



Poly Voice Software

Announcing the new release of Poly Voice Software (PVOS) for the Poly CCX 350 business media phone. The build ID is: 8.0.2.2643.

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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*.

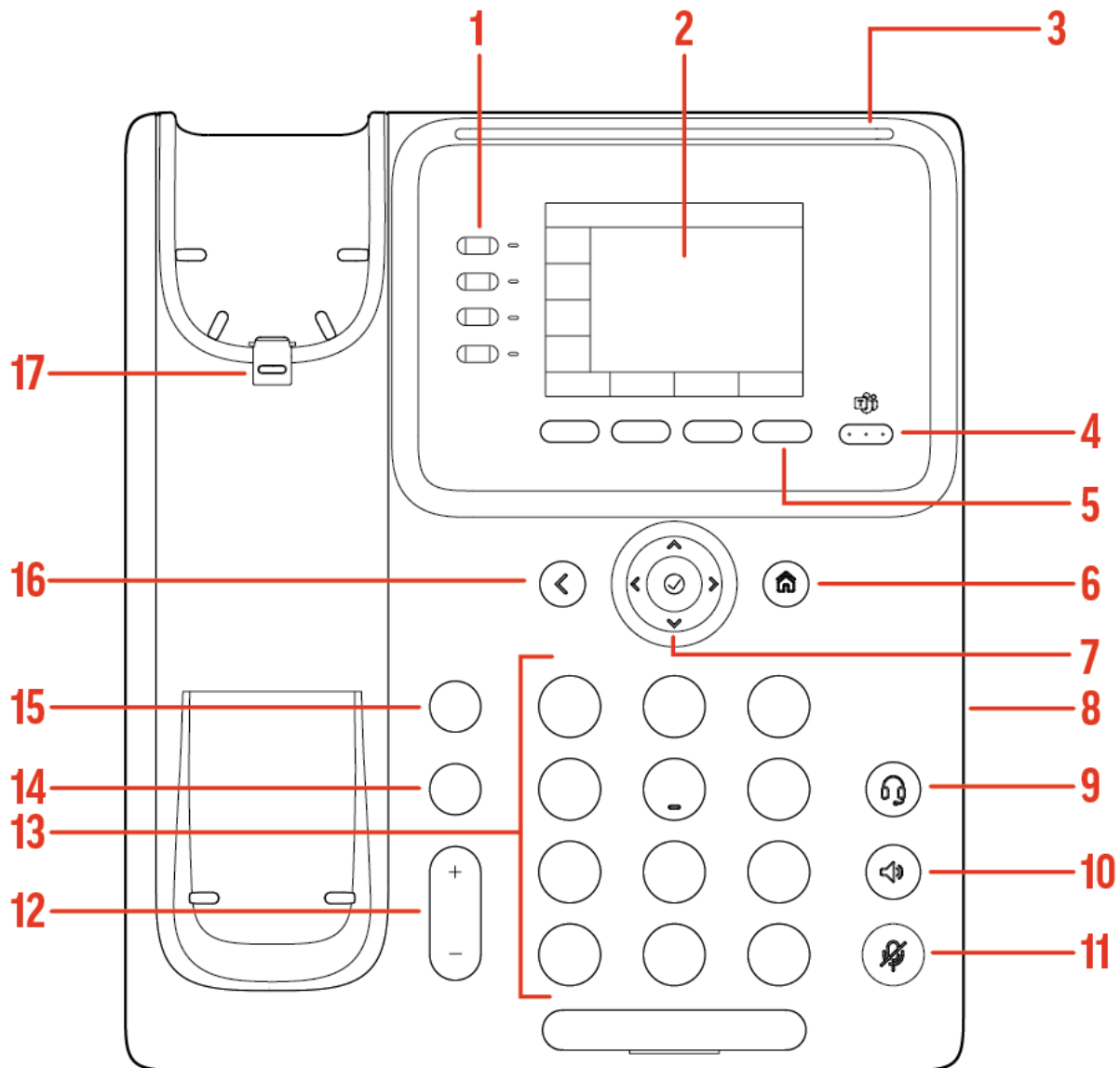
The CCX 350 phone provides the following features and capabilities:

- 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 key	Displays when the phone powers on. The icon glows green or blue when you connect and activate a headset.
10	Speakerphone key	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 ²
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.

² The USB Optimized base profile on the CCX 350 phone is available as an unsupported feature only. For more information, see [Limitations](#).

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	1449/1.0.94.2022110803
Microsoft Admin Agent	1.0.0.202209060820.product (v382)
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
8.0.2	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
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

The following table lists the resolved issues included in this release.

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.

Resolved Issues

Category	Issue ID	Description
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.
Software	VOICE-72972	The phone lock timeout is 5 seconds instead of the default 15 minutes.

Known Issues

The following table lists the 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-72933	When an incoming call is ringing, pressing the Home or Teams key redirects the call activity to the background of the screen without giving you an option to toggle it back to the foreground.	To answer the call, lift the handset, or press the Speakerphone or Headset key.
Interoperability	VOICE-73392	When your phone is connected to a HP Z series laptop using a USB-A to USB-C cable, it may restart due to a temporary loss of power when you start a new call or meeting if your phone is also connected with an Ethernet cable that is providing PoE.	Ensure that the laptop's drivers are up to date. Also, ensure that your USB cable is USB-C to USB-C, and that it provides sufficient power and does not use any inline adapters or connections to lower-power USB-A ports.

Limitations

This release includes the following constraints and limitations when using Poly CCX 350 business media phones:

The USB Optimized base profile is an unsupported feature. Audio from the Microsoft Teams PC client is available on the CCX 350 for use with the handset, headset, and speakerphone. However, several functions for call handling using the phone's physical keys do not currently perform as expected. Until the USB Optimized base profile is certified by Microsoft, and until later Microsoft Teams software updates are available, the USB Optimized base profile is not supported by Poly or Microsoft.

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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