



Poly CCX Business Media Phones

CCX 400, CCX 500, CCX 505, 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 **7.3.1.0811**

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What's New

This release includes all the features of previous releases and important fixes, including providing support for the new CCX 505.

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.

Introducing Poly CCX 505 Business Media Phones

Poly introduces the CCX 505 business media phone, featuring the ability to access the speed and simplicity of a native Microsoft Teams interface.

Poly CCX 505 business media phone



General Features and Capabilities

The Poly CCX 505 business media phone contains all the useful functionality of the Poly CCX 500 business media phone, with added Wi-Fi network capability. For complete information on available features, see the [Poly CCX Business Media Phone Administrator Guide](#) and [the Poly CCX Business Media Phone with Microsoft Administrator Guide](#).

CCX 505 phones provide the following features and capabilities:

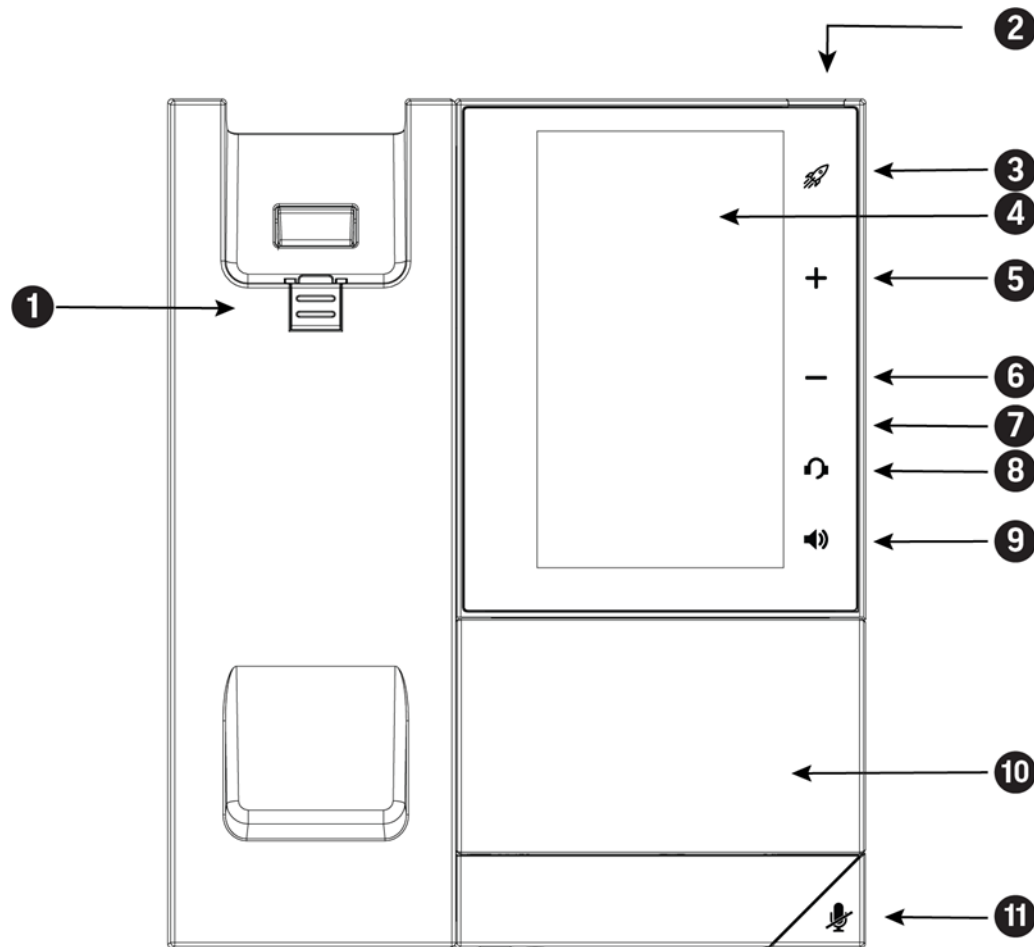
- Poly OpenSIP
- Embedded Microsoft Teams application

- Legendary sound quality
- 5" multi-touch LCD display
- Integrated Bluetooth
- Integrated Wi-Fi

Poly CCX 505 Hardware

The following figure displays the hardware features on Poly CCX 500 business media phones. The table lists each feature numbered in the figure.

Poly CCX 505 phone hardware features

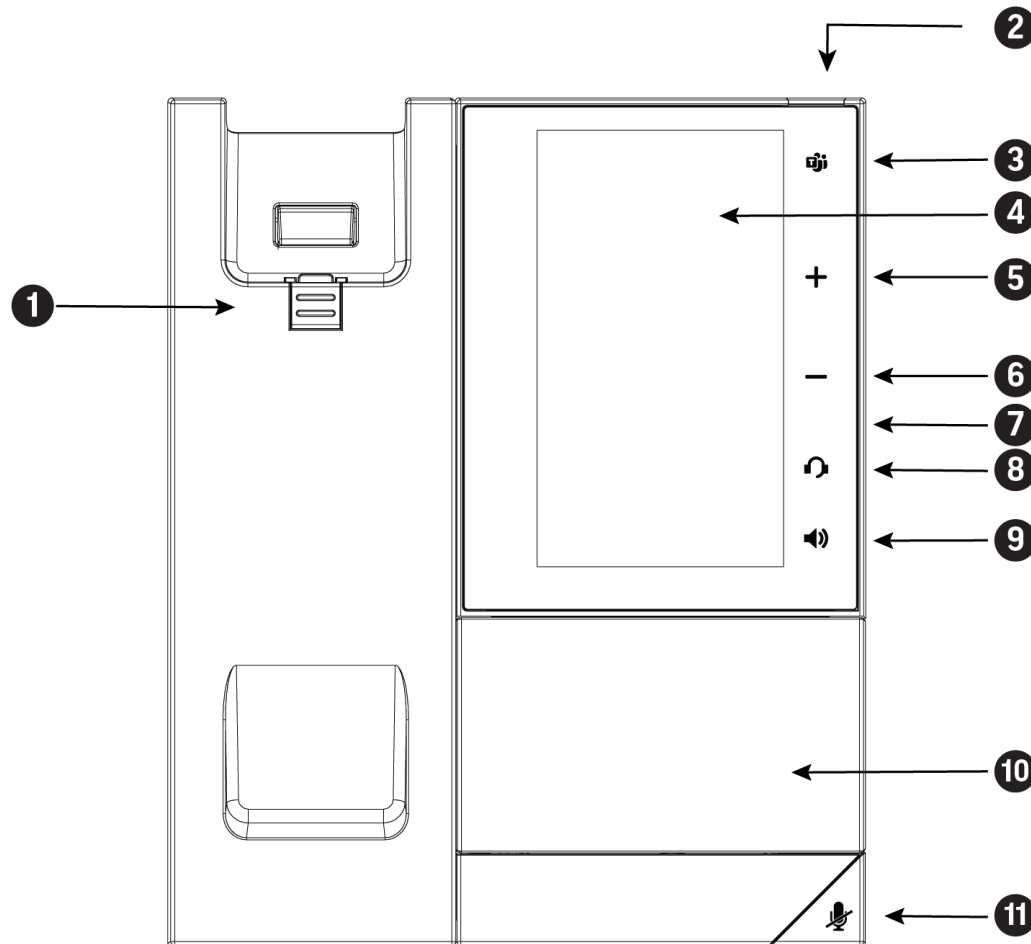


Poly CCX 500 Phone Hardware Feature Descriptions

<i>Reference Number</i>	<i>Feature</i>	<i>Feature Description</i>
1	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.
2	Message Waiting Indicator	Flashes red to indicate when you have an incoming call new messages.
3	Application Command	Illuminates when the phone powers on and the service is available.
4	Touchscreen	Select items and navigate menus on the touch-sensitive screen.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	CCX 505 phones contain one USB-A port and one USB-C port. Attach a USB flash drive or USB headset.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 505 Business Media Phone with Teams Hardware

The following figure displays the hardware features on Poly CCX 505 business media phones with Teams. The table lists each feature numbered in the figure.



Reference Number	Feature	Feature Description
1	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.
2	Message Waiting Indicator	Flashes red to indicate when you have an incoming call new messages.

Reference Number	Feature	Feature Description
3	Teams Indicator	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
4	Touchscreen	Select items and navigate menus on the touch-sensitive screen.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	CCX 505 phones contain one USB-A port and one USB-C port. Attach a USB flash drive or USB headset.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

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 505	Available	Available	Not Available	Not Available	Not Available
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; however, 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.

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 that are already in Skype for Business profile are upgraded will remain in Skype for Business base profile.

Microsoft Teams Components

The following table lists the component versions for the embedded Teams application on CCX 400, CCX 500, CCX 505, 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	1449/1.0.96. 2022022305
Microsoft Admin Agent	1.0.0.202112100118.product (v322)
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
7.3.1	July 2022	Maintenance release. <ul style="list-style-type: none"> Introducing the CCX 505 business media phone
7.3.0	May 2022	OpenSIP-only release that includes the following features: <ul style="list-style-type: none"> Web Proxy Auto Discovery Enabled by Default RingCentral Feature Support Zoom Feature Support Microsoft Teams Update

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
Calling	VOICE-68161	On CCX 500 phones with the Microsoft Teams base profile, the first outgoing call after the phone reboots doesn't play a ringback tone or illuminate the headset and handsfree icons until after the call connects. All subsequent calls work as expected.
Calling	VOICE-70122	Zoom's network can drop "warm/attended" transferred calls in some cases if the Zoom network zone the caller and callee are in are different
Configuration	VOICE-70762	Auto off hook number doesn't take effect unless manually rebooted.
Configuration	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.
Networking	VOICE-71209	Failure to parse SCEP requests that use indefinite-length BER encoding in their PKCS#7 payloads
Provisioning	VOICE-69729	The phone failed to establish a HTTPS connection with the ZTP server at startup.

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-71199	CCX phones using the Genband Global Address Book (GAB) clip the display of the Submit and View softkeys	No workaround.
Interoperability	VOICE-71117	Poly Lens dashboards show the private IP of a CCX phone as "unknown".	No workaround.
User Interface	VOICE-71081	When putting a call on hold, a small icon at the top of the CCX active call screen may be delayed in updating from the active call icon to the hold icon.	No workaround.
Audio	VOICE-70697	When using a Bluetooth connected Poly Voyager Focus headset (B825), the first call after a reboot may experience a brief audio disruption.	No 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.
Networking	EN-221278	The Poly web proxy code is unable to process PAC files using FQDNs containing the characters Y or Z, resulting in failed authentication with Teams.	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.

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/Polycom 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 is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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