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 7.0.1 for Poly CCX business media phones.

The build ID for UC Software 7.0.1 for CCX is **7.0.1.1090**.

Contents

What's New

Poly CCX 7.0.1 software is a release for OpenSIP only. These release notes include all the features of previous releases, important fixes, and the following new features:

- Zoom Phone Support on Poly CCX Phones

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.

Zoom Phone Support on Poly CCX Phones

Poly CCX phones support Zoom Phone for UCS. For more information on Zoom Phone support, see the [Zoom Help Center](#).

Poly CCX 7.0.1 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 doesn't support Microsoft Teams or Skype for Business for this release, though users can use them for testing. Since this release only supports the Generic base profile for OpenSIP, changing the base profile is for testing only.

Base Profiles Supported on CCX Business Media Phones

Phone Model	Skype for Business	Microsoft Teams	OpenSIP
CCX 400 (Microsoft)	Testing only	Testing only	Supported
CCX 400 (OpenSIP)	Testing only	Testing only	Supported
CCX 500 (Microsoft)	Testing only	Testing only	Supported
CCX 500 (OpenSIP)	Testing only	Testing only	Supported
CCX 600 (Microsoft)	Testing only	Testing only	Supported
CCX 600 (OpenSIP)	Testing only	Testing only	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.

For more information on this Teams release, see [What's new in Microsoft Teams](#).

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2020111101
Microsoft Admin Agent	1.0.0.202010121132.product (223)
Microsoft Intune Company Portal	5.0.4927.0

Cameras Supported with CCX 600

CCX 600 business media phones support the following cameras (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:

- Plantronics Voyager 8200 UC Bluetooth headset
- Plantronics Voyager 8200 UC USB headset
- Plantronics 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
7.0.1	March 2021	OpenSIP-only release that includes the following: • Zoom Phone Support on Poly CCX Phones
7.0.0	February 2021	OpenSIP-only release that includes the following: • All CCX 400, CCX 500, and CCX 600 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 7.0.1 for Poly CCX software.

Update CCX 400 Phones from Version 1.0.0 or 1.0.1 to 6.2.23 or Higher

Use a FAT32 formatted USB flash drive to update CCX 400 phones from version 1.0.0 or 1.0.1 to version 6.2.23. You can then update the software again to a higher version.

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

To update CCX 400 phones from version 1.0.0 or 1.0.1 to 6.2.23:

1 Download the 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 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 update completes in approximately 10 minutes.

6 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 displays the out-of-box setup screen.

7 Change the administrator password and complete the setup wizard.

8 Sign in to Teams.

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

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

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

Category	Issue ID	Found in Release	Description
Calling	EN-192705	7.0.0	Periodically, switching the call audio terminal during a call may cause the phone to reboot.

Category	Issue ID	Found in Release	Description
Device Management	EN-189863	6.2.22A	When Persistent Mute is enabled (`feature.persistentMute.enabled="1"`) on a CCX 400 phone, the **Mute** LED doesn't always synchronize with the phone's mute status.
Device Management	EN-192540	7.0.0	Telnet appears to break when an incorrect username or password is entered during login.
Interoperability	EN-192024	6.2.22A	Poly CCX phones can't connect to Poly Lens while they're in the Microsoft Teams base profile.
Peripherals	EN-193401	6.2.11	Some Bluetooth headsets intermittently disconnect from the phone, then reconnect.
Provisioning	EN-190549	6.2.22A	Can't provision CCX phones MTLS with enabled.
User Interface	EN-172932	6.2.11	Custom line icons don't display properly on CCX 600 and CCX 700 phones.
User Interface	EN-186699	6.2.22A	The lock screen reappears if users attempt to unlock the phone before the *No internet...* message disappears.
User Interface	EN-191456	6.2.21	Setting the `feature.wifiUserSettings.enabled` parameter to `0` in the configuration file doesn't hide the Wi-Fi menu item under **Settings > Basic**.
User Interface	EN-191919	6.2.22A	The CCX 500 user interface sometimes appears to freeze after you select an onscreen function. For example, if you enable or disable the **Dark Theme**, the confirmation dialog doesn't display.
User Interface	EN-194569	6.2.22A	Incorrect Dutch translation for *Consultation* as *Doorschakelen* and *Transfer* as *Overleg* while in an active call.
User Interface	EN-195962	6.2.11	Instant messages don't display properly.
Video	EN-193141	7.0.0	Under certain circumstances, the camera may stop sending video for up to 12 seconds.

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
API	EN-196640	7.0.1	When a request is made to the `/api/v1/mgmt/simulateTouch` API on a Poly Trio or Poly CCX phone to tap the **Search** field in the contact directory, the **Search** field doesn't gain focus.	No workaround.
Device Management	EN-194777	6.2.23 7.0.0 7.0.1	You can't disable soft keys from the system web interface.	No workaround.
Device Management	EN-195856	7.0.1	CCX phones can't switch IP modes.	No workaround.
Device Management	EN-198416	7.0.1	The **Call Back** EFK always displays, even if the last call on the phone wasn't completed.	Configure the **Call Back** EFK with a macro.
User Interface	EN-194974	7.0.1	When running the Teams base profile, it may take several seconds for the screens on Poly CCX 400, CCX 500, and CCX 600 phones to wake from power saving mode.	Disable power saving mode or extend the timeout so the phone doesn't enter power saving mode.
User Interface	EN-198574	7.0.1	When enabling Wi-Fi, the phone reboots. When joining a Wi-Fi network for the first time, the phone's display gets stuck on the waiting screen with the message *Obtaining IP address*.	The reboot after enabling Wi-Fi is normal. The new Wi-Fi connection is successful, you may select the **Back** button from the stuck screen and begin using the phone.

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 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 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 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 Poly Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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