

# Poly CCX Business Media Phones

## CCX 400, CCX 500, CCX 505, CCX 600, and CCX 700

Announcing a new release of Poly Voice Software (PVOS) for Poly CCX business media phones. The build ID for all CCX models is 8.0.0.19946.

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**Important:** Starting with version 8.0.0, Poly Voice Software (PVOS) is the new name for Poly United Communications (UC) Software. PVOS is now used in all technical documentation for Poly CCX business media phones.

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## What's New in this Release

This release of PVOS 8.0.0 for the Poly CCX business media phones includes all the features and important fixes from previous software releases as well as the following new features:

- [A New Name: Poly Voice Software \(PVOS\)](#)
- [Improved Line Key Assignments](#)
- [Contact Support Menu](#)
- [License File Import from the System Web Interface](#)
- [System Web Interface Security Enhancements](#)
- [Minimized Reboot Parameters for Hotdesking](#)
- [Persistent Redial Button](#)
- [Web Proxy Improvements](#)
- [Zoom Phone Base Profile on CCX 400 and CCX 500](#)
- [Zoom Warm Transfer](#)
- [Microsoft Teams Version Update](#)

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly CCX business media phones for the best performance and experience.

### ***A New Name: Poly Voice Software (PVOS)***

Poly's CCX business media phones join the new Poly Edge E desk phone series, the Poly Trio C60 and the Poly Trio 8300 conference phones under a new software name to deliver a unified experience. The previous Unified Communications (UC) Software name began when video became part of the voice desktop experience. Poly has a growing portfolio of products offering a wide range of customized partner experiences spanning several operating systems, and Poly Voice Software (PVOS) brings together the best new features and communication enhancements from Poly in joint software releases.

Starting with version 8.0.0, Poly Voice Software (PVOS) is the new name for Poly UC Software. PVOS is now used in all technical documentation for the Poly CCX business media phones in this and all future releases.

### ***Improved Line Key Assignments***

After you enable the line key assignment feature, the default category of a line key is now **Any** instead of **Unassigned**. This enables the phone to display speed dials and other user-defined keys even when they aren't explicitly defined in the generated configuration file.

If there are unassigned functions after the phone processes its configuration file, the phone adds these functions one by one to blank line keys not explicitly categorized as **unassigned** in the following order:

- SIP Registrations
- EFK

- BLF
- Presence
- SpeedDial

## **Contact Support Menu**

A new **Contact Support** menu is available as a top-level element in the **Settings** menu that you can customize with text to convey how to contact support, contact hours, email addresses, and dialable contact numbers. Use the following parameters:

- `ui.menu.helpAndSupport.contact.enabled`
- `ui.menu.helpAndSupport.contact.hours.1`
- `ui.menu.helpAndSupport.contact.hours.2`
- `ui.menu.helpAndSupport.contact.hours.3`
- `ui.menu.helpAndSupport.contact.numbers.1`
- `ui.menu.helpAndSupport.contact.numbers.2`
- `ui.menu.helpAndSupport.contact.numbers.3`

## **License File Import from the System Web Interface**

You can now import license files from the system web interface in the same way that you import a configuration file.

## **System Web Interface Security Enhancements**

HTTP **Secure** cookie attribute.

## **Minimized Reboot Parameters for Hotdesking**

To improve the speed of hotdesking, this release removes the reboot requirement for several configuration parameters. You can now adjust the following parameters without requiring the phone to reboot:

- `acd.reg`
- `voIpProt.SIP.acd.signalingMethod`
- `feature.acdLoginLogout.enabled`
- `feature.acdAgentAvailability.enabled`
- `feature.acdServiceControlUri.enabled`
- `feature.acdPremiumUnavailability.enabled`

## **Persistent Redial Button**

The **Redial** button and menu selections now remain present after rebooting rather than appearing only after someone makes a call.

## Web Proxy Improvements

This release includes the following web proxy improvements:

- A web proxy username is no longer required.
- The `feature.wpad.basicAuth.enabled` parameter is now deprecated. The basic web proxy authentication using a username and password is now always available.
- You can now export web proxy logs from the system web interface on the **Diagnostics > Web Proxy Auto Discovery (WPAD) Status** page.
- Web proxy logging and diagnostics are now accessible as part of the exported **System Log** package and from the **WPAD** diagnostics page on the system web interface.

## Zoom Phone Base Profile on CCX 400 and CCX 500

The CCX 400 and CCX 500 now offer access to the Zoom Phone base profile in menus and from the system web interface. Hardware revision K or later is required.

## Zoom Warm Transfer

This release includes a Zoom warm transfer interoperability improvement.

## Microsoft Teams Version Update

The latest Teams APK version is integrated in this release.

## Poly CCX Supported Base Profiles

The following table lists the base profiles supported on each CCX phone model for this release. This applies to both OpenSIP and Teams models.

### Base Profiles Supported on CCX Business Media Phones in this Release

<i>Phone Model</i>	<i>Generic</i>	<i>Microsoft Teams</i>	<i>Zoom Phone</i>	<i>8x8 Work</i>	<i>Skype for Business</i>
CCX 400	Available	Available <sup>2</sup>	Available <sup>4</sup>	Not available	Not available <sup>3</sup>
CCX 500	Available	Available <sup>2</sup>	Available <sup>4</sup>	Not available	Not available <sup>3</sup>
CCX 505	Available	Available	Not Available	Not Available	Not Available <sup>3</sup>
CCX 600	Available	Available <sup>2</sup>	Available	Available	Not available <sup>3</sup>
CCX 700	Available	Available <sup>1</sup>	Available	Available	Not available <sup>3</sup>

<sup>1</sup> Although the Teams profile is available on the CCX 700, it is not supported by Microsoft.

<sup>2</sup> PVOS includes the Microsoft Teams base profile in every release; however, Microsoft support of a particular release may vary depending on the PVOS version currently in use by Microsoft via the Teams Admin Center.

<sup>3</sup> Support for Skype for Business has been deprecated in Version 7.3.0 and later. The Skype for Business base profile has been removed from menus, etc.; however, phones already in Skype for Business profile which are upgraded will remain in Skype for Business base profile for unsupported usage.

<sup>4</sup> Hardware revision K or later is required.

## ***Microsoft Teams Components***

The following table lists the component versions for the embedded Teams application on CCX 400, CCX 500, CCX 505, and CCX 600 business media phones.

For more information on this Teams version, see [What's new in Microsoft Teams](#).

### **Microsoft Component Versions for CCX Phones**

<i>Microsoft Component</i>	<i>Version</i>
Microsoft Teams	1449/1.0.94.2022062103
Microsoft Admin Agent	1.0.0.202205230848.product (v361)
Microsoft Intune Company Portal	5.0.5484.0

## Release History

This section lists the release history of PVOS 8.0.0 for the Poly CCX business media phones.

### Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
8.0.0	September 2022	<p>Maintenance release for Poly CCX business media phones. Includes the following features:</p> <ul style="list-style-type: none"> <li>• A New Name: Poly Voice Software (PVOS)</li> <li>• Improved Line Key Assignments</li> <li>• Contact Support Menu</li> <li>• License File Import from the System Web Interface</li> <li>• System Web Interface Security Enhancements</li> <li>• Minimized Reboot Parameters for Hotdesking</li> <li>• Persistent Redial Button</li> <li>• Web Proxy Improvements</li> <li>• Zoom Phone Base Profile on CCX 400 and CCX 500</li> <li>• Zoom Warm Transfer</li> <li>• Microsoft Teams Version Update</li> </ul>

## Security Updates

Please see the [Security Center](#) for information about known and resolved security vulnerabilities.

## 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.

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**Note:** 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 Poly Intraoperability Matrix.

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### Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Poly Clariti Core	10.1.0
Poly Clariti Edge	10.1.0

<b>Product</b>	<b>Tested Versions</b>
Polycom RealPresence Collaboration Server	8.9.2
Polycom RealPresence Group Series	6.2.2.7
Poly G7500	3.7
Poly Studio X30	3.7
Poly Studio X50	3.7
Poly Trio Series	7.2.0
Cisco Unified Communications Manager	12.5.1
Cisco Expressway Core	12.6.2
Cisco Expressway Edge	12.6.2
Cisco Webex DX80	9.13.1
Cisco TelePresence SX20	9.13.1
Cisco TelePresence SX80	9.13.1

## ***Cameras Supported with CCX 600***

CCX 600 business media phones support the following cameras (Generic and Zoom Phone base profiles only):

- Polycom EagleEye Mini USB camera (mounting kit sold separately)
- Polycom EagleEye IV USB camera

## ***Headsets Supported on CCX Phones***

- Poly Voyager 3200
- Poly Voyager 5200
- Poly Voyager 6200
- Poly Voyager 8200
- Poly Voyager Focus UC
- Poly Voyager Focus 2 UC
- Plantronics Blackwire 710 corded headset
- Plantronics Blackwire 3200 series
- Plantronics Blackwire 3300 series
- Plantronics Blackwire 5200 series
- Plantronics Blackwire 7225
- Plantronics Savi 7200 Series

- Plantronics Savi 7300 Series
- Plantronics Savi 8200 Series
- Plantronics EncorePro 510D (Adaptor DA90)
- Plantronics EncorePro HW720 (Adaptor DA80 and DA70)
- Plantronics EncorePro HW510 (Adaptor DA80 and DA70)
- Plantronics EncorePro 520 (only RJ9 support)
- Poly CS 530
- Plantronics MDA100 QD

## Resolved Issues

This section identifies the issues resolved in this release.

### Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Calling	VOICE-71725	The Teams in-call UI would disappear, and the Teams Home or Calls screen is displayed after placing an outgoing call.
Certificates	VOICE-71812	Certificate failed to generate after being downloaded successfully.
Hardware	VOICE-70252	A microbrowser opened when pressing a softkey for the first time after a reboot.
Login	VOICE-71737	CCX 505 is unable to log on to Teams when using a web proxy.
Networking	VOICE-71518	The DNS server can't resolve public addresses. This causes PHS updates not to work and Teams can't connect to the Company Portal and log in to Teams.
Networking	VOICE-22414	Setting the WiFi country of operation is not applied until the phone is manually rebooted.
Networking	VOICE-71538	Web Proxy when operating in Teams base profile does not work without a username/password.
Peripherals	VOICE-71282	EHS support for Plantronics headset has been fixed.
Provisioning	VOICE-69729	Sometimes the phone failed to establish a HTTPS connection with the ZTP server at startup.
Provisioning	VOICE-70119	Poly CCX phones configured with an unreachable provisioning server address may enter a reboot loop if the phone crashes due to repeated attempts to upload a core file.
User Interface	VOICE-70621	Phone will display Lines as default screen and gives an option to swipe Left to Go to Default Home screen.



<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Interoperability	VOICE-71992	EHS functionality is erratic and unstable on CCX phones that are operating in the Zoom Phone base profile.

## Known Issues

This section identifies the known issues in this release.

**IMPORTANT:** These release notes do not provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

### Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
User Interface	VOICE-71199	CCX phones using the Genband Global Address Book (GAB) clip the display of the Submit and View softkeys	No workaround.
Interoperability	VOICE-71117	Poly Lens dashboards show the private IP of a CCX phone as "unknown".	No workaround.
User Interface	VOICE-71081	When putting a call on hold, a small icon at the top of the CCX active call screen may be delayed in updating from the active call icon to the hold icon.	No workaround.
Software	VOICE-72293	The CCX 600 and CCX 700 can reach 20 simultaneous calls but they are unable to reach the 24 simultaneous calls that they are expected to reach (1 active call and 23 calls on hold).	No workaround.
Peripherals	VOICE-72273	The CCX 505 can reboot during an active call if a BT700 USB to Bluetooth headset adapter is connected to the phone, and the Bluetooth headset shuts down due to battery depletion.	Turn off the Bluetooth headset before the battery depletes.
Hardware	VOICE-71805	When operating the CCX 505 in the Generic base profile, the red mute LED may switch off during an active call while the user remains muted if the far-end user puts the call on hold and then resumes the call.	Press the mute key to disable mute and regain audio transmit or the far-end caller can hold and resume the call, which triggers the red mute LED to resynchronize with the mute state.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Interoperability	VOICE-71454	When the Microsoft Teams application on the CCX 500 is in continuous use for approximately three hours, the speaker, headset, and on-hook dialing can cease to function.	Restart your phone.
Hardware	VOICE-70941	When operating in the Microsoft Teams base profile, a number of CCX 400 phones manufactured after November 2021 may experience a black screen when the backlight intensity preference is set to its lowest level.	Perform a factory restart to recover the default backlight intensity settings.

## System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

### *Windows 11 Support*

Poly doesn't fully support use of this product with Windows 11 computers at this time.

## 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](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

## Privacy Policy

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