# Poly Edge E220 IP Phone and PoE-enabled GSA/TAA (8F3G6AA)



## Overview

### 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 technology.

### Always-on reliability

The Poly Edge E220 IP desk phone is always-on, easy to use, secure, reliable, and stable. With everyday features at your fingertips, they're everything you want in an entry level or common area phone.

### Enterprise-quality sound

Our most versatile phones today, the Poly E220 offer quality audio with Poly HD voice. They reduce noise and distractions with Poly NoiseBlockAI and Acoustic Fence technologies.

# Features

### All the features you could ask for

Get fast access to features via the main 2.8” color display with a light status indicator and soft keys under the display. 4-line keys support up to 16 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[2] for your workstyle: Bluetooth®, USB, RJ9, or Electronic Hook Switch.

### Perfectly paired

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

### 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.

### Noise blocking technology

Eliminate distracting background noise with Poly Acoustic Fence and NoiseBlockAI technologies.

### Style meets functionality

Let the phone compliment your office layout with a 2-position stand and wall mount hardware included.

# Specifications

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| **Display Size (diagonal, metric)** | 7.1 cm (2.8") |
| **Display Size (diagonal)** | 2.8" |
| **Panel Technology** | Color IPS LCD |
| **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 phones 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 |
| **External I/O Ports** | 1 USB 2.0 Type-C® (for media and storage applications); 2 RJ-45 (10/100/1000BASE-TX Mbps) |
| **Package Dimensions (metric)** | 190 x 210 x 55 mm |
| **Package Weight (metric)** | 300 g |
| **Energy Star Certified** | ENERGY STAR® certified |
| **Special Features** | Unicode UTF-8 character support; Adjustable desk stand (2 positions); Wall mountable; Mobile phone pairing; Mobile phone contacts sync to phone |
| **Security Management** | 802.1X 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) |
| **Manufacturer Warranty** | Poly standard one-year limited warranty |
| **What Is In The Box** | Setup sheet; Console; Network (LAN) cable-CAT-5E; Desk stand; Handset cord; Wall mount hardware; Handset |

## Additional specifications

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| **Aspect Ratio** | 4:3 |
| **Audio Codecs** | G.711 (A-law and µ-law); G.722; G.729AB; iLBC; OPUS; G.722.1 |
| **Cartons Per Layer** | 10 |
| **Cartons Per Pallet** | 60 |
| **Certifications and Compliances** | AS/NZS 60950.1; AS/NZS 62368.1; Australia RCM; Brazil ANATEL; 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; ICES-003 Class B; IEC 60950-1 & IEC 62368-1; Israel MOC; Japan MIC/VCCI; Malaysia SIRIM; NZ Telepermit; Saudi Arabia CITC; Singapore IMDA; So. Africa ICASA; So. Korea KC; Taiwan NCC/BSMI; UAE TRA; UL 62368-1; Argentina ENACOM; Canada ICES; China RoHS 2.0; China SRRC; Eurasian Customs Union EAC; India WPC; Indonesia SDPPI; Mexico IFETEL and NYCE; UK - UKCA; USA FCC |
| **Color** | White; Midnight blue |
| **Display Features** | Lightbar status indicator (RGB with color mixing) |
| **ECCN** | 5A992 |
| **HTS Code** | 8517180020 |
| **Headset Ports** | 1 RJ-9; 1 Electronic Hook Switch (EHS) port for optional APP-51 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-TP.370 and TIA 504A standards; Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids; USB Type-C® headset support |
| **Layers Per Pallet** | 6 |
| **Management Software** | Poly Zero Touch Provisioning; Poly Lens; Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management; SDP |
| **Master Carton Dimension (imperial)** | 9.64 x 17.32 x 11.61 in |
| **Master Carton Dimension (metric)** | 24.5 x 44 x 29.5 cm |
| **Master Carton Weight (imperial)** | 10.42 lb |
| **Master Carton Weight (metric)** | 4.73 kg |
| **Multiple Order Quantity** | 5 |
| **Native Resolution** | 320 x 240 |
| **Operating Humidity Range** | 5 to 95% |
| **Operating Temperature Range (celsius)** | 0 to 40°C |
| **Operating Temperature Range (fahrenheit)** | 32 to 104°F |
| **Package Dimensions (imperial)** | 7.48 x 8.26 x 2.16 in |
| **Package Weight (imperial)** | 0.66 lb |

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|---|---|
| **Pallet Dimensions (imperial)** | 40 x 48 x 58.66 in |
| **Pallet Dimensions (metric)** | 101.6 x 121.9 x 149 cm |
| **Pallet Weight (imperial)** | 787.05 lb |
| **Pallet Weight (metric)** | 357 kg |
| **Power Features** | 13 W (maximum); Built-in auto-sensing IEEE 802.3af Power over Ethernet (Class 3)[2] |
| **Products Per Pallet** | 300 |
| **Products per Pallet Layer** | 50 |
| **Storage Temperature Range (celsius)** | -40 to 70°C |
| **Storage Temperature Range (fahrenheit)** | -40 to 160°F |
| **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; RTCP and RTP support; IPv4; IPv6; Provisioning and call server redundancy support; DNS-SRV; UDP; SIP protocol support; IETF SIP (RFC 3261 and companion RFCs) |
| **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; Voicemail key; Volume +/- control keys; Flexible line appearance (one or more line keys can be assigned for each line extension); 4 programmable line keys supporting up to 16 line key assignments for lines, contacts, and features with pagination[1] |
| **UNSPSC Code** | 43191511 |
| **VoIP Features** | 4 line keys supporting up to 16 SIP lines with pagination |
| **Wireless Technology** | Bluetooth® 5.0; NFC |

*[1] 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.*

*[2] External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately).*

# Services

## Communication & Collaboration

★ : Recommended

### Poly Support Services

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|---|---|
| 3 Year Poly+ Edge E220 IP Phone Service | **P86990312 ★** |
| 1 Year Partner Poly+ Edge E220 IP Phone Service | P86990160 |
| 1 Year Poly Elite Edge E220 IP Phone Service | E86990112 |
| 1 Year Poly+ Edge E220 IP Phone Service | P86990112 |
| 3 Year Partner Poly+ Edge E220 IP Phone Service | P86990362 |
| 5 Year HWR Extended Coverage Edge E220 IP Phone Next Business Day HSP Only | D86990COV |
| 5 Year Hardware Replacement Edge E220 IP Phone Next Business Day HSP Only | D86990DS5 |

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