



Poly CCX Business Media Phones

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

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

The build ID for CCX is **7.2.3.0902**

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What’s New

This release includes all the features and important fixes from earlier 7.2.x releases as well as:

- Microsoft Teams version rollback to 2022 update 1C
- Zoom Nomadic 911: LLDP Support for Switch Chassis & Port Subtype

Zoom Nomadic 911: LLDP support for Chassis & Port Subtype

Using LLDP, the phone can read the connected switch's chassis & port subtype and share the values with the Zoom PBX as part of a SIP REGISTER message using the Zoom X-Switch-Info header.

For more information, see [Zoom Support – Nomadic Emergency Services](#)

CCX Base Profiles

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

Base Profiles Available on CCX Business Media Phones

Phone Model	Generic	Microsoft Teams	Zoom Phone	8x8 Work	Skype for Business
CCX 400	Available	Available ³	Not available ²	Not available	Available
CCX 500	Available	Available ³	Not available ²	Not available	Available
CCX 600	Available	Available ³	Available	Available	Available
CCX 700	Available	Available ¹	Available	Available	Available

¹ Although the Teams profile is available on the CCX 700, it is not supported by Microsoft.

² Zoom Phone base profile may only be enabled by the Zoom Device Management Service; it is not available within the CCX menus.

³ Poly UC Software includes the Microsoft Teams base profile in every release; however, Microsoft Support of a release depends on the UC Software version delivered by Microsoft through the Teams Admin Center.

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](#).

Microsoft Component Versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022022305
Microsoft Admin Agent	1.0.0.202112100118.product (v322)

Microsoft Component	Version
Microsoft Intune Company Portal	5.0.5304.0

Release History

The following table lists the release history of Poly CCX business media phones.

Release History

Release	Release Date	Features
7.2.3	July 2022	Maintenance release for Poly CCX business media phones.
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
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
7.2.0	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

Security Updates

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

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 Poly Interoperability Matrix in [Service Policies](#) at the Poly Online Support Center.

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
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-XXXXX), 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
Bluetooth	VOICE-69294	Bluetooth headsets paired to CCX phones now receive incoming call state changes when in Teams and Zoom base profiles allowing calls to be answered using the call control button on the headset.
Calling	VOICE-69457	If the Teams app does not clear its Dialpad state as expected after the user hangs up, subsequent incoming calls will be dropped when the user goes off-hook to answer them.
Calling	VOICE-68805	A "Back to Call" ribbon is shown at the top of the screen during an inbound call when <code>up.LineViewCallStatus.enabled="1"</code>
Calling	VOICE-69693	Video flicker may be seen in Zoom Phone using CCX600 with Eagle Eye mini camera
Interoperability	VOICE-58891	When using the Zoom call application, the phone's screen may go blank and become unresponsive after accessing the System Settings menu.
User Interface	VOICE-69136	The text used for the mandatory message confirmation on bootup is too small
User Interface	VOICE-68926	Emoji do not appear on the CCX 400 when using Zoom Phone Appliance
Network	VOICE-70735	Failure to parse SCEP requests that use indefinite-length BER encoding in their PKCS#7 payloads.

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

There are no known issues in this release.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) 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.

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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