



# 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 7.0.0 for Poly CCX business media phones.

The build ID for CCX 7.0.0 is **7.0.0.4332**.

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### What’s New

Poly CCX 7.0.0 software is a release for OpenSIP only. These release notes include all the features of previous releases, important fixes, and the following new features:

- [Change the Base Profile on a CCX Phone](#)

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.

## Change the Base Profile on CCX Phones

This release enables administrators to choose any base profile on CCX 400, CCX 500, or CCX 600 business media phones. With this feature, you can switch CCX phones with Microsoft to the Generic (OpenSIP) base profile and switch CCX phones with OpenSIP to Teams or Skype for Business base profiles. Changing the base profile reboots the phone.

The CCX 700 business media phones support only the Generic (OpenSIP) base profile.

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**Note:** 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.

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### Base Profiles Supported on CCX Business Media Phones

<i>Phone Model</i>	<i>Skype for Business</i>	<i>Microsoft Teams</i>	<i>OpenSIP</i>
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.

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**Important:** Poly doesn't support Microsoft features in this release. The Microsoft Teams application loaded in this release is for testing purposes only.

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

### Microsoft Component Versions for CCX Phones

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

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## ***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 and Bluetooth 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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
7.0.0	February 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> <li>All CCX 400, CCX 500, and CCX 600 phones support the ability to switch base profiles.</li> <li>Important field fixes</li> </ul>

## 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 7.0.0 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>
<i>3111-49700-001.sip.ld</i>	SIP application executable for Poly CCX 400 business media phones.
<i>3111-49710-001.sip.ld</i>	SIP application executable for Poly CCX 500 business media phones.
<i>3111-49770-001.sip.ld</i>	SIP application executable for Poly CCX 600 business media phones.
<i>3111-49740-001.sip.ld</i>	SIP application executable for Poly CCX 700 business media phones.
<i>sip.ver</i>	Text file detailing build-identifications for the release.

<b><i>Distributed Files</i></b>	<b><i>File Purpose and Application</i></b>
<i>000000000000.cfg</i>	Primary configuration template file.
<i>000000000000-directory~.xml</i>	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.
<i>Welcome.wav</i>	Startup welcome sound effect.
<i>LoudRing.wav</i>	Sample loud ringer sound effect.
<i>Polycom-hold.wav</i>	Sample ringer sound effect.
<i>Warble.wav</i>	Sample ringer sound effect.
<i>polycomConfig.xsd</i>	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
Application	EN-184007	6.2.21	On a CCX 700 phone, when you switch between lines the video may pixelate.
Application	EN-190287	6.2.22	When you swipe up or down on the second row of buttons shown in a call, the buttons may unexpectedly shift up or down on the screen.
Audio	EN-186611	6.2.22	Audio level is low even when you set the volume to max.
Audio	EN-190833	6.2.22	CCX 400 phones don't play the initial portion of the ringtone for incoming calls.
Call Management	EN-188153	6.2.22	On CCX phones with OpenSIP, RealConnect URLs are not parsing the Conference ID when you use the <b>Join</b> button.
Call Management	EN-188509	6.2.22	On CCX phones with OpenSIP, the mute LED remains illuminated when a user answers a call on a paired Bluetooth headset, then mutes the call and moves it over to speakerphone. Though the mute LED remains illuminated, the far end can hear call audio.
Device Management	EN-189863	6.2.22	When you enable Persistent Mute ( <code>feature.persistentMute.enabled="1"</code> ) on a CCX 400 phone, the <b>Mute</b> LED doesn't always synchronize with the phone's mute status.
Security	EN-190697	6.2.21	The <code>wpa_supplicant</code> compiled and built during authentication doesn't support 802.1x authentication for wired networks.
Security	EN-191137	6.2.21	The compiled/built supplicants don't support wired networks, so no authentication messages are sent during 802.1x authentication.
Video	EN-185566	6.2.21	During video calls on CCX 700 phones, the audio and video may go out of sync.
Video	EN-187574	7.0.0	On CCX 700 phones, during a video call the video freezes when you select <b>Camera Off</b> .

## 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

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Application	EN-183273	6.2.21	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 "CCX is starting" message.	Restore the phone by restarting the phone and then pressing and holding the four corners of the touchscreen as soon as the mute light illuminates. Sign back in.
Application	EN-186849	6.2.11	The initial out-of-box setup wizard may appear even when auto-provisioning disables it.	No workaround.
Application	EN-188500	6.2.22	On CCX phones, the handsfree LED doesn't illuminate during playback of a received page.	No workaround.
Application	EN-193231	6.2.22	\$F internal functions for enhanced feature keys requiring a physical key don't work properly.	No workaround.
Audio	EN-185968	6.2.21	The handsfree audio level may drop to a lower than expected level if a user switches to the handset and back to handsfree mode during page playback.	No workaround.
Audio	EN-190450	6.2.23	When using the speakerphone with full-duplex at high volume, callers on the far end may experience dropouts or choppiness in the call audio.	Reduce the speakerphone volume, or use the handset or a headset.
Audio	EN-190610	6.2.23	CCX phones sometimes play incoming pages at a low volume.	Use the volume keys to increase the page audio volume while the page plays.

<b>Category</b>	<b>Issue ID</b>	<b>Found in Release</b>	<b>Description</b>	<b>Workaround</b>
Audio	EN-192574	7.0.0	After placing a push-to-talk call, the phone's dialtone is distorted when you place a new call.	No workaround.
Audio	EN-192720	7.0.0	When you're in a call using a USB headset, if you remove the USB headset the audio from the speakerphone is distorted.	No workaround.
Calling	EN-186723	6.2.21	Users can't park a call and pick it up from another phone.	Resume the call from the same phone that parked it.
Calling	EN-191102	6.2.23	OpenSIP URL calls dialed with no configured SIP registration may display the wrong CCX model number for the far end phone.	No workaround.
Calling	EN-192705	7.0.0	Periodically, switching the call audio terminal during a call may cause the phone to reboot.	No workaround.
Device Management	EN-192403	6.2.22	Can't set the Bluetooth device name using the <code>bluetooth.device.name</code> parameter.	Configure the Bluetooth device name with the <code>bluetooth.devName</code> parameter instead.
Device Management	EN-192540	7.0.0	Telnet becomes temporarily disabled when someone enters an incorrect username or password during login.	The phone blocks subsequent telnet login attempts for one minute following a failed login attempt for security purposes. After one minute passes, attempt to log in again.
Interoperability	EN-189623	7.0.0	CCX phones can't use Poly OTD to connect to Exchange Services.	No workaround.
Interoperability	EN-191072	6.2.23	When you enable TalkBack, you can't answer an incoming call using a connected headset.	Answer the incoming call with the speakerphone or headset, then switch to the headset.
Interoperability	EN-193456	7.0.0	Call audio on Apple AirPods isn't supported.	No workaround.



<b>Category</b>	<b>Issue ID</b>	<b>Found in Release</b>	<b>Description</b>	<b>Workaround</b>
Logs	EN-189573	6.2.22	CCX phones unexpectedly reboot when you change log level components from the system web interface.	No workaround.
Peripherals	EN-185845	6.2.21	CCX 700 phones without a handset may fail to switch from handsfree mode to an analog headset during a call if the phone previously had a USB headset and analog headset plugged in.	Reboot the phone.
Peripherals	EN-186726	6.2.22	Following a reboot, CCX phones answer the first call in hands-free mode even with a USB headset attached to the phone.	No workaround.
Peripherals	EN-188536	6.2.21	Some Bluetooth headsets intermittently disconnect from the phone then reconnect.	No workaround.
Peripherals	EN-193426	7.0.0, 6.2.23	The Bluetooth headset ringtone plays, but periodically, the verbal "incoming call" notification doesn't play along with it.	No workaround.
Peripherals	EN-193428	7.0.0, 6.2.23	Audible mute on and mute off notifications don't play through paired Bluetooth headsets.	No workaround.
Peripherals	EN-193431	7.0.0, 6.2.23	The audio level in paired Bluetooth headsets don't sync with volume adjustments on CCX phones. Also, audible volume minimum and maximum notifications don't play through paired Bluetooth headsets.	No workaround.
Provisioning	EN-190549	6.2.22	You can't provision CCX phones with MTLS enabled.	No workaround.
User Interface	EN-186699	6.2.22	The lock screen reappears if users attempt to unlock the phone before the "No internet..." message disappears.	Wait until message disappears from the lock screen before attempting to unlock the phone.
Video	EN-190736	6.2.23	On CCX 700 phones, visual artifacts (such as horizontal bars) appear on the video displayed on the screen when ending the video call. The artifacts don't appear at the start of the next video call.	No workaround.
Video	EN-192449	7.0.0	Automatic white balancing may produce an undesirable yellowish tint during video calls.	Disable automatic white balancing and adjust the white balance manually.

<b>Category</b>	<b>Issue ID</b>	<b>Found in Release</b>	<b>Description</b>	<b>Workaround</b>
Video	EN-193141	7.0.0	Under certain circumstances, the camera may stop sending video for up to 12 seconds.	After a short period of time, the camera corrects itself.

## 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 [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 [Poly Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

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