Poly CCX Business Media Phones

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

Poly announces the release of CCX 6.2.22 for Poly CCX business media phones. The build ID for CCX 6.2.22 is **6.2.22.0185**.

Contents

What's New

Poly CCX 6.2.22 software is a release for OpenSIP, Skype for Business, and Microsoft Teams. It includes all the features of previous releases, important fixes, and an update to the Microsoft Teams application.

Poly CCX 6.2.22 Supported Devices

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

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

Supported Phone Profiles

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

Microsoft Teams Supported Components

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

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

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2020090206
Microsoft Admin Agent	1.0.0.202006290446.product
Microsoft Intune Company Portal	5.0.4867.0

Cameras Supported with CCX 600

CCX 600 business media phones support the following cameras (OpenSIP only):

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

Headsets Supported with CCX 400

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

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

Release History

The following table lists the release history of Poly CCX business media phones.

Release History

Release	Release Date	Features
6.2.22	October 2020	Maintenance release for CCX business media phones. Includes a new version for the Microsoft Teams application.
6.2.21	September 2020	Includes the following features: • Microsoft Teams enhancements • Support for shared content in video calls • FIPS 140-2 compliance support with OpenSIP
6.2.11	June 2020	Includes the following features: • UC Software support for CCX 400 phones with Microsoft. (Certified for 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.

Security Updates

Refer to the Poly Security Center for information about known and resolved security vulnerabilities.

Installation

Consider the following guidance when installing or updating to Poly CCX 6.2.22 software.

Update CCX 400 Phones from Version 1.0.0 or 1.0.1 to 6.2.22

Use a FAT32 formatted USB flash drive to update CCX 400 phones from version 1.0.0 or 1.0.1 to 6.2.22.

Important:	Don't use these instructions to update CCX 400 phones running CCX 6.2.11 or higher. These instructions are only for CCX 400 phones running CCX 400 1.0.0 or 1.0.1.

1. Download the CCX 400 update file (*CCX400-1.0.X_to_PolyUCS6.2.22.0185-USB-Upgrade.zip*) from the [Poly Online Support Center](#).

2. Rename the file to `fv_update.zip`.

3. Transfer the file to a FAT32 formatted USB flash drive.

4. Connect the USB flash drive to the CCX 400 USB port.

5. At the prompt, verify that the current version is one of the following:
   - `1.0.0.0200`
   - `1.0.1.0054`

6. Press **Update**.

   The update completes in approximately 10 minutes.

7. Once the update completes, press **OK**.

   The phone reboots and displays the phone setup wizard.

8. Change the administrator password and complete the setup wizard.

9. Sign in to Teams.

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 [Split ZIP Files](#) table. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

Understanding the Split ZIP Files

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

Split ZIP Files

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	Primary configuration template file.

Distributed Files	File Purpose and Application
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the 0s (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	Primary 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

Resolved Issues

The following table lists resolved issues in this release for CCX phones.

Note:	These release notes do not provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.

Resolved Issues

Category	Issue ID	Description
Interoperability - Microsoft	EN-185989	Calls you pick up from a Microsoft Teams response group disconnect at some point if there are other calls waiting in the queue.

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
Audio	EN-186611	The speaker volume is low even though it's set to max.	No workaround.
Audio	EN-188509	On CCX phones running OpenSIP, the mute LED is out of sync when a call answered on a paired Bluetooth headset is muted and then moved to speakerphone.	No workaround.
Hardware	EN-186726	If you reboot the phone with a USB headset attached to it, the phone answers the first call in hands-free mode.	No workaround.
Interoperability - Microsoft	EN-186699	In Microsoft Teams, the lock screen reappears after unlocking the phone.	No workaround.

System Constraints and Limitations

This release includes the following 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 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.

Privacy Policy

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