



DATA SHEET

Polycom® CX5500 Unified Conference Station

The IT department's challenge is to make video meetings in conference rooms more effective, reduce video support calls and eliminate the need for "in room" video support services to get video meetings started. Are your video conference room users finding it hard to pan the camera to focus attention on the active speaker? Are they frustrated by trying to learn another user interface? Do they need to make audio-only conference calls without having IT deploy a second conference phone? Solve these challenges and conference room usage goes up. More room use translates to fully realizing the benefits of video collaboration and achieving your expected return on investment (ROI). For Skype for Business and Microsoft Lync users, the Polycom CX5500 unified conference station answers these challenges with a truly unique around-the-table video collaboration solution.

More productive meetings

The Polycom CX5500 unified conference station brings the powerful collaboration capabilities of voice, video and content together through a unique 360-degree panoramic view of the entire room. A second HD video view of the active speaker is also sent at 1080p video resolution using advanced technology that automatically focuses on the current speaker and tracks the flow of conversation to enable richer, more interactive communication. No more reaching for a video control device. It's a "hands-free" experience that allows you forget about the technology and simply focus on your meeting.

Easy to deploy and use

An intuitive design with full plug-and-play functionality makes it easy to deploy and use the Polycom CX5500. With little or no training, anyone with a laptop that has Skype for Business can walk into the room and simply plug the CX5500 unified conference station into their PC's USB port and start sharing voice and 360-degree panorama video. Control, invitations, and content sharing are through the familiar Skype for Business user interface your users already know and use every day. Removing the challenge of learning a remote control device means fewer support calls and no need for "in room" support from the IT department to get video conference calls started.

Audio quality matters

The Polycom® CX5500 unified conference station features Polycom's legendary audio bringing the industry's best voice quality to your Skype for Business meeting with a dynamic range of 160Hz to 22,000Hz. Polycom® HD Voice™ and a microphone range of 20 feet (6 m) means everyone in the room can be clearly heard, even at the end of the table. Optional microphones extend the range even further, if needed. Customers can also make voice-only calls from a CX5500 when it is registered as a SIP phone to either a Skype for Business/Lync server or an IP PBX, eliminating the need to for IT to install a separate audio conference station in the room.



Benefits

- Enable richer communications by automatically focusing on the active speaker in true HD while tracking the conversation flow
- Fully engage all participants by providing a 360° panoramic view of the conference room
- Reduce training costs with simple USB plug-and-play functionality that requires little or no training
- Dual use—make audio-only calls when registered as SIP phone to either a Lync server or your existing IP PBX

Key features

- 360° 1080p USB camera with active speaker detection
- Active speaker and panoramic video stream output
- 20 foot (6 m) microphone pickup range
- 160 Hz–22kHz audio processing
- Optimized for use with Microsoft Lync 2013
- Supported on Skype for Business



Product specifications

Dimensions

- Table Console
 - Footprint (W x D): 369 x 325 mm
 - Height: 348 mm (privacy cap closed), 401 mm (privacy cap extended)
 - Weight: 2.44 kg (exclusive of cables)
- Power Data Box
 - Size (W x H x D): 209.5 x 300 x 56 mm (excluding stand)
 - Weight: 2.9 kg
- Shipping
 - Size (W x H x D): 520 x 430 x 430 mm
 - Weight: 9.29 kg

Power

- Power consumption: 110 watts, typical
- Universal power supply 100–240 V AC, 50–60 Hz

Video performance

- Panoramic video resolutions supported:
 - 1920 x 288 pixels (requires USB 3.0 and Lync 2013 or Skype for Business)
 - 1280 x 192 pixels (requires USB 3.0 and Lync 2013 or Skype for Business)
 - 1056 x 144 pixels
- Active speaker video resolutions supported
 - HD 1080: 1920 x 1080 pixels (requires USB 3.0 & Lync 2013 or Skype for Business)
 - HD 720: 1280 x 720 pixels
 - VGA: 640 x 480 pixels
 - CIF: 352 x 288 pixels
- Frame rate for panoramic and active speaker video, maximum
 - 30 frames per second with 60 Hz AC power
 - 25 frames per second with 50 Hz AC power
 - Maximum frame rates with systems prior to Lync 2013 will be limited to 15 fps (12.5 @ 50 Hz)

Audio performance

- Console Loudspeaker
 - Frequency response: 160 Hz–22 kHz
 - Volume: adjustable to 88 dBA SPL (peak) volume at 0.5 meters
- Console microphones
 - 3 microphones for omnidirectional coverage
 - Frequency response: 160 Hz–22 kHz

Telephony Performance

- Full Duplex (Class 1) with noise suppression
- 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
- Supported codecs are G.711 (A-law and μ -law), G.729AB, G.722, G.722.1, G.722.1C, G.719

Call handling features

- 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
- Automatic off-hook call placement
- Do not disturb function
- Lync client device synchronization
- Lync USB call control for Answer, Reject, End Call, Hold, Resume and Swap

Protocol support

- IETF SIP (RFC 3261 and companion RFCs)

Network and provisioning

- IP Address Configuration: DHCP and Static IP
- Time synchronization with SNTP server
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments. Provisioning 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
- Local digit map
- Hardware diagnostics
- Status and statistics
- User selectable ringer tones
- Convenient volume adjustment keys
- Field upgradeable

Security

- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication

- Password login
- Support for URL syntax with password for boot server
- HTTPS secure provisioning Support for signed software executables

User interface

- 3 mute buttons with mute/in-call indication lamps
- Camera on/off indication lamp
- Captive privacy cap with integrated on/off switch for client synch
- Gesture based, multi-touch capable capacitive touchscreen for voice calls
- 4.3in LCD (480 x 272 pixels) resolution
- User-configurable contact directory and call history (missed, placed, and received)
- Customizable call progress tones
- Wave file support for call progress tones

Console connectivity

- Proprietary system port for connection to Power Data Box
- USB 3.0 Type A port for proprietary connection to Power Data Box
- USB 3.0 Type B port for connection to PC
- USB 2.0 Type A port for diagnostics/software update
- 2 extension microphone ports

Power data box connectivity

- Proprietary system port for connection to console
- USB 3.0 Type A interface for proprietary connection to console or to Lync appliance
- USB 2.0 Type A for diagnostics/software update
- Ethernet: RJ-45 10/100/1000 Mbit
- Audio RCA jacks (reserved for future use)
- AC power input

Physical security

- Kensington-style lock slot on Console and Power Data Box

Extension microphones (optional accessory)

- Frequency response: 160 Hz–22 kHz
- Mute button and indicator lamp

Regulatory compliance

- Safety
 - UL 60950-1
 - EN 60950-1
 - CSA C22.2 60950-1
 - IEC 60950-1
 - AS/NZS 60950-1
 - GB4943-2011 (China)
 - KCC approval (Korea)

- EMC
 - CISPR 22 Class B (FCC, ICES, AS/NZS)
 - VCCI Class B
 - EN 55022 Class B
 - EN 55024
 - GB9254:2008, YD/T993-1998 (China)
 - KCC approval (Korea)
 - ANATEL (Brazil)

- Room reverberation time: RT60 <0.600 seconds
- Ambient noise level: <50 dBA SPL
- Optimal lighting conditions: 300 lux, with a single lighting temperature (no mixed lighting)

- Proprietary system cable
- USB 3.0 Type A–Type A cable
- USB 3.0 Type A–Type B cable
- Ethernet cable
- AC power cord with local plug

Warranty
12 months

Optional accessories

Extension microphone kit with pair of microphones and cables

- Cable length is 25 ft (7.6 meters)

Environmental requirements

- Operating temperature: 0–40°C
- Relative humidity: 15–85% (non-condensing)
- Storage temperature: -40–60°C
- Recommended room conditions

Polycom® CX5500 ships with

- Tabletop console with integrated 360° camera
- Power data box with stand
- Quick setup card
- Cables

Requirements

Generally, for maximum video performance, your PC must have a quad core, 2.0 GHz or better processor, and an available USB 3.0 port. End-to-end video and audio performance will be affected by—and may be a limited by—endpoint hardware, Skype for Business or Lync Server and Client software levels, administrative policies, available network bandwidth and traffic levels. For more information, refer to “Skype for Business client video requirements” at *Skype for Business client requirements*.

- Windows Operating System
 - Windows® 10
 - Windows® 8
 - Windows® 7
- Mac Operating System
 - OS X 10.9, 10.10, 10.11, 10.12
- UC Desktop Clients

One of the following desktop clients is required on computers to which the Polycom CX5500 will be attached:

- Skype for Business or Microsoft® Lync® 2013 (required for maximum performance with 1080p video)
- Skype for Business for Mac
- Microsoft® Lync® 2010
- Lync for Mac 2011 (Active speaker view only; panoramic view not supported)

For an optimal video collaboration experience, Polycom recommends using the CX5500 with Skype for Business or Microsoft Lync 2013; with older clients, performance will be limited.

Polycom and Microsoft solutions

Polycom and Microsoft provide a fully unified, intuitive set of collaboration solutions that enables individuals and groups to instantly see, hear, and talk with colleagues around the world. Polycom has over 40 solutions that enable anyone operating in a Microsoft environment to make enterprise-grade HD video and voice calls and to share HD content at the touch of a button. The result is improved collaboration, streamlined operations and faster more informed decisions. Visit www.polycom.com/microsoft to learn more.

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About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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