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 **7.2.1.1707**.

Contents

Change to Issue IDs

Known and resolved issue IDs for Poly phones no longer use the *EN* prefix. Issue IDs now have the format *VOICE-XXXXX*. Note that the issue ID numbers also reset when moved to the new prefix category.

What's New

Poly CCX UC Software 7.2.1 is a release for OpenSIP, Microsoft Teams, Skype for Business, and Zoom. These release notes include information on important field fixes and the following new features:

- Microsoft Teams Update
- 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

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.

Microsoft Teams Update

This release supports Teams app version 1449/1.0.94.2022011305 for Poly CCX 400, CCX 500, and CCX 600 business media phones. For more information, see What's new in Microsoft Teams.

Support for 8x8 Work on CCX 600 and CCX 700

Poly CCX 600 and CCX 700 business media phones now support the 8x8 Work call application.

You must have existing service with 8x8 to use this base profile. Set the base profile on the phone, then use the 8x8 device management server to set up and manage the 8x8 Work application.

For specific information on 8x8 Work, see 8x8 Work Support.

Set the Base Profile to 8x8 Work with a Configuration File

Use configuration parameters to set the base profile to 8x8Work on phones configured using a provisioning server.

To set the base profile to 8x8 Work with a configuration file:

» Set the following parameters:

➢ `device.set="1"`
➢ `device.baseProfile.set="1"`
➢ `device.baseProfile="8x8Work"`

Set the Base Profile to 8x8 Work from the Local Interface

Set the 8x8 Work base profile directly from the phone's local interface.

To set the base profile to 8x8 Work from the local interface:

1 Go to **Settings > Advanced > Administration Settings > Network Configuration > Base Profile**.

2 Select **8x8 Work**.

3 Select the back arrow twice and save the configuration.

The phone reboots into the 8x8 Work base profile.

Set the Base Profile to 8x8 Work from the System Web Interface

Set the 8x8 Work base profile from the phone's system web interface.

To set the base profile to 8x8 Work from the system web interface:

1 In a web browser, enter the phone's IP address.

2 Select the **Admin** radio button, enter your administrator password, and select **Submit**.

3 Go to **Simple Setup > Base Profile**.

4 Select **8x8 Work** from the drop-down menu.

5 Select **Save**.

6 Select **Yes** to save the configuration changes.

The phone reboots into the 8x8 Work base profile.

HTTP-Enabled Location Delivery Enhancements

This release provides enhancements to the handling of HTTP-Enabled Location Delivery (HELD) requests. These HELD enhancements help emergency dispatchers determine the phone's most up-to-date location during an emergency call. The enhancements in this release are enabled by default and require no further configuration.

HELD requests now include the phone's user-agent string. HELD requests also support the `<locationUriSet expires>` attribute to provide the exact date and time the phone must reconnect to refresh its location data.

The phone defaults to a 24-hour HELD refresh interval and ignores the `expires` attribute if:

● It can't calculate an expiration interval due to an error.

● It doesn't have an SNTP connection.

● The calculated expiration interval is greater than 48 hours.

If any HELD refresh request fails to receive a response, the phone doesn't clear any locations from its memory. Instead, it uses the last successful location received to ensure it always has location data and retries the HELD refresh using the value set in the **feature.E911.locationRetryTimer** parameter.

USBOptimized Base Profile Default Parameter Settings Update

This release contains updated default settings in the USBOptimized base profile for the following parameters:

`dialplan.x.digitmap.timeOut`

Set the time, in seconds, the phone waits to collect digit input before placing a call when the phone is off-hook.

USBOptimized Setting – 4 (default)

0 to 100 seconds

Change causes the system to restart or reboot.

`dialplan.userDial.timeOut`

Set the time, in seconds, the phone waits for digit input before placing a call when the phone is on-hook.

USBOptimized Setting – 0 (default)

0 to 99 seconds

SCEP Certificate Signing Request Updates

You can now configure the phone's **Locality (L)** and **Organizational Unit (OU)** fields for CSR generation from the phone's system web interface in **Settings > SCEP > Distinguished Name**.

If you leave the `SCEP.csr.commonName` parameter with the default **null** setting, the phone now automatically uses its MAC address for the common name (CN) when it generates a CSR.

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	Supported	Not supported	Not supported	Supported
CCX 500	Supported	Supported	Not supported	Not supported	Supported
CCX 600	Supported	Supported	Supported	Supported	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.

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022011305
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 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
7.2.1	February 2022	Maintenance release for Poly CCX business media phones that includes: • Support for Microsoft Teams version 1449/1.0.94.2022011305 • 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
7.0.2	April 2021	Maintenance release for Poly CCX business media phones • Support for Microsoft Teams version 1449/1.0.94.2021022403

Release	Release Date	Features
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.

Installation

Consider the following guidance when installing or updating to UC Software 7.2.1 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.
`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.
`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

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

Product	Tested Versions
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

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
Application	VOICE-59445	On CCX 400 phones, if a user enables and disables phone lock and then reboots the phone, sometimes the phone gets stuck at a screen that displays the "CCX is starting" message.
Audio	VOICE-54762	CCX phones produce a faint hissing sound from the handsfree speakerphone while in the idle state.
Configuration	VOICE-7549	The Message Waiting Indicator may disable if you clear the `attendant.uri` configuration, and then add it back in.

Category	Issue ID	Description
Hardware	VOICE-68549	On CCX 400 phone hardware revision "M" and later, the device serial number displayed in the Microsoft Endpoint Manager (Intune) dashboard after a Teams user signs in displays as all zeroes instead of the device's serial number.
Interoperability	VOICE-59454	When in the Teams base profile, the phone lock screen displays the error message *No internet. Emergency calls not supported* following a phone reboot.
Interoperability	VOICE-68289	Occasionally, CCX phones in the Microsoft Teams base profile may drop incoming calls when users answer them. This can occur when the Teams call application doesn't respond to off-hook notifications from the phone hardware.
Peripherals	VOICE-68556	If you answer a call with the phone's handset or speakerphone then switch the call audio to a headset, and then you receive and decline an incoming call during the active call, the audio output device switches back to whichever device you used to answer the original call.
User Interface	VOICE-67169	The **Hold** button is unavailable when using a CCX phone in the Skype for Business base profile as a USB audio device on a connected computer.
User Interface	VOICE-67202	The user interface becomes unresponsive after exiting the phone's web browser.
User Interface	VOICE-67572	Some CCX phones don't display the **Recent Calls** button in the Generic base profile.
User Interface	VOICE-67885	If a CCX 500 receives an incoming call in low power mode and a user answers it, the call controls interface takes 7-8 seconds to display.
Video	VOICE-7764	Some kinds of fluorescent lighting may cause flickering in video calls on CCX 700 phones while in the Zoom Phone base profile.

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

Category	Issue ID	Description	Workaround
Calling	VOICE-68161	On CCX 500 phones with the Microsoft Teams base profile, the first outgoing call after the phone reboots doesn't play a ringback tone or illuminate the headset and handsfree icons until after the call connects. All subsequent calls work as expected.	No workaround.
Interoperability	VOICE-68487	CCX phones in the USB Optimized base profile don't support use with MacOS.	No workaround.
Monitoring	VOICE-67858	The remote packet capture diagnostic feature on CCX 600 and CCX 700 phones causes a reboot if used during a video call.	No workaround.
Peripherals	VOICE-67894	If the far end caller puts a CCX 400 phone with a headset connected to the RJ-9 port on hold, the phone may automatically switch to handsfree speaker mode when the far end caller resumes the held call.	If this occurs, manually set the call audio output back to the headset by pressing the headset button.
Peripherals	VOICE-67966	If you pair a Bluetooth headset during an active call using the handsfree speaker, the phone doesn't automatically switch over to the connected headset.	Power cycle the Bluetooth headset or manually switch to the headset on the phone.
User Interface	VOICE-67810	While in the Zoom Phone and 8x8 Work base profiles, the Wi-Fi menu doesn't display in the **Advanced** settings menu. This blocks access to the Wi-Fi country of operation setting.	Access the **Wi-Fi** menu from the **Basic** settings. Configure the Wi-Fi country of operation from the system web interface or using a configuration file.
User Interface	VOICE-67852	The keyboard remains visible on the lock screen if the phone lock automatically sets while it's onscreen.	Close the keyboard if you need to leave the phone inactive long enough to set the phone lock.

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.

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