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› [Plantronics](#) /

› [Plantronics Poly Edge E220 IP Desk Phone User Manual](#)

Plantronics E220

Plantronics Poly Edge E220 IP Desk Phone User Manual

Model: E220

INTRODUCTION

The Plantronics Poly Edge E220 IP Desk Phone is designed for use in common areas, offering robust communication features. It supports up to 16 lines with 4-line keys and integrates Bluetooth for mobile phone and headset pairing. This manual provides essential information for setting up, operating, and maintaining your Poly Edge E220 phone.

WHAT'S IN THE BOX

Verify that all components are present in the package:

- Phone unit
- Handset
- Coil Cord
- Cat5E cable
- Integrated Wall Mount
- Base Stand

Note: A power supply is not included and must be purchased separately if Power over Ethernet (PoE) is not available.

SETUP

Follow these steps to set up your Poly Edge E220 IP Desk Phone:

1. **Attach the Base Stand:** Align the base stand with the slots on the bottom of the phone unit and slide it into place until it clicks securely. The base stand allows for desktop placement or can be used for wall mounting.
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.
3. **Connect to Network:**
 - **Ethernet (Recommended):** Connect one end of the provided Cat5E cable to the LAN port on the back of the

phone and the other end to an active Ethernet port on your network switch or router. If your network supports Power over Ethernet (PoE), the phone will power on automatically.

- **External Power Supply (if no PoE):** If PoE is not available, connect an optional external power adapter (not included) to the power port on the back of the phone and plug it into a power outlet.

4. **Initial Boot-up:** The phone will power on and begin its boot sequence. This may take a few minutes. The display will show the Poly logo and then proceed to load the operating system.
5. **Provisioning:** Your phone may automatically provision with your VoIP service provider. If manual configuration is required, refer to your service provider's documentation or the phone's on-screen prompts. Ensure firmware is up to date for optimal performance and compatibility.



Figure 1: Front view of the Poly Edge E220 IP Desk Phone.



Figure 2: Rear view of the Poly Edge E220 IP Desk Phone, highlighting connection ports.

OPERATING INSTRUCTIONS

This section covers the basic operation of your Poly Edge E220 phone.

Making and Receiving Calls

- **To Make a Call:** Pick up the handset, press a line key, or press the speakerphone button. Dial the number and press the Dial soft key or wait for automatic dialing.
- **To Answer a Call:** Pick up the handset, press the flashing line key, or press the speakerphone button.
- **To End a Call:** Hang up the handset or press the End Call soft key.
- **Hold/Resume:** During a call, press the Hold soft key. To resume, press the Resume soft key or the flashing line

key.

Line Keys and Display

The phone features 4-line keys supporting up to 16 lines, features, and contacts. The 2.8-inch color display provides quick access to features and call information.

- **Line Keys:** Use these keys to select a line for making calls, answer incoming calls, or access specific features assigned to them.
- **Navigation Keys:** Use the directional pad to navigate through menus and lists on the color display.
- **Soft Keys:** Context-sensitive keys located below the display change their function based on the current activity.

Integrated Bluetooth

The Poly Edge E220 includes integrated Bluetooth for convenient pairing with mobile phones and Bluetooth headsets.

1. Pairing a Mobile Phone:

- Navigate to the Bluetooth settings on your phone's display.
- Enable Bluetooth on your mobile phone and set it to discoverable mode.
- Select your mobile phone from the list of available devices on the E220 display and follow the on-screen prompts to complete pairing.

2. Pairing a Bluetooth Headset:

- Put your Bluetooth headset into pairing mode (refer to your headset's manual).
- On the E220, navigate to Bluetooth settings and scan for devices.
- Select your headset from the list and follow the prompts to pair.

Audio Technologies

The Poly Edge E220 incorporates advanced audio technologies for clear communication:

- **HD Voice:** Ensures super-clear voice quality for all calls.
- **Poly Acoustic Fence:** Blocks out background noise when using the handset or a wired headset, focusing on your voice.
- **Poly NoiseBlockAI:** Reduces background noise when using the speakerphone, providing a clearer experience for the far end.

Accessibility Features

The phone includes features to enhance accessibility for all users:

- **Text-to-Speech:** Converts on-screen text into spoken words.
- **Screen Color Adjustments:** Options for color blindness support.
- **Bigger Font Settings:** Adjust font size for improved readability.



Figure 3: The Poly Edge E220 in a typical office environment.



Figure 4: An individual using the Poly Edge E220 for a call.

Proper maintenance ensures the longevity and optimal performance of your Poly Edge E220 phone.

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surfaces and display. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays, as these can damage the phone.
- **Environment:** Keep the phone in a clean, dry environment, away from direct sunlight, excessive heat, and moisture. Ensure proper ventilation around the device.
- **Cables:** Periodically check all connected cables (handset cord, Ethernet cable) for any signs of wear or damage. Replace damaged cables immediately.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Poly Edge E220 phone.

Problem	Possible Cause	Solution
Phone does not power on.	No power from Ethernet (PoE) or external power adapter not connected/faulty.	Ensure Ethernet cable is securely connected to a PoE-enabled port, or connect a functional external power adapter.
No dial tone or cannot make/receive calls.	Network connectivity issue, incorrect provisioning, or service outage.	Check Ethernet cable connection. Verify network status. Contact your VoIP service provider to confirm provisioning settings and service status.
Poor call quality (echo, static, dropped calls).	Network congestion, faulty cable, or environmental noise.	Check network bandwidth. Replace Ethernet cable if damaged. Ensure Acoustic Fence/NoiseBlockAI are enabled if applicable.
Bluetooth device fails to pair.	Device not in pairing mode, out of range, or compatibility issue.	Ensure the Bluetooth device is in pairing mode and within range. Try restarting both the phone and the Bluetooth device. Verify compatibility with Poly Edge E220.
Phone requires firmware update.	Outdated firmware version.	Consult your VoIP service provider or Poly support for instructions on updating the phone's firmware to the latest version.

SPECIFICATIONS

Feature	Detail
Product Dimensions	12.1 x 10.3 x 3.4 inches
Item Weight	2 pounds
Model Number	E220
Display	2.8-inch Color Display
Line Keys	4-line keys supporting up to 16 lines
Connectivity	Ethernet, Integrated Bluetooth
Audio Features	HD Voice, Acoustic Fence, NoiseBlockAI

Feature	Detail
Accessibility	Text-to-speech, Screen color adjustments, Bigger font settings
Color	Black
Telephone Type	Corded
Power Source	Corded Electric (via optional adapter or PoE)

WARRANTY AND SUPPORT

For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official Plantronics (Poly) website. For technical support, troubleshooting beyond this manual, or to inquire about firmware updates, please contact your VoIP service provider or visit the Poly support portal.

Online Resources:

- [Poly Support Website](#)
- [Poly Edge E Series Product Page](#)