

Overview

Models

HP 3500B IP Phone	JC505A
HP 3500 IP Phone	JC504A
HP 3501 IP Phone	JC506A
HP 3502 IP Phone	JC507A
HP 3503 IP Phone	JC508A

Key features

- Wide phone portfolio for all business needs
- Lower energy use and cost-effective operation
- Gigabit Ethernet connectivity for high performance
- Productivity-enhancing IPPBX feature functionality
- Exceptional sound quality with wideband audio

Product overview

The full-featured, SIP-based HP 350x IP Phone Series meets the diverse communications needs of organizations of all sizes with a full range of call-handling features and functionality that encourages collaboration and increases productivity. All phones support digital labeling, PoE, four-way navigation controls, and are available with high-resolution backlit and color TFT displays. In addition, they deliver rich, full body, wideband voice clarity with full-duplex speakerphones, as well as offer intuitive interfaces, Gigabit Ethernet support, and environmentally friendly power-save options. Ideal for common areas and everyday desktop business use, the phones are the perfect solution for knowledge workers, departmental administrators, and teleconference participants with intensive communication requirements. Optional accessories include wall mounts, AC power adapters, and deskstands.

Features and benefits

Management

- **Nine definable ring tones:** offer a choice of ring tones, which are used when alerting users of new incoming calls and can be configured via the Web provisioning interface; provides customers with a choice to further personalize the phone to meet their own needs
- **Browser-based management:** Web-based management on the VCX server eases configuration tasks and makes advanced features easier to master; customization capabilities allow users to accomplish a variety of setup procedures themselves
- **Support for 10 different languages:** all 350x series IP phones have user interface localization capabilities with the support of the following interface languages: Chinese (Simplified), Dutch, English (US), French (European), German, Italian, Korean, Portuguese (Brazilian), Spanish (Latin), and Russian
- **VCX IP phone license support:** all 350x series IP phones require a software keycode license (sold separately) to activate; 350x phones will work with legacy VCX 7.x , 8.x, and 9.0 IP phone licenses, along with 9.5+ IP phone licenses, as long as VCX system is running software version 9.5 and later; all IP phone licenses are managed from the VCX administrator Web provisioning interface
- **Country-specific tones:** VCX Connect solution allows administrators and users to configure phones for a certain country, which specifies the tones used by the phone; the country configuration for the phone is on a per-user basis via Web provisioning

Connectivity

- **Gigabit Ethernet connectivity:** to reduce cabling costs and eliminate the need for a standalone switch port, 350x series IP



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phone models offer two switched Gigabit Ethernet ports, except for the 3500B model, which supports 10/100 connectivity; the second port is used as a PC pass-through port that supports handling and passing of IEEE 802.1x EAP packets; this helps ensure that the desktop phone is an integral part of a high-performance network and is ready for future connectivity needs

- **Optional connectivity accessories:** include ergonomically designed wall mounts that fit the form factor of the 350x phone design, AC power adapters, and replacement phone stands
- **IEEE 802.3af Power over Ethernet (PoE) support:** all 350x series IP phones support IEEE 802.3af Power over Ethernet (PoE) and help reduce the total cost of ownership

Investment protection

- **Green technology:** all 350x series IP phones support configurable energy conservation options that include both a screen-save capability and a deep sleep power-save mode; user- and administrator-configurable power-save options reduce energy use by up to 50% relative to peak usage requirements
- **Energy Star 2.0 power adapters:** optional 350x series IP phone power adapters are designed to be Energy Star 2.0 compliant to make them more efficient than conventional adapters

Ease of use

- **Context-sensitive soft keys:** 3503 model phones have five interactive and context-sensitive soft keys, while the remaining models have four, facilitating efficient management of the most demanding communication needs; this enables easy access to the user directory, call logs, speed dials, and feature lists from the LCD soft keys; all phones use either icon- or text-driven menu selections for universal understanding of feature options

Flexibility

- **A phone portfolio for all business needs:** 350x series phones offer a comprehensive suite of devices designed for the most demanding and varied range of work environments and users; easy-to-use features make these phones ideal for common areas and everyday desktop business use, as well as for knowledge workers, departmental administrators, and teleconference participants with intensive communication requirements
- **Customizable system-wide background image:** options such as customizable background images on the 3503 IP phone provide enterprise administrators with the flexibility to upload a company-wide corporate image
- **Three-page button-mapping features:** one-touch call handling, enabled by programmable feature buttons accessible by a unique three-page scrolling feature on the 3502 and 3503 IP phones, provides the scalability and flexibility to map three times the number of features as available buttons.
- **Flexible date and time display:** allows administrators or users to configure date and time displays on the phones using the Web provisioning interface, which provides displays based on user preference or location preference

Technical features

- **Phone mobility and roaming:** allows system administrator to determine whether end users can move their stations; phones/soft clients can be locked to a physical switch port (using MAC address) or to a specific IP subnet; end users can move their phones to any location that has IP access to the user's telephony server, regardless of geographic location; hot desking is supported with VCX when logging into a different VCX region or branch that is configured for Global Directory
- **Full-duplex speaker phones:** all 350x series IP phones feature full-duplex speakers, which provide a more superb "real" communication experience, even with the entry-level phones

User productivity

- **Productivity-enhancing functionality:** a broad range of functions, combined with HP VCX IP telephony, offer organizations exceptional scalability and reliability; these capabilities include SIP-based messaging, conferencing, presence, multiline support, shared call/bridged line appearance, busy lamp field, flexible button mappings, soft keys, dedicated menu buttons for one-touch access, and a myriad of other Voice over IP (VoIP) functions that enhance communications and collaboration



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Voice functionality

- **Hearing aid compatibility:** all HP 350x series IP phones comply with FCC Part 68 (CFR 47), hearing aid compatibility (HAC), to support hearing aids that contain sensitive tele-coils
- **Adaptive jitter buffer:** all 350x series IP phones offer adaptive jitter buffers to help resolve VoIP packet delay, delay jitter, packet loss, and occasional clock drifts caused by the complexity of voice and data networks
- **Exceptional sound clarity:** the 350x series IP phones deliver superior voice quality over the network; all users experience rich, high-fidelity audio—a particularly important benefit in a multisite networking environment; clear, high-quality audio performance is provided by the wideband audio codecs G.722 and G722.2 used on most models
- **Superior speaker mode audio:** standard headset connections, handset-lifter friendly designs, wideband-ready handsets, dedicated handset-headset changeover buttons and full-duplex speakerphones with echo cancellation, and noise reduction further enhance the experience of hands-free communications
- **Multiple codec support:** all 350x IP phone models support the following range of audio codecs: G.711, G.729a/b (models 3500, 3500B), G.722, G722.2, G.711, and G.729a/b (all other models); all models require system software support

Phone characteristics

- **RJ-9 headset jack:** allows for industry-standard RJ-9 compatible wired and wireless headsets and handset lifters to be connected for easy call handling and convenience
- **Four-way cursor control with select key:** all 350x series IP phones feature four-way navigation buttons with a select button that allows for quick and easy feature menu navigation, phone configuration and call handling; the navigation select key can be used to put calls on and off hold
- **Interactive LCD displays:** all 350x series IP phones offer icon- and text-driven menus
- **Linux operating system:** all 350x series IP phones are implemented on a robust security-hardened Linux operating system
- **Backlit MUTE button:** all 350x series IP phones feature a backlit, dedicated MUTE button, which provides easy audio control
- **New contemporary look and feel:** a newly designed, energy-efficient family of devices, the HP 350x IP series phones are a new product offering from HP that replaces the current 310x IP Phones Series

Warranty and support

- **Warranty:** one-year limited lifetime hardware warranty; 90-day limited software warranty; 90 days of telephone technical support



Technical Specifications

HP 3500B IP Phone (JC505A)

Ports	2 RJ-45 auto-sensing 10/100 PoE ports (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3af PoE); Duplex: half or full 2 RJ-9 (headset and handset)
Physical characteristics	Dimensions 8.7(d) x 7.8(w) x 3.6(h) in. (22.1 x 19.81 x 9.14 cm) (NAU height) Weight 2.91 lb. (1.32 kg), Fully loaded phone, handset and cord, Ethernet cable, phone sheets, and other packaging material Full configuration weight 2.13 lb. (0.97 kg)
Mounting	Rests on a multiangle deskstand or wall mount
Environment	Operating temperature 32°F to 104°F (0°C to 40°C); Ambient Temperature Operating relative humidity 5% to 95%, non-condensing Non-operating/Storage temperature -40°F to 158°F (-40°C to 70°C)
Electrical characteristics	Voltage 100-240 VAC Current 0.5 A Idle power 2.4 W Maximum power rating 2.8 W Power output 25 W Frequency 50 / 60 Hz Notes Idle power is the actual power consumption of the device with no ports connected. Maximum power rating and maximum heat dissipation are the worst-case theoretical maximum numbers provided for planning the infrastructure with fully loaded PoE (if equipped), 100% traffic, all ports plugged in, and all modules populated.
Phone characteristics	Max. calls (lines) supported 2 Programmable lighted buttons 2 (not lighted) Fixed feature buttons 10 Soft keys 4 (see *Notes) Four-way navigation control Yes Display type Grayscale Display backlit No Number of display lines 4 Display size 3.5 in. (85 mm x 28 mm) Display pixel resolution 192 x 64 Desk stand Multiposition (35 and 55 degree) Platforms Supported VCX Default ringtones 9



Technical Specifications

Emissions	VCCI Class B; EN 55022 Class B; AS/NZS 3548 Class B; FCC CFR 47 Part 15 Class B; ICES-003 Class B; AS/NZS CISPR 22; VCCI V-3/2000.04; EMC Directive 89/336/EEC; EN 55022 (CISPR 22) Class B with FTP Cabling; FCC Part 15, Class B with FTP cabling; ANSI C63.4 2003; CISPR 24; ETSI EN 300 386 V1.3.3; EN 61000-4-2; EN 61000-4-3; EN 61000-4-4; EN 61000-4-5; EN 61000-4-6; Anatel; EN 61000-3-2:2006; EN 61000-3-3:1995 +A1:2001+A2:2005; EMC Directive 2004/108/EC; EN 55024:1998+ A1:2001 + A2:2003; EN 61000-4-11:2004; EN 61000-4-8:2001
Immunity	<p>Generic ETSI EN 300 386 V1.3.3; ANSI C63.4 2003; EMC Directive 2004/108/EC; ETSI EN 300 386 V1.3.3</p> <p>EN EN 55024:1998+ A1:2001 + A2:2003</p> <p>ESD EN 61000-4-2:1995+A1:1998+A2:2001 4 kV CD, 8 kV AD</p> <p>Radiated AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; EN 61000-4-3:2006 80~800 MHz: 3 V/m, 800~960 MHz: 10 V/m, 960~1000 MHz: 3 V/m, 1400~2000 MHz: 10 V/m</p> <p>EFT/Burst EN 61000-4-4:2004 1.0 kV (power line) , 0.5 kV (signal line)</p> <p>Surge EN 61000-4-5:2006 AC :2 kV/4 kV</p> <p>Conducted AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; Class B with UTP5</p> <p>Power frequency magnetic field EN 61000-4-8:2001 1 A/m, 50 or 60 Hz</p> <p>Voltage dips and interruptions EN 61000-4-11:2004 >95% reduction, 0.5 period; 30% reduction, 25 periods; >95% reduction, 250 period</p> <p>Harmonics EN 61000-3-2:2006 class A</p> <p>Flicker EN 61000-3-3:1995 +A1:2001+A2:2005</p>
Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones
Notes	For 3500/3500B/3501 models: Of the four buttons below the LCD, the two on the right are unlighted, programmable, and may be used as soft keys.
Services	Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.
Standards and protocols (applies to all products in series)	<p>Device management Web UI</p> <p>General protocols IEEE 802.1D MAC Bridges IEEE 802.1p Priority IEEE 802.1Q VLANs IEEE 802.3 Type 10BASE-T IEEE 802.3ab 1000BASE-T IEEE 802.3af Power over Ethernet RFC 768 UDP RFC 791 IP RFC 792 ICMP RFC 793 TCP RFC 826 ARP RFC 854 TELNET RFC 894 IP over Ethernet</p>



Technical Specifications

RFC 950 Internet Standard Subnetting Procedure
RFC 951 BOOTP
RFC 1042 IP Datagrams
RFC 1349 Type of Service
RFC 1531 Dynamic Host Configuration Protocol
RFC 1533 DHCP Options and BOOTP Vendor Extensions
RFC 1534 DHCP/BOOTP Interoperation
RFC 1541 DHCP
RFC 1542 BOOTP Extensions
RFC 2131 DHCP
RFC 2132 DHCP Options and BOOTP Vendor Extensions
RFC 3261 Session Initiation Protocol (SIP)

IP multicast
RFC 2236 IGMPv2

HP 3500 IP Phone (JC504A)

Ports	2 RJ-45 auto-sensing 10/100/1000 PoE ports (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3ab Type 1000Base-T, IEEE 802.3af PoE); Media Type: Auto-MDIX; Duplex: 10Base-T/100Base-TX: half or full; 1000Base-T: full only 2 RJ-9 (headset and handset)	
Physical characteristics	Dimensions	8.7(d) x 7.8(w) x 3.6(h) in. (22.1 x 19.81 x 9.14 cm) (NAU height)
	Weight	2.91 lb. (1.32 kg), Fully loaded phone, handset and cord, Ethernet cable, phone sheets, and other packaging material
	Full configuration weight	2.13 lb. (0.97 kg)
Mounting	Rests on a multiangle deskstand or wall mount	
Environment	Operating temperature	32°F to 104°F (0°C to 40°C); Ambient Temperature
	Operating relative humidity	5% to 95%, non-condensing
	Non-operating/Storage temperature	-40°F to 158°F (-40°C to 70°C)
Electrical characteristics	Voltage	100-240 VAC
	Current	0.5 A
	Idle power	4.4 W
	Maximum power rating	6.4 W
	Power output	25 W
	Frequency	50 / 60 Hz
	Notes	Idle power is the actual power consumption of the device with no ports connected. Maximum power rating and maximum heat dissipation are the worst-case theoretical maximum numbers provided for planning the infrastructure with fully loaded PoE (if equipped), 100% traffic, all ports plugged in, and all modules populated.
Phone characteristics	Max. calls (lines) supported	2



Technical Specifications

	Programmable lighted buttons	2 (not lighted)
	Fixed feature buttons	10
	Soft keys	4 (see *Notes)
	Four-way navigation control	Yes
	Display type	Grayscale
	Display backlit	No
	Number of display lines	4
	Display size	3.5 in. (85 mm x 28 mm)
	Display pixel resolution	192 x 64
	Desk stand	Multiposition (35 and 55 degree)
	Platforms Supported	VCX
	Default ringtones	9
Emissions	VCCI Class B; EN 55022 Class B; AS/NZS 3548 Class B; FCC CFR 47 Part 15 Class B; ICES-003 Class B; AS/NZS CISPR 22; VCCI V-3/2000.04; EMC Directive 89/336/EEC; EN 55022 (CISPR 22) Class B with FTP Cabling; FCC Part 15, Class B with FTP cabling; ANSI C63.4 2003; CISPR 24; ETSI EN 300 386 V1.3.3; EN 61000-4-2; EN 61000-4-3; EN 61000-4-4; EN 61000-4-5; EN 61000-4-6; Anatel; EN 61000-3-2:2006; EN 61000-3-3:1995 +A1:2001+A2:2005; EMC Directive 2004/108/EC; EN 55024:1998+ A1:2001 + A2:2003; EN 61000-4-11:2004; EN 61000-4-8:2001	
Immunity	Generic	ETSI EN 300 386 V1.3.3; ANSI C63.4 2003; EMC Directive 2004/108/EC; ETSI EN 300 386 V1.3.3
	EN	EN 55024:1998+ A1:2001 + A2:2003
	ESD	EN 61000-4-2:1995+A1:1998+A2:2001 4 kV CD, 8 kV AD
	Radiated	AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; EN 61000-4-3:2006 80~800 MHz: 3 V/m, 800~960 MHz: 10 V/m, 960~1000 MHz: 3 V/m, 1400~2000 MHz: 10 V/m
	EFT/Burst	EN 61000-4-4:2004 1.0 kV (power line) , 0.5 kV (signal line)
	Surge	EN 61000-4-5:2006 AC :2 kV/4 kV
	Conducted	AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; Class B with UTP5
	Power frequency magnetic field	EN 61000-4-8:2001 1 A/m, 50 or 60 Hz
	Voltage dips and interruptions	EN 61000-4-11:2004 >95% reduction, 0.5 period; 30% reduction, 25 periods; >95% reduction, 250 period
	Harmonics	EN 61000-3-2:2006 class A
	Flicker	EN 61000-3-3:1995 +A1:2001+A2:2005
Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones	
Notes	For 3500/3500B/3501 models: Of the four buttons below the LCD, the two on the right are unlighted, programmable, and may be used as soft keys.	
Services	Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.	



Technical Specifications

Standards and protocols (applies to all products in series)
Device management Web UI

General protocols
IEEE 802.1D MAC Bridges
IEEE 802.1p Priority
IEEE 802.1Q VLANs
IEEE 802.3 Type 10BASE-T
IEEE 802.3ab 1000BASE-T
IEEE 802.3af Power over Ethernet
RFC 768 UDP
RFC 791 IP
RFC 792 ICMP
RFC 793 TCP
RFC 826 ARP
RFC 854 TELNET
RFC 894 IP over Ethernet
RFC 950 Internet Standard Subnetting Procedure
RFC 951 BOOTP
RFC 1042 IP Datagrams
RFC 1349 Type of Service
RFC 1531 Dynamic Host Configuration Protocol
RFC 1533 DHCP Options and BOOTP Vendor Extensions
RFC 1534 DHCP/BOOTP Interoperation
RFC 1541 DHCP
RFC 1542 BOOTP Extensions
RFC 2131 DHCP
RFC 2132 DHCP Options and BOOTP Vendor Extensions
RFC 3261 Session Initiation Protocol (SIP)

IP multicast
RFC 2236 IGMPv2

HP 3501 IP Phone (JC506A)

Ports 2 RJ-45 auto-sensing 10/100/1000 PoE ports (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3ab Type 1000Base-T, IEEE 802.3af PoE); Media Type: Auto-MDIX; Duplex: 10Base-T/100Base-TX: half or full; 1000Base-T: full only
2 RJ-9 (headset and handset)

Physical characteristics
Dimensions 8.7(d) x 7.8(w) x 3.6(h) in. (22.1 x 19.81 x 9.14 cm) (NAU height)
Weight 2.91 lb. (1.32 kg), Fully loaded phone, handset and cord, Ethernet cable, phone sheets, and other packaging material
Full configuration weight 2.13 lb. (0.97 kg)

Mounting Rests on a multiangle deskstand or wall mount

Environment
Operating temperature 32°F to 104°F (0°C to 40°C); Ambient Temperature
Operating relative humidity 5% to 95%, non-condensing
Non-operating/Storage temperature -40°F to 158°F (-40°C to 70°C)



Technical Specifications

Electrical characteristics	Voltage	100-240 VAC
	Current	0.5 A
	Idle power	5.7 W
	Maximum power rating	8.1 W
	Power output	25 W
	Frequency	50 / 60 Hz
	Notes	<p>Idle power is the actual power consumption of the device with no ports connected.</p> <p>Maximum power rating and maximum heat dissipation are the worst-case theoretical maximum numbers provided for planning the infrastructure with fully loaded PoE (if equipped), 100% traffic, all ports plugged in, and all modules populated.</p>
Phone characteristics	Max. calls (lines) supported	2
	Programmable lighted buttons	2 (not lighted)
	Fixed feature buttons	10
	Soft keys	4
	Four-way navigation control	Yes
	Display type	Backlit Grayscale
	Display backlit	Yes
	Number of display lines	4
	Display size	3.5 in. (85 mm x 28 mm)
	Display pixel resolution	192 x 64
	Desk stand	Multiposition (35 and 55 degree)
	Platforms Supported	VCX
	Default ringtones	9
Emissions	<p>VCCI Class B; EN 55022 Class B; AS/NZS 3548 Class B; FCC CFR 47 Part 15 Class B; ICES-003 Class B; AS/NZS CISPR 22; VCCI V-3/2000.04; EMC Directive 89/336/EEC; EN 55022 (CISPR 22) Class B with FTP Cabling; FCC Part 15, Class B with FTP cabling; ANSI C63.4 2003; CISPR 24; ETSI EN 300 386 V1.3.3; EN 61000-4-2; EN 61000-4-3; EN 61000-4-4; EN 61000-4-5; EN 61000-4-6; Anatel; EN 61000-3-2:2006; EN 61000-3-3:1995 +A1:2001+A2:2005; EMC Directive 2004/108/EC; EN 55024:1998+ A1:2001 + A2:2003; EN 61000-4-11:2004; EN 61000-4-8:2001</p>	
Immunity	Generic	ETSI EN 300 386 V1.3.3; ANSI C63.4 2003; EMC Directive 2004/108/EC; ETSI EN 300 386 V1.3.3
	EN	EN 55024:1998+ A1:2001 + A2:2003
	ESD	EN 61000-4-2:1995+A1:1998+A2:2001 4 kV CD, 8 kV AD
	Radiated	AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; EN 61000-4-3:2006 80~800 MHz: 3 V/m, 800~960 MHz: 10 V/m, 960~1000 MHz: 3 V/m, 1400~2000 MHz: 10 V/m
	EFT/Burst	EN 61000-4-4:2004 1.0 kV (power line) , 0.5 kV (signal line)
	Surge	EN 61000-4-5:2006 AC :2 kV/4 kV



Technical Specifications

Conducted	AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; Class B with UTP5
Power frequency magnetic field	EN 61000-4-8:2001 1 A/m, 50 or 60 Hz
Voltage dips and interruptions	EN 61000-4-11:2004 >95% reduction, 0.5 period; 30% reduction, 25 periods; >95% reduction, 250 period
Harmonics	EN 61000-3-2:2006 class A
Flicker	EN 61000-3-3:1995 +A1:2001+A2:2005

Management IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones

Notes For 3500/3500B/3501 models: Of the four buttons below the LCD, the two on the right are unlighted, programmable, and may be used as soft keys.

Services Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.

Standards and protocols (applies to all products in series)

Device management
Web UI

General protocols

IEEE 802.1D MAC Bridges
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IEEE 802.3ab 1000BASE-T
IEEE 802.3af Power over Ethernet
RFC 768 UDP
RFC 791 IP
RFC 792 ICMP
RFC 793 TCP
RFC 826 ARP
RFC 854 TELNET
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RFC 950 Internet Standard Subnetting Procedure
RFC 951 BOOTP
RFC 1042 IP Datagrams
RFC 1349 Type of Service
RFC 1531 Dynamic Host Configuration Protocol
RFC 1533 DHCP Options and BOOTP Vendor Extensions
RFC 1534 DHCP/BOOTP Interoperation
RFC 1541 DHCP
RFC 1542 BOOTP Extensions
RFC 2131 DHCP
RFC 2132 DHCP Options and BOOTP Vendor Extensions
RFC 3261 Session Initiation Protocol (SIP)

IP multicast

RFC 2236 IGMPv2



Technical Specifications

HP 3502 IP Phone (JC507A)

Ports	2 RJ-45 auto-sensing 10/100/1000 PoE ports (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3ab Type 1000Base-T, IEEE 802.3af PoE); Media Type: Auto-MDIX; Duplex: 10Base-T/100Base-TX: half or full; 1000Base-T: full only
	2 RJ-9 (headset and handset)
Physical characteristics	Dimensions 9.7(d) x 8.4(w) x 3.7(h) in. (24.64 x 21.34 x 9.4 cm) (NAU height)
	Weight 3.7 lb. (1.68 kg), Fully loaded phone, handset and cord, Ethernet cable, phone sheets, and other packaging material
	Full configuration weight 2.6 lb. (1.18 kg)
Mounting	Rests on a multiangle deskstand or wall mount
Environment	Operating temperature 32°F to 104°F (0°C to 40°C); Ambient Temperature
	Operating relative humidity 5% to 95%, non-condensing
	Non-operating/Storage temperature -40°F to 158°F (-40°C to 70°C)
Electrical characteristics	Voltage 100-240 VAC
	Current 0.5 A
	Idle power 5.8 W
	Maximum power rating 9.1 W
	Power output 25 W
	Frequency 50 / 60 Hz
	Notes Idle power is the actual power consumption of the device with no ports connected. Maximum power rating and maximum heat dissipation are the worst-case theoretical maximum numbers provided for planning the infrastructure with fully loaded PoE (if equipped), 100% traffic, all ports plugged in, and all modules populated.
Phone characteristics	Max. calls (lines) supported 6
	Programmable lighted buttons 15 (on 3 screens)
	Fixed feature buttons 11
	Soft keys 4
	Four-way navigation control Yes
	Display type Backlit Grayscale
	Display backlit Yes
	Number of display lines 8
	Display size 4.3 in. (95 mm x 52 mm)
	Display pixel resolution 240 x 128
	Desk stand Multiposition (35 and 55 degree)
	Platforms Supported VCX
	Default ringtones 9



Technical Specifications

Emissions	VCCI Class B; EN 55022 Class B; AS/NZS 3548 Class B; FCC CFR 47 Part 15 Class B; ICES-003 Class B; AS/NZS CISPR 22; VCCI V-3/2000.04; EMC Directive 89/336/EEC; EN 55022 (CISPR 22) Class B with FTP Cabling; FCC Part 15, Class B with FTP cabling; ANSI C63.4 2003; CISPR 24; ETSI EN 300 386 V1.3.3; EN 61000-4-2; EN 61000-4-3; EN 61000-4-4; EN 61000-4-5; EN 61000-4-6; Anatel; EN 61000-3-2:2006; EN 61000-3-3:1995 +A1:2001+A2:2005; EMC Directive 2004/108/EC; EN 55024:1998+ A1:2001 + A2:2003; EN 61000-4-11:2004; EN 61000-4-8:2001
Immunity	Generic ETSI EN 300 386 V1.3.3; ANSI C63.4 2003; EMC Directive 2004/108/EC; ETSI EN 300 386 V1.3.3 EN EN 55024:1998+ A1:2001 + A2:2003 ESD EN 61000-4-2:1995+A1:1998+A2:2001 4 kV CD, 8 kV AD Radiated AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; EN 61000-4-3:2006 80~800 MHz: 3 V/m, 800~960 MHz: 10 V/m, 960~1000 MHz: 3 V/m, 1400~2000 MHz: 10 V/m EFT/Burst EN 61000-4-4:2004 1.0 kV (power line) , 0.5 kV (signal line) Surge EN 61000-4-5:2006 AC :2 kV/4 kV Conducted AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; Class B with UTP5 Power frequency magnetic field EN 61000-4-8:2001 1 A/m, 50 or 60 Hz Voltage dips and interruptions EN 61000-4-11:2004 >95% reduction, 0.5 period; 30% reduction, 25 periods; >95% reduction, 250 period Harmonics EN 61000-3-2:2006 class A Flicker EN 61000-3-3:1995 +A1:2001+A2:2005
Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones
Notes	For 3500/3500B/3501 models: Of the four buttons below the LCD, the two on the right are unlighted, programmable, and may be used as soft keys.
Services	Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.
Standards and protocols (applies to all products in series)	Device management Web UI General protocols IEEE 802.1D MAC Bridges IEEE 802.1p Priority IEEE 802.1Q VLANs IEEE 802.3 Type 10BASE-T IEEE 802.3ab 1000BASE-T IEEE 802.3af Power over Ethernet RFC 768 UDP RFC 791 IP RFC 792 ICMP RFC 793 TCP RFC 826 ARP RFC 854 TELNET RFC 894 IP over Ethernet



Technical Specifications

RFC 950 Internet Standard Subnetting Procedure
RFC 951 BOOTP
RFC 1042 IP Datagrams
RFC 1349 Type of Service
RFC 1531 Dynamic Host Configuration Protocol
RFC 1533 DHCP Options and BOOTP Vendor Extensions
RFC 1534 DHCP/BOOTP Interoperation
RFC 1541 DHCP
RFC 1542 BOOTP Extensions
RFC 2131 DHCP
RFC 2132 DHCP Options and BOOTP Vendor Extensions
RFC 3261 Session Initiation Protocol (SIP)

IP multicast
RFC 2236 IGMPv2

HP 3503 IP Phone (JC508A)

Ports	2 RJ-45 auto-sensing 10/100/1000 ports (IEEE 802.3 Type 10Base-T, IEEE 802.3u Type 100Base-TX, IEEE 802.3ab Type 1000Base-T); Media Type: Auto-MDIX; Duplex: 10Base-T/100Base-TX: half or full; 1000Base-T: full only 2 RJ-9 (headset and handset)	
Physical characteristics	Dimensions	10.6(d) x 8.9(w) x 3.6(h) in. (26.92 x 22.61 x 9.14 cm) (NAU height)
	Weight	3.7 lb. (1.68 kg), Fully loaded phone, handset and cord, Ethernet cable, phone sheets, and other packaging material
	Full configuration weight	2.66 lb. (1.21 kg)
Mounting	Rests on a multiangle deskstand or wall mount	
Environment	Operating temperature	32°F to 104°F (0°C to 40°C); Ambient Temperature
	Operating relative humidity	5% to 95%, non-condensing
	Non-operating/Storage temperature	-40°F to 158°F (-40°C to 70°C)
Electrical characteristics	Voltage	100-240 VAC
	Current	0.5 A
	Idle power	5.3 W
	Maximum power rating	10.6 W
	Power output	25 W
	Frequency	50 / 60 Hz
	Notes	Idle power is the actual power consumption of the device with no ports connected. Maximum power rating and maximum heat dissipation are the worst-case theoretical maximum numbers provided for planning the infrastructure with fully loaded PoE (if equipped), 100% traffic, all ports plugged in, and all modules populated.
Phone characteristics	Max. calls (lines) supported	8



Technical Specifications

	Programmable lighted buttons	21 (on 3 screens)
	Fixed feature buttons	11
	Soft keys	3
	Four-way navigation control	Yes
	Display type	Backlit, Graphical Color, Anti-glare
	Display backlit	Yes
	Number of display lines	10
	Display size	5 in. (110.6 mm x 67.4 mm)
	Display pixel resolution	800 x 480
	Desk stand	Multiposition (35 and 55 degree)
	Platforms Supported	VCX
	Default ringtones	9
Emissions	VCCI Class B; EN 55022 Class B; AS/NZS 3548 Class B; FCC CFR 47 Part 15 Class B; ICES-003 Class B; AS/NZS CISPR 22; VCCI V-3/2000.04; EMC Directive 89/336/EEC; EN 55022 (CISPR 22) Class B with FTP Cabling; FCC Part 15, Class B with FTP cabling; ANSI C63.4 2003; CISPR 24; ETSI EN 300 386 V1.3.3; EN 61000-4-2; EN 61000-4-3; EN 61000-4-4; EN 61000-4-5; EN 61000-4-6; Anatel; EN 61000-3-2:2006; EN 61000-3-3:1995 +A1:2001+A2:2005; EMC Directive 2004/108/EC; EN 55024:1998+ A1:2001 + A2:2003; EN 61000-4-11:2004; EN 61000-4-8:2001	
Immunity	Generic	ETSI EN 300 386 V1.3.3; ANSI C63.4 2003; EMC Directive 2004/108/EC; ETSI EN 300 386 V1.3.3
	EN	EN 55024:1998+ A1:2001 + A2:2003
	ESD	EN 61000-4-2:1995+A1:1998+A2:2001 4 kV CD, 8 kV AD
	Radiated	AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; EN 61000-4-3:2006 80~800 MHz: 3 V/m, 800~960 MHz: 10 V/m, 960~1000 MHz: 3 V/m, 1400~2000 MHz: 10 V/m
	EFT/Burst	EN 61000-4-4:2004 1.0 kV (power line) , 0.5 kV (signal line)
	Surge	EN 61000-4-5:2006 AC :2 kV/4 kV
	Conducted	AS/NZS CISPR22 Class B; FCC (CFR 47, Part 15) Class B; ICES-003 Class B; EN 55022 Class B; Class B with UTP5
	Power frequency magnetic field	EN 61000-4-8:2001 1 A/m, 50 or 60 Hz
	Voltage dips and interruptions	EN 61000-4-11:2004 >95% reduction, 0.5 period; 30% reduction, 25 periods; >95% reduction, 250 period
	Harmonics	EN 61000-3-2:2006 class A
	Flicker	EN 61000-3-3:1995 +A1:2001+A2:2005
Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones	
Notes	For 3500/3500B/3501 models: Of the four buttons below the LCD, the two on the right are unlighted, programmable, and may be used as soft keys. Wideband audio (G.722) handset, wideband audio (G.722) speakerphone, and adaptive jitter buffer; QoS: IP-ToS, IEEE 802.1p, DHCP, and Option 184.	



Technical Specifications

Services

Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.

Standards and protocols (applies to all products in series)

Device management

Web UI

General protocols

IEEE 802.1D MAC Bridges

IEEE 802.1p Priority

IEEE 802.1Q VLANs

IEEE 802.3 Type 10BASE-T

IEEE 802.3ab 1000BASE-T

IEEE 802.3af Power over Ethernet

RFC 768 UDP

RFC 791 IP

RFC 792 ICMP

RFC 793 TCP

RFC 826 ARP

RFC 854 TELNET

RFC 894 IP over Ethernet

RFC 950 Internet Standard Subnetting Procedure

RFC 951 BOOTP

RFC 1042 IP Datagrams

RFC 1349 Type of Service

RFC 1531 Dynamic Host Configuration Protocol

RFC 1533 DHCP Options and BOOTP Vendor Extensions

RFC 1534 DHCP/BOOTP Interoperation

RFC 1541 DHCP

RFC 1542 BOOTP Extensions

RFC 2131 DHCP

RFC 2132 DHCP Options and BOOTP Vendor Extensions

RFC 3261 Session Initiation Protocol (SIP)

IP multicast

RFC 2236 IGMPv2



Technical Specifications

Features

Phone licenses

Phone licenses are required to operate all HP IP phones on VCX platforms.

Minimum system software

VCX 9.5 or later system software is required for all 350x series IP phones.

Phone packaging content

Includes a telephone, desktop mount, Quick Install Guide, phone handset, 2.5 m handset cord, 2 m Ethernet cable, registration card, limited warranty statement, and the compliance and safety manual.

Power savings

Power savings (in screen-saver or deep sleep power-save modes): Percentages are based on peak usage calculations by IP phone models

3500B IP phone: 15%

3500 IP phone: 31%

3501 IP phone: 30%

3502 IP phone: 40%

3503 IP phone: 50%

Silence Suppression

Supported with G.729b codec only



Accessories

HP 350x IP Phone Series accessories	IP Telephony	
	HP 350x Series IP Phone AC Power Adapter	JC509A
	NEW HP 350x Series IP Phone Wall Mount	JC510A
	NEW HP 350x Series IP Phone Stand	JC511A



Accessory Product Details

NOTE: Details are not available for all accessories. The following specifications were available at the time of publication.

HP 350x Series IP Phone AC Power Adapter (JC509A)	Environment	Operating temperature	0°F to 40°F (-17.8°C to 4.4°C)
		Operating relative humidity	5% to 95%, noncondensing
	Electrical characteristics	Voltage	100-240 VAC
		DC voltage	48
		Power output	25 W
		Frequency	50/60 Hz
		Notes	Maximum ripple noise: 300mV
	Emissions	VCCI Class B; ICES-003 (Canada); AS/NZS CISPR 22; FCC Part 15, Class B; EN 55022 (CISPR 22) Class B with FTP Cabling; Anatel	
	Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones	
	Notes	Certifications: TUV-GS, CE, UL, CUL, FCC, C-TICK, AS/NZS 60950-1 Cert, K-MARK, SABS, S-MARK, PSE, CCC, NOM, CB; EMC: CE, RE:Class B; surge level 3 Safeguard output: over voltage safeguard, over current safeguard, short circuit safeguard Energy Saving: CEC, ENERGY STAR 2.0, CoC, Australia MEPS, Korea MEPS	
Services	Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.		
Standards and protocols	Device management	Web UI	
	General protocols	IEEE 802.1p Priority IEEE 802.3af Power over Ethernet RFC 1541 DHCP	

HP 350x Series IP Phone Wall Mount (JC510A)	Emissions	VCCI Class B; ICES-003 (Canada); AS/NZS CISPR 22; FCC Part 15, Class B; EN 55022 (CISPR 22) Class B with FTP Cabling; Anatel	
	Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones	
	Services	Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.	
	Standards and protocols	Device management	Web UI
General protocols		IEEE 802.1p Priority IEEE 802.3af Power over Ethernet RFC 1541 DHCP	



Accessory Product Details

HP 350x Series IP Phone Stand (JC511A)	Emissions	VCCI Class B; ICES-003 (Canada); AS/NZS CISPR 22; FCC Part 15, Class B; EN 55022 (CISPR 22) Class B with FTP Cabling; Anatel
	Management	IMC - Intelligent Management Center; Web browser; configuration menu; Digital Labels, Definable ring tones
	Services	Refer to the HP website at: www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.
	Standards and protocols	Device management Web UI General protocols IEEE 802.1p Priority IEEE 802.3af Power over Ethernet RFC 1541 DHCP

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