

# Polycom® CX500 IP Phone

Optimized for use with Microsoft® Lync™ Server 2010—this UC phone is ideal for hallways, break rooms, and lobbies.

The Polycom® CX500 IP phone features embedded Lync 2010 software, allowing it to be seamlessly deployed within 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.

The 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 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](http://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

# Polycom CX500 Specifications

## Audio and Acoustic Performance

### 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 – 7kHz
- 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 – 7kHz
- Speaker volume, maximum at 1/2 meter peak volume: ≤ 81dB

### CODEC support.

- Microsoft RTAudio technology
- G.722.1
- G.711 (narrowband) (A-law and  $\mu$ -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
- Speakerphone

### 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 24V PSU and 2m line cord with local plug
- Wall Mount Kit: bracket with ~100mm Ethernet patch cord

### Physical

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

### Operating Conditions:

- Temperature: 0 to +40 degrees C (+32 to 104 degrees F)
- Relative Humidity: +10% to 90%, non-condensing

### Storage Temperature:

- -40 to +85 degrees C (-40 to +185 degrees F)

### 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)

### User Interface Languages

- Brazilian Portuguese, Chinese (Simplified and Traditional), Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Russian, Spanish, and Swedish

### Software Features:

- Pre-requisites:
  - Microsoft Lync Server 2010
  - Microsoft Lync 2010
- 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 Desktop Phone Base
- Handset
- Stand
- 6 ft. handset curly cord
- Quickstart Guide
- Warranty Card

## About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence™ Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security—on-premises, hosted, or cloud delivered.

For more information, visit [www.polycom.com](http://www.polycom.com), call 1-800-POLYCOM, or contact your Polycom sales representative.

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