



# Poly CCX Business Media Phones

## Contents

What's New.....	1
Download the Distribution Files.....	4
Understanding the Split ZIP Files .....	4
Version History .....	5
Security Updates.....	5
Installation.....	5
Supported Headsets .....	5
System Constraints and Limitations .....	6
Language Support .....	6
Resolved Issues.....	7
Known Issues.....	7
Getting Help and Copyright Information .....	9

## What's New

Poly CCX 5.9.12.1122 is a release for Poly CCX business media phones. This release supports Microsoft Teams and Skype for Business. These release notes provide important information on software updates, phone features, and known issues.

## ***Introducing Poly CCX 500 Business Media Phones***

Poly introduces the CCX 500 business media phone, featuring the ability to access the speed and simplicity of a native Microsoft Teams interface or use Skype for Business.

### **Poly CCX 500 business media phone**



## **General Features and Capabilities**

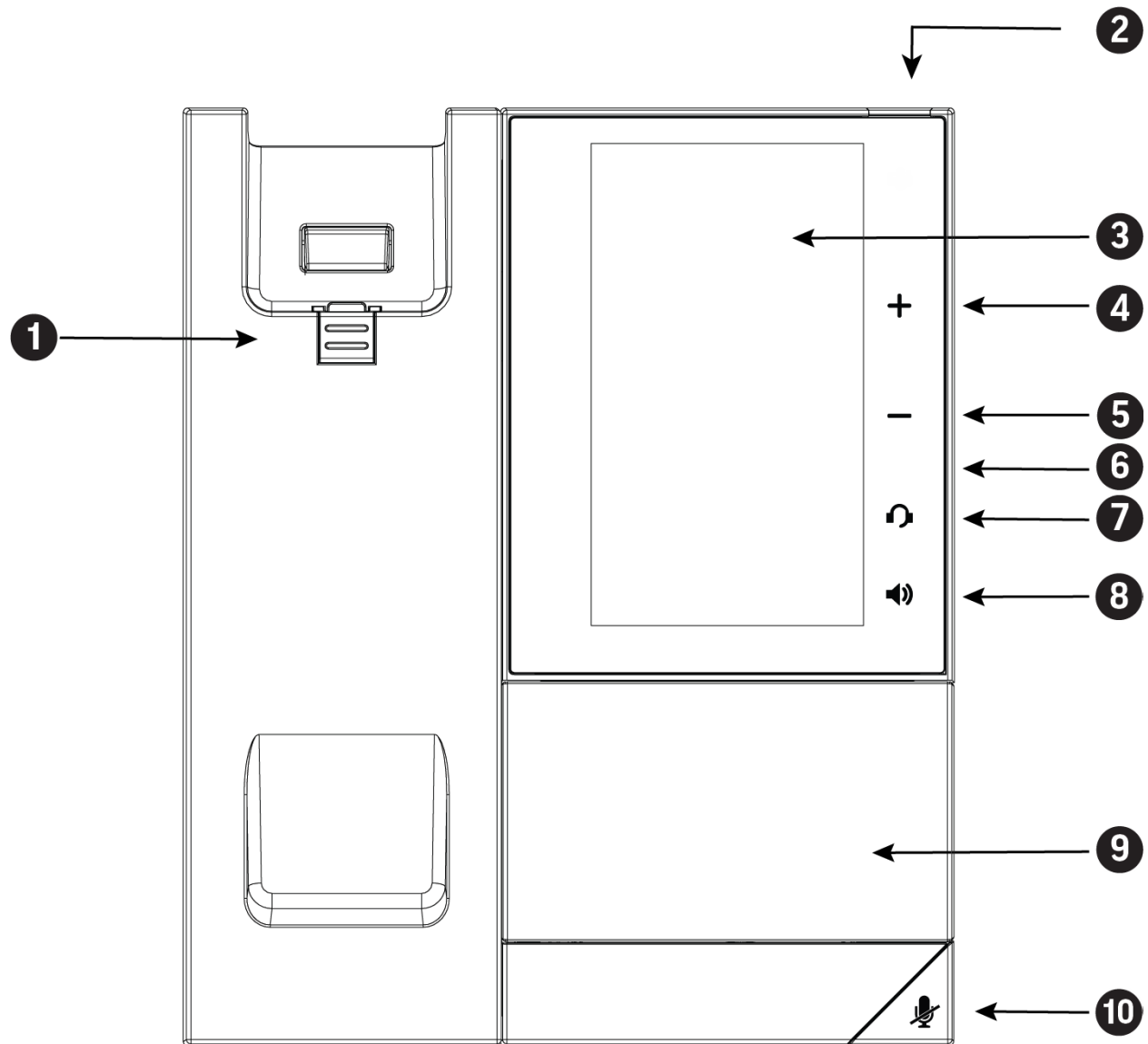
Poly CCX 500 business media phones provide the following features and capabilities:

- Native Microsoft Teams experience
- Skype for Business support
- Legendary sound quality
- 5-inch multi-touch LCD display
- Integrated Bluetooth

## **Poly CCX 500 Hardware**

The following figure displays the hardware features on Poly CCX 500 business media phones. The table lists each feature numbered in the figure.

**Poly CCX 500 phone hardware features**



**Poly CCX 500 Phone Hardware Feature Descriptions**

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(s)	Enables you to attach a USB flash drive or USB headset. CCX 500 phones contain one USB-A port and one USB-C 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.

## 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 table below titled “Understanding the Split ZIP Files”. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is **5.9.12.1122**.

## Understanding the Split ZIP Files

To understand the files distributed in the ZIP file, refer to the following table.

Distributed Files	File Purpose and Application
3111-49710-001.sip.ld	SIP application executable for Poly CCX 500 business media phones.
sip.ver	Text file detailing build-identifications for the release.
000000000000.cfg	Master configuration template file.
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (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	Master configuration file that contains the parameters and its values.

---

## Version History

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

---

**Note:** Poly CCX software releases now align with UC Software version nomenclature. The current Poly CCX software release is 5.9.12.1122. This version number indicates that this is the second (5.9.12.1122) release built on UC Software 5.9 (5.9.12.1122).

---

### Release History

Release	Release Date	Features
5.9.12.1122	February 2020	Release for CCX 500 business media phones.
1.0.0	December 2019	Initial release for CCX 500 business media phones.

---

## Security Updates

This release includes important security fixes.

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

## Installation

You can install updates a few different ways. For more information, see the *Poly CCX Business Media Phones with Microsoft Administrator Guide* on the [Polycom Documentation Library](#).

## Supported Headsets

Poly CCX 500 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 Savi 8245 Office Wireless Dect Headset System
- 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 Savi 740 headset
  - Plantronics Savi 420 headset (supports only Microsoft Teams)
  - Plantronics Blackwire 725 USB headset
  - Plantronics CS530 wireless headset
  - Plantronics MDA220 headset switch
  - Plantronics MDA100 QD

## System Constraints and Limitations

This section provides information on constraints and limitations when using Poly CCX business media phones.

- Better Together over Ethernet 4.3.0 is only supported with Poly CCX business media phones provisioned for Skype for Business.

## 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 known issues for Poly CCX business media phones.

### Resolved Issues

Category	Issue ID	Description
Application	EN-162417	You can update the software from the USB flash drive without performing the factory reset in the Microsoft Teams profile.
Application	EN-162682	The dark theme is not retained by the phone when you upgrade the software to 5.9.12.1122.
Device Management	EN-160569	When you sign in to Skype for Business on your phone using web sign in, the phone doesn't wake up from sleep mode when you tap the screen.
Device Management	EN-160868	In the Skype for Business profile, factory reset is not supported when you pair a phone with BToE and set it as the default audio playback device.
Device Management	EN-161061	In the Skype for Business profile, all-day events are labeled <b>MultiDay</b> on the <b>Meetings</b> screen.
Network	EN-149585	In the Skype for Business profile, layer2 QoS doesn't distinguish RTP packets for different services.

## Known Issues

The following table lists known issues in for Poly CCX 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
Configuration	EN-142548	5.9.12.1122	If you send a REST API request to sign in to Skype of Business on the phone using web sign in and the user sends another sign-in request, the phone can't process multiple REST API requests and sends a <i>403 Forbidden</i> message.	No workaround.
Device Management	EN-156323	5.9.12.1122	When using a Plantronics Voyager 4210-UC Bluetooth headset or Plantronics Voyager 5200 Bluetooth headset in the Microsoft Teams profile, <b>Mute</b> doesn't sync between the headset and the phone.	No workaround.
Messages	EN-160289	5.9.12.1122	Poly CCX business media phones display an <i>Update is failed</i> message after a factory reset.	No workaround.
Network	EN-143072	5.9.12.1122	Using <code>diags.pcap.enabled</code> and <code>diags.pcap.remote.enabled</code> parameters to capture wireshark traces from a CCX phone may lead to the phone rebooting during a call.	Use port mirroring to capture wireshark traces from CCX phones.

---



---

# 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.