



DATA SHEET

Polycom® CX500 IP Phone Optimized for use with Microsoft® Lync®

This UC phone is ideal for hallways, break rooms, and lobbies

The Polycom® CX500 IP phone features embedded Microsoft® Lync® software, allowing it to be seamlessly deployed within Microsoft® Lync® Server 2010 environments. Its clutter-free design and large color display for viewing call and directory information provide the ultimate in calling convenience for common areas, such as lobbies, hallways, and break rooms.

Polycom CX500 IP phone features standard Power over Ethernet (PoE) connectivity and an optional tamper-resistant wall mount providing flexibility and freedom. It also takes full advantage of the new device-only user mode in Microsoft Lync Server and doesn't require a connection to a PC making it ideal for deployment in public areas.

Featuring Polycom® HD Voice™ technology, the CX500 phone brings life-like richness and clarity to every call. Polycom HD Voice technology incorporates Microsoft RTAudio wideband audio with Polycom® Acoustic Clarity™ technology for crystal-clear noise-and-echo-free sound; as well as a best-in-class system design for high-fidelity voice reproduction.

Polycom and Microsoft solutions

Polycom offers the most comprehensive voice and video collaboration solutions for Microsoft Unified Communications environments. Polycom and Microsoft provide a fully unified, intuitive set of collaboration solutions that enables individuals and groups to instantly see, hear, and talk with colleagues around the world. The result is improved collaboration, streamlined operations and faster more informed decisions. Visit www.polycom.com/microsoft to learn more.



Benefits

- **Standalone IP phone for use with Microsoft® Lync® Server**— Embedded client does not require a PC to make calls or gain access to general contact information
- **Easy deployment**—Built-in Power over Ethernet, with AC power kit also available
- **Revolutionary voice quality**— Polycom® HD Voice™ technology for stunning voice quality and clarity
- **Unique collaboration**—Polycom offers the only complete line of integrated voice and visual communications solutions for Microsoft collaboration tools



Product specifications

Audio—general

- Polycom® HD Voice™ technology (Polycom® Acoustic Clarity™ technology, mechanical design and wideband codec support)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise fill
- DTMF tone generation/DTMF event RTP payload
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment
- Background noise suppression
- Cellular phone immunity
- Automatic gain control
- Dynamic noise reduction
- Acoustic echo cancellation

Audio—handset

- Handset Frequency response: 150–7 kHz
- Compliant with ADA Section 508
- Recommendations: Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) for magnetic coupling to approved HAC hearing aids

Audio—speaker

- Monitor only speaker
- Speaker frequency response: 300–7 kHz
- Speaker volume, maximum at 1/2 m peak volume: ≤ 81dB

CODEC support

- Microsoft RTAudio technology
- G.722.1
- G.711 (narrowband) (A-law and μ -law)

Power

- Built-in, auto-sensing IEEE 802.3af-2003 Power over ethernet class 2
- Optional AC power kit

User interface

- Display, 3.5" QVGA TFT 24-bit color graphical display, 320 x 240 pixels, with Unicode character capability
- LED backlight with adjustable brightness
- Backlight auto-dim when not in use

Accessibility

- High contrast UI graphic screen option (software)
- Compatible with commercially-available TTY adapter equipment
- TTY compatible handset port

Buttons/keys

- 12-button dial pad, 0 - 9, *, #
- Volume up & volume down
- 2-way navigation: up, down, select, home, previous
- 2 soft keys + menu
- Hookswitch for handset
- Mute/unmute
- Speaker phone

Indicators, LED

- Ringing/in call/hold
- Speaker
- Mute

Connectivity

- Single ethernet 10/100 Base-T with RJ45 connector port
- IEEE 802.3af class single PoE ethernet 10/100 Base-T
- Handset port, RJ-9

Included accessories

- Ethernet cable, 7 ft (2m)
- Fixed position stand

Accessories available separately

- AC Power Kit, 5-pack, with 24 V PSU and 2 m line cord with local plug
- Wall Mount Kit: bracket with ~100 mm Ethernet patch cord

Physical

- Weight
 - phone with handset & cord: 722 g
 - packaged: with all included accessories: 1.264 kg
- Dimensions, maximum (L x W x H)
 - phone: 195 x 181 x 179 mm
 - packaged: 297 x 268 x 99 mm
- Security cable lock slot

Operating conditions

- Temperature: 32–104° F (0–40° C)
- Relative humidity: 10–90% (non-condensing)

Storage temperature

- -40–185° F (40–85° C)

Regulatory certifications

- Electrical safety
 - UL60950-1 (USA/Canada)
 - IEC / EN60950-1 (EU)
 - GOST(Russia)
 - KCC(Korea)
- EMC—general
 - CISPR22
- EMC—USA (Class B)
 - FCC Part 15
- EMC—Canada (Class B)
 - ICES00.3: 1998
- EMC—EU (Class B)
 - EN 55022
 - EN 55024
- EMC—ROW (Class B)
 - C & A Tick (Australia)
 - VCCI (Japan)
 - GOST (Russia)
 - KCC (Korea)
 - TRA (UAE)
 - Telepermit PTC220 (New Zealand)

Optimized for Microsoft® Lync®

- Microsoft® Lync® Server 2013
- Microsoft® Lync® Server 2010

Software features

- Basic mode
 - Contacts
 - Photos
 - Message waiting indicator
 - Standard Enterprise IP-PBX features, CAC
 - Survivability, E911 (US only), call park, etc.
 - Teleworker support
 - Conference leader experience
- Enhanced mode functionality not supported for CX500

Part number

- 2200-44300-025

Warranty

- 12 months

Polycom® CX500 ships with

- CX500 IP phone base
- Handset
- Stand
- 6 ft. handset curly cord
- Quickstart Guide
- Warranty Card

About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

