Poly Edge E500 IP Phone and PoE-enabled (82M94AA)



Overview

Designed for the new way you work

This desk phone makes work easy. Built for hot-desking or the home office, these phones offer the perfect user experience. Two displays and 12-line keys give you more ways to connect, plus quality audio, in a seriously sharp package.

Built to grow

This workhorse phone is outfitted with a big 5-inch color display and is designed to handle up to 48 lines. What's more, the Poly Edge E500 Series can take on two additional expansion modules, supporting up to 66 more contacts each.

Enterprise-quality sound

The Poly E400 Series offer quality audio with Poly HD voice and bass frequency enhancing speaker design. They reduce noise and distractions with Poly NoiseBlockAI and Acoustic Fence technologies.

Integrated protection

Rest assured that your devices, enhanced with Microban® antimicrobial product protection, stay cleaner, fresher, and more durable for longer. Protection that lasts the life of the product, actively reducing the growth of bacteria 24/7 [1].

Features

All the features you could ask for

Get fast access to features via a large 5” color display. Stay informed with the surround light status indicator with RGB mixing. And handle multiple calls with ease using 12-line keys supporting up to 48 lines, features, and contacts.

Versatile connectivity

Enjoy better connectivity with two high-speed GigE PoE Ethernet ports for the LAN connection to your IP phone with a passthrough connection to your PC. And a Poly headset for your workstyle: USB, RJ9, or Electronic Hook Switch.[2]

Accessibility is key

Enhance the user experience with phones that sound great and are more efficient. Features like improved accessibility with text-to-speech, screen color adjustments for color blindness, and bigger font settings provide more ways to connect.

Get more done

Supercharge your Poly Edge E500 desk phones with the Poly Edge E expansion modules. 22-line keys and 3 pages — up to 66 contacts per expansion module. Setup is a plug-and-play snap, with power and signaling provided by the host phone.[3]

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[1] Microban antimicrobial product protection available for the Poly Edge E Series phones protects the entire phone except for the handset cord. Microban antimicrobial product protection is a built-in active ingredient that enables products to resist the growth of microbes such as bacteria, mold, and mildew. Microban protection helps products stay cleaner, fresher, and last longer than products with untreated surfaces.

[2] Poly headsets sold separately. Poly Electronic Hook Switch (EHS) sold separately.

[3] Plug up to 2 Poly Edge E expansion modules for up to 132 additional contacts on the Poly Edge E500 and Poly Edge E550 IP desk phones.

Additional specifications

Aspect ratio	9:16
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; 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; 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; G.722.1
Cartons per layer	8
Cartons per pallet	40
Certifications and compliances	AS/NZS 60950.1; AS/NZS 62368.1; Australia RCM; Brazil ANATEL; CAN/CSA C22.2 No. 62368-1-14; CE Mark; CISPR22 Class B; EN55024; EN55032 Class B; EN 60950-1 & EN 62368-1; EN61000-3-2, EN61000-3-3; FCC Part 15 (CFR 47) Class B; IEC 60950-1 & IEC 62368-1; ICES-003 Class B; NZ Telepermit; ROHS compliant; Saudi Arabia CITC; So. Africa ICASA; So. Korea KC; UAE TRA; UL 62368-1; VCCI Class B; Eurasian Customs Union EAC; Indonesia SDPPI; Mexico NOM ANCE; TAA; UK - UKCA
Color	Black
Country of origin	Made in China
Display features	Lightbar status indicator (RGB with color mixing)
Display size (diagonal)	12.7 cm (5")
Display size (diagonal)	5"
ECCN	5A992
Energy star certified	ENERGY STAR® certified
HTS code	8517180020
Headset and handset 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-C® headset support
Headset ports	1 RJ-9; 1 Electronic Hook Switch (EHS) port for optional APP-51 adapter
Management Software	Poly Zero Touch Provisioning; Poly Lens; Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management; SDP
Manufacturer Warranty	Poly standard one-year limited warranty
Multiple order quantity	5
Native resolution	800 x 480

Network protocols, supported	DHCP VLAN discovery; LLDP-MED for VLAN discovery; FTP/TFTP/HTTP/HTTPS server-based central provisioning; Hardware diagnostics; Manual or dynamic host configuration protocol (DHCP) network setup; Network address translation support for static configuration and Keep-Alive; QoS Support — IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP; Status and statistics reporting; Syslog Event Logging; Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment; Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation; Time and date synchronization using SNTP; RTCP and RTP support; IPv4; IPv6; Provisioning and call server redundancy support; DNS-SRV; UDP; SIP protocol support; IETF SIP (RFC 3261 and companion RFCs)
Operating humidity range	5 to 95%
Operating temperature range	0 to 40°C
Operating temperature range	32 to 104°F
Package dimensions (W x D x H)	1
Package dimensions (W x D x H)	7.48 x 8.26 x 2.16 in
Package weight	0.66 lb
Package weight	300 g
Pallet (layers)	5
Pallet dimensions	40 x 48 x 58.66 in
Pallet dimensions (W x D x H)	101.6 x 121.9 x 149 cm
Pallet weight	787.05 lb
Pallet weight	357 kg
Panel technology	Color IPS LCD
Ports	1 USB 2.0 Type-C® (for media, storage applications, headset, expansion module); 2 RJ-45 (10/100/1000BASE-TX Mbps)
Power	13 W (maximum); Built-in auto-sensing IEEE 802.3af Power over Ethernet (Class 4)[2, 4]
Products per pallet	200
Products per pallet layer	40
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); SRTP media encryption using AES 256 bits
Special features	Unicode UTF-8 character support; Adjustable desk stand (2 positions)[5]
Storage temperature range	-40 to 160°F
Storage temperature range	-40 to 70°C

Telephony and call handling features	4 context-sensitive soft keys; 4 way navigation key cluster with center Select key; Bundled with Polycom UC Software: Corporate Directory Access using LDAP; Busy Lamp Field (BLF); Call timer and call waiting; Call transfer, hold, divert (forward), park, pickup; Called, calling, connected party information; Calling Party Identification (RFC8225 classifications — Trusted, Unknown, SPAM); Distinctive incoming call treatment/call waiting; Do not disturb function; Electronic hook switch capable; Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys; Headset select key (illuminated when selected); Hold and transfer keys; Home and back feature keys; Local three-way audio conferencing; Local configurable digit map/dial plan; Mute key (illuminated when muted); One-touch speed dial, redial; Pagination key for additional lines/contacts; Remote missed call notification; Reverse number lookup via LDAP; Shared call/bridged line appearance; Speakerphone select key (illuminated when selected); Supports Polycom Apps SDK and API for third- party business and personal application; Visual Conference Management; Voicemail key; Volume +/- control keys; Flexible line appearance (one or more line keys can be assigned for each line extension); 12 line keys supporting up to 48 line key assignments for lines, contacts, and features with pagination[1]
UNSPSC code	43191511
VoIP features	12 line keys supporting up to 34 SIP lines with pagination
What's in the box	Setup sheet; Network (LAN) cable-CAT-5E; Desk stand; Console with Microban® Antimicrobial protection; Handset with Microban® Antimicrobial protection; Handset cord
Wireless technologies	NFC[3]

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[1] 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.

[2] External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately). Power supply unit (PSU) sold separately.

[3] 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.

[4] Ordering an optional power supply unit will be necessary if not powered over ethernet with PoE (i.e. using Wi-Fi for network).

[5] Optional wall mount kit can be ordered separately.

Services

Poly Services

★ : Recommended

Poly Support Services

3 Year Poly+ Edge E500 IP Phone Service	**P87855312 ★**
1 Year Partner Poly+ Edge E500 IP Phone Service	P87855160
1 Year Poly Elite Edge E500 IP Phone Service	E87855112
1 Year Poly+ Edge E500 IP Phone Service	P87855112
3 Year Partner Poly+ Edge E500 IP Phone Service	P87855362
5 Year HWR Extended Coverage Edge E500 IP Phone Next Business Day Poly DaaS Service	D87855COV
5 Year Hardware Replacement Edge E500 IP Phone Next Business Day Poly DaaS Service	D87855DS5

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