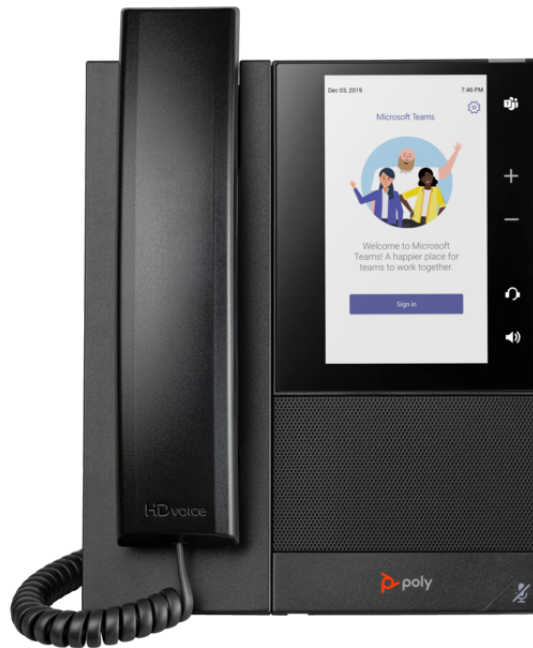


# Poly CCX 500 Business Media Phone for Microsoft Teams and PoE-enabled

## Simply intuitive

By design, the Poly CCX 500 Series business media phones are simple and intuitive to use – with one-touch-access to your contacts and meetings. So, users can get right to work.



\*Product image may differ from actual product

### Audio expertise you can trust

With Poly CCX 500 Series business phones you can feel confident you sound professional on every call. And with Poly signature audio, Poly HD Voice and Acoustic Clarity technologies, you know you will hear and be heard on your calls.

### Always ready for the next call

The CCX 500 Series supercharges collaboration with its easy to use, touchscreen interface and ergonomic design. The simple touch-access to contacts, meetings and voicemails keeps your user's day moving, boosting productivity.

#### Audio clarity

Conversations stay clear with Poly HD Voice and Poly Acoustic Clarity technologies.

#### Distraction-free calls

Reduce distracting background noise with Poly Acoustic Fence technology.

#### Touchscreen controls

Contacts and meetings are easily accessible via the color touchscreen with 5" multi-touch LCD display.

#### Add a Poly headset

Multiple Poly headset options are available to suit any worker's style – in addition to the traditional handset.<sup>1</sup>

## Datasheet

# Poly CCX 500 Business Media Phone for Microsoft Teams and PoE-enabled

## Specifications



**Compatible with**

**Compatible operating systems:** Android 9

**Display**

**Aspect ratio:** 16:9

**Native resolution:** 720 x 1280

**Panel technology:** Color LCD

**Display size (diagonal, metric):** 12.7 cm (5")

**Touch-enabled:** Gesture-based, multi-touch capable touchscreen

**Connectivity and communications**

**External I/O ports:**

1 USB 2.0 Type-A (for media, storage applications, headset, expansion module)

1 USB 2.0 Type-C® (for media, storage applications, headset, expansion module)

2 RJ-45 (10/100/1000 Mbps)

**Wireless technologies:**

Bluetooth® 4.2

**Battery**

**Power features:**

Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0)

13 W (maximum)<sup>3</sup>

**User interface features**

**Languages:**

Arabic; Chinese; Czech; Danish; Dutch; English; French; German; Hungarian; Italian; Japanese; Korean; Norwegian; Polish;

Portuguese; Romanian; Russian; Slovenian; Spanish; Swedish

**Audio**

**Audio features:**

Poly HD Voice

Poly Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression

Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset

Poly NoiseBlockAI technology removes most background noise when using the speakerphone

TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)

Individual volume settings with visual feedback for each audio path

Voice activity detection

Comfort noise generation

DTMF tone generation (RFC 2833 and in-band)

Low delay audio packet transmission

Adaptive jitter buffers

**Frequency response (microphone):** 100 Hz to 20 kHz

**Audio codecs:**

G.711 (A-law and  $\mu$ -law)

G.722

G.729AB

iLBC

OPUS

**Environmental**

**Certifications and compliances:** Argentina ENACOM; Australia RCM; Brazil ANATEL; Canada ICES and NRTL; China SRRC; China RoHS 2.0; EEA CE Mark; Eurasian Customs Union EAC; India WPC; Indonesia SDPP; Israel MOC; Japan MIC and VCCI; Malaysia SIRIM; Mexico IFETEL and NYCE; NZ Telepermit; Saudi Arabia CITC; Singapore IMDA; South Africa ICASA; South Korea KC; Taiwan NCC; UAE TRA; USA FCC and NRTL; UL 62368-1; CAN/CSA C22.2 No. 62368-14; EN 62368-1; IEC 60950-1; IEC 62368-1; AS/NZS 62368-1; FCC Part 15 Class B; ICES-003 Class B; EN 55032 Class B; EN 55024; EN 301 489-1 and EN 301 489-3 and EN 301 489-17; CISPR32 Class B; VCCI Class B; USA-FCC Part 15.247 & FCC Part 15.407; Canada-RSS 247 Issue2; EU-ETSI EN 300 328 & ETSI EN 301 893; Japan-Article 21 Item 19-2 and 19-3; Australia-AS/NZ4268

**Operating humidity range:** 5 to 95%

**Operating Temperature Range (Celsius) / Operating Temperature Range (Fahrenheit):** 0 to 40°C /

**Storage temperature range (Celsius) / Storage temperature range (Fahrenheit):** -40 to 70°C /

**Certifications**

**Certified collaboration software:** Microsoft Teams<sup>4</sup>

**Special features:**

Adjustable desk stand (2 positions)<sup>5</sup>

**Applications supported**

**Management software:**

Poly Lens

Poly Zero Touch Provisioning

Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management

Web UI to device IP address

**Display features**

On-screen virtual keyboard; Adjustable font size selection (regular, medium, large); Screensaver; Voicemail support;

Normal and dark mode; Digital picture frame

**Security**

**Security management:**

802.1X Authentication and EAPOL Media encryption via SRTP

Digest authentication

Encrypted configuration files

HTTPS secure provisioning

Password login

Support for signed software executables

Support for URL syntax with password

Transport Layer Security (TLS)

**Network**

**Supported network protocols:**

10/100/1000 Base-TX across LAN and PC ports

Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment

Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation

Manual or dynamic host configuration protocol (DHCP) network setup

**VoIP features:**

24 lines (SIP registrations)

# Poly CCX 500 Business Media Phone for Microsoft Teams and PoE-enabled

## Specifications



### Headset and handset compatibility

**Headset ports:**  
1 RJ-9  
1 Electronic Hook Switch (EHS) port for optional adapter  
**Headset and handset compatibility:**  
Bluetooth® headset compatibility  
Compatible with commercially available TTY adapter equipment  
Compliant with ADA Section 508 Subpart B 1194.23 (all)  
Hearing aid compatibility to ITU-T P.370 and TIA 504-A standards  
Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids  
USB Type-A headset support  
Dedicated RJ-9 headset port

### Telephony and call handling features

**Telephony and call handling features:**  
Busy Lamp Field (BLF)  
Call timer and call waiting  
Caller ID enable/disable  
Distinctive incoming call treatment/call waiting  
Do not disturb function  
One-touch speed dial, redial  
Shared call/bridged line appearance  
Automatic off-hook call placement (hot dialing)  
Call media recording/playback  
Automatic/remote answer on headset using electronic hook-switch  
Call hold/resume, diversion (forward), transfer (consultation, blind), pickup  
Calling, called, connected party identification  
Call forward for shared lines  
Private hold for shared lines  
Call logs (missed, received, placed)  
Local contact directory  
Create local contact from call log  
Corporate directory  
Call server redundancy (failover)  
SBC line registration  
Conference bridging  
Local call forwarding (all, busy, no answer) with destination shown on idle display  
Automatic call distribution (ACD)  
Automatic answer (intercom)  
Call park/retrieve  
Directed call pickup  
Group call pickup  
Hunt group - sequential calling  
Last call return  
Auto-answer a page with a muted microphone  
PTT and Multicast group  
Exchange Calendar Integration  
Flexible line keys  
Key system emulation  
STIR/SHAKEN Caller ID validation  
Voice Quality Monitoring (VQM)<sup>1,2</sup>

### Weight and dimensions

**Product Primary Color:** Black  
**Package dimensions (metric):** 26.3 x 24.3 x 7 cm  
**Package Weight (metric):** 1250 g  
**Product number:** 82Z76AA

### Country of origin

**Country of origin:** Made in China

### Warranty

Poly standard one-year limited warranty

### What is in the box

Console  
Desk stand  
Handset with handset cord  
Network (LAN) cable-CAT-5E

### Key Selling Points Footnotes

<sup>1</sup> Poly headsets sold separately.

### Technical Specifications Footnotes

<sup>1</sup> Wi-Fi operation requires phone to be powered by optional power adapter when not powered by PoE. <sup>2</sup> Most software-enabled features must be supported by the service provider platform. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features. <sup>3</sup> External universal AC/DC adapter, 48 VDC, 0.52 A, 25 W (sold separately). <sup>4</sup> Additional service provider platforms are supported. <sup>5</sup> Optional wall mount kit can be ordered separately.