



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 7.1.1 for Poly CCX business media phones.

The build ID for UC Software 7.1.1 for CCX is **7.1.1.0744**.

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What's New

Poly CCX UC Software 7.1.1 is a release for OpenSIP and Zoom. These release notes include information on important field fixes and the following new feature:

- [CCX 600 and CCX 700 as a Zoom Phone Appliance](#)

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.

CCX 600 and CCX 700 as a Zoom Phone Appliance

Poly CCX 600 and CCX 700 business media phones can now run as a Zoom Phone Appliance with the Zoom Phone base profile.

For specific information on configuring a CCX business media phone for this feature, see [Converting a Poly Phone to a Zoom Phone Appliance](#). For more information on using and managing Zoom Phone, see the [Zoom Help Center](#).

Set the Base Profile to Zoom Phone with a Configuration File

You can set the Zoom Phone Appliance base profile using parameters in a configuration file.

To set the base profile to Zoom Phone with a configuration file:

- » Set the following parameters:
 - `device.baseProfile.set="1"`
 - `device.baseProfile="ZoomPhone"`

Set the Base Profile to Zoom Phone from the Local Interface

You can set the Zoom Phone Appliance base profile directly from the phone's local interface.

To set the base profile to Zoom Phone from the local interface:

- 1 Go to **Settings > Advanced > Administration Settings > Network Configuration > Base Profile**.
- 2 Select **Zoom Phone**.
- 3 Select the back arrow twice and save the configuration.

The phone reboots into the Zoom Phone base profile.

Poly CCX Supported Base Profiles

For this release, Poly CCX business media phones only support the Generic base profile for OpenSIP deployments and the ZoomPhone base profile for CCX 600 and CCX 700 phones (new for this release).

Base Profiles Supported on CCX Business Media Phones

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

Microsoft Teams 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 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 cameras (OpenSIP and Zoom Phone 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
7.1.1	June 2021	Maintenance release for Poly CCX business media phones that includes: <ul style="list-style-type: none"> • CCX 600 and CCX 700 as a Zoom Phone Appliance
7.1.0	June 2021	OpenSIP-only release that includes important field fixes and the following: <ul style="list-style-type: none"> • 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

Release	Release Date	Features
7.0.1	March 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none">• Zoom Phone Support on Poly CCX business media phones
7.0.0	February 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none">• 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 7.1.1 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.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
- 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
Calendar	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.
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.
Calling	EN-195709	6.2.23	Poly CCX phones can't retrieve parked calls when <code>call.parkedCallRetrieveMethod="native"</code> .

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
Interoperability	EN-204506	7.1.1	When using the Zoom call application, the phone's screen may go blank and become unresponsive after accessing the System Settings menu.	Reboot the phone by powering it off then on again.
Interoperability	EN-205183	7.1.1	When using the Zoom call application, the phone may become unresponsive after accessing the System Settings menu.	Reboot the phone by powering it off then on again.

Category	Issue ID	Found in Release	Description	Workaround
Peripherals	EN-201258	7.1.1	If you disconnect a connected Bluetooth headset during an active Zoom Phone call, near end audio switches to the speakerphone, however far end audio stops. If you restore the Bluetooth connection during the active Zoom Phone call the near end audio switches to the Bluetooth headset, but audio stops on the far end of the call.	To restore far end audio after disconnecting Bluetooth, mute the phone and unmute it. To restore far end audio after restoring the failed Bluetooth connection, leave and resume the Zoom Phone call.
User Interface	EN-205715	7.1.1	On CCX 400 phones, the speakerphone button may not illuminate after pressing it to start a new call.	No workaround.
User Interface	EN-205717	7.1.1	On CCX 400 phones, the headset button may not illuminate after pressing it to start a new call.	No workaround.
User Interface	EN-205843	7.1.1	When users access the System Settings menu from the Zoom call application, the phone may incorrectly display Network Unavailable instead of the phone's IP address.	View the phone's IP address in Settings > Status > System Information .

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

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