



Poly CCX Business Media Phones

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What’s New

Poly CCX business media phones support Microsoft Teams and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

The current build ID for the sip.Id and resource files is **5.9.13.0306**.

Microsoft Teams Features

The following features are now available for Poly CCX business media phones with Microsoft Teams.

- Locking your phone

- Placing emergency calls from a locked phone
- Hot desking
- Adding favorite contacts
- Assigning delegates (boss admin)
- Assigning custom ringtones by call type (direct, forwarded, and delegated)

Enable the Phone Lock

Enable phone lock to automatically lock a phone after a set amount of idle time.

To enable the phone lock:

- 1 Go to **Menu > Settings > Device Settings > Phone Lock**.
- 2 Select **Enable Phone Lock**.
- 3 Enter a PIN and confirm it.
- 4 Select OK.
- 5 Select **Phone Lock Timeout**.
- 6 On the **Phone Lock Timeout** screen, choose the amount of idle time before the phone automatically locks.

Change the Phone Lock PIN

For security, periodically change your phone's lock PIN.

To change the phone lock PIN:

- 1 Go to **Menu > Settings > Device Settings > Phone Lock > Change PIN**.
- 2 Enter the old PIN, a new PIN, and confirm the new PIN.
- 3 Select OK.

Unlock a Locked Phone

Unlock your phone to make calls and join meetings.

Note: If you enter the wrong PIN four times the phone signs out of your account.

To unlock a locked phone:

- 1 On a locked phone, swipe up on the screen.
- 2 Enter your PIN.
- 3 Select the check mark.

Screensaver and Phone Lock Timeouts

The phone lock timer doesn't begin until the screensaver starts or the screen turns off.

Screensaver and Phone Lock Timeout Information

Screensaver	Screensaver / Backlight Timeout	Phone Lock Timeout	Results
Disabled	30 sec	1 minute	Phone sleeps with a blank screen at 30 seconds. Phone locks at 1.5 minutes.
Disabled	1 minute	30 sec	Phone sleeps with a blank screen at 1 minute. Phone locks at 1.5 minutes.
Enabled	30 sec	1 minute	Phone shows screensaver at 30 seconds. Phone locks at 1.5 minutes.
Enabled	1 minute	30 sec	Phone shows screensaver at 1 minute. phone locks at 1.5 minutes.

Place an Emergency Call from a Locked Phone

You can place an emergency call from a locked phone.

Note: If the phone sign in screen appears, you must sign in to place an emergency call.

To place an emergency call from a locked phone:

- 1 On a locked phone, swipe up on the screen.
- 2 Do one of the following:
 - Dial the emergency number using the PIN keypad.
 - Select **Emergency Call** and enter 911 (or another approved emergency number) and select **Place call**.

Sign In to a Phone as a Hot Desk User

Place calls and attend meetings using your account on another user's phone.

Note: Hot desking is only available from an unlocked phone.

To sign in to a phone as a hot desk user:

- 1 Go to **Menu > Hot Desk**.
- 2 Enter your email address and select **Sign in**.
- 3 Enter your password and select **Sign in**.

Sign Out of a Phone as a Hot Desk User

To return the phone back to the primary user, sign out of your hot desking session.

To sign out of a phone as a hot desk user:

- 1 Go to **Menu > Device Settings**.
- 2 Select **Sign Out**.

Add a Contact to Your Favorites Tab

Select contacts to add them to the **Favorites** tab on the **Calls** screen.

To add a contact from your favorites tab:

- 1 On the **Calls** screen, select the **Recent** tab.
- 2 Select a contact and then select the star.

Assign a Delegate

Select contacts that can make and receive calls on your behalf.

To assign a delegate:

- 1 Go to **Menu > Settings > Manage delegates**.
- 2 Select **Add delegates** and search for a contact.
- 3 Select the contact and choose the delegates calls settings:
 - Make calls
 - Receive calls
 - Change call and delegate settings
- 4 Select the check mark to save the settings.
The delegate is added to your delegates list.

Change Ringtones for Call Types

You can set specific ringtones for direct calls, forwarded calls, and delegated calls.

To change ringtones for call types:

- 1 Go to **Menu > Settings > Calling**.
- 2 Under **Ringtones**, select the ringtone for each call type:

- Calls for you
- Forwarded calls
- Delegated calls

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 table below titled “Understanding the Split ZIP Files”. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining 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.

ZIP File Information

Distributed Files	File Purpose and Application
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.
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 (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.

Version History

This following table includes the release history of Poly CCX business media phones.

Note: Poly CCX software releases now align with UC software versioning. The current Poly CCX software release is 5.9.13. This version number indicates that this is the third (5.9.13) release built on UC Software 5.9 (5.9.13).

Version History

Release	Release Date	Features
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

This release includes important security fixes.

Refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

Installation

You can install updates a few different ways. For more information, see the *Poly CCX Business Media Phones with Microsoft Administrator Guide* on the [Polycom Documentation Library](#).

Supported Headsets

Poly CCX 500 and CCX 600 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

System Constraints and Limitations

This section provides information on constraints and limitations when using Poly CCX business media phones.

- Better Together over Ethernet 4.3.0 is only supported with Poly CCX business media phones provisioned for Skype for Business.
- USB ports on Poly CCX phones do not support device charging.

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 known issues for Poly CCX business media phones.

Resolved Issues

Category	Issue ID	Description
Device Management	EN-171576	CCX 500 and 600 phones' serial numbers and MAC addresses don't match in Microsoft Intune and the Teams device management portal.
Device Management	EN-173878	In the Teams base profile, choosing the time zone in the Teams admin portal may cause the phone to ignore the daylight savings time rules for the chosen time zone.

Known Issues

The following table lists known issues in for Poly CCX business media phones.

Note: These release notes do not 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-173499	If you're using the Teams profile with phone lock enabled, Teams may not launch in the background after you reboot and unlock the phone.	Reboot the phone.
Device Management	EN-171039	If you're using the Teams profile and enable phone lock, you can't downgrade from a software version that supports phone lock to a software version that doesn't support phone lock.	Disable phone lock and factory reset your phone.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- 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 [Polycom 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 [Polycom 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.

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