RingCentral

Poly Edge E500 IP

Desk Phone

It's time for a desk phone that makes hybrid work easy. The Poly Edge E500 Series with 12-line keys offers more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking or the home office, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E500 Series is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

12-line keys supporting up to 48 lines, features, and contacts.

Poly NoiseBlockAI and Poly Acoustic Fence technologies.

Signature Poly HD voice and bass-frequency-enhancing speaker design.

Large 5" color IPS LCD display.

Integrated Bluetooth® 5.0 for mobile phone or headset pairing (E550).

Benefits

- Turn your Poly Edge E500 series phone into an attendant console by adding up to two Poly Edge E Expansion Modules.

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

- Add your choice of devices, with USB ports for expansion modules, headsets, or charging devices.

- Easy to install in home offices or hard to cable locations with included Wi-Fi (E550).

- Stay informed with style with the surround light status indicator with RGB mixing.

Poly Edge E500 Series

	Poly Edge E500	Poly Edge E550
Ideal for	Executives and enterprise professionals working from the office	Executives and enterprise professionals working from the office or home office
Line Keys	12	12
Lines, Contacts	12 displayed / 48 supported	12 displayed / 48 supported
Pairing Bluetooth® Headset and Mobile Phones	No	Yes
Wi-Fi	No	Yes

Specifications

Lines / Feature Keys

- 12-line keys supporting up to 48-line key assignments for lines, contacts, and features supported with pagination

- 4 context-sensitive "soft" keys

- 4-way navigation key cluster with center "Select" key

- Home and back feature keys

- Pagination key for additional lines/contacts

- Volume + / - control keys

- Hold and Transfer keys

- Headset select key

- Speakerphone select key

- Mute key (illuminated when muted)

- Voicemail key

- Up to two Poly Edge E Expansion modules are supported for addition line keys – order separately

User Interface Features

- Color 5" IPS LCD primary display (800x480 pixel resolution)

- Voicemail support[1]

- WebKit-based browser

- Two position desk stand (an optional wall mount kit can be ordered separately)

- Unicode UTF-8 character support

- Two USB Type-C ports (2.0 compliant) for media, storage applications, headset, expansion module, and future video camera connectivity

- Surround Lighting for the status indicator (RGB with color mixing)

- Multilingual user interface including[2] Arabic (UAE), Chinese (Traditional/Simplified), Czech, Danish, Dutch, English (Canada/US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

- Integrated Bluetooth 5.0 (Edge E550 model only)
- NFC Support

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
- 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 phones handset, optional headset and handsfree speakerphone with PC applications
- Bass frequency enhancing design
- Frequency response—150 Hz-14 kHz for handset, optional headset, and handsfree speakerphone modes
- Codecs: G.711 (A-law and μ-law), G.729AB, G.722 (H400 Voice), G.722.1, iLBC, OPUS
- 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

Packet Loss Concealmentheadset 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 (USB Type-C)

Bluetooth Headset Support (E550) Call Handling Features[1]

- Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (one or moreline keys can be assigned for each line extension)
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open Application Platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications

- 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 or Bluetooth pairing[1]
- Corporate directory access using LDAP
- Visual Conference Management

Network and Provisioning

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- 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
- FTP/FTPS/TFTP/HTTP/HTTPS server based central provisioning for mass deployments
- Provisioning and call server redundancy supported[1]
- QoS Support–IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED 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, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV
- Wi-Fi network connectivity (EDGE E450)[4]
  - 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)

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
- Wi-Fi encryption: WEP, WPA-Personal, WPA2-Personal, WPA2-Enterprise with 802.1X (EAP-TLS, PEAP-MSCHAPv2)

Power

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
- External Universal AC/DC Adapter 48VDC @ 0.52 (12W) - power supply unit (PSU) sold separately[4]

Safety

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

Regulatory Approovals (Poly Edge E500)[3]

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B

- EN55032 Class B
- CISPR32 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- UK - UKCA
- NZ Telepermit
- UAE TRA
- Eurasian Customs Union EAC
- Brazil ANATEL
- Australia RCM
- South Africa ICASA
- Saudi Arabia CITC
- Indonesia SDPPI
- S.Korea KC
- Mexico NOM ANCE
- RoHS Compliant
- CE Mark
- TAA

Regulatory Approvals (Poly Edge E550)[3]

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- 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
- UK - UKCA
- USA FCC

Radio (Poly Edge E550)

- USA–FCC Part 15.247 & FCC Part 15.407
- Canada–RSS 247 Issue[2]
- EU–ETSI EN 300 328 & ETSI EN 301 893
- Japan–Article 2.1 Item 19-2 and 19-3
- Australia - AS/NZS 4268

EMC (Poly Edge E550)

- 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

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 Edge E500 and Edge E550 Phones Come With

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord with Microban® Antimicrobial protection
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

Poly Edge E500 and Edge E550 Unit Box Dimensions (L X W X D) / Weight

- Box dimension : 25.6 x 33.8 x 8.8 (cm) ; 10 x 13.3 x 3.5 (inches)
- Box weight: 1.08kg/2.4lbs (with product, accessories, and documents)

Master Carton Quantity

- 10

Part Numbers - Phones

- 2200-87835-025 POLY EDGE E500 IP PHONE
- 2200-87030-025 POLY EDGE E550 IP PHONE

Country of Origin

- China

Part Numbers - Accessories

- 2200-87020-025 POLY EDGE E EXPANSION MODULE
- 2200-49760-001 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, NA
- 2200-49760-002 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, JP
- 2200-49760-012 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, AU
- 2200-49760-016 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, KR
- 2200-49760-022 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, CN
- 2200-49760-036 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, IN
- 2200-49760-102 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, UK
- 2200-49760-122 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, EU
- 2200-49760-212 CCX 500/600/700, EDGE E500, PSU, 48V/0.52A, BZ

Warranty

- 1-year limited warranty

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1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.
2. Planned localizations
3. Planned compliances
4. Ordering an optional power supply unit will be necessary if not powered over Ethernet with PoE (i.e. Using Wi-Fi for network)

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 a 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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