

Poly E220

Poly Edge E220 IP Desk Phone User Manual

Your guide to setting up and using your Poly Edge E220 IP Desk Phone.

1. INTRODUCTION

The Poly Edge E220 is a versatile IP desk phone designed for modern office environments, offering advanced communication features. It supports up to 16 lines with 4-line keys and includes integrated Bluetooth for seamless mobile phone and headset pairing. This manual provides detailed instructions for setup, operation, and maintenance of your device.



Image: Front view of the Poly Edge E220 IP Desk Phone, showcasing its display, keypad, and handset.

2. WHAT'S IN THE BOX

Please verify that all the following components are included in your package:

- Poly Edge E220 IP Desk Phone Unit
- Handset
- Handset Coil Cord
- Cat5E Ethernet Cable
- Integrated Wall Mount (pre-attached or separate)
- Base Stand

Note: A power supply is NOT included with this renewed product and must be acquired separately if Power over Ethernet (PoE) is not available.

3. PRODUCT FEATURES

- **4-Line Keys:** Supports up to 16 lines for flexible call management.
- **Integrated Bluetooth:** Allows for seamless pairing with mobile phones and Bluetooth headsets.
- **High-Resolution Display:** Provides clear visibility for call information and menu navigation.
- **HD Voice:** Delivers superior audio quality for clearer conversations.
- **Multi-Line Operation:** Manage multiple active calls simultaneously.
- **Conference Call Capability:** Supports 3-way conferencing.

4. SETUP AND INSTALLATION

4.1 Assembling the Phone

1. **Attach the Base Stand:** Align the tabs on the base stand with the slots on the back of the phone unit. Slide the stand into place until it clicks securely.
2. **Connect the Handset:** Plug one end of the coil cord into the handset and the other end into the handset port on the side of the phone unit.

4.2 Connecting the Cables

Locate the ports on the back and side of the phone unit.



Image: Side view of the Poly Edge E220 IP Desk Phone, highlighting the various connection ports and the adjustable stand.

1. **Network Connection:** Connect one end of the Cat5E Ethernet cable to the LAN port on the phone and the other end to your network switch or router. If your network provides Power over Ethernet (PoE), the phone will power on automatically.
2. **Power Connection (if no PoE):** If PoE is not available, connect an appropriate power adapter (not included) to the power port on the phone and then to a power outlet.
3. **Optional Headset Connection:** If using a wired headset, connect it to the dedicated headset port.

4.3 Initial Power On

Once connected, the phone will power on and begin its boot sequence. This may take a few moments. The display will show the Poly logo, followed by network configuration and registration status. If prompted, enter your network credentials or contact your IT administrator for setup assistance.

5. OPERATING INSTRUCTIONS

5.1 Making and Receiving Calls

- **To Make a Call:** Pick up the handset, press the Speaker button, or press a line key. Dial the number

and press the Dial soft key or wait for the call to connect.

- **To Answer a Call:** Pick up the handset, press the Speaker button, or press the flashing line key.
- **To End a Call:** Replace the handset, or press the End Call soft key.



Image: A man engaged in a phone call using the Poly Edge E220 IP Desk Phone in a professional office environment.

5.2 Using Bluetooth

The Poly Edge E220 allows you to pair your mobile phone or Bluetooth headset for enhanced flexibility.

1. **Enable Bluetooth:** Navigate to the phone's menu, select Settings, then Bluetooth, and ensure Bluetooth is enabled.
2. **Pairing a Device:** Put your Bluetooth device (mobile phone or headset) into pairing mode. On the phone, select 'Add New Device' or 'Scan for Devices'. Select your device from the list and follow the on-screen prompts to complete pairing.
3. **Connecting:** Once paired, your device should automatically connect when in range. You can manually connect/disconnect from the Bluetooth menu.



Image: A woman working at a desk, utilizing the Poly Edge E220 IP Desk Phone alongside her laptop, demonstrating its integration into a modern workspace.

5.3 Advanced Features

- **Hold:** During a call, press the Hold soft key to place the call on hold. Press it again to resume.
- **Transfer:** During a call, press the Transfer soft key, dial the new number, and then press Transfer again to complete.
- **Conference:** During an active call, press the Conference soft key, dial the number of the third party, and then press Conference again to join all parties.
- **Voicemail:** Press the Voicemail button to access your voicemail messages.

6. MAINTENANCE

To ensure the longevity and optimal performance of your Poly Edge E220 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.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, and moisture.
- **Cable Management:** Ensure all cables are neatly organized and not under strain to prevent damage to ports or cables.
- **Software Updates:** Periodically check with your IT administrator for available software updates to ensure your phone has the latest features and security enhancements.

7. TROUBLESHOOTING

If you encounter issues with your Poly Edge E220, refer to the table below for common problems and solutions.

Problem	Possible Cause	Solution
Phone does not power on	No power supply or PoE connection	Ensure Ethernet cable is connected to a PoE-enabled port, or connect a compatible power adapter.
No dial tone	Network issue or phone not registered	Check network cable connection. Verify network status on the phone display. Contact IT support if registration fails.
Cannot hear caller / Caller cannot hear me	Volume too low, faulty handset/headset, or network audio issue	Adjust volume. Test with speakerphone. Check handset/headset connection. Restart phone.
Bluetooth device not pairing	Device not in pairing mode or out of range	Ensure Bluetooth device is in pairing mode and within range. Restart both devices.

If the problem persists after attempting these solutions, please contact your IT department or the product support team for further assistance.

8. SPECIFICATIONS

Key technical specifications for the Poly Edge E220 IP Desk Phone:

Feature	Detail
Product Dimensions	12.1 x 10.3 x 3.4 inches
Item Weight	2.55 pounds
Telephone Type	Corded IP Phone
Power Source	Corded Electric (Power Supply NOT Included) / Power over Ethernet (PoE)
Dialer Type	Single Keypad
Answering System Type	Digital (requires service provider support)
Conference Call Capability	3-way
Multiline Operation	Yes, supports up to 16 lines with 4-line keys
Bluetooth	Integrated for mobile phone and headset pairing

9. WARRANTY AND SUPPORT

As a renewed product, the Poly Edge E220 IP Desk Phone typically comes with a limited warranty

provided by the refurbisher or seller. Please refer to your purchase documentation for specific warranty terms and conditions. For technical support, troubleshooting beyond this manual, or warranty claims, please contact the seller or your IT administrator.

Documents - Poly – E220



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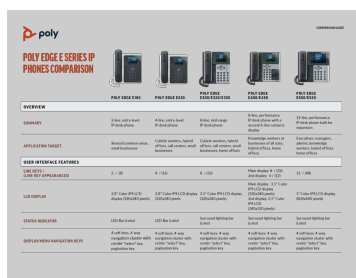


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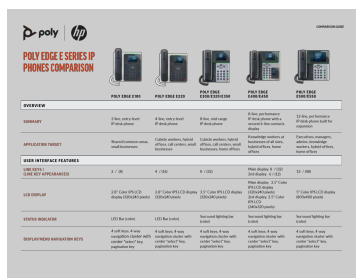


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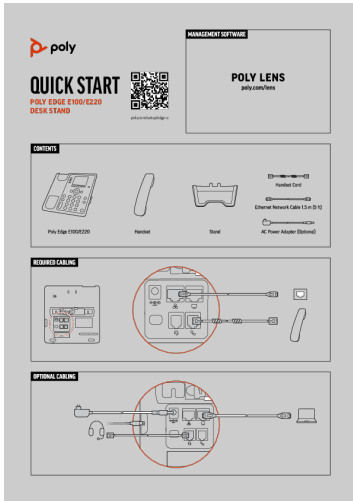


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[Poly Edge E100/E220 Desk Stand Quick Start Guide](#)

A quick start guide for setting up the Poly Edge E100/E220 desk stand, including required and optional cabling, and cable routing.

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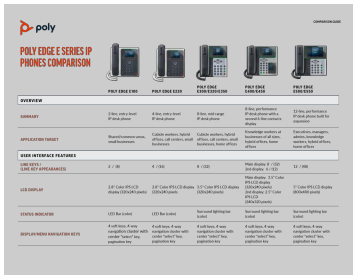


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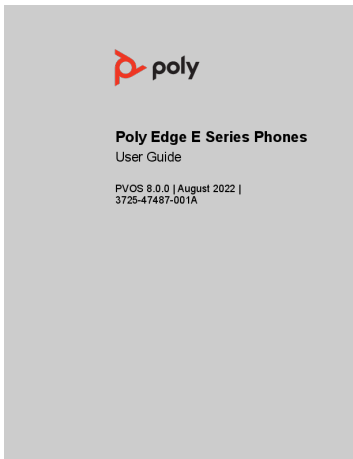


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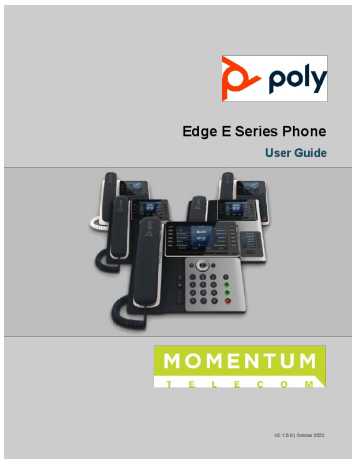


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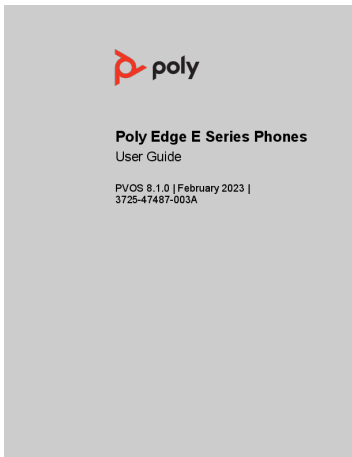


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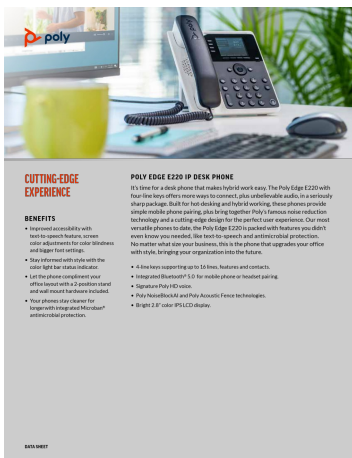


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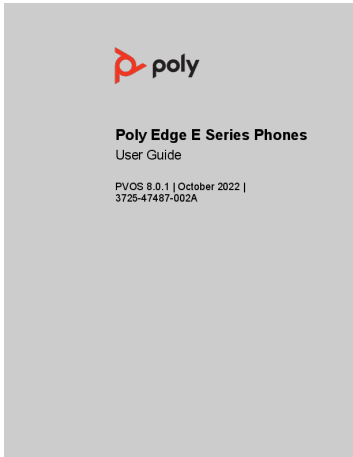
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Comprehensive guide to navigating and using Poly Edge E Series IP phones, covering features, hardware, setup, and advanced functionalities for models like E100, E220, E300, E400, and E500 series.

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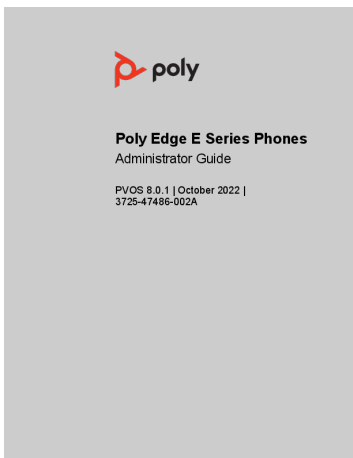


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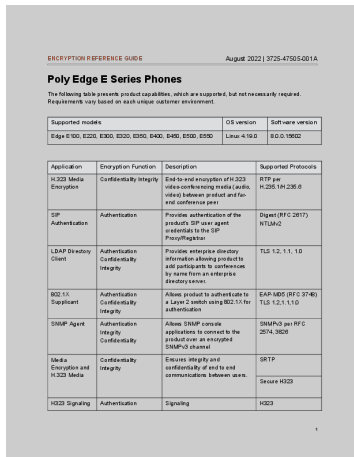


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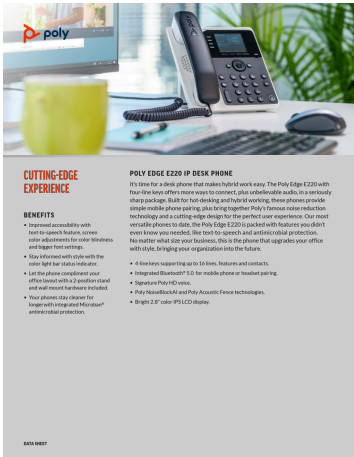
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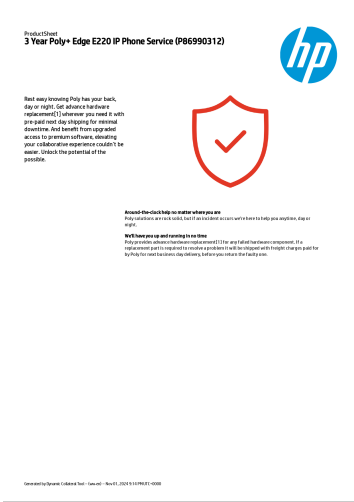
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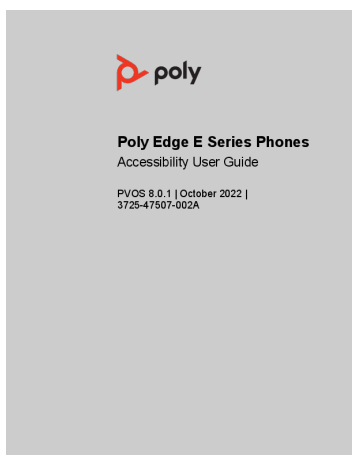
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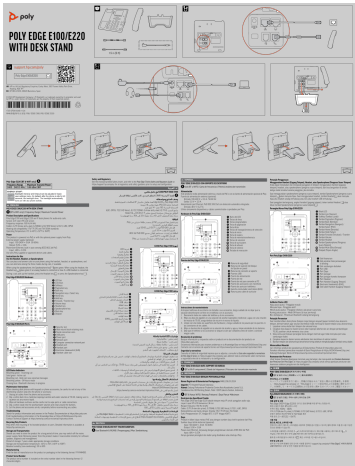
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Series phones. Poly Edge E100 and Edge **E220** Phones Hardware Overview The
following figure displays the hardware features on Poly Edge E100 ...

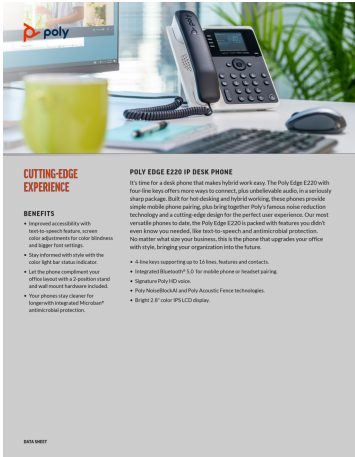
lang:en score:23 filesize: 1.32 M page_count: 48 document date: 2023-02-01



[pdf] Specifications

Poly Edge E100 E220 with Desk Stand Quick Start worldwide 9590356 pt BR 1 kaas hpccloud hp public ||| POLY EDGE E100/E220 WITH DESK STAND support.hp.com/poly Poly Edge E100/E220 UK HP Inc UK Ltd, Regulatory Enquiries, Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT EU HP REG 23010, 08028 Barcelona, Spain 2024 HP Development Company, L.P. Bluetooth is a trademark owned by its proprietor ...

lang:en score:22 filesize: 3.95 M page_count: 2 document date: 2024-12-03



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Data Sheet All Products Poly formerly Plantronics Polycom poly edge e220 series ds en content dam www.products.phones.e100.e200.doc |||

CUTTING-EDGE EXPERIENCE BENEFITS Improved accessibility with text-to-speech feature, screen color a Your phones stay cleaner for longer with integrated Microban antimicrobial protection. POLY EDGE E220 IP DESK PHONE It's time for a desk phone that makes hybrid work easy. The Poly Edge E220 with f...

lang:en score:22 filesize: 496.08 K page_count: 4 document date: 2022-06-28

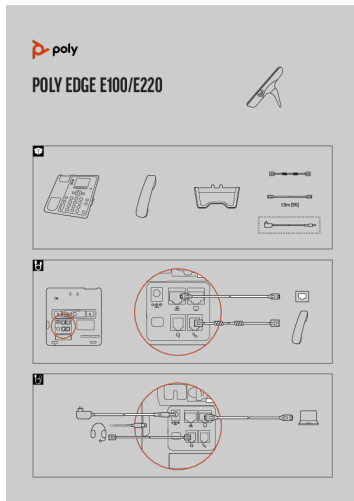


[pdf] Reference Guide Guide

Poly Hosted Phone Reference Guide Segra Voice with Webex il y a 3 jours — 12 line keys supporting up to 48 lines Large 5 800x480 pixel IPS LCD display 2 x Ethernet Gigabit LAN ports PoE USB 0 Type C segra |||

Poly Hosted Phone Reference Guide For business professionals who need higher quality voice and video ... cator Poly Noiseblock AI P O L Y E D G E E 2 2 0 No matter what size your business, the Poly Edge E220 upgrades your office with style, bringing your organization into the future. Let the phone com...

lang:en score:22 filesize: 1.3 M page_count: 4 document date: 2023-02-16



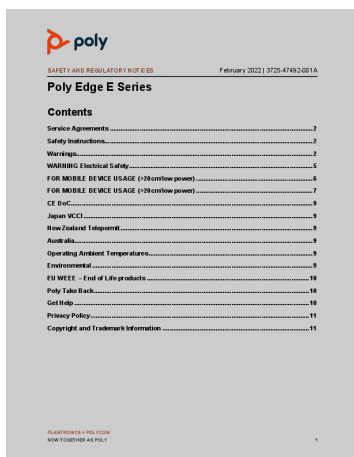
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Poly Edge E100 E220 Desk Stand Quick Start 9590356 ja JP 1 kaas hpcloud hp public |||

POLY EDGE E100/**E220** support.hp.com/poly Poly Edge E100/**E220** 2023 Poly. All trademarks are the property of their respective owners. 3725-47500-023A 10.23

RMN//: POLY EDGE E100; POLY EDGE **E220** ...

lang:en **score:22** filesize: 835.62 K page_count: 2 document date: 2023-10-02



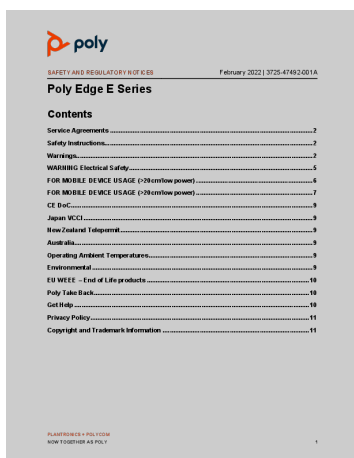
[\[pdf\]](#) User Manual Instructions

Poly Studio P15 Personal Video Bar Safety and Regulatory Notices Storbeck Joseph User Manual Stmnt

Polycom Inc EDGEE550 M72 M72EDGEE550 edgee550

SAFETY AND REGULATORY NOTICES Poly Edge E Series February 2022 3725-47492-001A Contents Service ... Poly Edge E Series Overview This document covers 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...

lang:en **score:21** filesize: 331.02 K page_count: 11 document date: 2022-05-30



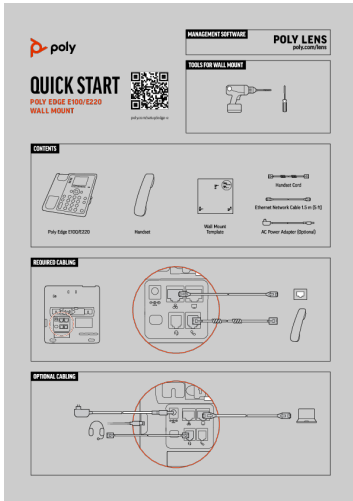
[\[pdf\]](#) User Manual Instructions

Poly Studio P15 Personal Video Bar Safety and Regulatory Notices Storbeck Joseph User Manual

Statement Polycom Inc EDGEE350 M72 M72EDGEE350 edgee350

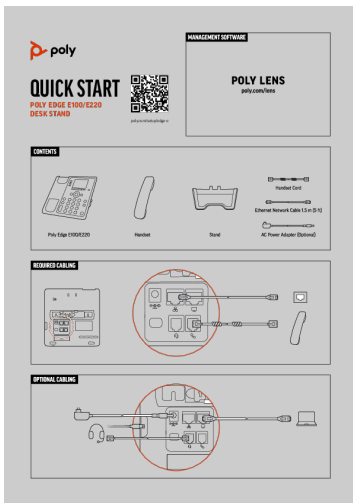
SAFETY AND REGULATORY NOTICES Poly Edge E Series February 2022 3725-47492-001A Contents Service ... Poly Edge E Series Overview This document covers the following products: Poly Edge E100 Poly Edge **E220** Poly Edge E300 Poly Edge E320 Poly Edge E350 Poly Edge E400 Poly Edge E450 Poly Edge E500...

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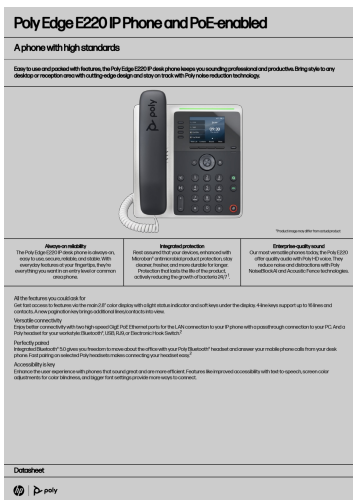
[Poly Edge E100/E220 Wall Mount Quick Start Guide](#)

Install your Poly Edge E100 or E220 phone with this quick start guide for the wall mount. Includes setup instructions, required cabling, and tools for mounting.
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[Poly Edge E100/E220 Desk Stand Quick Start Guide](#)

A quick start guide for setting up the Poly Edge E100/E220 desk stand, including required and optional cabling, and cable routing.
lang:en score:21 filesize: 497.6 K page_count: 2 document date: 2022-08-05

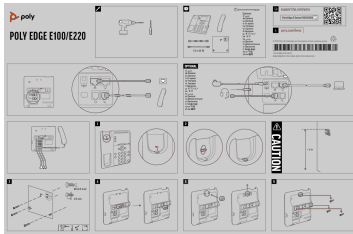


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Poly Edge **E220** IP Phone and PoE-enabled A phone with high standards Easy to use and packed with features, the Poly Edge **E220** IP desk phone keeps you sounding professional and productive. Bring style to any desktop or reception area with cutting-edge design and stay on track with Poly noise reduction...

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Poly Edge E100 E220 Wall Mount Quick Start wall mount 9575917 en US 1 kaas hpcloud hp public ||| POLY EDGE E100/**E220** 2023 Poly. All trademarks are the property of their respective owners. 1725-47480-023A 09.23 RMN//: POLY EDGE E100, POLY EDGE **E220** ...

lang:en score:21 filesize: 755.5 K page_count: 1 document date: 2023-10-24



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Poly Edge E220 IP Phone and PoE enabled 82M87AA Grand ToyEnterprise quality sound Our most versatile phones today the offer audio with HD voice They reduce noise distractions Poly 1077656219assets grandandtoy assets Additional 7 10 77 1077656219 ||| ProductSheet Poly Edge **E220** IP Phone and PoE-enabled 82M87AA A phone with high standards Easy to use and packed with features, the Poly Edge **E220** IP desk phone keeps you sounding professional and productive. Bring style to any desktop or reception area with cutting-edge design and stay on track wi...

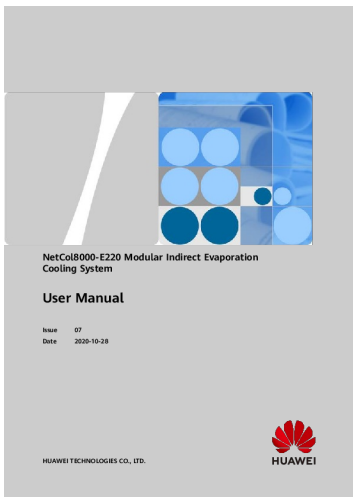
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[pdf] Datasheet

Poly Edge E220 DatasheetPoly IP Phone 2200 86990 025 82M87AA Warehousev1ipphone warehouse content poly Datasheet WarehousePoly Bluetooth 82M87AAv1poly edge e220 series ds enipphone Datasheetcdn shopify s files 1 0338 6245 1337 en ||| ||| CUTTING-EDGE EXPERIENCE BENEFITS Improved accessibility with text-to-speech feature, screen color adjustments for color blindness and bigger font settings. Stay informed with style with the color light bar status indicator. Let the phone co CUTTING-EDGE EXPERIENCE BENEFITS Improved accessibility with text-to-speech feature, screen color a Your phones stay cleaner for longerwith integrated Microban antimicrobial protection. POLY EDGE **E220** IP DESK PHONE It s time for a desk phone that makes hybrid work easy. The Poly Edge **E220** with f...

lang:en score:20 filesize: 496.08 K page_count: 4 document date: 2022-06-28



[NetCol8000-E220 Modular Indirect Evaporation Cooling System User Manual](#)

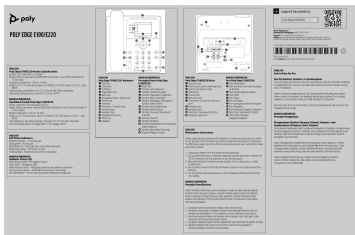
This user manual provides comprehensive information on the Huawei NetCol8000-E220 Modular Indirect Evaporation Cooling System, covering product overview, installation, commissioning, operation, and maintenance. It is designed for technical personnel involved in the system's lifecycle.

lang:en score:20 filesize: 29.56 M page_count: 259 document date: 2020-11-06



[pdf] Datasheet

IP telefon Poly Edge E220 s podporou tehnologije PoE 82M87AAzvuk ve remní kvalitě Naše současně nejuniverzálnější telefony nabízí kvalitní zvuk technologií HD Voice Snižuje hluk a rušivé zvuky82m87aa datasheet 684804edsystem sk fileshare products hpy 82m87aa 684804 ||| ProductSheet IP telefon Poly Edge **E220** s podporou technologie PoE 82M87AA Telefon s vysokmi standardy Stoin IP telefon Poly Edge **E220** se snadno pouzva a je nabit funkcemi, dky kterm budete psobit profesionln a produktivn. Vneste styl na jakkoli pracovn stl nebo recepci dky spickovmu designu a zstat... lang:hr **score:19** filesize: 497.24 K page_count: 4 document date: 2023-11-13



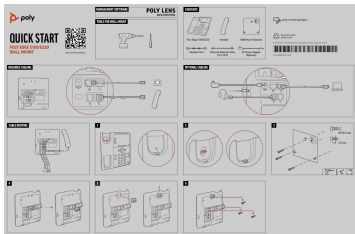
[pdf] Specifications

Poly Edge E100 E220 Indonesian Insert 24 giu 2024 — ENGLISH Product Specifications Screen 2 8 color IPS LCD screen Power Built in auto sensing IEEE 802 3af over Ethernet 10225273 en US 1 kaas hpcloud hp public ||| POLY EDGE E100/**E220** ENGLISH Poly Edge E100/**E220** Product Specifications Screen: 2.8 color IPS LCD screen Power: Built-in auto sensing IEEE 802.3af Power-over-Ethernet Class 3 13 W max Frequency response: 150 Hz-14 kHz Codecs: G.711 A-law and -law , G.729AB, G.722 HD Voice , G.722.1, iLBC, OPU... lang:id **score:19** filesize: 674.62 K page_count: 1 document date: 2024-02-22



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POLY EDGE E220 IP Nov 22 2024 — 4 Poly Edge c08963069 h20195 www2 hp v2 GetDocument.aspx docname utm uptracs null ||| 2 Microban POLY EDGE **E220** IP 4 Poly Edge **E220** Poly Poly Edge **E220** 4 16 Bluetooth 5.0 Poly HD Poly NoiseBlockAI Poly Acoustic Fence 2.8 IPS POLY EDGE **E220** / 4 16 4 4 / - 2.8 IPS : 320240 1 ... lang:en **score:19** filesize: 186.04 K page_count: 3 document date: 2022-10-19



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