



Poly CCX Business Media Phones

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

Poly announces the new release of Poly Unified Communications (UC) Software 7.0.3C for Poly CCX business media phones.

The build ID for UC Software 7.0.3C for CCX is **7.0.3.0515**.

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What’s New

Poly CCX UC Software 7.0.3C is a release for OpenSIP, Skype for Business, and Microsoft Teams. These release notes include information on important field fixes.

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.

Poly CCX Supported Base Profiles

Poly CCX 400, CCX 500, and CCX 600 business media phones can be used with any base profile. Poly CCX 700 business media phones are available for OpenSIP deployments only.

Base Profiles Supported on CCX Business Media Phones

Phone Model	Skype for Business	Microsoft Teams	OpenSIP
CCX 400 (Microsoft)	Supported	Supported	Supported
CCX 400 (OpenSIP)	Supported	Supported	Supported
CCX 500 (Microsoft)	Supported	Supported	Supported
CCX 500 (OpenSIP)	Supported	Supported	Supported
CCX 600 (Microsoft)	Supported	Supported	Supported
CCX 600 (OpenSIP)	Supported	Supported	Supported
CCX 700 (OpenSIP)	Not supported	Not supported	Supported

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	1449/1.0.94.2021051303
Microsoft Admin Agent	1.0.0.202103160138.product (256)
Microsoft Intune Company Portal	5.0.5088.0

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
- Plantronics Savi 8220
- Poly CS 530

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

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

- Poly Voyager 8200 UC Bluetooth headset
- Poly Voyager 8200 UC USB headset
- Poly Voyager Focus UC B825 USB Headset & BT headset
- 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 MDA100 QD

Release History

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

Release History

Release	Release Date	Features
7.0.3C	July 2021	Maintenance release for Poly CCX business media phones
7.0.3B	June 2021	Maintenance release for Poly CCX business media phones that includes: <ul style="list-style-type: none"> • Support for Microsoft Teams 2021 Update #2A (Teams app version: 1449/1.0.94.2021051303)
7.0.3	April 2021	Maintenance release for Poly CCX business media phones

Release	Release Date	Features
7.0.2	April 2021	Maintenance release for Poly CCX business media phones <ul style="list-style-type: none">Support for Microsoft Teams 2021 Update #1 (Teams app version 1449/1.0.94.2021022403)
7.0.1	March 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none">Zoom Phone Support on Poly CCX business media phones
7.0.0	February 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none">All CCX 400, CCX 500, and CCX 600 business media phones support the ability to switch base profilesImportant field fixes

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 UC Software 7.0.3C for Poly CCX software.

Upgrade CCX 400 Business Media Phones from Version 1.0.0 or 1.0.1 to 6.2.23 or Later

Use a FAT32 formatted USB flash drive to upgrade CCX 400 business media phones from version 1.0.0 or 1.0.1 to version 6.2.23. You can then upgrade the software again to this release version.

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

To upgrade CCX 400 business media phones from version 1.0.0 or 1.0.1 to 6.2.23:

- 1 Download the upgrade file (Poly_UC_Software_1.0.x_to_6.2.23.0396_CCX400_release_sig.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 and connect the USB flash drive to the CCX 400 USB port.
- 4 At the prompt, verify that the current version is one of the following:
 - 1.0.0.0200
 - 1.0.1.0054

5 Press Update.

The upgrade completes in approximately 10 minutes.

6 Once the upgrade completes, press OK.

The phone reboots and attempts to connect to a provisioning server. If the phone doesn't connect to a provisioning server, it displays the out-of-box setup screen.

7 Change the administrator password and complete the setup wizard.

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're 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.
sip.ver	Text file detailing build-identifications for the release.
000000000000.cfg	Primary configuration template file.
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 their values.

Language Support

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

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Resolved Issues

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

Note: These release notes don't 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	Found in Release	Description
Audio	EN-201478	7.0.2	If the phone receives an incoming call while in an active call using either a headset or the handset, the active call's audio switches to the speakerphone.
Calling	EN-202367	7.0.2	Poly CCX business media phones may occasionally not play a dial tone when placing a call. This doesn't affect the ability to successfully place the call.
Configuration	EN-195408	6.2.23	Poly CCX 400 business media phones display time in GMT when using third-party call applications like Microsoft Teams.
Configuration	EN-200657	7.0.1	Poly CCX 600 and CCX 700 business media phones don't include BSSID information when providing the HELD location query to the SIP server during registration.
Device Management	EN-200094	7.0.2	You can't use screen capture after enabling it in the Device Settings administrator menus or Teams Administration Center.
Device Management	EN-201597	7.0.2	Screen capture doesn't work after enabling it using the local interface menus.
Interoperability	EN-193075	7.0.3	The phone may fail to log in to Teams with web proxy configured and the PAC file URL—explicitly provided or received via Web Proxy Auto Discovery—specified in the FQDN notation.
Interoperability	EN-201439	7.0.2	Sometimes in Microsoft Teams when a user lifts a handset or presses the speakerphone or headset button, the phone doesn't display a dialpad and the dial tone stops after a few seconds.
Logs	EN-197504	7.0.2	Intermittently, executing a <code>l fu</code> command on CCX 400 and CCX 500 phones doesn't update the boot server with the latest system logs. The <code>mac-plcmsyslog.tar.gz</code> file's timestamp updates, but it only contains log files several days old.
Network	EN-198822	6.2.23	When you configure the phone with Web Proxy Auto Detection and it receives the PAC file via DHCP option 252 from the DHCP server, the phone doesn't display a sign-in page for the user to log in.
Network	EN-199438	7.0.0	On Poly CCX 600 and CCX 700 business media phones, setting a static IP address in the local interface or in the system web interface doesn't set the IP address on the phone, and the phone doesn't connect to the network. You can't ping the phone, and you can't access the system web interface.
Network	EN-203293	7.0.2	802.1X encryption doesn't function properly when used with an Ethernet port network connection.
Provisioning	EN-201295	6.2.22	Poly CCX business media phones use hard-coded values for the OU and L fields in SCEP.

Category	Issue ID	Found in Release	Description
Software Updates	EN-201302	6.2.23	Poly CCX 400 business media phones switch to development mode following an upgrade from 1.X software to UC Software version 6.2.X, preventing the phones from loading later Poly releases.

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	Found in Release	Description	Workaround
Hardware	EN-207665	7.0.3	If the user changes the display backlight from its default values while running the Teams base profile then changes to a different base profile, the backlight level from the Teams base profile remains set in the new base profile.	Reset the display backlight setting in the new base profile.
Network	EN-207439	7.0.3	With some Wi-Fi access points, the phone incorrectly detects a duplicate IP address in use during the DHCP address assignment phase. This results in the phone not accepting its assigned IP address, and the phone doesn't connect to the Wi-Fi network.	No workaround.
User Interface	EN-207281	7.0.3	Text may overlap in some of the graphs found in Settings > Status > Graphs .	No workaround.
User Interface	EN-207440	7.0.3	On CCX 400 phones using 802.1X authentication, the phone incorrectly displays the EAP method as <i>Unknown</i> under Status > Network > 802.1X Auth .	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 (BToE) is only supported with CCX business media phones provisioned for Skype for Business.
- USB ports on CCX business media 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 [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 with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

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