

Call to Upgrade CCX 400 Teams Phones Running Version 1.0.X to UCS 6.2.23.0268 via the Microsoft Teams Admin Center

Engineering Advisory 196041

This notice is a call for customers who use the Microsoft Teams Admin Center for management provisioning to upgrade CCX 400 Teams phones running version 1.0.0 or 1.0.1 to UCS 6.2.23.0268 before the end of February 2021.

Upgrading CCX 400 Teams phones running version 1.0.0 or 1.0.1 in bulk via the Microsoft Teams Admin Center will not be possible after February 2021.

After February 2021, all CCX 400 Teams phones running version 1.0.0 or 1.0.1 will have to be upgraded individually using a USB stick (see upgrade instructions below).

This Engineering Advisory applies to the following Poly audio device:

- Poly CCX 400 Teams phones running version 1.0.0 or 1.0.1

Important Reminders

1. The Microsoft Teams Admin Center can only host one version of software at a time, per CCX phone model.
2. The current software image on the Microsoft Teams Admin Center for CCX 400 Teams phones only supports upgrading the CCX 400 Teams phone from version 1.0.0 or 1.0.1.
3. Customers have until the end of February 2021 to upgrade CCX 400 Teams phones running version 1.0.0 or 1.0.1 using the Microsoft Teams Admin Center. After which, only CCX 400 Teams phones running UCS 6.2.21 or higher will be able to upgrade using the Microsoft Teams Admin Center.
4. Customers currently running UCS 6.2.21 or UCS 6.2.22 will not be able to upgrade to UCS 6.2.23.0268 until after February 2021.

Upgrade Instructions via USB Stick

Use a FAT32 formatted USB flash drive to update CCX 400 Teams phones from version 1.0.0 or 1.0.1 to UCS 6.2.23.0268

Important: Don't use these instructions to update CCX 400 Teams phones running UCS 6.2.11 or higher. These instructions are only for CCX 400 Teams phones running CCX 400 version 1.0.0 or 1.0.1.

Note: After updating your CCX 400 Teams phone to UC Software, the phone will attempt to connect to a provisioning server. If the phone doesn't connect to a provisioning server, it will boot to the out-of-the-box set up screen.

1. Download the CCX 400 update 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.
4. Connect the USB flash drive to the CCX 400 USB port.
5. At the prompt, verify that the current version is one of the following:
 - a. 1.0.0.0200
 - b. 1.0.1.0054
6. Press **Update**.

The update completes in approximately 10 minutes.
7. Once the update 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 will boot to the out-of-box setup screen.
8. Change the administrator password and complete the setup wizard.
9. Sign in to Teams.