



# 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 7.1.3 for Poly CCX business media phones.

The build ID for UC Software 7.1.3B for CCX is **7.1.3.0991**.

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### Change to Issue IDs

Known and resolved issue IDs for Poly phones no longer use the *EN* prefix. Issue IDs now have the format *VOICE-XXXXX*. Note that the issue ID numbers also reset when moved to the new prefix category.

## What's New

Poly CCX UC Software 7.1.3 is a release for OpenSIP, Microsoft Teams, and Zoom. These release notes include information on important field fixes and the following new feature:

- [Microsoft Teams Enhancements](#)

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.

### *Microsoft Teams Enhancements*

This release supports Teams app version 1449/1.0.94.2021101205 for Poly CCX 400, CCX 500, and CCX 600 business media phones, which include system improvements. For more information, see [What's new in Microsoft Teams](#).

## Poly CCX Supported Base Profiles

For this release, Poly CCX business media phones only support the Generic base profile for OpenSIP deployments and the ZoomPhone base profile for CCX 600 and CCX 700 phones (new for this release).

### Base Profiles Supported on CCX Business Media Phones

Phone Model	OpenSIP	Microsoft Teams	Zoom Phone	Skype for Business
CCX 400 (Microsoft)	Supported	Supported	Not supported	Supported
CCX 400 (OpenSIP)	Supported	Supported	Not supported	Supported
CCX 500 (Microsoft)	Supported	Supported	Not supported	Supported
CCX 500 (OpenSIP)	Supported	Supported	Not supported	Supported
CCX 600 (Microsoft)	Supported	Supported	Supported	Supported
CCX 600 (OpenSIP)	Supported	Supported	Supported	Supported
CCX 700 (OpenSIP)	Supported	Not supported	Supported	Not supported

### *Microsoft Teams 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 version, see [What's new in Microsoft Teams](#).

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**Microsoft Component Versions for CCX Phones**

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2021101205
Microsoft Admin Agent	1.0.0.202110130735.product (v298)
Microsoft Intune Company Portal	5.0.5034.0

## ***Cameras Supported with CCX 600***

CCX 600 business media phones support the following cameras (OpenSIP and Zoom Phone 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:

- Poly Voyager 8200 UC Bluetooth headset
- Poly Voyager 8200 UC USB headset
- Poly 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
7.1.3	November 2021	Maintenance release for Poly CCX business media phones <ul style="list-style-type: none"> <li>• Support for Microsoft Teams version 1449/1.0.94.2021101205</li> </ul>
7.2.0	November 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> <li>• USB Features on CCX Phones</li> <li>• Switching Call Applications on CCX Phones</li> <li>• Basic Authentication for Web Proxy</li> <li>• STIR/SHAKEN Call Validation</li> <li>• Media Security Negotiation</li> </ul>
7.1.2		This release number was skipped and never released.
7.1.1	June 2021	Maintenance release for Poly CCX business media phones that includes: <ul style="list-style-type: none"> <li>• CCX 600 and CCX 700 as a Zoom Phone Appliance</li> </ul>
7.1.0	June 2021	OpenSIP-only release that includes important field fixes and the following: <ul style="list-style-type: none"> <li>• USB Audio Support on CCX Phones</li> </ul>
7.0.3	April 2021	Maintenance release for Poly CCX business media phones
7.0.2	April 2021	Maintenance release for Poly CCX business media phones <ul style="list-style-type: none"> <li>• Support for Microsoft Teams version 1449/1.0.94.2021022403</li> </ul>
7.0.1	March 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> <li>• Zoom Phone Support on Poly CCX business media phones</li> </ul>
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 business media 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 UC Software 7.1.3B for Poly CCX software.

## ***Upgrade CCX 400 Business Media Phones from Version 1.0.0 or 1.0.1 to 6.2.23 or Later***

Use a FAT32 formatted USB flash drive to upgrade CCX 400 business media phones from version 1.0.0 or 1.0.1 to version 6.2.23. You can then upgrade the software again to this release version.

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

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### **To upgrade CCX 400 business media phones from version 1.0.0 or 1.0.1 to 6.2.23:**

- 1 Download the upgrade file (Poly\_UC\_Software\_1.0.x\_to\_6.2.23.0396\_CCX400\_release\_sig.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 upgrade completes in approximately 10 minutes.
- 6 Once the upgrade 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.

## ***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're 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

## Products Tested with This Release

Poly tests CCX business media phones with other products. The following list indicates only the products tested for compatibility with this release and isn't a complete inventory of compatible equipment.

Update all your Poly devices with the latest software before contacting Poly support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Poly Interoperability Matrix in [Service Policies](#) at the Poly Online Support Center.

### Products Tested with This Release

Product	Tested Versions
Polycom RealPresence DMA 7000	10.0.0
Cisco Unified Communications Manager	12.5.1

## Resolved Issues

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**Note:** Issue IDs have the format VOICE-XXXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

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

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**Note:** These release notes don't 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.

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**Resolved Issues**

Category	Issue ID	Description
Application	VOICE-54559	When configuring phones from the Microsoft Teams Admin Center (TAC), you can't update the <b>Screensaver Enabled</b> and <b>Display Backlight Timeout</b> settings.
Audio	VOICE-54150	Call audio briefly plays out of the handsfree speaker if you end a call by hanging up the handset.
Calling	VOICE-54170	The phone may drop an outgoing call if the user starts the call and lifts the handset simultaneously.
Cloud Service	VOICE-7583	A successful UCS firmware from 5.9.12 to 7.0.x using Microsoft TAC displays as "Timed Out" for the TAC status.  A successful UCS firmware from 6.2.xy to 7.0.x using Microsoft TAC displays as "Failed" for the TAC status.
Configuration	VOICE-7806	Configuring an EFK to simulate digit entry produces no action.
Interoperability	VOICE-59418	When using the Zoom call application, the phone may becoming unresponsive after accessing the <b>System Settings</b> menu.
Logs	VOICE-59286	Intermittently, executing a <code>lifu</code> command on CCX 400 and CCX 500 phones doesn't update the boot server with the latest system logs. The <code>mac-plcmsyslog.tar.gz</code> file's timestamp updates, but it only contains log files several days old.
Network	VOICE-58753	With some Wi-Fi access points, the phone incorrectly detects a duplicate IP address in use during the DHCP address assignment phase. This results in the phone not accepting its assigned IP address, and the phone doesn't connect to the Wi-Fi network.
Network	VOICE-7581	802.1X authentication doesn't function properly when used with an Ethernet port network connection.
User Interface	VOICE-21170	On CCX 400 phones using 802.1X authentication, the phone incorrectly displays the EAP method as Unknown under <b>Status &gt; Network &gt; 802.1X Auth</b> .
User Interface	VOICE-22713	When users access the <b>System Settings</b> menu from the Zoom call application, the phone may incorrectly display "Network Unavailable" instead of the phone's IP address.
User Interface	VOICE-54085	CCX 400 phones display six registered line keys instead of the supported 28 lines.
User Interface	VOICE-54090	When configured to display the signed-in user's avatar in the phone's home screen instead of date and time, the avatar doesn't display the user's name or presence.
User Interface	VOICE-58903	Poly CCX 600 and CCX 700 phones can only display up to 24 line keys or speed dials. Users can't access speed dials or line keys beyond the 24th entry.

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Category	Issue ID	Description
User Interface	VOICE-59933	On CCX 400 phones, the speakerphone button may not illuminate after pressing it to start a new call.
User Interface	VOICE-60541	On CCX 400 phones, the headset button may not illuminate after pressing it to start a new call.
User Interface	VOICE-7612	Occasionally, the phone may not display the <b>Forward</b> button on the home screen while in the Skype for Business base profile.
User Interface	VOICE-7621	On CCX 600 phones signed in on Skype for Business, the search bar may not display when users access their contact list.
User Interface	VOICE-7737	Enhanced Feature Keys display an extra "EFK" label on the softkeys.
Video	VOICE-7709	In video calls with <code>packetization-mode=0</code> , CCX 600 and CCX 700 phones send a higher bitrate than configured, resulting in high packet loss.

## Known Issues

**Note:** Issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

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
Call Management	VOICE-60123	If a user attempts to answer an incoming Teams call with the speakerphone button while they're already on an active call using speakerphone, the phone may drop both calls.	Use the on-screen call answer button to accept the incoming call.
Network	VOICE-59269	Wi-Fi Access points and routers that use features like band steering to dynamically shift connected devices back and forth between 2.4GHz and 5GHz frequencies may cause CCX phones to lose Wi-Fi connectivity until the Access Point shifts the phone back to the original frequency.	Disable band steering on the access point or include a rule on the access point to lock the phones to a single frequency band.

Category	Issue ID	Description	Workaround
Peripherals	VOICE-20873	The phone doesn't recognize a supported USB headset if you connect it after an unsupported headset was connected.	Reboot the phone after unplugging the unsupported headset.
User Interface	VOICE-20675	If a user attempts to place a call on a CCX 400 phone using the speakerphone button, the speakerphone button's LED may not illuminate. This doesn't prevent the user from placing the call.	Close the dial prompt and press the speakerphone button again to illuminate it.
User Interface	VOICE-59598	Certain warning prompts display in English even if you change phone's language to another language.	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 (BToE) is only supported with CCX business media phones provisioned for Skype for Business.
- USB ports on CCX business media 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](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The [Poly 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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