



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 **7.3.0.16841**.

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What’s New

These release notes include information on important field fixes and the following new features:

- Web Proxy Auto Discovery Enabled by Default
- Call Forwarding Softkey Support
- Mid-transfer and mid-conference EFK states
- RingCentral Feature Support

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- Bridged Call Appearance (BCA)
 - Monitoring BLF in DND
 - DND Synchronization
 - Zoom Feature Support
 - IP Phone Call Control from Desktop Client
 - Privacy for Shared Line Group Users
 - Conference Barge for Shared Line Group Users
 - Zoom Call Monitoring

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.

Web Proxy Auto Discovery Enabled by Default

The web proxy auto discovery feature is now enabled by default in all base profiles on Poly CCX phones. Once you configure DHCP Option 252 on your network, the phone automatically determines the URI to retrieve a web proxy PAC file without additional configuration.

Call Forwarding Softkey Support

This release adds the ability to add a call **Forward** softkey to the phone screen for users to forward incoming calls on a shared line.

Mid-transfer and mid-conference EFK States

This release adds two new states that lets users transfer or conference a call while in another.

RingCentral Feature Support

This release supports the following features for phones provisioned for the RingCentral.

Bridged Call Appearance (BCA)

Bridged call appearance (BCA) provides shared line capability on RingCentral platforms that use the following SIP mechanisms:

- Subscription to the *shared-appearance* package, which is an extension of the *dialog* package. It includes an appearance parameter.
- Line seize and release using out-of-dialog SIP INFO (a soft lock of appearance).
- `INVITE` in calls contain the `p-line-appearance` header with appearance numbers.
- Barge in and pick up remote calls using `INVITE` with Join/Replace.

Monitoring BLF in DND

This feature enables Busy Lamp Field (BLF) monitoring of remote devices in the following Do Not Disturb (DND) states:

- When a phone monitors a remote device using BLF, the phone subscribes to the same address for DND notifications.
- When the remote device isn't in DND, the phone shows the normal BLF state with no changes.
- When the remote device is in DND, the phone shows a new icon to indicate remote DND.
- When the remote device has a BLF state change, the phone's line reflects the change.
For example, if the remote device goes active, it shows as remote active even if the phone is in DND.

DND Synchronization

This feature enables users to set Do Not Disturb (DND) on all the phones on the network at once by setting it on a single phone.

Zoom Feature Support

This release supports the following features for phones provisioned for the Zoom Phone service.

IP Phone Call Control from Desktop Client

This feature enables a Zoom phone user to remotely control their phones from the Zoom client.

Privacy for Shared Line Group Users

Users with phones in the Zoom Phone base profile can set an active Zoom call as private. Users toggle the **Lock** and **Unlock** softkeys to enable or disable the privacy of the active call. This feature is enabled by default and requires no further configuration.

Making a call private blocks other shared line group users from the following:

- Resuming the call if it is put on hold.
- Performing barge, listen, whisper, and takeover (BWLТ) operations on the call.

Conference Barge for Shared Line Group Users

This feature enables conference barge on shared lines provisioned for Zoom Phone. Up to 10 shared line group users can join a call with the new **Conf Barge** softkey. Users press and hold the **Conf Barge** softkey on a shared line key with a remotely active call to join the call as a full participant. This feature may be limited by Zoom Phone capabilities.

For more information, see [Zoom Support - Call Monitoring](#).

Zoom Call Monitoring

This release enables support of the Zoom's listen, whisper, barge-in, and takeover (LWBT) call monitoring feature on Poly phones. The call monitoring feature enables users to directly monitor and intercept active calls within the same call queues and shared line groups when they're assigned to a BLF key.

For more information, see [Zoom Support - Call Monitoring](#).

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](#)

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	Not supported
CCX 500	Supported	Not supported	Not supported	Not supported	Not supported
CCX 600	Supported	Not supported	Supported	Supported	Not 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 doesn't support Microsoft Teams in this release.

Microsoft Component Versions for CCX Phones

Microsoft Component	Version
Microsoft Teams	1449/1.0.96.2022041102
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 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

Release History

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

Release History

Release	Release Date	Features
7.3.0	May 2022	<ul style="list-style-type: none"> • Web Proxy Auto Discovery Enabled by Default • RingCentral Feature Support • Zoom Feature Support • Microsoft teams Update
7.2.2	March 2022	<p>OpenSIP-only maintenance release for Poly CCX business media phones that includes:</p> <ul style="list-style-type: none"> • Add a Mandatory Message Confirmation for Outbound Calls
7.2.1	February 2022	<p>Maintenance release for Poly CCX business media phones that includes:</p> <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	<p>Maintenance release for Poly CCX business media phones</p> <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2021112302
7.1.3	November 2021	<p>Maintenance release for Poly CCX business media phones</p> <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2021101205
7.2.0	November 2021	<p>OpenSIP-only release that includes the following:</p> <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	<p>Maintenance release for Poly CCX business media phones that includes:</p> <ul style="list-style-type: none"> • CCX 600 and CCX 700 as a Zoom Phone Appliance
7.1.0	June 2021	<p>OpenSIP-only release that includes important field fixes and the following:</p> <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	<p>Maintenance release for Poly CCX business media phones</p> <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2021022403

Release	Release Date	Features
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.

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

Product	Tested Versions
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
Application	VOICE-69896	When in a BTOE paired active audio playback call, PC Audio is displayed as Unknown.
Calling	VOICE-69457	Multiple call were dropped If the Teams app does not clear its Dialpad state after hanging up.
Peripherals	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.
Peripherals	VOICE-59876	Following a reboot, the phone answers the first call in hands-free mode even with a USB headset attached to the phone.
Provisioning	VOICE-68651	Device Provisioning fails after a DNS lookup failure with the Lens Provisioning URL when a proxy is connected

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
Provisioning	VOICE-70119	Poly CCX phones configured with an unreachable provisioning server address may enter a reboot loop if the phone crashes due to repeated attempts to upload a core file	Use the Web Configuration interface or the phone menu to correct or delete the provisioning server address.
Hardware	VOICE-69506	Specific user input events are not extending the phone lock feature's user input expiry timer triggering the phone to lock while a user is navigating a menu.	Unlock the phone as normal and continue using the menu.
Diagnostics	VOICE-69503	The trace route diagnostic tool accessed from the Settings > Diagnostics > Network menu , does not return any results	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.

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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