

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

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

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

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 headset or wired headset

Poly NoiseBlock AI 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 NRTL; China SRRC; China RoHS 2.0; EEA CE Mark; Eurasian Customs Union EAC; India WPC; Indonesia SDPP; 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 C222 No. 62368-114; 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 21 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

Certified collaboration software: Zoom⁴

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:

8021X 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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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-T P.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)¹²

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
- Product number: 82Z78AA

Country of origin

- Country of origin: Made in China

Warranty

- Poly standard one-year limited warranty

What is in the box

- Console
- Desk stand
- Handset with handset cord
- Network (LAN) cable-CAT-5E

Key Selling Points Footnotes

¹ Poly headsets sold separately. ² Visit <https://www.poly.com/us/en/products/phones/ccx/ccx-500> for more detail.

Technical Specifications Footnotes

¹ WiFi operation requires phone to be powered by optional power adapter when not powered by PoE. ² Most software-enabled features must be supported by the service provider platform. Please contact your IP PBX/software vendor or service provider for a list of supported features. ³ External universal AC/DC adapter, 48 VDC, 0.52 A, 25 W (sold separately). ⁴ Additional service provider platforms are supported. ⁵ Optional wall mount kit can be ordered separately.