Poly Edge E500 IP
Desk Phone

It’s time for a desk phone that makes hybrid work easy. The Poly Edge E500 Series with 12-line keys offers more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking or the home office, these phones provide simple mobile phone pairing, plus bring together Poly’s famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E500 Series is packed with features you didn’t even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

Benefits

- 12-line keys supporting up to 48 lines, features, and contacts.
- Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Signature Poly HD voice and bass-frequency-enhancing speaker design.
- Large 5” color IPS LCD display.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing (E550).

- Turn your Poly Edge E500 series phone into an attendant console by adding up to two Poly Edge E Expansion Modules.
- Improved accessibility with text-to-speech feature, screen color adjustments for color blindness, and bigger font settings.
• Add your choice of devices, with USB ports for expansion modules, headsets, or charging devices.
• Easy to install in home offices or hard to cable locations with included Wi-Fi (E550).

• Stay informed with style with the surround light status indicator with RGB mixing.

**Poly Edge E500 Series**

<table>
<thead>
<tr>
<th>Poly Edge E500</th>
<th>Poly Edge E550</th>
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<tbody>
<tr>
<td><strong>Ideal for</strong></td>
<td>Executives and enterprise professionals working from the office</td>
</tr>
<tr>
<td><strong>Line Keys</strong></td>
<td>12</td>
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<tr>
<td><strong>Lines, Contacts</strong></td>
<td>12 displayed / 48 supported</td>
</tr>
<tr>
<td><strong>Pairing Bluetooth® Headset and Mobile Phones</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Wi-Fi</strong></td>
<td>No</td>
</tr>
</tbody>
</table>

**Specifications**

**Lines / Feature Keys**

• 12-line keys supporting up to 48-line key assignments for lines, contacts, and features supported with pagination
• 4 context-sensitive “soft” keys
• 4-way navigation key cluster with center “Select” key
• Home and back feature keys
• Pagination key for additional lines/contacts
• Volume + / - control keys
• Hold and Transfer keys
• Headset select key
• Speakerphone select key
• Mute key (illuminated when muted)
• Voicemail key
• Up to two Poly Edge E Expansion modules are supported for addition line keys – order separately

**User Interface Features**

• Color 5” IPS LCD primary display (800x480 pixel resolution)
• Voicemail support¹
• WebKit-based browser
• Two position desk stand (an optional wall mount kit can be ordered separately)
• Unicode UTF-8 character support
• Two USB Type-C ports (2.0 compliant) for media, storage applications, headset, expansion module, and future video camera connectivity
• Surround Lighting for the status indicator (RGB with color mixing)
• Multilingual user interface including² Arabic (UAE), Chinese (Traditional/Simplified), Czech, Danish, Dutch, English (Canada/US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish
• Integrated Bluetooth 5.0 (Edge E550 model only)
• NFC Support

Audio Features
• Poly HD Voice technology delivers lifelike voice quality for each audio path: handset, hands-free speakerphone, and optional headset
• 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 handset or wired headset
• Poly NoiseBlockAI technology removes most background noise when using the speakerphone
• Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio in/out to use the phones handset, optional headset and handsfree speakerphone with PC applications
• Bass frequency enhancing design
• Frequency response—150 Hz-14 kHz for handset, optional headset, and handsfree speakerphone modes
• Codecs: G.711 (A-law and μ-law), G.729AB, G.722 (H400 Voice), G.722.1, iLBC, OPUS
• 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

Packet Loss Concealment Headset and Handset Compatibility
• Dedicated RJ-9 headset port
• Hearing aid compatibility to 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
• USB headset support (USB Type-C)

Bluetooh Headset Support (E550)

Call Handling Features
• Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
• Shared call/bridged line appearance
• Busy Lamp Field (BLF)
• 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), park, pickup
• Called, calling, connected party information
• Local 3-way audio conferencing
• 1-touch speed dial, redial
• Remote missed call notification
• Do not disturb function
• Reverse Number Lookup via LDAP
• Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
• 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
• NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hoteling or Bluetooth pairing
• Corporate directory access using LDAP
• 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/FTPS/TFTP/HTTP/HTTPS server based central provisioning for mass deployments
• Provisioning and call server redundancy supported
• QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
• 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
• Hardware diagnostics
• Status and statistics reporting
• IPv4, IPv6, dual stack (IPv4/IPv6) mode
• TCP
• UDP
• DNS-SRV
• Wi-Fi network connectivity (EDGE E450)
  — 2.4-2.4835 GHz (802.11b, 802.11g, 802.11n HT-20)
  — 5.15-5.825 GHz (802.11a, 802.11n, HT-20,802.11n HT-40)

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
• Wi-Fi encryption: WEP, WPA-Personal, WPA2-Personal, WPA2-Enterprise with 802.1X (EAP-TLS, PEAP-MSCHAPv2)

Power
• Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
• External Universal AC/DC Adapter 48VDC @ 0.52 (12W) - power supply unit (PSU) sold separately

Safety
• UL 62368-1
• CAN/CSA C22.2 No. 62368-1-14
• EN 60950-1/62368-1
• IEC 60950-1 and IEC 62368-1
• AS/NZS 60950.1/62368.1

Regulatory Approvals (Poly Edge E500)
• FCC Part 15 (CFR 47) Class B
• ICES-003 Class B
• EN55032 Class B
• CISPR32 Class B
• VCCI Class B
• EN55024
• EN61000-3-2; EN61000-3-3
• UK - UKCA
• NZ Telepermit
• UAE TRA
• Eurasian Customs Union EAC
• Brazil ANATEL
• Australia RCM
• South Africa ICASA
• Saudi Arabia CITC
• Indonesia SDPPI
• S.Korea KC
• Mexico NOM ANCE
• RoHS Compliant
• CE Mark
• TAA

**Regulatory Approvals (Poly Edge E550)**³
• Argentina ENACOM
• Australia RCM
• Brazil ANATEL
• Canada ICES
• China SRRC
• China RoHS 2.0
• EEA CE Mark
• Eurasian Customs Union EAC
• India WPC
• Indonesia SDPPI
• 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
• UK - UKCA
• USA FCC

**Radio (Poly Edge E550)**
• Canada–RSS 247 Issue²
• EU–ETSI EN 300 328 & ETSI EN 301 893
• Japan–Article 2.1 Item 19-2 and 19-3
• Australia - AS/NZS 4268

**EMC (Poly Edge E550)**
• 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

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

**Storage Temperature**
• -40 to +70° C (-40 to +160° F)
Poly Edge E500 and Edge E550 Phones Come With

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord with Microban® Antimicrobial protection
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

Poly Edge E500 and Edge E550 Unit Box Dimensions (L X W X D) / Weight

- Box dimension: 25.6 x 33.8 x 8.8 (cm); 10 x 13.3 x 3.5 (inches)
- Box weight: 1.08kg/2.4lbs (with product, accessories, and documents)

Master Carton Quantity

- 10

Part Numbers - Phones

- 2200-87835-025 POLY EDGE E500 IP PHONE
- 2200-87030-025 POLY EDGE E550 IP PHONE

Part Numbers - Accessories

- 2200-87020-025 POLY EDGE E EXPANSION MODULE
- 2200-49760-001 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, NA
- 2200-49760-002 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, JP
- 2200-49760-012 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, AU
- 2200-49760-016 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, KR
- 2200-49760-022 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, CN
- 2200-49760-036 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, IN
- 2200-49760-102 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, UK
- 2200-49760-122 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, EU
- 2200-49760-212 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, BZ

Warranty

- 1-year limited warranty

Country of Origin

- China

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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. Planned localizations
3. Planned compliances
4. Ordering an optional power supply unit will be necessary if not powered over Ethernet with PoE (i.e. Using Wi-Fi for network)

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.