



# Poly CCX Business Media Phones

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

Poly announces the new release of Poly Unified Communications (UC) Software 7.0.2 for Poly CCX business media phones.

The build ID for UC Software 7.0.2 for CCX is **7.0.2.1072**.

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### What's New

Poly CCX UC Software 7.0.2 is a release for OpenSIP, Skype for Business, and Microsoft Teams. These release notes include all the features of previous releases and important field fixes.

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly CCX business media phones for the best performance and experience.

## Microsoft Teams Enhancements

This release supports Microsoft Teams app version 1449/1.0.94.2021022403 for Poly 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 7.0.2 Supported Devices

Poly CCX 400, CCX 500, and CCX 600 business media phones can be used with any base profile. Poly CCX 700 business media phones are available for OpenSIP deployments only.

### Base Profiles Supported on CCX Business Media Phones

Phone Model	Skype for Business	Microsoft Teams	OpenSIP
CCX 400 (Microsoft)	Supported	Supported	Supported
CCX 400 (OpenSIP)	Supported	Supported	Supported
CCX 500 (Microsoft)	Supported	Supported	Supported
CCX 500 (OpenSIP)	Supported	Supported	Supported
CCX 600 (Microsoft)	Supported	Supported	Supported
CCX 600 (OpenSIP)	Supported	Supported	Supported
CCX 700 (OpenSIP)	Not supported	Not supported	Supported

## 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	1449/1.0.94.2021022403
Microsoft Admin Agent	1.0.0.202101280722.product
Microsoft Intune Company Portal	5.0.5045.0

## 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
7.0.2	April 2021	Maintenance release for Poly CCX business media phones <ul style="list-style-type: none"> <li>• Support for Microsoft Teams version 1449/1.0.94.2021022403</li> </ul>
7.0.1	March 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> <li>• Zoom Phone Support on Poly CCX business media phones</li> </ul>

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Release	Release Date	Features
7.0.0	February 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"><li>All CCX 400, CCX 500, and CCX 600 business media phones support the ability to switch base profiles</li><li>Important field fixes</li></ul>

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## 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 UC Software 7.0.2 for Poly CCX software.

### ***Upgrade CCX 400 Business Media Phones from Version 1.0.0 or 1.0.1 to 6.2.23 or Later***

Use a FAT32 formatted USB flash drive to upgrade CCX 400 business media phones from version 1.0.0 or 1.0.1 to version 6.2.23. You can then upgrade the software again to a this release version.

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

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#### **To upgrade CCX 400 business media phones from version 1.0.0 or 1.0.1 to 6.2.23:**

- 1 Download the upgrade 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 upgrade completes in approximately 10 minutes.
- 6 Once the upgrade 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.

## 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're 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
<i>3111-49700-001.sip.ld</i>	SIP application executable for Poly CCX 400 business media phones.
<i>3111-49710-001.sip.ld</i>	SIP application executable for Poly CCX 500 business media phones.
<i>3111-49770-001.sip.ld</i>	SIP application executable for Poly CCX 600 business media phones.
<i>3111-49740-001.sip.ld</i>	SIP application executable for Poly CCX 700 business media phones.
<i>sip.ver</i>	Text file detailing build-identifications for the release.
<i>000000000000.cfg</i>	Primary configuration template file.
<i>000000000000-directory~.xml</i>	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.
<i>Welcome.wav</i>	Startup welcome sound effect.
<i>LoudRing.wav</i>	Sample loud ringer sound effect.
<i>Polycom-hold.wav</i>	Sample ringer sound effect.
<i>Warble.wav</i>	Sample ringer sound effect.
<i>polycomConfig.xsd</i>	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
- Czech, Czech Republic
- Danish, Denmark

- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

## Resolved Issues

The following table lists resolved issues in this release for CCX business media phones.

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**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.

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### Resolved Issues

Category	Issue ID	Found in Release	Description
User Interface	EN-193578	6.2.22A	During call state transitions, the local interface on Poly CCX 400 and CCX 500 business media phones may experience a delayed response.

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## Known Issues

The following table lists the known issues and suggested workarounds for this release and previous releases.

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**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.

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### Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Device Management	EN-200094	7.0.2	You can't use screen capture after enabling it in the <b>Device Settings</b> administrator menus or Teams Administration Center.	After enabling screen capture, provision <code>up.screenCapture.allowed="1"</code> via traditional provisioning or by uploading a configuration file in the system web interface.
Logs	EN-197504	7.0.2	Intermittently, executing a <code>l fu</code> command on CCX 400 and CCX 500 phones doesn't update the boot server with the latest system logs. The <code>mac-plcmsyslog.tar.gz</code> file's timestamp updates, but it only contains log files several days old.	No workaround.
User Interface	EN-197827	7.0.2	If the phone reboots after enabling TalkBack, the <b>TalkBack</b> setting appears off even though TalkBack is enabled.	Enable, then disable <b>TalkBack</b> in <b>Device Settings</b> .
User Interface	EN-198787	7.0.2	After an extended period of inactivity (for example, overnight), the CCX 400 business media phone's touchscreen may become unresponsive.	Reboot the phone.
User Interface	EN-199308	6.2.23 7.0.2	On Microsoft Teams, users can't change between the handset, a headset, or speakerphone during an active call through the phone's touchscreen.	Use the <b>Headset</b> button, the <b>Speakerphone</b> button, or pick up the handset.

## 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 CCX business media phones provisioned for Skype for Business.
- USB ports on CCX business media 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 [Poly 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](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

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