

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.

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.

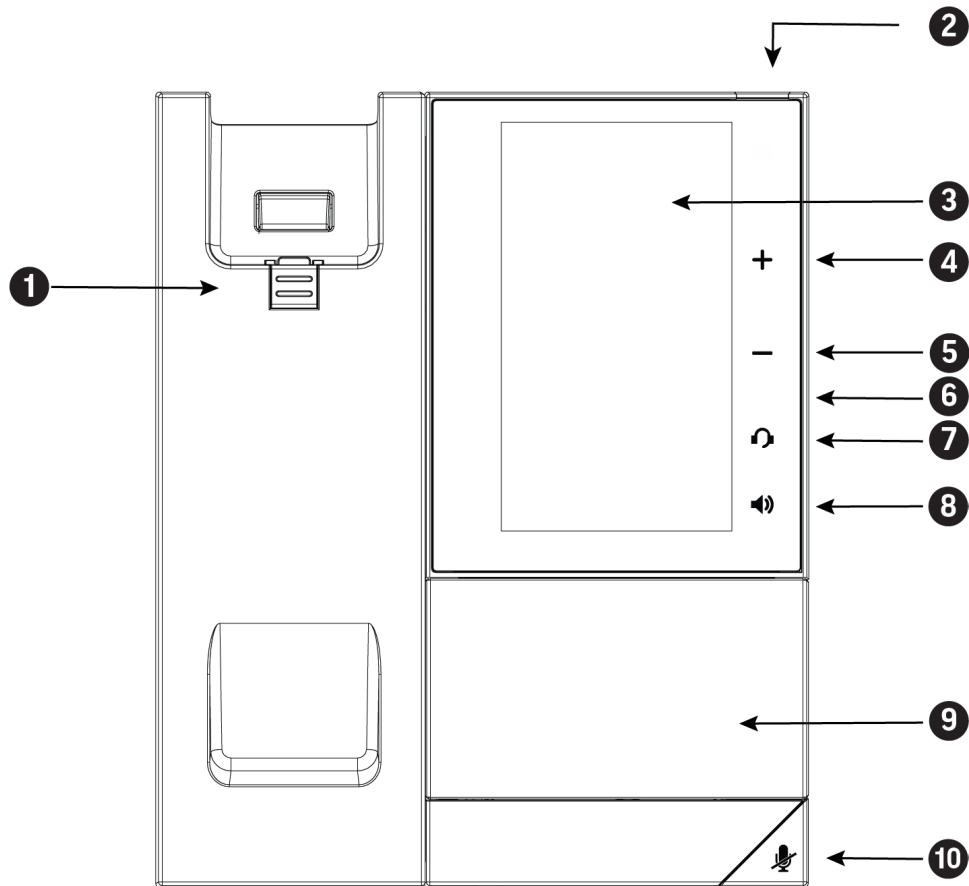
Poly CCX 400 business media phone

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

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- 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 Cancel , and then select Admin Only 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](#).

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