

Polycom® VVX® 500

Intelligent performance color touchscreen business media phone that delivers best-in-class productivity and unified communications for busy professionals



DATA SHEET

The Polycom® VVX® 500 performance business media phone unifies superior audio capabilities and applications into a simple-to-use, yet high performance Unified Communications (UC) solution.

Simple to Use

The VVX 500 phone is built for workers who need a powerful, scalable office phone that keeps up with their multitasking and schedule balancing. Multi-touch, gesture-based user interface of the color Polycom VVX 500 phone makes usage intuitive and simple.

Be Productive

The VVX 500 business media phone improves productivity, by complementing the workplace applications on the user's computer. Users can view their Outlook calendar on the phone and receive reminders while still having access to their corporate directory, 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 is offered through an application by Polycom VVX 500 video playback capability.

Simple to Manage

The Polycom VVX 500 phone is easy to manage and has administrative abilities. Its intuitive configuration method gives administrators the ability to easily manage a large number of phones. 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.

Customize and Expand

The Polycom VVX 500 phone allows users to personalize information through applications, and even a digital photo frame. Polycom's "My Info Portal" can show stocks, news, sports, weather, and other streamed content directly to the phone screen. It is ready for future expansion modules and accessories for applications such as video conferencing and even wireless networking.

Features and Specifications

User interface features

- Gesture-based, multi-touch-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: 100 Hz–20 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

- 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)³
- Encrypted configuration files³
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address³
- HTTPS secure provisioning³
- Support for signed software executables³

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 CCC³
- South Africa ICASA
- 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
- 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—WW PoE

Weight

- Unit weight: 2.0 lbs (0.9 kg)

Unit box dimensions/weight

- 12 x 9 x 5 in
- 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.
 3. Planned future compliance

About FluentStream Technologies

Here at FluentStream Technologies, we provide a user-friendly, flexible business phone system designed for small to large sized businesses. FluentStream Technologies offers a complete phone solution with advanced, personalized features and mobility at an affordable price. We are so confident, try it 30 days for free. We will send you the phone... plug it in... and make your calls with the smarter business phone solution. We are available 24/7/365, so never hesitate to call! It's time to experience why so many other businesses are using a VoIP phone system.