USER GUIDE

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Poly CCX Business Media Phones with Microsoft Teams

Getting Help
For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Poly and Partner Resources

This user guide helps you configure Poly settings available on the 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 500 business media phones
- CCX 600/700 business media phones

Audience, Purpose, and Required Skills

This guide provides information for Poly CCX Business Media Phones running the Microsoft Teams application. Administrators and users can use this guide to configure Poly settings available on the phone's local interface.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Polycom Support Site is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.
- The Polycom 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 Polycom 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 Polycom Partner Network are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

Getting Started with Poly CCX Business Media Phone with Teams

Topics:

- CCX Phone Hardware Overview
- Wake the Phone
- Access Microsoft Teams Help
- Accessibility Features

Before you use your Poly CCX Business Media Phone 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.

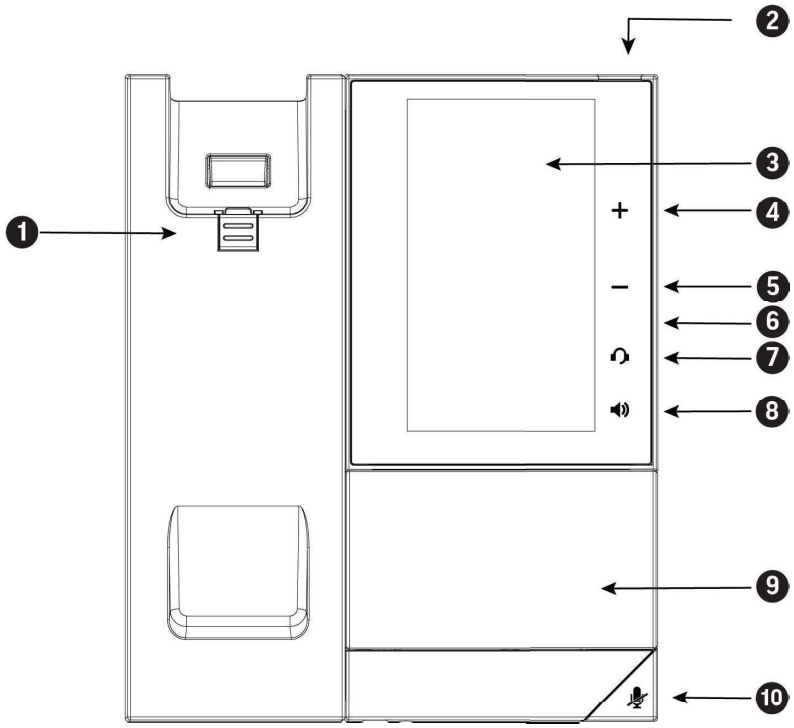
CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX Business Media Phones.

Poly CCX 500 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 Business Media Phones. The table lists each feature numbered in the figure.

Figure 1: Poly CCX 500 phone hardware features



Poly CCX 500 Phone Hardware Feature Descriptions

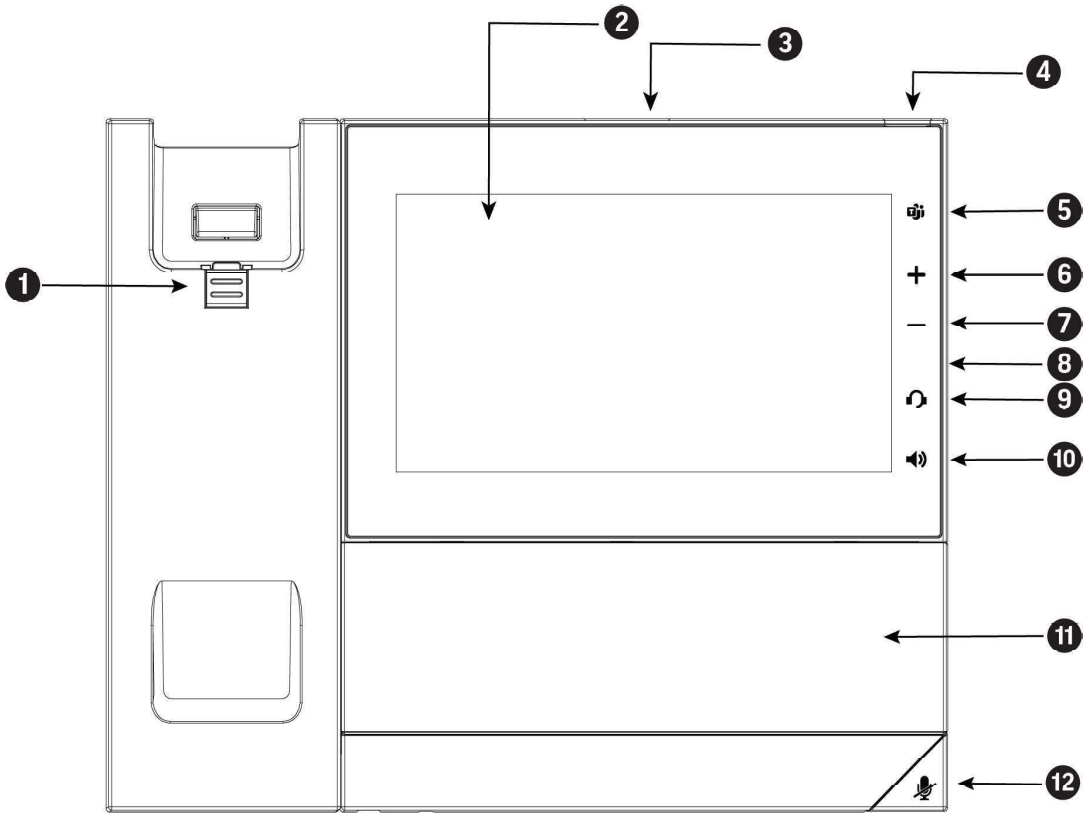
Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes to indicate you have an incoming call. Flashes red to indicate when you have new messages.
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.

Reference Number	Feature	Feature Description
4,5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	Enables you to attach a USB flash drive or USB headset. Poly CCX 500 phones include one USB-A port and one USB-C port.
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	Mutes local audio during calls and conferences.

Poly CCX 600/700 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: Poly CCX 600/700 phone hardware features



Poly CCX 600/700 phone hardware features Description

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	Enables you to 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	USB Camera Port	Enables you to connect a camera via USB-A.
4	Message waiting indicator	Flashes red to indicate when you have new messages.

Reference Number	Feature	Feature Description
5	Teams indicator	Displays only when the phone is powered on and the service is available.
6, 7	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
8	USB port(s)	Enables you to attach a USB flash drive or USB headset.
9	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
10	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
11	Speaker	Provides ringer and speakerphone audio output.
12	Mute key	Mutes local audio during calls and conferences.

LED Indicators on CCX Series Phones

CCX series phone LEDs indicate phone and accessory states.

CCX Series Phones LED Descriptions

LED	Color State and Description
Speakerphone	Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on.
Headset	Off - Phone is in sleep mode. White – No headset is active. Green – An electronic hookswitch (EHS) headset is connected and activated. Blue – A USB or Bluetooth headset is connected and activated.
Mute	Off – No call is active. Red – The phone microphone is muted.

LED	Color State and Description
Message Waiting Indicator (MWI)	Off – No new messages are available. Blinking Red – New or unread voicemails are available, incoming call and missed call.

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.

Procedure

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

Access Microsoft Teams Help

You can access the Microsoft Teams help site through the phone or on the web.

Procedure

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

Accessibility Features

Poly products include a number of features to accommodate hearing-, vision-, mobility-, or cognitively-impaired users.

Features for Hearing-Impaired Users

Your phone includes many features that enable users with hearing impairments to use various features on the phone.

The following table lists the accessibility features for hearing-impaired users.

Accessibility Features for Hearing-Impaired Users

Accessibility feature	Description
Visual message indicators	An indicator light on the phone indicates that new messages are waiting. Icons on the screen also indicate that the phone has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for the phone. You can also change the volume of the ringer to suit your needs and choose different ring tones for contacts.

Features for Mobility-Impaired Users

Your phone includes features that enable users with mobility impairments to perform various functions on the phone.

The following table lists the accessibility features for mobility-impaired users.

Accessibility Features for Mobility-Impaired Users

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 allows you to hear audio on the device without having to use a headset.

Features for Vision-Impaired and Blind Users

Poly phones include various features that enable users with visual impairments to use many of the features on the phone.

The following table lists the accessibility features for visually-impaired and blind users.

Accessibility Features for Vision-Impaired and Blind Users

Accessibility Feature	Description
Adjustable backlight	You can change the brightness of the screen by adjusting backlight intensity settings.
Illuminate feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.
Microphone mute	An audible alert plays when you mute or unmute the microphones using any of the Mute keys on the device or far-end system. The phone plays an alert periodically if the device is muted for a set period of time.

Signing In to Your Phone

Topics:

- Sign In Using the Phone Local Interface
- Sign In to Your Phone Using a Web Browser
- Sign Out of Microsoft Teams

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 Local Interface

You can sign in to Microsoft Teams using the phone's local interface.

Procedure

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

Sign In to Your Phone Using a Web Browser

You can sign in to your phone by entering a URL and code into a web browser.

Procedure

1. Select **Sign in**.
2. Select **Sign in from another device**.

   A web address and code display.
3. On your computer, enter the URL into a web browser.
4. Enter the code displayed on your phone into the **Code** field.
5. Select your Microsoft account name and click **Next**.
6. Enter your Microsoft password and select **Sign in.**

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

Sign Out of Microsoft Teams

If you are signed in to Microsoft Teams on a public phone, make sure you sign out after you are finished 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.

Procedure

1. Go to **Menu** > **Settings**.
2. Select **Sign out**.
3. Select **OK**.

Poly CCX Business Media Phone with Teams Settings

Topics:

- Change the Phone Display Language
- Date & Time
- Adjust the Display Backlight
- Set the Phone Theme to Dark
- Screen Saver
- Headset Settings
- Enable Bluetooth
- Enable Accessibility Options
- Connecting to a Wireless Network

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

Some changes made within menus 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.

Procedure

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

Date & Time

You can choose to set the date and time by selecting a time zone or by using a server.

Set the Time and Date Using a Server

You can enter a time and date server for your phone instead of using the default settings.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Date & Time**.
3. Set the time using one of the available options:

- Select **Select time zone** and select the GMT offset for your time zone.
- Select **SNTP Server1** or **SNTP Server2** to set the time zone using Simple Network Time Protocol (SNTP).
- Toggle the **DHCP** switch to set the time zone using DHCP.

Change the Time Format

You can switch between 12-hour and 24-hour time format on your phone.

Procedure

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

You can adjust your phone's display brightness.

Procedure

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, you can switch the phone theme to dark.

Procedure

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

The Microsoft Teams splash screen momentarily appears before the phone switches the theme.

Screen Saver

You can personalize your phone by enabling the screen saver. When the phone is idle, the phone displays the selected screen saver based on the Phone Timeout value.

Enable the Screen Saver

You can enable your phone's screen saver and choose from the built-in screen saver backgrounds.

The screen saver automatically starts each time your phone is idle for a certain amount of time. You can stop the screen saver at any time by pressing any key or touching the screen. When your phone is idle again for a specified period of time, the screen saver starts again.

Procedure

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

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

Set the Phone Timeout

You can define how long the phone sits idle before the screen turns off.

Procedure

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

Headset Settings

You can use a headset with a microphone by connecting it via USB or Bluetooth (if available on your phone).

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

Note: Lifting the handset overrides the headset.

Configure Hookswitch Mode

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

Procedure

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

You can enable echo cancellation to remove echoes that you might experience when using your headset.

Procedure

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

Enable Bluetooth

You can pair and connect a Bluetooth device to your phone.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Bluetooth**.
3. Toggle the **Bluetooth** switch to enable or disable Bluetooth.

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

Enable Accessibility Options

Your phone includes accessibility options to assist with visual impairment.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Accessibility**.
3. Toggle the **Accessibility Settings** switch to enable or disable accessibility options.
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 color vision deficiency.

Connecting to a Wireless Network

You can connect your phone to a wireless network.

Note: Wi-Fi is not supported on CCX 500 business media phones.

Enable Wi-Fi

Enable Wi-Fi to connect your phone to a wireless network.

Note: Enabling Wi-Fi reboots your phone.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi**.
3. To enable wireless network connectivity, toggle the **Wi-Fi** switch.

   Your phone reboots.

Connect to a Wireless Network

Once you enable Wi-FI on your phone, you can connect to a wireless network.

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

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi**.
3. Select a network from the resulting list and enter the network credentials.

Set Wi-Fi Preferences

Once you enable Wi-Fi, you can configure Wi-Fi preferences through the Wi-Fi menu.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi** > **Wi-Fi Preferences**.
3. Toggle the following settings:
   - **Turn on Wi-Fi automatically**: When the phone boots up, Wi-Fi turns on automatically.
   - **Open network notification**: The phone notifies you when the phone is in range of a high-quality network.

Troubleshooting

Topics:

- View Device Information
- Enable Logging
- Enable Screen Capture
- Reboot the Phone

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

View Device Information

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

Procedure

» 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

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.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. Toggle the **Logging** switch to enable logging.
4. Select **Log Level** to choose the level that you want your phone to record logs.

Enable Screen Capture

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

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Debug**.
3. Toggle **Screen Capture** to switch screen capture on or off.

Reboot the Phone

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

Procedure

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

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.
(If device is outdoor AP, please delete it. **If device is indoor AP, need to add it**.)
This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Industry Canada statement:

This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution :

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(iv) where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

Avertissement:

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

(i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

(iv) lorsqu'il y a lieu, les types d'antennes (s'il y en a plusieurs), les numéros de modèle de l'antenne et les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, énoncée à la section 6.2.2.3, doivent être clairement indiqués

Radiation Exposure Statement:
This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with greater than 20cm between the radiator & your body.

Déclaration d'exposition aux radiations:
Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20 cm entre le radiateur et votre corps.