

# Polycom® VVX® 500

## Intelligent performance color touchscreen phone

Best-in-class, 12-line desktop system with color touchscreen



- The Polycom VVX 500 desktop phone is equipped with groundbreaking features, including presence monitoring for up to 10/50<sup>1</sup> users.
- The phone has 12 lines for high call capacity and HD voice<sup>2</sup> for superior sound quality. Patented Acoustic technology provides echo-free and crystal-clear conversations.
- The Polycom VVX 500 is designed to adapt to the future and growth of your business with software update capability and a built-in USB slot.
- The Presence feature of this phone allows the user to monitor the telephony status of up to 10/50<sup>1</sup> other users.
- Built on a mobile phone model, navigation with a vibrant, color touchscreen is simple and intuitive.
- The Polycom VVX 500 business media phone is a solid, flexible, and future-proof foundation for the unified communications (UC) of any organization.

### Polycom VVX 500 available with an extension module

Turn your business phone into a high performance attendant console with this optimal solution for telephone attendants and other “power users” who manage multiple simultaneous telephone calls or monitor presence on a daily basis.

- Show presence for up to 50<sup>3</sup> other users with an expansion module using innovative multipage display

- Augments host phone user interface
- Creates a high performance productivity enhancing solution with host phone
- Easy installation to host phone
- Programmable, illuminated bi-color LED keys
- High resolution graphical color display

1. Up to 50 users with an extension module.

2. HD Voice is available for RingCentral customers with select plans.

3. Support for additional presence lines is available in a future release.



Polycom VVX 500 + 1 EXPANSION MODULE

## Features and specifications

### Lines

- 12 lines for calls or use up to 10/50<sup>4</sup> for presence monitoring

### Display

- Gesture-based, multitouch-capable, capacitive touchscreen
- 3.5-in TFT LCD display at QVGA (320x240 pixel) resolution, 4:3 aspect ratio
- Screensaver and digital picture frame mode

### Feature keys

- On-screen virtual keyboard

### Headset and hearing aid compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility 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 support USB headsets (see TB37477 for list of compatible headsets)

### Audio features

- Polycom HD voice technology delivers lifelike voice quality for each audio path handset, the hands-free speakerphone, and the optional headset
- Polycom Acoustic Clarity™ technology providing full-duplex conversations, acoustic echo cancellation and background noise suppression - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response – 100 Hz – 20 kHz for handset, optional headset and handsfree speakerphone modes
- 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

4. Up to 50 users with an extension module.

## Call handling features

- Up to 24 simultaneous calls
- Call timer and call waiting
- Call transfer, hold, forwarding, pickup
- Called, calling, connected party information
- Local three-way audio conferencing
- One-touch speed dial, redial
- Electronic hook switch capable

## Other features

- Extension video calling within account (Polycom VVX camera required)
- Dual USB ports (2.0 compliant) for media and storage applications
- WebKit-based browser
- Adjustable base height

## Protocol support

- IETF SIP (RFC 3261 and companion RFCs)

## Network and provisioning

- SIP Protocol support
- Two-port gigabit Ethernet switch
- 10/100/1000Base-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
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DSCP
- VLAN - CDP, DHCP VLAN discovery, LLDPMED for VLAN discovery
- Network address translation (NAT) – support for static configuration and “Keep-Alive” SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics

- Status and statistics reporting
- IPv4
- TCP
- UDP
- DNS-SRV

## Power

- Built-in auto sensing IEEE 802.3 at power over Ethernet (Class 4)
- Energy-saving smart motion detector enables the screen to go into power-save mode when no one is in the office
- External universal AC adaptor (48V 380mA DC)

## Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC
- China CCC
- ROHS compliant
- UAE TRA
- Russia GOST-R
- Brazil ANATEL
- Australia A & C Tick

## Safety

- UL 60950-1
- CE Mark
- CAN/CSA-C22.2 No. 60950-1-03
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1

## Operating conditions

- Temperature: (+32 to 104°F [0 to 40°C])
- Relative humidity: 5% to 95%, noncondensing

### Storage temperature

- -40 to +160°F (-40 to +70°C)

### Polycom VVX 500 comes with

- VVX 500 console
- Handset with handset cord
- Network (LAN) cable
- User guide
- Quick tips reference card
- Power adapter

### Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (WxHxD)

### Box dimensions/weight

- Unit weight: 2.0 lbs (0.9 kg)
- 12 x 9 x5 in
- 3.1 lbs (1.4 kg)

### Country of origin

- China

### Warranty

- One (1) year

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For more information, please contact a sales representative.  
Visit [ringcentral.com](http://ringcentral.com) or call 855-774-2510.

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RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. [ringcentral.com](http://ringcentral.com)

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