



Poly CCX Business Media Phones

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

Poly announces the release of CCX 6.2.21 for Poly CCX business media phones. The build IDs for CCX 6.2.21 are:

- Microsoft Teams certified – **6.2.21.1198**
- OpenSIP optimized – **6.2.21.1428**

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What’s New

Poly CCX 6.2.21 software is a release for OpenSIP, Skype for Business, and Microsoft Teams. It includes all the features of previous releases, important fixes, and the following new features:

- [Microsoft Teams Enhancements](#)
- [FIPS 140-2 Compliance Support with OpenSIP](#)

Microsoft Teams Enhancements

This release supports Microsoft's APK5 and includes several Microsoft Teams features. For more information on these features, see [What's new in Microsoft Teams](#).

New Home Screen and People Screen

The **Home** screen provides notifications and quick access to other phones screens. The **People** screen provides access to your contact groups.

Teams Button Support

On CCX 500 and CCX 600 phones, use the **Teams** button to access the **Home** screen. If the **Home** screen is disabled, the **Teams** button accesses the **Calls** screen instead.

Support for Better Together

Connect a CCX 500 or CCX 600 phone with Teams to your computer using Better Together. You can access your Teams desktop application and lock/unlock your phone when you lock and unlock your computer.

Access Phone Diagnostic Tests

You can test the following phone hardware functionality:

- Audio
- Network
- Touch
- LED
- Display
- System properties

To access phone diagnostic tests:

- » Go to Menu > Settings > Device Settings > Diagnostics.

FIPS 140-2 Compliance Support with OpenSIP

The Federal Information Processing Standard (FIPS 140-2) compliance is a cryptographic function.

You can configure your CCX phone to use FIPS 140-2 compliant cryptography with the `device.sec.TLS.FIPS.enabled` parameter, from the phone's local interface, or through the system web interface.

Poly CCX 6.2.21 Supported Devices

Poly CCX 400, CCX 500, and CCX 600 business media phones are available for either Microsoft or OpenSIP deployments. Poly CCX 700 business media phones are available for OpenSIP deployments only.

Important: Poly CCX business media phones with OpenSIP do not support Microsoft Teams or Skype for Business base profiles.

Supported Phone Profiles

<i>Phone Model</i>	<i>Microsoft Teams</i>	<i>Skype for Business</i>	<i>OpenSIP</i>
CCX 400 (Microsoft)	Yes	Yes	No
CCX 400 (OpenSIP)	No	No	Yes
CCX 500 (Microsoft)	Yes	Yes	No
CCX 500 (OpenSIP)	No	No	Yes
CCX 600 (Microsoft)	Yes	Yes	No
CCX 600 (OpenSIP)	No	No	Yes
CCX 700 (OpenSIP)	No	No	Yes

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.

Microsoft Component Versions for CCX Phones

<i>Microsoft Component</i>	<i>Version</i>
Microsoft Teams	1449/1.0.94.2020071702
Microsoft Admin Agent	1.0.0.202006290446.product
Microsoft Intune Company Portal	5.0.4826.0

Cameras Supported with CCX 600

CCX 600 business media phones support the following cameras:

- 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
- Poly CS 530
- Plantronics Savi 8220

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 Savi 8245 Office Wireless DECT Headset System
- 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 Savi 740 headset
- Plantronics Savi 420 headset (supports only Microsoft Teams)
- Plantronics Blackwire 725 USB headset
- Plantronics CS530 wireless headset
- Plantronics MDA220 headset switch
- Plantronics MDA100 QD

Release History

This section lists the release history of Poly CCX business media phones.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
6.2.21	September 2020	Includes the following features: <ul style="list-style-type: none"> • Microsoft Teams Enhancements • Support for shared content in video calls • FIPS 140-2 compliance support with OpenSIP
6.2.11	June 2020	Includes the following features: <ul style="list-style-type: none"> • UC Software support for CCX 400 phones with Microsoft. (Certified for Skype for Business) (Not certified for Microsoft Teams) Supports audio and video calling on CCX 600 and CCX 700 phones with OpenSIP.
5.9.13	May 2020	Maintenance release for CCX 500 and CCX 600 business media phones.
5.9.12	February 2020	Release for CCX 500 and CCX 600 business media phones.
1.0.0	December 2019	Initial release for CCX 500 business media phones.

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 Poly CCX 6.2.21 software.

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 are 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

<i>Distributed Files</i>	<i>File Purpose and Application</i>
3111-49700-001.sip.ld	SIP application executable for Poly CCX 400 business media phones.

<i>Distributed Files</i>	<i>File Purpose and Application</i>
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	Master 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	Master configuration file that contains the parameters and its values.

Language Support

The Poly CCX business media phone user interface includes native support for the following languages:

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil

- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Resolved Issues

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

Note: These release notes do not 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

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Application	EN-171986	The phone goes into an unusable state when off-hooked then on-hooked four or five times rapidly or while changing termination options quickly.
Application	EN-177152	The download support package information may fail for CCX phones. The data is either not downloaded or is corrupted.
Interoperability - Microsoft	EN-172492	Unable to answer an incoming call using speakerphone or headset buttons if the device wakes up from sleep or screen saver due to an incoming call.
Interoperability - Microsoft	EN-175109	In the Teams Device settings > Headset menu, the Echo Cancellation button doesn't work until someone reboots the phone. After the phone reboots, the button indicates that acoustic echo cancellation is off, even though it is on.

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	Description	Workaround
Application	EN-183273	On CCX 400 phones, if a user enables and disables phone lock and then reboots the phone, sometimes the phone gets stuck at a screen that displays the <i>CCX is starting</i> message.	Hard reboot the phone by pressing and holding the four corners of the touchscreen as the phone powers on, then sign in again.
Interoperability - Microsoft	EN-177869	CCX phones don't support BFCP content sharing when using RealConnect.	No workaround.
Interoperability - Microsoft	EN-183538	If a phone loses network connection while on the Teams home screen and reconnects while the phone is locked, the phone may display a <i>No internet. Emergency calls not supported.</i> message when the user unlocks it, even though internet and emergency calling are accessible.	Ignore the message. Internet and emergency calling are accessible.
Video Calls	EN-184007	On CCX 700 phones, the video display may become pixelated when you switch between lines.	No workaround.
Video Calls	EN-185566	During video calls on CCX 700 phones, the audio and video may go out of sync.	No workaround.

System Constraints and Limitations

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

- Better Together over Ethernet is only supported with Poly CCX business media phones provisioned for Skype for Business.
- USB ports on Poly CCX 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 [Polycom 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](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

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