

DATA SHEET

Polycom® VVX® 500

A performance business media phone that delivers best-in-class desktop productivity and unified communications for busy professionals



The Polycom® VVX® 500 performance business media phone unifies superior voice capabilities and applications into a simple-to-use, yet high performance unified communications (UC) solution. It is the ideal, all-in-one knowledge worker productivity tool, built to integrate seamlessly into a wide range of UC environments.

Simplicity and ease of use

The Polycom VVX 500 phone is built for today's busy managers and knowledge workers who need a powerful, expandable office phone that keeps up with their multitasking and schedule-juggling. Building on the behavior common to mobile phones, the multi-touch, gesture-based user interface of the Polycom VVX 500 phone makes navigation intuitive and easy.

Maximize productivity

Designed for a broad range of environments from small and medium businesses to large enterprises, the Polycom VVX 500 performance business media phone improves productivity, by complimenting the workplace applications on the user's computer. Users benefit from such capabilities as viewing their Outlook calendar on the phone and receiving meeting reminders while still having access to their corporate directory—all while waiting for their PCs to boot. Users can also extend their PC desktop to include the Polycom VVX 500 phone's screen, helping to enable simplified interactions and dialing using their PC's mouse and keyboard. Training and multipoint communication applications are complemented by the Polycom VVX 500 video playback capability for streaming content.

Best-in-class deployment and administration

The Polycom VVX 500 phone is easy to deploy and simple to manage. Its enterprise-grade, web-based, intuitive configuration method gives administrators the ability to easily set up and maintain a large number of phones throughout the entire enterprise. The built-in, broad interoperability capabilities allow IT departments to leverage previous IT infrastructure investments and achieve easy integration with third-party UC and productivity applications.

Highly customizable and expandable

The Polycom VVX 500 phone provides personalized information at a glance, through built-in Web applications and even a digital photo frame. Polycom's "My Info Portal" serves up stocks, news, sports, weather, and other streamed content directly to the phone screen. The Polycom VVX 500 phone is ready for future expansion modules and accessories for applications such as video conferencing and even wireless networking.

Market-leading open standards interoperability

Designed for enhanced interoperability, leveraging and complementing the other existing IT investments of any enterprise, the Polycom VVX 500 phone delivers HD voice, a superior UC experience bundled with business applications. With the broadest call server interoperability in the industry, the Polycom VVX 500 business media phone is a flexible foundation for any organization's unified communications strategy.

Benefits

- Improves knowledge-worker productivity
- Reduces training time through superior calling features in a sleek design and simple-to-use phone
- Cuts telephony administration and maintenance costs
- Leverages previous IT infrastructure investments
- Easy to deploy, administer, upgrade, and maintain
- Delivers easy integration with third-party UC and productivity applications

Product specifications

User interface features

- Gesture-based, multitouch-capable, capacitive touchscreen
- 3.5-in TFT LCD display at QVGA (320x240 pixel) resolution, 4:3 aspect ratio
- Screensaver and digital picture frame mode
- On-screen virtual keyboard
- Voicemail and videomail support¹
- Dual USB ports (2.0 compliant) for media and storage applications
- WebKit-based browser
- Adjustable base height
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, and Swedish

Audio features

- Polycom® HD Voice™ technology delivers life-like voice quality for each audio path—handset, the hands-free speakerphone, and the optional headset
- Polycom® Acoustic Clarity™ technology providing full-duplex conversations, acoustic echo cancellation and background noise suppression
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response: 14 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722, G.722.1, G.722.1C
- 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
- Packet loss concealment

Headset and handset compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility ITU-T P.370 and TIA
- 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially-available TTY Adapter equipment
- Support compatible USB Headsets

Call handling features¹

- 12 lines (registrations)
- Up to 24 simultaneous calls
- Shared call/bridged line appearance
- Flexible line appearance (one or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local three-way audio conferencing
- One-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom Productivity Suite:
 - Corporate Directory Access using LDAP
 - Local Voice Call Recording on USB flash drive
 - Visual Conference Management

Network and provisioning

- Network (LAN) Cable - CAT-5E
- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port Gigabit Ethernet switch
 - 10/100/1000Base-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
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DSCP

- VLAN—CDP, DHCP VLAN discovery, LLDP- MED for VLAN discovery
 - Network Address Translation (NAT)—support for static configuration and “Keep-Alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Local configurable digit map/dial plan
- Hardware diagnostics
- Status and statistics reporting
- IPv4
- TCP
- UDP
- DNS-SRV

Security

- 802.1X Authentication and EAPOL
- Media encryption via SRTP
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto sensing IEEE 802.3 at Power over
- Ethernet (Class 4)
- Energy-saving smart motion detector enables the screen to go into power-save mode when no one is in the office.
- External Universal AC Adaptor (optional, 48V 380mA DC)

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC
- UAE TRA
- Russia GOST-R
- Brazil ANATEL
- Australia A&C Tick
- South Africa ICASA
- China CCC
- Saudi Arabia CITC

Safety

- UL 60950-1
- CE Mark
- CAN/CSA-C22.2 No. 60950-1-03
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1

Operating conditions

- Temperature: (+32 to 104°F (0 to 40°C))
- Relative humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +160°F (-40 to +70°C)

Polycom® VVX® 500 comes with

- Polycom VVX 500 console
- Handset with handset cord
- Network (LAN) Cable - CAT-5E
- Quick Start Guide

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

Part numbers

- 2200-44500-025 – VVX 500 WW PoE
- 2200-44500-019 - VVX 500 Skype for Business, POE

Weight

- Unit weight: 2.0 lbs (0.9 kg)

Unit box dimensions/weight

- 11.4 x 7.9 x 3.5 in (29 x 20 x 9 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- Five (5)

Country of origin

- China

Warranty

- One (1) year

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1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.
 2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.

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About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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