Poly CCX Business Media Phones

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

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

The build ID for UC Software for CCX is **7.2.1.2186**

Contents

What's New

This release of UC Software for OpenSIP includes all the features and important fixes of the previous 7.2.1 release as well as:

- Support for [CCX 500, Incorrect Software Reported Rev Code](#)

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.

CCX 500, Incorrect Software Reported Rev Code

Due to a manufacturing error, several batches of CCX 500 Business Media Phones display revision K or later on the shipping box and the console label, however the revision letter reported by the circuit board to software is revision A.

For information on impact to users and any mitigating steps needed, please refer to Engineering Advisory 70617 at [POLY ENGINEERING ADVISORIES AND TECHNICAL NOTIFICATIONS](#).

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

Phone Model	Generic	Microsoft Teams	Zoom Phone	8x8 Work	Skype for Business
CCX 400	Supported	Not supported	Not supported	Not supported	Not supported
CCX 500	Supported	Not supported	Not supported	Not supported	Not supported
CCX 600	Supported	Not supported	Supported	Supported	Not supported
CCX 700	Supported	Not supported	Supported	Supported	Not supported

Microsoft Teams 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 version, see [What's new in Microsoft Teams](#).

Important:	Poly doesn't support Microsoft Teams in this release.

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.96.2022041102
Microsoft Admin Agent	1.0.0.202112100118.product (v322)
Microsoft Intune Company Portal	5.0.5304.0

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 5200 series
- Plantronics Blackwire 7225
- Plantronics Savi 7200 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

Release History

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

Release History

Release	Release Date	Features
7.2.1	June 2022	Maintenance release for Poly CCX business media phones
7.2.1	February 2022	Maintenance release for Poly CCX business media phones that includes: • Support for Microsoft Teams version 1449/1.0.94.2022020202 • Support for 8x8 Work on CCX 600 and CCX 700 • HTTP-Enabled Location Discovery Enhancements • USBOptimized Base Profile Default Parameter Settings Update • SCEP Certificate Signing Request Updates
7.1.4	December 2021	Maintenance release for Poly CCX business media phones • Support for Microsoft Teams version 1449/1.0.94.2021112302
7.1.3	November 2021	Maintenance release for Poly CCX business media phones • Support for Microsoft Teams version 1449/1.0.94.2021101205
7.2.0	November 2021	OpenSIP-only release that includes the following: • USB Features on CCX Phones • Switching Call Applications on CCX Phones • Basic Authentication for Web Proxy • STIR/SHAKEN Call Validation • Media Security Negotiation
7.1.2		This release number was skipped and never released.
7.1.1	June 2021	Maintenance release for Poly CCX business media phones that includes: • CCX 600 and CCX 700 as a Zoom Phone Appliance
7.1.0	June 2021	OpenSIP-only release that includes important field fixes and the following: • USB Audio Support on CCX Phones
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 • Support for Microsoft Teams version 1449/1.0.94.2021022403
7.0.1	March 2021	OpenSIP-only release that includes the following: • Zoom Phone Support on Poly CCX business media phones
7.0.0	February 2021	OpenSIP-only release that includes the following: • All CCX 400, CCX 500, and CCX 600 business media phones support the ability to switch base profiles • Important field fixes

Security Updates

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

Products Tested with This Release

Poly tests CCX business media phones with other products. The following list indicates only the products tested for compatibility with this release and isn't a complete inventory of compatible equipment.

Update all your Poly devices with the latest software before contacting Poly support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Poly Interoperability Matrix in Service Policies at the Poly Online Support Center.

Products Tested with This Release

Product	Tested Versions
Poly Clariti Core	10.1.0
Poly Clariti Edge	10.1.0
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

Product	Tested Versions
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

Resolved Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

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	Description
Hardware	VOICE-70569	Factory Build CCX 500 revK units showing wrong part number revision
Nework	VOICE-70142	CCX is not sending an EAPOL Logoff message on behalf of a PC port connected computer when that computer is disconnected

Known Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

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

There are no known issues in this release.

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 using 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.

- 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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