

Plantronics E350

Poly Edge E350 IP Desk Phone User Manual

Model: E350 | Brand: Plantronics

1. INTRODUCTION

The Poly Edge E350 IP Desk Phone is designed for modern office environments, offering robust communication features and ease of use. This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your Poly Edge E350 phone.

Key features include integrated Wi-Fi for flexible deployment, Bluetooth for mobile phone and headset pairing, and advanced noise reduction technologies like Poly Acoustic Fence and Poly NoiseBlockAI to ensure clear audio quality.

2. SAFETY INFORMATION

Please read all safety instructions before using the device to prevent injury or damage.

- Use only the power supply specified for this product. Note that power cords may not be included and the phone is primarily designed for Power Over Ethernet (PoE). If using an external power supply, a 5V/3A adapter with a standard tip is typically required.
- Do not expose the phone to water or excessive humidity.
- Avoid placing the phone near heat sources or in direct sunlight.
- Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.
- Keep the phone and its accessories out of reach of small children.

3. PACKAGE CONTENTS

Verify that all items are present in your package:

- Poly Edge E350 Phone Unit
- Handset
- Coil Cord (for handset)
- Cat5E Ethernet Cable
- Base Stand

Note: An external power adapter is typically not included as the phone supports Power Over Ethernet (PoE).

4. PHYSICAL FEATURES AND COMPONENTS



Figure 4.1: Poly Edge E350 IP Desk Phone (Angled View)

This image displays the Poly Edge E350 IP Desk Phone from an angled perspective, showcasing its sleek design, color display, and keypad. The handset rests securely on the cradle, and the Poly logo is visible on the handset and the phone body.



Figure 4.2: Poly Edge E350 IP Desk Phone (Front View)

This image provides a direct front view of the Poly Edge E350, highlighting the 3.5-inch color display, the numerical keypad, and dedicated function buttons for features such as speakerphone, mute, and headset. The line keys are visible on the right side of the display.



Figure 4.3: Poly Edge E350 IP Desk Phone (Back View with Ports)

This image shows the rear of the Poly Edge E350 phone, detailing the various ports for connectivity. These include the Ethernet ports (LAN and PC), the handset port, and the optional power adapter port. The product label with model and part numbers is also visible.

Components Overview:

- **3.5" Color Display:** Provides access to features, contacts, and call information.
- **Line Keys:** 8 physical keys supporting up to 32 lines, features, or contacts.
- **Navigation Cluster:** For menu navigation and selection.
- **Keypad:** Standard 12-button dial pad.
- **Function Keys:** Dedicated buttons for speakerphone, mute, headset, volume control, and more.
- **Handset:** Ergonomically designed for comfortable use.
- **Ethernet Ports (LAN/PC):** For network connection and PC pass-through.
- **USB Port:** For accessories or charging.

5. SETUP

5.1 Assembling the Phone

1. **Attach the Base Stand:** Align the base stand with the slots on the back of the phone unit and snap it into place. The stand allows for adjustable viewing angles.

2. **Connect the Handset:** Plug one end of the coil cord into the handset and the other end into the handset port on the back of the phone unit.

5.2 Connecting to the Network and Power

The Poly Edge E350 supports Power Over Ethernet (PoE) for simplified installation.

1. **Ethernet Connection (PoE Recommended):** Connect one end of the Cat5E Ethernet cable to the LAN port on the back of the phone and the other end to a PoE-enabled network switch or router. The phone will power on automatically.
2. **Optional Power Adapter (if not using PoE):** If PoE is not available, connect a compatible 5V/3A power adapter (sold separately) to the power port on the back of the phone, then plug the adapter into a wall outlet.
3. **PC Connection (Optional):** To connect a computer through the phone, plug an Ethernet cable from your computer into the PC port on the back of the phone.

5.3 Initial Configuration

Upon first power-on, the phone will attempt to connect to your network and provision its settings. This process may take a few minutes.

- **Network Configuration:** The phone will typically obtain network settings automatically via DHCP.
- **Wi-Fi Setup:** For wireless deployment, navigate to the phone's settings menu to configure Wi-Fi. Select your network and enter the password. This feature allows for easy installation in locations where cabling is difficult.
- **Account Provisioning:** Your service provider or IT administrator will typically provision your phone account settings remotely. Follow any on-screen prompts or consult your administrator for specific login details.

6. OPERATING INSTRUCTIONS

6.1 Basic Call Functions

- **Making a Call:**
 - a. Pick up the handset, press the speakerphone button, or press a line key.
 - b. Dial the number using the keypad.
 - c. Press the **Dial** soft key or wait for the call to connect.
- **Answering a Call:**
 - a. Pick up the handset, press the speakerphone button, or press the flashing line key.
- **Ending a Call:**
 - a. Hang up the handset, press the speakerphone button again, or press the **End Call** soft key.
- **Volume Adjustment:** Use the **Volume +/-** buttons to adjust the volume of the handset, headset, or speakerphone during a call, or the ringer volume when idle.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.

6.2 Advanced Features

- **Multiple Lines:** The phone supports up to 32 lines, features, and contacts across 8 line keys. Use the line keys to switch between active calls or access different lines.
- **Integrated Bluetooth:**
 - a. Navigate to **Settings > Bluetooth** on the phone's display.
 - b. Enable Bluetooth and search for devices.
 - c. Select your mobile phone or Bluetooth headset from the list and follow the pairing instructions.

Note: Some Bluetooth headsets may require a USB Bluetooth dongle for full compatibility.

- **Poly Acoustic Fence:** This technology reduces background noise for the person you are speaking to when using the handset or a wired headset. Ensure your microphone is positioned correctly.
- **Poly NoiseBlockAI:** When using the speakerphone, NoiseBlockAI intelligently reduces distracting background noise, ensuring your voice is clear to the other party.
- **Accessibility Features:** The 3.5-inch color display offers improved accessibility with features such as text-to-speech, screen

color adjustments for color blindness, and larger font settings. Access these options via the phone's settings menu.

7. MAINTENANCE

To ensure the longevity and optimal performance of your Poly Edge E350 IP Desk Phone, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surface and display. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays.
- **Dust Removal:** Regularly wipe down the handset, keypad, and display to prevent dust buildup.
- **Cable Management:** Ensure all cables are neatly organized and not kinked or strained to prevent damage.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No PoE connection or external power adapter not connected/faulty.	Ensure Ethernet cable is securely connected to a PoE-enabled port. If using an adapter, verify it's plugged in and functional.
No dial tone / Cannot make calls.	Network connectivity issue, account not provisioned, or handset/headset not connected properly.	Check Ethernet cable connection. Verify network status on the display. Contact your IT administrator or service provider to confirm account provisioning. Ensure handset coil cord is fully inserted.
Poor audio quality (echo, static).	Network congestion, faulty cable, or environmental interference.	Check network connection. Try a different Ethernet cable. Ensure phone is not too close to other electronic devices. Utilize Acoustic Fence/NoiseBlockAI features.
Bluetooth pairing issues.	Device not in pairing mode, out of range, or compatibility issue.	Ensure the Bluetooth device is in pairing mode and within range. Restart both the phone and the Bluetooth device. Check if a USB Bluetooth dongle is required for your specific headset.
Voicemail function not working.	Service provider configuration issue or phone defect.	Contact your service provider or IT administrator to verify voicemail setup and functionality. If the issue persists, contact Plantronics support.

If the problem persists after attempting these solutions, please contact your IT support or Plantronics customer service for further assistance.

9. SPECIFICATIONS

Feature	Detail
Model Number	E350
Product Dimensions (L x W x H)	11 x 9 x 3.5 inches
Item Weight	2 pounds
Material	Plastic
Telephone Type	Corded IP Phone
Power Source	Corded Electric (PoE or optional adapter)
Display	3.5-inch Color Display
Line Keys	8 (supporting up to 32 lines)
Connectivity	Integrated Wi-Fi, Integrated Bluetooth, Ethernet (LAN/PC)
Noise Reduction	Poly Acoustic Fence, Poly NoiseBlockAI

Feature	Detail
Accessibility	Text-to-speech, screen color adjustments, larger font settings

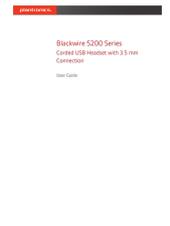
10. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Plantronics (Poly) website or contact their customer service directly. Keep your purchase receipt and product serial number (found on the back of the phone) handy when seeking support.

For the most up-to-date support resources, visit: www.poly.com/support

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Related Documents - E350

	<p>Plantronics Savi 7210/7220 Office Headset User Guide</p> <p>Comprehensive user guide for the Plantronics Savi 7210/7220 Office headset, covering setup, operation, troubleshooting, and DECT security features for desk phone integration.</p>
	<p>Plantronics Blackwire 5200 Series Corded USB Headset User Guide</p> <p>User guide for the Plantronics Blackwire 5200 Series corded USB headset with 3.5 mm connection, covering setup, fit, basic functions, and troubleshooting.</p>
	<p>Plantronics Savi W730 Wireless Headset System User Guide</p> <p>Comprehensive user guide for the Plantronics Savi W730 Multi Device Wireless Headset System, covering setup, features, daily use, advanced functions, and troubleshooting.</p>
	<p>Plantronics Blackwire C710/C720 User Guide: Corded USB Bluetooth Headset</p> <p>Explore the Plantronics Blackwire C710/C720 user guide for detailed setup, features, and troubleshooting of this corded USB headset with Bluetooth. Learn about Smart Sensor technology and Plantronics Spokes software.</p>
	<p>Plantronics M100 Bluetooth Headset: User Guide and Specifications</p> <p>Comprehensive guide for the Plantronics M100 Bluetooth Headset, covering setup, features, pairing, fit, multipoint usage, voice alerts, tips, and technical specifications.</p>



[Plantronics CS540 Wireless Headset System User Guide](#)

Comprehensive user guide for the Plantronics CS540 Wireless Headset System, covering setup, usage, features, and troubleshooting.

Documents - Plantronics – E350

DESCRIPTION REFERENCE GUIDE August 2022 3725-47505-001A

Poly Edge E Series Phones

The following table presents product capabilities, which are supported, but not necessarily required. Requirements vary based on each unique customer environment.

Supported models	OS version	Soft phone version
Edge E100, E220, E300, E320, E350, E400, E450, E500, E550	Line 4.102	8.0.0.1000

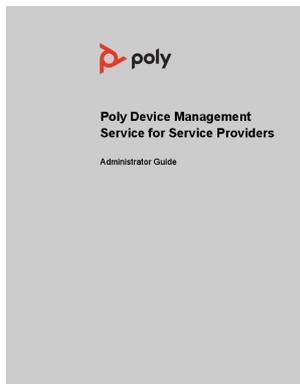
Application	Integration Function	Description	Supported Protocols
H323 Media Encryption	Confidentiality Integrity	Secure real-time transport protocol (SRTP) encryption for H.323 media streams. Supported for H.323 and SIP.	SRTP, H.239, H.238, H.238.8
SIP Authentication	Authentication	Provides authentication of the peer-to-peer SIP user agent endpoints.	SIP (RFC 3201), NTLMv2
LDAP Directory Client	Authentication Confidentiality Integrity	Provides integration with directory services. Supports LDAP and Active Directory.	TLS 1.2, 1.1, 1.0
H323 T.121 Supplement	Authentication Confidentiality Integrity	Secure protocol for authentication and call control using H.225.1 and H.225.2.	SIP (RFC 3201), H.225.1, H.225.2
SNMP Agent	Authentication Integrity Confidentiality	Allows SNMP network management to access the product via an encrypted connection.	SNMPv3 (RFC 3414), SNMPv2c
802.1X Authentication and H.323 Media	Confidentiality Integrity	Enables integration and authentication of H.323 media streams.	802.1X
H323 Signaling	Authentication	Signaling	H323

[\[pdf\]](#) Confidentiality Request Letter

Poly Edge E Series Encryption Reference Guide 20 Phones formerly Plantronics Polycom 3725 47505 001A EdgeE Series 8 0 poly content dam www products support voice edge e other |||

ENCRYPTION REFERENCE GUIDE August 2022 3725-47505-001A Poly Edge E Series Phones The following table presents product capabilities, which are supported, but not necessarily required. Requirements vary by environment on each unique customer environment. Supported models Edge E100, E220, E300, E320, **E350**,...

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Poly Device Management Service for Service Providers

Administrator Guide

[\[pdf\]](#) Guide

Poly Device Management Service for Providers Administrator Guide 9124276 en US 1 kaas hpcloud hp public |||

Poly Device Management Service for Service Providers Administrator Guide Copyright and Trademark C . . 0/600/700 business media phones Poly Edge B10, B20, B30 IP phones Poly Edge E100, E220, E300, E320, **E350**, E400, E450, E500, E550 IP phones Poly OBi1022/1032/1062/2182 IP phones Poly OBi3 Series OB

lang:en score:21 filesize: 2.27 M page_count: 51 document date: 2023-02-07

SAFETY AND REGULATORY NOTICES February 2022 3725-47492-001A

Poly Edge E Series

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[\[pdf\]](#) User Manual Instructions

Poly Studio P15 Personal Video Bar Safety and Regulatory Notices Storbeck Joseph User Manual Stmtnt Polycom Inc EDGE550 M72EDGE550 edgee550

SAFETY AND REGULATORY NOTICES Poly Edge E Series February 2022 3725-47492-001A Contents Service ... the following products: Poly Edge E100 Poly Edge E220 Poly Edge E300 Poly Edge E320 Poly **E350** Poly Edge E400 Poly Edge E450 Poly Edge E500 Poly Edge E550 Poly Edge Expansion Module Se

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SAFETY AND REGULATORY NOTICES
February 2023 | 3725-47489-002A

Poly Edge E Series

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REFERENCE PVOS 8.1.0
EN 17050-1:2010

[Poly Edge E Series Safety and Regulatory Notices](#)

Comprehensive safety, regulatory, and compliance information for the Poly Edge E Series communication devices, covering electrical safety, RF exposure, environmental standards, and product lifecycle management. lang:en score:20 filesize: 332.06 K page_count: 11 document date: 2022-03-30

poly
Declaration of Conformity

Manufacturer name and address:
Plantronics, Inc.
3725-47489-002A

Number of conformities and models:
Registration Number: 3327402

The Declaration of Conformity is made on behalf of the manufacturer, and the manufacturer is responsible for the accuracy of the information provided in this Declaration of Conformity.

These products have been designed and manufactured in accordance with the following European standards:

CE
EN 17050-1:2010
EN 17050-2:2010
EN 17050-3:2010

RoHS
EN 17050-1:2010
EN 17050-2:2010
EN 17050-3:2010

ES WEEE
EN 17050-1:2010
EN 17050-2:2010
EN 17050-3:2010

Signature: _____ Date: 23/08/2022

Mark: Marked in accordance with EN 17050-1:2010

[pdf Declaration of Conformity](#)

POLY EDGE E300 Declarations of Conformity Poly formerly Plantronics Polycom dc714 poly content dam www legal conformity ba Declaration of Conformity In accordance with EN 17050-1:2010 Manufacturers name and address: Plantr . CE marking. RoHS exemptions 6a-I, 7a and 7c-I apply. POLY EDGE E300, POLY EDGE E320, POLY ED E350 These products have been designed and manufactured in accordance with the following European s lang:en score:20 filesize: 347.67 K page_count: 8 document date: 2022-08-23

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Poly Edge E Series Phones
Parameter Reference Guide

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PLANTRONICS
Casque Bluetooth Explorer 10 noir de Plantronics

EXPLORER10

Compatibilités

Informations

Caractéristiques

Informations complémentaires

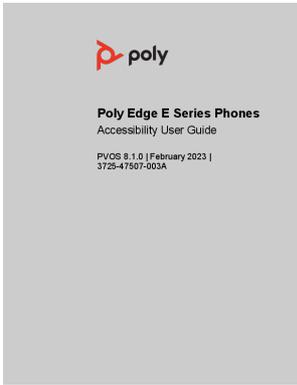
Accessoires

Notes

[Plantronics Bluetooth Explorer 10 Headset - Features & Compatibility](#)

Discover the Plantronics Bluetooth Explorer 10 headset, featuring easy setup, noise reduction, and up to 10 hours of battery life. View its extensive compatibility list with various mobile devices.

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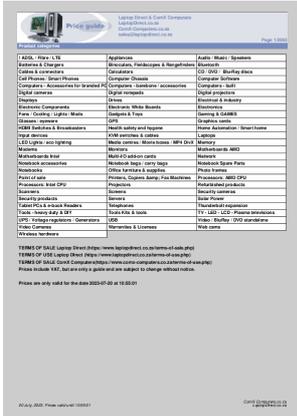


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[Laptop Direct & ComX Computers Price Guide](#)

Explore the comprehensive price guide from Laptop Direct & ComX Computers, featuring a wide array of products including electronics, appliances, and accessories. Find detailed product information and pricing.

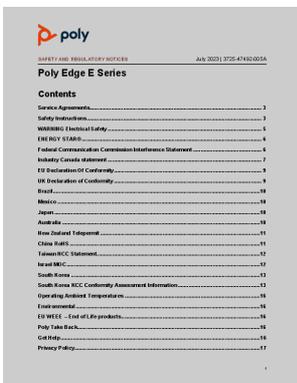
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Explore the Winter 2013 catalog from B&H Photo Video Pro Audio, featuring a comprehensive selection of photography, video, pro audio, computer, and home entertainment equipment. Discover the latest products expert solutions from B&H.

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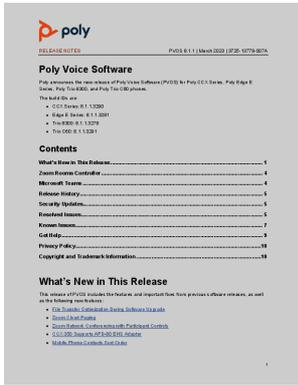


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Poly Edge E Series Safety and Regulatory Notices 7 E100 E220 E300 E320 E350 E400 E450 To avoid electric shock do not connect safety extra low voltage SELV 1075538662 products b cdn net Brochures |||

SAFETY AND REGULATORY NOTICES Poly Edge E Series July 2023 3725-47492-005A Contents Service Agre ... the following products: Poly Edge E100 Poly Edge E220 Poly Edge E300 Poly Edge E320 Poly Edge E350 Poly Edge E400 Poly Edge E450 Poly Edge E500 Poly Edge E550 Poly Edge E Expansion Module & ...

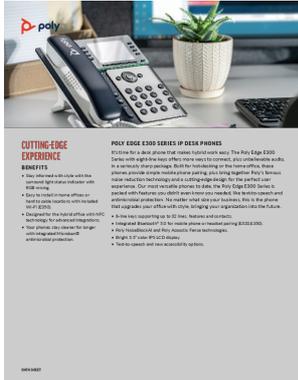
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[pdf] Release Notes

Poly Voice Software 8 1 Release Notes 4 Latest CCX Releases formerly Plantronics Polycom poly voice software release notes content dam www products support |||

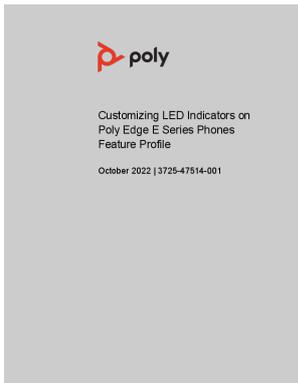
RELEASE NOTES PVOS 8.1.1 March 2023 3725-13778-007A Poly Voice Software Poly announces the new release as provided by the mobile phone instead of the last name. Applies to: Edge E220 Edge E320 Edge E350 E450 Edge E550 Security Improvements on the System Web Interface Enhancements to the system. lang:en score:13 filesize: 365.41 K page_count: 10 document date: 2023-03-27



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CUTTING-EDGE EXPERIENCE BENEFITS Stay informed with style with the surround light status indicator RGB mixing. Easy to install in home offices or hard to cable locations with included Wi-Fi E350. Designed for the hybrid office with NFC technology for advanced integrations. Your phones stay informed. lang:en score:12 filesize: 742.51 K page_count: 4 document date: 2022-06-27



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Customizing LED Indicators on Poly Edge E Series Phones Feature Profile phone phones indicators surround lighting bar configuration parameters Click here for Additional 6Poly E350 IP Phone Corded Cordless Wi-Fi Bluetooth Desktop Wall Mountable Black 89B53/FireOwls Corporation 1Click 2Click 3Click 4Click 51077660118content utilize 6 1077660118 5 v1 assets grandandtoy 10 77 10776 content |||

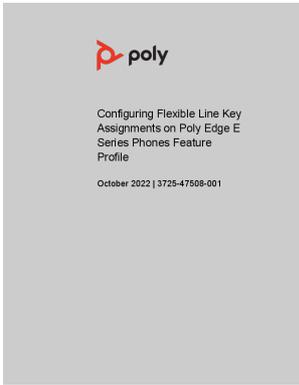
Customizing LED Indicators on Poly Edge E Series Phones Feature Profile October 2022 3725-47514-001. Edge E Series IP phones: Poly Edge E100 and E220 Poly Edge E300 Series, including E300, E320, and E350 Poly Edge E400 Series, including E400 and E450 Poly Edge E500 Series, including E500 and E550... lang:en score:12 filesize: 222.04 K page_count: 14 document date: 2022-10-05



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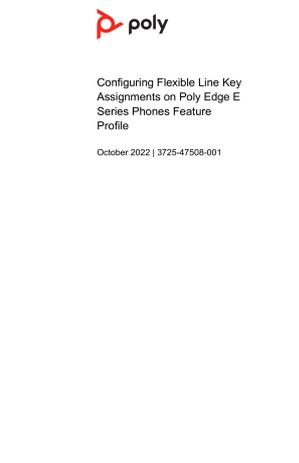
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RELEASE NOTES PVOS 8.1.0 February 2023 3725-13778-005A Poly Voice Software Poly announces the new release as provided by the mobile phone instead of the last name. Applies to: Edge E220 Edge E320 Edge E350 E450 Edge E550 Customizable Ring Delays Set a delay before your phone rings whenever a call comes in. lang:en score:11 filesize: 315.82 K page_count: 11 document date: 2023-02-01



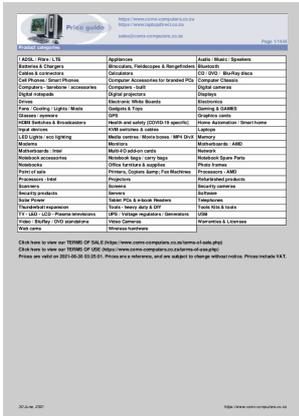
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Configuring Flexible Line Key Assignments on Poly Edge E Series Phones Feature Profile FLK flexible line key assignment keys pt phones The order in which a displays determines its default Keys feature enables 9136089 en US 1 kaas hpcloud hp public ||| Configuring Flexible Line Key Assignments on Poly Edge E Series Phones Feature Profile October 2022 .. Edge E Series phones: Poly Edge E100 and E220 Poly Edge E300 Series, including E300, E320, and E35 Poly Edge E400 Series, including E400 and E450 Poly Edge E500 Series, including E500 and E550... lang:en score:11 filesize: 354.15 K page_count: 8 document date: 2022-10-05



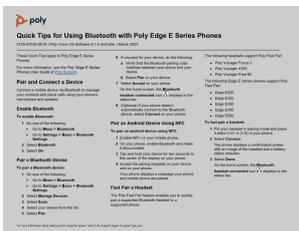
[pdf] Frequently Asked Questions

Configuring Flexible Line Key Assignments on Poly Edge E Series Phones Feature Profile FLK flexible line key assignment keys pt phones FAQ Can I change re assign the appearance of BLF HP Support Community 8744029Edge 9136089 en US 1h30434 www psg attachments Desk IP Conference 29544 1 ||| Configuring Flexible Line Key Assignments on Poly Edge E Series Phones Feature Profile October 2022 .. Series phones: Poly Edge E100 and E220 Poly Edge E300 Series, including E300, E320, and E350 Poly E E400 Series, including E400 and E450 Poly Edge E500 Series, including E500 an... lang:en score:11 filesize: 354.15 K page_count: 8 document date: 2022-10-05



ComX-Computers & LaptopDirect Product Price Guide

A comprehensive listing of products, prices, and descriptions from ComX-Computers and LaptopDirect, including various electronics, home appliances, and accessories. Valid as of June 30, 2021. lang:en score:10 filesize: 4.66 M page_count: 1444 document date: 2021-06-30



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Quick Tips for Using Bluetooth with Poly Edge E Series Phones pairing NFC phone phones PVOS Polycom Inc formerly Plantronic edge e bluetooth qt poly content dam www products support voice user ||| Quick Tips for Using Bluetooth with Poly Edge E Series Phones 3725-47530-001A Poly Voice OS Softwa . ager Free 60 The following Edge E Series phones support Poly Fast Pair: Edge E220 Edge E320 Edge E3 Edge E450 Edge E550 To fast pair a headset: 1 Put your headset in pairing mode and place it w... lang:en score:10 filesize: 145.65 K page_count: 2 document date: 2023-03-03

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<http://www.laptopdirect.co.za>
info@comxcomputers.co.za

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Accessories	Accessories	Accessories
Adapters	Adapters	Adapters
Antennas & Chargers	Antennas, Chargers & Adapters	Antennas
Cables & connectors	Cables	CD, DVD, Blu-ray drives
Cell Phones, Smart Phones	Computer Accessories for Android PCs	Computer Cases
Computer hardware accessories	Computer Cables	Computer monitors
Digital cameras	Digital cameras	Displays
Drives	External Hard Drives	Headphones
Flash Cards	Flash Cards	Home & Office
Hardware software	Hardware	Input devices
Input devices	Input devices	Internal Storage
Internal Storage	Internal Storage	Internal Storage
LAN Cards	LAN Cards	LAN Cards
Memory	Memory	Memory
Mouse	Mouse	Mouse
Mousepads	Mousepads	Mousepads
Network cards	Network cards	Network cards
Power supplies	Power supplies	Power supplies
Printers	Printers	Printers
Scanners	Scanners	Scanners
Security products	Security products	Security products
Software	Software	Software
System components	System components	System components
TV, DVD, CD, Blu-ray recorders	TV, DVD, CD, Blu-ray recorders	TV, DVD, CD, Blu-ray recorders
Webcams	Webcams	Webcams
Wireless	Wireless	Wireless

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