Poly B20

Poly Edge B20 IP Desk Phone User Manual

Model: B20

1. INTRODUCTION

This manual provides essential instructions for the setup, operation, and maintenance of your Poly Edge B20 IP Desk Phone. Please read this guide thoroughly to ensure proper use and to maximize the phone's features.

The Poly Edge B20 is designed for business communication, offering clear audio and essential features for daily use. It supports Power over Ethernet (PoE) for simplified installation and integrates Poly's Acoustic Fence technology for noise reduction.

2. PACKAGE CONTENTS

Verify that your package contains the following items:

- Poly Edge B20 IP Desk Phone
- Handset
- Handset Cord
- Ethernet Cable
- Desk Stand
- Quick Start Guide (if included)

Note: An AC power adapter is not included as standard, as the phone is primarily designed for Power over Ethernet (PoE). If PoE is not available, a compatible 5V DC power adapter must be purchased separately.

3. SETUP

3.1 Installing the Desk Stand

1. Align the tabs on the desk stand with the slots on the back of the phone.
2. Press firmly until the stand clicks into place.

The desk stand allows for two viewing angles. You can also mount the phone on a wall using the integrated wall mount option.

3.2 Connecting Cables

Refer to the image below for port locations.

Image 3.2.1: Rear view of the Poly Edge B20 IP Desk Phone showing connection ports.

1. **Handset:** Connect one end of the coiled handset cord to the handset and the other end to the handset port on the left side of the phone base.
2. **Network (PoE):** Connect one end of the Ethernet cable to the LAN port on the back of the phone and the other end to a network switch or router that provides Power over Ethernet (PoE). If PoE is not available, connect a compatible 5V DC power adapter (sold separately) to the power port.
3. **Headset:** For wired headsets, connect to either the RJ9 port or the 3.5mm port on the side of the phone.

3.3 Initial Power-Up and Provisioning

Once connected to a PoE-enabled network or powered via an AC adapter, the phone will automatically power on. The Poly Edge B20 supports plug-and-play and zero-touch provisioning, meaning it will attempt to connect to your network and download its configuration automatically. Follow any on-screen prompts during the initial boot sequence.

4. BASIC OPERATION

Image 4.0.1: Front view of the Poly Edge B20 IP Desk Phone with illuminated keys.

4.1 Making and Answering Calls

- **To Make a Call:** Lift the handset, press the speakerphone button, or press a line key. Dial the number and press the **Dial** soft key or wait for automatic dialing.
- **To Answer a Call:** Lift the handset, press the speakerphone button, or press the flashing line key.
- **To End a Call:** Replace the handset, or press the speakerphone button if using speakerphone.

4.2 Line Keys and Contacts

The phone features 2 physical line keys that can support up to 8 lines or contacts, depending on your system configuration. These keys illuminate to indicate line status (e.g., active call, incoming call, hold).

4.3 Illuminated Feature Keys

The Poly Edge B20 includes illuminated keys for common functions:

- **Mute Button:** Mutes your microphone during a call. Illuminates when active.
- **Headset Button:** Activates the connected headset. Illuminates when active.
- **Speakerphone Button:** Activates the built-in speakerphone. Illuminates when active.

4.4 Volume Control

Use the **Volume +/-** buttons located below the keypad to adjust the volume of the handset, speakerphone, or headset during a call, or the ringer volume when the phone is idle.

4.5 Audio Conferencing

The phone supports 3-way (Opus) and 5-way local audio conferencing. During an active call, you can initiate a conference by pressing the **Conference** soft key (if available on your system) and following the on-screen prompts to add participants.

5. AUDIO FEATURES

5.1 Poly HD Voice

Experience superior audio clarity with Poly HD Voice technology, which provides wideband audio for more natural and intelligible conversations.

5.2 Acoustic Fence Technology

Poly Acoustic Fence technology creates a virtual perimeter around your conversation, significantly reducing background noise from your environment, ensuring that only your voice is heard clearly by the other party.

6. MAINTENANCE

6.1 Cleaning the Phone

To clean your phone, use a soft, damp, lint-free cloth. Avoid using abrasive cleaners, solvents, or aerosol sprays, as these can damage the phone's surface and internal components. Disconnect the phone from power before cleaning.

6.2 Firmware Updates

Your Poly Edge B20 IP Desk Phone may receive firmware updates to improve performance, add features, or address security vulnerabilities. These updates are typically managed by your IT administrator or service provider and are often performed automatically. Do not power off the phone during an update process.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your Poly Edge B20 IP Desk Phone.

- **No Power/Phone Does Not Turn On:**
  Ensure the Ethernet cable is securely connected to a PoE-enabled port. If using an AC adapter, verify it is properly connected to a power outlet and the phone.

- **No Dial Tone:**
  Check network connectivity. Ensure the phone is registered with your VoIP service. Contact your IT administrator or service provider for network or registration issues.

- **Poor Audio Quality:**
  Verify network connection stability. Ensure the handset or headset is properly connected. If using speakerphone, ensure you are within optimal range.

- **Cannot Access Phone Settings (Admin Password):**
  Some phones may arrive with an administrator password pre-set by the reseller or service provider. If you cannot access administrative settings, contact your IT administrator or the vendor from whom the phone was purchased. A factory reset may be required, but this should only be performed under guidance from your administrator as it will erase all configurations.

- **Keys Not Responding:**
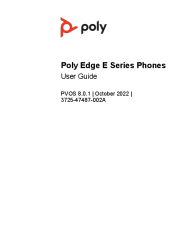 Try restarting the phone by disconnecting and reconnecting the power. If the issue persists, contact support.
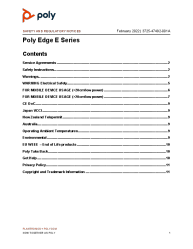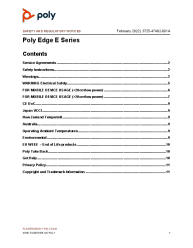
8. SPECIFICATIONS

Feature	Specification
Model Number	B20
Product Dimensions (L x W x H)	10.7 x 10 x 2.6 inches
Item Weight	2.05 pounds
Color	Black
Telephone Type	Corded IP Phone
Power Source	Power over Ethernet (PoE) or 5V DC Adapter (sold separately)
Dialer Type	Single Keypad
Answering System Type	Digital (system dependent)
Conference Call Capability	3-way (Opus) / 5-way local
Headset Ports	RJ9, 3.5mm

9. WARRANTY AND SUPPORT

For warranty information, technical support, and additional resources, please visit the official Poly website or contact your authorized Poly reseller. Keep your purchase receipt for warranty claims.
Poly provides support for its products to ensure optimal performance and user satisfaction. Refer to the official Poly support channels for the most up-to-date information.

Related Documents - B20

[Poly CCX 400 Business Media Phone Datasheet](#)
Datasheet for the Poly CCX 400, an entry-level business media phone featuring a 5-inch touchscreen, Poly HD Voice, NoiseBlockAI, and Acoustic Fence technology for clear communication.

[Poly Edge B Series IP Phones Administrator Guide](#)
This administrator guide provides comprehensive instructions for managing, configuring, and provisioning Poly Edge B Series IP phones. It covers phone overview, configuration options, network settings, security, call routing, voice services, system settings, and troubleshooting.

[Poly Edge E Series Phones User Guide](#)
Comprehensive guide to navigating and using Poly Edge E Series IP phones, covering features, hardware, setup, and advanced functionalities for models like E100, E220, E300, E400, and E500 series.

[Poly Edge B10, B20 & B30 Quick Start Guide](#)
Get started quickly with your Poly Edge B10, B20, or B30 phone. This guide covers setup, desk mounting, and wall mounting instructions.

[Poly Edge E Series Safety and Regulatory Notices](#)
This document provides safety and regulatory information for the Poly Edge E Series of products, including the Poly Edge E100, E220, E300, E320, E350, E400, E450, E500, and E550, as well as the Poly Edge Expansion Module.

[Poly Edge E Series Safety and Regulatory Notices - Compliance and Usage Information](#)
Comprehensive safety, regulatory, and compliance information for the Poly Edge E Series telephony devices, including electrical safety, FCC/ISED statements, environmental notices, and product usage guidelines.