Poly CCX 500 Business Media Phone with Open SIP and PoE-enabled GSA/TAA

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.[1]

Datasheet

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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): 5"
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)[3]

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 μ-law)
G.722
G.729AB
iLBC
OPUS

Environmental
Certifications and compliances: Argentina ENACOM; Australia RCM; Brazil ANATEL; Canada ICES and NRTLC; China SRRC; China RoHS 2.0; EEA CE Mark; Eurasian Customs Union EAC; India WPC; Indonesia SDPPI; 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. 62368-1-14; 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 2.1 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 / 32 to 104°F
Storage temperature range (Celsius) / Storage temperature range (Fahrenheit): -40 to 70°C / -40 to 158 °F

Certifications
Special features:
Adjustable desk stand (2 positions)[5]

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)

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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-TP.370 and TIA 504A 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 (VQMon)[1][2]

Weight and dimensions
Product Primary Color: Black
Package dimensions (imperial): 10.2 x 9.6 x 2.75 in
Package dimensions (metric): 26.3 x 24.3 x 7 cm
Package weight (imperial): 2.75 lb
Package Weight (metric): 1250 g
UPC number: 197497506518
Product number: 849B5AA

Country of origin
Country of origin: Made in Taiwan

Warranty
Poly standard one-year limited warranty

What is in the box
Console
Desk stand
Handset with handset cord
Network (LAN) cable-CAT-5E