

# 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 protection <sup>1</sup>.

### 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):** 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:

NFC<sup>3</sup>

### 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  $\mu$ -law); G.722; G.729AB; iLBC; OPUS; G.722.1

### Other features

**Special features:** Unicode UTF-8 character support; Adjustable desk stand (2 positions)<sup>5</sup>

### Power supply

**Power features:** 13 W (maximum)

Built-in auto-sensing IEEE 802.3af Power over Ethernet (Class 4)<sup>2, 4</sup>

### 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:** 32 to 104°F

**Storage temperature range:** -40 to 160°F

**Energy star certified:** ENERGY STAR® certified

# Poly Edge E500 IP Phone and PoE-enabled 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 pagination<sup>1</sup>

## 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:** 0.66 lb  
**Package dimensions:** 7.48 x 8.26 x 2.16 in  
**Master carton quantity:** 5  
**Master carton dimension:** 9.64 x 17.32 x 11.61 in  
**Master carton weight:** 14.55 lb  
**Cartons per layer:** 8  
**Pallet (layers):** 5  
**Cartons per pallet:** 40  
**Products per layer:** 40  
**Products per pallet:** 200  
**Pallet weight:** 787.05 lb  
**Pallet dimensions:** 40 x 48 x 58.66 in  
**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

<sup>1</sup> 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. <sup>2</sup> Poly headsets sold separately. Poly Electronic Hook Switch (EHS) sold separately. <sup>3</sup> 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

<sup>1</sup> 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. <sup>2</sup> External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately). Power supply unit (PSU) sold separately. <sup>3</sup> 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. <sup>4</sup> Ordering an optional power supply unit will be necessary if not powered over ethernet with PoE (i.e. using Wi-Fi for network). <sup>5</sup> Optional wall mount kit can be ordered separately.

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Datasheet



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