



Poly Voice Software

Announcing the new release of Poly Voice Software (PVOS) for the Poly CCX 350 business media phone. The build ID is: 8.0.1.4813.

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Introducing the Poly CCX 350 Business Media Phone

Poly introduces the CCX 350 business media phone, featuring the speed and simplicity of a native Microsoft Teams experience but with physical buttons for a more traditional use and navigation feel.

General Features and Capabilities

For complete information on available features, see the *Poly CCX Business Media Phones with Microsoft Teams Administrator Guide*.

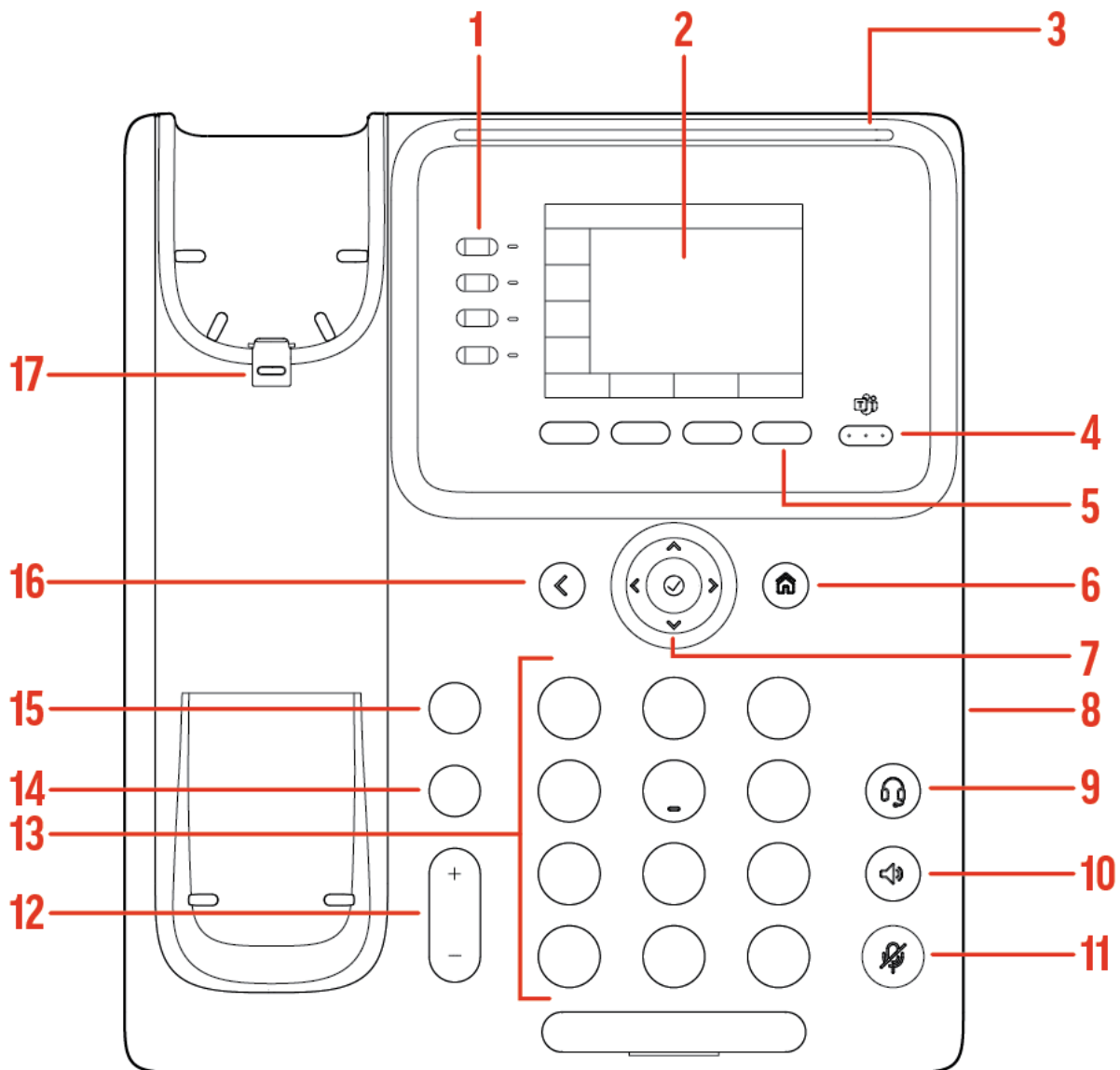
The CCX 350 phone provides the following features and capabilities:

- Embedded Microsoft Teams application
- HD Voice with Acoustic Clarity
- Poly Acoustic Fence and NoiseBlockAI noise suppression technologies

- 2.8" color LCD screen
- RJ9 analog headset port
- 10/100/1000 LAN and PC ethernet port
- USB-C port

Poly CCX 350 Hardware

The following figure displays the hardware features on the Poly CCX 350 business media phone. The table lists each feature numbered in the figure.



| Reference Number | Feature | Feature Description |
|------------------|------------------------------|--|
| 1 | Line keys | Reserved for future use. |
| 2 | Screen | A 2.8" color LCD screen with a backlight that enables you to view menu options and data. |
| 3 | Message waiting indicator | Flashes red to indicate you have an incoming call or a new message. |
| 4 | Teams key | Opens the Teams Home screen. The Teams logo illuminates only when the Teams base profile is in use. |
| 5 | Softkeys | Select context-sensitive actions that display along the bottom of the screen. |
| 6 | Home key | In the Teams base profile, opens the Teams Settings menu when the user is signed in, or opens the Device Settings menu when the user is not signed in. |
| 7 | Navigation keys / Select key | Scroll through information or options displayed on the phone's screen or select a field of displayed data. |
| 8 | USB port | CCX 350 business media phones include one USB-C port. Enables you to connect a headset or to connect the phone to a computer as a USB audio device. |
| 9 | Headset indicator | Displays when the phone powers on. The icon glows green or blue when you connect and activate a headset. |
| 10 | Speakerphone indicator | Displays when the phone powers on. The icon glows green when activated. |
| 11 | Mute key | Mute or unmute the microphone during an active call. |
| 12 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |
| 13 | Dialpad keys | Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers. |
| 14 | Transfer key | Transfer an active call to a contact. |
| 15 | Hold key | Hold an active call or resume a held call. |
| 16 | Back key | Return to the last screen. |
| 17 | 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. |

Poly CCX 350 Base Profiles

The following table lists the base profiles available on the CCX 350 phone for this release.

| Base Profile | Available |
|--------------------|------------------|
| Microsoft Teams | Yes ¹ |
| USB Optimized | Yes |
| Generic | No |
| Zoom Phone | No |
| 8x8 Work | No |
| Skype for Business | No |

¹ PVOS includes the Microsoft Teams base profile in every release; however, Microsoft support of a release depends on the version delivered by Microsoft through the Teams Admin Center.

Microsoft Teams

The Microsoft Teams application is included in each PVOS release for use on the CCX 350 phone. The Teams version included may be updated independently of the PVOS version using the Teams Admin Center. For more information on this Teams version, see [What's new in Microsoft Teams](#).

Important: PVOS includes the Microsoft Teams base profile in every release; however, Microsoft support of a release depends on the version delivered by Microsoft through the Teams Admin Center.

Microsoft Teams Component Versions

| Microsoft Component | Version |
|---------------------------------|-----------------------------------|
| Microsoft Teams | 1449/1.0.94.2022090705 |
| Microsoft Admin Agent | 1.0.0.202205230848.product (v361) |
| Microsoft Intune Company Portal | 5.0.5484.0 |

Release History

The following table shows the release history of PVOS for the CCX 350 phone.

Release History

| Release | Release Date | Features |
|---------|---------------|---|
| 8.0.1 | December 2022 | Maintenance release for Poly Voice Software. Includes the following features: <ul style="list-style-type: none"> Introducing the Poly CCX 350 Business Media Phone |

Security Updates

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

Resolved Issues

There are no resolved issues in this release.

Known Issues

The following table lists known issues and suggested workarounds included in this release.

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.

Microsoft controls the software experience and performance of PVOS systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your PVOS system, visit the [Microsoft Teams User Feedback Forum](#).

Known Issues

| Category | Issue ID | Description | Workaround |
|----------|-------------|---|--|
| Calling | VOICE-73314 | Lifting the handset off the hook immediately after dialing a number or starting a call can result in the dial tone sounding over the ring tone and the call audio for up to 1 minute. | After you initiate a call, briefly wait for a ringback tone before lifting the handset off the hook. |

| Category | Issue ID | Description | Workaround |
|------------------|-------------|--|--|
| Interoperability | VOICE-73392 | When you start a call, join a meeting, or stream audio, the phone restarts often when connected by USB cable to HP Z Series laptops. | No workaround. |
| Software | VOICE-72972 | The phone lock timeout is 5 seconds instead of the default 15 minutes. | From the Lock Screen & PIN settings menu, select any new timeout value, or adjust the timeout value via a provisioning server such as Lens using the following parameter: <code>feature.osNative.phoneLock.tacLockTimeout="900"</code> . |

Get Help

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation 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 using the applications and devices you use every day.

- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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.

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