Quick Tips for Poly CCX Business Media Phones with Microsoft Teams

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These Quick Tips apply to Poly CCX 400, CCX 500, CCX 505, and CCX 600 business media phones configured for Microsoft Teams environments.

Signing In and Out

Sign in to your Microsoft account to use your phone.

Sign In to Your Phone
1. Select Sign In.
2. Enter your email and password.
3. Select Sign In.

Sign In Using a Web Browser
1. Select Sign In.
2. Select Sign in from another device.
3. In a web browser, enter the provided URL.
4. Enter the code.

Sign Out
1. Select Menu ➤ Settings ➤ Sign out.

Audio Calls

View recent and missed calls, redial contacts, place calls, and pick up parked calls (if enabled).

Audio Calls

Call a Contact
1. Do one of the following:
   ➢ Pick up the handset.
   ➢ Press the headset or speakerphone icon on the phone.
   ➢ Select Make a Call ☺.
2. Search for and select a contact.
3. Next to the contact’s name, select Call ☺.

Dial a Phone Number
1. Do one of the following:
   ➢ Pick up the handset.
   ➢ Press the headset or speakerphone icon on the phone.
   ➢ Select Make a Call ☺.
2. Select Dialpad ☑.
3. Enter a phone number.
4. Select Call ☺.

Transfer a Call
1. In a call, select More Options ⋮.
2. Select Transfer ☺.
   The call is placed on hold.
3. Select Transfer now.
4. Search for and select a contact.
   The call transfers to the selected contact.
Park a Call
1 In a call, select More Options •••.
2 Select Park Call ☐.
   The call is placed on hold, and you receive a parked call code.

Pick Up a Parked Call
1 On the Calls screen, select Pick up parked call ☐.
2 Enter the parked call code and select Pick Up.

Put a Call on Hold
1 In a call, select More Options •••.
2 Select Put call on hold.

Calendar and Meetings
Join, schedule, and view information for Teams meetings from the Calendar screen.

Join a Meeting
» To the right of the meeting title, select Join.

Schedule a Meeting
1 Select Schedule Meeting ☐.
2 Enter the meeting information.
3 To add participants, select Add participants.
4 Search for a contact, select the contact, and select Submit ✓.
5 To schedule the meeting, select Submit ✓.

View Meeting Details
» From the Calendar screen, select a meeting.
   Meeting details include the date, time, your acceptance status, participants, and the meeting message.

Invite a Participant During a Meeting
1 In a meeting, select Add Participant ☐.
2 Search for and select a contact.
   Your contact receives a request to join the meeting.

Mute Your Microphone
1 In a meeting, select More Options •••.
2 Select Mute ☐.

Presence Status
Set your Teams status and status message from your phone.

Change Your Presence Status
1 Select Menu ⬜️.
2 Select your current status.
3 From the status list, choose a new status.

Set a Status Message
1 Select Menu ⬜️.
2 Select Set status message ☐.
3 Enter a message and select Submit ✓.

Voicemail
Check your voicemail from the Voicemail screen. If enabled, the phone also transcribes your voicemail messages.

Check Your Voicemail
1 Select Voicemail ☐.
2 Select a message from the list.
   If enabled, you can read the transcribed message from your phone.

Getting Help
Visit Poly Support for help with setting up and using your phone.

Microsoft Teams Help
For more information, see the Phones for Microsoft Teams help site.

Poly Documentation Library
For more information on phone settings, see the Poly CCX Business Media Phones with Microsoft Teams User Guide.