

Poly Edge E500 IP Phone and PoE-enabled



*Product image may differ from actual product

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

Handle multiple calls with ease using 12-line keys supporting up to 48 lines, features, and contacts. Up to two optional Poly Edge E Expansion Modules.

Integrated protection

Rest assured that your devices stay cleaner for longer with integrated Microban® antimicrobial product protection¹.

Enterprise-quality sound

Enjoy quality audio with the Poly Edge E400 Series plus reduce distractions with Poly NoiseBlockAI and Acoustic Fence technologies.

Featuring

All the features you could ask for

Get fast access to the features you need via a large 5" color display. Stay informed with the surround light status indicator with RGB mixing.

Versatile connectivity

Two high-speed GigE PoE Ethernet ports for the LAN connection to your IP phone. And a Poly headset: USB, RJ9, or Electronic Hook Switch.

Accessibility is key

Improved accessibility with text-to-speech feature, screen color adjustments for color blindness and bigger font settings.

Get more done

Turn your Poly Edge E500 desk phone into an attendant console by adding up to two Poly Edge E expansion modules.

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Specifications

Display

Aspect ratio: 5:3

Native resolution: 800 x 480

Panel technology: Color IPS LCD

Display size (diagonal): 12.7 cm (5")

Connectivity and communications

External I/O ports:

1 USB 2.0 Type-C® (for media, storage applications, headset, expansion module)

2 RJ-45 (10/100/1000BASE-TX Mbps)

Wireless Technology:

NFC³

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 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 phone's 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

Frequency response (microphone): 150 Hz to 14 kHz

Audio codecs: G.711 (A-law and μ -law); G.722; G.729AB; iLBC; OPUS; G.722.1

Other features

Special features: Unicode UTF-8 character support; Adjustable desk stand (2 positions)⁵

Power supply

Power features: 13 W (maximum)

Built-in auto-sensing IEEE 802.3af Power over Ethernet (Class 4)^{2, 4}

Environmental

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

Operating humidity range: 5 to 95%

Operating temperature range: 0 to 40°C

Storage temperature range: -40 to 70°C

Energy star certified: ENERGY STAR® certified

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Specifications

Management

Management software:

Poly Zero Touch Provisioning

Poly Lens

Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management

SDP

Display features

Lightbar status indicator (RGB with color mixing)

Security

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

Headset and handset compatibility

Headset ports:

1 RJ-9

1 Electronic Hook Switch (EHS) port for optional APP-51 adapter

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

Telephony and call handling features

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 pagination¹

Network

Supported network protocols:

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)

VoIP features:

12 line keys supporting up to 34 SIP lines with pagination

Weight and dimensions

Product Primary Color: White; Midnight blue

Package weight: 300 g

Package dimensions: 1

Master carton quantity: 5

Master carton dimension: 24.5 x 44 x 29.5 cm

Master carton weight: 6.6 kg

Cartons per layer: 8

Pallet (layers): 5

Cartons per pallet: 40

Products per layer: 40

Products per pallet: 200

Pallet weight: 357 kg

Pallet dimensions: 101.6 x 121.9 x 149 cm

Product number: 82M94AA

Product name: Poly Edge E500 IP Phone and PoE-enabled

Warranty

Poly standard one-year limited warranty

Country of origin

Country of origin: Made in China

What is in the box

Setup sheet

Network (LAN) cable-CAT-5E

Desk stand

Console with Microban® Antimicrobial protection

Handset with Microban® Antimicrobial protection

Handset cord

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Footnotes

Messaging Footnotes

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.

Technical Specifications Footnotes

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.