment – WEEE



The WEEE (Waste Electrical and Electronic Equipment) legislation aims to raise the level of recycling of electrical and electronic equipment and to encourage designers to create products with recycling in mind.

The SANGOMA equipment that you bought has required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end-of-life equipment in a sound way.

The crossed-out wheeled bin symbol invites you not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.



Safety warnings and Precautions

- To install in a PC or to remove from a PC, this PC must be shut down.
Use in a well-ventilated PC.
- Um auf einem PC zu installieren oder von einem PC zu entfernen, muss dieser PC heruntergefahren werden.
Verwendung in einem gut belüfteten PC.
- Pour installer sur un PC ou le retirer d'un PC, ce PC doit être éteint.
Utiliser dans un PC bien ventilé.
- Para instalarlo en una PC o quitarlo de una PC, esta PC debe apagada.
Úselo en una PC bien ventilada
- Per installarlo su un PC o rimuoverlo da un PC, questo PC deve essere spento.
Utilizzare in un PC ben ventilato.
- За да инсталирате в компютър или да го премахнете от компютър, този компютър трябва да бъде изключен.
Използвайте в добре вентилиран компютър.
- Arvutisse installimiseks või arvutist eemaldamiseks tuleb see arvuti välja lülitada.
Kasutage hästi ventileeritavas arvutis.
- Για εγκατάσταση σε υπολογιστή ή για αφαίρεση από υπολογιστή, αυτός ο υπολογιστής πρέπει να τερματιστεί.
Χρησιμοποιείτε σε καλά αεριζόμενο υπολογιστή.
- Lai instalētu datorā vai noņemt no datora, šis dators ir jāizslēdz.
Izmantojiet labi vēdināmā datorā.
- Norėdami įdiegti į asmeninį kompiuterį arba pašalinti iš kompiuterio, šį kompiuterį reikia išjungti.
Naudokite gerai vėdinamuose kompiuteriuose.

- A számítógépre történő telepítéshez vagy a PC-ről való eltávolításhoz ezt a számítógépet le kell állítani. Használjon jól szellőző számítógépen.
- Om op een pc te installeren of om van een PC te verwijderen, moet deze PC worden afgesloten. Gebruik in een goed geventileerde PC.
- For å installere på en PC eller for å fjerne fra en PC, må denne PCen stenges. Brukes på en godt ventilert PC.
- Aby zainstalować na komputerze PC lub usunąć z komputera, ten komputer musi być zamknięty. Używaj w dobrze wentylowanym komputerze.
- Para instalar em um PC ou remover de um PC, este PC deve ser desligado. Use em um PC bem ventilado.
- Pentru a instala pe un computer sau pentru a-l scoate de pe un computer, acest computer trebuie oprit. Utilizați într-un PC bine ventilat
- Če ga želite namestiti v računalnik ali odstraniti izračunalnika, ga morate izključiti. Uporaba v dobro prezračenem računalniku.
- Ak chcete počítač nainštalovať alebo odobrať z počítača, musí byť tento počítač vypnutý. Používajte v dobre vetranom počítači.
- Tämä tietokone on sammutettava, jotta se voidaan asentaa tietokoneeseen tai poistaa tietokoneelta. Käytä hyvin ilmastoidussa tietokoneessa.
- För att kunna installera på en dator eller ta bort den från en dator måste den här datorn stängas av. Använd i en väl ventilerad dator.
- Til að setja í tölvu eða fjarlægja úr tölvu verður að loka tölvunni. Notið í vel loftræstri tölvu.
- Biex tinstalla f'KP jew biex tneħħi minn PC, dan il-PC għandu jingħalaq. Uża go PC ventilat tajjeb.
- For at installere på en PC eller fjerne fra en PC skal denne pc lukkes ned. Brug i en godt ventileret PC.
- Da biste ga instalirali na računalo ili uklonili s računala, ovo računalo morabiti isključeno. Koristite na dobro prozračenom računalu.

Making changes or modifications



Any changes and modifications not expressly approved by SANGOMA will void any compliance and regulatory approval, and will void the user's authority to operate the equipment.