

# Poly CCX 400 Business Media Phones

## Contents

|  |   |
|--|---|
| What's New.....                              | 1 |
| Provisioning .....                           | 4 |
| Security Updates.....                        | 4 |
| Download the Distribution Files.....         | 4 |
| Version History .....                        | 4 |
| Supported Headsets .....                     | 4 |
| Language Support .....                       | 4 |
| Known Issues.....                            | 5 |
| Getting Help and Copyright Information ..... | 7 |

## What's New

Poly CCX 400 Business Media Phones support Microsoft Teams. These release notes provide important information on the software, phone features, and known issues.

### ***Introducing Poly CCX 400 Business Media Phones***

Poly introduces the Poly CCX 400 Business Media Phone featuring support for the native Microsoft Teams interface. Poly CCX business media phones provide a unified communications experience from your desktop phone.

---

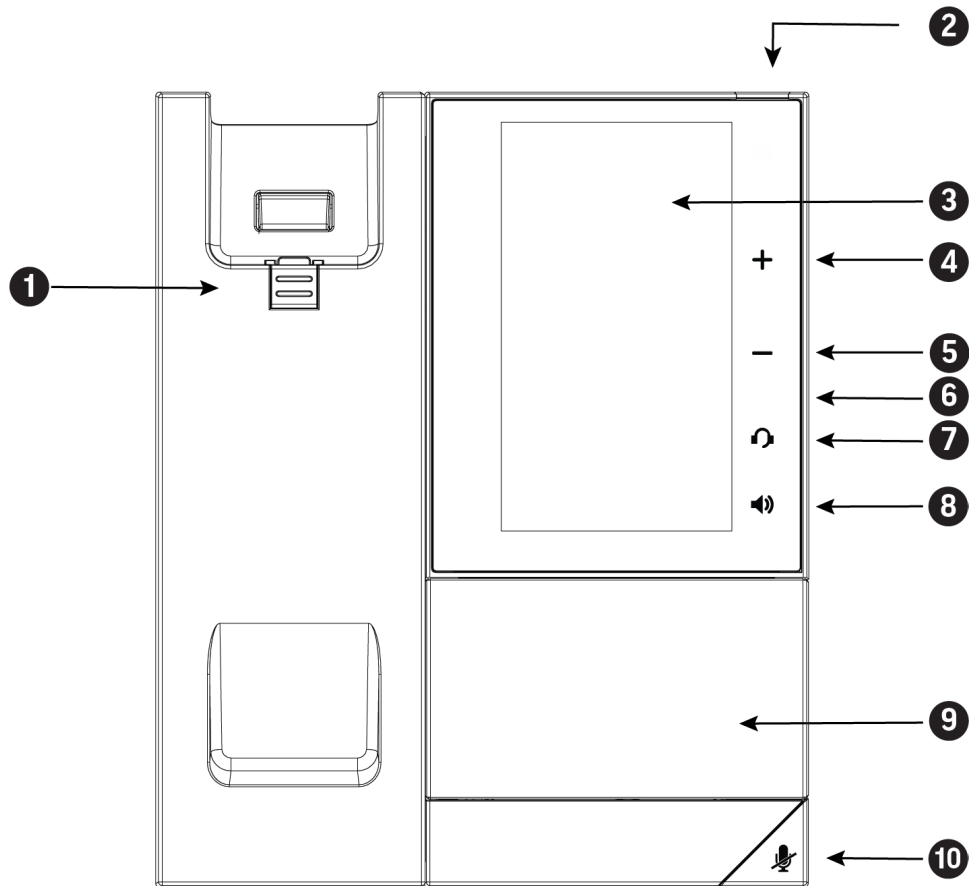
**Poly CCX 400 business media phone**

## ***General Features and Capabilities***

Poly CCX 400 Business Media Phones provide the following features and capabilities:

- Native Microsoft Teams experience
- Legendary sound quality
- 5" multi-touch color LCD display

The following figure displays the hardware features on Poly CCX 400 Business Media Phones. The table lists each feature numbered in the figure.



| Reference Number | Feature                   | Feature Description  |
|------------------|---------------------------|--|
| 1                | Reversible tab            | Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert 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.  |
| 4, 5             | Volume keys               | Adjusts the volume of the handset, headset, speaker, and ringer.   |
| 6                | USB port                  | Enables you to attach a USB flash drive or USB headset. CCX 400 phones contain one USB-A port.   |
| 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.  |

---

## Provisioning

Poly CCX 400 Business Media Phones run an Android-based Teams application; they do not run Polycom UC Software at this time.

CCX 400 phones do not include a web configuration utility. Centralized provisioning of CCX phones and Teams phone policies are available through the Microsoft Teams admin center. Alternatively, you can configure CCX 400 phones using the phone settings menu.

## Security Updates

This release does not include security updates.

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

## Download the Distribution Files

The current build ID for the Poly CCX 400 business media phones is 1.0.0.0200.

## Version History

This following table lists the release history of Poly CCX 400 business media phones.

### Release History

| Release    | Release Date | Features  |
|------------|--------------|---|
| 1.0.0.0200 | January 2020 | Initial release of Poly CCX 400 business media phones |

## Supported Headsets

Poly CCX 400 business media phones support the following headsets:

- Plantronics Blackwire 710/720
- Plantronics Blackwire 5200 series
- Plantronics Blackwire 3200 series

## Language Support

The Poly CCX 400 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

## Known Issues

The following table lists known issues in for Poly CCX 400 business media phones.

---

**Note:** These release notes do not 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   | Release | Description   | Workaround                           |
|-------------|------------|---------|---|--------------------------------------|
| Application | OPFNVL-688 | 1.0.0   | VLAN, LLDP, and CDP are disabled by default on the phone. | Manually enable VLAN, LLDP, and CDP. |

---

| Category        | Issue ID   | Release | Description  | Workaround  |
|-----------------|------------|---------|--|---|
| Call Management | OPFNVL-690 | 1.0.0   | Plantronics Blackwire 3200/5200 series headsets fail to redial the last outgoing call.   | Use the Teams call log to redial the last dialed number.  |
| Configuration   | OPFNVL-570 | 1.0.0   | When you enable both LLDP and CDP on the phone, the phone sends CDP requests to the switch.  | Disable CDP on the phone.   |
| Configuration   | OPFNVL-531 | 1.0.0   | The priority set to assign an IP address to the CCX 400 phone fails.   | No workaround.  |
| General         | OPFNVL-729 | 1.0.0   | The message waiting indicator (MWI) blinks on the phone to alert missed calls for CAP users.   | No workaround.  |
| General         | OPFNVL-546 | 1.0.0   | The phone auto populates the default value of the VLAN ID by default.  | Change the VLAN ID manually.  |
| General         | OPFNVL-503 | 1.0.0   | The phone doesn't respond when you tap on the screen while it's in sleep state.  | Reboot the phone.   |
| Logs            | OPFNVL-534 | 1.0.0   | The phone doesn't display a message that the logs are successfully captured on the USB flash drive. The log folder on the USB flash drive doesn't include the MAC address of the phone to identify the phone logs. | Delete the existing logs on the USB flash drive before connecting it to the phone and look for the new log file to view the logs. |
| User Interface  | OPFNVL-722 | 1.0.0   | Sometimes, the administrator password field doesn't accept numerical values.   | Select <b>Cancel</b> , and then select <b>Admin Only</b> to enter the password.   |

---

# Getting Help and Copyright Information

## GETTING HELP

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Plantronics, Inc. (Poly – formerly Plantronics and Polycom)  
345 Encinal Street  
Santa Cruz, California  
95060

© 2020 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

## ***Patent Information***

The accompanying product may be protected by one or more U.S. or foreign patents and/or pending patent applications held by Polycom, Inc.

## ***Disclaimer***

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.