

Poly Edge E320 IP Phone and PoE-enabled

A phone with high standards

Easy to use and packed with features, the Poly Edge E300 Series pairs Poly noise reduction technology with cutting-edge design. Whether you're hot-desking at work or calling from your home office, these phones bring style to any desktop.



*Product image may differ from actual product

The new office standard

This versatile phone is outfitted with a bright 3.5-inch color IPS LCD display and shows your lines, features, contacts, and speed dials. What's more, the Poly Edge E300 Series is designed to handle up to 32 lines to be more productive.

Integrated protection

Rest assured that your devices, enhanced with Microban® antimicrobial product protection, stay cleaner, fresher, and more durable for longer. Protection that lasts the life of the product, actively reducing the growth of bacteria 24/7¹.

Enterprise-quality sound

The Poly E300 Series offer quality audio with Poly HD voice. They reduce noise and distractions with Poly NoiseBlock AI and Acoustic Fence technologies.

All the features you could ask for

Get fast access to features via the 3.5" color display with a surround light status indicator and soft keys under the display. 8-line keys support up to 32 lines and contacts. A new pagination key brings additional lines/contacts into view.

Versatile connectivity

Enjoy better connectivity with two high-speed GigE PoE Ethernet ports for the LAN connection to your IP phone with a passthrough connection to your PC. And a Poly headset for your workstyle: Bluetooth®, USB, RJ9, or Electronic Hook Switch.²

Perfectly paired

Integrated Bluetooth® 5.0 gives you freedom to move about the office with your Poly Bluetooth® headset and answer your mobile phone calls from your desk phone. Fast pairing on selected Poly headsets makes connecting your headset easy.²

Accessibility is key

Enhance the user experience with phones that sound great and are more efficient. Features like improved accessibility with text-to-speech, screen color adjustments for color blindness, and bigger font settings provide more ways to connect.

Datasheet

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Specifications



Display

Aspect ratio: 9:16
Native resolution: 320 x 240
Panel technology: Color IPS LCD
Display size (diagonal, metric): 8.9 cm (3.5")

Connectivity and communications

External I/O ports:
 1 USB 2.0 Type-C* (for media and storage applications)
 2 RJ-45 (10/100/1000BASE-TX Mbps)
Wireless technologies:
 Bluetooth® 5.0
 NFC⁴

Battery

Power features:
 13 W (maximum)
 Built-in auto-sensing IEEE 802.3af Power over Ethernet (Class 3)³

User interface features

Languages:
 Arabic; Chinese; Czech; Danish; Dutch; English; French; German; Hungarian; Italian; Japanese; Korean; Norwegian; Polish; Portuguese; Romanian; Russian; Slovenian; Spanish; Swedish

Audio

Audio features:
 Poly HD Voice
 Poly Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression
 Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset
 Poly NoiseBlockAI technology removes most background noise when using the speakerphone
 Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio in/out to use the phone's handset, optional headset and handsfree speakerphone with PC applications
 TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
 Individual volume settings with visual feedback for each audio path
 Voice activity detection
 Comfort noise generation
 DTMF tone generation (RFC 2833 and in-band)
 Low delay audio packet transmission
 Adaptive jitter buffers
Frequency response (microphone): 150 Hz to 14 kHz
Audio codecs:
 G711 (A-law and μ -law)
 G722
 G729AB
 iLBC
 OPUS
 G7221

Environmental

Certifications and compliances: AS/NZS 60950.1; AS/NZS 62368.1; Argentina ENACOM; Australia RCM; Brazil ANATEL; CAN/CSA C22.2 No. 62368-1-14; CE Mark; CISPR22 Class B; EEA; EN 301 489-1, EN 301 489-3, EN 301 489-17; EN55024; EN55032 Class B; EN 60950-1 & EN 62368-1; FCC Part 15 (CFR 47) Class B; IEC 60950-1 & IEC 62368-1; ICES-003 Class B; Israel MOC; Japan MIC/VCCI; Malaysia SIRIM; NZ Telepermit; ROHS compliant; Saudi Arabia CITC; Singapore IMDA; So. Africa ICASA; So. Korea KC; Taiwan NCC/BSMI; UAE TRA; UL 62368-1; VCCI Class B; Canada ICES; China SRRC; China RoHS 2.0; Eurasian Customs Union EAC; India WPC; Indonesia SDPPi; Mexico IFETEL and NYCE; UK - UKCA; USA FCC
Operating humidity range: 5 to 95%
Operating Temperature Range (Celsius) / Operating Temperature Range (Fahrenheit): 0 to 40°C /
Storage temperature range (Celsius) / Storage temperature range (Fahrenheit): -40 to 70°C /
Energy star certified: ENERGY STAR® certified

Certifications

Special features:
 Unicode UTF-8 character support
 Adjustable desk stand (2 positions)
 Wall mountable
 Mobile phone pairing
 Mobile phone contacts sync to phone

Applications supported

Management software:
 Poly Zero Touch Provisioning
 Poly Lens
 Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management SDP

Display features

Lightbar status indicator (RGB with color mixing)

Security

Security management:
 8021X Authentication and EAPOL Media encryption via SRTP
 Digest authentication
 Encrypted configuration files
 HTTPS secure provisioning
 Password login
 Support for signed software executables
 Support for URL syntax with password
 Transport Layer Security (TLS)
 SRTP media encryption using AES 256 bits

Network

Supported network protocols:
 DHCP VLAN discovery
 LLDP-MED for VLAN discovery
 FTP/TFTP/HTTP/HTTPS server-based central provisioning
 Hardware diagnostics
 Manual or dynamic host configuration protocol (DHCP) network setup
 Network address translation support for static configuration and Keep-Alive
 QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
 Status and statistics reporting
 Syslog Event Logging
 Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
 Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
 Time and date synchronization using SNTP
 RTP and RTCP support
 IPv4
 IPv6
 Provisioning and call server redundancy support
 DNS-SRV
 UDP
 SIP protocol support
 IETF SIP (RFC 3261 and companion RFCs)

VoIP features:

8 line keys supporting up to 32 SIP lines with pagination

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Specifications



Headset and handset compatibility

Headset ports:

1RJ-9

1Electronic Hook Switch (EHS) port for optional APP-51 adapter

Headset and handset compatibility:

Bluetooth® headset compatibility

Compatible with commercially available TTY adapter equipment

Compliant with ADA Section 508 Subpart B 1194.23 (all)

Hearing aid compatibility to ITU-TP.370 and TIA 504A standards

Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids

USB Type-C® headset support

Telephony and call handling features

Telephony and call handling features:

4 context-sensitive soft keys

4 way navigation key cluster with center Select key

Bundled with Polycom UC Software: Corporate Directory Access using LDAP

Busy Lamp Field (BLF)

Call timer and call waiting

Call transfer, hold, divert (forward), park, pickup

Called, calling, connected party information

Calling Party Identification (RFC8225 classifications – Trusted, Unknown, SPAM)

Distinctive incoming call treatment/call waiting

Do not disturb function

Electronic hook switch capable

Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys

Headset select key (illuminated when selected)

Hold and transfer keys

Home and back feature keys

Local three-way audio conferencing

Local configurable digit map/dial plan

Mute key (illuminated when muted)

One-touch speed dial, redial

Pagination key for additional lines/contacts

Remote missed call notification

Reverse number lookup via LDAP

Shared call/bridged line appearance

Speakerphone select key (illuminated when selected)

Supports Polycom Apps SDK and API for third-party business and personal application

Visual Conference Management

Voice mail key

Volume +/- control keys

Flexible line appearance (one or more line keys can be assigned for each line extension)

8 programmable line keys supporting up to 32 line key assignments for lines, contacts, and features with pagination¹

Weight and dimensions

Product Primary Color: Black

Package dimensions (metric): 22.3 x 27.8 x 8.9 cm

Package Weight (metric): 960 g

Product number: 82M88AA

Country of origin

Country of origin: Made in China

Warranty

Poly standard one-year limited warranty

What is in the box

Setup sheet

Network (LAN) cable-CAT-5E

Desk stand

Console with Microban® Antimicrobial protection

Handset with Microban® Antimicrobial protection

Handset cord

Key Selling Points Footnotes

¹Microban antimicrobial product protection available for the Poly Edge E Series phones protects the entire phone except for the handset cord. Microban antimicrobial product protection is a built-in active ingredient that enables products to resist the growth of microbes such as bacteria, mold, and mildew. Microban protection helps products stay cleaner, fresher, and last longer than products with untreated surfaces. ²Poly headsets sold separately. Poly Electronic Hook Switch (EHS) sold separately.

Technical Specifications Footnotes

¹Most software-enabled features must be supported by the service provider platform. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features. ²External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately). Power supply unit (PSU) sold separately. ³Ordering an optional power supply unit will be necessary if not powered over ethernet with PoE. ⁴NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hotelling or Bluetooth® pairing.