



Poly Edge B Series IP Phones

These release notes announce the release of the Poly Edge B Series IP Phones and provide important information on supported features.

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Introducing the Poly Edge B Series IP Phones



Poly introduces the Poly Edge B Series IP phones:

- Poly Edge B10
- Poly Edge B20
- Poly Edge B30

Poly Edge B Series IP phones with Poly Voice Software Lite (PVOS Lite) are monochromatic desktop phones. They are suited for all service provider and enterprise deployment environments, regardless of size, and are ideal for self-service installations—home users, small business owners, or corporate IT departments. You can manage and configure Poly Edge IP phones from the phone's local interface, the system web interface, Poly Device Management Service for Service Providers (PDMS-SP), or Poly Lens.

Comparing the Poly Edge B Series IP Phones

This section lists features that may be different or unavailable depending on the model you have.

Poly Edge B Series IP Phones Comparison

| Feature | B10 | B20 | B30 |
|---------------------------|------------|------------|------------|
| Line keys | 2 | 2 | 4 |
| Programmable line keys | 8 | 8 | 16 |
| Power over Ethernet (PoE) | No | Yes | Yes |

Poly Edge B Series IP Phones Features

Poly Edge B Series IP Phones include the following features:

- 2.8-Inch monochrome display
- Illuminated status bar, mute key, headset key, and speakerphone key
- Page navigation buttons to access up to four home screen pages
- Adjustable desk stand and wall mount options
- Fully programmable line keys and softkeys. Poly Edge B10 and B20 phones have two line keys, and Poly Edge B30 phones have four line keys.
- Programmable feature keys with preassigned functions and labels
- Support for standard SIP-based IP PBX and ITSPs/VSPs
- Six SIP accounts with universal inter- and intraservice two-way call bridging among the six accounts and the OBiTALK service
- Cloud management enabled via the PDMS-SP service with both a user portal and an ITSP partner portal
- Recursive digit maps and associated call routing (outbound and inbound)
- VoIP network management for endpoint devices and applications
- High-quality voice encoding using G.711, G.722, G.729, iLBC, and Opus codecs
- Background firmware updates and remote device management
- OPUS audio codec
- Five-way audio conferencing
- HD Voice with 150 Hz to 16 kHz audio
- Acoustic Fence

Release History

This section lists the release history of PVOS Lite 1.0.0.

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 1.0.0 | October 2021 | This is the first release of this product. |

Language Support

Poly Edge B Series IP phones support the following languages:

- Czech
- Danish
- Dutch

- English-UK
- English-US
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese-Brazil
- Russian
- Serbian
- Simplified and Traditional Chinese
- Slovenian
- Spanish
- Swedish
- Turkish

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 Polycom 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

| <i>Product</i> | <i>Tested Versions</i> |
|--|--|
| Blackwire 33xx and 52xx series headsets (via 3.5 mm connection only) | Blackwire 3300-M: rev5106 Blackwire C5200: rev193 |
| Encore Pro headsets with U10P amplifier cable | N/A |
| Savi 7200 and 8200 series wireless DECT headsets with APD-80 EHS adapter | Savi 7210: N/A Savi 8220: 3853 |

Known Issues

Known Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------------|-----------------|--|--|
| Conference Management | EN-212809 | When the phone uses the "Conference" option to dial out to an external conference bridge number, it uses the Voice Service SPx of the "PrimaryLine" configuration instead of the Voice Service SPx that is used for conference parties. These two Voice Services could be different in your setup. | Assign the commonly used Voice Service SPx as the PrimaryLine to ensure that it is not used for the Conference option. |
| Localization | EN-213963 | Some strings in the UI menu are only in English and are not localized in other languages. | No workaround |
| User Interface | EN-212561 | <p>When multiple Softkey pages are present and the phone updates the Softkey list after a user performs an action on Softkey page 2, the phone UI does not refresh the screen to show that the Softkey list is now on page 1. The user may then select an incorrect Softkey option after this update.</p> <p>For example, if the user selects the "Record Start" softkey on page 2 for the current call, the phone adds the "Record Pause" and "Record Stop" Softkey options. After this update, the phone UI shows the Softkey page 2 instead of the current page 1 list.</p> | Press the More (page) softkey at least once to refresh the softkey list to the correct page. |

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](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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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