

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 ¹. 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.¹

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 μ -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 SDPP; 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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Headset and handset compatibility

Headset ports:

- 1RJ-9
- 13.5 mm headset jack
- 1Electronic 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-TP.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, E.164 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

¹ Poly headset sold separately.

Technical Specifications Footnotes

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).