



# Polycom® SoundPoint® IP 500

Mid-featured IP telephone for business communications



## Benefits

**Proven** – Polycom is a leading independent supplier of standards-based award winning IP telephones

**Acoustic Clarity Technology** – Polycom's legendary technology that allows simultaneous natural conversation (full duplex)

**Multi-line support** – Configure up to three lines with individual status display

**Flexibility** – Choice between handset, headset, or natural two-way (full-duplex) speakerphone mode and choice of protocols and Technology Partner solutions

**Easy-to-use** – 12 dedicated feature keys and four context-sensitive soft keys, Grayscale graphical 160x80 pixel LCD

**Choice of powering options** – Support for AC power (included) and Power over Ethernet options (sold separately)

High quality, reliable 3-line business telephone with easy, one button access to the most important features.

The SoundPoint IP 500 is a three-line Voice over IP telephone that seamlessly integrates with IP PBX and Softswitch vendors' IP solutions. As protocols develop and standards evolve, it's easy to update the phones in the field via a software download, enabling new features and functionality. Whether you deploy H.323, MGCP, or SIP standards, Polycom offers a solution that fits all your business communication needs.

## Enhanced productivity

An intuitive user interface offers dedicated, one button access to common telephony features, and an information-rich display delivers content for messaging, call information, directory access, and applications. Suitable for everyday users, the SoundPoint IP 500 offers superb voice quality when used with a handset or in hands-free speakerphone mode. This enhances the productivity of your business phone calls, because you can spend less time trying to understand what other people are saying, and more time communicating with them.

## The mid-featured IP handset for Polycom communication and collaboration solutions

With integrated video, voice, data, and Web capabilities, Polycom offers the only solution that gives you an easy way to connect, conference, and collaborate any way you want. It's our commitment to making distance communications as natural and interactive as being there. Work faster, smarter, and better with the SoundPoint IP 500 and Polycom's integrated communication solutions.



VideoVoiceData  
*Connect. Any Way You Want.*

# Polycom SoundPoint IP 500 Specifications

## Size

- 10.5 in x 6 in x 7.5 in x 1.75 in (26.5 cm x 15 cm x 19 cm x 4.5 cm) (WxHxDxT)

## Weight

- Shipping: 2.75 lb (1.26 kg)

## Power

- Universal wall adapter with power provided to the unused pairs of network cable. Optional cable for:
  - Cisco® Inline Power
  - IEEE 802.3af Inline Power

## Headset Capability

- 4-position modular jack compatible with Plantronics® and GN Netcom® amplified business headsets

## Handset

- Hearing aid compatible

## Display

- Grayscale graphical 160x80 pixel LCD

## Message alert indicator

- Feature keys
- 12 configurable feature keys (3 keys with display indicators)
- Predefined hold key
- 4 context-sensitive soft keys

## Audio

- Individual volume settings for each audio path with visual display feedback
- Hands-free audio modes including headset and full-duplex speakerphone
- Adaptive jitter buffers to improve speech quality

## Networking

- Dual 10/100 Mbps switched Ethernet ports

## Protocol and Feature Support

- Flexible software architecture allowing drop-in signaling protocol stacks
- ITU-T H.323v4.0 with H.450 supplementary services
  - Local GUI
  - Gatekeeper routed
  - Alternate gatekeeper support
  - Support for gatekeeper discovery
  - Configurable up to 3 lines - varies by IP PBX or Softswitch solution
  - H.450 (hold, message waiting)
  - E.164 dialing
  - PSTN call progress tones
  - Call information
  - Call logs
  - Local hold and retrieve
  - Local call waiting
  - Redial
  - Speed dial
- IETF MGCP v1.0 with feature phone extensions
  - RFC3435
  - Packet Cable Labs NCS I07
  - RFC3149 (Business Phone Packages)
  - Configurable up to 3 lines – varies by IP PBX or Softswitch solution

- IETF SIP (RFC 3261 and companion RFCs)
  - Local feature-rich GUI
  - Call transfer, hold, divert (forward)
  - Called, calling, connected party Identification/information
  - One-touch speed dial, redial
  - Local 3 way conferencing
  - Up to 3 dedicated lines, 2 call appearances per line with call waiting indication
  - User configurable directories and call history (Missed, placed and received)
  - Presence: buddy list, my status
  - Instant messaging
  - Unicode character support
  - Distinctive incoming call treatment/call waiting
  - Do not disturb function
  - Local call timer
  - Multilingual user interface
  - Automatic off-hook call placement
  - Security features such as digest authentication

## Codecs

- G.711 µ/A and G.729A (Annex B) configuration
- Manual or Dynamic Host Configuration Protocol (DHCP) IP address setup
- Time and date synchronization using SNTP
- Server provisioned XML-based user configuration files

## SoundPoint IP 500 includes:

- Desk stand
- 11-foot CAT 5 network cable with power port
- AC adapter
- Quick start guide
- Warranty registration card

## Approvals

- CISPR 22 class B
- VCCI class B
- AS/NZ 3548 class B
- EMI
  - FCC class B Part 15
  - ICES-003 class B
  - EN 55022 class B and EN 55024

## Safety

- UL 1950
- CE mark
- CSA C22.2 No. 950
- EN 60950

## Warranty

- 1 year

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