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poly E320 Edge IP Phone and Poe Enabled User Manual



This Configuration Guide is written as general guide on how to configure the Poly Edge E320 phone model to work with GranSun PBX 6.7.3.

Requirements

Identifying phone model

To start and successfully complete registration of your Poly Edge E320 phone you need to know which phone model you will setup.

From the back of each Poly Edge phone there are exact model information that you should check. Although different phone models can have exactly the same requirements and installation procedure, phone models can also have significantly different requirements and installation procedure, so that ignorance of your own model may result in the inability to successfully set up your phone.

Phone firmware

- Make sure that your phone is loaded with appropriate firmware version, 8.1.0.12774.
- To find out the firmware version of your Poly Edge E320 phone model open a new browser window and enter your phone IP address in order to access the phone web administration interface login screen. Example: <http://192.168.1.22>.
- Login to phone web administration interface. Select Login As: Admin Enter the Password you already have set earlier, and click Submit.
- Click on Home tab.
- Under Phone Information section you can see UC Software Version field that contains information about firmware version.

DHCP server

Fully configured and operational DHCP server.

GranSun PBX version

GranSun PBX version 6.7.3

In order to find out the GranSun PBX version:

- Login to GranSun PBX
- Navigate to Settings: About.

On the top of About page is a code similar to this one GranSun PBX Edition: Business, Release: 6.7.3. (387597b7), Running: 16.16.1-gc-c0d40968, GranSun PBX Proxy v6.7.3 (7009484), API: 6, libmemcached version: 1.0.18, where Release denotes the exact version of your GranSun PBX.

Installation

This chapter describes how to install and connect the phone to the electrical power and data network as well as how to apply factory settings.

The following topics are covered:

- Power adapter
- Power over Ethernet (PoE)

- Factory Settings

Power adapter

Connect the Network and Power

- Connect the DC plug on the power adapter to the DC port on the phone and connect the other end of the power adapter into an electrical power outlet.
- Connect the ethernet cable between the Internet port on the phone and the network port on a router or switch to access LAN.

NOTE: If you are using Power over Ethernet (PoE), you don't need to connect the AC adapter. Make sure the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.

Power over Ethernet (PoE)

Connect the Network (only)

Using a regular ethernet cable, your phone can be powered from a Power over Ethernet (PoE) compliant router or switch.

- Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power router or switch.

NOTE: If you are using Power over Ethernet (PoE), you don't need to connect the AC adapter. Make sure the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.

Find the phone IP address

Find out your Poly Edge E320 phone IP Address.

- Click the Home button on the phone.
- Navigate to Settings > Status > System Information.

The IP address will be displayed in IP field.

Reset to factory settings

This step is not required for brand new out-of-the-box phones, however, if the phone has been already used then it is a must.

- Open a new browser window and enter your phone IP address in order to access the phone web administration interface login screen. Example: `http://192.168.1.22`.
- Login to phone web administration interface. Select Login As: Admin Enter the Password you already have set earlier, and click Submit.
- Click on Utilities tab.
- Click on Phone Backup&Restore menu.
- Under section Global Restore click on Restore button in order to reset the phone to factory settings.
- Wait some time for device to reboot and reset to the factory settings.
- After reboot, you will be prompted to set a new Admin Password.

NOTE: Do not unplug or remove power to the phone while it is updating firmware and configurations.

Registering phone

This chapter describes how to identify Poly Edge E320 phone model, requirements that must be met and how to register the phone using manual configuration or auto provisioning.

The following topics are covered:

- Manual configuration
- Auto provisioning

Manual configuration

This chapter describes how to set UAD settings, create GranSun PBX extension and register the phone.

The following topics are covered:

- UAD settings
- Creating extension
- Registering phone

UAD Settings

UAD settings

Login to GranSun PBX web administration interface

- Open a new browser window and enter the IP address in order to access the GranSun PBX web administration login screen. Example: <http://192.168.1.10>.

The screenshot displays the GranSun PBX web administration interface. The 'General' tab is selected, showing various configuration options. The 'Status' dropdown menu is highlighted with a red box and set to 'Active'. The 'Auto provisioning' dropdown menu is also highlighted with a red box and set to 'No'. The 'DHCP' dropdown menu is set to 'Yes'. The 'Save' button is visible at the bottom right of the interface.

Login to GranSun PBX with your e-mail address and password.

- Navigate to Settings:UAD.
- Make sure Poly Edge E320 UAD is enabled.
- To check the UAD status click on the edit icon corresponding to your Poly Edge E320 phone.
- Make sure Status is set to Active, Auto provisioning is set to No, and DHCP is set to Yes.
- Click on the Save button to save changes.

Creating extension

Creating Extension

Add Extension

- Navigate to Extensions. Click on Add Extension.
- The standard options window will be shown below.
- Select Poly Edge E320 phone model from the UAD select box.
- Select Location: Local or Remote.

Local is for all extensions registered on the LAN and Remote is for all extensions registered from remote networks, WAN, Internet etc.

- Click on the Next step button.

Extension values

Enter values into the required field text boxes.

REQUIRED FIELDS:

- Name

Enter a name for the extension being created. Example: John Smith.

- E-mail

Enter the e-mail address associated with this extension. This e-mail address will receive all system notification messages. Example: john.smith@mywlpbx.com

- Department

Department to which extension will belong to. Example: Sales.

- Click on the Save button.

Registering Phone

This chapter describes how to register Poly Edge E320 phone using Hostname or IP

Address.

The following topics are covered:

- Hostname or IP Address

Hostname or IP Address

Login to phone web administration interface

- Open a new browser window and enter your phone IP address in order to access the phone web administration interface login screen. Example: <http://192.168.1.22>
- Login to phone web administration interface. Select Login As: Admin Enter the Password you already have set earlier, and click Submit.
- Click on Settings and choose on Lines section.
- Click on Line 1 and fill out the required fields.

REQUIRED FIELDS:

- Display Name:

Enter the Extension Number.

- Authentication User ID:

Enter the Extension Number.

- Authentication Password:

The Secret of the extension as received in the e-mail associated with this extension.

Example: `_%Z4M3*Ts9y7`. A password is generated automatically for each newly created extension.

- Label:

Enter the Extension Number.

- Under Server 1 fill out the following fields

- Address:

Enter IP address of your GranSun PBX

- Port:

Enter port 5060

- Click on the Submit button, then Reboot button.

- You'll have to wait sometime prior for the device to reboot. If everything is done as above described, you should have successfully registered your phone to GranSun PBX. Dial *123 to verify registration.

Auto Provisioning

This chapter describes how to set UAD settings, create GranSun PBX extension and register the phone using DHCP or Static IP address.

The following topics are covered:

- UAD Settings
- Creating Extension
- Registering Phone

UAD Settings

UAD settings

Login to GranSun PBX web administration interface.

- Open a new browser window and enter the IP address in order to access the GranSun PBX web administration login screen. Example: <http://192.168.1.10>.
- Login to GranSun PBX with your e-mail address and password.

UAD settings.

The screenshot shows a configuration interface for UAD (Universal Access Device) settings. The interface is divided into several sections:

- General:** Includes fields for Location, DTMF Mode (set to on320), Context (default), Status (set to Active), Internal UAD name for Auto Provisioning (set to 3010101), Network Method (set to UDP), Exception (Other IP position (N/A) only), NAT (Default: No), Direct RTP setup (No), and Quality (set to 9000).
- Call Properties:** Includes fields for Area Code, Ringtone (set to 1), Incoming Call Options (0), and Outgoing Call Options.
- Options:** Includes fields for Incoming Limit (2), Outgoing Limit (2), and a checkbox for Apply Basic Level for Incoming Calls.
- Auto Provisioning:** Includes checkboxes for Auto provisioning (Yes) and DHCP (Yes).
- Code Table:** A table with columns for ID, Code, and Name. It lists various codes and their corresponding names.
- Buttons:** Includes buttons for Save and Cancel.

- Navigate to Settings:UAD.
- Make sure Poly Edge E320 is enabled. To check the UAD status click on the edit icon corresponding to your Poly Edge E320 phone.
- Make sure Status is set to Active, Auto provisioning is set to Yes, and DHCP is set to Yes.
- Click on the Save button to save changes.

Creating Extension

Creating Extension

Add Extension

- Navigate to Extensions. Click on Add Extension.
- The standard options window will be shown below.
- Select Poly Edge E320 phone model from the UAD select box.
- Select Location: Local or Remote.

Local is for all extensions registered on the LAN and Remote is for all extensions registered from remote networks, WAN, Internet etc.

- Click on the Next step button.

Extension values

Enter values into the required field text boxes.

REQUIRED FIELDS:

- Name
Enter a name for the extension being created. Example: John Smith.
- E-mail
Enter the e-mail address associated with this extension. This e-mail address will receive all system notification messages. Example: john.smith@mywlpbx.com
- Auto Provisioning
Set to Yes.
- MAC Address
Enter Poly Edge E320 phone MAC address. Example: 9CADEF123456. MAC address can be found at the back of the phone.
- Click on the Save button.

Registering Phone

This chapter describes how to register Poly Edge E320 phone using TFTP, HTTP or HTTPS. TFTP, HTTP or HTTPS

- Open a new browser window and enter your phone IP address, e.g.
<http://192.168.1.22>.
- Select Login As: Admin and enter the Password you already have set earlier, and click Submit.

- Go to Settings in the upper navigation menu and choose Provisioning Server.
- Set Server Type to one of the following: HTTP, HTTPS or Trivial FTP. Note: Our recommendation is to use HTTP for Server Type.
- Depending on what Server Type has been chosen, enter into Server Address field type:

If the Server Type is HTTP enter: HTTP followed by Hostname or IP Address, followed then by /prov.

Example for Hostname using HTTP: `http://abc.mywlpbx.com/prov`

Example for IP Address using HTTP: `http://192.168.1.10/prov`

If the Server Type is HTTPS enter: HTTPS followed by Hostname or IP Address, followed then by /prov.

Example for Hostname using HTTPS: `https://abc.mywlpbx.com/prov`

Example for IP Address using HTTPS: `https://192.168.1.10/prov`

If the Server Type is TFTP enter: TFTP followed by Hostname or IP Address.

Example for Hostname using TFTP: `tftp://voip.mywlpbx.com`

Example for IP Address: `tftp://192.168.1.10`

- Enter Auto Provisioning username and password into Server User and Server Password fields.
- Click on Submit button then Reboot button.
- Auto provisioning process will start during phone reboot process, phone will pickup appropriate configuration file from GranSun PBX. If everything is done as above described, you should have successfully registered your phone to GranSun PBX. Dial *123 to verify registration.

Using TLS

NOTE: If you choose to use HTTPS as a protocol for registering your device, you will need to install certificate to your device.

To install certificate, please do the following:

- Open a new browser window and enter your device's IP address, e.g.

http://192.168.1.22.

- Select Login As: Admin and enter the Password you already have set earlier, and click Submit.
- Go to Settings > Advanced > Administrative Settings > TLS.
- In Platform CA1 field enter the URL where the certificate is stored.
- Click on Install button.
- Click Submit button.
- Click Reboot button.

You will have to wait some time for the device to reboot. If everything is done as described above, you should have successfully installed certificate to your device.

Configure BLF

Extension Settings

This section describes how to configure BLF (Busy Lamp Field) for Poly Edge E320.

Log in to the GranSun PBX's web administration interface.

- Open a new browser window and enter the IP address in order to access the GranSun PBX's web administration login page. Example: http://192.168.1.10.
- Log in to GranSun PBX with the e-mail address and password.

Edit an Extension

- On the Extensions page, click the Edit icon corresponding to the Extension.
- Click Advanced Options.
- Navigate down to the Auto Provisioning and Presence group of settings.
- Make sure Auto Provisioning is set to Yes.
- Make sure Presence is set to "Yes".
- Click Save.
- Click Enhanced Services.
- Click the Directory / BLF List check box and click the Save button in order to enable this feature.


- Click Directory / BLF List Edit.
- Enter the user’s Extension number and click the BLF check box.
- Click Save.

Additional Configuration Template

If you want to include some additional UAD configuration for Poly Edge E320, just add fields to User Agent General Auto Provisioning Template in Settings -> UAD -> Poly Edge E320 menu, or add them directly to the Extension in the UAD Auto Provisioning Template section.

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References

- [User Manual](#)

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