Poly CCX Business Media Phones

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

Poly announces the release of CCX 6.2.23 for Poly CCX business media phones. The build ID for CCX 6.2.23 is **6.2.23.0304**.

Contents

What's New

Poly CCX 6.2.23 software is a release for OpenSIP, Skype for Business, and Microsoft Teams. It includes all the features of previous releases, important fixes, and an update to the Microsoft Teams application.

Microsoft Teams Enhancements

This release supports Microsoft Teams app version **1449/1.0.94.2020111101** for CCX 400, CCX 500, and CCX 600 business media phones, which includes system improvements. For more information, see What's new in Microsoft Teams.

Poly CCX 6.2.23 Supported Devices

Poly CCX 400, CCX 500, and CCX 600 business media phones are available for either Microsoft or OpenSIP deployments. Poly CCX 700 business media phones are available for OpenSIP deployments only.

Important:	Poly CCX business media phones with OpenSIP don't support Microsoft Teams or Skype for Business base profiles.

Supported Phone Profiles

Phone Model	*Microsoft Teams*	*Skype for Business*	*OpenSIP*
CCX 400 (Microsoft)	Yes	Yes	No
CCX 400 (OpenSIP)	No	No	Yes
CCX 500 (Microsoft)	Yes	Yes	No
CCX 500 (OpenSIP)	No	No	Yes
CCX 600 (Microsoft)	Yes	Yes	No
CCX 600 (OpenSIP)	No	No	Yes
CCX 700 (OpenSIP)	No	No	Yes

Microsoft Teams Supported 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 release, see What's new in Microsoft Teams.

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2020111101
Microsoft Admin Agent	1.0.0.202010121132.product (223)
Microsoft Intune Company Portal	5.0.4927.0

Cameras Supported with CCX 600

CCX 600 business media phones support the following cameras (OpenSIP only):

- Polycom EagleEye Mini USB camera (mounting kit sold separately)

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:

- Plantronics Voyager 8200 UC Bluetooth headset
- Plantronics Voyager 8200 UC USB headset
- Plantronics 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
6.2.23	February 2021	Maintenance release for CCX business media phones. Includes the following: • New version for the Microsoft Teams application. • Important field fixes
6.2.22	October 2020	Maintenance release for CCX business media phones. Includes a new version for the Microsoft Teams application.
6.2.21	September 2020	Includes the following features: • Microsoft Teams enhancements • Support for shared content in video calls • FIPS 140-2 compliance support with OpenSIP
6.2.11	June 2020	Includes the following features: • UC Software support for CCX 400 phones with Microsoft (Certified for Skype for Business) (Not certified for Microsoft Teams) Supports audio and video calling on CCX 600 and CCX 700 phones with OpenSIP.
5.9.13	May 2020	Maintenance release for CCX 500 and CCX 600 business media phones.
5.9.12	February 2020	Release for CCX 500 and CCX 600 business media phones.
1.0.0	December 2019	Initial release for CCX 500 business media phones.

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 Poly CCX 6.2.23 software.

Update CCX 400 Phones from Version 1.0.0 or 1.0.1 to 6.2.23

Use a FAT32 formatted USB flash drive to update CCX 400 phones from version 1.0.0 or 1.0.1 to version 6.2.23.

> **Important:**　Don't use these instructions to update CCX 400 phones running CCX 6.2.11 or higher. These instructions are only for CCX 400 phones running CCX 400 1.0.0 or 1.0.1.

To update CCX 400 phones from version 1.0.0 or 1.0.1 to 6.2.23:

1　Download the update file (`CCX400-1.0.X_to_PolyUCS6.2.23.0268-USB-Upgrade.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 update completes in approximately 10 minutes.

6　Once the update 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.

8　Sign in to Teams.

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 are 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
- 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 resolved issues in this release for CCX 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	Found in Release	Description
Application	EN-186849	6.2.11	The initial out-of-box setup wizard may still start even when auto-provisioning disables it.
Interoperability	EN-190664	6.2.22A	The phone can't answer calls after its power saving or screensaver times out.
Interoperability	EN-195282	6.2.23A	CCX 600 phones don't recognize EagleEye Mini USB cameras with hardware revision H.
Logs	EN-189573	6.2.22A	The phone unexpectedly reboots when changing log level components from the system web interface.
Provisioning	EN-190549	6.2.22A	Can't provision CCX phones MTLS with enabled.
Security	EN-179508	6.2.23A	Certain credentials inappropriately display in Telnet for phone administrators.
Security	EN-190697	6.2.21A	The wpa_supplicant compiled and built during authentication doesn't support 802.1x authentication for wired networks.
Security	EN-191137	6.2.22A	The compiled/built supplicants don't support wired networks, so no authentication messages are sent during 802.1x authentication.
User Interface	EN-194613	6.2.23	Some **Device Settings** menus display incorrectly based on permissions: the **Debug** menu displays for CAP users and the **Proxy** menu doesn't display for CAP administrators.

Known Issues

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
Audio	EN-190450	When using the speakerphone with full-duplex at high volume, callers on the far end may experience dropouts or choppiness in the call audio.	Reduce the speakerphone volume, or use the handset or a headset.
Audio	EN-190610	Incoming pages can sometimes play at a low volume.	Use the volume keys to increase the page audio volume while the page plays.
Interoperability	EN-191072	When TalkBack is enabled, users can't answer an incoming call using a connected headset.	Answer the incoming call with the speakerphone or handset, then switch to the headset.

System Constraints and Limitations

This release includes the following constraints and limitations when using Poly CCX business media phones.

- Better Together over Ethernet (BToE) is only supported with Poly CCX business media phones provisioned for Skype for Business.
- USB ports on Poly CCX phones don't support device charging.

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 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 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 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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