

Poly CCX 505 Business Media Phone with Open SIP and PoE-enabled



*Product image may differ from actual product

Simply intuitive

By design, the Poly CCX 500 Series business media phones are simple and intuitive to use – with one-touch-access to your contacts and meetings. So, users can get right to work.

Audio expertise you can trust

With Poly CCX 500 Series business phones you can feel confident you sound professional on every call. And with Poly signature audio, Poly HD Voice and Acoustic Clarity technologies, you know you will hear and be heard on your calls.

Always ready for the next call

The CCX 500 Series supercharges collaboration with its easy to use, touchscreen interface and ergonomic design. The simple touch-access to contacts, meetings and voicemails keeps your user's day moving, boosting productivity.

Featuring Audio clarity

Conversations stay clear with Poly HD Voice and Poly Acoustic Clarity technologies.

Distraction-free calls

Reduce distracting background noise with Poly Acoustic Fence technology.

Integrated WiFi

Easy to install in home offices or hard-to-cable office locations with integrated WiFi.

Touchscreen controls

Contacts and meetings are easily accessible via the color touchscreen with 5" multi-touch LCD display.

Add a Poly headset

Multiple Poly headset options are available to suit any worker's style – in addition to the traditional handset.

Communications platforms

An IT manager's dream, this desk phone was created for communication and is optimized and certified to work with top virtual meeting providers.



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Specifications

Compatible with

Compatible operating systems: Android 12

Display

Display size: 5"

Aspect ratio: 9:16

Native resolution: 720 x 1280

Panel type: Color LCD

Display features: On-screen virtual keyboard; Adjustable font size selection (regular, medium, large); Screensaver; Voicemail support; Normal and dark mode; Digital picture frame

Connectivity and communications

External I/O ports:

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

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

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

Wireless Technology:

Bluetooth® 4.2; Wi-Fi network connectivity: 2.4-2.4835 GHz (802.11b, 802.11g, 802.11n HT-20); 5.15-5.825 GHz (802.11a, 802.11n, HT-20, 802.11n HT-40)

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

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): 100 Hz to 20 kHz

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

Other features

Special features: Adjustable desk stand (2 positions)⁵

Power supply

Power features: Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0)

13 W (maximum)³

Certifications

Certified collaboration software: Zoom⁴

Environmental

Certifications and compliances: 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; UL 62368-1; CAN/CSA C22.2 No. 62368-1-14; EN 62368-1; IEC 60950-1; IEC 62368-1; AS/NZS 62368-1; FCC Part 15 Class B; ICES-003 Class B; EN 55032 Class B; EN 55024; EN 301 489-1 and EN 301 489-3 and EN 301 489-17; CISPR32 Class B; VCCI Class B; USA-FCC Part 15.247 & FCC Part 15.407; Canada-RSS 247 Issue2; EU-ETSI EN 300 328 & ETSI EN 301 893; Japan-Article 2.1 Item 19-2 and 19-3; Australia-AS/NZ4268

Operating humidity range: 5 to 95%

Operating temperature range: 32 to 104°F

Storage temperature range: -40 to 158 °F

Energy star certified: ENERGY STAR® certified



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Specifications

Management

Poly Lens; Poly Zero Touch Provisioning; Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management; Web UI to device IP address

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)

Headset and handset compatibility

Headset ports: 1 RJ-9
1 Electronic Hook Switch (EHS) port for optional adapter
Headset and handset compatibility: Bluetooth® headset 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-A headset support
Dedicated RJ-9 headset port

Telephony and call handling features

Busy Lamp Field (BLF); Call timer and call waiting; Caller ID enable/disable; Distinctive incoming call treatment/call waiting; Do not disturb function; One-touch speed dial, redial; Shared call/bridged line appearance; Automatic off-hook call placement (hot dialing); Call media recording/playback; Automatic/remote answer on headset using electronic hook-switch; Call hold/resume, diversion (forward), transfer (consultation, blind), pickup; Calling, called, connected party identification; Call forward for shared lines; Private hold for shared lines; Call logs (missed, received, placed); Local contact directory; Create local contact from call log; Corporate directory; Call server redundancy (failover); SBC line registration; Conference bridging; Local call forwarding (all, busy, no answer) with destination shown on idle display; Automatic call distribution (ACD); Automatic answer (intercom); Call park/retrieve; Directed call pickup; Group call pickup; Hunt group - sequential calling; Last call return; Auto-answer a page with a muted microphone; PTT and Multicast group; Exchange Calendar Integration; Flexible line keys; Key system emulation; STIR/SHAKEN Caller ID validation; Voice Quality Monitoring (VQMon)^{1,2}

Network

Supported network protocols: 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
VoIP features: 24 lines (SIP registrations)

Weight and dimensions

Product Primary Color: Black
Package weight: 0.66 lb
Package dimensions: 7.48 x 8.26 x 2.16 in
Master carton quantity: 10
Master carton dimension: 9.64 x 17.32 x 11.61 in
Master carton weight: 30.31 lb
Cartons per layer: 5
Pallet (layers): 7
Cartons per pallet: 35
Products per layer: 50
Products per pallet: 350
Pallet weight: 787.05 lb
Pallet dimensions: 40 x 48 x 58.66 in
Product number: 82Z82AA
Product name: Poly CCX 505 Business Media Phone with Open SIP and PoE-enabled

Warranty

Poly standard one-year limited warranty

Country of origin

Made in China, Taiwan or Vietnam

What is in the box

Setup sheet
Console
Network (LAN) cable-CAT-5E
Desk stand
Handset with handset cord



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Footnotes

Messaging Footnotes

¹ Poly headsets sold separately.

² Visit <https://www.poly.com/us/en/products/phones/ccx/ccx-500> for more detail.

Technical Specifications Footnotes

¹ Wi-Fi operation requires phone to be powered by optional power adapter when not powered by PoE.

² 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.

³ External universal AC/DC adapter, 48 VDC, 0.52 A, 25 W (sold separately).

⁴ Additional service provider platforms are supported.

⁵ Optional wall mount kit can be ordered separately.

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