# Poly CCX Business Media Phones with Microsoft Teams User Guide 9.0.0


SUMMARY

This guide provides the end-user with task-based user information for the featured product.

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# Before You Begin

This user guide helps you configure Poly settings available on the Poly CCX business media phone when running Microsoft Teams. You must have a Teams-enabled Microsoft Office 365 account to access all of the features of your CCX business media phone with Teams.

This user guide supports the following Poly phones with Teams enabled:

- CCX 350 business media phones
- CCX 400 business media phones
- CCX 500 business media phones
- CCX 505 business media phones
- CCX 600 business media phones

## Audience, purpose, and required skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn how to use the features available with Poly CCX.

## Icons used in Poly documentation

This section describes the icons used in Poly documentation and what they mean.

**WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

**CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

**IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

**NOTE:** Contains additional information to emphasize or supplement important points of the main text.

**TIP:** Provides helpful hints for completing a task.

## Documentation Feedback

We welcome your feedback to improve the quality of Poly documentation.

Please email Documentation Feedback if you have any queries or suggestions related to this documentation.

# Poly CCX phones model numbers

The following table lists the product names and software model numbers for Poly CCX business media phones. The phone uses software model numbers when requesting software files and in some networking protocols such as DHCP or LLDP as an identifier rather than the model name.

**Table 1-1 CCX model numbers**

| Product name | Software model number |
|---|---|
| Poly CCX 350 business media phone | 3111-49690-001 |
| Poly CCX 400 business media phone | 3111-49700-001 |
| Poly CCX 500 business media phone | 3111-49710-001 |
| Poly CCX 505 business media phone | 3111-49730-001 |
| Poly CCX 600 business media phone | 3111-49770-001 |

# Getting Started with Poly CCX with Teams

Before you use your Poly CCX with Teams, take a few moments to familiarize yourself with its features and user interface.

**NOTE:** As you read this guide, keep in mind that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

For additional information on using your Poly CCX phone with Teams, see Microsoft Phones for Teams.

## Product Overview of Poly CCX Business Media Phones

Poly CCX business media phones support audio-only conference calls with Microsoft Teams voice platforms along with point-to-point and bridge calls.

### Poly CCX business media phones with Teams features

- Placing, answering, and managing audio calls
- Adjusting call and phone settings
- Viewing, joining, and scheduling meetings (except on CCX 350 business media phones)
- Checking voicemail messages
- Pairing Bluetooth headsets (CCX 500, CCX 505, and CCX 600 only)
- Connecting to a wireless network (CCX 505 and CCX 600 only)

## CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX business media phones.

### Poly CCX 350 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 350 business media phones. The table lists each feature numbered in the figure.

Figure 2-1 Poly CCX 350 phone hardware features

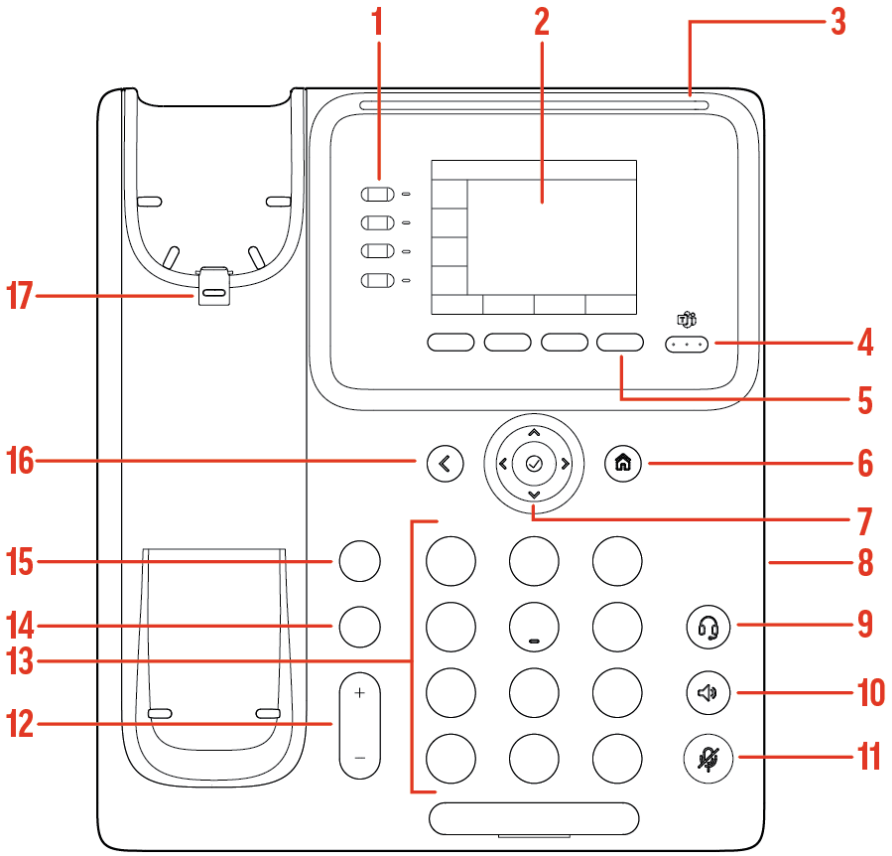


Table 2-1 Poly CCX 350 Phone Hardware Feature Descriptions

| Reference Number | Feature | Feature Description |
|---|---|---|
| 1 | Line keys | Reserved for future use. |
| 2 | Screen | A 2.8" color LCD screen with a backlight that enables you to view menu options and data. |
| 3 | Message waiting indicator | Flashes red to indicate you have an incoming call or a new message. |
| 4 | Teams key | In the Microsoft USB Phone base profile, returns the Teams application to your Home screen. In the Microsoft Teams base profile, brings the Teams desktop application to the foreground.<br><br>The Teams key action varies depending on your current activity. For information on the Teams key's context-aware behavior, see Microsoft Support. |
| 5 | Softkeys | Select context-sensitive actions that display along the bottom of the screen. |

Table 2-1 Poly CCX 350 Phone Hardware Feature Descriptions (continued)

| Reference Number | Feature | Feature Description |
|---|---|---|
| 6 | Home key | In the Teams base profile, opens the Teams **Settings** menu when the user is signed in, or opens the **Device Settings** menu when the user is not signed in. |
| 7 | Navigation keys / Select key | Scroll through information or options displayed on the phone's screen or select a field of displayed data. |
| 8 | USB port | CCX 350 business media phones include one USB-C port.<br><br>Enables you to connect a headset or to connect the phone to a computer as a USB audio device. |
| 9 | Headset key | Displays when the phone powers on. The icon glows green or blue when you connect and activate a headset. |
| 10 | Speakerphone key | Displays when the phone powers on. The icon glows green when activated. |
| 11 | Mute key | Mute or unmute the microphone during an active call. |
| 12 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |
| 13 | Dialpad keys | Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers. |
| 14 | Transfer key | Transfer an active call to a contact. |
| 15 | Hold key | Hold an active call or resume a held call. |
| 16 | Back key | Return to the last screen. |
| 17 | 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. |

## Poly CCX 400 Business Media Phones Hardware

The following figure displays the hardware features on Poly CCX 400 business media phones. The table lists each feature numbered in the figure.

**Figure 2-2 Poly CCX 400 phone hardware features**

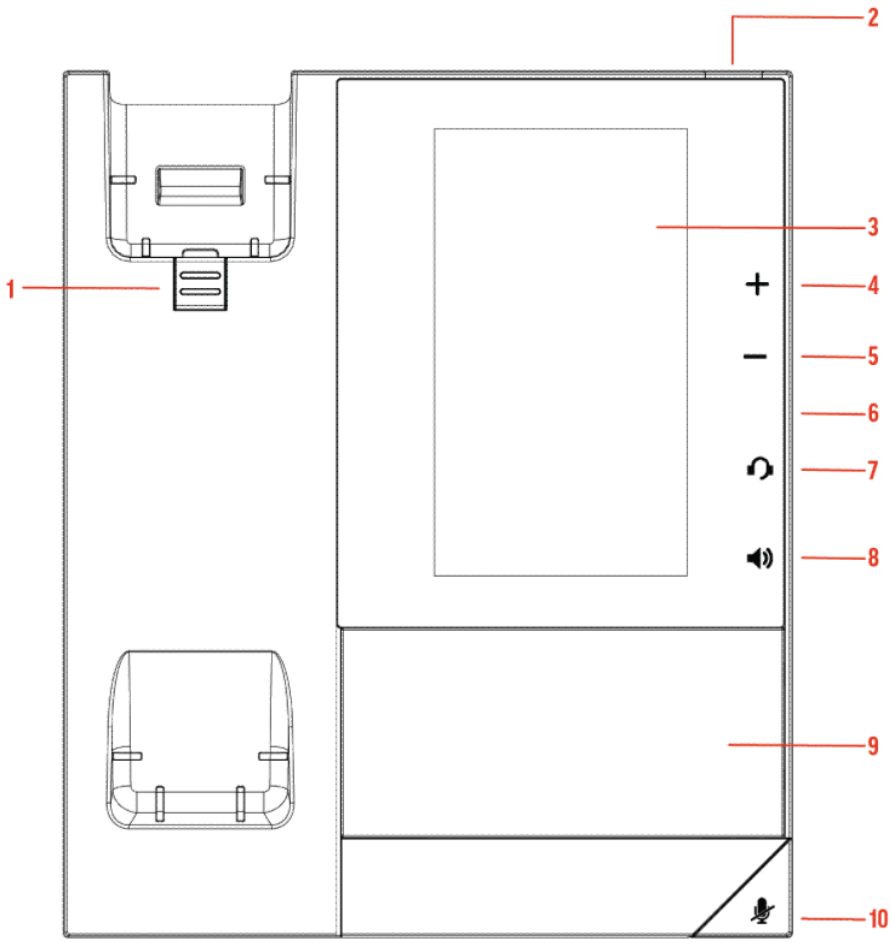


**Table 2-2 Poly CCX 400 Phone Hardware Feature Descriptions**

| 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 you have an incoming call or a new message. |
| 3 | Touchscreen | Select items and navigate menus on the touch-sensitive screen. |
| 4, 5 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |

Table 2-2 Poly CCX 400 Phone Hardware Feature Descriptions (continued)

| Reference Number | Feature | Feature Description |
|---|---|---|
| 6 | USB port(s) | CCX 400 business media phones include one USB-A port.<br><br>Attach a USB flash drive or USB headset. |
| 7 | Headset indicator | Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated. |
| 8 | Speakerphone indicator | Displays when the phone is powered on. The icon glows green when activated. |
| 9 | Speaker | Provides ringer and speakerphone audio output. |
| 10 | Mute key | Mute or unmute the microphone during an active call. |

## Poly CCX 500 and CCX 505 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 and CCX 505 business media phones. The table lists each feature numbered in the figure.

Figure 2-3 Poly CCX 500 and CCX 505 phone hardware features

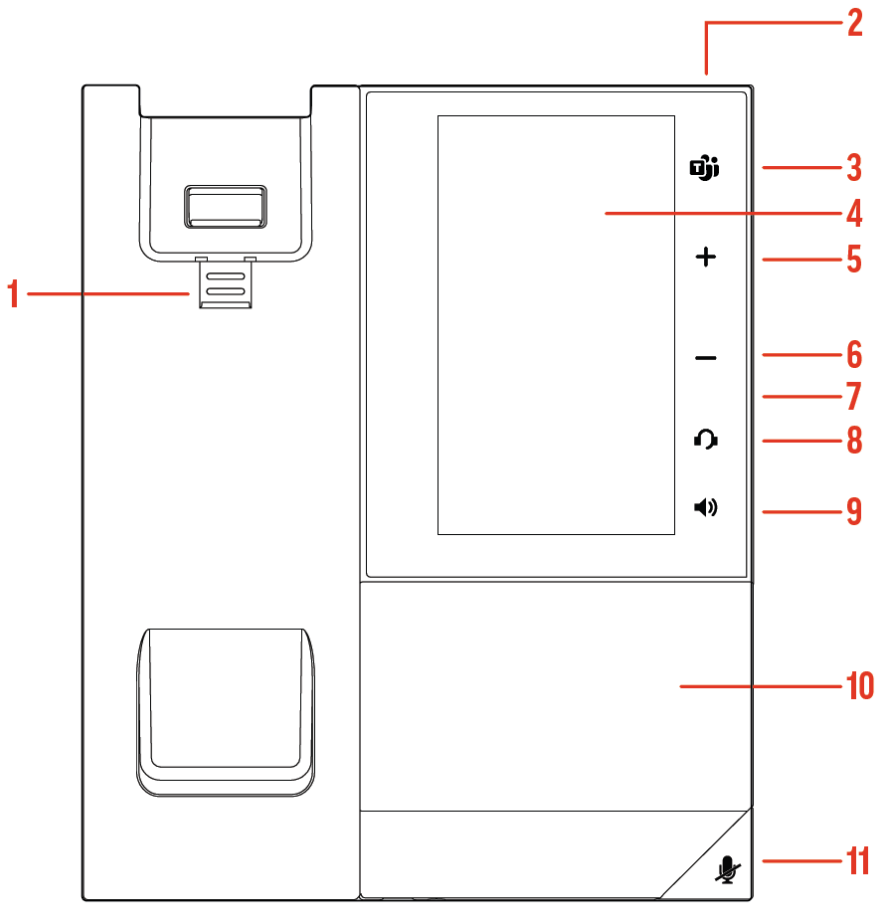

Table 2-3 Poly CCX 500 and CCX 505 Phone Hardware Feature Descriptions

| 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 you have an incoming call or new messages. |
| 3 | Teams button | Glows and is active when the phone is set to the Teams base profile.<br><br>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) | Poly CCX 500 and CCX 505 phones include one USB-A port and one USB-C port.<br><br>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 600 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 600 business media phones. The table lists each feature numbered in the figure.

Figure 2-4 Poly CCX 600 phone hardware features

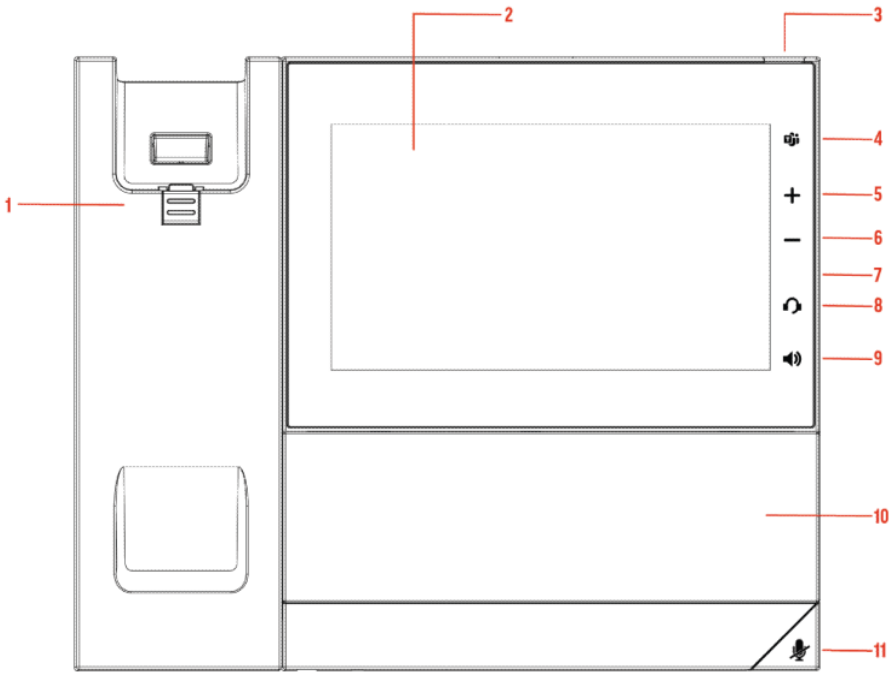


Table 2-4 Poly CCX 600 Phone Hardware Feature Descriptions

| 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 | Touchscreen | Select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen and swipe your finger up, down, right, or left. |
| 3 | Message waiting indicator | Flashes red to indicate you have an incoming call or new messages. |
| 4 | Teams button | Glows and is active when the phone is set to the Teams base profile.<br><br>Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen. |
| 5, 6 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |
| 7 | USB port(s) | One USB-A port and one USB-C port. |
| 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. |

Table 2-4 Poly CCX 600 Phone Hardware Feature Descriptions (continued)

| Reference Number | Feature | Feature Description |
|---|---|---|
| 11 | Mute key | Mute or unmute the microphone during an active call. |

## LED Indicators on CCX Phones

The LEDs on Poly CCX phones indicate phone and accessory states.

Table 2-5 CCX Phones LED Descriptions

| LED | Color State and Description |
|---|---|
| Speakerphone | Off - Phone is in sleep mode.<br>White - Speakerphone is off, but the phone is active.<br>Green - Speakerphone is on. |
| Headset | Off - Phone is in sleep mode.<br>White - No headset is active.<br>Green - An electronic hookswitch (EHS) headset is connected and activated.<br>Blue - A USB or Bluetooth headset is connected and activated. |
| Mute | Off - No call is active.<br>Red - The phone microphone is muted. |
| Message Waiting Indicator (MWI) | Off - No new messages are available.<br>Blinking Red - New or unread voicemails are available, incoming call and missed call. |

# Teams Screens

Poly CCX phones with Teams include different screens that provide specific functionality.

You can access the following screens:

- *Home* screen: Access other Teams screens and view notifications for meetings, missed calls, and voicemail messages.
- *Calls* screen: Speed dial your favorite contacts and view a list of recent calls.
- *Calendar* screen: View your schedule and join meetings.
- *Voicemail* screen: Listen to and manage your voicemail messages.
- *People* screen: Access and manage your Teams contact lists.

**NOTE:** You can disable the *Home* screen display and notifications in the **Settings** menu.

# Wake the Phone

The phone screen turns off after a set amount of idle time. You can wake the phone at any time after this happens.

If you have phone lock enabled, you are prompted to input the PIN when you wake the system.

- Do one of the following:
  - Lift the handset.
  - Tap the screen.
  - Tap the Bluetooth headset call button.
  - Tap the USB headset call button.

# Accessibility Features

Poly products include a number of features to accommodate users with disabilities.

## Users Who Are Deaf or Hard of Hearing

Poly phones include features that enable users who are deaf or hard of hearing to use the phone.

The following table lists the accessibility features for users who are deaf or hard of hearing.

**Table 2-6 Accessibility Features for Users Who Are Deaf or Hard of Hearing**

| Accessibility Feature | Description |
|---|---|
| Visual message indicators | Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled. |
| Adjustable ringtone and volume | You can change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer. |
| Adjustable call volume | While in a call, you can raise or lower the volume of the device. |
| Visual notifications | Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled. |
| Electronic hookswitch | If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset. |

Table 2-6 Accessibility Features for Users Who Are Deaf or Hard of Hearing (continued)

| Accessibility Feature | Description |
|---|---|
| Hearing aid compatible (HAC) handsets | Poly device handsets are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23). |
| TTY support | Poly endpoints support commercial TTY devices such as Ultratec Superprint and provide acoustic coupled TTY support. |

## Users with Limited Mobility

Poly phones include features that enable users with limited mobility to use the phone.

The following table lists the accessibility features for users with limited mobility.

Table 2-7 Accessibility Features for Users with Limited Mobility

| Accessibility Feature | Description |
|---|---|
| Touchscreen | The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features. |
| Built-in speakerphone | A built-in speakerphone enables you to hear audio on the device without having to use a handset or a headset. |

## Users Who Are Blind, Have Low Vision, or Have Limited Vision

Poly phones include features that enable users who are blind, have low vision, or have limited vision to use the phone.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Table 2-8 Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

| Accessibility Feature | Description |
|---|---|
| Adjustable backlight settings | You can change the brightness of the screen by adjusting backlight intensity settings. |
| Illuminated feature keys | Many feature keys illuminate when activated to alert you when a feature is enabled. |

# Signing In to and Locking Your Phone

Sign in to your phone and lock your phone for security.

## Signing In to Your Phone

Use your Microsoft account credentials to sign in to Teams on your phone.

You can sign in to your phone using one of the following methods:

- **User ID**: Enter your user credentials.
- **Web Sign In**: To sign in from a computer, select **Sign in from another device**, and use the provided web address and code.

NOTE: You can sign in with only one Microsoft account at a time.

### Sign In Using the Phone's Local Interface

Sign in to Microsoft Teams using the phone's local interface.

1. Select **Sign in**.
2. Enter your Microsoft account name and select **Next**.
3. Enter your Microsoft password and select **Sign in**.

### Sign In Using a Web Browser

Sign in to Microsoft Teams using a web browser.

1. Do one of the following:
   - On CCX 350 phones, use the Navigation and Select keys to highlight and select **Refresh code**.
   - On CCX 400, CCX 500, CCX 505, and CCX 600 phones, select **Sign in** > **Sign in from another device**.

   A URL and code display.
2. Enter the URL into a web browser on your computer.
3. Enter the code into the provided **Code** field.
4. Select your Microsoft account and click **Next**.
5. Enter your Microsoft password and select **Sign in**.

   Your phone signs in to Teams.
6. On your phone, select **Got it**.

## Sign Out of Your Phone

If you sign in to Microsoft Teams on a public phone, sign out after you finish using the phone.

After you sign out of Microsoft Teams, you can't make calls or view upcoming meetings. You must sign back in to Microsoft Teams to use the phone.

1. Go to **Menu** > **Settings**.

   If the phone uses a Common Area Phone (CAP) account, go to **Device Settings** > **Advanced**.

2. Select **Sign out**.

3. Select **OK**.

## Sign In as a Hot Desk User

You can sign in to your account as a hot desk user on an unlocked phone already signed in by another user.

**NOTE:** CCX 350 phones don't support hot desking.

1. Select **Menu** > **Hot Desk**.

2. Enter your email address and select **Sign in**.

3. Enter your password and select **Sign in**.

4. To sign out, select **Menu** > **Device Settings** > **Sign Out**.

# Locking Your Phone

To limit access to your phone, set a lock PIN.

Consider locking your phone if you want to:

- Prevent unauthorized outgoing calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When you lock your phone, you can do the following:

- Place outgoing calls to emergency and authorized numbers only
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls
- View the browser, if enabled

## Set a Phone Lock PIN

To limit access to your phone, set a phone lock PIN. The phone lock is activated after your phone sits idle for a set amount of time.

NOTE: You can only access the phone lock PIN menu while signed in to Microsoft Teams.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Phone Lock**.
3. Select **Enable Phone Lock**.

   NOTE: Once enabled, you must input your phone lock PIN to disable it.

4. Enter a phone lock PIN in both fields, then select **OK**.
5. Select **Phone Lock Timeout** to choose the amount of time the phone sits idle before locking.

## Change your Phone Lock PIN

You can change your phone lock PIN at any time.

NOTE: If you enter the incorrect PIN four times, you are automatically signed out of Teams and the phone lock becomes disabled.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Phone Lock**.
3. Select **Change PIN**.
4. Enter your current pin and your new PIN, then confirm your new PIN.
5. Select **OK**.

## Unlocking Your Phone with a Lock PIN

If you set a lock PIN, enter the lock PIN to unlock your phone.

NOTE: If you enter the incorrect PIN four times, you are automatically signed out of Teams and the phone lock becomes disabled.

1. On the phone screen, swipe up.
2. Enter the PIN.
3. Tap the check mark.

# Calling and Conferencing

Place calls and join meeting from your CCX phone.

## Place a Call

Place a call using the dialpad or by selecting a contact.

1. On the *Calls* screen, select the **Make a Call** icon.
2. Do one of the following:
   - Enter a number on the dialpad and select the **Call** icon.
   - Select the *People*, search for a contact, and select the **Call** icon next to the contact's name.

## Call a Favorite Contact

Call a contact from your favorite list on the *Calls* screen.

1. Do one of the following:
   - Pick up the headset.
   - Press the headset or speakerphone icon on the phone.
   - Select the phone icon.
2. From the *Favorites* tab on the *Calls* screen, select a favorite.

## Place an Emergency Call

You can place an emergency call from a locked phone.

NOTE: If the phone sign in screen appears, you must first sign in to place an emergency call.

1. From a locked phone, swipe up on the screen.
2. Do one of the following.
   a. Enter an emergency number on the PIN key pad.
   b. Select **Emergency Call** and enter 911, or another approved emergency number, and select **Place call**.

## Join a Meeting

Join a Teams meeting from the *Calendar* screen.

1. Go to the **Calendar** screen.
2. Select a meeting from the list.
3. To the right of the meeting title, select **Join**.

## Add a Contact to Your Favorites Tab

Select contacts and add them to the Favorites tab on the Calls screen.

1. On the *Calls* screen, select the **Recent** tab.
2. Select a contact and select the star ★.

## Assign a Delegate

Select contacts that can make and receive calls on your behalf.

**NOTE:** CCX 350 phones don't support delegate assignments.

1. Go to **Menu** > **Settings** > **Manage delegates**.
2. Select **Add delegates** and search for a contact.
3. Select a contact and choose the delegate settings.
   - Make calls
   - Receive calls
   - Change call and delegate settings
4. To save, select the check mark ✓.

   The phone adds the delegate to your delegates list.

## Send a Group Page with the Poly Control Panel

Broadcast a page to a configured group paging channel using the **Poly Control Panel**.

**NOTE:** CCX 350 phones don't support group paging.

Your administrator can configure the phone to broadcast pages —one-way audio announcements—to contacts subscribed to a page group. The phone subscribes to a maximum of 25 paging groups. By default, your phone subscribes to paging groups 1, 24, and 25, and you can send and receive pages to those paging groups. Contact your system administrator to find out which paging group you are subscribed to.

1. From the top of the system display, swipe down to display the **Poly Control Panel**.
2. **Optional:** Swipe down a second time to expand the panel and display the icon names.

3. Select the **Group Page** icon.

   Depending how your administrator configured this feature, you may need to select a group paging channel.

   - **Optional:** Select the channel you want to page from the *Group Page List*.

4. Make the page to the group.

   The phone immediately broadcasts it to the paging group.

# Call Application Switching Methods

Change the active call application on your phone.

NOTE: CCX 350 phones don't support call application switching.

Change call applications using either the **Poly Control Panel** or cycle between them using the app switching icon.

If configured by your administrator, you can switch to the Poly OpenSIP call application to place calls if Teams ever experiences an outage.

## Select an Available Call Application

Switch directly to another available call application using the **Poly Control Panel**.

IMPORTANT: You may not have access to this functionality if your administrator has disabled the **Poly Control Panel**.

1. From the top of the system display, swipe down to display the **Poly Control Panel**.
2. **Optional:** Swipe down a second time to expand the panel and display the icon names.
3. Select the icon of the call application you want to switch to.

## Cycle Through Available Call Applications

Cycle through the available call applications using the navigation bar at the bottom of the phone's screen.

- On the navigation bar, select **App Switch** to switch to another call application.

# Poly CCX with Teams Settings

You can customize basic settings on the phone, including the display language, time and date format, and the backlight settings.

Some changes you make apply automatically. However, some settings require you to select the **Back** button and then select **Save** when prompted.

## Change the Phone Display Language

You can change the language used for your phone's user interface.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Language** and select a language from the list.

## Date & Time

Set the date and time by manually selecting a time zone or using a server.

### Change the Time Format

Choose a 12-hour or 24-hour time format on your phone.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Date & Time**.
3. In the **Time Format** section, select **12 - Hour** or **24 - Hour**.

## Adjust the Display Backlight

Adjust your phone's display brightness.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Display**.
3. Slide the **Backlight** slider to the left to lower the brightness or to the right to increase the brightness.

## Set the Phone Theme to Dark

To reduce the brightness of your phone screen, switch to the dark theme.

1. Go to **Menu** > **Settings**.
2. Select the **Dark Theme** toggle.
3. Select **Restart**.

Before the phone switches to the dark theme, the Teams splash screen displays momentarily.

## Enable the Screen Saver

Enable the screen saver and choose from the built-in screen saver backgrounds.

The screen saver automatically starts when your phone is idle for a specified amount of time. You can stop the screen saver at any time by pressing any key or touching the screen.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Display**.
3. Select **Screen Saver**.

   The **Screen Saver Background** menu appears.
4. To display a list of available screen savers, select **Screen Saver Background**.

## Adjust the Backlight & Screen Saver Timeout

Choose the amount of time your phone sits idle before the screen saver starts or the phone screen turns off.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Display**.
3. Select **Backlight & Screen Saver Timeout**.
4. Choose an idle time from the list.

## Headset Settings

Connect a USB or Bluetooth (if supported on your phone) headset to use as your audio device for calls.

A dialog window displays to notify you when you successfully connect a headset. When you use the headset, the phone's headset icon glows.

**NOTE:** Lifting the handset overrides the headset.

### Configure Hookswitch Mode

Configure which hookswitch mode your phone uses. Based on the headset you're using, this option may enable additional headset control options.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Headset**.
3. Select **HookSwitch Mode** to choose an available mode from the list.

## Enable Echo Cancellation

Enable echo cancellation to remove echoes that you might experience when using your headset.

1. Go to **Menu** > **Setting** > **Device Settings**.
2. Select **Headset**.
3. Select **Echo Cancellation**.

## Enable Bluetooth

Pair and connect a Bluetooth device to your phone.

NOTE: Bluetooth is not available on CCX 350 and CCX 400 phones.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Bluetooth**.
3. On the Bluetooth screen, select **Bluetooth** to enable or disable Bluetooth.

   When you enable Bluetooth, the **Manage Bluetooth Device** option displays. You can now pair Bluetooth-enabled devices in range.

## Connect a Bluetooth Headset

Connect a Bluetooth headset to your phone.

1. Go to **Menu** > **Settings** > **Device Settings** > **Bluetooth** > **Manage Bluetooth Devices**.
2. Select **Pair New Device**.
3. Select your headset from the Available devices list.

# Connecting to a Wireless Network

You can connect your Wi-Fi capable phone to a wireless network.

NOTE: CCX 505 and CCX 600 phones support wireless network connectivity.

## Enable Wi-Fi

To connect your phone to a wireless network, enable Wi-Fi.

NOTE: Enabling Wi-Fi reboots your phone.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi**.
3. On the Wi-Fi screen, select **Wi-Fi**.

   Your phone reboots.

## Connect to a Wireless Network

After you enable Wi-Fi on your phone, connect to a wireless network.

Make sure you have the login credentials for the network you want to connect to.

1. Go to **Menu** > **Settings** > **Device Settings** > **Wi-Fi** > **Launch Wi-Fi Settings**.
2. Select a wireless network from the list.
3. Enter the required information for the chosen wireless network.

> **NOTE:** The information required for a wireless network depends on the security settings of the chosen wireless network.

4. Select **Connect**.

## Disconnect from a Wireless Network

To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi Menu**.
3. Select the connected wireless network SSID from the list.
4. Select **Disconnect**.

## Remove a Saved Wireless Network

Remove any saved wireless network that is no longer necessary.

1. Go to **Menu** > **Settings** > **Device Settings** > **Wi-Fi** > **Launch Wi-Fi Settings**.
2. Select the connected wireless network SSID from the list.
3. Select **Forget**.

# Connecting Your Phone to Your Computer with Better Together

You can pair your desktop Teams app to Teams on your phone.

> **NOTE:** For Better Together requirements and limitations, see Phones for Microsoft Teams.

When you connect your CCX phone with Teams to your computer, your phone locks and unlocks with your computer.

## Connect Your CCX Phone to Your Computer with Better Together

Pair your CCX 500, CCX 505, or CCX 600 Teams desktop app to your phone.

Enable Bluetooth on your CCX phone and your computer.

> **NOTE:** For Better Together requirements and limitations, see Phones for Microsoft Teams.

1. Go to **Menu** > **Manage Devices**.
2. Select **Find a device**.
3. When your phone appears in the list, select **Connect**.

# USB Audio Mode

Use your Poly CCX business media phone in USB audio mode as a USB audio device on a connected computer.

USB audio mode enables you to do the following:

- Take calls from the computer's Teams client.
- Use the phone's local interface to control calls from the computer's Teams client.
- Play computer audio through your phone's speaker.
- Record audio using your phone's microphone.

## Computer and Cable Requirements

CCX business media phones have specific operating system and cable hardware requirements when connecting to a computer.

Operating system requirements:

- Windows 10 version 1803 or later
- macOS 10.12 or later

USB cable requirements:

- CCX 350 phones: USB-C to USB-C cable to power the phone using USB only, or USB-A to USB-C cable to power the phone using Power over Ethernet or a power adapter
- CCX 400 phones: USB-A to USB-A cable (included with the phone)
- CCX 500, CCX 505, and CCX 600 phones: USB-C to USB-A cable
- USB 2.0 or higher cable

**NOTE:** Poly recommends USB 3.0 for the most reliable connection and optimal audio quality.

- Use a self-powered USB booster extension cable for connections longer than 2 m (6.6 ft)

**NOTE:** Don't use a USB cable meant only for charging devices. Cables meant for charging devices may lack the necessary hardware to support the data transmission needed for USB audio mode.

## Connect Your Phone to a Computer for USB Audio Mode

Connect your CCX phone to a computer and configure it as an external audio device in USB audio mode.

1. Connect a supported USB cable from the USB port on the side of your phone to a USB port on your computer.

   On CCX 400 phones, use the USB-A port. On CCX 350, CCX 500, CCX 505, and CCX 600 phones, use the USB-C port.

   **NOTE:** The USB port on your computer must support USB 2.0 or higher.

2. On the computer, configure the phone as an audio output device and an audio input device.

   The process to configure an audio device may vary depending on your computer's operating system.

The phone's microphone provides the audio input to your computer. The phone's speakerphone plays the computer's audio output.

# Enable Accessibility Options

Enable the accessibility features on the phone to accommodate users with disabilities.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Accessibility**.
3. To enable or disable accessibility options, select **Accessibility Settings**.
4. Enable the following options as desired:
   - **High Contrast Mode**: Increases the color contrast in the local interface.
   - **Large Text**: Increases the size of the text in the local interface.
   - **Color Correction** and **Correction Mode**: Adjusts colors to compensate for red-green or blue-yellow color blindness.

# Poly CCX EM60 expansion module

The Poly CCX EM60 expansion module is a console supported on several CCX business media phones that enables you to add additional lines to your phone.

**NOTE:** CCX 350, CCX 400, and CCX 500 phones don't support CCX EM60 expansion modules.

Each CCX EM60 expansion module supports the following features:

- 5" color LCD display
- Three pages with twenty line keys each, for a total of sixty Teams contacts with presence
- Dual-color (red or green) illuminated LEDs for line status information per key
- One USB 2.0 (Type-A) port
- One USB 2.0 (Type-C) port
- Supports one expansion module per CCX phone

**IMPORTANT:** USB headsets are not supported on CCX EM60 expansion modules. Bluetooth and RJ-9 headsets are supported.

## Poly CCX EM60 expansion module hardware

The following figure displays the hardware features on CCX EM60 expansion modules. The table lists each feature numbered in the figure.

**Figure 6-1 Poly CCX EM60 hardware features**

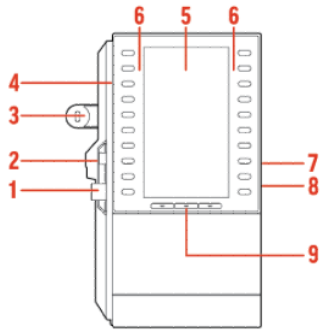


**Table 6-1 Poly CCX EM60 hardware features reference callouts**

| Reference Number | Feature | Feature Description |
|---|---|---|
| 1 | USB-A plug | Connects the USB-A plug on the expansion module into the USB-A port on the side of a CCX phone |

Table 6-1 Poly CCX EM60 hardware features reference callouts (continued)

| Reference Number | Feature | Feature Description |
|---|---|---|
| 2 | USB-C plug | Connects the USB-C plug on the expansion module into the USB-C port on the side of a CCX phone |
| 3 | Locking tab | Connects the expansion module to a CCX phone |
| 4 | Line keys | Configured as Teams contacts with presence |
| 5 | Color display | A 5" color LCD screen with a backlight to view contacts and speed dials |
| 6 | LED indicators | Illuminate in green or red to provide line status information |
| 7 | USB-C port | The CCX EM60 expansion module includes one USB-C port reserved for future use |
| 8 | USB-A port | The CCX EM60 expansion module includes one USB-A port reserved for future use |
| 9 | Page keys | Three page keys to manage contacts |

**IMPORTANT:** Ensure that you connect the CCX EM60 expansion module to the phone correctly by fully inserting the USB-A and USB-C plugs into the USB-A and USB-C ports on the phone. Use the locking tab to secure the expansion module to the phone, and use the correct stand to match the phone model.

# CCX power usage

CCX business media phones use more power when you connect an expansion module.

Table 6-2 Power usage without an EM60

| Model | Idle | In Call |
|---|---|---|
| CCX 505 | 2.8 W | 8 W |
| CCX 600 | 5.8 W | 11 W |

Table 6-3 Power usage with 1 EM60

| Model | Idle | In Call |
|---|---|---|
| CCX 505 | 5 W | 10.2 W |
| CCX 600 | 8 W | 13.2 W |

CCX PoE classes do not change when an EM60 is connected:

- CCX 505: PoE Class 0
- CCX 600: PoE Class 4

The maximum power output from the EM60 USB ports is:

- USB-C: 2.5 W, 0.5 A
- USB-A: 0.5 W, 0.1 A

# Poly CCX EM60 expansion module power limitations

Poly recommends using the CCX EM60 external AC adapter (5 VDC/3 A) for all installations (sold separately).

**IMPORTANT:** Connect external power to the CCX EM60 expansion module and not the host CCX phone.

When a power supply isn't directly connected to the CCX EM60, the following limitations apply:

- Hardware revisions of CCX 600 phones manufactured before November 2022 (revisions A through O) do not support the use of an EM60.

**TIP:** You can find the hardware revision number on the white label on the back of your phone.

- CCX 505 and CCX 600 phones do not provide power to the EM60's USB-A port regardless of the CCX's manufacturing date or revision.

**Table 6-4 CCX EM60 power supply part numbers**

| Part number | Part name |
|---|---|
| 86H66AA#ABG | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-AUST |
| 86H66AA#AC4 | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-BRZL |
| 86H66AA#ABB | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-EURO |
| 86H66AA#ACJ | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-INDIA |
| 86H66AA#ABJ | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-JPN2 |
| 86H66AA#AB1 | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-KOR |
| 86H66AA#ABM | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-LTNA |
| 86H66AA#AB2 | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-PRC |
| 86H66AA#ABU | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-UK |
| 86H66AA#ABA | Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-US |

# Poly CCX EM60 expansion module line keys

In the Microsoft Teams base profile, the expansion module line keys display contacts only, and you manage indexing using the Microsoft Teams application.

# Add contacts to the expansion module

In the Microsoft Teams base profile, you can add contacts using your CCX phone to display on your expansion module.

**NOTE:** The Microsoft Teams term for an expansion module is sidecar.

1. On your phone, go to **People**, and then select **+**.
2. Select **Create new group**, or select **Add from directory**, to add a contact to an existing group.

   To add an external number to your contacts, you must have either made a call to, or received a call from, that number using your phone.
3. From the drop-down menu, select the group that you want to add to the expansion module, select ⋮, and then select **Pin group to sidecar**.

# Upgrading the Software

The upgrade process varies depending on the software version that is currently running on your phones and the version that you want to upgrade to.

New software versions may offer only small enhancements to improve the user experience, or they may be large software upgrades that offer new features.

## Important update information for PVOS 9.0.0

For all CCX models this PVOS software release includes a major Android platform update.

Note the following important information before updating to PVOS 9.0.0:

- Don't turn off the power during the upgrade process.
- After you upgrade your CCX or phone to PVOS 9.0.0, PVOS 9.0.0 becomes the new minimum software version. Returning to PVOS software versions earlier than PVOS 9.0.0 requires the use of a one-time downgrade utility.
- You can upgrade to PVOS 9.0.0 from any earlier PVOS or UC Software version.
- The PVOS 9.0.0 software package contains several upgrade components and is larger than a typical PVOS release. The total duration of the file download, installation, and update can take 30 to 60 minutes or longer, depending on the speed of your network. Most of the upgrade duration is the software download, which occurs as a background service so you can use your phone as normal.
- Your device may restart several times during the upgrade.
  - Upgrading to PVOS 9.0.0 from versions earlier than PVOS 8.1.4 automatically installs PVOS 8.1.4 first, as it contains resources necessary to upgrade the OS to Android 12.
  - Phones already running PVOS 8.1.4 or later skip the interim step and upgrade directly to PVOS 9.0.0.

**NOTE:** Your phone doesn't restart during an active call. If a call is active when the phone completes the download of an installation stage, the restart occurs immediately after the call ends.

- Applicable if upgrading from 8.1.3 or earlier: If a software provisioning server becomes unreachable after the installation of the first component of the software package, the phone remains on the interim software package until the server becomes reachable again. The update attempts to continue after a restart, a check-sync, or at the next scheduled configuration polling time.

# Downgrading PVOS 9.X.X to earlier software versions

After you update your Poly CCX phone to PVOS 9.X.X, a downgrade to earlier software versions requires the use of a one-time downgrade software package that allows transition from the Android™ 12 OS to the Android 9 OS.

The downgrade package contains two software updates within a single file that are installed in sequence as follows:

- Your phone downloads the downgrade package and restarts to install an interim software version that downgrades the Android OS from Android 12 to Android 9.
- After you install the interim software, your device downloads the second component of the downgrade package and restarts to complete the installation of the PVOS 8.1.5 generally available release.

If you want to use a software version other than PVOS 8.1.5, you can now install that version in the same way that you would install any other PVOS version.

## Information removed and retained after downgrading

The downgrade process includes a file system format that removes user data and most configurations.

### Information removed when downgrading

- Microsoft Teams sign-in information
- Zoom phone (CCX)
- Poly Studio X Series video bar pairing
- Paired Bluetooth devices
- Configuration changes made or imported from the system web interface that are not listed in the retained information list
- Basic configuration settings such as ring tones, power saving, and OpenSIP speed dials
- SCEP server and client configuration (certificates installed using SCEP are retained)
- Web proxy information

### Information retained when downgrading

- DHCP, DNS, SNTP, IP, Ethernet, and Wi-Fi settings
- LLDP, CDP, and custom VLAN settings
- Syslog settings
- 802.1X settings, Custom CA certificates, device certificates and keys, and TLS profile settings

- Provisioning server address
- Base profile
- Admin and user passwords
- Settings hosted on your service provider's provisioning service or the Poly Lens device management service (recovered once your phone reconnects after the downgrade)

# Updating PVOS

You can update PVOS on a per-phone basis from the phone's local interface or through the system web interface.

## Update PVOS using the system web interface

Update the phone software using the system web interface.

To update PVOS using the system web interface, see Using the Software Upgrade Tool in the Web Configuration Utility.

## Update PVOS using a USB flash drive

Use a USB flash drive to update the software on your phone.

**NOTE:** Changes you make using a USB flash drive override the settings you configure using a centralized provisioning server (if applicable).

1. Do one of the following:
   - Format a blank USB 2.0 USB flash drive using FAT32.
   - Delete all files from a previously formatted USB flash drive.
2. Download PVOS from Poly Lens.
3. Copy the configuration files that you want to use to the root of the USB flash drive.

   You must copy at least the primary configuration file (`000000000000.cfg`) and the product-specific configuration files to the USB flash drive:

   - Poly CCX 350: `3111-49690-001.sip.ld`
   - Poly CCX 400: `3111-49700-001.sip.ld`
   - Poly CCX 500: `3111-49710-001.sip.ld`
   - Poly CCX 505: `3111-49730-001.sip.ld`
   - Poly CCX 600: `3111-49770-001.sip.ld`
4. Insert the USB flash drive into the USB port.

   The phone detects the flash drive automatically.

5. Enter the administrator password.

   The phone starts the update within 30 seconds of entering the correct administrator password.

   The system may reboot several times during the update. The update is complete when the indicator lights stop blinking and the *Home* screen displays.

## Update PVOS manually

You can use an USB flash drive to update the software and configure the phone.

When you configure the phone using a USB drive, the configuration on the USB overrides all previous configurations. When the USB drive is removed, the system returns to the previous configuration.

1. Download and unzip PVOS to a directory on your provisioning server.
2. On the phone, go to **Settings** > **Advanced**, and enter the administrator password.
3. Go to **Network Configuration** > **Provisioning Server** > **DHCP Menu** > **Boot Server**.
4. In the Boot Server menu, choose **Static** if you are testing or provisioning a few phones, or choose **Option 67** if you are provisioning in a large environment and want phones to use a boot server defined in DHCP.

   If you choose **Option 67**, skip step 5 and go to step 6.
5. Go back to **Provisioning Server** and do the following:
   - Choose a server type in the **Server Type** field.
   - Enter the server address. For example,

     ```
     http://server.domain.com/41X or
     ftp://ftp.domain.com/41X
     ```

   - Enter your server user name and server password, if required.
6. Press **Back** until you are prompted to save your settings.
7. Choose **Save Configuration** to save your settings.

   The phone reboots.

# Troubleshooting

If you're having issues with your Poly phone, try the troubleshooting options and solutions in the following topics to resolve certain issues.

## View Device Information

View device information, such as the IP address, the unique MAC address, and software and application versions the device is currently running.

- Go to **Settings** > **Device Settings** > **About** to view the following device information:
  - IP Address
  - MAC Address (also called the serial number)
  - Firmware Version
  - Partner App Version
  - Company Portal Version
  - Teams Version
  - Device Settings Version
  - Admin App Version

## Testing Phone Hardware

Perform diagnostic tests to troubleshoot your device.

1. Go to **Menu** > **Settings** > **Device Settings** > **Diagnostics**.
2. Perform the following tests:

**Table 8-1 Diagnostic Troubleshooting Tests**

| Test Option | Description |
|---|---|
| Audio | Test the speakerphone, handset, USB headset, or Bluetooth headset microphone and speaker. |
| Network | Test the phone's network connection using netstat and ping. |
| Touch | Test the phone's touchscreen by drawing lines. |
| LED | Test the phone LEDs by blinking LEDs not currently illuminated. |
| Display | Tests the phone's display by cycling through primary and secondary colors. |

# Access Microsoft Teams Help

You can access the Microsoft Teams help site through the phone's local interface or on the internet.

- Do one of the following:
  - On the phone, go to **Menu** > **Settings** > **Help**.
  - In a web browser, go to Microsoft Teams help center.

# Enable Logging

Your system administrator may ask you to turn on logging to assist in troubleshooting. Logging stores information about events that take place on the phone, such as placing a call.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. On the Debug screen, select **Logging**.
4. To choose a logging level, select **Log Level**.

# Enable Screen Capture

Your administrator may ask you to enable screen capture for troubleshooting purposes.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. On the Debug screen, select **Screen Capture**.

# Reboot the Phone

Your system administrator may ask you to reboot the phone to assist in troubleshooting.

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. Select **Reboot Phone**.

# Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.

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