

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Poly Edge E300** IP phone to register with **the PBX platform v7.6.0** — from installation through manual configuration and auto provisioning (TFTP, HTTP/HTTPS).

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model on the back of the phone
- **Firmware** — Version 8.2.3, checked via the phone's web interface
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release 7.6.0



Poly Edge E300 IP phone

CHECK PHONE FIRMWARE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Log in (factory default: `admin / admin`)
- 3 Login as **Admin** with the phone's password, open the **Home** tab — under **Phone Information**, the **Software Version** field shows the firmware

FIND PHONE IP ADDRESS

- 1 On the phone, navigate to **Settings** > **Status** > **System Information**
- 2 The address is displayed in the **IP Address** field

IDENTIFYING YOUR PHONE MODEL

The exact model information is printed on the back of each Poly phone. Models can have significantly different requirements and installation procedures — confirm you have the **Edge E300** before starting, or the setup may not complete successfully.

CHECK PBX VERSION

- 1 Log in to the PBX platform, navigate to **Settings** > **About**

```
Edition: Business, Release: 7 (251dc1c5), Running: 18.15.0-gc-c6df9197, Proxy v7 (4807ca1), API: 7
```

INSTALLATION

OPTION A – POWER ADAPTER

- 1 Connect the DC plug on the power adapter to the DC port on the phone, and the other end into an electrical outlet
- 2 Connect an Ethernet cable between the Internet port on the phone and a network port on your router or switch

OPTION B – POWER OVER ETHERNET (POE)

- 1 Connect an Ethernet cable between the Internet port on the phone and an available port on a PoE-compliant router or switch

NOTE: If using PoE, you do not need the AC adapter. Ensure the Ethernet cable and router/switch are PoE compliant.

RESET TO FACTORY SETTINGS

Not required for brand-new phones – but a must for any phone previously used.

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`, and log in (`admin` / `admin`)
- 2 Login as **Admin**, go to the **Utilities** tab and select **Phone Backup & Restore**
- 3 In the **Global Restore** section, click **Restore** – the phone resets and reboots automatically
- 4 Wait for the device to finish rebooting before continuing

MANUAL CONFIGURATION – UAD SETTINGS

- 1 Browse to the PBX platform, e.g. `http://192.168.1.10`, and log in with your e-mail address and password
- 2 Navigate to **Settings > UAD**
- 3 Make sure the Poly Edge E300 UAD is enabled – click the **Edit** icon for the Poly Edge E300
- 4 Set **Status** = **Active**, **Auto provisioning** = **No**, **DHCP** = **Yes**
- 5 Click **Save**

The screenshot shows the 'UAD Settings' configuration page. The 'Status' dropdown is set to 'Active', 'Auto provisioning' is set to 'No', and 'DHCP' is set to 'Yes'. The 'Save' button is highlighted.

UAD settings – manual configuration

WARNING: Do not unplug or remove power while the phone is updating firmware or configuration.

MANUAL CONFIGURATION – EXTENSION & REGISTRATION

CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Poly Edge E300, **Location** = Local or Remote > **Next step**

Local is for extensions registered on the LAN; **Remote** is for extensions registered from remote networks, WAN, Internet, etc.

REQUIRED EXTENSION FIELDS

- **Name** – e.g. John Smith
- **E-mail** – e.g. john.smith@yourdomain.com (receives all system notifications)
- **Department** – e.g. Sales

Click **Save**.

Creating the extension

REGISTER THE PHONE

- 1 Browse to the phone's IP and log in (`admin / admin`)
- 2 Go to **Settings** > **Lines**, click **Line 1**
- 3 **Display Name** – the Extension number
- 4 **Authentication User ID** – the Extension number
- 5 **Authentication Password** – the extension Secret
- 6 **Label** – the Extension number
- 7 **Server 1 > Address** – the PBX hostname or IP, e.g. `voip.yourdomain.com` OR `192.168.1.10`, e.g. `_%Z4M3*Ts9y7` (generated automatically for each new extension)
- 8 **Server 1 > Port** – `5060`
- 9 Click **Submit**, then **Reboot**. After the reboot, dial `*123` to verify.

AUTO PROVISIONING

1 UAD SETTINGS

- 1 Log in to the PBX platform, navigate to **Settings > UAD**
- 2 Click **Edit** for the Poly Edge E300, set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, click **Save**

2 CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Poly Edge E300, **Location** = Local or Remote > **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com
- **Auto Provisioning** — set to Yes
- **MAC Address** — from the back of the phone, e.g. 9CADEF123456

Click **Save**.

SERVER ADDRESS FORMATS

- **HTTP** — `voip.yourdomain.com/prov` or `192.168.1.10/prov`
- **HTTPS** — `voip.yourdomain.com/prov`
- **TFTP** — `voip.yourdomain.com` or `192.168.1.10`

HTTP is the recommended protocol type.

3 REGISTER VIA TFTP, HTTP, OR HTTPS

- 1 Browse to the phone's IP, log in (`admin / admin`) and press **Confirm**
- 2 Go to **Settings** in the upper navigation menu and choose **Provisioning Server**
- 3 Enter the auto-provisioning credentials into the **Server User** and **Server Password** fields
- 4 Set **Server Type** to HTTP, HTTPS, or Trivial FTP (HTTP recommended)
- 5 Enter the server address into the **Server Address** field — hostname or IP followed by `/prov` for HTTP/HTTPS (see formats at left)
- 6 Click **Submit**, then **Reboot** — provisioning runs during the reboot
- 7 Wait a couple of seconds for the configuration to update — **do not power off the phone**. The phone picks up its configuration from the PBX during the reboot. Dial `*123` to verify.

UAD settings — auto provisioning

Extension with auto provisioning

ADDITIONAL TEMPLATE & SUMMARY

ADDITIONAL CONFIGURATION TEMPLATE

To include additional UAD configuration for the Poly Edge E300, add fields to the **User Agent General Auto Provisioning Template** under **Settings > UAD > Poly Edge E300** — or add them directly to a single extension in its **UAD Auto Provisioning Template** section.



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PROVISIONING SUMMARY

After successful registration via any method, dial ***123** to verify. If registration fails:

- Verify the UAD is **Active** with the correct provisioning setting
- For auto provisioning: confirm the MAC address matches
- Confirm the phone can reach the PBX on the network
- Re-check the **Server Address** and credentials

FACTORY DEFAULTS AT A GLANCE

- Web login — admin / admin
- Firmware — 8.2.3
- Registration check — dial *123
- Provisioning path — /prov
- Recommended protocol — HTTP