



DATA SHEET

Polycom® SoundPoint® IP 550

Cutting-edge SIP feature set meets Polycom HD Voice™

Revolutionary sound quality and advanced features in a four-line SIP phone

Introducing the SoundPoint IP 550 desktop phone, a four-line SIP phone that delivers calls of unprecedented richness and clarity and supports a comprehensive range of cutting-edge features.

Unparalleled sound quality

The SoundPoint IP 550 desktop phone features Polycom's revolutionary HD Voice™ technology, which brings life-like richness and clarity to every call.^{1,5} Polycom HD Voice technology incorporates wideband audio for over twice the voice clarity; Polycom's patented Acoustic Clarity Technology for crystal-clear, noise- and echo-free sound, plus best-in-class system design for high-fidelity, faithful voice reproduction.

Comprehensive, cutting-edge feature set¹

The SoundPoint IP 550 desktop phone delivers advanced features and capabilities, such as shared call/ bridged line appearance, busy lamp field (BLF), presence, text messaging, and buddy lists. The SoundPoint IP 550 phone also boasts an integrated XHTML micro-browser that allows users to take advantage of productivity-enhancing Web-based applications. Add the support of four lines, a backlit, high-resolution, easy-to-read graphical display and flexible customizations options, and it becomes clear why the SoundPoint IP 550 is certain to meet the voice communication needs of the most demanding managers and professionals.

Efficient installation and provisioning

The SoundPoint IP 550 desktop phone is engineered to make installation, configuration, and upgrades as simple and efficient as possible. The phone's built-in IEEE 802.3af PoE circuitry and a dual-port Ethernet switch enable flexible deployment options and savings on cabling expenses. The SoundPoint IP 550 phone supports remote, zero-touch provisioning and upgrades from a variety of servers, including FTP, TFTP, HTTP3, or HTTPS3. To ensure reliable, uninterrupted performance, the phone supports boot⁴ and call server redundancy.

Broad interoperability

The SoundPoint IP 550 desktop phone has been tested and certified to deliver comprehensive interoperability and extensive feature support with leading SIP-based call control platforms by BroadSoft, Sylanro, Interactive Intelligence/Vonexus, Digium, and other Polycom Technology and Interoperability Partners². The phone also interoperates with Microsoft® Live Communications Server (LCS) 2005 for telephony and presence. Therefore, whether the SoundPoint IP 550 phone is deployed in conjunction with an IP PBX or a hosted VoIP service, you can rely on it to deliver on its promise of outstanding sound quality and industry-leading SIP feature set.



Benefits

- **Revolutionary voice quality** – Polycom HD Voice technology enables life-like richness, clarity, and interactivity of voice communications⁵
- **Advanced features & applications¹**
 - Four lines
 - Backlit 320 x 160-pixel graphical grayscale LCD
 - Shared call/bridged line appearance
 - Busy lamp field (BLF)
 - Presence, buddy lists
 - XHTML micro-browser for Web applications
- **Efficient installation and provisioning**
 - Integrated IEEE 802.3af Power over Ethernet (PoE) support
 - Remote, zero-touch provisioning with support of a variety of servers
- **Broad and robust interoperability** – Certified to support a comprehensive set of features with a variety of leading SIP-based IP PBX and Softswitch platforms² and to interoperate with Microsoft Live Communications Server for telephony and presence⁴

Product Specifications

Lines (direct numbers)

- Up to 4 lines with up to 24 concurrent calls per line

Display

- 320 x 160 backlit grayscale graphical LCD
- White LED backlight with custom intensity control
- Message Waiting Indicator (MWI) LED

Feature keys

- 4 context-sensitive “soft” keys
- 26 dedicated “hard” keys
- 6 line keys with bi-color (red/green) LED
- 8 feature keys
- 6 display/menu navigation keys
- 2 volume control keys
- Illuminated mute key
- Illuminated headset key
- Illuminated hands-free speakerphone key
- Dedicated hold key

Headset and hearing aid compatibility

- Compliant with ADA Section 508 Recommendations: Subpart B 1194.23 (all)
- Hearing Aid Compatible (HAC) handset for magnetic coupling to approved HAC hearing aids
- Compatibility with commercially-available TTY adapter equipment

Audio features

- Polycom HD Voice technology delivers life-like voice quality for each audio path—the handset, the hands-free speakerphone, and the optional headset^{1,5}
- Full-duplex hands-free speakerphone
- Type 1 compliant with IEEE 1329 full duplex standards
- Frequency response—150Hz - 7kHz for handset¹ and hands-free speakerphone modes
- Codecs: G.722 (wideband), G.711 μ/A, G.729A (Annex B) and iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise fill
- DTMF tone generation/DTMF event RTP payload
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment
- Acoustic echo cancellation
- Background noise suppression

Call handling features¹

- Shared call/bridged line appearance
- Flexible line appearance (one or more line keys can be assigned for each line extension)
- Busy Lamp Field (BLF)
- Distinctive incoming call treatment/call waiting
- Call timer
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local three-way conferencing
- One-touch speed dial, redial
- Call waiting
- Remote missed call notification
- Intercom
- Automatic off-hook call placement
- Do not disturb function

Other features

- Integration with Microsoft LCS 2005 for telephone and presence
- Local feature-rich GUI
- Time and date display
- User-configurable contact directory and call history (missed, placed, and received)
- Customizable call progress tones
- Wave file support for call progress tones
- Unicode UTF-8 character support. Multilingual user interface encompassing Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, Swedish

Protocol support

- IETF SIP (RFC 3261 and companion RFCs)

Network and provisioning

- Two-port 10/100 Mbps Ethernet switch
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS³ server-based central provisioning for mass deployments
- Provisioning⁴ server redundancy supported
- Web portal for individual unit configuration
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DSCP
- Network Address Translation (NAT) support – static
- RTCP support (RFC 1889)
- Event logging
- Syslog
- Local digit map

- Hardware diagnostics
- Status and statistics

Security¹

- Transport Layer Security (TLS)³
- Secure Real-time Transport Protocol (SRTP)
- Shipped with X.509 certificate installed
- Encrypted configuration files³
- Digest authentication
- Password login
- Support for URL syntax with password for boot server
- HTTPS secure provisioning³
- Support for signed software executables³

Power

- Built-in, auto-sensing IEEE 802.3af Power over Ethernet
- External Universal AC adapter (included 48V DC)

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- AS/NZS CISPR 22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- Anatel
- GOST
- C-tick
- CCC

Safety

- UL/C-UL
- CE Mark
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950

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)

SoundPoint IP 550 comes with:

- SoundPoint IP 550 console
- Handset with handset cord
- Base stand
- Network (LAN) cable
- Universal power adapter (including country-specific cord kit)⁵
- Quick Start Guide
- Product registration card

Size

- 10.5 in x 6 in x 7.5 in x 2.5 in
(26.5 cm x 15 cm x 19 cm x 6.5 cm)
(W x H x D x T)

Part numbers/UPC codes

- 2200-12550-001 / 610807526773 for NA, CALA, Taiwan
- 2200-12550-002 / 610807526766 for Japan
- 2200-12550-012 / 610807526759 for Australia, New Zealand
- 2200-12550-015 / 610807526742 for UK, Ireland, HK, Singapore, Malaysia
- 2200-12550-016 / 610807526902 for Korea
- 2200-12550-022 / 610807526919 for China
- 2200-12550-122 / 610807526735 for Europe, India, Rest of the World

Box dimensions/weight

- 12.5 x 13.25 x 3.5 in
- 2045 g

Master carton quantity

- Five

Country of Origin

- Thailand

Warranty

- One year

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1. Some of these features need to be supported by an appropriate call / applications server.
 2. Please visit <http://www.polycom.com/techpartners.htm> for a list of supported platforms.
 3. Requires BootROM version 3.2.x or higher.
 4. Requires SIP version 2.0.x or higher.
 5. In some calling scenarios, such as IP to PSTN, Polycom HD Voice will not be available and the call will progress in narrowband instead.

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About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence® Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, specialists, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security for video collaboration, whether on-premises, hosted, or cloud-delivered. Visit www.polycom.com or connect with Polycom on Twitter, Facebook, and LinkedIn.

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