Poly Edge E Series Phones

These release notes introduce the Poly Edge E Series and provide important information on supported features.

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Introducing the Poly Edge E Series Phones

Poly introduces the Poly Edge E Series phones, featuring bright color displays, HD (High Definition) audio, and Poly signature NoiseBlockAI and Acoustic Fence features. The surround LED lighting provides notifications so you can focus on what's important to you, and you can configure available settings easily and quickly with the user-friendly menus. Organizations can easily provision the phones and get new users started with a library of video tutorials.

Poly Edge E series phones include the following models:

- Poly Edge E100
- Poly Edge E220
- Poly Edge E300 Series
- Poly Edge E400 Series
- Poly Edge E500 Series

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Accessibility Features

Poly Edge E Series support the following accessibility features that enable users to enhance their phones to meet their needs:

- Visual message indicators, TTY support, and other features for users who are deaf or hard of hearing.
- Auto-answering, large keys, and other features for users with limited mobility.

- Adjustable backlight settings, tactile-discernible keys, and other features for users who are blind, have low vision, or are color blind. This also includes the following new features:

  - **Text-to-Speech** enables users to hear phone functions and information spoken out loud. It's available for users when an administrator enables the following parameter:

    ```
    accessibility.texttospeech.enabled
    ```

    For more information on configuring this parameter, see the *Poly Voice Software Administrator Guide*.

  - **Text Style** enables users to make the onscreen text easier to read by making it larger or bold.

  - **High Contrast** enables users to easily distinguish between elements and clearly read the text on the screen.

Hardware Features

Poly Edge E Series include the following hardware features:

- Integrated Microban protection
- IPS Color display on all models
- Surround status lighting and illuminated mute key, headset key, and speakerphone key
- Page navigation buttons to access up to four screens of line keys
- Adjustable desk stand and wall mount options

Audio Features

Poly Edge E Series phones support the following audio features:

- NoiseBlockAI
- Acoustic Fence
- OPUS audio codec
- HD Voice with 150 Hz to 7 kHz audio
- Bass frequency enhancing speaker design on Edge E400 and E500 Series

Headset Support

Poly Edge E series phones support RJ-9, USB, Electronic Hookswitch (EHS), and Bluetooth headsets. For information on currently supported products, see **Products Tested With This Release**.

Bluetooth and Wi-Fi Support

PVOS 8.0.0 supports Bluetooth 5.0, including Bluetooth Low Energy, for all Poly Edge E series devices that have built-in Bluetooth. On models that support Bluetooth, you can pair and connect your phone with Bluetooth-enabled devices. PVOS 8.0.0 also supports NFC Bluetooth pairing with NFC-capable Android mobile devices.

On models that support Wi-Fi, you can connect to wireless networks. On out-of-box setup, models that support Wi-Fi present a wizard that allows you to configure required settings for connecting the phone to a network.

Review the following table for information on which Poly Edge E series models support Bluetooth and Wi-Fi connectivity.

Bluetooth and Wi-Fi Support on Poly Edge E Series Phones

Model	Bluetooth Support	Wi-Fi Support
Edge E100	No	No
Edge E220	Yes	No
Edge E300	No	No
Edge E320	Yes	No
Edge E350	Yes	Yes
Edge E400	No	No
Edge E450	Yes	Yes
Edge E500	No	No
Edge E550	Yes	Yes

Pagination

The Pagination feature allows end users to create pages of line keys and to navigate between pages using a dedicated pagination key. Each page has an indicator to show whether there's activity on that page.

Line Key Reassignment

Administrators can configure flexible line key assignments with the parameter `lineKey.reassignment.enabled`.

When line key reassignment is enabled, the system administrator controls the line key assignments. Users can contact their system administrator to configure line keys or use a partner-provided system web interface (if applicable) to configure line keys. When line key reassignment is disabled (the default), the user can add and move speed dials.

A new **Any** category allows some line keys to remain usable without having a specific function assigned to them.

Line keys that you configure using this feature override the default line key assignments as well as any custom line key configurations you may have made.

Poly Edge E400 Series Secondary Screen

Poly Edge E400 Series phones have a secondary screen for viewing and managing lines, BLFs, and EFKs.

You can view and manage lines, BLFs, EFKs, and speed dials on the primary screen, the secondary screen, or both depending on how an administrator has configured the following parameters:

- reg.X.location
- attendant.uri.location
- attendant.resourceList.X.location
- efk.efklist.X.location

For more information on configuring these parameters, see the *Poly Voice Software Administrator Guide*.

Note: When a system administrator enables line key reassignment (linekey.reassignment.enabled="1"), `attendant.uri.location`, attendant.resourceList.X.location, and `efk.efklist.X.location` have no effect. BLFs, EFKs, and speed dials display on the screen according to their LKR configuration.

When a system administrator disables line key reassignment, users can use the **Location** field in the contact details to specify whether a speed dial appears on the main or secondary screen. They can also move line keys using the phone local interface.

Poly Edge E Expansion Module

The Edge E400 and E500 Series phones support the Poly Edge E Expansion Module (EM) is . Each Edge E EM has 22 line keys and three pages of lines to provide 66 additional lines to the connected phone.

Poly Edge E400 series phones support one Edge E EM, and Edge E500 Series phones support up to two Edge E EMs.

Device Management

Poly Edge E Series phones support background firmware updates and configuration in the system web interface. The phones also support cloud-based analytics and device management though Poly Lens and Poly Device Management System for Service Providers (PDMS-SP).

Run Diagnostics Functionality

The Run Diagnostics functionality enables users to run a quick diagnostic check and receive the following reports:

- Wired Network
- Wi-Fi Network
- DNS
- Provisioning Server
- Time
- ZTP

- Polycloud
- 802.1x/SCEP

Supported New Zoom Features

Poly Voice Software 8.0.0 supports the following new Zoom features:

- Zoom Phone Group Call Pickup
- Zoom privacy for Shared Line calls. During a call, a user can make a call private by selecting the **Lock** softkey.
- Zoom Barge, Listen, Whisper, Takeover (BLWT) for call queue
- Zoom Conference Barge feature for shared line groups
- Zoom IP phone call control from a Zoom desktop client

Fast Login/Logout and Reset Settings for Hoteling and ACD Configurations

PVOS 8.0.0 supports fast login/logout and reset settings for hoteling and ACD configurations without rebooting the phone.

The following parameters don't require a reboot:

- `acd.reg`
- `voIpProt.SIP.acd.signalingMethod`
- `feature.acdLoginLogout.enabled`
- `feature.acdAgentAvailability.enabled`
- `feature.acdServiceControlUri.enabled`
- `feature.acdPremiumUnavailability.enabled`

Release History

This section lists the release history of PVOS.

Release History

Release	Release Date	Features
8.0.0	June 2022	This is the first release of this product.

Security Updates

Please see the Security Center for information about known and resolved security vulnerabilities.

Language Support

Poly Edge E Series phones support the following languages:

- Arabic-UAE
- Czech
- Danish
- Dutch
- English-CA
- English-UK
- English-US
- French
- French-CA
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese-Brasil
- Romanian
- Russian
- Simplified Chinese
- Slovenian
- Spanish
- Swedish
- Traditional Chinese

Products Tested with this Release

Poly products are tested extensively with a wide range of products. The table below lists the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant, and Poly investigates reports of Poly systems that do not interoperate with other standards-compliant vendor systems.

Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See Poly Service Policies for the Current Poly Intraoperability Matrix.

Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Products Tested with this Release

Product	Tested Versions	Supported Connection Types
Voyager Focus 2	SW:0.0.787.4266	Bluetooth USB (partially compatible)
Voyager 4320	SW: 0.0.518.2109	Bluetooth USB (partially compatible)
Voyager 5200	SW:513 Base SW: 438	Bluetooth EHS
Voyager 6200	SW: 706	Bluetooth
Voyager 8200	SW: 700	Bluetooth
Blackwire 3220	SW: 222	USB
Blackwire 5220	SW: 223	USB
Blackwire 8225	SW: 1.1163.70.2010	USB

Known Issues

This release contains no customer-reported known issues.

System Constraints and Limitations

SCEP Feature (Zoom Certified Release)

The SCEP feature does not support installing device certificates.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the Poly Online Support Center.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

Privacy Policy

Poly products and services process customer data in a manner consistent with the Poly Privacy Policy. Please direct comments or questions to privacy@poly.com.

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