



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 7.2.0 for Poly CCX business media phones.

The build ID for UC Software 7.2.0 for CCX is **7.2.0.12360**.

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Change to Issue IDs

Starting with UCS 7.2.0, known and resolved issue IDs for Poly phones no longer use the *EN* prefix. Issue IDs now have the format *VOICE-XXXXX*. Note that the issue ID numbers also reset when moved to the new prefix category.

If you're tracking an issue with an ID in the old format (*EN-XXXXXX*), you can continue to use this number to reference your issue when working with Poly Support.

What's New

Poly CCX UC Software 7.2.0 is a release for OpenSIP only. These release notes include information on important field fixes and the following new features:

- [USB Features on CCX Phones](#)
- [Switching Call Applications on CCX Phones](#)
- [Basic Authentication for Web Proxy](#)
- [STIR/SHAKEN Call Validation](#)
- [Media Security Negotiation](#)

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 Features on CCX Phones

All Poly CCX business media phones connect with personal computers for additional functionality. In USB audio mode, users can use the phone as an external audio device. As a USB phone, users can take incoming calls and place outgoing calls through their softphone clients on their computers with their CCX phones.

Note: Poly CCX 400 business media phones can't connect to a computer and a USB headset at the same time. Users can continue to use headsets that connect to the phone's RJ9 port.

USB Audio Mode on CCX Phones

USB audio mode enables users to connect their phones to their computers and use them as external USB audio devices.

You can now use USB audio mode on CCX 400 phones and on all available base profiles.

USB audio mode enables the following functions:

- Playing computer audio through the phone's speaker
- Recording audio using the phone's microphone

Note: USB audio mode prevents CCX 400 phones from connecting to USB headsets. To use a USB headset on CCX 400 phones, you must disable USB audio mode.

USB Phone Mode on CCX Phones

Use your Poly CCX business media phone in USB phone mode while connected to a computer.

Important: USB phone mode is a Poly-supported feature pending Microsoft certification.

USB phone mode enables users to place calls directly from the phone hardware through softphone clients, such as Skype for Business or Microsoft Teams, on their Windows computers. Mac computers don't support dialing from the USB phone.

The softphone client on the computer must support Human Interface Device (HID) connections to support USB phones. No other native call applications can run on the phone while in USB phone mode. For the best performance, only use USB phone mode with one softphone client at a time.

Note: CCX phones in USB phone mode don't support HID connections in a Zoom Rooms environment. Use the call controls from the Zoom Rooms softphone client on the connected computer.

Switching Call Applications on CCX Phones

Poly CCX business media phones can switch to Poly OpenSIP call application when you set its default call application to Microsoft Teams. This allows you to use Poly OpenSIP as a backup for calling in the rare event that Teams calls are unavailable. You can also configure UCS group paging on phones with Teams set as the default call application.

Important: Application switching is only supported on CCX 600 and CCX 700 phones, as well as CCX 400 and CCX 500 phones with hardware revision K or later.

OpenSIP for Failover Calling

In the unlikely event that Microsoft Teams calling is unavailable, users can switch to an OpenSIP registered line using the Poly UCS call application.

Group Paging with the Poly Control Panel

Configure the **Poly Control Panel** to enable Poly group paging functionality on Poly CCX business media phones when you set the default call application to Teams.

See the *Poly CCX Business Media Phone Administration Guide* for information on configuring group paging.

Configure group paging in the **Poly Control Panel** to perform one of the following options when the user selects the **Group Page** icon:

- Send a page to the default group 1 page group
- Send a page to a single defined page group
- Display the **Group Page List**, which enables users to select a group to page

Basic Authentication for Web Proxy

Configure Poly CCX business media phones to support basic authentication while using web proxy servers. Set up a username and password the phone can use to authenticate with your network's web proxy server.

Note: At this time, Poly phones don't support advanced web proxy authentication, such as NTLM.

STIR/SHAKEN Call Validation

This release supports the STIR/SHAKEN standard protocol for caller ID verification. The STIR/SHAKEN protocol enables the phone to validate incoming calls to help prevent fraudulent acts such as call spoofing. Depending on the level of validation, the phone displays different icons in the caller ID screen.

Media Security Negotiation

Starting in UC Software 7.2.0, Poly phones process media security separately from RFC 3329.

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 in this Release

Phone Model	Generic	Microsoft Teams	Zoom Phone	Skype for Business
CCX 400 (Microsoft)	Supported	Not Supported	Not Supported	Not Supported
CCX 400 (OpenSIP)	Supported	Not Supported	Not Supported	Not Supported
CCX 500 (Microsoft)	Supported	Not Supported	Not Supported	Not Supported
CCX 500 (OpenSIP)	Supported	Not Supported	Not Supported	Not Supported
CCX 600 (Microsoft)	Supported	Not Supported	Not Supported	Not Supported
CCX 600 (OpenSIP)	Supported	Not Supported	Not Supported	Not Supported
CCX 700 (OpenSIP)	Supported	Not Supported	Not Supported	Not 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 only supports OpenSIP deployments for 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	1449/1.0.94.2021051303
Microsoft Admin Agent	1.0.0.202103160138
5.0.5088.0	5.0.5088.0

Cameras Supported with CCX 600

CCX 600 business media phones support the following cameras (Generic and Zoom Phone only):

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

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
7.2.0	November 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> • USB Features on CCX Phones • Switching Call Applications on CCX Phones • Basic Authentication for Web Proxy • STIR/SHAKEN Call Validation • Media Security Negotiation
7.1.2	September 2021	Maintenance release for Poly CCX business media phones
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 <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2021022403
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 7.2.0 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.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
Poly Clariti Core	10.1.0
Poly Clariti Edge	10.1.0
Polycom RealPresence Collaboration Server	8.9.2
Polycom RealPresence Group Series	6.2.2.7
Poly G7500	3.7
Poly Studio X30	3.7
Poly Studio X50	3.7
Poly Trio Series	7.2.0
Cisco Unified Communications Manager	12.5.1

Product	Tested Versions
Cisco Expressway Core	12.6.2
Cisco Expressway Edge	12.6.2
Cisco Webex DX80	9.13.1
Cisco TelePresence SX20	9.13.1
Cisco TelePresence SX80	9.13.1

Resolved Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

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	Description
Application	VOICE-53920	CCX phones can't place calls following a change to the BLF users list while paging and PTT features are enabled.
Audio	VOICE-54502	The CCX 700 speaker may produce noise on UCS versions 7.0.0 or later.
Audio	VOICE-58901	Call audio may become distorted when switching between a USB headset and other audio output devices. The call audio may also distort if you disconnect and reconnect the USB headset during an active call.
Calendering	VOICE-20783	Reminders for All Day meetings that you schedule to start in the past don't display on the local interface.
Calendering	VOICE-21951	The Calendar pane on the Home screen may display an incorrect status even if you successfully connect to the Exchange server.
Configuration	VOICE-7806	Configuring an EFK to simulate digit entry produces no action.
Interoperability	VOICE-60207	When using the Zoom call application, the phone's screen may go blank and become unresponsive after accessing the System Settings menu.
Logs	VOICE-23168	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.

Category	Issue ID	Description
Logs	VOICE-54130	Fetching device logs through PDMS-SP can produce a corrupted and unreadable file.
Network	VOICE-22316	The phone doesn't list available Wi-Fi networks with the security configuration set as None during a Wi-Fi SSID scan.
Peripherals	VOICE-21612	Some stereo headsets only play audio on one side when it receives a mono signal from the phone.
Peripherals	VOICE-59213	If you disconnect a Bluetooth headset during an active Zoom Phone call, the near-end audio switches to the speakerphone, but the far-end audio stops. If you reconnect the Bluetooth headset during the active Zoom Phone call, the near-end audio switches to the Bluetooth headset, but the far-end audio stops.
User Interface	VOICE-20740	The Calendar softkey doesn't display on the Home screen.
User Interface	VOICE-21170	On CCX 400 phones using 802.1X authentication, the phone incorrectly displays the EAP method as Unknown under Status > Network > 802.1X Auth.
User Interface	VOICE-21656	The Mute softkey on the local interface doesn't display.
User Interface	VOICE-23069	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.
User Interface	VOICE-54090	When configured to display the signed-in user's avatar in the phone's home screen instead of date and time, the avatar doesn't display the user's name or presence.
User Interface	VOICE-54440	On CCX 500 phones, the display becomes distorted if the phone is allowed to go idle while in the Recent Calls list.
User Interface	VOICE-58903	Poly CCX 600 and CCX 700 phones can only display up to 24 line keys or speed dials. Users can't access speed dials or line keys beyond the 24th entry.
User Interface	VOICE-7621	On CCX 600 phones signed in on Skype for Business, the search bar may not display when users access their contact list.

Known Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

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
Application	VOICE-67230	During a screen transition, CCX phones occasionally produce a blank screen with three control icons on the navigation bar. The screen doesn't recover and the phone ignores further touchscreen input actions.	Reboot the phone.
Audio	VOICE-66922	Occasionally, a faint crackle can be heard when adjusting the volume on a USB-C connected CCX phone in USB phone mode.	No workaround.
Call Management	VOICE-21852	If a user places a Teams call on hold using their Teams PC client, the connected CCX phone in USB phone mode can't mute the microphone using the mute button.	Resume the call then mute the microphone with the mute button.
Hardware	VOICE-60974	If, during an active call, a user unplugs their CCX phone (in USB phone mode) from the computer then reconnects it, the caller ID on the far end may change to "USB".	No workaround.
Peripherals	VOICE-59029	The volume controls on the CCX phone may not synchronize with a connected headset's volume controls while the headset isn't the active audio output device.	No workaround.
User Interface	VOICE-20675	If a user attempts to place a call on a CCX 400 phone using the speakerphone button, the speakerphone button's LED may not illuminate. This doesn't prevent the user from placing the call.	Close the dial prompt and press the speakerphone button again to illuminate it.
User Interface	VOICE-22521	When a CCX phone is in USB phone mode and has Bluetooth enabled, the phone incorrectly lists itself as a device called "USB" in the Connected Devices menu.	No workaround.
User Interface	VOICE-58897	While in USB audio mode, the phone may briefly display a "Back to Call" message at the top of the screen if you end a Teams call using the phone's touchscreen.	No workaround.
User Interface	VOICE-67169	The Hold button is unavailable when using a CCX phone in the Skype for Business base profile as a USB audio device on a connected computer.	Hold a call using the call controls on the computer's softphone client.

System Constraints and Limitations

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

- 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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