



USER GUIDE

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# Poly CCX Business Media Phones with Microsoft Teams

## Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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# Before You Begin

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## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)

This user guide helps you configure Poly settings available on the CCX business media phone when running Microsoft Teams. You must have a Teams-enabled Microsoft Office 365 account to access all of the features of your CCX business media phone with Teams.

This user guide supports the following Poly phones with Teams enabled:

- CCX 400 business media phones
- CCX 500 business media phones
- CCX 600 business media phones

## Audience, Purpose, and Required Skills

This guide provides information for Poly CCX Business Media Phones running the Microsoft Teams application. Administrators and users can use this guide to configure Poly settings available on the phone's local interface.

## 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.

# Getting Started with Poly CCX Business Media Phone with Teams

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## Topics:

- [Product Overview of Poly CCX Business Media Phones](#)
- [CCX Phone Hardware Overview](#)
- [Wake the Phone](#)
- [Access Microsoft Teams Help](#)
- [Accessibility Features](#)

Before you use your Poly CCX Business Media Phone with Teams, take a few moments to familiarize yourself with its features and user interface.

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**Note:** As you read this guide, keep in mind that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

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## Product Overview of Poly CCX Business Media Phones

Poly CCX business media phones support audio-only conference calls with Microsoft Teams voice platforms along with point-to-point and bridge calls.

### **Poly CCX business media phones with Teams features**

- Placing, answering, and managing audio calls
- Adjusting call and phone settings
- Viewing, joining, and scheduling meetings
- Checking voicemail messages
- Pairing Bluetooth headsets (CCX 500 and CCX 600 only)
- Connecting to a wireless network (CCX 600 only)

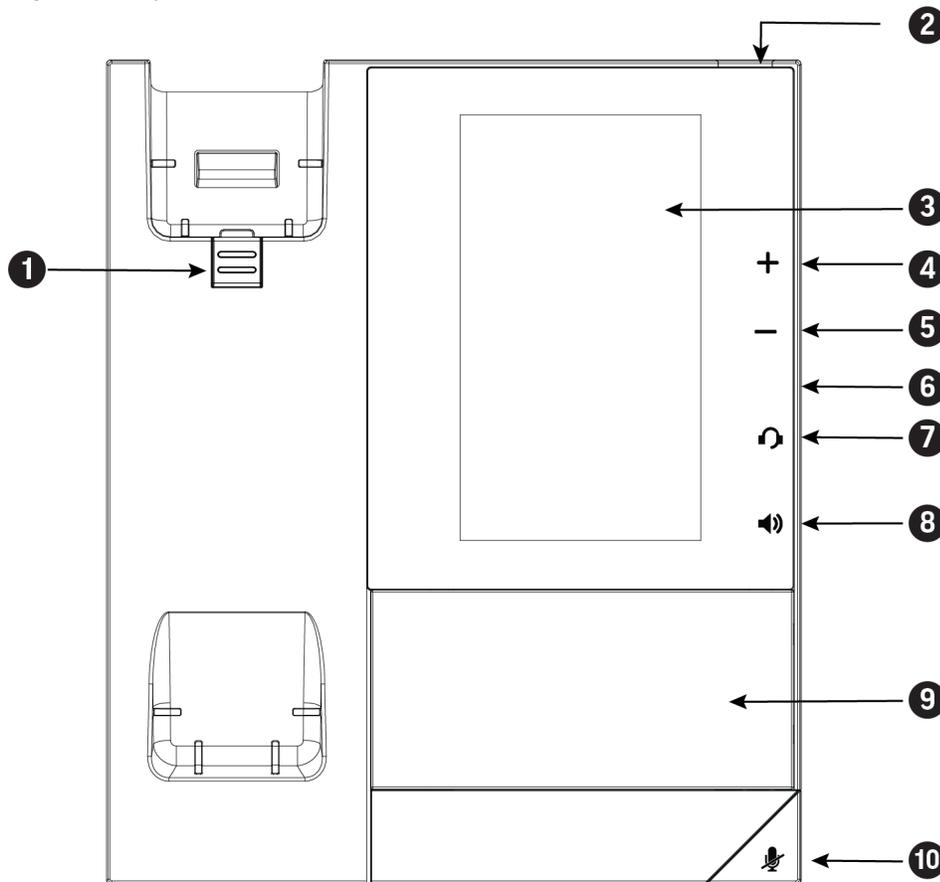
## CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX Business Media Phones.

### Poly CCX 400 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 400 business media phones. The table lists each feature numbered in the figure.

**Figure 1: Poly CCX 400 phone hardware features**



**Poly CCX 400 Phone Hardware Feature Descriptions**

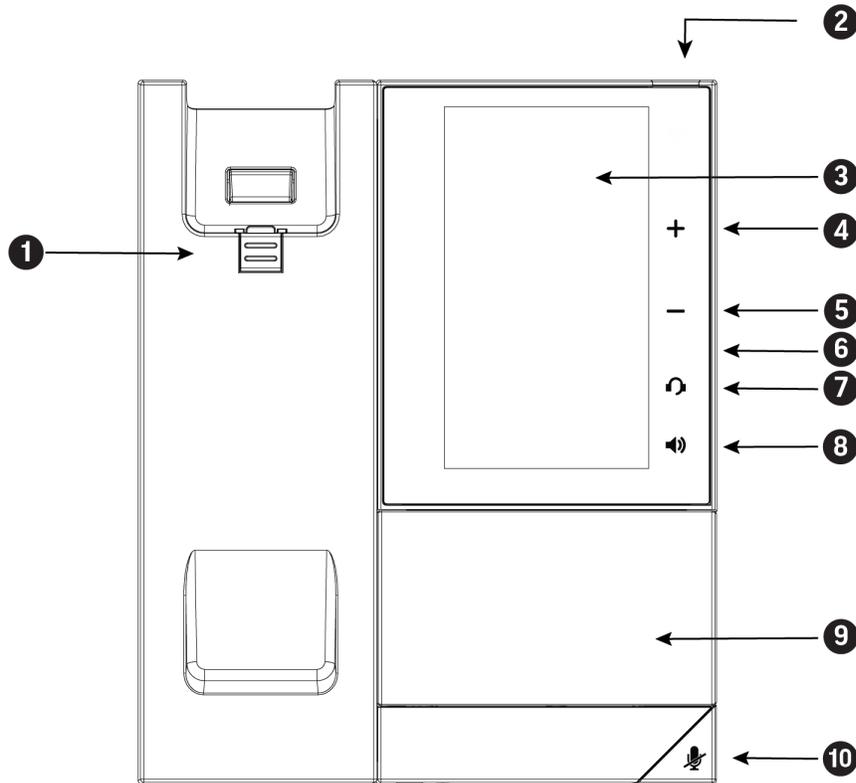
Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate when you have new messages.

Reference Number	Feature	Feature Description
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
4, 5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	Enables you to attach a USB flash drive or USB headset. CCX 400 phones contain one USB-A port.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mutes local audio during calls and conferences.

## Poly CCX 500 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 Business Media Phones. The table lists each feature numbered in the figure.

Figure 2: Poly CCX 500 phone hardware features



### Poly CCX 500 Phone Hardware Feature Descriptions

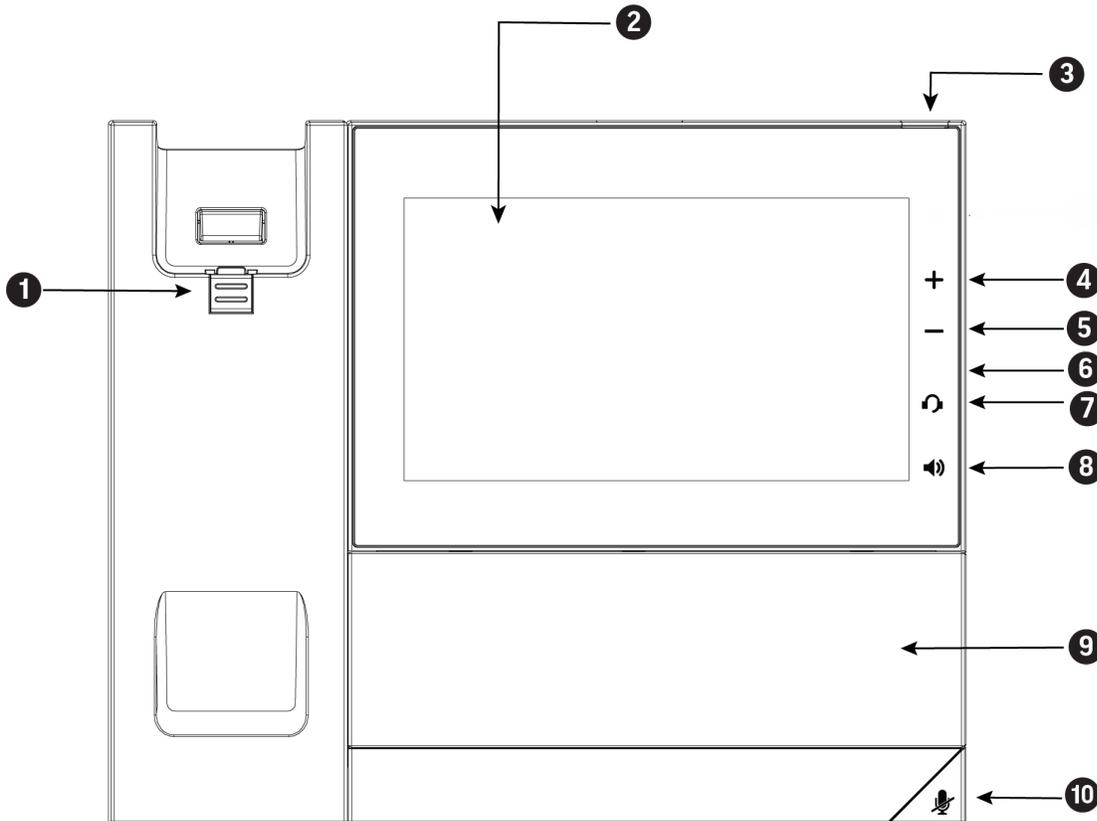
Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes to indicate you have an incoming call. Flashes red to indicate when you have new messages.
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
4,5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
6	USB port(s)	Poly CCX 500 phones include one USB-A port and one USB-C port. You can connect a USB flash drive to USB-C port and headset to USB-A port.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mutes local audio during calls and conferences.

## Poly CCX 600 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 600 business media phones. The table lists each feature numbered in the figure.

**Figure 3: Poly CCX 600 Phone Hardware Features**



**Poly CCX 600 Phone Hardware Feature Descriptions**

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
3	Message waiting indicator	Flashes red to indicate when you have new messages.
4, 5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	CCX 600 phones contain one USB-A port and one USB-C port.  You can connect a USB flash drive to USB-C port and a headset to USB-A port.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mutes local audio during calls and conferences.

**LED Indicators on CCX Series Phones**

CCX series phone LEDs indicate phone and accessory states.

**CCX Series Phones LED Descriptions**

LED	Color State and Description
Speakerphone	Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on.

LED	Color State and Description
Headset	<p>Off - Phone is in sleep mode.</p> <p>White – No headset is active.</p> <p>Green – An electronic hookswitch (EHS) headset is connected and activated.</p> <p>Blue – A USB or Bluetooth headset is connected and activated.</p>
Mute	<p>Off – No call is active.</p> <p>Red – The phone microphone is muted.</p>
Message Waiting Indicator (MWI)	<p>Off – No new messages are available.</p> <p>Blinking Red – New or unread voicemails are available, incoming call and missed call.</p>

## Wake the Phone

The phone screen turns off after a set amount of idle time. You can wake the phone at any time after this happens.

### Procedure

- » Do one of the following:
  - Lift the handset.
  - Tap the screen.
  - Tap the Bluetooth headset call button.
  - Tap the USB headset call button.

## Access Microsoft Teams Help

You can access the Microsoft Teams help site through the phone or on the web.

### Procedure

- » Do one of the following:
  - On the phone, go to **Menu > Settings > Help**.
  - In a web browser, go to [Microsoft Teams help center](#).

## Accessibility Features

Poly products include a number of features to accommodate hearing, mobility, and vision-impaired users.

### Features for Hearing-Impaired Users

Your phone includes many features that enable users with hearing impairments to use various features on the phone.

The following table lists the accessibility features for hearing-impaired users.

#### Accessibility Features for Hearing-Impaired Users

Accessibility feature	Description
Visual message indicators	An indicator light on the phone indicates that new messages are waiting. Icons on the screen also indicate that the phone has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for the phone. You can also change the volume of the ringer to suit your needs and choose different ring tones for contacts.

### Features for Mobility-Impaired Users

Your phone includes features that enable users with mobility impairments to perform various functions on the phone.

The following table lists the accessibility features for mobility-impaired users.

#### Accessibility Features for Mobility-Impaired Users

Accessibility feature	Description
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.
Built-in speakerphone	A built-in speakerphone allows you to hear audio on the device without having to use a headset.

### Features for Vision-Impaired and Blind Users

Poly phones include various features that enable users with visual impairments to use many of the features on the phone.

The following table lists the accessibility features for visually-impaired and blind users.

**Accessibility Features for Vision-Impaired and Blind Users**

Accessibility Feature	Description
Adjustable backlight	You can change the brightness of the screen by adjusting backlight intensity settings.
Illuminate feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.
Microphone mute	An audible alert plays when you mute or unmute the microphones using any of the Mute keys on the device or far-end system. The phone plays an alert periodically if the device is muted for a set period of time.

# Signing In to Your Phone

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## Topics:

- [Sign In Using the Phone Local Interface](#)
- [Sign In to Your Phone Using a Web Browser](#)
- [Sign Out of Microsoft Teams](#)

Use your Microsoft account credentials to sign in to Teams on your phone.

You can sign in to your phone using one of the following methods:

- **User ID**—Enter your user credentials.
- **Web Sign In**—To sign in from a computer, select **Sign in from another device**, and use the provided web address and code.

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**Note:** You can sign in with only one Microsoft account at a time.

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## Sign In Using the Phone Local Interface

You can sign in to Microsoft Teams using the phone's local interface.

### Procedure

1. Select **Sign in**.
2. Enter your Microsoft account name and select **Next**.
3. Enter your Microsoft password and select **Sign in**.

## Sign In to Your Phone Using a Web Browser

You can sign in to your phone using a web browser.

### Procedure

1. Select **Sign in**.
2. Select **Sign in from another device**.  
A web address and code display.
3. On your computer, enter the web address into a web browser.
4. In the **Code** field, enter the code displayed on the phone.
5. Select your Microsoft account and click **Next**.
6. Enter your Microsoft password and select **Sign in**.  
Your phone signs in to Teams.
7. On your phone, select **Got it**.

## Sign Out of Microsoft Teams

If you're signed in to Microsoft Teams on a public phone, make sure you sign out after you finish using the phone.

After you sign out of Microsoft Teams, you can't make calls or view upcoming meetings. You must sign back in to Microsoft Teams to use the phone.

### Procedure

1. Go to **Menu > Settings**.
2. Select **Sign out**.
3. Select **OK**.

# Poly CCX Business Media Phone With Teams Settings

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## Topics:

- [Change the Phone Display Language](#)
- [Date & Time](#)
- [Adjust the Display Backlight](#)
- [Set the Phone Theme to Dark](#)
- [Enable the Screen Saver](#)
- [Adjust the Backlight & Screen Saver Timeout](#)
- [Headset Settings](#)
- [Connecting to a Wireless Network](#)
- [Enable Accessibility Options](#)

You can customize basic settings on the phone. Adjustable settings include choosing a display language, changing the time and date format, and adjusting the backlight settings.

Some changes made within menus apply automatically. However, some settings require you to select the **Back** button and then select **Save** when prompted.

## Change the Phone Display Language

You can change the language used for your phone's user interface.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Language** and select a language from the list.

## Date & Time

You can choose to set the date and time by selecting a time zone or by using a server.

## Change the Time Format

You can switch between 12-hour and 24-hour time format on your phone.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Date & Time**.
3. In the **Time Format** section, select **12 - Hour** or **24 - Hour**.

## Adjust the Display Backlight

You can adjust your phone's display brightness.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Display**.
3. Slide the **Backlight** slider to the left to lower the brightness or to the right to increase the brightness.

## Set the Phone Theme to Dark

To reduce the brightness of your phone screen, switch to the Dark theme.

### Procedure

1. Go to **Menu > Settings**.
2. Select the **Dark Theme** toggle.
3. Select **Restart**.

Before the phone switches to the Dark theme, the Teams splash screen appears momentarily.

## Enable the Screen Saver

You can enable your phone's screen saver and choose from the built-in screen saver backgrounds.

The screen saver automatically starts each time your phone is idle for a certain amount of time. You can stop the screen saver at any time by pressing any key or touching the screen. When your phone is idle again for a specified period of time, the screen saver starts again.

### Procedure

1. Go to **Menu > Settings**.
2. Select **Display**.
3. Select **Screen Saver**.  
The **Screen Saver Background** menu item is enabled.
4. To display a list of available screen savers, select **Screen Saver Background**.

## Adjust the Backlight & Screen Saver Timeout

You can define how long the phone sits idle before the screen saver starts or the phone turns off.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Display**.
3. Select **Backlight & Screen Saver Timeout**.

4. Choose an idle time from the list.

## Headset Settings

You can use a headset with a microphone by connecting it via USB or Bluetooth (if available on your phone).

A dialog window displays to notify you when you successfully connect a headset. When you use the headset, the headset icon on the phone glows.

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**Note:** Lifting the handset overrides the headset.

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## Configure Hookswitch Mode

You can configure which hookswitch mode your phone uses. Based on the headset you're using, this option may enable additional headset control options.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Headset**.
3. Select **HookSwitch Mode** to choose an available mode from the list.

## Enable Echo Cancellation

You can enable echo cancellation to remove echoes that you might experience when using your headset.

### Procedure

1. Go to **Menu > Setting > Device Settings**.
2. Select **Headset**.
3. Select **Echo Cancellation**.

## Enable Bluetooth

You can pair and connect a Bluetooth device to your phone.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Bluetooth**.
3. Toggle the **Bluetooth** switch to enable or disable Bluetooth.

When you enable Bluetooth, a **Manage Bluetooth Device** option displays. You can now pair Bluetooth-enabled devices in range.

## Connect a Bluetooth Headset

You can connect a Bluetooth headset to your phone.

### Procedure

1. Go to **Menu > Settings > Device Settings > Bluetooth > Manage Bluetooth Devices**.
2. Select **Pair New Device**.
3. Select your headset from the Available devices list.

## Connecting to a Wireless Network

You can connect your phone to a wireless network.

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**Note:** Wi-Fi is not supported on CCX 400 and CCX 500 business media phones.

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### Enable Wi-Fi

Enable Wi-Fi to connect your phone to a wireless network.

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**Note:** Enabling Wi-Fi reboots your phone.

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### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Wi-Fi**.
3. To enable wireless network connectivity, toggle the **Wi-Fi** switch.  
Your phone reboots.

## Connect to a Wireless Network

Once you enable Wi-Fi on your phone, you can connect to a wireless network.

Make sure you have the login credentials for the network you want to connect to.

### Procedure

1. Go to **Menu > Settings > Device Settings > Wi-Fi > Launch Wi-Fi Settings**.
2. Select a wireless network from the list.
3. Enter the required information for the chosen wireless network.

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**Note:** The information required for a wireless network depends on the security settings of the chosen wireless network.

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4. Select **Connect**.

## Disconnect from a Wireless Network

When you need to change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Wi-Fi**.
3. Select the connected wireless network SSID from the list.
4. Select **Disconnect**.

## Remove a Wireless Network

Remove any saved wireless network that is no longer necessary.

### Procedure

1. Go to **Menu > Settings > Device Settings > Wi-Fi > Launch Wi-Fi Settings**.
2. Select the connected wireless network SSID from the list.
3. Select **Forget**.

## Enable Accessibility Options

Your phone includes accessibility options to assist with visual impairment.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Accessibility**.
3. Toggle the **Accessibility Settings** switch to enable or disable accessibility options.
4. Enable the following options as desired:
  - **High Contrast Mode**: Increases the color contrast in the local interface.
  - **Large Text**: Increases the size of the text in the local interface.
  - **Color Correction** and **Correction Mode**: Adjusts colors to compensate for color vision deficiency.

# Troubleshooting

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## Topics:

- [View Device Information](#)
- [Enable Logging](#)
- [Enable Screen Capture](#)
- [Reboot the Phone](#)

If you're having issues with your Poly phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

## View Device Information

You can view device information, such as the IP address, the unique MAC address, and software and application versions the device is currently running.

### Procedure

- » Go to **Settings > Device Settings > About** to view the following device information:
  - IP Address
  - MAC Address (also called the serial number)
  - Firmware Version
  - Partner App Version
  - Company Portal Version
  - Teams Version
  - Device Settings Version
  - Admin App Version

## Enable Logging

Your system administrator may ask you to turn on logging to assist in troubleshooting. Logging stores information about events that take place on the phone, such as placing a call.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Debug**.
3. Toggle the **Logging** switch to enable logging.
4. Select **Log Level** to choose the level that you want your phone to record logs.

## Enable Screen Capture

Your administrator may ask you to enable screen capture for troubleshooting purposes.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Debug**.
3. Toggle **Screen Capture** to switch screen capture on or off.

## Reboot the Phone

Your system administrator may ask you to reboot the phone to assist in troubleshooting.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Debug**.
3. Select **Reboot Phone**.