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 7.1.0 for Poly CCX business media phones.

The build ID for UC Software 7.1.0 for CCX is **7.1.0.8048**.

Contents

What's New

Poly CCX UC Software 7.1.0 is a release for OpenSIP only. These release notes include all the features of previous releases, important fixes, and the following new feature:

- USB Audio Support on CCX Phones

PLANTRONICS + POLYCOM

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.

Important:	Poly doesn't support Microsoft Teams in this release.

USB Audio Support on CCX Phones

USB audio mode enables you to use CCX phones configured with the OpenSIP base profile as a USB audio device on your computer. Use this mode to take calls from a softphone client, play computer audio through the phone's speakers, or use the phone's microphone to record audio.

Note:	CCX 400 business media phones don't support USB audio mode.

If the CCX phone comes equipped with the handset, lifting it switches the audio input and output from the speakerphone to the handset. Connect a compatible USB or Bluetooth headset to the phone to switch the audio to the headset instead.

Poly CCX Supported Base Profiles

For this release, Poly CCX business media phones only support the Generic base profile for OpenSIP deployments.

Base Profiles Supported on CCX Business Media Phones

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

Important:	Poly doesn't support Microsoft Teams in this release.

For more information on this Teams app version, 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 camera (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:

- Poly Voyager 8200 UC Bluetooth headset
- Poly Voyager 8200 UC USB headset
- Poly 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
7.1.0	June 2021	OpenSIP-only release that includes important field fixes and the following: • USB Audio Support on CCX Phones
7.0.3	April 2021	Maintenance release for Poly CCX business media phones
7.0.2	April 2021	Maintenance release for Poly CCX business media phones Support for Microsoft Teams version 1449/1.0.94.2021022403
7.0.1	March 2021	OpenSIP-only release that includes the following: • Zoom Phone Support on Poly CCX business media phones
7.0.0	February 2021	OpenSIP-only release that includes the following: • All CCX 400, CCX 500, and CCX 600 business media phones support the ability to switch base profiles • Important field fixes

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 7.1.0 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 this release version.

> **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.

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
    (`Poly_UC_Software_1.0.x_to_6.2.23.0396_CCX400_release_sig.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
`3111-49700-001.sip.Id`	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.Id`	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.

Distributed Files	File Purpose and Application
`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
- 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

Products Tested with this Release

Poly tests CCX business media phones with other products. The following list indicates only the products tested for compatibility with this release and isn't a complete inventory of compatible equipment.

Update all your Poly devices with the latest software before contacting Poly support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Poly Interoperability Matrix in Service Policies at the Poly Online Support Center.

Products Tested with This Release

Product	Tested Versions
Polycom RealPresence DMA 7000	10.0.0
Cisco Unified Communications Manager	12.5.1

Resolved Issues

The following table lists resolved issues in this release for CCX business media 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-193231	6.2.22	$F internal functions for enhanced feature keys requiring a physical key don't work properly.
Audio	EN-201478	7.0.2	If the phone receives an incoming call while in an active call using either a headset or the handset, the active call's audio switches to the speakerphone.
Audio	EN-192574	7.0.0	Sending a PTT message using a connected USB headset and then switching to normal calling may cause the call audio from the handset, headset, and speakerphone to become distorted.
Audio	EN-190610	6.2.23	Incoming pages sometimes play at a low volume.
Audio	EN-186159	6.2.11	If you increase the phone's volume when using the speakerphone in a call and then hang up, the following call using the handset or headset starts with a lower volume. However, the volume slider on the user interface shows maximum volume.

Category	Issue ID	Found in Release	Description
Audio	EN-185968	6.2.21	The speakerphone audio level may drop to a lower than expected level if you switch to the handset and back to the speakerphone during page playback.
Certificate Management	EN-201296	6.2.21	The phone uses incorrect **Organizational Unit** and **Location** fields when creating a CSR for SCEP transactions.
Configuration	EN-200657	7.0.1	CCX 600 and CCX 700 phones don't include BSSID information when providing the HELD location query to the SIP server during registration.
Configuration	EN-195408	6.2.23	CCX phones display time in GMT when using third-party call applications like Microsoft Teams.
Device Management	EN-200094	7.0.2	You can't use screen capture after enabling it in the **Device Settings** administrator menus or TAC.
Device Management	EN-198416	7.0.1, 7.0.2	The **Call Back** EFK always displays, even if the last call on the phone wasn't completed.
Device Management	EN-195856	7.0.1	CCX phones can't switch IP modes.
Device Management	EN-194777	7.0.0, 7.0.1, 6.2.23	You can't disable softkeys from the system web interface.
Device Management	EN-192403	6.2.22	You can't set the Bluetooth device name using the `bluetooth.device.name` parameter.
Interoperability	EN-193456	7.0.0	Phones don't support call audio on Apple AirPods.
Network	EN-199438	7.0.0	On CCX 600 and CCX 700 phones, setting a static IP address in the local interface or in the system web interface doesn't set the IP address on the phone, and the phone doesn't connect to the network. You can't ping the phone, and you can't access the system web interface.
Peripherals	EN-192949	7.0.0	After disabling Bluetooth on a CCX phone while paired with a Bluetooth headset, call audio doesn't transfer to a connected analog headset. Handset and speakerphone audio works as expected.
User Interface	EN-200355	6.2.21	During an active video call, selecting the **Layout** softkey causes the user interface for call controls to crash. The crash doesn't affect the video feed.
User Interface	EN-198787	7.0.2	After an extended period of inactivity (for example, overnight), the CCX 400 phone's touchscreen may become unresponsive.
User Interface	EN-198610	7.0.0	On CCX phones, custom softkeys display at the bottom of the main menu instead of at the top.

Category	Issue ID	Found in Release	Description
User Interface	EN-197827	7.0.2	If the phone is reboots after enabling TalkBack, the **TalkBack** setting appears off even though TalkBack is enabled.
User Interface	EN-195962	6.2.11	Instant messages don't display properly.
User Interface	EN-194569	6.2.22	There is an incorrect Dutch translation for **Consultation** as *Doorschakelen* and **Transfer** as *Overleg* while in an active call.
User Interface	EN-193578	6.2.22	During call state transitions, the local interface on CCX 400 and CCX 500 phones may experience a delayed response.
Video	EN-178304	6.2.11	CCX phones may send a video stream that the far end of a video call can't process.

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	Found in Release	Description	Workaround
Calendar	EN-203014	7.1.0	Reminders for **All Day** meetings that you schedule to start in the past don't display on the local interface.	Schedule meetings with a start time in the future.
Directories	EN-200644	7.1.0	Pause characters programmed into saved contact information don't display in **Recent Calls**, preventing users from calling the contacts back from the **Recent Calls** list.	Manually dial the contact number, including the pause characters.
Interoperability	EN-203011	7.1.0	The **Calendar** pane on the **Home** screen may display an incorrect status even if you successfully connect to the Exchange server.	Reboot the phone or schedule meetings after connecting to Exchange server.
Logs	EN-203328	7.1.0	Occasionally, the phone logs scheduled informational messages at higher than intended log levels. For example, `default` or `minorError` messages log at event and debug levels. This error may interfere with the boot logs.	No workaround.

Category	Issue ID	Found in Release	Description	Workaround
Network	EN-204103	7.1.0	The phone doesn't list available Wi-Fi networks with the security configuration set as **None** during a Wi-Fi SSID scan.	Connect to a secured Wi-Fi network or enable security on the Wi-Fi network before connecting to it.
Network	EN-201476	7.1.0	When you change the country of operation from the Worldwide Regulatory domain to a country that permits 5 GHz Wi-Fi networks, the phone doesn't display available 5 GHz Wi-Fi networks.	Reboot the phone.
Peripherals	EN-203207	7.1.0	When using a CCX 500, CCX 600, or CCX 700 phone or a Trio C60 system as a Bluetooth speaker, you can't adjust the audio level using the volume controls.	Adjust the audio level on the Bluetooth source device.
Peripherals	EN-202772	7.1.0	A connected headset with electronic hook switch (EHS) can't accept or reject an incoming call.	No workaround.
Peripherals	EN-201249	7.1.0	Raising a connected Bluetooth headset's volume level to maximum doesn't synchronize the CCX phone's volume level.	No workaround.
Peripherals	EN-198779	7.1.0	Some stereo headsets only play audio on one side when it receives a mono signal from the phone.	Switch to a different headset.
User Interface	EN-204106	7.1.0	The access point list found under **Settings > Status > Diagnostics > Wi-Fi Stats > AP List** (screen 3) doesn't show the connected Wi-Fi access point's name or MAC address.	View the connected access point in the **Wi-Fi** menu.
User Interface	EN-204105	7.1.0	The list found under **Settings > Status > Diagnostics > Wi-Fi Stats > General Information** (screen 2) doesn't show the connected Wi-Fi access point's name or connection status.	View the connected access point's name in the **Wi-Fi** menu.
User Interface	EN-203335	7.1.0	Nonfunctional options (**Do not validate** and **Please select**) display in the drop-down menu for CA certificate selection in the **Wi-Fi** menu.	No workaround. Don't select the nonfunctional options.

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.

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