Poly CCX Business Media Phones

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

Poly announces a new release of Unified Communications (UC) Software for the Poly CCX business media phones.

The build ID for the CCX phones is **7.3.1.0811**

Contents

What's New

This release includes all the features and important fixes from earlier 7.3.x releases as well as:

- **Microsoft Teams version rollback to 2022 update 1C**

CCX Base Profiles

The following table lists the base profiles available on each CCX phone model for this release. This applies to both OpenSIP and Teams models.

Base Profiles available 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; 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 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	1449/1.0.96.2022022305
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
7.3.0	May 2022	OpenSIP-only release that includes the following features: • 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

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.
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

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.

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.
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 woirkaround.

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

Product	Tested Versions
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.

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