SIMPLE AND INTUITIVE.

BENEFITS

- Conversations stay on track with Poly HD Voice
- Command the conversation with touchscreen simplicity
- Eliminate distracting background noise at the source with Poly and NoiseBlock AI and Acoustic Fence technology
- Easy for IT to install and manage with robust provisioning and support tools— including Poly Lens

POLY CCX 400

Sometimes all you need is a reliable touchscreen phone. An always-on, always-ready phone you can count on. The Poly CCX 400 is an entry-level business media phone that’s easy to use. Its interface is simple and intuitive. And contacts and meetings are one swipe or one tap away on a color touch screen.

- Color touch-screen operation with 5” multi-touch LCD display
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full-duplex speakerphone operation with world-class echo cancellation and Poly NoiseBlock AI
- Wall mountable with optional CCX 400 wall mount Kit
POLY CCX 400

DATA SHEET

SPECIFICATIONS

USER INTERFACE FEATURES
• Gesture-based, multitouch-capable capacitive touch screen
• 5-inch color LCD (720 x 1280 pixel)
• 9:16 aspect ratio
• Screen saver
• On-screen virtual keyboard
• Voicemail support
• Adjustable base height
• One USB type-A port (2.0 compliant) for media and storage applications
• Unicode UTF-8 character support
• Adjustable font size selection (regular, medium, large)
• Normal and dark mode
• Multilingual user interface including Arabic, Chinese, Czech, Danish, Dutch, English (Canada/US/UK), French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES
• Poly HD Voice technology delivers lifelike voice quality for each audio path: handset, hands-free speakerphone, and optional headset
• Poly Acoustic Fence removes background office noise heard by far end when using handset or wired headsets.
• Poly Acoustic Clarity technology providing full-duplex speakerphone conversations, acoustic echo cancellation and Poly NoiseBlock AI background noise suppression
• TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
• Frequency response—150 Hz—7 kHz for handset, optional headset and handsfree speakerphone modes
• Codecs: G.711 (A-law and μ-law), G.729AB, G.722 (HD Voice), G.722.1 iLBC
• Individual volume settings with visual feedback for each audio path
• Voice activity detection
• Comfort noise generation
• DTMF tone generation (RFC 2833 and in-band)
• Low-delay audio packet transmission
• Adaptive jitter buffers
• Packet loss concealment
• OPUS support

HEADSET AND HANDSET COMPATIBILITY
• Dedicated RJ-9 headset port
• Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
• Compliant with ADA Section 508 Subpart B
• 1194.23 (all)
• Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
• Compatible with commercially-available TTY adapter equipment
• USB headset support

NETWORK AND PROVISIONING
• SIP protocol support
• SDP
• IETF SIP (RFC 3261 and companion RFCs)
• Two-port gigabit Ethernet switch
• 10/100/1000Base-TX across LAN and PC ports
• Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
• Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
• Manual or dynamic host configuration protocol (DHCP) network setup
• Time and date synchronization using SNTP
• FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
• Provisioning and call server redundancy supported
• QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
• VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
• Network address translation support for static configuration and "keep-alive"
• SIP signaling
• RTCP and RTP support
• Event logging
• Syslog
• Hardware diagnostics
• Status and statistics reporting
• IPv4 and IPv6
• TCP
• UDP
• DNS-SRV

SECURITY
• 802.1X authentication and EAPOL
• Media encryption via SRT
• Transport layer security (TLS)
• Encrypted configuration files
• Digest authentication
• Password login
• Support for URL syntax with password for boot server address
• HTTPS secure provisioning
• Support for signed software executables

POWER
• Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
• External Universal AC/DC Adapter (optional) 5 VDC @ 3 A (15 W)
• ENERGY STAR® rated
**REGULATORY APPROVALS**
- Australia RCM
- Brazil ANATEL
- Canada ICES and NRTL
- China RoHS 2.0
- EEA CE Mark
- Russia Customs Union
- Indonesia SDPPI
- Japan VCCI
- Mexico NYCE
- NZ Telepermit
- Saudi Arabia CITC
- South Africa ICASA
- South Korea KC
- USA FCC and NRTL

**SAFETY**
- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 62368-1
- IEC 60950-1 & IEC 62368-1
- AS/NZS 62368-1

**EMC**
- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- CISPR32 Class B
- VCCI Class B

**OPERATING SYSTEM**
- Android 9

**OPERATING CONDITIONS**
- Temperature: 0 to 40 °C (+32 to 104 °F)
- Relative humidity: 5% to 95%, noncondensing

**STORAGE TEMPERATURE**
- -40 to + 70 °C (-40 to + 160 °F)

**POLY CCX 400 BUSINESS MEDIA PHONE COMES WITH:**
- Console
- Handset with handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

**SIZE UNIT**
- 18.1 cm x 21.5 cm x 5.0 cm WxHxD
- 7.1 in x 8.5 in x 2.0 in WxHxD

**PART NUMBER**
- 2200-49700-025 CCX 400 Business Media Phone. Open SIP. PoE. Ships without power supply
- 2200-49700-019 CCX 400 Business Media Phone. Microsoft Teams/SFB. PoE. Ships without power supply
- 2200-49703-001 CCX 400 wall mount kit

**WEIGHT**
- Unit box weight: 1.043 kg (2.23 lbs)

**UNIT BOX DIMENSIONS**
- 22.2 cm x 24.3 cm x 6.9 cm WxHxD
- 8.7 in x 9.6 in x 2.7 in WxHxD

**MASTER CARTON QUANTITY**
- Ten (10)

**WARRANTY**
- One (1) year

**LEARN MORE**
For more information on CCX 400 visit [poly.com/ccx](http://poly.com/ccx)