

# Poly Edge B20 IP Phone and PoE-enabled

## Call with confidence

Sleek design meets quality audio at an affordable price. Easy-to-use illuminated keys, plug-and-play provisioning, and reliability make it pure value.



\*Product image may differ from actual product

### Crisp audio

Hear every nuance of your call. Poly HD voice and Poly Acoustic Fence technologies give you business-grade audio quality with reduced background noise.

### Easy to use

Simplicity right out of the box. No need to guess if you are on mute, speakerphone, or headset<sup>1</sup>. These keys light up when selected. Instantly add co-workers to your call with 5-way local audio conferencing.

### Totally turnkey

Poly cloud management software makes these phones the smart choice. IT can easily monitor, manage, and maintain devices securely from the cloud with PDMS-SP and Poly Lens software.

#### Line keys

2 lines displayed; 8-line key assignments supported with pagination.

#### Headset compatibility

More Poly headset options with both RJ9 and 3.5 mm headset ports.<sup>1</sup>

#### Simple setup

Simplified network and provisioning with two-port Ethernet switch 10/100 Base-TX across LAN and PC ports. Zero touch provisioning means these phones are ready right out of the box. Power over ethernet (POE).

#### Go hands free

More productive calls with a hands-free speakerphone with proven acoustic echo cancellation and background noise suppression technology.

Datasheet

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## Specifications



### Display

**Panel technology:** Monochrome LCD  
**Display size (diagonal):** 2.8"  
**Display size (diagonal, metric):** 71 cm (2.8")

### Connectivity and communications

**External I/O ports:**  
 2 RJ-45 (10/100/1000BASE-TX Mbps)

### Battery

**Power features:**  
 Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 2)

### 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  
 Full-duplex handsfree speakerphone with acoustic echo cancellation and background noise suppression  
 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  
**Audio codecs:**  
 G.711 (A-law and  $\mu$ -law)  
 G.722  
 G.729AB  
 iLBC  
 OPUS

### Environmental

**Certifications and compliances:** AS/NZS 60950-1; Australia RCM; Brazil ANATEL; CAN/CSA C22.2 No. 62368-114EN 60950-1; CE Mark; CISPR22 Class B; EN 60950-1 & EN 62368-1; EN55024; EN55032 Class B; EN61000-3-2, EN61000-3-3; FCC Part 15 (CFR 47) Class B; ICES-003 Class B; IEC 60950-1 & IEC 62368-1; NZ Telepermit; ROHS compliant; Saudi Arabia CITC; So. Africa ICASA; UAE TRA; UL 60950-1 and UL 62368-1; VCCI Class B; China RoHS 2; ENERGY STAR; Indonesia SDPPPI; Mexico NOM ANCE; Russia CU  
**Operating humidity range:** 5 to 95%  
**Operating Temperature Range (Celsius) / Operating Temperature Range (Fahrenheit):** 0 to 40°C / 32 to 104°F  
**Storage temperature range (Celsius) / Storage temperature range (Fahrenheit):** -40 to 70°C / -40 to 158 °F  
**Energy star certified:** ENERGY STAR® certified

### Certifications

**Special features:**  
 Unicode UTF-8 character support  
 Adjustable desk stand (2 positions)  
 Wall mountable

### Applications supported

**Management software:**  
 Poly Lens  
 Poly Zero Touch Provisioning  
 Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management  
 Web UI to device IP address

### Security

**Security management:**  
 802.1X Authentication and EAPOL Media encryption via SRTP  
 Digest authentication  
 HTTPS secure provisioning  
 Encrypted configuration files  
 Password login  
 Transport Layer Security (TLS)  
 Support for signed software executables

### Network

**Supported network protocols:**  
 Administrator password protected  
 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  
 SIP signaling  
 RTCP and RTP support  
 IPv4  
 Provisioning and call server redundancy support  
 TCP  
 DNS-SRV  
 UDP  
**VoIP features:**  
 IETF SIP (RFC 3261 and companion RFCs)  
 Up to 8 SIP line registrations with pagination key

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## Specifications



### Headset and handset compatibility

#### Headset ports:

- 1 RJ-9
- 13.5 mm headset jack
- 1 Electronic Hook Switch (EHS) with optional APD-80 adapter

#### Headset and handset compatibility:

- Compatible with commercially available TTY adapter equipment
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids

### Telephony and call handling features

#### Telephony and call handling features:

- 4 context-sensitive soft keys
- 4 way navigation key cluster with center Select key
- 8 line keys (configurable, with pagination)
- Anonymous call indication
- Background Firmware Updates (TR-69 support)
- Block anonymous call
- Busy Lamp Field (BLF)
- Call forward on busy, on no answer, unconditional
- Call logs (200)
- Call progress tone generation
- Call return
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Caller ID enable/disable
- Daylight savings time support – worldwide
- Dialing from call logs
- Distinctive incoming call treatment/call waiting
- Distinctive ringtones
- Do not disturb function
- Electronic hook switch capable
- Enhanced call park
- Headset select key (illuminated when selected)
- Hold and transfer keys
- Home and back feature keys
- Local five-way audio conferencing
- Message Waiting Indicator (MWI)
- One-touch speed dial, redial
- Page Groups (10)
- Remote missed call notification
- Repeat dialing
- Shared call/bridged line appearance
- Speed Dialing (99 entries, E164 or URI)
- Call hold/resume, diversion (forward), transfer (consultation, blind), pickup
- Calling, called, connected party identification
- Call logs (missed, received, placed)
- 2 lines displayed
- 2 line keys with LED

### Weight and dimensions

- Product Primary Color: Black
- Package dimensions (Imperial): 10.63 x 9.92 x 2.52 in
- Package dimensions (metric): 17.6 x 16.3 x 4.4 cm
- Package weight (Imperial): 198 lb
- Package Weight (metric): 900 g
- Product number: 82M83AA

### Country of origin

- Country of origin: Made in China

### Warranty

- Poly standard one-year limited warranty

### What is in the box

- Console
- Desk stand/wall mount hardware
- Handset with handset cord
- Network (LAN) cable
- Safety information sheet
- Setup sheet with QR code to documentation and video
- Power supply unit (PSU)

### Key Selling Points Footnotes

<sup>1</sup> Poly headset sold separately.

### Technical Specifications Footnotes

<sup>1</sup> Most 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. <sup>2</sup> External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately).