



Poly CCX 400 Business Media Phones

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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.

The current build ID for the Poly CCX 400 business media phones is **1.0.1.0054**.

Microsoft Teams Features

The following features are now available for Poly CCX business media phones with Microsoft Teams.

- Locking your phone
- Placing emergency calls form a locked phone
- Hot desking
- Adding favorite contacts
- Assigning delegates (boss admin)

- Assigning custom ringtones by call type (direct, forwarded, and delegated)

Enable the Phone Lock

Enable phone lock to automatically lock a phone after a set amount of idle time.

To enable the phone lock:

- 1 Go to **Menu > Settings > Device Settings > Phone Lock**.
- 2 Select **Enable Phone Lock**.
- 3 Enter a PIN and confirm it.
- 4 Select OK.
- 5 Select **Phone Lock Timeout**.
- 6 On the Phone Lock Timeout screen, choose the amount of idle time before the phone automatically locks.

Change the Phone Lock PIN

For security, periodically change your phone's lock PIN.

To change the phone lock PIN:

- 1 Go to **Menu > Settings > Device Settings > Phone Lock > Change PIN**.
- 2 Enter the old PIN, a new PIN, and confirm the new PIN.
- 3 Select OK.

Unlock a Locked Phone

Unlock your phone to make calls and join meetings.

Note: If you enter the wrong PIN five times the phone signs out of your account.

To unlock a locked phone:

- 1 On a locked phone, swipe up on the screen.
- 2 Enter your PIN.
- 3 Select the check mark.

Place an Emergency Call from a Locked Phone

You can place an emergency call from a locked phone.

Note: If the phone sign in screen appears, you must sign in to place an emergency call.

To place an emergency call from a locked phone:

- 1 On a locked phone, swipe up on the screen.
- 2 Do one of the following:
 - Dial the emergency number using the PIN keypad.
 - Select **Emergency Call** and enter 911 (or another approved emergency number) and select **Place call**.

Sign In to a Phone as a Hot Desk User

Place calls and attend meetings using your account on another user's phone.

Note: Hot desking is only available from an unlocked phone.

To sign in to a phone as a hot desk user:

- 1 Go to **Menu > Hot Desk**.
- 2 Enter your email address and select **Sign in**.
- 3 Enter your password and select **Sign in**.

Sign Out of a Phone as a Hot Desk User

To return the phone back to the primary user, sign out of your hot desking session.

To sign out of a phone as a hot desk user:

- 1 Go to **Menu > Device Settings**.
- 2 Select **Sign Out**.

Add a Contact to Your Favorites Tab

Select contacts to add them to the **Favorites** tab on the **Calls** screen.

To add a contact from your favorites tab:

- 1 On the **Calls** screen, select the **Recent** tab.
- 2 Select a contact and then select the star.

Assign a Delegate

Select contacts that can make and receive calls on your behalf.

To assign a delegate:

- 1 Go to **Menu > Settings > Manage delegates**.
- 2 Select **Add delegates** and search for a contact.
- 3 Select the contact and choose the delegates calls settings:

- Make calls
 - Receive calls
 - Change call and delegate settings
- 4 Select the check mark to save the settings.
The delegate is added to your delegates list.

Change Ringtones for Call Types

You can set specific ringtones for direct calls, forwarded calls, and delegated calls.

To change ringtones for call types:

- 1 Go to **Menu > Settings > Calling**.
- 2 Under **Ringtones**, select the ringtone for each call type:
 - Calls for you
 - Forwarded calls
 - Delegated calls

Provisioning

Poly CCX 400 business media phones run an Android-based Teams application. These phones don't run Poly UC software at this time.

CCX 400 phones don't currently include a system web interface. You can centrally provision CCX phones and access Teams phone policies 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.

Version History

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

Version History

Release	Release Date	Features
1.0.1.0054	May 2020	Software updates and fixes
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 C710
- Plantronics Blackwire 5220 series
- Plantronics Blackwire 3225 series
- Plantronics Blackwire 7225 series
- Poly CS 530
- Plantronics Savi 8220

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

Resolved Issues

The following table lists issues resolved in the Poly CCX 400 1.0.1 release.

Resolved Issues

Category	Issue ID	Description
General	OPFNVL-729	The message waiting indicator (MWI) blinks on the phone to alert missed calls for CAP users.

Known Issues

The following table lists known issues 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	Description	Workaround
Configuration	OPFNVL-786	The phone becomes locked after the sleep timeout expires and the phone doesn't adhere to the lock timeout value.	Set the phone lock timeout value to match the screen saver timeout value.
Peripherals	OPFNVL-788	Plantronics Blackwire 3200/5200 series headsets fail to redial the last outgoing call.	Use the Teams call log to redial the last dialed number.
User Interface	OPFNVL-796	When the phone lock is enabled and you reboot the phone, the Teams application launch page displays momentarily while the phone reboots and the local interface screen changes to the locked state.	No workaround.
User Interface	OPFNVL-795	If you double tab the phone lock option on the local interface, the device displays the Enter PIN option.	Press Cancel .

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- 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 [Polycom 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 [Polycom 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.

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