



Poly CCX Business Media Phones

CCX 400, CCX 500, CCX 600, and CCX 700

Poly announces a new release of Poly Unified Communications (UC) Software for Poly CCX business media phones.

The build ID for UC Software for CCX is **7.2.2.1096**.

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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 7.2.2 is a release for OpenSIP, Skype for Business, and Zoom. These release notes include information on important field fixes and the following new features:

- [Add a Mandatory Message Confirmation for Outbound Calls](#)

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.

Important: Poly doesn't support Microsoft Teams in this release.

Add a Mandatory Message Confirmation for Outbound Calls

Configure Poly CCX phones to lock and display a configurable message when the phone boots up after losing power. Until a user acknowledges the message, the phone limits outgoing calling only to certain defined contacts. You can enable the phone to accept incoming calls while locked.

This can be helpful by reminding users that they must update their registered emergency location when they've physically moved their phones.

To add a mandatory message confirmation for outbound calls:

- 1 Open the configuration file.
- 2 Enable the phone lock feature.
- 3 Set the phone unlock method to require message acknowledgment from the user.

```
phoneLock.enabled="1"
```

```
phoneLock.mode="messageConfirmation"
```

Note: Set this parameter to "userPasswordAndMessageConfirmation" if you want users to enter their password in addition to the acknowledgement message.

- 4 (Optional) Change the message that the phone displays while the message displays. The custom message can be up to 255 characters.

The default message is:

This phone rebooted and may have been relocated. Before confirming, please ensure this phone's registered emergency location is correct. To do this, you may require access to an online service portal. Contact your phone service provider for details.

```
phoneLock.confirmationMessage="<message string>"
```

- 5 (Optional) Require users to acknowledge the message anytime the phone reboots, regardless of why the phone rebooted. By default, the message only displays after the phone loses power.

```
phoneLock.confirmationMessage.onlyOnPowerLoss="0"
```

- 6 (Optional) Enable the phone to permit incoming calls while the message displays.

```
phoneLock.Allow.AnswerOnLock="1"
```

- 7 (Optional) Define a contact the phone can call while the message displays. Repeat for each contact, with a maximum of five permitted contacts. For the variable *x*, set a number from 1 to 5.

```
phoneLock.authorized.x.description="<contact name>"
```

```
phoneLock.authorized.x.value="<contact's number or address>"
```

Poly CCX Supported Base Profiles

The following table lists the base profiles supported on each CCX phone model for this release. This applies to both OpenSIP and Teams models.

Base Profiles Supported on CCX Business Media Phones in This Release

Phone Model	Generic	Microsoft Teams	Zoom Phone	8x8 Work	Skype for Business
CCX 400	Supported	Not supported	Not supported	Not supported	Supported
CCX 500	Supported	Not supported	Not supported	Not supported	Supported
CCX 600	Supported	Not supported	Supported	Supported	Supported
CCX 700	Supported	Not supported	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](#).

Important: Poly only supports OpenSIP deployments for this release.

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022020202
Microsoft Admin Agent	1.0.0.202112100118.product (v322)
Microsoft Intune Company Portal	5.0.5304.0

Cameras Supported with CCX 600

CCX 600 business media phones support the following cameras (Generic and Zoom Phone base profiles only):

- Polycom EagleEye Mini USB camera (mounting kit sold separately)
- Polycom EagleEye IV USB camera

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
7.2.2	March 2022	OpenSIP-only maintenance release for Poly CCX business media phones that includes: <ul style="list-style-type: none"> • Add a Mandatory Message Confirmation for Outbound Calls

Release	Release Date	Features
7.2.1	February 2022	Maintenance release for Poly CCX business media phones that includes: <ul style="list-style-type: none"> Support for Microsoft Teams version 1449/1.0.94.2022020202 Support for 8x8 Work on CCX 600 and CCX 700 HTTP-Enabled Location Discovery Enhancements USBOptimized Base Profile Default Parameter Settings Update SCEP Certificate Signing Request Updates
7.1.4	December 2021	Maintenance release for Poly CCX business media phones <ul style="list-style-type: none"> Support for Microsoft Teams version 1449/1.0.94.2021112302
7.1.3	November 2021	Maintenance release for Poly CCX business media phones <ul style="list-style-type: none"> Support for Microsoft Teams version 1449/1.0.94.2021101205
7.2.0	November 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> USB Features on CCX Phones Switching Call Applications on CCX Phones Basic Authentication for Web Proxy STIR/SHAKEN Call Validation Media Security Negotiation
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"> CCX 600 and CCX 700 as a Zoom Phone Appliance
7.1.0	June 2021	OpenSIP-only release that includes important field fixes and the following: <ul style="list-style-type: none"> USB Audio Support on CCX Phones
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"> Support for Microsoft Teams version 1449/1.0.94.2021022403
7.0.1	March 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> Zoom Phone Support on Poly CCX business media phones
7.0.0	February 2021	OpenSIP-only release that includes the following: <ul style="list-style-type: none"> All CCX 400, CCX 500, and CCX 600 business media phones support the ability to switch base profiles Important field fixes

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 7.2.2 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.

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.

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 Support](#).
- 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 Intraoperability Matrix](#) at Poly Support.

Products Tested with This Release

Product	Tested Versions
Poly Clariti Core	10.1.0
Poly Clariti Edge	10.1.0
Polycom RealPresence Collaboration Server	8.9.2
Polycom RealPresence Group Series	6.2.2.7
Poly G7500	3.7
Poly Studio X30	3.7
Poly Studio X50	3.7
Poly Trio Series	7.2.0
Cisco Unified Communications Manager	12.5.1

Product	Tested Versions
Cisco Expressway Core	12.6.2
Cisco Expressway Edge	12.6.2
Cisco Webex DX80	9.13.1
Cisco TelePresence SX20	9.13.1
Cisco TelePresence SX80	9.13.1

Resolved Issues

Note: Starting with UCS 7.2.0, 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 resolved issues in this release for CCX business media phones.

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
Certificate Management	VOICE-68650	Poly CCX phones running UC Software version 6.2.23 and later fail to fetch the root certificate using an LDAP query from the Skype for Business server.
Network	VOICE-69064	If you configure a phone on a DHCP-enabled network and the DHCP conversation includes option 43, and then you move the phone to a DHCP-enabled VLAN with DHCP VLAN discovery enabled, the phone doesn't use the DHCP options on the second DHCP conversation.
Peripherals	VOICE-67894	If the far end caller puts a CCX 400 phone with a headset connected to the RJ-9 port on hold, the phone may automatically switch to handsfree speaker mode when the far end caller resumes the held call.
Security	VOICE-68921	The system web interface may be vulnerable to a TLS client renegotiation DoS attack.
Security	VOICE-69164	Certificates cross-signed with DST and ISRG certificates fail verification because of an expired DST certificate.
User Interface	VOICE-67597	If you configure CCX phones to use a screensaver and enable the phone lock feature to lock the phone after 10 minutes or more, waking the phone from the screensaver bypasses the phone locked screen. This enables anyone to use the phone without unlocking it.

Category	Issue ID	Description
User Interface	VOICE-67810	While in the Zoom Phone and 8x8 Work base profiles, the Wi-Fi menu doesn't display in the Advanced settings menu. This blocks access to the Wi-Fi country of operation setting.
User Interface	VOICE-68903	If a user doesn't answer an incoming call after several seconds, the phone closes the incoming call screen and displays the home screen with a banner saying "Back to Call".
User Interface	VOICE-69121	Removing a BLF key from CCX 600 and CCX 700 phones using the 8x8 administrator console causes the phones to repeatedly display an <i>Applying configuration changes</i> message for several minutes.
User Interface	VOICE-69150	If the CCX is displaying the Lines screen while a BLF line key's state changes, the display automatically changes to the Home screen.
User Interface	VOICE-69173	The phone displays an incorrect time and date when it wakes from power saving mode.

Known Issues

Note: Starting with UCS 7.2.0, 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
User Interface	VOICE-68696	The Poly Device settings menu always displays in the Light theme, even if you set the phone into Dark theme.	No workaround.

System Constraints and Limitations

This section identifies the constraints and limitations when using this product.

Windows 11 Support

Poly doesn't fully support use of this product with Windows 11 computers at this time.

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 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 using 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.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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Poly
345 Encinal Street
Santa Cruz, California
95060