

ZTP Disabled by Default on Poly CCX Business Media Phones



This advisory provides information concerning a manufacturing error where the Zero Touch Provisioning (ZTP) service is not enabled at startup on CCX phones and includes the recommended steps to resolve the issue.

This engineering advisory applies to the following Poly products:

- CCX 500
- CCX 505
- CCX 600
- CCX 700

Background

The ZTP service was incorrectly set to disabled on new CCX phones manufactured between March 24, 2021, and December 10, 2022. The optional ZTP service enables phones to auto-discover a customized out-of-box configuration profile created by a service provider at initial startup. With this setting disabled, administrators must either manually provide the phones with a provisioning service address or enable ZTP to allow automatic discovery.

On all affected units, you can enable the ZTP service automatically by resetting the phone to its factory settings. Alternatively, you can enable ZTP from within the Network Settings menu on the local phone interface.

Factory Reset the Phone to Enable ZTP

- 1 Disconnect the power, then reconnect power to the Poly phone.
- 2 As soon as the Poly logo appears, tap all four corners of the screen simultaneously until the Mute key illuminates.



- When the Mute key illuminates and cycles through several colors, release the four corners of the screen.

The phone restarts and begins the factory reset process.

Manufacturing Resolution

Poly manufacturing has resolved the issue and implemented the correction beginning with revision code T. All CCX phones with console labels, box labels, and outer carton labels showing Rev T or later have the ZTP service enabled. The following image is an example of the box label with the revision code for units with the ZTP service enabled.

Example Box Label for Corrected Poly CCX Units



Identifying Affected Phones by Label

As there are several revision codes affected by the issue, customers can still receive CCX phones with the ZTP service disabled. You can identify these units by the SKU and manufacturing date.

Date code formats are YYYYMMDD or YYYYMMDDLL where the suffix LL indicates the manufacture location.

SKU Range and Manufacturing Date

SKU Range	Manufacturing Date Range
SKU begins with 2200	March 24, 2021 (20210324) to Dec 10, 2022 (20221210)
SKU begins with G2200	July 1, 2021 (20210701) to Dec 22, 2022 (20221222)

The following image is an example of the console label showing where the manufacturing date is located.

Example Console Label



Affected Product SKUs and Revision Codes

The following table provides the revision codes found on the box label and console label of the affected phones. It is important to also verify the manufacturing date as use of a revision code may extend beyond the affected date range.

Affected Product SKUs and Revision Codes

SKU	Description	Revision on Console Label	Revision on Box Label
2200-49710-019	CCX 500 MEDIA PHONE,TEAMS,POE,NO HS	M	M
2200-49720-001	CCX 500 MEDIA PHONE,OPENSIP,PSU	K - L	K - L
2200-49720-019	CCX 500 MEDIA PHONE,TEAMS,POE	M	M
2200-49720-025	CCX 500 MEDIA PHONE,OPENSIP,POE	K - L	K - L
2200-49724-114	CCX 500 MEDIA PHONE,TEAMS,POE,RU	M	M
2200-49735-001	CCX 505 MEDIA PHONE,OPENSIP,PSU,NA	A	A
2200-49735-019	CCX 505 MEDIA PHONE,TEAMS,POE	A	A
2200-49735-025	CCX 505 MEDIA PHONE,OPENSIP,POE	A	A
2200-49750-001	CCX 700 MEDIA PHONE,OPENSIP,PSU,NA	G - R	F - R
2200-49750-025	CCX 700 MEDIA PHONE,OPENSIP POE	G - R	F - R
2200-49770-025	CCX 600 MEDIA PHONE,OPENSIP POE NO HS	G - J	F - H
2200-49780-001	CCX 600 MEDIA PHONE,OPENSIP,PSU,NA	G - J	F - H
2200-49780-019	CCX 600 MEDIA PHONE,TEAMS,POE	J - L	H - K
2200-49780-025	CCX 600 MEDIA PHONE,OPENSIP POE	G - J	F - H
G2200-49720-019	CCX 500 MEDIA PHONE,TEAMS,POE,GSA	L	L
G2200-49720-019	CCX 500 MEDIA PHONE,TEAMS,POE,GSA	M	M
G2200-49720-025	CCX 500 MEDIA PHONE,OPENSIP,POE,GSA	L	L
G2200-49780-019	CCX 600 MEDIA PHONE,TEAMS,POE,GSA	E	E

Get Help

For more information about installing, configuring, and administering Poly/Polycom 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.

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