Poly CCX Business Media Phones

CCX 400, CCX 500, CCX 600, and CCX 700

Contents

What's New

Poly CCX 6.2.11 software is a release for OpenSIP and Skype for Business. These release notes provide important information on software updates, phone features, and known issues.

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Poly CCX Business Media Phones with OpenSIP

Poly introduces CCX business media phones that feature the flexibility of OpenSIP deployments. CCX 400 and CCX 500 phones support audio calls, while CCX 600* and CCX 700 phones support audio calls and OpenSIP video conferencing.

> **Important:** Poly CCX Business Media Phones with OpenSIP use the Generic base profile and don't support the Microsoft Teams or Skype for Business base profiles.
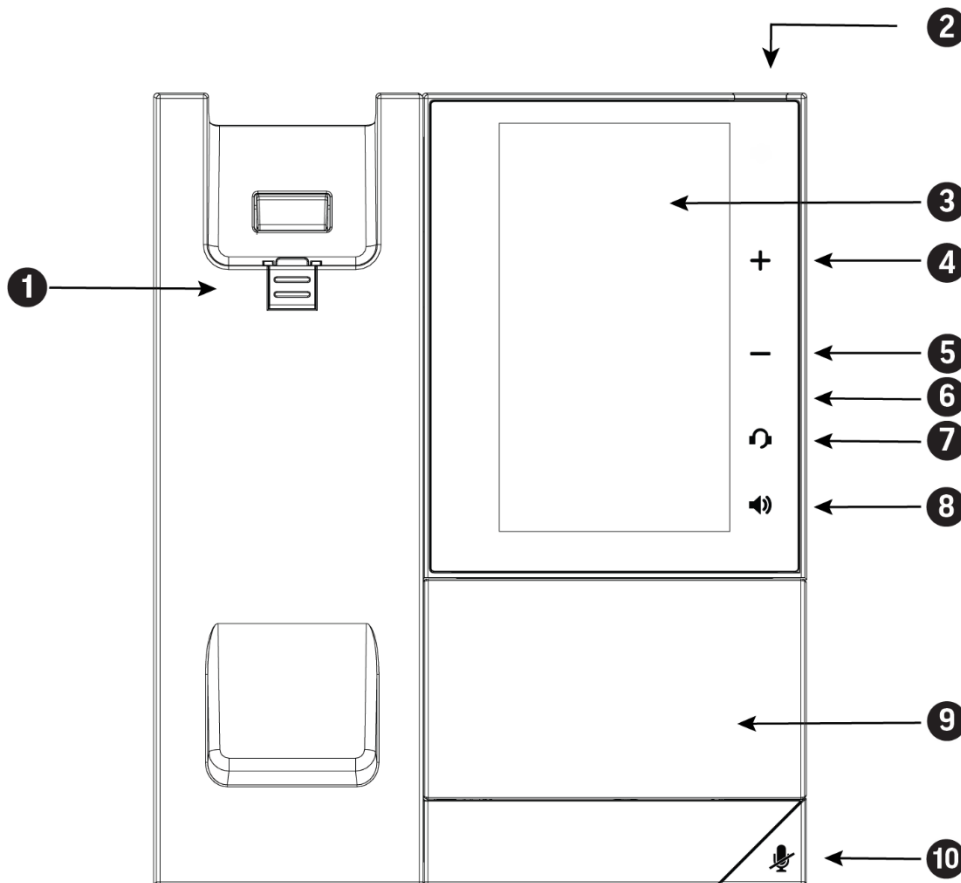
*Optional EagleEye Mini USB camera (required for video conferencing)

Poly CCX 400 Business Media Phones with OpenSIP

Poly CCX 400 business media phones provide the following features and capabilities:

- OpenSIP support
- Legendary sound quality
- 5-inch multi-touch LCD display

Poly CCX 400 business media phone with OpenSIP hardware
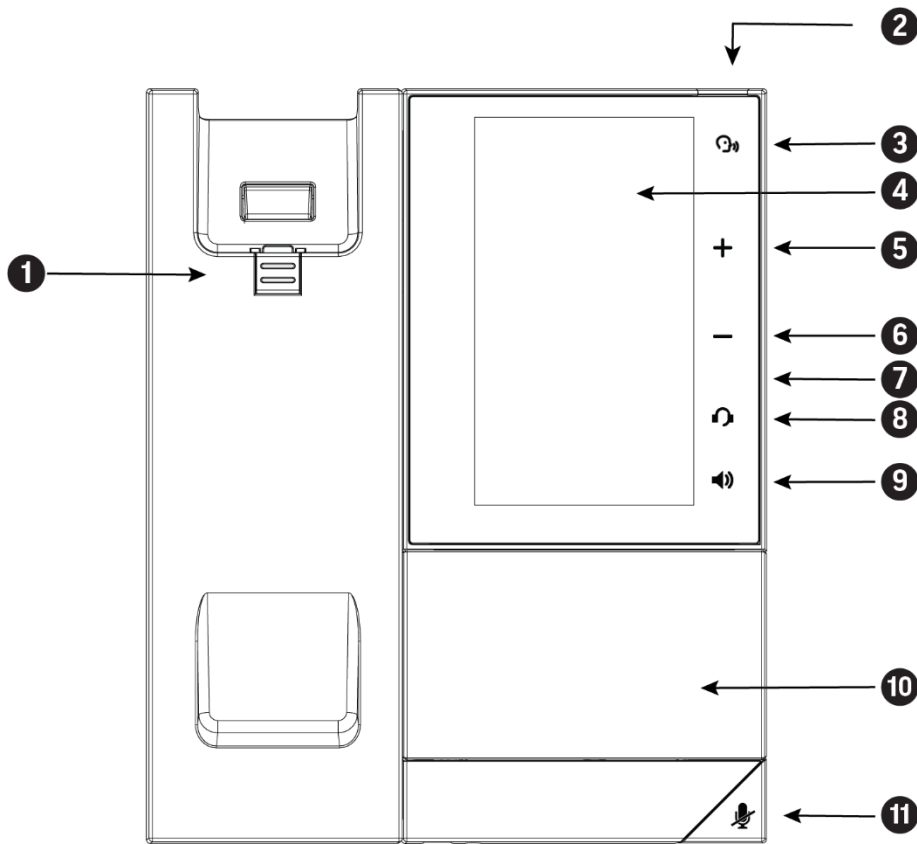
Poly CCX 400 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate when you have new messages.
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
4, 5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	CCX 400 phones contain one USB-A port. Provides USB connectivity for a USB flash drive or USB headset.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mutes local audio during calls and conferences.

Poly CCX 500 Business Media Phone with OpenSIP

Poly CCX 500 business media phones provide the following features and capabilities:

- OpenSIP support
- Legendary sound quality
- 5-inch multi-touch LCD display
- Integrated Bluetooth

Poly CCX 500 business media phone with OpenSIP hardware

Poly CCX 500 Phone Hardware Feature Descriptions

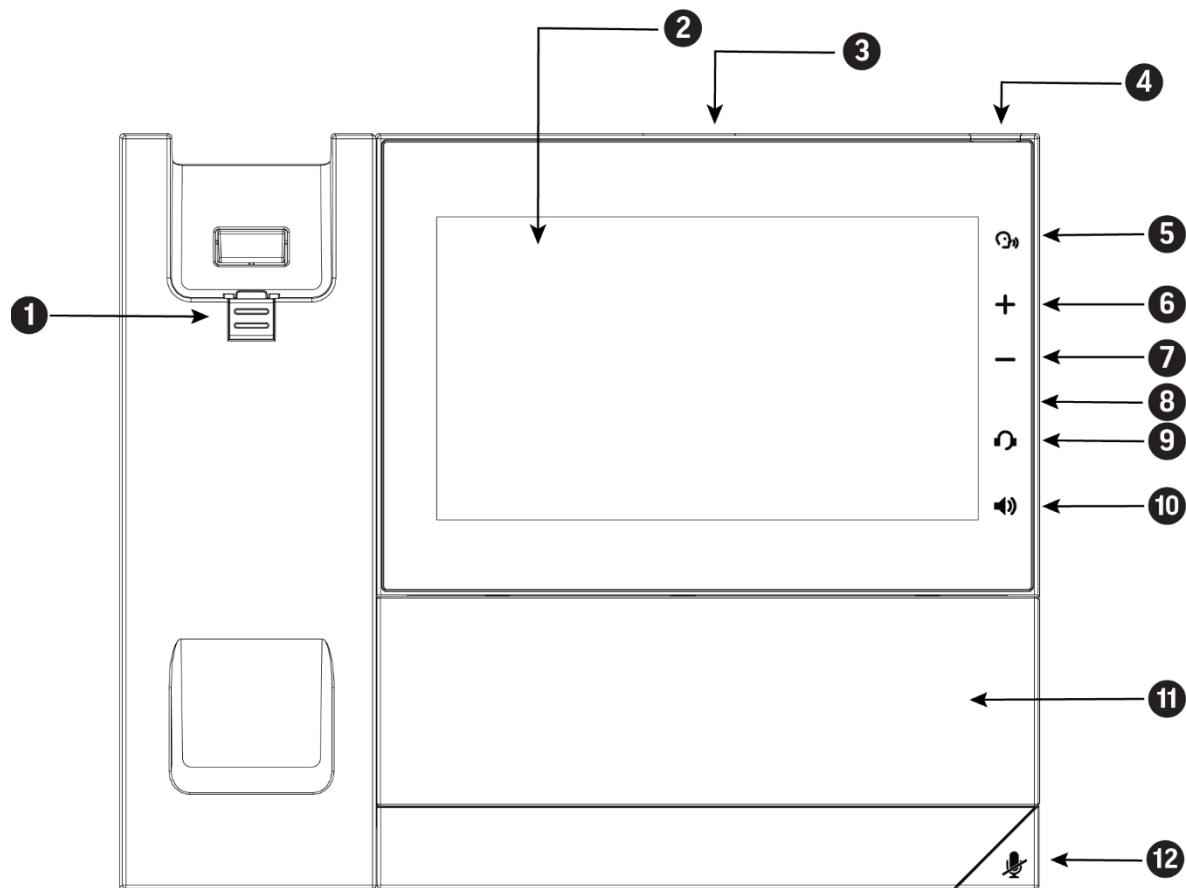| Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate when you have new messages.
3	Application command	Displays when the phone is powered on and the service is available. *Icon may vary* [🗣, 🚀].
4	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
5, 6	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
7	USB port(s)	CCX 500 phones contain one USB-A port and one USB-C port.
		Provides USB connectivity for a USB flash drive or USB headset.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mutes local audio during calls and conferences.

Poly CCX 600 Business Media Phone with OpenSIP

Poly CCX 600 business media phones provide the following features and capabilities:

- OpenSIP support
- Legendary sound quality
- 7-inch multi-touch LCD display
- Integrated Bluetooth
- Integrated Wi-Fi
- Optional EagleEye Mini USB camera (required for video conferencing)

Poly CCX 600 business media phone with OpenSIP hardware
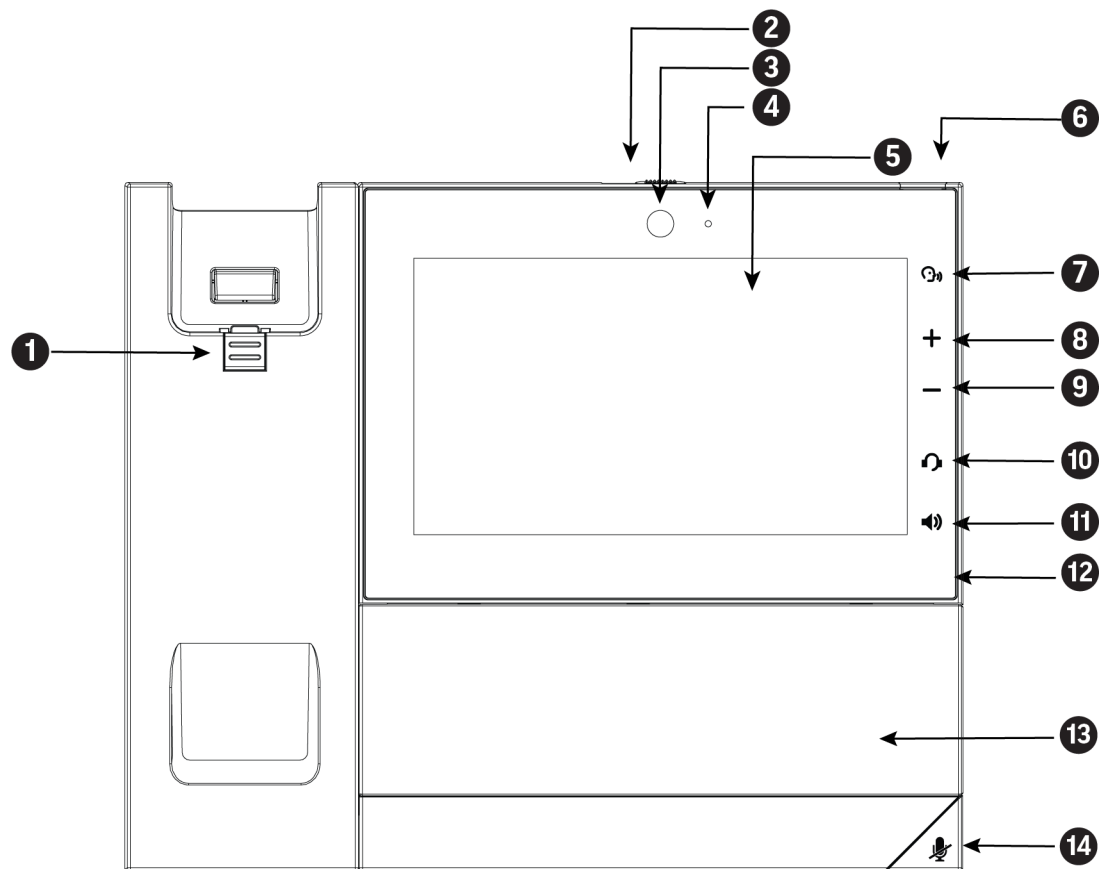

Poly CCX 600 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
3	Camera Port	Enables you to add an optional EagleEye Mini USB camera for near side video support.
4	Message waiting indicator	Flashes red to indicate when you have new messages.
5	Application command	Displays when the phone is powered on and the service is available. *Icon may vary* [🕹 , 🚀].

Reference Number	Feature	Feature Description
6,7	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
8	USB port(s)	CCX 600 phones contain one USB-A port and one USB-C port. Provides USB connectivity for a USB flash drive or USB headset.
9	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
10	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
11	Speaker	Provides ringer and speakerphone audio output.
12	Mute key	Mutes local audio during calls and conferences.

Poly CCX 700 Business Media Phone with OpenSIP

Poly CCX 700 business media phones provide the following features and capabilities:

- OpenSIP support
- Legendary sound quality
- 7-inch multi-touch LCD display
- Integrated Bluetooth
- Integrated Wi-Fi
- Integrated camera for video conferencing

Poly CCX 700 business media phone with OpenSIP hardware

Poly CCX 700 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Privacy shutter	Enables you to cover the camera lens.
3	Built-in camera	Enables you to send video during a video-enabled call.
4	Camera LED	Glows green when the camera is on and sending video. Glows amber when you are not sending video.
5	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
6	Message waiting indicator	Flashes red to indicate when you have new messages.

Reference Number	Feature	Feature Description
7	Application command	Displays when the phone is powered on and the service is available. *Icon may vary* [⌕, ✎].
8,9	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
10	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
11	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
12	USB port(s)	CCX 700 phones contain one USB-A port and one USB-C port.
		Provides USB connectivity for a USB flash drive or USB headset.
13	Speaker	Provides ringer and speakerphone audio output.
14	Mute key	Mutes local audio during calls and conferences.

Poly CCX 400 Phones Support UC Software

> **Important:** CCX 6.2.11 is not certified for Microsoft Teams. Do not upgrade your CCX phone until the software is certified and available in the Teams admin center.

Poly CCX 6.2.11 brings UC Software to CCX 400 business media phones.

Poly CCX 400 Phones Support Skype for Business

Poly CCX 400 business media phones will be certified for Skype for Business deployments.

Poly CCX 500 and CCX 600 Business Media Phones with Microsoft

> **Important:** CCX 6.2.11 is not certified for Microsoft Teams or Skype for Business on CCX 500 and CCX 600 phones. Do not upgrade your CCX phone to Teams until the software is certified and available in the Teams admin center.

Poly CCX 6.2.11 offers no new features or fixes for CCX 500 and CCX 600 phones.

Poly CCX 6.2.11 Supported Profiles

Important:	Poly CCX business media phones with OpenSIP do not suppor Microsoft Teams or Skype for Business base profiles.

Poly CCX 400, CCX 500, and CCX 600 phones are available for either Microsoft or OpenSIP deployments. Poly CCX 700 phones are available for OpenSIP deployments only.

CCX 6.2.11 Supported Profiles

Phone Model	Microsoft Teams	Skype for Business	OpenSIP
CCX 400 (Microsoft)	Yes (CCX 400 1.0.1 or previous)	Yes	No
CCX 400 (OpenSIP)	No	No	Yes
CCX 500 (Microsoft)	Yes (5.9.13 or previous)	Yes (5.9.13 or previous)	No
CCX 500 (OpenSIP)	No	No	Yes
CCX 600 (Microsoft)	Yes (5.9.13 or previous)	Yes (5.9.13 or previous)	No
CCX 600 (OpenSIP)	No	No	Yes
CCX 700 (OpenSIP)	No	No	Yes

California SB-327 Password Requirement Compliance

Note:	You can't use the default password (456) as the newly generated password.

Poly CCX business media phones meet California SB-327 password mandates by requiring administrators to generate a new password before granting access to the phone and the system web interface.

If you use centralized provisioning, you must include a new administrator password in your configuration.

Release History

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

Release History

Release	Release Date	Features
6.2.11	June 2020	Includes the following features: • UC Software support for CCX 400 phones with Microsoft. (Will be certified Skype for Business) (Not certified for Microsoft Teams) • Supports audio and video calling on CCX 600 and CCX 700 phones with OpenSIP.
5.9.13	May 2020	Maintenance release for CCX 500 and CCX 600 business media phones.
5.9.12	February 2020	Release for CCX 500 and CCX 600 business media phones.
1.0.0	December 2019	Initial release for CCX 500 business media phones.

Microsoft Teams APK Included in 6.2.11

Important:	CCX 6.2.11 is not certified for Microsoft Teams. Do not upgrade your CCX phone until the software is certified and available in the Teams admin center.

Security Updates

Refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

Download the Distribution Files

Poly recommends using the distribution file that corresponds to the phone model for your deployment. To match the correct software resource file to your phone model, see the table below titled "Understanding the Split ZIP Files". If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files for CCX 500, CCX 600, and CCX 700 is **6.2.11.1323**.

The current build ID for the sip.ld and resource files for CCX 400 is **6.2.11.1475**.

Understanding the Split ZIP Files

To understand the files distributed in the ZIP file, refer to the following table.

ZIP File Information

Distributed Files	File Purpose and Application
3111-49700-001.sip.ld	SIP application executable for Poly CCX 400 business media phones
3111-49710-001.sip.ld	SIP application executable for Poly CCX 500 business media phones.
3111-49770-001.sip.ld	SIP application executable for Poly CCX 600 business media phones.
3111-49740-001.sip.ld	SIP application executable for Poly CCX 700 business media phones
sip.ver	Text file detailing build-identifications for the release.
000000000000.cfg	Master configuration template file.
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name.
Welcome.wav	Startup welcome sound effect.
LoudRing.wav	Sample loud ringer sound effect.
Polycom-hold.wav	Sample ringer sound effect.
Warble.wav	Sample ringer sound effect.
polycomConfig.xsd	Master configuration file that contains the parameters and its values.

Language Support

The Poly CCX business media phone user interface includes native support for the following languages:

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France

- German, Germany

- Italian, Italy

- Japanese, Japan

- Korean, Korea

- Norwegian, Norway

- Polish, Poland

- Portuguese, Brazil

- Russian, Russia

- Slovenian, Slovenia

- Spanish, Spain

- Swedish, Sweden

Supported Devices for CCX Phones

Poly CCX phones support the following devices.

Cameras Supported with CCX 600

Poly CCX 600 business media phones support the following cameras:

- Polycom EagleEye Mini USB camera (Mounting kit sold separately)

Headsets Supported with CCX 400

Poly CCX 400 business media phones support the following headsets:

- Plantronics Blackwire C710

- Plantronics Blackwire 5220 series

- Plantronics Blackwire 3225 series

- Plantronics Blackwire 7225 series

- Poly CS 530

- Plantronics Savi 8220

Headsets Supported with CCX 500, CCX 600, and CCX 700

Poly CCX 500, CCX 600,and CCX 700 business media phones support the following headsets:

- Plantronics Voyager 8200 UC Bluetooth headset

- Plantronics Voyager 8200 UC USB headset

- Plantronics Voyager Focus UC B825 USB Headset & BT headset

- Plantronics Savi 8245 Office Wireless DECT Headset System

- Plantronics Blackwire 710 corded headset

- Plantronics Blackwire 5220 USB headset

- Plantronics Blackwire 3225 USB headset
- 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)
- Plantronics Savi 740 headset
- Plantronics Savi 420 headset (supports only Microsoft Teams)
- Plantronics Blackwire 725 USB headset
- Plantronics CS530 wireless headset
- Plantronics MDA220 headset switch
- Plantronics MDA100 QD

Resolved Issues

There are no resolved issues in this release.

Known Issues

The following table lists the known issues and suggested workarounds for this release and previous releases.

Note:	These release notes don't provide a complete listing of all known issues that are included in 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

Category	Issue ID	Description	Workaround
Calling	EN-172165	In a FECC-enabled video conference call, the FECC tab doesn't display on the FECC-enabled participant phone when the host leaves the call.	No workaround.
Calling	EN-171799	When you configure CCX phones for assured services, pressing **OK** doesn't close the preemptive call notification.	Close the notification using the **Home** button.
Calling	EN-179172	CCX phones don't display a BLF ringing indicator on the **Home** or **Lines** screen.	No workaround.
Calling	EN-176473	When you enable Broadsoft server-side recording and you start recording a call from a video-enabled CCX 600 or CCX 700 phone, the call disconnects.	No workaround.

Category	Issue ID	Description	Workaround
Calling	EN-179512	After a reboot, when you place or receive your first call, there is no ringtone or ringback tone.	No workaround.
Certificates	EN-179407	CCX phones don't support wildcard certificates sent by Zoom. When you enable common name validation, Zoom calls don't work.	Disable common name validation.
Configuration	EN-172474	Users can't select between ASCII, Latin, Katakana, Unicode, or Cyrillic keyboard encoding options.	No workaround.
Configuration	EN-175109	In the Teams device settings / headset menu, the control to enable headset AEC does not work until the next reboot. Additionally, after the next reboot the control to enable headset AEC still indicates that AEC is off, even though it is on.	Change the AEC enable in the device settings menu, then reboot.
Configuration	EN-172932	When you configure a CCX 600 or CCX 700 with a custom line icon, the icon is incorrectly overlaid on the line icon.	No workaround.
Configuration	EN-171035	Users can't select Chinese-Taiwan, Czech-Czech Republic, Hungarian, or Romanian system languages during the initial out-of-box setup process.	Set the phone's system language in **Basic > Preferences** after it starts.
Configuration	EN-179268	If you enable calendaring but don't sign in or if you set the `homeScreen.menuPageStyle="0"` parameter, a red dot displays on the **Setting** menu icon.	Do one of the following: • Disable calendaring. • Reset the `homeScreen.menuPageStyle` parameter. • Sign in to Exchange on the phone.
Configuration	EN-178244	When you upgrade a CCX 400 phone to software 6.2.11, the backlight timeout value changes to 1 minute.	Configure the timeout value in the **Settings** menu.
Configuration	EN-179578	If you sign in to Microsoft Exchange using web sign in, you must sign back in after you restart the phone.	Remove the Exchange URL from the configuration file.
Diagnostics	EN-172145	The phone can run two diagnostic processes simultaneously.	Wait until the first diagnostic process finishes before starting another one.

Category	Issue ID	Description	Workaround
Display	EN-172094	In the Skype for Business base profile, tapping the touchscreen doesn't wake the phone if it enters power-saving mode while it was in the **Wi-Fi** or **Bluetooth** menus.	Wake the phone using any of the phone's hard keys.
Display	EN-170518	The volume softkeys don't function correctly.	Use the **Volume Up** or **Volume Down** keys to adjust the phone's volume.
Display	EN-179543	A second mute icon displays on the screen when you mute a call.	No workaround..
Display	EN-179170	When you swipe between screens, the screen movement isn't smooth.	Swipe slower on the screen.
Display	EN-179132	CCX phones display the line address and not the line labeled below the line information.	No workaround.
Display	EN-178886	The lock icon displayed during a secure call is smaller than expected.	No workaround.
Display	EN-178885	BLF indicators on the screen display smaller than expected.	No workaround.
Display	EN-178476	The phone local interface includes text that looks like you can click, but you can't.	No workaround.
Display	EN-178268	CCX phones display a low memory message after you clear the message.	Ignore the warning and it disappears.
Display	EN-177555	When you transfer a call, the screen momentarily displays a blank screen.	No workaround.
Display	EN-176413	When the network is down and you access the **Web Sign-in** screen, you can't leave the screen by pressing **OK**.	Press the **Home** button.
Display	EN-176410	When you leave the **Web Sign-in** screen open for a long period of time, the key expires and you can't leave the screen by selecting **Cancel**.	Press the **Home** button.
General	EN-172478	The **Back** and **Home** softkeys shown during the initial setup screens don't function.	No workaround.
General	EN-179401	CCX phones don't detect the C320 USB headset after a reboot.	Unplug and plug the headset back in.

Category	Issue ID	Description	Workaround
General	EN-179269	If the network is down, pressing the **Hold** and **Resume** keys may cause the screen to go blank.	No workaround.
General	EN-178576	When you long-press the **Mute** key, the mute state toggles off and on.	Press the **Mute** key quickly.
General	EN-178141	If you enter Exchange login credentials through the local interface, you can't log in using web sign-in.	Remove your login credentials from the phone.
General	EN-177924	CCX phones request web sign-in credentials after connection to the network is restored.	Press the **Submit** button without entering your credentials.
General	EN-177698	CCX phones don't wake from power-saving mode using the volume buttons when the volume is either at the maximum or minimum level.	Press **Mute** or touch the screen to wake up the phone.
General	EN-175797	When you pair CCX phones with Windows, sometimes hands-free mode doesn't work through the computer.	No workaround.
Network	EN-171765	CCX phones don't connect to Wi-Fi networks with SSID if the phones have several SSID configurations and at least one is configured incorrectly.	Limit the phone to one Wi-Fi network with SSID or ensure that all SSID configurations are correct.
User Interface	EN-178302	The system web interface shows a JavaScript() error at the bottom left of the screen, shows the incorrect image for CCX phones without headsets, and reports the CCX 700 camera as **EagleEye Mini Camera: EagleEye** instead of **EagleEye Mini**.	No workaround.
User Interface	EN-177152	The download support package information may fail for CCX phones. The data is either not downloaded or is corrupted.	No workaround.
Video	EN-171998	Far end camera controls (FECC) don't work on CCX phones when they receive a transferred video call from a RedCom softphone client.	Hold then resume the call to enable FECC.
Video	EN-171086	In a video call, when a user closes the shutter, the far end sees a black screen instead of the video mute picture.	If a user closes the camera's shutter during a video call, the far end sees a black screen instead of the **Video Mute** screen.

Category	Issue ID	Description	Workaround
Video	EN-169145	Individual image adjustments to the camera settings, such as brightness and contrast, don't affect the camera preview.	After making an image adjustment, back out of the **Camera Settings** menu and go back in to see adjustment preview.
Video	EN-168599	If a user turns the camera off during a video call then puts the call on hold, the camera automatically turns back on when the user resumes the call.	Use the camera shutter to block video or turn the camera back off.
Video	EN-178304	In a video call, CCX phones send a `level_id` value in the SPS packets that is greater than the max specified in the `profile-level-id` attribute.	No workaround.
Video	EN-174392	When you reset the far-end zoom, CCX phones don't display the default percentage.	No workaround.
Video	EN-173595	During a conference call, when you enter the camera control screen, the camera settings icon is momentarily hidden.	No workaround.

System Constraints and Limitations

This section provides information on constraints and limitations when using Poly CCX business media phones.

- Better Together over Ethernet is only supported with Poly CCX business media phones provisioned for Skype for Business.
- USB ports on Poly CCX phones don't support device charging.

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 Polycom 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 Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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