

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

Revolutionary Voice Quality

The SoundPoint IP 550 brings life-like richness and clarity to voice communications. Polycom's patented Acoustic Clarity Technology 2, as well as best-in-class system design to deliver unprecedented voice quality.

Enhanced Call Handling Capabilities

The SoundPoint IP 550 provides call hold, call transfer, call park, 3 way conferencing, call transfer and many other time-saving features.

Intuitive User Interface

The SoundPoint IP 550 delivers all of its capabilities through an intuitive user interface, featuring a backlit 320x160 graphical grayscale LCD display, easy-to-navigate menu, and a combination of 24 dedicated hard keys and 4 context-sensitive soft keys for easy access to essential telephony features.

Efficient Installation

Designed to make installation as simple and efficient as possible, the SoundPoint IP 550 boasts a two-port Ethernet switch. The phone, once plugged into to the local network, automatically configures itself for ease of setup.



SoundPoint® IP 550

LINES

- 4 lines

DISPLAY

- 320 x 160 backlit grayscale graphical LCD
- White LED backlight with custom intensity control

FEATURE KEYS

- 4 context-sensitive “soft” keys
- 24 dedicated “hard” keys
 - 4 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
- Dedicated RJ-9 headset port
 - Amplified headsets are recommended
- 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
- Delivers life-like voice quality for each audio path - the handset, the hands-free speakerphone, and the headset1
- Full-duplex hands-free speakerphone
- --Type 1 compliant with IEEE 1329 full duplex standards
- Frequency response - 150Hz - 7kHz for handset, headset1 and hands-free speakerphone modes
- Codec: G.729A (Annex B)
- 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 FEATURES

- 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
- Call Park
- Intercom
- Automatic off-hook call placement
- Do not disturb function

VOICEMAIL

- Message waiting light
- Voicemail notification via email
- Voicemail to email (WAV file)
- 5 min per message
- 90 min message max
- Remote access to voicemail
- Web-based access to voicemail
- Voicemail forwarding via email
- Group voicemail distribution

OTHER FEATURES

- Local feature-rich GUI
- Time and date display
- User-configurable contact directory and call history (missed, placed, and received)
- Customizable 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
- Two-port 10/100 Mbps Ethernet switch
- Dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- 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

SECURITY

- Transport Layer Security (TLS)
- Encrypted configuration files3
- Digest authentication

POWER

- 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
- ROHS compliant

SAFETY

- UL 60950
- CE Mark
- CAN/CSA-C22.2 No. 60950
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950

OPERATING CONDITIONS

- Temperature: 0 – 40°C (+32 – 104°F)
- Relative humidity: 5% to 95% (noncondensing)

STORAGE TEMPERATURE

- -40 – +70°C (-40 – +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

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

WEIGHT

- Shipping: 2.75 lb (1.26 kg)

BOX DIMENSIONS/WEIGHT

- 12.5 x 13.25 x 3.5 in
- 2045g (for all countries)

WARRANTY

- One year