POLY EDGE E500 SERIES IP DESK PHONES

It’s time for a desk phone that makes hybrid work easy. The Poly Edge E500 Series with twelve-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.

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

CUTTING-EDGE EXPERIENCE

BENEFITS

- Stay informed with style with the surround light status indicator with RGB mixing.
- 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.
- Turn your Poly Edge E500 series phone into an attendant console by adding up to two Poly Edge E Expansion Modules.
- Easy to install in home offices or hard to cable locations with included Wi-Fi (E550).
POLY EDGE E500 SERIES

IDEAL FOR
- Executives and enterprise professionals working from the office
- Executives and enterprise professionals working from the office or home office

LINE KEYS
- 12

LINES, CONTACTS
- 12 displayed / 48 supported

PAIRING BLUETOOTH® HEADSET AND MOBILE PHONE
- No
- Yes

WI-FI
- No
- Yes

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

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 handset and handsfree speakerphone with PC applications
- Bass frequency enhancing design

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)

¹ Available only on selected models.
BLUETOOTH 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 (1 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
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC822 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 802.1q 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 E550)
  - 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-MSPAfv2)

POWER
- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 4) 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)

- 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

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: 256.6 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)

WARRANTY

1-year limited warranty

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)