



Poly CCX Business Media Phones

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

Announcing a new release of Unified Communications (UC) Software for Poly CCX.
The build ID for all CCX models is **7.2.4.0186**

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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:

- [Subnet information is now available for use in E911 location identification](#)

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.

Subnet Information for use in E911 Location Identification

The phone's current subnet length has been added to the LLDP sourced switch port and chassis information provided in SIP REGISTER messages. This information is shared in the X-Switch-Info header and is used to improve location identification in E911 calls.

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	Available	Available ³	Not available ²	Not available	Not available ⁴
CCX 500	Available	Available ³	Not available ²	Not available	Not available ⁴
CCX 600	Available	Available ³	Available	Available	Not available ⁴
CCX 700	Available	Available ¹	Available	Available	Not available ⁴

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 particular release may vary depending on the UC Software version currently in use by Microsoft via the Teams Admin Center.

⁴ Support for Skype for Business has been deprecated in Version 7.3.0 and later. The Skype for Business base profile has been removed from menus, etc.; however phones already in Skype for Business profile which are upgraded will remain in Skype for Business base profile for unsupported usage.

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 for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022062103
Microsoft Admin Agent	1.0.0.202205230848.product (v361)
Microsoft Intune Company Portal	5.0.5484.0

Release History

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

Release History

Release	Release Date	Features
7.2.4	December 2022	Maintenance release Includes the following feature: <ul style="list-style-type: none"> Subnet information is now available for use in E911 location identification
7.2.4	July 2022	Maintenance release.
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	<ul style="list-style-type: none"> Maintenance release for Poly CCX business media phones that includes: 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.

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
Networking	VOICE-73031	ZTP sometimes failed to connect due to a timing issue between when the phone is able to synchronize time with the time server and when it starts provisioning to ZTP. Applies to new devices out of box and to phones that are factory reset
Reports	VOICE-71766	RTCP report for Rx content/people video stream didn't have the expected SSRC values.
User Interface	VOICE-73255	On some CCX 500/505 phones, the Poly logo that appears during bootup showed horizontal stripes.
User Interface	VOICE-73199	The Traceroute utility from the web interface didn't reliably return results.

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

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.

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
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

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 on CCX Phones

- Poly Voyager 3200
- Poly Voyager 5200
- Poly Voyager 6200
- Poly Voyager 8200
- Poly Voyager Focus UC
- Poly Voyager Focus 2 UC
- Plantronics Blackwire 710 corded headset
- Plantronics Blackwire 3200 series
- Plantronics Blackwire 5200 series
- Plantronics Blackwire 7225
- Plantronics Savi 7200 Series
- Plantronics Savi 8200 Series
- 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)
- Poly CS 530
- Plantronics MDA100 QD

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.

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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