

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Poly Edge E500** IP phone to register with the **PBX platform 6.7.3** — from installation through manual configuration, auto provisioning (DHCP, TFTP, HTTP/HTTPS), TLS, and BLF setup.



Poly Edge E500 IP phone

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model on the back of the phone
- **Firmware** — Version **8.1.0.12774**
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release **6.7.3**

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 The firmware version is displayed on the status page

FIND PHONE IP ADDRESS

- 1 On the phone, navigate to **Settings** > **Status**
- 2 The IP address is displayed on the screen

CHECK PBX VERSION

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

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Edition: Business, Release: 6.7.3 (387597b7),  
Running: 16.16.1-gc-c0d40968, Proxy v6.7.3  
(7009484), API: 6
```

INSTALLATION & UAD SETTINGS

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

NOTE: If using PoE, you do not need the AC adapter.

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

RESET TO FACTORY SETTINGS

Not required for brand-new phones — a **must** for any phone previously used.

- 1 Browse to the phone's IP, log in (`admin / admin`)
- 2 Navigate to factory reset and confirm
- 3 Allow time for the phone to reboot

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

MANUAL CONFIGURATION — UAD SETTINGS

- 1 Browse to the PBX platform, e.g. `http://192.168.1.10`, and log in
- 2 Navigate to **Settings > UAD**
- 3 Click the **Edit** icon for the Poly Edge E500
- 4 Set **Status** = `Active`, **Auto provisioning** = `No`, **DHCP** = `Yes`
- 5 Click **Save**

UAD settings — manual configuration

MANUAL CONFIGURATION — EXTENSION & REGISTRATION

CREATE THE EXTENSION

- 1 **Extensions** > **Add Extension** > UAD = Poly Edge E500,
Location = Local or Remote > **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com

Click **Save**.

Creating the extension

REGISTER THE PHONE (TWO STEPS)

STEP 1 — SERVICE PROVIDERS → PROFILE A

- 1 Browse to the phone's IP, log in (admin / admin)
- 2 Click **Service Providers**, select **Profile A**
- 3 In the **SIP** section:
 - **Proxy Server** — PBX hostname or IP, e.g. voip.yourdomain.com
 - **Registrar Server** — same as Proxy Server

STEP 2 — VOICE SERVICES → SP1 SERVICE

- 1 Click **Voice Services**, select **SP1 Service**
 - **X_DisplayLabel** — Extension number, e.g. 1003
 - **X_DisplayNumber** — same as Extension number
 - **AuthUserName** — Extension number
 - **AuthPassword** — the extension Secret
- Click **Submit**, then **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 E500, set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, click **Save**

UAD settings — auto provisioning

2 CREATE THE EXTENSION

REQUIRED EXTENSION FIELDS

- **Name / E-mail** — as before
- **Auto Provisioning** — set to **Yes**
- **MAC Address** — from the back of the phone

Click **Save**.

Creating the extension with auto provisioning

3A REGISTER VIA DHCP (OPTION 66)

- 1 Configure your DHCP router to use **option 66**. On boot the phone picks up its configuration. Dial ***123** to verify.

3B REGISTER VIA TFTP, HTTP, OR HTTPS

- 1 Browse to the phone's IP, log in as Admin
- 2 Go to **Settings > Provisioning Server**
- 3 Set **Server Type**: HTTP, HTTPS, or Trivial FTP (HTTP recommended)
- 4 Enter the **Server Address** (see formats below)
- 5 Enter auto-provisioning credentials in **Server User / Server Password**
- 6 Click **Submit**, then **Reboot**. Dial ***123** to verify.

SERVER ADDRESS FORMATS

- **HTTP** — `http://abc.yourdomain.com/prov` or `http://192.168.1.10/prov`
- **HTTPS** — `https://abc.yourdomain.com/prov` or `https://192.168.1.10/prov`
- **TFTP** — `tftp://voip.yourdomain.com` or `tftp://192.168.1.10`

TLS & BLF CONFIGURATION

USING TLS (HTTPS PROVISIONING)

If provisioning over HTTPS, install a certificate on the device:

- 1 Browse to the phone's IP, log in as admin
- 2 Navigate to the TLS / Security settings
- 3 Go to **TLS Platform Profile 1**
- 4 In the **CA Certificate** field, enter the URL to your certificate
- 5 Click **Install**, then **Submit**, then **Reboot**

CONFIGURE BLF (BUSY LAMP FIELD)

- 1 Log in to the PBX platform
- 2 On the **Extensions** page, click the **Edit** icon for the extension
- 3 Click **Advanced Options**
- 4 Under **Auto Provisioning** and **Presence**: set both to Yes , then **Save**
- 5 Click **Enhanced Services**
- 6 Check **Directory / BLF List** and click **Save**
- 7 Click **Directory / BLF List** **Edit**
- 8 Enter the user's Extension number and check the **BLF** box
- 9 Click **Save**