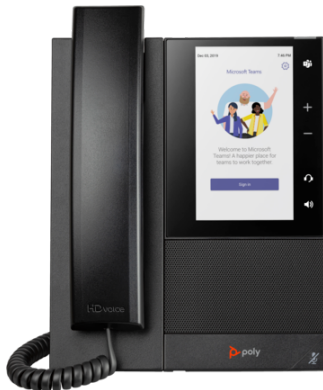# Poly CCX 500 Business Media Phone for Microsoft Teams and PoE-enabled GSA/TAA (849A4AA)

Overview

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.

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.

Features

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]

IT friendly

Easy for IT to manage provisioning and management of telephony deployment and support.

Certified for Microsoft Teams

Experience clear voice calls with Microsoft Teams — CCX 500 is certified right out of the box.

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[1] Poly headsets sold separately.

Additional specifications

Aspect ratio	16:9
Audio	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 handset or wired headset; Poly NoiseBlockAI 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
Audio codecs	G.711 (A-law and μ-law); G.722; G.729AB; iLBC; OPUS
Certifications and compliances	Argentina ENACOM; Australia RCM; Brazil ANATEL; Canada ICES and NRTLC; 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; USA FCC and NRTL; UL 62368-1; CAN/CSA C22.2 No. 62368-1-14; 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 2.1 Item 19-2 and 19-3; Australia–AS/NZ4268
Certified collaboration software	Microsoft Teams[4]
Color	Black
Compatible Operating Systems	Android 9
Country of origin	Made in Taiwan
Display features	On-screen virtual keyboard; Adjustable font size selection (regular, medium, large); Screensaver; Voicemail support; Normal and dark mode; Digital picture frame
Display size (diagonal)	5"
Display size (diagonal)	12.7 cm (5")
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-TP.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
Headset ports	1 RJ-9; 1 Electronic Hook Switch (EHS) port for optional adapter
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
Manufacturer Warranty	Poly standard one-year limited warranty
Native resolution	720 x 1280

Network protocols, supported	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
Operating humidity range	5 to 95%
Operating temperature range	32 to 104°F
Operating temperature range	0 to 40°C
Package dimensions (W x D x H)	26.3 x 24.3 x 7 cm
Package dimensions (W x D x H)	10.2 x 9.6 x 2.75 in
Package weight	1250 g
Package weight	2.75 lb
Panel technology	Color LCD
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)
Power	Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0); 13 W (maximum)[3]
Security management	802.1X 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)
Special features	Adjustable desk stand (2 positions)[5]
Storage temperature range	-40 to 70°C
Storage temperature range	-40 to 158 °F
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)[1,2]
Touch-enabled	Gesture-based, multi-touch capable touchscreen
UNSPSC code	43191515
UPC number	197497506327
VoIP features	24 lines (SIP registrations)

What's in the box	Console; Desk stand; Handset with handset cord; Network (LAN) cable-CAT-5E
Wireless technologies	Bluetooth® 4.2

[1] Wi-Fi 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/softswitch 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.

Services

Poly Services

Poly Support Services

3 Year Poly+ CCX 500 Business Media Phone Service	**P49720312 ★**
1 Year Partner Poly+ CCX 500 Business Media Phone Service	P49720160
1 Year Poly Elite CCX 500 Business Media Phone Service	E49720112
1 Year Poly+ CCX 500 Business Media Phone Service	P49720112
3 Year Partner Poly+ CCX 500 Business Media Phone Service	P49720362
7 Year NBD HW Advanced Replacement for available CCX 400/500 Business Media Phone Poly DaaS Service	D7YLLT015
7 Year NBD HW Extended Coverage CCX 400/500 Business Media Only avail with Poly DaaS Service	DEXCOV015

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