

Poly CCX 500

Simple. Intuitive. Powerful.



Meet the new standard in desktop touchscreen phones. The Poly CCX 500 Business Media Phone has workers feeling confident they'll sound professional on every call. No word or inflection is missed, thanks to legendary audio quality, Poly HD Voice, and Poly Acoustic Clarity. And let's hear it for Poly Acoustic Fence. It eliminates background noise to keep calls quiet wherever it's noisy—like open offices and call centers.

By design, the phone is simple and intuitive to use—with one-touch access to your contacts and meetings. So users can get right to work. IT will be a fan too. Robust provisioning and management capabilities take the headache out of telephony deployment and support. Looking for usability options? You got it. Choose a headset or handset. More options, more happiness.

- Color touchscreen operation with 5-inch multi-touch LCD display
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full duplex speakerphone operation with world-class echo cancellation
- Powerful chipsets to support next-generation features
- Easy to install anywhere with optional Wi-Fi dongle (coming soon)
- Headset options to suit any style (Bluetooth, USB, RJ9)

Benefits

- Conversations stay on track. Hear every nuance with the industry-leading sound quality, featuring Poly HD Voice.
- Eliminate distracting background noise at the source with exclusive award-winning Poly Acoustic Fence technology.
- Contacts and meetings are easily accessible, one tap away on a color touchscreen.
- Easy for IT to manage with robust provisioning and management of telephony deployment and support.
- Multiple headset options are available to suit any worker's style—in addition to the traditional handset.

Specifications

User interface features

- Gesture-based, multi-touch-capable touchscreen
- 5-inch color LCD (720 x 1280 pixel)
- 9:16 aspect ratio
- Screensaver
- On-screen virtual keyboard
- Voicemail support
- Adjustable base height
- One USB type-A port (2.0 compliant) for media and storage applications
- One USB Type-C port (2.0 compliant) for media and storage applications
- Integrated Bluetooth 4.2
- Unicode UTF-8 character support
- Adjustable font size selection (regular, medium, large)
- Normal and dark mode
- Multilingual user interface¹ including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, and Swedish

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
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Frequency response—100 Hz–20 kHz for handset, optional headset, and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1 iLBC
- 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
- OPUS support

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
- Bluetooth headset support

Network and provisioning

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
- 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
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDPMED for VLAN discovery - Network address translation support for static configuration and “keep-alive”
- SIP signaling
- RTCP and RTP support
- Event logging
- Syslog

- Hardware diagnostics
- Status and statistics reporting
- IPv4 and IPv6
- TCP
- UDP
- DNS-SRV

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

Power

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0) 13 W (Max)
- External universal AC/DC adapter (optional) 48 VDC @ 0.52 A (25 W)
- ENERGY STAR rated

Regulatory approvals²

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES and NRTL
- 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

Radio

- USA—FCC Part 15.247
- Canada—RSS 247 Issue²
- EU—ETSI EN 300 328
- Japan—Article 2.1 Item 19-2
- Australia—AS/NZ4268

Safety

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

EMC

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 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 CCX 500 business media phone ships with

- Console
- Handset with handset cord (handset model only)

- Network (LAN) cable—CAT-5E
- Desk stand
- Setup sheet

Size

- With handset: 17.8 cm x 21.6 cm x 5.2 cm WxHxD
(7.0 in x 8.5 in x 2.0 in WxHxD)

Weight

- CCX 500 with handset carton weight: 1.28 kg (2.82 lbs)

Master carton quantity

- Ten (10)

Warranty

- One (1) year

1. Planned localization
2. Planned compliance

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

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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