



# Poly CCX Business Media Phones with OpenSIP User Guide 8.1.5

## **SUMMARY**

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

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# Table of contents

<b>Before You Begin</b>	<b>1</b>
Audience, purpose, and required skills	1
Icons used in Poly documentation	1
Documentation Feedback	1
Poly CCX phones model numbers	2
<b>Getting started</b>	<b>3</b>
CCX Phone Hardware Overview	3
Poly CCX 400 Business Media Phones Hardware	3
Poly CCX 500 and CCX 505 Business Media Phones Hardware	4
Poly CCX 600 Business Media Phones Hardware	6
Poly CCX 700 Business Media Phones Hardware	7
LED Indicators on CCX Phones	9
Navigating Your Phone	9
CCX Business Media Phone screens	10
Entering Information Using the Onscreen Keyboard	12
Change the Keyboard Layout	12
Options to Enter Information in Data Fields	13
<b>Accessibility Features</b>	<b>14</b>
Users Who Are Deaf or Hard of Hearing	14
Users with Limited Mobility	14
Users Who Are Blind, Have Low Vision, or Have Limited Vision	15
<b>Logging In to and Locking Your Phone</b>	<b>16</b>
Logging In to Your Poly CCX Phone	16
Log In to a Phone	16
Log Out of the Phone	16
Change Your Login Password	16
Log In to a Host Phone as a Guest	17
Log Out of a Host Phone	17
Log In to a Guest Automatic Call Distribution Phone	17
Log Out of a Guest ACD Phone	18
Sign In Using Your UC-One Credentials	18
Sign In to Microsoft Exchange Using the Local Interface	18
Sign In to Microsoft Exchange Using the System Web Interface	19
Locking Your Phone	19
Lock Your Phone	19
Unlock the Phone	20
<b>Audio Calls</b>	<b>21</b>

Use the Handset, Headset, or Speakerphone	21
Placing Audio Calls	21
Place an Audio Call	21
Place an International Call	22
Place a Call from Recent Calls	22
Call a Favorite	22
Place a Call over Bluetooth	22
Place a Call from a Locked Phone	22
Redial a Number	23
End an Audio Call	23
Answering Audio Calls	23
Answer an Incoming Call	23
Answer a Call When in a Call	24
Answer Calls Automatically	24
Answer a Call on a Locked Phone	25
Answer an Intercom Call	25
Decline an Incoming Call	25
Holding and Resuming Calls	25
Hold a Call	25
Resume a Call	25
Call Application Switching Methods	26
Select an Available Call Application	26
Cycle Through Available Call Applications	26
Calling Contacts from Directories	26
Call a Contact from a Directory	26
Call a Contact from a Directory Search	26
Placing Intercom Calls	27
Place an Intercom Call	27
Place an Intercom Call During a Call	27
Managing Multiple Calls	27
Manage a Call from the Calls Screen	28
Transferring calls	28
Transfer a Call Using Blind Transfer	28
Transfer a Call Using Consultative Transfer	28
Cancel a Transfer	29
Mute the Microphones	29
Unmute the Microphones	29
Call Precedence and Preemption	29
Parking and Retrieving Calls on the Cisco BroadWorks Server	29
Park a Call	30
Retrieve a Parked Call	30
Retrieve a Parked Call on Another Phone	30
Ignore a Parked Call	31
Managing Calls Remotely with Cisco BroadWorks Server	31

Managing Calls with UC-One BroadWorks Anywhere	31
Managing Calls with UC-One Remote Office	33
Ignoring or Rejecting Incoming Calls	34
Ignore or Silence an Incoming Call	34
Reject Incoming Calls	35
Automatically Reject Calls from a Contact	35
Rejecting Calls with Do Not Disturb	35
Reject Anonymous Calls	36
Recording Audio Calls	36
Guidelines When Recording Calls	37
Record a Call	37
Pause a Recording	37
Resume a Recording	37
Stop Recording	37
Record a Conference Call	38
Browse Recorded Calls	38
Play a Recorded Call	38
Pause and Resume Played Recordings	38
Stop Playing a Recording	39
Rename a Recording	39
Delete a Recording	39
<b>Video Calls</b>	<b>40</b>
Tips for Video Calls	40
Place a Video Call	40
Start Video During a Call	41
Stop Sending Video During a Call	41
Video Call Settings	41
Set the Call Rate for Video Calls	41
Stop Video for All Calls	42
Improve Video Clarity	42
Adjust Video Quality	42
Adjust the Video Display	43
Adjust the Camera Position During a Call	43
Changing the Video Call and Picture-in-Picture (PIP) Displays	44
Mixed Audio and Video Calls	45
No Video from the Far Side	45
Using a USB Camera with Your Phone	45
Use the Privacy Shutter on the Camera to Stop Sending Video	45
Camera Status Indicators and Messages	46
Managing Video Calls without a USB Camera	47
<b>Conference Calls</b>	<b>48</b>
Audio Conference Calls	48
Initiate a Conference Call	48
Merge Calls into a Conference Call	48

End a Conference Call	48	
Hold a Conference Call	49	
Resume a Conference Call	49	
Split a Conference Call	49	
<b>Shared Lines</b>	<b>50</b>	
Shared Line Limitations	50	
Answering Calls on Shared Lines	50	
Missed and Received Calls on Shared Lines	50	
Hold a Call Privately on a Shared Line	50	
<b>Call Lists and Directories</b>	<b>52</b>	
Recent Calls	52	
View Recent Calls	52	
Sort Recent Call Entries	52	
Sort Entries by Call Type	52	
View Call Details	53	
Edit a Recent Call Entry	53	
Delete a Recent Call Entry	53	
Save a Recent Call Entry	53	
Favorites and Contact Lists	54	
Managing Favorites	54	
Using Buddy Lists	55	
Contact Directory	57	
Search for Contacts	57	
Add a Contact to the Contact Directory	58	
View Contact Information	58	
Update Contact Information	58	
Delete a Contact from the Contact Directory	58	
Corporate Directory	59	
Searching the Corporate Directory	59	
Add Corporate Directory Contacts to the Local Directory	60	
<b>Accessing, Sending, and Broadcasting Messages</b>	<b>61</b>	
Accessing Voicemail	61	
Access Voicemail Messages	61	
Remove the Message Alert	61	
Instant Messaging	62	
Send Instant Messages	62	
Read Instant Messages	62	
Reply to Instant Messages	63	
Delete Instant Messages	63	
Broadcasting Messages with Group Paging	63	
Send a Group Page	63	
Send a Group Page with the Poly Control Panel	64	
Receiving Pages	64	
Group Paging Settings	65	

Broadcasting Messages with Push-To-Talk	66
Send a PTT Broadcast	67
Receiving PTT Broadcasts	67
Reply to PTT Broadcasts	68
End PTT Broadcasts	69
Push-To-Talk Settings	69

## Phone Settings 71

Password Required to Access Basic Settings	71
Set the Phone Language	71
Disable Call Waiting	71
Time and Date Display	71
Change the Time and Date Format	71
Disable the Time and Date Display	72
Backlight Intensity and Timeout	72
Set the Backlight Intensity	72
Set the Backlight Timeout	73
Changing Your Background	73
Change the Background Picture	73
Adding Personal Photos as Your Background	73
Reset Your Background	75
Screen Savers	75
Enable the Screen Saver	75
Use Personal Photos as Screen Savers	75
Disable the Screen Saver	76
Use Your Phone as a Digital Picture Frame	77
Picture Frame Options	77
Power Saving Mode	77
Change Your Office Hours for Power Saving Mode	78
Change Idle Timeouts for Power Saving Mode	78
Changing Audio Settings	79
Change Incoming Call Notifications	79
Set a Ringtone for Incoming Calls	79
Set a Ringtone for Individual Contacts	79
Change the Phone Volume	80
Updating Your Buddy Status	80
Update Your Buddy Status	80
Automatically Update Your Buddy Status	80
Security Classification	81
View the Security Classification for Your Phone	81
Modify Security Classification Level	81
Clear Call Logs and Contacts	81
Restrict Call Log and Contact Uploads	82

## Phone Applications 83

Using the Calendar	83	
Enter Your Microsoft Exchange Login Credentials		83
Log In to Exchange Using Web Sign-in	83	
Open the Calendar	84	
Display Meeting View on the Calendar		84
View Meeting Details	84	
Join a Meeting from the Calendar		84
Navigating the Web	84	
Open the Web Browser	85	
Using the Launch Pad	85	
Access the Launch Pad	86	
Open Applications	86	
Navigate the Launch Pad	86	
Display the Launch Pad's Main Screen		86
Enable My Info Portal	87	
<b>Connecting Bluetooth and USB Devices</b>	<b>88</b>	
Connecting Bluetooth Devices	88	
Enable Bluetooth	88	
Using Bluetooth Devices on Your Phone		88
Using Electronic Hookswitch	91	
USB Features on CCX Phones	93	
Computer and Cable Requirements		93
USB Audio Mode	93	
USB Phone Mode	94	
<b>Connecting to a Wireless Network</b>	<b>96</b>	
Connect to a Wireless Network	96	
Disconnect from a Wireless Network	96	
Remove a Saved Wireless Network	96	
<b>Cisco BroadWorks Features</b>	<b>97</b>	
BroadSoft Directories	97	
View a List of BroadSoft Contacts	97	
Searching the BroadSoft Directory	97	
Add BroadSoft Contacts to the Local Directory		98
Managing a Personal BroadSoft Directory		98
Managing UC-One Favorites and Contacts	99	
UC-One Contacts' Presence Information	99	
Viewing UC-One Contacts and Favorites	100	
View Aggregated Self-Presence for Cisco BroadWorks Lines		101
Filter UC-One Favorites	101	
Search for UC-One Contacts	101	
UC-One Simultaneous Ring	101	
Create a Personal Ring Group	102	
Add Numbers to Your Simultaneous Ring List		102
Delete Numbers from the Simultaneous Ring List		102

Cisco BroadWorks Executive-Assistant	103	
Executive Options	103	
Assistant Options	104	
Pick Up a Held Executive Call on a Shared Line		106
Pick Up a Held Executive Call on a Private Line		106
Barge In on an Executive Call	106	
Access the Call Actions for Cisco BroadWorks Dynamic Busy Lamp Field (BLF)		106
<b>Ribbon Communications Features</b>	<b>108</b>	
Ribbon Communications Multiple Appearance Directory Number - Single Call Appearance	108	
Placing a MADN Call	108	
Answering a MADN Call	108	
Barge In on an Active Call	109	
Leave a Bridge Call	109	
Resume a Held MADN Call	109	
Enabling Privacy for MADN Calls	109	
Managing the Ribbon Communications Address Books		111
Using the Global Address Book	111	
Using the Personal Address Book	112	
<b>Poly CCX EM60 expansion module</b>	<b>114</b>	
Poly CCX EM60 expansion module hardware	114	
Compatible base profiles and phone models	115	
CCX power usage	115	
Poly CCX EM60 expansion module power limitations		116
Poly CCX EM60 expansion module line keys	117	
Configure preferred home screen using a configuration file		117
Configure preferred home screen using the local interface		117
Line key distribution scenarios	118	
<b>Maintaining Your Phone</b>	<b>119</b>	
View Warnings	119	
Remove Warnings	119	
Reboot Your Phone	119	
Update the Phone's Configuration		119
Test the Hardware	120	
Clean the Touchscreen	120	
View Software Details	121	
Updating the Phone Software	121	
Update the Phone Software	121	
Exit the Software Update Notification		121
Postpone Software Updates	121	
Resume a Postponed Software Update		122
CSTA Lines	122	

<b>Troubleshooting</b>	<b>123</b>
Speakerphone	123
USB Port	123
Check the Status of the Calendar	123
View the GAB Status	123
View the PAB Status	124
Polycom Desktop Connector	124
Troubleshoot Audio and Echo Issues	124
Bluetooth Headset Issues	125
Recording Issues and Solutions	125
Reset the Phone to Factory Defaults	125
<b>Getting help</b>	<b>126</b>
HP Inc. addresses	126
Document information	126

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# Before You Begin

This *Poly CCX Business Media Phones with OpenSIP User Guide* contains overview information for navigating and performing tasks on Poly CCX phones.

This guide contains information for the following Poly products and accessories:






- Poly CCX 400 Business Media Phones
- Poly CCX 500 Business Media Phones
- Poly CCX 505 Business Media Phones
- Poly CCX 600 Business Media Phones
- Poly CCX 700 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 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
Poly CCX 700 business media phone	3111-49740-001

# Getting started

Before you use the phone, familiarize yourself with its features and user interface.

 **NOTE:** The features on your device might vary according to the network environment and the configuration by your system administrator. As a result, the examples and graphics in this guide might not reflect the available options or the options that your device screen displays.

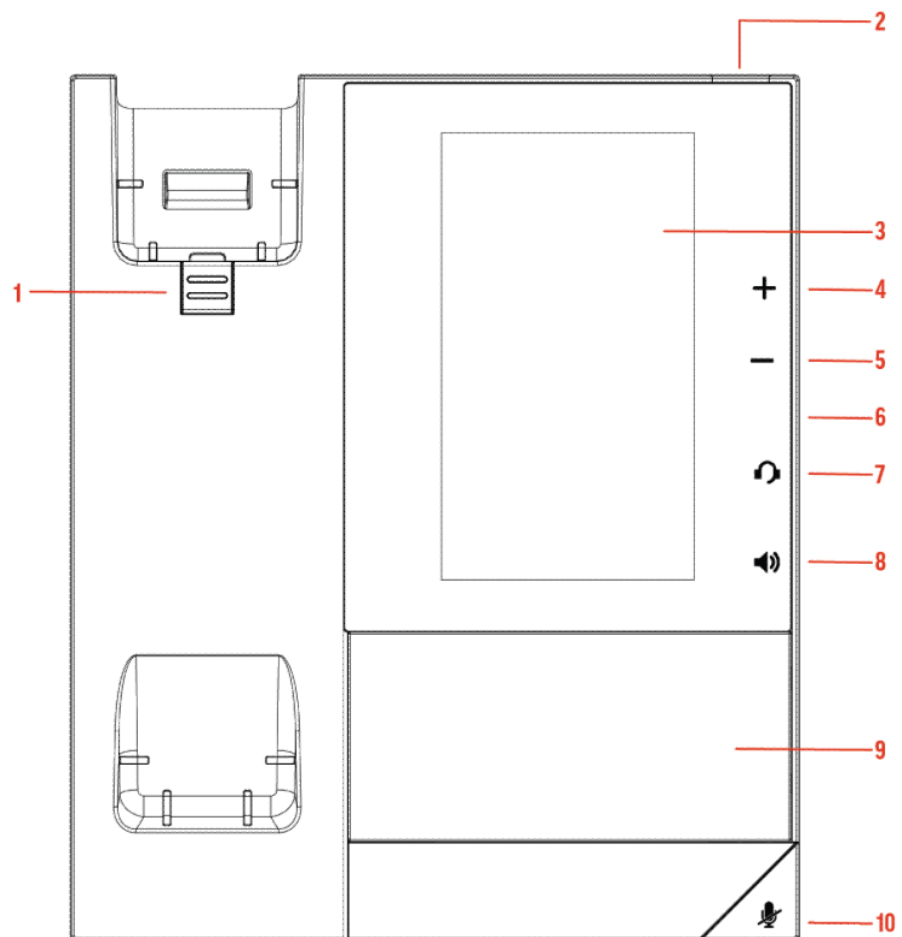
## CCX Phone Hardware Overview

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

### 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 2-1** Poly CCX 400 phone hardware features



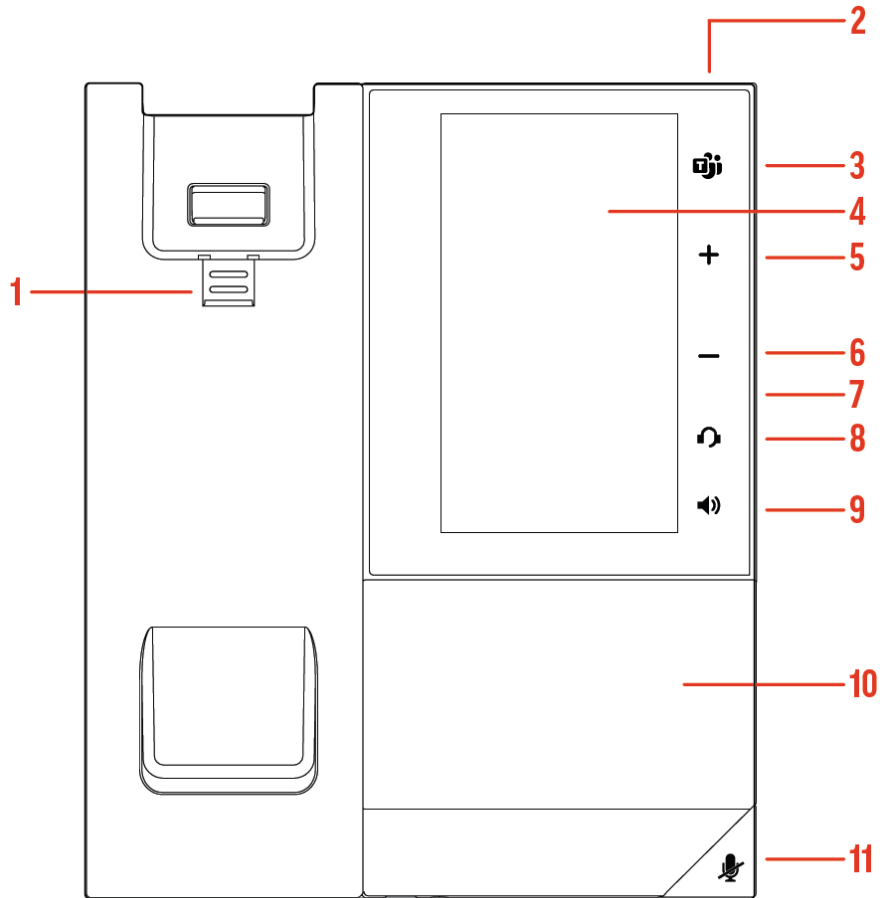
**Table 2-1 Poly CCX 400 Phone Hardware Feature Descriptions**

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.
6	USB port(s)	CCX 400 business media phones include one USB-A port.  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 Phones 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 2-2 Poly CCX 500 and CCX 505 phone hardware features**



**Table 2-2 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	Application Command	Illuminates when the phone powers on and the service is available. The icon may vary by model.  <b>NOTE:</b> Not supported on CCX 500 business media phones.
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.

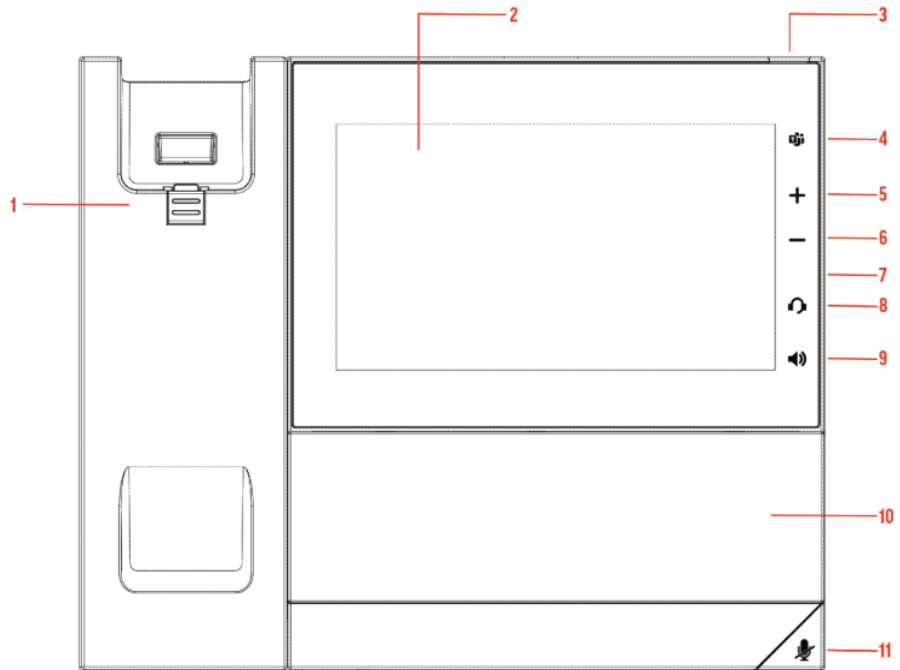
**Table 2-2 Poly CCX 500 and CCX 505 Phone Hardware Feature Descriptions (continued)**

Reference Number	Feature	Feature Description
7	USB port(s)	Poly CCX 500 and CCX 505 business media phones include one USB-A port and one USB-C port.  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 Phones 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 2-3 Poly CCX 600 phone hardware features**



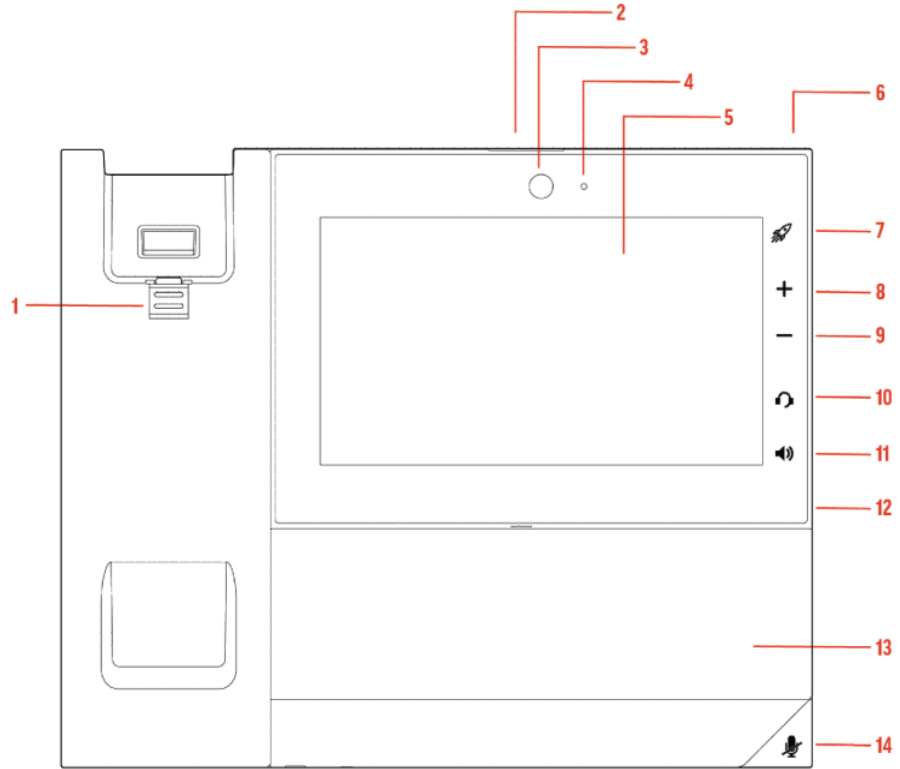
**Table 2-3 Poly CCX 600 Phone Hardware Feature Descriptions**

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	Application Command	Displays when the phone is powered on and the service is available. Icon may vary.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	Poly CCX 600 business media phones include one USB-A port and one USB-C port.  Attach a USB flash drive or USB headset.  You can connect an EagleEye Mini USB camera to the USB-A 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.
11	Mute key	Mute or unmute the microphone during an active call.

## Poly CCX 700 Business Media Phones Hardware

The following figure displays the hardware features on Poly CCX 700 business media phones. The table lists each feature numbered in the figure.

**Figure 2-4 CCX 700 phone hardware features**



**Table 2-4 Poly CCX 700 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	Privacy Shutter	Allows you to cover the camera lens.
3	Built-in Camera	Enables you to send video during a video-enabled call.
4	Camera LED	Turns green when the camera is on and sending video. Turns amber when you are not sending video.
5	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.
6	Message waiting indicator	Flashes red to indicate when you have new messages.
7	Application Command	Displays when the phone is powered on and the service is available. Icon may vary.
8,9	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.

**Table 2-4 Poly CCX 700 Phone Hardware Feature Descriptions (continued)**

Reference Number	Feature	Feature Description
10	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
11	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
12	USB port(s)	CCX 700 business phones include one USB-A port and one USB-C port.  Attach a USB flash drive or USB headset.
13	Speaker	Provides ringer and speakerphone audio output.
14	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.  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.
Message Waiting Indicator (MWI)	Off - No new messages are available.  Blinking Red - New or unread voicemails are available, incoming call and missed call.

## Navigating Your Phone

Your phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.

## CCX Business Media Phone screens

Your phone includes three main screens: the **Home** screen, the **Lines** screen, and the **Meetings** screen.



- **Home** screen (Default): Includes softkey shortcut keys and favorites. Softkeys on your **Home** screen might differ, depending on your configuration.
- **Lines** screen: Displays assigned lines and favorite contacts.
- **Meetings** screen: Displays today's meetings (if enabled).

### Access the Home Screen

The *Home* screen displays icons to access assigned softkeys, lines, and favorite contacts.



**NOTE:** Your phone may display different softkeys on the *Home* screen, depending on how your administrator configured your phone.

- Do one of the following:
  - If you set the *Meetings* screen as your home page, select **Home**  or swipe left on the touchscreen.
  - If you set the *Lines* screen as your home page, select **Home**  or swipe left on the touchscreen.

### Access the Lines Screen

The *Lines* screen provides access to all assigned lines and your favorite contacts.

- To access the *Lines* screen:
  - If you set the *Home* screen or *Meetings* screen as your home page, swipe left on the touchscreen.
  - If you set the *Lines* screen as your home page, select the home icon.

### Access the Meetings Screen

The *Meetings* screen is available when your administrator enables Microsoft Exchange calendaring on your phone.

The *Meetings* screen displays scheduled meetings for the current day. To view meeting details, select a meeting.

- Choose from:
  - If you set the *Home* screen or *Lines* screen as your home page, swipe left on the touchscreen.
  - If you set the *Meetings* screen as your home page, press the home button.

### Access the Calls Screen

The calls screen provides access to the phone dialer, your calls logs, contacts, and your calendar (if configured).

- Do one of the following:
  - On the *Home* screen, select **Place a Call**.
  - Select **Menu > Place a Call**.
  - Pick up the headset, press the **Headphone** icon, or press the **Speakerphone** icon.

## Access the Active Call Screen

Return to an active call from another screen.

You can navigate away from the active call screen to perform other tasks on the phone. If you select the dialer, the phone places the active call on hold.

- Choose from:
  - From the top of the screen, select **Return to Calls**.
  - Select the line for the active call.

## Access the Settings Menu










If enabled by your administrator, you can access the settings menu to personalize your phone settings.

- Choose from:
  - From the home screen, select **Settings**.
  - Select **Menu > Settings**



## Icons and Status Indicators

The following table displays the icons and status indicators that display on the phone.

**Table 2-6** Icons and Status Indicators

Icon	Description
	Registered Line
	Unregistered Line
	Active Call
	Call Forwarding enabled
	Missed Call
	Placed Call
	Received Call
	Bluetooth
	USB attached

**Table 2-6** Icons and Status Indicators (continued)






Icon	Description
	Do Not Disturb enabled
	Configuration Warning message

## Entering Information Using the Onscreen Keyboard

The onscreen keyboard enables you to enter information into text fields using the touchscreen.

The onscreen keyboard displays when a text field displays. When a text field requires only numbers, it displays a numerical keypad instead.


The following icons also display on the keyboard:

- **Letters**  : Displays alphabetical letters
- **Uppercase**  : Shifts to uppercase letters
- **Lowercase**  : Shifts to lowercase letters
- **Numbers and Punctuation**  : Displays numbers and punctuation marks
- **Special characters**  : Displays special characters

## Change the Keyboard Layout

Enable users to choose a keyboard layout based on languages other than the system language.

The phone uses the default keyboard assigned to the language you set the phone to. For example, setting the phone language to French tells the phone to use the AZERTY keyboard layout.

 **IMPORTANT:** Dependencies and overrides may affect other parameters. For more information, see the parameter reference topic(s) in the *Poly CCX Parameter Reference Guide*.

1. Press and hold the comma (,) key on the phone's keyboard for one second to access the **Input options** menu.
2. Select **Languages**.
3. Clear the **Use system language** check box.
4. Select one or more languages in the **Active input methods** list.
5. Select the back arrow.

When enable more than one language, a globe key displays next to the comma (,) key on the phone keyboard, which enables you to change the active keyboard.

6. Do one of the following:
  - Select and hold the globe key for 1 second to view and choose from a list of enabled languages. The phone uses the default keyboard layout for the language you choose.
  - Select the globe key to cycle through enabled languages. The space bar displays the current language and keyboard layout.

## Options to Enter Information in Data Fields

You can enter numbers or English text as well as characters from foreign languages.

Before you enter information into fields, choose how to enter the information using the following softkeys:

The following table lists the **Mode** and **Encoding** options for the dialpad and the onscreen keyboard.

**Table 2-7 Mode and Encoding Options**

Mode Options	Encoding Options
Abc (to capitalize the first letter only and use lowercase for the remaining letters)	Abc
ABC (to enter uppercase only)	ABC
abc (to enter lowercase only)	abc
123 (to enter numbers only)	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)

---

# 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 3-1 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.
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 3-2 Accessibility Features for Users with Limited Mobility**

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
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 3-3 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.
Auto-answering	You can enable the phone to auto-answer calls.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.

---

# Logging In to and Locking Your Phone

Sign in to your phone with your credentials and lock your phone using a lock code.

## Logging In to Your Poly CCX Phone

If your system administrator has set up user credentials for your phone, you can log in to a phone and access your contacts or favorites, settings, and calendar (if enabled).

You can view your personal settings from any Poly phone or system within your organization. Contact your system administrator for your user credentials.



---

**NOTE:** Some of the features described in this section require access to the *Basic* settings menu. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance.

---

## Log In to a Phone

Depending on how your system administrator set up your user login options, you may need to log in to a Poly phone before you can use one.

By default, Poly devices don't require you to log in before you can use them. If you don't log in, you see the default profile. When you log in, you have full access to your personal settings and your directory.

Any settings you change while logged in on a public phone commit to your profile and display the next time you log in to any phone.

1. If you see the *User Login* screen, proceed to the next step.
2. Enter your user ID and password, and select **Log In**.

Your personal profile displays when you enter the correct login credentials. If you enter incorrect credentials, a message indicating that your login attempt has failed displays and the *User Login* screen displays again. Check with your system administrator to confirm your login credentials.

## Log Out of the Phone

After you finish using a public phone, make sure you log out to prevent access to your personal settings.

1. Select **Log Out** or go to **Settings > Features > User Login > Log Out**.
2. Select **Yes** on the confirmation window.

Your personal settings are no longer accessible.

## Change Your Login Password

You can change your login password from any phone on your network.

1. Log in to a phone on your network.
2. Go to **Settings > Features > User Login > Change User Login Password**.
3. On the *Change User Login Password* screen, enter your old and new password information and select **Enter**.

Your password changes. The next time you log in to a phone, you must enter your new password.

## Log In to a Host Phone as a Guest

Your system administrator enables the guest feature and provides you with the guest credentials.

When you log in to a host phone as a guest, you have limited access to your personal phone settings and your directory. You can access the BroadWorks Enterprise Directory and UC-One Favorites, but not your Contact Directory or general favorites.

1. Do one of the following:
  - Select **Guest In** on the screen.
  - Press the **Guest In** softkey.
2. From the **Guest In** screen, enter your username and password and select **OK**.



---

**NOTE:** Check with the system administrator if your credentials are invalid.

---

The phone updates to display your personal settings, or the *Lines* screen if your credentials are incorrect.

## Log Out of a Host Phone

After you use a host phone, make sure you log out to prevent unauthorized users from accessing your personal settings.

After you log out of the host phone, your guest info and changes made on a host phone don't sync to your personal phone.

Your system administrator may set the following features:

- A guest PIN for your account that you must enter to log out of a host phone.
  - The maximum time a guest can stay logged in on a host phone, after which the host phone logs you out automatically.
1. Select the **Guest Out** softkey.
  2. **Optional:** If prompted, enter your guest PIN.

The phone displays the default menu and your personal settings are no longer accessible.

## Log In to a Guest Automatic Call Distribution Phone

Log in to your Automatic Call Distribution (ACD) account after you log in as a guest on a host phone.

On a guest ACD phone, answer incoming calls from call center customers, update your presence status, view incoming call center information, and transfer calls.



**NOTE:** When you log in to a host phone as a guest user, the **Use Host** softkey isn't available.

If your system administrator enables Hoteling, you don't need to log in as a guest before you log in to your ACD account.

- Do one of the following:
  - If you see the *Agent Sign In* screen, sign in.
  - If you don't see the *Agent Sign In* screen, press the **ASignIn** softkey or go to **Settings > Features > Agent Sign In > Sign In**.

## Log Out of a Guest ACD Phone

After you use a guest ACD phone, make sure you log out to prevent access to your personal settings.

If you're logged into your ACD account when you log out of the host phone, you're automatically logged out of your ACD account.

- Select the **ASignOut** softkey or go to **Settings > Features > Agent Sign In > Sign Out**.

The phone displays the default guest settings.

## Sign In Using Your UC-One Credentials

You can enter your UC-One credentials on your phone and view your line registered with the Cisco BroadWorks server.

Your system administrator provides your UC-One credentials.

1. Go to **Settings > Basic > UC-One Credentials**.
2. Enter the **Server Address**.
3. Enter your user name.
4. Enter your password.

## Sign In to Microsoft Exchange Using the Local Interface

Sign in to your Microsoft Exchange account on the phone's local interface to access your calendar and contact lists.

Before you can sign in to your Exchange account, your system administrator must configure the phone to integrate with your Exchange server.

1. Go to **Settings > Basic > Exchange Sign In**.
2. Do one of the following:
  - Select **Login Credentials** and enter your Exchange server domain, username, and password into the phone then select **Submit**.

- Select **Web Sign-in** and follow the onscreen instructions to log in to your account using a web browser.

## Sign In to Microsoft Exchange Using the System Web Interface

Sign in to your Microsoft Exchange account on the phone's system web interface to access your calendar and contact lists.

Before you can sign in to your Exchange account, your system administrator must configure the phone to integrate with your Exchange server.

1. Enter your phone's IP address into a web browser.  
To find your phone's IP address, go to **Settings > Status > System Information**.
2. Select **User** and enter your assigned password or the default (123) password.
3. Go to **Settings > Applications > Exchange Sign in**.
4. Select one of the following from the **Authentication Type** menu:
  - **User Credentials:** Enter your Exchange server domain, username, and password, then select **Save**.
  - **Web Sign in:** Select **Sign in** and follow the onscreen instructions to log in to your account.

## Locking Your Phone

Locking your phone prevents unauthorized people from placing or answering calls. It also prevents anyone from viewing or modifying phone information, such as your directory, call lists, or favorites.

You can do the following on a locked phone:

- Place outgoing calls to emergency and authorized numbers only
- Place outgoing calls to a contact, if enabled
- Enter a password to answer incoming calls
- Answer incoming calls without a password, if enabled

## Lock Your Phone

You can choose how you want your phone to handle incoming calls when it's locked.

When you set up your phone to receive incoming calls when locked (the default setting), incoming calls ring on your phone, and you can answer calls by entering your user password. When you set up your phone to ignore incoming calls, Don't Disturb applies to all lines on your phone, and your phone doesn't ring.



**NOTE:**


- When the Flexible Seating feature is enabled and you're logged in as a guest on a host phone, the Phone Lock feature is only available if your system administrator has set a 4 - 10-digit guest PIN for your user account. If you don't see the **Lock** softkey or menu option, check with your system administrator to see if this feature is available on your phone.
  - There is no response when you press the **Back** key if the phone is locked.
- 
1. Select **Lock** or go to **Settings > Basic > Lock Phone**.
  2. **Optional:** From the *Lock Phone* screen, select **Allow ringing when locked** (the default setting) if you want your phone to ring when you have an incoming call.

When you choose this option, you can answer a call by entering your user password or guest PIN.

3. Select **Lock**.

Your phone is locked.

---

 **TIP:** You can quickly lock your phone by selecting the **Lock** softkey. When you do this, you can't choose how to handle incoming calls. Your phone uses the default setting or the last setting selected.

---

## Unlock the Phone

You can unlock the phone with your lock code . Your system administrator provides you with a user password that you can use to unlock the phone.

1. Select **Unlock**.
2. Enter your lock code and select **Unlock**.

---



# Audio Calls



By default, your phone has one registered line.



You can manage a maximum of 24 active, incoming, or held audio calls at a time on the line. However, you can have only one active call in progress with numerous other incoming calls or calls on hold.

## Use the Handset, Headset, or Speakerphone

You can place and answer calls on your phone using the handset, headset, or speakerphone, and you can alternate among the three modes during calls, if available.

When using the speakerphone, the Speakerphone key  glows green. When using the headset, the Headset key  glows green if an analog headset is connected or blue if a USB headset is connected.

- During a call, pick up the handset, press the Headset key  or press the Speakerphone key .

For example, if you're using the handset, press the Headset key  to switch to the headset, or press the Speakerphone key  to switch to the speakerphone.



## Placing Audio Calls

Poly phones enable you to place calls to local numbers, international numbers, and contacts.

You can initiate calls from your favorites list, recent calls list, and your phone directory. From a locked phone, you can place calls to numbers authorized by your system administrator.


### Place an Audio Call

You can call a contact using a number or IP address from the dialpad or onscreen keyboard.

1. Choose from:
  - On the home screen, select **Place a Call**.
  - Select **Menu > Place a Call**.
  - Pick up the headset, press the headphone icon, or press the speakerphone icon.
2. Enter your contact's number or select the onscreen keyboard  and enter an IP address.
3. Select **Dial** .



## Place an International Call

You can place calls to international phone numbers on your phone.

1. Do one of the following:
  - On the home screen, select **Place a Call**.
  - Select **Menu > Place a Call**.
  - Pick up the headset, press the headphone icon, or press the speakerphone icon.
2. On the dialpad, quickly press the star key (\*) twice.  
A plus sign (+) displays.
3. Enter the country code and phone number then select **Dial** .

## Place a Call from Recent Calls

Place calls from the *Recent Calls* list, which contains calls that you recently placed, answered, or missed.

1. Do one of the following:
  - From the *Home* screen, select **Recent Calls** .
  - From the *Place a Call* screen, select **Recent Calls** .
2. Select a contact.  
The call begins automatically after you select a contact.

## Call a Favorite

Contacts you add as favorites display at the bottom of the *Home* screen with an avatar. You can place a call to favorites by selecting the favorite's avatar.

- On the *Home* screen, select a favorite.

## Place a Call over Bluetooth

You can pair and connect your phone with a Bluetooth-enabled mobile phone or tablet. Calls placed call on your device and use the phone as a speakerphone for the call. These steps apply to most mobile phones and tablets. For more information refer to your mobile phone or tablet's product documentation.

1. Connect your device with the phone over Bluetooth.
2. On your device, place a call to a contact and select the CCX as the audio source.

## Place a Call from a Locked Phone

When the phone is locked, you can place outgoing calls only to emergency numbers, such as 911 and authorized numbers that your system administrator

sets up. You can't call any other numbers from a locked phone. When the phone is locked, you can place outgoing calls only to emergency numbers, such as 911 and authorized numbers that your system administrator can set up. You cannot call any other numbers from a locked phone.

- From the *Place an Authorized Call* screen, choose a number and select **Dial**.




## Redial a Number

Your phone automatically keeps a record of all calls placed. You can recall the last contact you called using **Redial**, if enabled by your system administrator.

- Do one of the following:
  - Select **Redial**.
  - Go to **Place a Call > Recent Calls** , and select the first number in the list.

## End an Audio Call

End active calls at any time. To end a held call, resume the call and then end it.

- Do one of the following:
  - Select **Hang Up** .
  - On the *Calls* screen, select the call and select **Hang Up** .
  - On the *Calls* screen, select a held call, select **Resume**, and select **Hang Up** .
  - If you're using the handset, return the handset to the cradle.

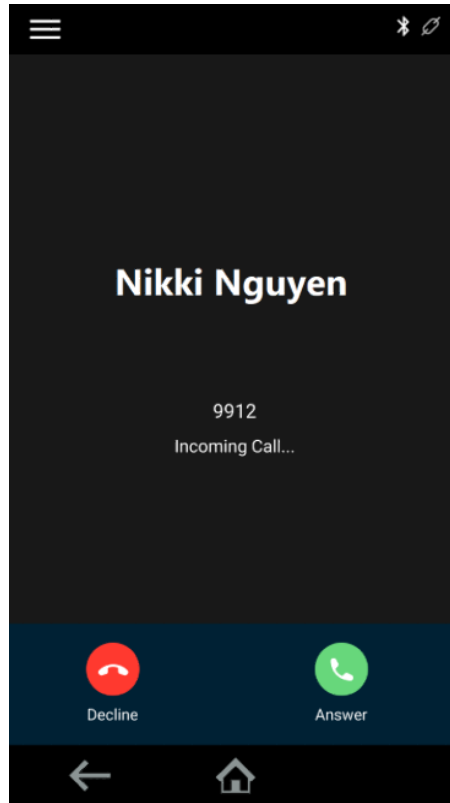
## Answering Audio Calls

When you receive an incoming call on your phone, answer the call in a variety of ways.

### Answer an Incoming Call

When you receive an incoming call, the phone rings and the *Incoming Call* screen displays. On the *Incoming Call* screen, choose to answer or reject the incoming call.

**Figure 5-1** Incoming call screen



- Select **Answer** 

## Answer a Call When in a Call

When you're in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps and the *Incoming Call* screen displays.

- Select **Answer**.


The active call goes on hold, and the incoming call becomes active.

## Answer Calls Automatically

You can set up your phone to automatically answer calls using Auto Answer.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn't automatically answer a call until you place your current call on hold or end it.

1. Go to **Menu**  > **Settings** > **Basic** > **Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.

4. Select **Microphone Muted** and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
5. Select **Save**.

## Answer a Call on a Locked Phone

Answer calls on a locked phone by entering your password.

1. On the *Incoming Call* screen, select **Answer**.
2. Enter your password.
3. Select **Enter**.

The call connects.

## Answer an Intercom Call


When you receive an intercom call, your phone answers the call automatically using the speakerphone as long as you don't have an active call already.

If the phone answers an intercom call with your microphone muted, you must unmute your microphone before responding to the call.

## Decline an Incoming Call

You can decline an incoming call and send the call directly to voicemail.

Declined calls display in the **Missed Calls** list in *Recent Calls*. You can't decline calls for shared lines.

- In the *Incoming Call* screen, select  **Decline**.

## Holding and Resuming Calls

When you're in a call, place an active audio call on hold and resume the call.

### Hold a Call

Place an active call on hold.

- During an active call, select **Hold**.

### Resume a Call

View and resume a held call.

- Do one of the following:
  - Select **Resume**.
  - From the *Calls* screen, select the call and select **Resume**.


## Call Application Switching Methods

Change the active call application on your phone.

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

### 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.

## Calling Contacts from Directories

On CCX business media phones, you can search for and call contacts in your Contact Directory, and the Corporate Directory.

### Call a Contact from a Directory

Place a call directly from your directory or select contacts in your directory to call on the *Place a Call* screen.

1. Do one of the following:
  - Select **Contacts** and select a directory.
  - Select **Place a Call** and select **Contacts** , and select a directory.
2. Select a contact.

### Call a Contact from a Directory Search

Search for and call contacts on the *Search* screen in your directory.

1. Select **Directories**, then select **Contacts** and select a directory.
2. In the **Search** field, enter your contact's name.
3. Select a contact.

## Placing Intercom Calls

Like a normal call, the intercom feature enables you to place a call to a contact.

An intercom call differs from a normal call in that the call recipient's phone answers automatically when not in an active call. Check with your system administrator to find out if this feature is available on your phone.

If the call recipient has an active call, the recipient can choose to answer the intercom call. Otherwise, the phone answers the intercom call automatically after their active call ends.

### Place an Intercom Call

You can place an intercom call from your phone to quickly relay a message to a contact.



---

**TIP:** Your system administrator can set up your phone to automatically call a specific contact when you select **Intercom**. If your phone is set up this way, select **Intercom** and wait for your contact to answer before speaking your message.

---

1. Select **Intercom**.
2. Enter a number or select a contact.
3. Select **Dial**.

The phone plays a tone and the the contact's phone answers the call automatically.

4. After your contact answers the call, speak your message and select **End Call**.

### Place an Intercom Call During a Call

Place an intercom call to another contact during an active call.

1. Select **Hold > Intercom**.

The active call goes on hold and the dialpad displays.

2. Enter a number or select a contact.
3. Select **Dial**.

The phone plays a tone and the contact's phone answers the call automatically.

4. After your contact answers the call, speak your message and select **End Call**.
5. Select **Resume**.

## Managing Multiple Calls

Manage multiple active, incoming, or held calls.

In the *Calls* screen, view active and held calls, including conference calls. The following figure shows an active call and a held call.

**Figure 5-2 Multiple calls on the calls screen**

## Manage a Call from the Calls Screen

From the *Calls* screen, you can manage a call by holding, resuming, or transferring the call.

1. Select a call.
2. Do one of the following:
  - Select **Hold** to place an active call on hold.
  - Select **Resume** to make a held call active.
  - Select **End Call** to end a call with a contact. You can end active calls only, so resume the held call first before ending it.
  - Select **Transfer** to send the call to another contact.

## Transferring calls

Transfer active or held calls to another contact.

Use one of the following transfer types:

- **Blind transfer:** Transfers the call directly to another line without speaking with the other party first.
- **Consultative transfer:** Enables you to speak with the other party before completing the transfer.

### Transfer a Call Using Blind Transfer

When you use Blind call transfers, calls transfer as soon as the recipient's line connects.

1. During a call, select **Transfer**.
2. Dial a number or select a contact from **Recent Calls** or **Contacts**.

The call transfers as soon as the recipient's line connects.

### Transfer a Call Using Consultative Transfer

When you use consultative call transfers, you can speak with the recipient and then manually complete the transfer.

1. During a call, select **Consult**.

The phone places the caller on hold while you start the transfer.

2. Dial a number or select a contact from **Recent Calls** or **Contacts**.

3. When the recipient answers, speak with them and then select **Complete Transfer** to transfer the call.

If the recipient either doesn't answer your call, or can't accept the call transfer and hangs up before you transfer the call, the original caller stays on hold. You can resume that call or try to transfer to another recipient.

## Cancel a Transfer



If a contact doesn't answer the transfer or if you want to remain speaking with the contact on your line, cancel the transfer before it completes.

- Select **Cancel** on the call transfer screen.

The call doesn't transfer and becomes active.



## Mute the Microphones

Mute the microphone so other parties can't hear you.

- Do one of the following:
  - Select **Mute** .
  - Select the **Mute**  key on the phone.

## Unmute the Microphones

Unmute your audio when you're ready to speak and let others on the call hear you.

- Do one of the following:
  - Select **Unmute** .
  - Select the **Mute**  key on the phone.

## Call Precedence and Preemption

If your administrator has enabled call precedence and preemption, your outgoing calls are assigned a precedence level.

If you are in an active call and receive a new call with a higher precedence, your active call is preempted—ended. If your call is preempted, your phone plays a preemption tone and displays a preemption screen. The preemption screen is shown both for caller and callee. After you acknowledge the preemption screen, you can answer, reject, or ignore it. The notification screen disappears if you do not acknowledge the preemption notification after the display time out as defined by your admin.

## Parking and Retrieving Calls on the Cisco BroadWorks Server


When your phone is registered with a Cisco BroadWorks server, use Call Park to park a call directly to a contact's line.

Call Park is different from call hold in that the call is parked on another contact's line, which enables you to continue using your phone to place other calls. Call Park is also available for shared lines. Check with your system administrator to find out if this feature is available on your phone.

## Park a Call


Park a call directly on a contact's line. When you park a call, the call moves from your phone to the other contact's phone.

When you park a call, the phone notifies the call park recipient that the call is parked using the following indicators:

- The **Call Park**  icon displays on the line appearance or monitored lines.
- A **Call is parked** message displays in the status bar.
- An audio notification plays, if enabled by your system administrator.



**NOTE:** Audio notifications are not available for BLF monitored contacts.

The **Call Park**  icon also displays for shared lines, monitored contacts, and for lines and monitored contacts on connected expansion modules.

- During a call, press **Hold** and dial **\*68** plus the contact's line extension.

For example, dial \*684144.

## Retrieve a Parked Call


When someone parks a call on your line, the status message and the Call Park icon display on your phone until you retrieve or ignore the parked call or the parked caller ends the call.

If a parked call is not answered after a period of time, which is set by your system administrator, the call is returned to the parker—the person who parked the call. If the parker answers the returned call, the parked call is removed from the parked extension. If the parker rejects the returned call, the parked call remains on the parked extension until the call is returned to the parker and answered or the parked caller ends the call.

1. Press and hold the line key with the parked call.  
The **Park Info** soft key is displayed.
2. Press the **Park Info** soft key.  
The **Parked Call** screen is displayed.
3. Press **Retrieve**.

## Retrieve a Parked Call on Another Phone

You can retrieve a parked call from any phone within your network.

When a parked call is retrieved by a contact monitoring your line, the Call Park icon  and status message is removed from the line.

- Press **New Call** and dial **\*88** and the extension the call was parked on.  
For example, dial *\*884144*.

## Ignore a Parked Call

You can choose to ignore a parked call instead of retrieving the call.

Ignoring the parked call removes the parked call icon, but the call remains parked on your line until the call is retrieved, the retrieval time expires, or the call is ended.

1. Press and hold the line key with the parked call.  
The **Park Info** soft key is displayed.
2. Press the **Park Info** soft key.  
The **Parked Call** screen is displayed.
3. Press **Ignore**.  
The phone exits the Parked Call screen, and the Call Park icon ⓘ and status message is removed from the line.

## Managing Calls Remotely with Cisco BroadWorks Server

Manage calls to your line remotely using the BroadWorks Anywhere or Remote Office features.

When you register your phone with a BroadWorks server and sign in to UC-One, you can manage calls to your line remotely.

You can handle any incoming calls to your office phone on other phones or mobile devices. Move calls from your mobile device to your desk phone without ending the call.

Check with your system administrator to find out if these features are available on your phone.

## Managing Calls with UC-One BroadWorks Anywhere

BroadWorks Anywhere is a UC-One feature that enables you to use one phone number to receive calls on your desk phone, mobile phone, or home office phone and place calls from any of these phones using one number.

BroadWorks Anywhere also enables you to move calls between your desk phone and mobile phone as well as perform any additional functions, such as intercom calls that you would make from your desk phone.

Contact your system administrator or service provider for more information on using BroadWorks Anywhere.

## Enable BroadWorks Anywhere

Enable BroadWorks Anywhere (BWA) to add locations that act as duplicates of your desk phone. Once you enable and configure BWA, you can manage calls from any of your added locations.



---

**NOTE:** The phone supports up to 10 phone numbers added as BWA locations for each registered line.

---

You can save a location name, primary number, and alternate number for each location you add. When you add a location, you can also choose to enable the following settings:

- Diversion Inhibitor—Determines if you need to enable diversion inhibitor when extending a call to the remote BWA location.
  - Answer Confirmation Required —Requires confirmation when a remote location answers a call.
  - Call Control—Determines if the BWA location or the BroadWorks server handles the call control.
1. Do one of the following:
    - Select **UC-One** on the *Home* screen.
    - Go to **Settings > Features > UC-One Call Settings**.
  2. Select a line.
  3. Select **BroadWorks Anywhere** and press **Add**.
  4. Enter information for the **Status, Name, Primary Number**, and **Alt. Number/SIP URI** fields, if applicable.
  5. Choose the settings you want to enable.
  6. Select **Save**.

### Edit BroadWorks Anywhere Locations

After you enable BroadWorks Anywhere and add locations on phone, you can edit the added locations.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Edit the selection.
5. Select **Save**.

### Disable BroadWorks Anywhere Locations

When you return to the office or want to stop remotely managing your calls, you can disable BWA locations.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Select **Status > Disabled**.
5. Select **Save**.

## Remove BroadWorks Anywhere Locations

You can choose to remove BroadWorks Anywhere locations that you do not want to manage remote calls from anymore.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Select **Delete**.

## Managing Calls with UC-One Remote Office

With the Remote Office feature, you can forward all incoming calls to a remote office number, such as your mobile or home office number.

Remote Office allows you to use your mobile or home phone as your office phone. Answer your office phone calls from your mobile device or home phone. Calls from your remote office number display your office number on the recipient's caller ID.

For more information on using Remote Office, contact your system administrator or service provider.

## Add a Remote Office Number

You can add one number only as your remote office number.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office**.
4. Enter your remote office number and press **Enabled**.

5. Select **Save**.

All calls made to your desk phone forward to the remote office number.

## Disable Remote Office

When you return to the office or want to stop forwarding your calls, make sure you disable Remote Office.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office > Disabled**.
4. Select **Save**.

## Edit Your Remote Office Number

You can edit your remote office number to add a different number for forwarding your calls.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office**.
4. Enter the new number and select **Save**.

## Ignoring or Rejecting Incoming Calls

When you receive an incoming call, choose to ignore or reject the call instead of answering. Reject or ignore an incoming call, reject incoming calls from a specific contact, or enable **Do Not Disturb** to reject all calls for a brief period of time.



---

**NOTE:** You can't reject calls on shared lines. You can only silence the ringer.

---

## Ignore or Silence an Incoming Call

Ignore or silence a call to mute the ringer without rejecting the call.

When you ignore or silence a call, the incoming call notification continues to display.

- From the **Incoming Call** screen, do one of the following:
  - Select **Ignore** for private lines.
  - Select **Silence** for shared lines.

The **Incoming Call** screen disappears, your phone stops ringing, and either the Home or Calls screen displays.


## Reject Incoming Calls

Reject a call and send the call directly to voicemail. Rejected calls display in the *Missed Calls* list in *Recent Calls*. Rejecting calls is not available for shared lines.

- On the **Incoming Call** screen, select **Decline**.

## Automatically Reject Calls from a Contact

Send incoming calls from a particular contact directly to voicemail.


1. Go to **Directories > Contact Directory**.
2. Select a contact.
3. On the *Contact Information* screen, select **Edit** .
4. On the **Edit Contact** screen, select **Auto Reject > Enabled**.
5. Select **Save**.

Calls from the contact go directly to voicemail when the contact calls.

## Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

When you enable DND, you see the following:

- The **DND**  icon displays in the status bar.
- When the phone is idle, the **DND** icon displays next to your phone line.
- When the administrator enables hybrid line registration on the phone, you can choose **All** to enable DND on all the registered lines.
- If you have new messages or you have enabled call forwarding, the messages or forwarding icon display instead of the **DND** icon.



**NOTE:** When you set your presence status to **Do Not Disturb** and enable **DND** on your phone, a message reflecting your Do Not Disturb status scrolls under the time display. The **DND** icon doesn't display in the status bar.

## Enable Do Not Disturb

Enable DND to prevent your phone from ringing and to send all incoming calls to voicemail. The phone logs all calls you receive while on DND in the *Recent Calls* list.

DND on shared lines disables ringing only. A visual notification of the call still displays, and you can answer or ignore the call.

- Select **DND**.

## Reject Calls with Do Not Disturb on Multiple Lines

Use Do Not Disturb to reject incoming calls when you're busy.



**NOTE:** By default, Do Not Disturb applies to all lines on your phone.

1. Select **DND**.
2. Select **Set All** to enable DND for all lines.

## Reject Calls with Do Not Disturb on One Line

If enabled by your administrator, you can use DND to reject calls on one line.

1. Select **DND**.
2. From the **Line Select** screen, select a line.
3. From the **Do Not Disturb** screen, select **Enable**.

## Disable Do Not Disturb

When you're ready to receive calls, disable DND.

- Select **DND**.

## Reject Anonymous Calls

Use the Anonymous Call Reject (ACR) feature on phones registered and signed on to BroadWorks servers.

Check with your system administrator to find out if this feature is available on your phone.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. **Optional:** If your phone has multiple lines, select a phone line.
3. Select **Anonymous Call Reject**.
4. On the *Anonymous Call Reject* screen, select **Enabled**.

The phone automatically rejects anonymous calls, and the callers hear a message stating you don't accept calls from unidentified numbers. Your phone doesn't ring, and you aren't notified of an attempted call.

## Recording Audio Calls

On Poly CCX business media phones, you can record audio calls onto a USB flash drive connected to your phone.

Recordings save as `.wav` files on the USB flash drive, and you can record up to four hours in one `.wav` file. You can replay recordings on the phone or on a computer.

For a list of supported USB flash drives to record phone audio, see *Technical Bulletin 38084: Supported USB Devices* at [HP Support](#).



**NOTE:** If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

## Guidelines When Recording Calls

Use the following guidelines when recording audio calls on your phone.

- Inform contacts when you're recording a call.
- Make sure to mute your audio when you're placed on hold while recording the call.
- During an active call, pause your recording before answering incoming calls. All incoming calls you answer after you start recording are also recorded in the same file. For example, on June 22, 2019, at 11:22 a.m., you answer a call from person A. During your call with person A, you answer calls from person B and person C. All three calls are recorded in the same file.

## Record a Call

The phone enables you to record an active audio call. Make sure to inform your contacts on the call before you begin recording.

Some things to note about recording:

- You can't record when there are no connected calls, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call.
- Your phone records some tones that your contact's phone makes.
- When you mute your microphone while recording, the phone doesn't record your audio and records only the other participants' audio.
- During an active call, select **Menu > Start Recording**.

## Pause a Recording

During a call, you might need to pause a recording while the call is active.

- Select **Menu > Pause Recording**.

The message **Recording Paused** displays in the status bar.

## Resume a Recording


After you pause and then resume recording, recording continues in the same file.

- Select **Menu > Resume Recording**.

## Stop Recording

Stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.

---

 **CAUTION:** Don't remove the USB flash drive while recording. Doing so may corrupt the file, preventing you from playing it back later. Removing the USB flash drive while recording can also damage the flash drive.

---

- Select **Menu > Stop Recording** or hang up the call.

## Record a Conference Call

You can record a conference call in the same way as an active call.

Recording a conference call has the following exceptions:

- All conference call participants are recorded. When a conference participant mutes their audio, that participant is not recorded.
- When you place a conference call on hold, the recording pauses. You can place or answer other calls, which are recorded in the same file. When you resume the conference call, the recording resumes.
- During a conference call, select **Menu > Start Recording**.

## Browse Recorded Calls

You can browse recorded files stored on the USB flash drive connected to supported phones.


- Go to **Settings > Features > Removable Storage Media > Browse Recordings**.

A list of recordings displays.

## Play a Recorded Call

Play back calls recorded on a USB flash drive connected to your phone.

---

 **NOTE:** You can't open and play recordings when you are in an active call or if you're recording a call. If you try to, the phone cancels the action. Place the call on hold before playing recordings. The recording stops playing when you resume the call.

---

1. Go to **Settings > Features > Removable Storage Media > Browse Recordings**.

A list of recordings displays.

2. Select a recording.
3. Select **Open > Play**.

The length of the recording and a progress bar displays as the recording plays.

## Pause and Resume Played Recordings

While playing a recording, you can pause the recording, perform another task on the phone, and resume the recording at any time.

When you receive an incoming call while playing a recording, the phone automatically pauses the recording playback. If you don't answer or reject the incoming call, the recording remains paused until you select **Resume**.

1. To pause the recording, select **Pause**.
2. Select **Resume** to continue playing the recording.

## Stop Playing a Recording

After you finish listening to a recording, you can stop playing it by exiting the recording.

- Select **Exit**.

## Rename a Recording

By default, recordings are labeled with the date of the recording. You can rename recordings to provide them with more meaningful names.

1. Go to **Settings > Features > Removable Storage Media > Browse Recordings**.  
A list of recordings displays.
2. Select a recording.
3. Select **Rename**, update the file name, and select **OK**.

## Delete a Recording

When you've played a recording or need additional space on your USB drive, delete recordings from the phone.

1. Go to **Settings > Features > Removable Storage Media > Browse Recordings**.  
A list of recordings displays.
2. Select a recording.
3. Select **Delete**.

---

# Video Calls

You can receive and transmit video during calls on supported phones with cameras, if enabled by your system administrator.



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**NOTE:** Some of the features described in this section require access to the *Basic* settings menu. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance.

---

You can place video calls on the following Poly CCX phones:

- Poly CCX 600 business media phones with a Poly EagleEye Mini camera (see the camera's setup sheet for information on how to attach the camera to your phone)
- Poly CCX 700 business media phones


## Tips for Video Calls

There are several things to consider when you place a video call to ensure the best experience.

- Check your video image to make sure it's clear, bright, and sharp.
- Avoid bright lights or windows behind you. If the camera faces a window or bright lights, adjust the camera settings.
- Avoid wearing bright colors, all-light or all-dark clothing, or busy patterns, such as small checks or narrow stripes. Pastels and muted colors look best on the screen.
- Use natural gestures and speak in a natural tone without shouting.
- Pause between sentences to allow for possible audio delay.
- During a conference call, mute your microphone when not speaking.
- Avoid tapping or rustling papers near the microphone.

## Place a Video Call

Depending on how the system is set up by your administrator, you can place a video call to one contact or add video during an audio call.

1. Select **Place a Call**.
2. Enter a contact's number or select a contact from Contacts or Recent Calls.
3. Select **Dial** .
4. If video does not display automatically, select **Add Video**.

## Start Video During a Call


If you start a video-enabled call with your camera off, you can turn it on during the call.

- On the active call screen, select **Camera On**.


## Stop Sending Video During a Call

During a video call, you can start and stop sending video at any time.

---

 **NOTE:** You can't start or stop far-end video. If your phone receives far end video, the far end video always displays.

---


- Do one of the following:
  - Close the privacy shutter.  
Far side participants see a blank screen in place of your video.
  - Select **Camera Off**.  
Far side participants see a video muted  icon instead of your video stream.

## Video Call Settings

Update video settings to change the way video calls display on your video-enabled phone.

If you update settings during a call, the phone does not apply them until the next call.

---

 **NOTE:** Some of the features described in this section require access to the *Basic* settings menu. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance.


---

## Set the Call Rate for Video Calls

You can set the maximum call rate to use for a video call. The new call rate applies to your next video call.

You can choose a call rate between 128 kbps and 4096 kbps. The default setting is 2048 kbps.

---

 **NOTE:** Your system administrator can set a maximum call rate for video calls, and you can't select a call rate above this limit.

---

1. Go to **Settings > Basic > Call Rate**.
2. On the *Call Rate* screen, select the maximum call rate you want to use for video calls.


## Stop Video for All Calls

Stop your phone from automatically transmitting your video at the start of all calls by disabling the Auto Start Video Tx setting. The default setting is enabled, which automatically transmits video at the start of every call.



**NOTE:** Stopping video doesn't create an audio-only call. Even if you stop video, video information is still transmitted to the far side as a still picture, and the call is still a video call.

1. Do one of the following:
  - From the menu, select **Stop My Video**.
  - Go to **Settings > Basic > Video > Video Call Settings** and disable **Auto Start Video Tx**.
2. Select **Auto Start Video Tx > Disabled**.

When disabled, your phone does not automatically transmit video at the start of all calls and the No Video icon  is displayed next to your video during video calls.

## Improve Video Clarity




You can change the target frame rate to improve video clarity.

The target frame rate determines how smoothly your video displays. You can set a rate between 5 and 30 frames per second. 30 frames per second is the smoothest frame rate. The default rate is 30.

1. Go to **Settings > Basic > Video**.
2. Select **Camera Settings > Target Frame Rate**.
3. Choose **Up** or **Down** to adjust the frame rate.

## Adjust Video Quality

You can adjust the camera settings on your Poly CCX system to improve video quality.

1. Do one of the following:
  - Select **Camera** .
  - Select **Menu**  > **Camera**.
2. Select **Settings**  > **Camera Preferences**.
3. Adjust or toggle the following camera settings:
  - Brightness
  - White balance
  - Saturation

- Sharpness
- Backlight compensation

## Adjust the Video Display



You can adjust video settings to control the appearance of video you receive from the far end.

Depending on how the far end video's aspect ratio differs from your display's aspect ratio, you can adjust how the video image displays on your screen.

1. Go to **Settings > Basic > Video**.
2. Select **Video Screen Mode** and choose one of the following video screen settings:
  - **Normal:** The video image retains the aspect ratio sent from the far end. Black bars appear wherever the aspect ratio of the received video doesn't match your screen.
  - **Full:** The system fits the video to the screen. Stretched portions of the video may appear distorted.
  - **Crop:** The system enlarges and crops the video to fit your screen without stretching the video.
  - **Video Screen Mode (Window):** Adjusts the video image that displays in the *Active Call* screen. The default setting is **Normal**.
  - **Video Screen Mode (Full Screen):** Adjusts the video image that displays on the full screen. The default setting is **Normal**.
3. Select **Save**.

## Adjust the Camera Position During a Call

You can control the position of a Poly camera during or before a video call.

1. Do one of the following:
  - Select **Camera** .
  - Select **Menu**  > **Camera**.
2. Do one of the following:
  - Select **Near** to adjust your camera.
  - Select **Far** to adjust a call participant's camera.
3. Adjust the camera position using one of the following options:
  - Use the onscreen arrows.
  - Drag your finger across the onscreen video stream.

- Select the onscreen video stream to move the camera to that position.
- Select the plus sign to zoom the camera in or select the minus sign to zoom the camera out.
- Move the slider to zoom the camera in or out.

## Changing the Video Call and Picture-in-Picture (PIP) Displays

Set up your phone so that it displays all video during calls in specific ways.

You can choose to do the following:

- Display all incoming video calls on the full screen
- Change the way video displays
- View full-screen video with or without the picture-in-picture (PIP)
- Display the PIP next to, or over, full-screen video

Your video image displays at the top-right of the screen in a PIP video, as shown next. The PIP displays on your Home screen and during video calls. When you're in a call with a person that has video enabled, your video is displayed in the PIP. The person you're talking with (the far-side) is displayed in the Active Call screen.

Customize how and where you see your PIP video and the far-side video. For example, you swap the windows in which the video displays or start and stop your video transmission.



**NOTE:** Depending on the phone or system that is sending video, black bars might appear on the top, bottom, or sides of the video. Black bars appear when aspect ratio of the video received doesn't match the display area on your phone. If the received video matches your phone's display area, the received video fills the screen. If black bars display, you can remove them by selecting cropped video screen mode.

## Change How PIP Video Displays

Update the PIP display for viewing in full screen mode, viewing the far-side, or viewing your video on the full screen.

You can change the following PIP settings:

- Local Camera View (Full Screen)—Enables or disables the PIP from displaying when you view video on the full screen. The default setting is **Enabled**.
- Local Camera View Mode (Full Screen)—Sets whether you want the PIP to display over or next to full-screen video. The default setting is Side-by-Side. You can choose to enable one of these settings:
  - Side-by-Side—Displays the PIP next to, rather than over, full-screen video.
  - PIP—Displays the PIP over full-screen video.

1. Go to **Settings > Basic > Video**.
2. Select **Local Camera View** then select and adjust the PIP settings.

3. Select **Save**.

## Display All Video Calls in Full Screen Mode

By default, the far-side video always displays in the Active Call screen. You can enable your phone to display all incoming videos on the full screen.


1. Go to **Settings > Basic > Video**.
2. Select **Video Call Settings** and select **Auto Video Full Screen > Enable**.

When enabled, this setting automatically enables your phone to display far-side video in full screen. When disabled, far-side video is displayed in the smaller Active Call screen.

3. Select **Save**.

## Mixed Audio and Video Calls

Your system displays different options based on the equipment you and your contacts use during a call.

- When you are in a call with contacts who have video-enabled phones, the participants' video displays onscreen.
- For video calls with audio-only contacts, your video stream displays an **Audio**  icon with the number of contacts on audio.
- Video always displays in a video call when a contact can send video.


## No Video from the Far Side

If the far side stops sending video, a No Video icon is displayed on your phone.

## Using a USB Camera with Your Phone

To transmit video during calls, attach a USB camera to your CCX 600 phone.

---

 **NOTE:** If your phone doesn't detect the USB camera, you may need to ask your administrator to enable the USB port.

---

Reference the setup sheet for instructions on attaching the camera to your phone.

After the camera is attached to your phone, a message indicating that your camera firmware is updating and syncing with your phone displays. Don't remove the camera during this process.

For assistance verifying that your phone is video enabled and has the latest software installed, check with your administrator.

## Use the Privacy Shutter on the Camera to Stop Sending Video

You can use the privacy shutter on your USB camera to stop transmitting video during a call.

- On the side of the camera lens, rotate the Privacy Shutter Adjuster from the left to the right.

## Camera Status Indicators and Messages

Your camera uses LED indicators as well as messages on the phone's screen to communicate its status.

Use the following tables to understand the LED indicators and onscreen messages.

**Table 6-1 Camera LED Indicators**

LED State	Phone State
No LED	One of the following: <ul style="list-style-type: none"> <li>● Phone has no power</li> <li>● Camera shutter is closed</li> </ul>
Flashes amber and green	Camera firmware is updating
Green	Video call is connected
Amber	The camera is on and the shutter is open, but no video is being sent.

**Table 6-2 Camera Messages**

Message	Action
Camera attached. Firmware sync in progress, do not remove camera.  (CCX 600 only)	Your camera is upgrading. Don't remove your camera during this process. The upgrade is complete when you receive a message stating that either "firmware sync complete" or "upgrade failed".
Camera firmware sync complete. Camera ready.	Indicates that your camera is ready to use.
Camera firmware sync complete. Contact administrator to enable video.	Indicates that your camera is ready to use. However, your phone is not enabled to send and receive video. Contact your system administrator to enable video calls.
Camera firmware sync complete. Camera rebooting.	Indicates that the camera firmware sync is finished and your camera is in the process of rebooting.
Camera firmware sync complete. Video available when next idle.	Indicates that your camera is ready to use for your next video call.
Camera attached, camera ready.  (CCX 600 only)	Indicates that your camera is ready to use.
Camera attached. Contact administrator to enable video.  (CCX 600 only)	Indicates that your camera is ready to use. However, your phone isn't enabled to send and receive video. Contact your system administrator to enable video calls.
Camera attached. Video available when next idle.  (CCX 600 only)	Indicates that your camera is ready to use for your next video call.

**Table 6-2 Camera Messages (continued)**

<b>Message</b>	<b>Action</b>
Camera removed. (CCX 600 only)	Indicates that you have detached your camera from your phone.
Camera is not connected. (CCX 600 only)	Indicates that a camera is not attached to your phone and that you are accessing a feature or function that requires that the camera be attached.

## Managing Video Calls without a USB Camera

A video-enabled CCX 600 phone can receive video even if you don't attach a USB camera.

Placing a video call on hold stops the video stream. The phone replaces the video with a placeholder image. Resume the video call to start the video stream.

---

# Conference Calls

When you initiate a conference call, you can manage conference participants, join calls into a conference, or split your conference into individual calls.

## Audio Conference Calls

Start a conference call with two contacts on hold. You can also split, hold, or resume conference calls.

If your system administrator enables the conference management feature on your phone, you can manage each participant in the call. With the conference management feature, mute, hold, and remove individual participants in a conference call.

### Initiate a Conference Call

Initiate a conference call with up to two contacts.

1. In an active call, select **Add**.

The phone places the first call on hold and opens the dialpad.

2. Call a second number or choose a contact.

3. Select **Merge Calls** .

The calls merge to initiate a conference call.

### Merge Calls into a Conference Call

You can merge an active call and a held call to initiate a conference call.

1. In the *Calls* screen, choose a held call.

2. Select **Merge** .

The held call merges with the active call to initiate a conference call.

### End a Conference Call

End an active conference call.

When you end a conference call, by default your connection to the call ends and the other participants in the conference remain in the call. Your system administrator can set up your phone so that all connections terminate when you end a conference call.

- During a conference call, select **End Call**.

## Hold a Conference Call

When you place a conference call on hold, the phone places all conference participants on hold.

- Select **Hold**.

## Resume a Conference Call

Resuming a held conference call enables all participants to rejoin the call.

- Select **Resume**.

## Split a Conference Call

Splitting a conference call ends the conference and places the participants on hold in individual calls. You can then resume one of the held calls.

- During a conference call, select the **Split** softkey.

---

# Shared Lines

All CCX support multiple and shared lines. Your administrator can customize your phone to enable multiple shared lines.

## Shared Line Limitations

Phones configured with shared lines have certain limitations.

The following features aren't available or have limitations on phones with shared lines:

- Forwarding an incoming call isn't available.
- Ignoring or rejecting an incoming call on shared lines disables ringing only.
- Enabling Do Not Disturb on shared lines disables ringing only. A visual notification of the call prompts with the option to answer the call.

## Answering Calls on Shared Lines

Incoming calls to a shared line cause all registered phones to ring. You can answer the call on any of the registered phones.

When you answer an incoming call, a green indicator light displays on the line key on all phones for the shared line.

## Missed and Received Calls on Shared Lines

If no phones answer a shared line call, it displays as missed on all registered phones.

When one phone answers the call, no other registered phone displays call as missed. Your administrator can configure the phone to display answered shared line calls on the received calls list of all phones.

## Hold a Call Privately on a Shared Line

You can hold a call privately on a shared line. The line displays busy status on the other phones on the shared line.

By default, when you hold a call on a shared line, all of the phones registered with that line display the call's held status. When your administrator enables Private Hold, the **Pvt Hold** softkey displays. You can hold a call privately, transfer a call, or initiate a conference call without notifying others of the call's held state.

Check with your system administrator to find out if this feature is available on your phone.

1. During a call, press **More** > **Pvt Hold**.

The call is held on your phone, and the line shows as busy on the other shared line users' phones.

2. When Private Hold is enabled, do one of the following to transfer a call or initiate a conference call:
  - To transfer a call or initiate a conference a call so that the other shared line users aren't notified of the call's held status, press the **Transfer** or **Conference** softkey on the shared line.
  - To transfer a call or initiate a conference so that the other shared line users are notified of the call's held status, press **Hold** before you transfer the call.
3. **Optional:** If you want to allow other users to resume the call, press the **Hold** key on screen or the **Hold** softkey to publicly hold the call.

---

# Call Lists and Directories

All CCX phones support a **Recent Calls** list, a **Contact Directory**, and a **Corporate Directory**.



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**NOTE:** Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your device.

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## Recent Calls


The **Recent Calls** list includes missed, received, and placed calls. Each list holds up to 100 entries.

The **Recent Calls** list displays all call types, with the most recent displaying first. From the list, you can

- delete calls from the list
- select a call record to view call details, and
- select a call record to automatically call a contact.

## View Recent Calls

In the **Recent Calls** list, view a list of up to 100 missed, received, and placed calls.

- Do one of the following:
  - Go to **Contacts > Recent Calls**.
  - Select **Recent Calls**  in the status bar.

## Sort Recent Call Entries

Sort the **Recent Calls** list to view calls by call type, time, or caller name.

1. Select **Sort**.
2. choose **Time** or **Name**.
3. Under **Order**, choose **Ascending** or **Descending**.

When you sort calls by time, **Ascending** sorts by oldest call first and **Descending** sorts by most recent call first.

## Sort Entries by Call Type

When you filter calls, choose to display all calls or only missed, received, or placed calls.



---

**NOTE:** You can't save filtered call list results. If you filter your **Recent Calls** list so that only a certain call type displays, all call types display in the default filter the next time you display the list.

---

1. Select **Type**.
2. Choose one of the following:
  - **Missed Calls**
  - **Received Calls**
  - **Placed Calls**

## View Call Details

In the **Recent Calls** list, view call details, edit call details before calling a contact, save a contact to your directory, and delete call entries.

- Select **Info**  next to a call record.

## Edit a Recent Call Entry

You can edit a contact's phone number stored in your **Recent Calls** list before returning the contact's call.

1. Select **Info**  next to a call record.
2. Select **Edit**.
3. Edit the number and select **Dial**.


## Delete a Recent Call Entry

Delete any recent call entry from the **Recent Calls** list.

1. Select **Info**  next to a call record.
2. Select **Delete**.

## Save a Recent Call Entry

Save a **Recent Call** entry to the **Contact Directory**.

1. Select **Info**  next to a call record.
2. From the *Call Details* screen, select **Add to Contacts**.
3. **Optional:** To make the saved content a favorite, select **Favorite**.

# Favorites and Contact Lists

You can add contacts as favorites, view and manage BroadSoft UC-One contacts, and watch contacts in your Buddy list.

Favorites are the contacts in your contact directory that you call most often.



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**NOTE:** Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

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## Managing Favorites

Add contacts as favorites from the contact directory, designate an index number for favorites, view favorites on the *Home* or *Lines* screen depending on your phone, and delete favorites.

Favorites are the contacts in your contact directory that you call most often.

### Add a Favorite


Add a new or existing contact to your **Favorites** list.



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**NOTE:** When you add a contact to your contact list, the phone adds them as a favorite by default.

---

1. Do one of the following:
  - On the *Home* screen, select **Contacts**.
  - Go to **Menu > Contacts**.
2. Select the information icon next to the contact .
3. On the *Contact Card* banner, select the star.

## Viewing Favorites

View favorites in the **Favorites** list in the contact directory or the *New Call* screen. Favorites display consecutively according to their index number. The contact with the lowest number is displays first.


### View Favorites

View favorites in the **Favorites** lists on the *New Call* screen.

- Select **New Call > Favorites**.


### View Details for a Favorite Contact

View the details for a favorite from the *Home* screen.

1. Go to the *Lines* screen.
2. Next to the contact's name, select the **Information**  icon.
3. View the contact's information including name, job title, email, and contact number.


## View Favorites from the Lines Screen

View a list of favorites on the *Lines* screen.

- On the *Home* screen, press **Home** .

## Reorder Favorites

Change the order your favorites display on the *Home* screen.

1. Go to **Directories > Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the *Contact Information* screen, select **Edit** .
4. On the *Edit Contact* screen, select **Favorite Index** and enter a new favorite index number.



---


**NOTE:** If you enter an existing index number, a message displays that the favorite index already exists.

---

5. Select **Save**.

## Delete a Favorite

Delete favorites to make room for new favorites.

1. In the **Contact Directory**, select a contact.
2. On the *Contact Information* screen, select **Edit** .
3. From the *Edit Contact* screen, select **Favorite Index** and delete the favorite's index number.
4. Select **Save**.



---

**TIP:** To quickly delete a contact, on the *Lines* screen, press and hold the favorite until the *Contact Information* screen is displayed. Select **Delete**. The contact remains in your directory, but is no longer a favorite.

---

## Using Buddy Lists


A Buddy list is a list of users whose status or presence you can monitor.

Users can update their presence setting to a status such as **Be right back**, **Out to lunch**, or **Busy**, and you can view their status in real time from your Buddy list.

## Add Contacts to Your Buddy List

Add contacts to your Buddy list if you want to monitor their status.

You can only add people to your Buddy list from your Contact Directory, so you must first add them to your Contact Directory before adding them to your Buddy list.

1. In the **Contact Directory**, select a contact.
2. On the *Contact Information* screen, select **Edit** .


3. In the *Edit Contact* screen, select **Watch Buddy > Enabled**.
4. Select **Save**.

## View Your Buddy List

When you enable the **Watch Buddy** setting for a contact, the contact is displayed in your Buddy list.

- From the *Lines* screen, select **Buddies**.


---

 **TIP:** You can quickly dial a buddy from your Buddy list. From the *Lines* screen, select **Buddies**, select the buddy you want to call, and select **Dial**.

---

## Monitor Contacts on Your Buddy List

View the status of contacts on your Buddy list. If a buddy is a favorite, you can also monitor the buddy from the Home and Lines screen.



- Do one of the following:
  - Select **Buddies** or go to **Settings > Features > Presence > Buddy Status**.
  - Press the **Home**  key to go to the *Lines* screen.

## Buddies' Presence Information

Your buddies display an icon next to their name to indicate their status.

The following table shows the general icons and the status they represent.

**Table 9-1** Buddy Status and Icons

Buddy Status	Icon
Available	
Busy	
Away	
Do Not Disturb	
Offline	

## View Your Watcher List


View the contacts who can monitor your phone status on the **Watcher** list.

1. Go to **Settings > Features > Presence**.
2. Select **Watcher List**.

## Block Contacts from Viewing Your Status

Prevent someone from monitoring your phone by blocking the contact in your Contact Directory.

If a contact is unblocked, the contact can add you to their Buddy list and monitor you. When you enable this function, the contact can't watch your status, and the contact displays in your **Blocked List**.

1. In the **Contact Directory**, select a contact.
2. On the *Contact Information* screen, select **Edit** .
3. From the *Edit Contact* screen, select **Block Buddy > Enabled**.
4. Select **Save**.

## View the Blocked Contacts List

Contacts who can't monitor your phone status are added to the **Blocked List**.

1. Go to **Settings > Features > Presence**.  
A list of contacts that can't monitor your status displays.
2. Select **Blocked List**.

## Unblock a Contact

From the Blocked list, unblock contacts to enable them to monitor your phone status.

1. Go to **Settings > Features > Presence**.
2. Select **Blocked List**.
3. From the *Blocked List* screen, select a contact.
4. Select **Unblock**.

The contact can now monitor your status and displays in the **Watcher** list.

## Contact Directory

Add, delete, store, update, and view contacts in the contact directory. Contact your system administrator for the exact number of contacts you can store in the contact directory for your phone model.



---

**NOTE:** If you can't add or edit contacts in the contact directory, your system administrator set the directory as read-only. Contact your system administrator for help making any changes to the contacts stored in the directory.

---

## Search for Contacts

Search the contact directory for your desired contact.

1. Go to **Directories > Personal Directory**.
2. In the contact directory, enter your contact's name in the search field.  
Your contact list filters based on the entered text.

## Add a Contact to the Contact Directory

When you add a contact to your contact directory, choose how much information you want to enter for your contact. The only required field in the contact directory is the *Contact* field (the contact's phone number).

You can enter the following information for each contact:

- First and Last Name - The name of your contact
- Contact - Your contact's phone number
- Job Title - Your contact's position
- Email - Your contact's personal or work email address
- Favorite Index - An index number that displays in your **Favorites** list
- Label - A label or title for your contact



---

**NOTE:** If your phone doesn't display all of these contact fields, contact your system administrator.

---

1. Go to **Directories > Contact Directory**.
2. In the **Contact Directory**, select **Add**.
3. On the *Add Contact* screen, enter your contact's information in the available fields.

You only have to enter a phone number in the **Contact** field to add a new contact to the directory. You can choose to enter additional information.

4. Select **Save**.


## View Contact Information

View contact information for any contacts saved to the directory.

1. Go to **Directories > Contact Directory**.
2. In the **Contact Directory**, select a contact.


## Update Contact Information

After you add a contact to the contact directory, update the contact's information.

1. Go to **Directories > Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the *Contact Information* screen, select **Edit** .
4. On the *Edit Contact* screen, update the contact's information.
5. Select **Save**.

## Delete a Contact from the Contact Directory

Delete any contact from the contact directory.

1. Do one of the following:
  - On the **Home** screen, select **Contacts**
  - Go to **Menu > Contacts**.
2. In the **Contact Directory**, select a contact.
3. On the *Contact Information* screen, select **Delete**  .  
  
A confirmation message displays.
4. Select **Yes** to delete the contact.

## Corporate Directory

Your system administrator can set up your phone for you to access a corporate directory, which lists contacts and groups within your company.

You can't update the corporate directory, and your system administrator determines which contacts you can see. Check with your system administrator to find out if this feature is available.



---

**NOTE:** You may need to enter your user credentials to access the directory for the first time, if configured by your system administrator.

---

## Searching the Corporate Directory

In the **Corporate Directory**, you can perform a quick or advanced contact search.

### Search the Corporate Directory

Search for contacts in the corporate directory using either their first name or last name.

1. From the *Home* screen, go to **Contacts** or select **Menu > Contacts**.
2. In the search field, enter your search criteria and select **Submit**.
3. Choose a contact and select **View** to view the contact's information.

### Perform an Advanced Search of the Corporate Directory

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

1. Go to **Directories > Corporate Directory**.
2. In the **Corporate Directory**, select **AdvFind**.
3. In the search field, enter your search criteria and select **Submit**.
4. Choose a contact and select **View** to view the contact's information.

### Save Corporate Directory Search Results

Save your last search results if you want to view them the next time you access the **Corporate Directory**.

1. Go to **Menu** ≡ > **Settings** > **Basic** > **Preferences**.
2. Select **Corporate Directory** > **View Persistency** and select **Enabled**.

### Clear Corporate Directory Search Results

After you search for a contact, you can clear your search results and start a new search.

- On the *Search* screen, select **Clear**.

### Add Corporate Directory Contacts to the Local Directory

Add contacts in the corporate directory to the Contact Directory.

When you save a corporate directory contact to the Contact Directory, the first name, last name, and phone number of the contact automatically save to the directory. You can add additional contact information to the contact in the directory afterward.

1. In the **Corporate Directory**, search for a contact.
2. From the search results, choose the contact and select **View**.
3. Select **Save**.
4. **Optional:** Enter any additional contact information and select **Save**.

---

# Accessing, Sending, and Broadcasting Messages

Access, send, and broadcast a variety of message types.



**NOTE:** Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

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## Accessing Voicemail

Access the voicemail service if your phone has a new voicemail.

Your phone indicates when you have new voicemail in the following ways:

- The message icon displays with the number of new messages in the following locations:
  - On the *Home* screen
  - In the status bar
  - Next to the phone line on the *Lines* screen
- The message waiting indicator LED flashes
- The phone plays an audible alert



**NOTE:** Contact your system administrator or service provider for information on setting or changing your voicemail greeting.

---

## Access Voicemail Messages

Check your voicemail in the **Message Center** on your phone.



**NOTE:** For information on remotely accessing your voicemail, contact your system administrator or service provider.

---

1. Go to **Messages**.
2. Select **Message Center**.
3. **Optional:** If you have multiple lines on your phone, select a line.
4. From the *Messages* screen, select **Connect** and follow the prompts to access your messages.

## Remove the Message Alert

If you don't want to listen to your message when you receive a new one, temporarily remove the message alert.

1. Go to **Messages**.
2. Select **Message Center**.
3. Select **Clear**.

The phone removes all message indicators for approximately one to two hours.

## Instant Messaging

Send and receive instant messages from your phone to other phones on your network.

Instant messaging is an optional feature. Contact your system administrator to find out if instant messaging is enabled on your phone.

### Send Instant Messages

When you send a message, select a message from a preset list of short messages or use the dialpad or onscreen keyboard to enter a custom message.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. If you have multiple lines on your phone, select a line.
4. From the **Instant Messages** screen, select the **New** softkey.
5. Enter a contact's phone number, URL, or IP address, then select **OK**.

The phone number, URL, or IP address you enter displays on the screen.

6. Do one of the following:
  - Press **Select** to choose a prescribed message from the *Message Select* screen.
  - Select **Edit** to compose a custom message, then enter your message.
7. Select **Send**.

### Read Instant Messages

Instant messages display in the order that your phone receives them.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. **Optional:** If you have multiple lines on your phone, select a line.

The first message that you receive displays.
4. Select the **Next** or **Previous** softkey to read additional messages, if available.

## Reply to Instant Messages

After you read an instant message on your phone, send a reply to the message.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. From the *Instant Messages* screen, select a message and select **Reply**.
4. Enter a message and select **Send**.

## Delete Instant Messages

Delete old instant messages from your phone to reduce memory consumption.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. Select a message and select **Delete**.

## Broadcasting Messages with Group Paging

Group paging lets you send pages—one-way audio announcements—to contacts subscribed to a page group.

Your administrator can enable a broadcast mode called group paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a *paging group*.

Your system administrator can define up to 25 paging groups and assign a label to each group to identify the phones in the group, such as All, HR Dept, Shipping Staff, or Executives.

Each group has one of the following priorities:

- **Normal:** By default, broadcasts sent to groups 1 to 23 are considered normal broadcasts. By default, all phones are configured to receive broadcasts sent to group 1.
- **Priority:** By default, broadcasts sent to group 24 are considered priority broadcasts. A priority broadcast interrupts Normal broadcasts or active calls. All phones receive priority broadcasts unless you enable Do Not Disturb.
- **Emergency:** By default, broadcasts sent to group 25 are considered emergency broadcasts. An emergency broadcast interrupts normal broadcasts, priority broadcasts, and active calls. These broadcasts play out at near-maximum volume even if you enable Do Not Disturb.

To send and receive pages, subscribe to the paging groups. By default, you are subscribed 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.

## Send a Group Page

Send a page to a selected paging group.

You can't send a page while you are in an active call.

1. In the *Lines* screen, select the **Paging** softkey.
2. In the *Paging Groups* screen, select a paging group.



---

**NOTE:** When you send a group page without selecting a page group, the phone automatically sends it to the default paging group (group 1).

---


3. Select **Page**.

Just before the page starts, you hear an alert tone, then the page begins.

4. To end the page, select **End Page**.

## Send a Group Page with the Poly Control Panel

Broadcast a page to a configured group paging channel using 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 **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.

## Receiving Pages

How you receive a page depends on the priority of the page, whether you are in an active call, and whether your phone is set to receive a page during an active call.

You receive pages on the paging groups you are subscribed to as well as group 24 (priority pages), and group 25 (emergency pages). When you enable Do Not Disturb, you only receive emergency pages. Nonemergency pages don't display or play on your phone.

When you receive a page, the page always plays through the phone's speakerphone. You can't play a page through your handset or headset.

## Listen to a Page During an Active Call

Pages received during an active call defer or automatically play, depending on the page priority.

Pages you receive during an active call don't interrupt the call. The phone plays audio from both the call and the page at the same time. When you receive a page during a call, the phone plays the pages based on the following settings:

- If configured by your administrator, standard priority pages play during active calls. Otherwise, the page displays on your phone as pending.
- Priority and emergency pages play immediately.



**NOTE:** If you adjust the volume of a normal, nonemergency page while it plays, the phone uses the adjusted volume for all subsequent nonemergency pages. However, only your system administrator can change the volume of an emergency page.

- Do one of the following:
  - For normal pages that play automatically during a call, hold the call to listen to the page.
  - For pending pages, select **Accept** or hold the call to listen to the page.

## Receiving Pages When Not in an Active Call

When you receive a page and you aren't in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can do the following:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

## Group Paging Settings

Change your default paging group, update page group subscriptions, and enable pages to play during active calls on your phone.



**NOTE:** The features described in this section require access to the *Basic* settings menu on the phone. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance customizing your phone.

## Change the Default Paging Group

Change the default paging group to a different group.

The default paging group is group 1. When you change the default paging group, the phone automatically subscribes to the group you select.

1. Go to **Settings > Basic > Preferences > Paging/PTT Configuration**.
2. Select **Group Paging > Default Group**
3. Select the new default paging group number.

## Update Paging Group Subscriptions

Change the paging groups that your phone subscribes to.

By default, you are subscribed to paging groups 1, 24, and 25. You can't disable the subscriptions to paging groups 24 and 25 (priority and emergency broadcasts).

1. Go to **Settings > Basic > Preferences > Paging/PTT Configuration**.
2. Select **Group Paging > Group Subscriptions**.
3. From the *Group Subscriptions* screen, select the group you want to subscribe to.
4. Select **Yes**.

## Play Pages During Active Calls

Configure the phone to play incoming pages during active calls. The page interrupts calls, and you can listen to both the audio of the call and the page simultaneously.

This setting is disabled by default. When disabled, your phone doesn't play pages while you are in a call, but holds them in a pending state instead.

1. Go to **Settings > Basic > Preferences > Paging/PTT Configuration**.
2. Select **Group Paging > Accept While Busy**.
3. Select **Enable**.

## Broadcasting Messages with Push-To-Talk

The Push-To-Talk (PTT) feature enables you to transmit messages and listen to replies much like a walkie-talkie.

Your system administrator sets up the feature, defines up to 25 channels for PTT mode, and assigns a label to each channel that easily identifies the channel, such as All, HR Dept, Shipping Staff, or Executives. By default, you're subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.




Each group or channel has one of the following priorities:

- **Normal**—By default, broadcasts sent to channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to channel 1.
- **Priority**—By default, broadcasts sent to channel 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.


- **Emergency**—By default, broadcasts sent to channel 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

## Send a PTT Broadcast

You can choose a channel to broadcast on before you send a PTT broadcast, or you can hold the Talk soft key to immediately begin broadcasting on Channel 1, the default channel.

While you send a broadcast, you can pick up the handset, or press the Speakerphone  or Headset  key and continue speaking. You can also press the Mute key  to mute your audio so the people receiving your broadcast do not hear anything. This behavior is similar to a phone call.

---

 **TIP:** To automatically send a PTT broadcast on the default channel, press and hold **Talk**. After the transmitting beep, begin speaking.

---

1. Select **Talk**.
2. From the **PTT Channels** screen, select a channel.

A list is displayed with the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3. Press and hold **Talk** to start the broadcast.

Be sure to hold **Talk** throughout the entire broadcast.

A transmitting beep plays and the phone displays the channel information.

4. Begin speaking.
5. When you finish your broadcast, do one of the following:

- Release **Talk**.

When you release Talk while sending the broadcast, the broadcast temporarily stops and enters a 10-second waiting period. During this period, the channel remains open to give others a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding Talk. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

- Select **End PTT**.

After you select End PTT, you can immediately initiate another broadcast on another channel, even if the previous broadcast is in the waiting period.

## Receiving PTT Broadcasts

How you receive a PTT broadcast depends on the broadcast priority, whether you are in an active call, and if your phone is set up to receive broadcasts during active calls.



---

**NOTE:** To receive a broadcast sent on a particular channel, you must subscribe to that channel.

---

When you enable Do Not Disturb on your phone, you receive only emergency broadcasts. Nonemergency broadcasts don't display or play on your phone.

## Listen to a PTT Broadcast During an Active Call

How you handle a broadcast when you are in an active call depends on the broadcast priority and if your phone is set up to receive a broadcast when you are in an active call.

The following scenarios happens when you receive a broadcast during an active call:

- When your phone is set up to receive normal broadcasts during an active call, the broadcast immediately plays. You can listen to both the active call and the broadcast.
- When your phone isn't set up to receive broadcasts during active calls, the broadcast displays as a pending broadcast.
- When the broadcast is a priority or emergency broadcast, the broadcast plays immediately. You can listen to both the active call and the broadcast.
- Do one of the following:
  - For broadcasts that play automatically during a call, hold the call to listen to only the broadcast.
  - For pending broadcasts, select **Accept** or hold the active call.

## Receiving PTT Broadcasts When Not in an Active Call

When you receive a broadcast and you aren't in an active call, the broadcast immediately plays, regardless of the broadcast priority.

When you adjust the volume of a nonemergency broadcast, your phone retains the adjusted volume for all subsequent nonemergency broadcasts. However, only system administrators can adjust the volume level of emergency broadcasts.

## Reply to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10-second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

1. During the 10-second waiting period, press and hold **Talk**.
2. Begin talking.

The phone sends the broadcast all people listening on the channel.

3. When you finish talking, release **Talk**.

The broadcast enters another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place during this session.

## End PTT Broadcasts

If you end an active PTT broadcast, it only ends the PTT for your phone. Phones that are still on the same PTT broadcast can still communicate with other phones using PTT.

■ Do one of the following:

- Release **Talk**.

The broadcast enters a waiting period. You can initiate another broadcast on another channel when the waiting period ends.

- Select **End PTT**.

The broadcast ends. You cannot resume the broadcast by pressing and holding **Talk** on the same channel. You can immediately initiate another broadcast on another channel.

## Push-To-Talk Settings

Update your PTT settings to change your default channel, update channel subscriptions, and enable broadcasts to play during active calls.



**NOTE:** The features described in this section require access to the Basic settings menu on the phone. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance customizing your phone.

## Change the Default Channel

Update the default channel the phone uses to transmit PTT messages.

The default channel is channel 1. When you change the default channel, the phone automatically subscribes to the channel you select.

1. Go to **Settings > Basic > Preferences > Paging/PTT Configuration**.
2. Select **PTT Push to Talk > Default Channel**.
3. Select the new default channel number.

## Update Channel Subscriptions

Subscribe to any channel that appears in your channels list. Your system administrator must enable the channel for it to appear in your list.

When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

1. Go to **Settings > Basic > Preferences > Paging/PTT Configuration**.
2. Select **PTT Push to Talk > Channel Subscriptions**.
3. In the **Channel Subscriptions** screen, select the channel you want to subscribe to.
4. Select **Yes**.

## Play PTT Broadcasts During Active Calls

Enable PTT broadcasts to interrupt active calls so that you can listen to the audio of the call and the broadcast simultaneously.

This setting is disabled by default. When disabled, your phone doesn't play broadcasts while you are in a call, but holds them in a pending state instead.

1. Go to **Settings > Basic > Preferences > Paging/PTT Configuration**.
2. Select **PTT Push to Talk > Accept While Busy**.
3. Select **Enable**.

---

# Phone Settings

Make basic customizations on the phone that include changing the time and date format, setting a language, and adjusting the screen brightness.

## Password Required to Access Basic Settings

You may need a password to configure basic settings on your phone.

You can enable or customize your phone from the *Basic* settings menu. If your phone requires a password to access the settings menu, contact your system administrator for assistance.

## Set the Phone Language

Choose the language that your phone uses to display the local interface.

Check with your system administrator to find out which languages your phone supports.

1. Go to **Menu** ≡ > **Settings** > **Basic** > **Preferences**.
2. Select **Language** and select the language.

The language on the phone updates immediately.

## Disable Call Waiting

The Call Waiting feature is enabled by default. If enabled by your system administrator, you can disable Call Waiting.

If you disable Call Waiting, any incoming calls received on your phone while you are in a call are automatically sent to voicemail.

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Call Waiting** and select **Disable**.

## Time and Date Display

The time and date display in the status bar .

When the phone can't obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

## Change the Time and Date Format

Customize the time and date by choosing between several time and date formats, including options to display the day, month, or year.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Time and Date** and choose one of the following options:
  - Select **Clock Date** to change the date format.
  - Select **Clock Time** to change the time format.

## Disable the Time and Date Display

If desired, turn off the time and date display.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Time and Date** and select **Disable**.

## Backlight Intensity and Timeout

Adjust the settings for the phone's backlight illumination.

If desired, change settings for the following backlight components:

- **Backlight Intensity:** The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout:** The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On:** The brightness of the screen when there's activity.
- **Backlight Idle:** The brightness of the screen when there's no activity.
- **Maximum Intensity:** The brightness scale that applies to both Backlight On and Backlight Idle intensities.

## Set the Backlight Intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on and while idle.

Set the **Backlight On** intensity and the **Backlight Idle** intensity separately, or turn off the backlight entirely. When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** decrease.

1. Go to **Menu ≡ > Settings > Basic**.
2. Select **Backlight Intensity > Backlight On Intensity**.
  - High
  - Medium
  - Low

3. Select the intensity you want, then select **Back**.
4. On the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity you want, then select **Back**.
6. On the **Backlight Intensity** screen, select **Maximum Intensity**.
7. Select **Up** or **Down** to increase or decrease the maximum intensity.

## Set the Backlight Timeout

Set the **Backlight Timeout** to determine how long the phone is idle before the backlight dims. By default, the backlight dims after the phone is idle for 40 seconds. The backlight automatically turns on with any phone activity.

Make sure to configure the **Backlight Idle** settings.

1. Go to **Menu ≡ > Settings > Basic**.
2. Select **Backlight Timeout**.
3. Choose the number of seconds the phone is idle before the backlight dims.
4. Press the **Check** softkey to confirm the selection.

## Changing Your Background

You can change the background picture on your phone to any image set up by your system administrator or your own photo.

By default, your screen displays a blue background named `Default`. If no background images are set up, only the `Default` is available.

You can also add personal photos on your phone using the Web Configuration Utility or a USB flash drive.

### Change the Background Picture

If your system administrator has pre-loaded your phone with background pictures or you have added personal photos onto the phone, you can choose to display a background other than the default.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Background** and select a background image.

Depending how your system is set up, you might have to select **Background > Select Background**. The **Select Background** screen is displayed.

### Adding Personal Photos as Your Background

Upload a personal photo to replace the default background using the system web interface or using a USB flash drive.

When you set one of your photos as the background picture, the picture is displayed as **Local File** in the **Backgrounds** list.

Keep in mind the following when you use a personal photo as the background image:

- Progressive or multiscan JPEG images aren't supported.
- Smaller images are centered and surrounded with black space.
- Larger images are scaled proportionally to fit the screen.
- Horizontal or vertical black bars are added to preserve the original aspect ratio.

## Add a Background Using the System Web Interface

You can add images for your phone background using the system web interface.

1. Find your phone's IP address from **Settings > Status > Platform > Phone**.
2. Enter your phone's IP address into the web browser on your computer.
3. Select **User** and enter your assigned password or the default (123) password.
4. From the menu bar, select **Preferences > Background**.
5. Select **+ Add a new background image**.
6. Select **Select a file from PC/Desktop**, and select **Choose File for Phone Image**.
7. Choose your picture file and select **Open**.
8. Select **Save**.

The phone adds the file to the list of available backgrounds.

9. Go to **Settings > Basic > Preferences**.
10. Select **Background** and select a background image.

The image displays as your background.

## Use a USB Flash Drive to Add a Background

You can add personal photos as your background using a USB drive.




---

**NOTE:** If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

---

1. Put your photos to the root folder of a USB flash drive.
2. Attach the USB flash drive to the USB port on your phone.
3. Navigate to **Settings > Features > Removable Storage Media > Picture Frame**.

Your pictures display one-by-one.

4. Use the arrow keys to find the picture you need and then select **Set Background** .

The picture you selected is displayed on the Home and Lines screens.

## Reset Your Background

Reset your background to display the default image.

1. Go to **Menu**  > **Settings** > **Basic** > **Preferences**.
2. Select **Background** > **Default**.

## Screen Savers

Enable a screen saver that can either show default pictures stored on your phone or pictures stored on a USB flash drive.

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver starts again.

Ask your system administrator if this feature is available on your phone.

## Enable the Screen Saver

When you enable the screen saver, you can choose to have your phone display default photos stored on the phone or photos stored on a connected USB flash drive.

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Screen Saver** > **Screen Saver** screen and select **Enabled**.
3. Select **Wait Time** and enter the number of minutes the phone should wait before displaying the screen saver after no activity.

Enter a time between 1 and 9999 minutes. The default is 15 minutes.

4. Select **Save**.

## Use Personal Photos as Screen Savers

You can enable your phone to display your personal photos on a USB flash drive as a screen saver.

To set up a screen saver of your photos, you must set up certain screen saver settings, place your photos on a USB flash drive, and attach the USB flash drive to the phone.

The photos you use must have the following file type and size properties:

- File type: BMP, JPEG, or PNG
- Maximum size: 9999 x 9999 pixels

The phone can only display the photos as your screen saver when the USB flash drive is attached to the phone. You can set up your phone to use a single photo

to display or have all photos display in slide-show style. This is an alternative to setting up a screen saver, and it automatically starts each time your phone is idle a certain amount of time.

1. Place one or more photos onto a USB flash drive, either in the root directory or in a folder.

2. Attach the USB flash drive to your phone.

The USB icon  is displayed on the status bar.

3. Go to **Settings > Basic > Preferences**.

4. Select **Picture Frame > Folder**, and enter the name of the folder you placed your photos in on the USB flash drive.

If you placed the photos in the root directory of your USB flash drive instead of a folder, do not enter a folder name.

5. Select **Time Per Image**, and enter the number of seconds you want each photo to display.

You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.

6. Select **Save**.

If the message “No pictures found” displays after you select **Save**, there are no photos in the folder you specified or in the root directory. Go back and make sure the information you entered is correct.

7. Go to **Menu ≡ > Settings > Basic > Preferences**.

8. Select **Screen Saver > Screen Saver** screen and select **Enabled**.

9. Select **Wait Time** and enter the number of minutes the phone should wait before displaying the screen saver after no activity.

Enter a time between 1 and 9999 minutes. The default is 15 minutes.

10. Select **Save**.

Your phone displays the screen saver after the number of minutes you specified in the Wait Time field.



---

**NOTE:** If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

---

## Disable the Screen Saver

Prevent the screen saver from starting, even if your phone has been idle for a period of time.

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver starts again.

You can disable a screen saver by doing the following:

- Disable the **Screen Saver** setting. When you disable the setting, the screen saver doesn't display, even though the USB flash drive is still attached.
  - Remove the USB flash drive. The screen saver doesn't display until you attach the USB flash drive again and your phone sits idle for the period of time you specified.
1. Go to **Menu ≡ > Settings > Basic > Preferences**.
  2. Select **Screen Saver > Screen Saver** then select **Disabled**.
  3. Select **Save**.

## Use Your Phone as a Digital Picture Frame

You can display your pictures as thumbnails, as a slide show, or a single picture.

1. Attach the USB flash drive that contains your photos to the phone.










**NOTE:** If your phone doesn't detect the USB flash drive when you attach it to your phone, the USB port on your phone may be disabled. Contact your system administrator.

2. Select **Settings > Features > Removable Storage Media > Picture Frame**.

### Picture Frame Options

Use the icons in the following table to perform actions in the Picture Frame.

**Table 11-1** Picture Frame Icons

Icon	Label	Action
	Thumbnail	View thumbnails of your pictures.
	Back	View the previous picture.
	Forward	View the next picture.
	Pause	Pause and display the current picture only.
	Start	Starts the display of pictures one-by-one again.
	Stop	Stop displaying the pictures. The pictures don't display again until you access the Picture Frame feature (unless you have a screen saver enabled).
	Background Image	Set the picture that currently displays as the background picture for your phone.

## Power Saving Mode

Poly phones enter power saving mode to conserve energy after being idle for a certain period of time.

Determine the period of time that the phone is idle before the screen turns off, and set different idle timeouts for office hours and off hours, such as evenings and weekends. The phone exits power saving mode if an event occurs, for example, if there is an incoming call or message. If you enable a screen saver, power saving mode still activates.

Update the following power-saving settings:

- **Office hours:** When you start work and how long you're in the office each day.
- **Timeouts:** How long the phone is idle before the screen turns off.

## Change Your Office Hours for Power Saving Mode

When you update your office hours, specify when you start and how long you work each day. After your work hours end, the phone goes into power saving mode.

1. Go to **Menu > Settings > Basic**.
2. Select **Power Saving > Office Hours > Start Hour**.
3. Select a day of the week and enter a start time from 0 to 23 (using the 24-hour clock).
4. Press the **Check** softkey to confirm the selection.
5. Select **Save**.
6. On the *Office Hours* screen, select **Duration**.
7. Select a day of the week and enter a duration of 0 to 12 hours per day.
8. Press the **Check** softkey to confirm the selection.
9. Select **Save**.

## Change Idle Timeouts for Power Saving Mode

Set the period of time the phone is idle before the screen turns off.

Specify different timeouts for office hours and nonoffice hours. By default, the setting for office hours is much longer than the setting for nonoffice hours.

Specify the amount of time the phone waits to go idle after you press a key or tap the screen (on touchscreen models). You can choose to set this time period longer than the other idle timeouts. This prevents power saving mode initiating when you use the phone.



---

**TIP:** Once you press a key or tap the screen (on touchscreen models), the phone uses the idle timeout period with the highest value.

---

1. Go to **Menu > Basic > Power Saving > Timeouts**.
2. Configure the following settings:
  - **Office Hours Idle Timeout:** The number of minutes (1 to 600) the phone waits during office hours before starting power saving mode.

- **Off Hours Idle Timeout:** The number of minutes (1 to 10) the phone waits during nonoffice hours before starting power saving mode.
  - **User Input Idle Timeout:** The number of minutes (1 to 10) the phone waits after you press a key or tap the screen before starting power saving mode.
3. Select **Save**.

## Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls from all contacts or a specific contact, where call notifications play, and the volume of the ringtone or call audio.

### Change Incoming Call Notifications

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, speaker, or the active audio device you set.

You can configure your phone to ring on your headset instead of the speaker. By default, you hear all sound effects from the speaker.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Audible Ringer** and select a location to hear sound effects.

### Set a Ringtone for Incoming Calls

Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is **Low Trill**.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Ring Type**.
3. On the *Ring Type* screen, select a ringtone.
4. **Optional:** Press the **Play** softkey to hear the ringtone.

### Set a Ringtone for Individual Contacts

Select unique ringtones for contacts in your directory to help you quickly identify callers.

1. Go to **Directories > Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the *Edit Contact* screen, select **Ring Type** and choose a ringtone.
4. Select **Play** to hear the ringtone.
5. Press the **Check** softkey to confirm the selection.
6. Select **Save**.

## Change the Phone Volume

Increase or decrease the volume of your ringtone and the audio during a call.

- Press the volume keys to increase or decrease the audio volume.

## Updating Your Buddy Status

Poly phones enable you to sign into and update your presence status on your phone to let contacts know when you are busy or available.

You can update your status to one of the following:

- Online
- Busy
- Be right back
- Away
- On the phone
- Out to lunch
- Do not disturb

Your phone also sends certain status information automatically to the people watching you—such as if you are in a call, if you enabled Do Not Disturb on your phone, or if your phone is offline because you restarted it.

## Update Your Buddy Status

You can update your status on your phone so that contacts can monitor your status from their phones.

Your updated status is displayed in the status bar on your phone, and your contacts are automatically notified of your new status.



---

**NOTE:** If your status is set to Do Not Disturb, when you enable then disable the Do Not Disturb feature on your phone, your status changes to Online.

---

1. Select **My Status** or navigate to **Settings > Features > Presence > My Status**.
2. From the **My Status** screen, select your desired status.

## Automatically Update Your Buddy Status

You can enable your phone to automatically set your status to Away when your phone is idle for a certain length of time.

After you touch the screen or press a key on your phone, your status changes to Available again.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Presence > Idle Timeout**.

3. Enable **Office Hours** and **Off Hours**, and enter the number of minutes your phone should be idle before your status changes to Away.

## Security Classification

For CCX phones registered with the Cisco BroadWorks Server, you can view and modify the security classification level for your phone, if the feature is enabled by your system administrator.

### View the Security Classification for Your Phone

If you are unsure of your security classification, you can view your assigned classification for all lines on your phone.

1. Go to **Settings > Status > Lines**.

If you have only one line, the security classification displays for that line.

2. If you have more than one registered line, select a line.

The security classification displays for the selected line.

### Modify Security Classification Level

You can modify your security classification level to choose a lower level during a call to allow users with a lower classification to join a call or to a higher level to restrict who can join the call.

For example, if you are classified as a Top Secret user, you can lower your classification level to Secret or Restricted during a call. You cannot change the security classification when the phone is idle and not in a call.

1. During a call, select **Security**.
2. On the *Security Classification* screen, choose one of the following options:
  - Top Secret
  - Secret
  - Restricted
  - Classified

A notification displays on all call participants' phones informing them that the classification level of the call has changed.

## Clear Call Logs and Contacts

By default, the phone stores your call logs and saved contacts. As desired, clear your personal history of stored call logs and contacts from the phone.

1. On the phone, go to **Settings > Basic > Clear Uploaded Calls/Directory**.
2. Select **Yes**.

## Restrict Call Log and Contact Uploads

By default, the phone stores your call logs and saved contacts. If desired, restrict the phone from uploading your call logs and contacts to the server.

1. On the phone, go to **Settings > Preferences > Basic > Restrict Calls/Directory Upload**.
2. Select **Enable**.


---

# Phone Applications

Poly phones can support optional applications configured by your system administrator.

Ask your system administrator if your phone supports any of the applications discussed in this section.

---

 **NOTE:** Some of the features described in this section require access to the *Basic* settings menu. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance.

---


## Using the Calendar

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from your phone.

## Enter Your Microsoft Exchange Login Credentials

Your phone uses your login credentials to access the Microsoft Exchange server and other configured applications.

---

 **NOTE:** Use web sign-in if your organization requires multifactor authentication when signing in to your Microsoft account.


---

1. Go to **Settings > Basic > Exchange Sign in**.
2. Enter your user name and password.
3. Select **Submit**.

## Log In to Exchange Using Web Sign-in

If your administrator enables Exchange calendaring, log in to display and join meetings on your phone.

---

 **NOTE:** If you input the wrong credentials and lock your account, contact your system administrator.

---

1. Go to **Settings > Basic > Exchange Sign in**.
2. Select **Web Sign-in** and enter the provided URL into a browser.
3. Enter the code into the **Code** field and select **Next**.
4. Choose your account or enter your login credentials.

The *Web Sign-in* screen disappears and your phone returns to the home page.

## Open the Calendar

Access the calendar from the *Meetings* screen, the *Home* screen, or the *Call* screen.

- Do one of the following:
  - On the *Meetings* screen, select a meeting.
  - On the *Home* screen, select **Calendar**.
  - Go to **Menu > Calendar**.
  - Go to **Place a Call > Calendar**.

## Display Meeting View on the Calendar

Meeting view displays the details for a chosen meeting.

From Meeting view, you can view the meeting's start and end time, location, organizer, required attendees, and meeting description; view meeting numbers that you can call to join meetings; and join meetings.

- From the Home screen, select **Meetings** and select an upcoming meeting.

## View Meeting Details

You can view meeting details on the calendar, including start time, end time, participants, and notes.

1. On the *Calendar* screen, select a meeting.
2. View the meeting details including location, organizer, time, date, and notes.

## Join a Meeting from the Calendar

The *Calendar* screen lists all upcoming meetings.

1. Select **Menu > Calendar**.
2. Select the meeting and select **Join**.

If the **Join** button isn't available, select the **More Actions** drop-down menu, choose the meeting number, and complete the sign-in steps.

## Navigating the Web

Use the phone to browse the web.

The phone supports the following browsers:

- Web Browser—Enables you to search and view web pages

The Web Browser is an interactive browser. Use the Web Browser to search the Internet and view web pages. From the Web Browser, you can select hyperlinks, enter information into text boxes, and scroll through web pages. There are scrolling indicators on the screen indicating your position on the web page.

Ask your system administrator if the Web browser is available on your phone.

## Open the Web Browser

When you open the Web Browser, a toolbar with navigation and editing soft keys display for three seconds along the bottom of the screen.

Use the navigation and editing soft keys to navigate between web pages and enter information into text boxes in the Web Browser.

**Figure 12-1** Navigation bar in the Web Browser



- From the **Home** screen, select **Applications**.

## Browser Navigation Soft Keys

The navigation soft keys in the Web Browser enable you to view previous web pages, refresh the current page, return to the browser's Home page, or return to your phone's Home screen.

The following table lists the navigation soft keys that display in the Web Browser.

**Table 12-1** Navigating the Web Browser

Icon	Action
←	Returns to the previous web page.
↻	Refreshes the current web page.
🏠	Returns to the browser's home page.
⬇️	Displays the toolbar permanently so it does not hide every three seconds.
⬇️	Enables the toolbar to hide every three seconds. To display a hidden toolbar, you have to press the touchscreen until the toolbar displays.
➡️	Exits the Web Browser and returns to the phone's Home screen.

## Using the Launch Pad

The **Launch Pad** enables you to access local or web applications, directories, and information feeds.

Your system administrator can enable **Launch Pad** on your phone and customize the applications you see. By default, the **Launch Pad** displays the following applications:

- **Picture Frame**—Displays your pictures stored on a USB flash drive.

You have several display options including thumbnail view, slide show view, and single picture view. You can also set one of your pictures as the background image on your phone.

- **My Info Portal**—Gives you access to a variety of information feeds, such as sports, news, weather, stock, and traffic. View information feeds from the idle screen and the **Launch Pad**.

When you view feeds, your phone may enter an idle state. If you set up a screen saver, the screen saver displays when your phone is idle.

## Access the Launch Pad

Access the **Launch Pad** from the *Applications* menu.

- Press the **Applications** key.

The Launch Pad's main window displays.

## Open Applications

The **Picture Frame** and **My Info Portal** applications are default applications available in the **Launch Pad**. Your system administrator can enable additional applications for your phone that can also be made available in the **Launch Pad**.

If you haven't enabled the **My Info Portal** application yet, you need to set up an account before you can access the application.

For information on using custom applications, contact your system administrator.

- Do one of the following:
  - Select the **Picture Frame** icon.
  - Select the **My Info Portal** icon and select the feed you want to view.
  - Select an additional application to launch.

## Navigate the Launch Pad

When you are using the **Launch Pad** application, a group of softkeys display to help you navigate the **Launch Pad**.

- Do one of the following:
  - Select **Home** to display the *Launch Pad's* main window with all the **Launch Pad** applications.
  - Select **Refresh** to refresh the *Launch Pad* window and access an updated application.
  - Select **Back** to launch the previous application you viewed.
  - Select **Exit** to return to the *Home* screen.

## Display the Launch Pad's Main Screen

Display **Launch Pad's** main window from another screen.

When you exit a **Launch Pad** application without returning to the main window or the window times out, the next time you access the *Launch Pad* the last window you viewed displays instead of the *Launch Pads* main window.

- Press the **Home** or **LaunchPad** softkey.

## Enable My Info Portal

If your system administrator has set up **My Info Portal** to display on your idle screen, you can also see information feeds from the idle screen.

Before you can access the applications within **My Info Portal**, you have to sign up for a My Info Portal account.



---

**NOTE:** Information you provide when you set up an account is securely transmitted using the HTTPS security protocol.

---

1. Press the **Applications** key.  
The **Launch Pad's** main window is displayed.
2. Select the **My Info Portal** icon.
3. From the **My Info Portal - Welcome** screen, select **Sign Up** and enter your account information.
4. After you enter your account information, select **Sign Up**.

You can now access the **My Info Portal** applications and view the information feeds.

---

# Connecting Bluetooth and USB Devices

Connect certain devices to your Poly CCX business media phone using Bluetooth or USB.

## Connecting Bluetooth Devices

You can connect your Bluetooth-capable phone to a Bluetooth-capable headset or smartphone.



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**NOTE:** CCX 500, CCX 505, CCX 600, and CCX 700 phones support Bluetooth connectivity.

---

## Enable Bluetooth

Enable Bluetooth on your phone through the local interface. However, if your administrator disables Bluetooth, this option isn't available.

1. Do one of the following:
  - Go to **Settings > Basic > Bluetooth**.
  - Go to **Menu > Bluetooth**.
2. Select **Bluetooth Radio (Off)**, then select **On**.

Bluetooth turns on, and the Bluetooth icon displays in the phone status bar.

## Using Bluetooth Devices on Your Phone

Pair and connect compatible Bluetooth devices such as a mobile phone, tablet, laptop, or headsets with your phone.

If your administrator enables Bluetooth on your phone, you can pair Bluetooth devices in host or device mode. Connect a maximum of two Bluetooth devices at a time.


Host mode - Connects a Bluetooth headset to place and answer calls with a Bluetooth headset.

Device mode - Connects your smartphone to manage calls and use your phone as a Bluetooth speaker.

When you pair your Bluetooth headset to the phone, you can use your headset to manage call audio. When you pair the phone to your PC, tablet, or mobile phone, you can use the phone to answer a call, end a call, or reject a call.

## Using Bluetooth Headsets

If your system administrator has enabled Bluetooth capability for your phone, you can use a Bluetooth headset to handle calls.

When a Bluetooth headset is connected and in use, the **Headset** key  glows blue. If you have multiple types of headsets connected to your phone, the phone automatically uses the Bluetooth headset for all calls.


When you turn the headset off, the headset is no longer connected but remains paired to your phone. When you turn the headset back on, the headset is reconnected.

This section provides you with information on how to enable Bluetooth, how to pair and connect your Bluetooth headset, how to use your Bluetooth headset with your phones, and how to disconnect and remove your headset.

## Connect a Bluetooth Headset to Your Phone

You can connect a Bluetooth headset to your phone and use it as the default audio device for all calls and conferences.



You can pair up to five Bluetooth headsets with your phone. However, you can only connect and use one headset at a time.

1. Do one of the following:
  - Go to **Settings > Basic > Bluetooth**.
  - Go to **Menu > Bluetooth**.
  - Go to **Settings > Basic > Bluetooth Settings**.
  - Select the Bluetooth icon .
2. Select **Manage BT Devices**.
3. Select **Pair new device**.
4. Select your headset from the list.

## Managing Calls with Your Bluetooth Headset

Manage calls with controls in a connected Bluetooth headset.

The phone supports the following tasks through a connected Bluetooth headset:

- Use the headset to handle calls, including muting and adjusting the call volume.
- Initiate and end calls on your headset by pressing the headset key  on your phone.
- Switch to handset or speakerphone mode during a headset call by picking up the handset or pressing the **Speakerphone** key .

## Pairing a Smartphone to Your Phone


You can pair your phone to a Bluetooth-enabled smartphone.

Check with your system administrator if you don't see the Bluetooth options on the phone.

## Pair and Connect a Smartphone to Your Phone

You can use your CCX phone to control smartphone calls and for audio playback.

You can pair up to two smartphones to your CCX phone. However, you can only connect and use one smartphone at a time for call control and audio playback.

1. Do one of the following:
  - Go to **Settings > Basic > Bluetooth**.
  - Go to **Menu > Bluetooth**.
  - Go to **Settings > Basic > Bluetooth Settings**.
  - Select the Bluetooth icon .
2. Select **Manage BT Devices**.
3. Select **Pair new device**.
4. Select your smartphone from the list.
5. Verify that the Bluetooth pairing code matches on your phone and your smartphone.
6. Select **Pair** on both your smartphone and your CCX phone.

Your phone and smartphone pair and connect.

## Managing Calls with Your Smartphone

You can answer, reject, and end smartphone calls using your CCX phone.



**NOTE:** You can't place smartphone calls from your CCX phone.


When you pair and connect your smartphone with your CCX phone, you can perform the following tasks:

- Use the CCX phone to handle calls, including muting the microphone and adjusting the call volume. Control the volume of not only active calls but also any audio played on the CCX phone.
- Answer an incoming call.
- Reject an incoming call.
- End an active call from your phone or a connected smartphone.

## Disconnect or Unpair a Connected Bluetooth Device

Disconnect a Bluetooth device from the phone or unpair the device so it's no longer in the Bluetooth menu.

1. Do one of the following:
  - Go to **Settings > Basic > Bluetooth**.

- Go to **Menu > Bluetooth**.
  - Go to **Settings > Basic > Bluetooth Settings**.
  - Select the Bluetooth icon .
2. Select **Manage BT Devices**.
  3. Select your connected device from the **Connected Devices** screen and select **Disconnect** or **Forget**.

## Play Audio from a Bluetooth Device

Use your phone as a Bluetooth speaker for music or videos played on your mobile phone or tablet.

1. Connect your mobile phone or tablet to the phone.
2. Set the phone as the audio device of your mobile phone or tablet.
3. On your mobile phone or tablet, choose the music or video you want to hear.

The audio plays through the phone's speakers.

## Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.



---

**NOTE:** Some TTY devices can use EHS to interface with the phone. See your TTY device documentation for more information.

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For EHS, use a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 91 m (300 ft) from your phone and still use the EHS controls. Check your headset's user guide for the precise range restrictions.

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

## Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you may need to set certain settings.

Configure the following options for your specific headset model:

- For Poly headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.

- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

## Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

1. Connect your headset and EHS adapter to your phone.  
  
See the Quick Start Guide for your phone on [HP Support](#) for information on connecting a headset to your phone.
2. Go to **Menu** ≡ > **Settings** > **Basic** > **Preferences**.
3. Select **Headset** > **Hookswitch Mode**.
4. Select one of the below modes for your specific headset:
  - Choose **Regular Mode** (default) if another headset is attached.
  - Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
  - Choose **Poly** if an EHS-compatible Poly headset is attached with an EHS cable or adapter.
  - Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone does not have a menu selection for Sennheiser, select **Jabra** instead.

## Change the Headset Mode

To control your phone using your headset, the headset must be in softphone mode.

Headsets that come with a docking station have two modes: softphone and desk phone mode. If you can't operate the phone from your headset, it's possible that your headset is in desk phone mode.

- Press and hold the headset hookswitch until you hear a sound or message on the headset.

## Controlling Calls with Electronic Hookswitch

Certain connected headsets offer functions to control calls with Electronic Hookswitch.

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If it's supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you can't use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

## Disconnect Your Headset

To disconnect or change your headset, properly detach your headset from your phone.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Headset > Hookswitch Mode**.
3. Select **Regular Mode**.
4. Remove the EHS adapter from the serial port on the back of the phone.

## USB Features on CCX Phones

All Poly CCX business media phones connect with personal computers for additional functionality.



**NOTE:** Poly CCX 400 business media phones can't connect to a computer and a USB headset at the same time.

---

## 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 400 phones: USB-A to USB-A cable (included with the phone)
- CCX 500, CCX 505, CCX 600, and CCX 700 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.

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## USB Audio Mode

USB audio mode enables you to use your Poly CCX business media phone as a USB audio device on a connected computer.



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**NOTE:** Poly CCX 400 business media phones don't support USB device mode.

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USB audio mode enables you to use the CCX business media phone hardware to do the following:

- Take calls from your softphone clients on your computer
- Play computer audio through your phone's speaker
- Record audio using your phone's microphone

## 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 500, CCX 505, CCX 600, and CCX 700 phones, use the USB-C port.



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

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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.

## USB Phone Mode

USB phone mode enables you to place calls directly from the CCX phone hardware through softphone clients, such as Skype for Business or Microsoft Teams, on your Windows computer.



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**NOTE:** Mac computers don't support dialing from the USB phone.

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The softphone client on the computer must support Human Interface Device (HID) connections to support USB phones. No other native call applications can run on the phone while in USB phone mode.



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**NOTE:** For the best performance, only use USB phone mode with one softphone client at a time.

---

## Connect Your Phone to a Computer as a USB Phone

Connect your Poly CCX business media phone in USB phone mode to a computer to use it with softphone clients as a USB phone.

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 500, CCX 505, CCX 600, and CCX 700 phones, use the USB-C port.



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

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2. Set your phone as your softphone client's external USB phone.



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**NOTE:** The process to configure the USB phone may vary based on your softphone client.

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Once configured, use the dialpad on the CCX phone to place calls through your softphone clients.

## Place a Call in USB Phone Mode

Place a softphone call from your CCX phone in USB phone mode.

Connect the phone to your computer and run your softphone client.

1. Do one of the following:
  - Lift the phone's handset.
  - Press the speakerphone button.
  - Press the headset button.
2. Dial a number on the phone's dialpad.

The call connects through the softphone client.

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# Connecting to a Wireless Network

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



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**NOTE:** CCX 505, CCX 600, and CCX 700 phones support wireless network connectivity.

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## 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 **Settings > Basic > Wi-Fi Menu > Wi-Fi**.
2. Select a wireless network from the list.
3. Enter the required information for the chosen wireless network.



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**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 > Basic**.
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 **Settings > Basic > Wi-Fi Menu > Wi-Fi**.
2. Select the connected wireless network SSID from the list.
3. Select **Forget**.

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# Cisco BroadWorks Features

Certain features are available when your administrator configures your phone with Cisco BroadWorks.

## BroadSoft Directories

If enabled by your system administrator, you can access, search for, and call contacts in any of your company's BroadSoft directories from any phone.

You can access the following BroadSoft directories from your phone:

- **Enterprise Directory**—contains a list of all contacts within the organization and enables you to search for contacts by name or department.
- **Enterprise Common Directory**—contains a list of common contacts within the organization.
- **Group Directory**—contains a list of groups within an organization and enables you to view and search for contacts within those groups.
- **Group Common Directory**—contains a list of contacts that are common across various groups within the organization.
- **Personal Directory**—contains a list of contacts saved in your personal directory on the BroadSoft server.

## View a List of BroadSoft Contacts

You can view a list of contacts within your organization from any BroadSoft Directories available on your phone.

Within the directories, you can view a contact's name, job title, and any available phone numbers or extensions.

1. Navigate to **Directories**.
2. Select one of the following BroadSoft directories:
  - **Enterprise Directory**
  - **Enterprise Common Directory**
  - **Group Directory**
  - **Group Common Directory**
  - **Personal Directory**

## Searching the BroadSoft Directory

You can access and search the BroadSoft directory on the phone, and you can choose to perform a simple or advanced search for contacts.

After the system administrator configures the enterprise directory, you can view a list of contacts by default in the BroadSoft directory. The default contacts list displays even with a blank search of the directory.

## Search the BroadSoft Directory

Searching the BroadSoft directory allows you to search for contacts using either their first name, last name, or by typing a few letters of their name. You can view a maximum of 50 contacts at one time.

1. Go to **Contacts > BroadSoft Directory**.  
A default list of contacts displays.
2. In the search field, enter your search criteria and select **Submit**.

## Perform an Advanced Search of the BroadSoft Directory

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

1. Go to **Contacts > BroadSoft Directory**.  
A default list of contacts displays.
2. Select **Advanced Search** and choose how you want to search for a contact: by first name, last name, or a contact number.
3. **Optional:** Do one of the following:
  - Select **Cs.Sn** to make the search case-sensitive.
  - Select **Cs.In** to make the search case-insensitive.
4. In the search field, enter your search criteria and select **Submit**.
5. Choose your contact.  
A contact details screen displays.

## Add BroadSoft Contacts to the Local Directory

After you find your BroadSoft contact, you can add the contact to the Local Directory.

- On the contact details screen, select **Add to local directory**.

The first and last name and phone number of the contact save to the contact directory. You can go to the contact directory to see if the contact saved correctly and to add additional contact information.

## Managing a Personal BroadSoft Directory

If enabled by your system administrator, you can view and edit contacts in your Personal Directory on the BroadSoft Server from supported CCX phones.

## Add a Contact to the Personal BroadSoft Directory


You can add a new contact to the Personal Directory from your phone and store the contact's name and phone number to the directory on the phone and the BroadSoft server.

When you add a new contact to the Personal Directory, you are only required to add a phone number for the contact in the Contact field.

1. Go to **Directories > Personal Directory**.
2. On the **Add Contact** screen, enter your contact's information in the available fields.
3. Select **Save**.


## Update a Contact's Information in the Personal BroadSoft Directory

If your contact's name or phone number changes, you can update your contact's information stored in the Personal Directory.

1. Go to **Directories > Personal Directory**.
2. Select a contact.
3. On the *Contact Information* screen, select **Edit** .
4. Edit your contact's name or number.
5. Select **Save**.

## Delete a BroadSoft Contact from the Personal Directory

You can delete any contact from the Personal Directory.

1. Go to **Directories > Personal Directory**.
2. On the *Contact Information* screen, select **Delete** .

A confirmation message displays.

3. Select **Yes** to delete the contact.

## Managing UC-One Favorites and Contacts

You can see your UC-One contacts marked as favorites in the UC-One Contacts list and on the Lines screen.

The phones do not support UC-One favorites. Contact your system administrator to find out if this feature is available on your phone.





## UC-One Contacts' Presence Information

UC-One contacts are Enterprise Directory contacts that have Instant Messaging and Presence (IM&P) enabled, and you can view their presence information on your phone.

While you can view UC-One contacts presence information on the Lines screen, you cannot change your presence status on the phone. You can change your presence status only in the UC-One client on your computer.

The following table shows the presence icons that display for UC-One contacts on your phone.

**Table 15-1 UC-One Contact Presence Icons**

Icon	Description
	Available
	Available - In a call
	Away
	Busy
	Unavailable
	Offline, Unknown

## Viewing UC-One Contacts and Favorites

You can view UC-One contacts and favorites from your phone on the Home and Lines screen and in the Contacts list. You can also view UC-One groups and contacts in each group.

You cannot mark UC-One contacts as favorites on your phone. You must mark contacts as favorites in the UC-One client on your computer. Contacts marked as favorites in the UC-One client display on your phone after one minute.



**NOTE:** If the message “Authentication failure” is displayed when you try to view UC-One contacts, make sure you provisioned the correct UC-One XMPP credentials on your phone.

### View UC-One Contacts and Favorites

You can view UC-One contacts with presence information and other UC-One contacts marked as favorites on the Lines screen.

- From the **Home** screen, press the Home key .

UC-One contacts and favorites display on the Lines screen.

### View UC-One Favorites in the Contact List

In addition to viewing UC-One favorites on the Lines screen, you can also view your favorites in the UC-One Contacts list.

1. Select **Directories > UC-One Contacts**.
2. Select the group name to view the list of contacts for that group.

### View UC-One Groups

View your UC-One groups from your phone’s local interface.



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**NOTE:** You can't create new groups, delete existing groups, or move contacts from one group to another on your phone. You can only alter groups in the UC-One client on your computer.


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- Select **Directories** > **UC-One Contacts**.

Your UC-One groups display. If there are no user-defined groups, contacts display under the **All Contacts** group.

## View Aggregated Self-Presence for Cisco BroadWorks Lines

The home screen displays the aggregated self-presence received from the Cisco BroadWorks Messaging Server (UMS).

- From the *Home* screen, press 

## Filter UC-One Favorites

You can filter your list of contacts either by Favorites or by your contact's status.

1. Select **Directories** > **UC-One Contacts**.

2. Select **Filter**.

A filter selection screen is displayed.

3. Choose your desired filter selection:

- Select **Favorites** to display only your UC-One Favorites on the Home screen and in the UC-One Contacts list.
- Select **Online** to display only the UC-One contacts that are currently online on the Home screen and in the UC-One Contacts list.

## Search for UC-One Contacts

You can search for UC-One contacts from the UC-One Contacts screen.



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**NOTE:** For more information on using Cisco BroadWorks applications, refer to the BroadWorks documentation.

---

1. Select **Directories** > **UC-One Contacts**.

2. Select **Search**.

3. Enter your contact's first or last name.

A list of search results display.

## UC-One Simultaneous Ring

When your phone is registered with a Cisco BroadWorks server and you're signed into the phone with your UC-One credentials, you can use the Simultaneous Ring feature to up to 10 extensions and phone numbers that will ring simultaneously when you receive an incoming call.

When the incoming call is answered on one of the phones added to your Simultaneous Ring list, the call is logged in the Missed Calls list on the other phones. Unanswered incoming calls are logged in the Missed Calls lists on all connected phones.

Check with your system administrator to find out if this feature is available on your phone.

## Create a Personal Ring Group

Before you can add numbers to your personal ring group, you need to enable the Simultaneous Ring feature on your phone.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal**.
4. Select **Status > Enabled**.

## Add Numbers to Your Simultaneous Ring List

You can add up to 10 extensions and phone numbers to the Simultaneous Ring list.

When you add an extension or a phone number, you can choose to enable Answer Confirmation Required, which notifies you when a call is answered on one of the added numbers.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal > Add**.
4. Enter an extension or phone number.
5. Select **Answer Confirmation Required** to receive confirmation that the call was answered.
6. Select **Save**.

You cannot pick up or barge in on calls answered on another phone. The contact who answers the call must transfer the call to your phone or park the call on your line for you to speak with the caller.



## Delete Numbers from the Simultaneous Ring List

You can delete a number added to your Simultaneous Ring list at any time.

1. Do one of the following:
  - Select **UC-One** on the *Home* screen.
  - Go to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal**.
4. Select the numbers you want to remove and press **Delete**.

## Cisco BroadWorks Executive-Assistant

The Cisco BroadWorks Executive-Assistant feature enables assistants to monitor and manage calls on an assigned executive's line and enables executives to filter calls to assigned assistants and set criteria for filtered calls.

When your system administrator assigns you as an executive or assistant, the Executive  or Assistant  menu icons and soft keys display on your phone.

### Private and Shared Lines for Executives and Assistants

Executives and assistants can both have a private and shared line on their phone. Executives can have private and shared lines that are not managed by an assistant.

The following conditions apply to private or shared lines set as Executive or Assistant:

- For shared lines, the status of any executive calls display on the shared line of the executive and assistant's phone.
- Assistants can use their private line to place a call or answer calls on behalf of an executive, but neither an assistant nor executive can view the status of calls on a private line.
- For private lines, executives and assistants can pick up held calls on the executive's phone, but neither can choose which held call is picked up.

## Executive Options

As an executive, you can view a list of assigned assistants, filter calls to assistants assigned to your line, and set criteria for filtered calls on your line.

### Filter Executive Calls

Executives can enable Call Filtering on their phones to send all executive calls directly to an assistant to answer, and the executive is not alerted of the incoming call.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Call Filtering** then select **On**.

## Set a Filter Criteria for Filtered Calls

Executives can determine which types of calls are filtered to an assistant by choosing whether to filter all calls, internal calls, external calls, or calls as specified in an extended filter, which executives can create and edit in the Cisco BroadWorks BroadCloud portal.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Filter Criteria**.
3. Choose one of the following:
  - **All Calls**
  - **Internal Calls**
  - **External Calls**
  - **Extended Filter**

## Screen Executive Calls

Executives can enable Call Screening, which displays the incoming call notification for all filtered executive calls on the executive's phone.

Call Screening is only available when Call Filtering is enabled.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Call Screen** then select **On**.

## View a List of Assigned Assistants

Executives can view a list of assigned assistants and see which assistants have opted-in or out of accepting filtered calls for the executive.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Assigned Assistants**.

## Assistant Options

Assistants can monitor an executive's calls, place calls on behalf of an executive, filter and divert executive calls, and opt-in or out of monitoring calls for an executive.

## Answering Executive Calls

Assistants can answer, reject, or ignore any executive calls.


When a call is placed to an executive's line and Call Filtering is enabled, the call is displayed on the assistant's phone only. Incoming call notifications for an executive call display with the executive's name in the notification on the assistant's phone.

When Call Screening is enabled, incoming call notifications also display on the executive's phone, and the executive can choose to answer the call.

## Place a Call on Behalf of an Executive

As an assistant, you can make calls on behalf of any of your assigned executives.

When a call is made on behalf of an executive, a solid red bar displays on the executive's line key, if the executive's line is a shared line.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. On the **Overview Executive** screen, select **Executives** then choose an executive.
3. Select **On behalf** and enter the contact's number or choose a contact from Recent Calls or the directory.
4. Select **Dial** .

The executive's caller information displays on the third-party's phone.

## Push a Call to the Executives Phone

As an assistant, after you answer an executive call, you can push the call to the executive's phone.

You can only push a call to an executive you are assigned to. You cannot push executive calls to other assistants or contacts.

- During an executive call, select **Push**.

The call is sent to the executive's phone, which rings to alert the executive of the pushed call. If the executive is unavailable to answer the call, the call is returned to the assistant's phone.

## Opt In or Opt Out of being an Assistant for an Executive

As an assistant, you can choose to opt in or opt out of being an assistant and monitoring calls for an executive.

When you opt in to being an assistant, you can monitor and manage all filter calls to the executive. When you opt out, you no longer receive filtered executive calls and cannot manage or monitor executive calls.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. Select **Executives** then choose an executive.
3. Select **Status** then do one of the following:
  - Select **On** to opt in to being an assistant for an executive.
  - Select **Off** to opt out of being an assistant for an executive.

## Divert Filtered Executive Calls

As an assistant, you can choose to divert filtered calls for all assigned executives to another assistant, contact, or phone.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. Select **Call Diversion** then select **On**.

3. Enter the number where you want to divert executive calls.

## Pick Up a Held Executive Call on a Shared Line

Executives and assistants can both pick up held calls on shared or private executive lines.

On shared lines, the executive and assistant can view the status of calls on both phones and choose which call to pick up.

1. Press and hold the line key with the held call.
2. Select the held call, and select the **Pick Call** soft key.

## Pick Up a Held Executive Call on a Private Line

On private lines, the executives and assistants can pick up held calls on each other's phones, but they cannot view the status of a call or choose which held call to pick up.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. Select an executive, then select **Pick Call**.

## Barge In on an Executive Call

When you barge in on the call, all parties are notified that you have barged in on the call, and you can talk with the other parties on the call.

1. During an active call on the executive's line, press and hold the executive line key.
2. Select the **Barge In** soft key.

## Silently Barge In on an Executive Call

In addition to barging in on a call, executives can silently barge in on the call and listen to the call without anyone knowing the executive is on the call.

When an executive silently barges in on a call, the other parties are not notified, no one can hear the executive's audio, and the executive cannot talk to the other parties on the call.

Assistants cannot silently barge in on executive calls.

1. During an active call on the executive's line, press and hold the executive line key.
2. Select the **S-Barge In** soft key.

## Access the Call Actions for Cisco BroadWorks Dynamic Busy Lamp Field (BLF)

You can access the call actions settings on the phone and modify the settings from the **Attendant Call Action** menu when dynamic BLF is configured on the phone.

You can one touch the following BLF actions on the phone:

- Dial-Pickup - Indicates the single-press action to use the BLF as a speed dial except the alerting state.
  - Blind - Enables the active call to blind transfer to another user with one press of the associated BLF key.
  - Park - Enables one-touch call park and retrieve using the BLF keys.
1. On the Home Screen, go to **Settings > Basic > Preferences**.
  2. Select the **Attendant Call Action** menu.
  3. On the **Attendant Call Action** screen, select one of the following options:
    - Dial-Pickup
    - Blind
    - Park

---

# Ribbon Communications Features

The following features are available when your administrator configures your phone with Ribbon Communications.

## Ribbon Communications Multiple Appearance Directory Number - Single Call Appearance

Register your phone with the Ribbon Communications server to use Multiple Appearance Directory Number - Single Call Appearance (MADN-SCA). With MADN-SCA, you can share a single line with other contacts in a Multiple Appearance Directory Number (MADN) group.

System administrators assign members to MADN groups. MADN groups support a maximum of 32 members. Any MADN member can place, answer, hold, resume, or barge in on calls on the shared line. Additionally, all group members can view the status of a call on the shared line.

Check with your system administrator to find out if this feature is available on your phone.

### Placing a MADN Call

Any MADN member can place a call on the shared line.

When a member places a call on the shared line, the other members are notified with a steady red LED light on the line key of the members' phones.

Only one call at a time can be active on the shared line. If a call is received on the shared line with an active call in place, the incoming call is sent to voicemail.

### Answering a MADN Call

Any MADN member can respond to an incoming call to the shared line.

Any incoming call to the shared line rings on all group members' phones simultaneously. The call is displayed on all members' screens, and a green LED light flashes on the line's line key.

When a MADN member answers an incoming call, the LED indicator on the line key for all phones changes to a steady red light to indicate the call was answered. Members can also view the status of a call on the shared line by pressing and holding the corresponding line key for one second. The call's status and the Barge In softkey display for five seconds.

If bridging is disabled and privacy is enabled for the shared line, you can't barge in on active calls answered by other MADN members.

## Barge In on an Active Call

After a call is answered, any group member can barge in on the active call on a public shared line, which becomes a bridge call—a call between two or more MADN members and another party.

Ask your system administrator about the maximum number of participants allowed on a bridge call.

1. Press and hold the corresponding line key for the shared line for one second.
2. Select the **Barge In** softkey.

A bridge tone plays notifying the other call participants that you're barging in on the call.

## Leave a Bridge Call

Any member in a bridge call can leave the call, and the call remains active.

After you leave a bridge call, you can rejoin by pressing the **Barge In** softkey again.

- Select the **End Call** softkey, or place the handset in the cradle.

Your connection to the bridge call is ended, and the other call participants remain on the call.

## Resume a Held MADN Call

Any MADN member can resume a held call on the shared line.

When an active call is placed on hold on the shared line, a red LED light flashes on the line key on all members' phones, if enabled by your system administrator.

When a held call is resumed by another MADN member, a steady red LED light shows on the line key on the other members' phone.

- Do one of the following:
  - Select the corresponding line key and lift the handset.
  - Press and hold the corresponding line key and select **Resume**.

## Enabling Privacy for MADN Calls

Any MADN member can temporarily enable privacy for an active or bridge call on a public shared line using privacy codes or privacy soft keys configured by your system administrator.

Additionally, MADN members can use privacy codes and soft keys to temporarily disable privacy on an active call on a private shared line.

When a shared line is configured as private or when privacy is enabled on an active call, bridging is disabled and other MADN members cannot barge in on an active call on the shared line.

The following are three types of privacy codes that you can use to enable and disable privacy on a shared line:

- **Privacy Access (PRV) code**—Enables privacy for an active call on a public line.
- **Privacy Release Activation (PRLA) code**—Disables privacy for an active call on a private shared line.
- **Privacy Release Cancel (PRLC) code**—Re-enables privacy for an active call on a private shared line.

## Enable Privacy

Enable privacy for an active call.

After you enable privacy for an active call on a public shared line, you can't disable privacy for the call. You can allow other MADN members to join the active call by transferring the call or initiating a conference call.

- During an active call, do one of the following:
  - Select **Transfer** and dial the PRV code given to you by your administrator.  
For example, dial \*91.
  - Select the **Priv** softkey, if enabled.

A confirmation tone plays and the call is resumed automatically.

## Disable Privacy Temporarily

You can temporarily disable privacy for an active call on a private shared line to allow other MADN members to join the call.

1. During an active call, press the **PRLA** softkey or select **Hold** and dial the PRLA code given to you by your administrator.

For example, dial \*921.

A confirmation tone plays, and the call is resumed automatically. Privacy is disabled for the call and any member can barge in on the call.

2. After other MADN members have joined the call, press the **PRLA** softkey or select **Hold** and dial the PRLA code given to you by your administrator.

For example, dial \*922.

A confirmation tone plays, and the call is resumed automatically.

## Enable Privacy on a Bridge Call

You can enable privacy on a bridge call to prevent additional MADN members from barging in to the call.

- During a bridge call, select **Transfer** and dial the PRV code or select the **Privacy** softkey, if enabled.

A confirmation tone plays when privacy is enabled and the call is resumed automatically. The bridge call is private and additional MADN members aren't allowed to join the call.

# Managing the Ribbon Communications Address Books

When your phone registers to the Ribbon Communications server, you can access your Global Address Book and Personal Address Book on your phone.

Check with your system administrator to find out if this feature is available on your phone.

## Using the Global Address Book

Ribbon Communications Global Address Book (GAB) is a read-only directory similar to the Corporate Directory, which is a company directory enabled and populated with contacts by your system administrator.

Use the GAB to search for and save contacts to the Contact Directory or Personal Address Book (PAB).

### Perform a Simple Search of the Global Address Book

A simple search enables you to search for contacts using either their first or last name or by typing a few letters or their name.

1. Go to **Directories > Global Address Book**.
2. In the search field, enter your search criteria and select **Submit**.

### Perform an Advanced Search of the Global Address Book

An advanced search lets you search for contacts by first or last name or phone number.

1. Go to **Directories > Global Address Book**.
2. In the *Global Address Book* screen, select **AdvFind**.
3. Select a search option and select **Next**. You can choose to search by a contact's last name, first name, or phone number.
4. Enter your search criteria and press **Next**.

Your search results display with the contact's name and phone number.

### Save a Global Address Book Contact to the Contact Directory

If you want to modify a GAB contact's information, you need to save the contact to the Contact Directory or the Personal Address Book, if the feature is enabled.

When you save a contact to the Contact Directory or PAB, you can modify and save the changes to the PAB or Contact Directory.

1. After you find your contact, select **View**.
2. In the **Edit Contact** screen, select **Save**.

The contact is saved to the Contact Directory or your Personal Address Book.

## Save Global Address Book Search Results

Saving GAB search results makes finding certain lists of contacts easier in the future.

For the GAB, you can also enable **View Persistency**, which lets you view your most recent search results in the GAB after you have left the Directory screen.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Global Address Book > View Persistency** and select **Enable**.

View Persistency is enabled and you can view your most recent search each time you return to the GAB.

## Using the Personal Address Book

Search for contacts, edit contact information, and save contacts to the PAB.



**NOTE:** Before importing contacts to your phone, make sure you save all of your contacts to your PAB. Save contacts to your PAB using the Ribbon Communications Personal Agent on your computer. Saving all of your contacts to the PAB ensures that your contacts download to the Contact Directory on your phone.

## View Contacts in the Personal Address Book

Contacts saved to your PAB display in the Contact Directory.

1. Go to **Directories > Contact Directory**.
2. Select a contact and select **Edit**.

The contact's information, including first and last name, directory number, nickname, and other details display.

## Search Your Personal Address Book

You can search for contacts in the PAB by first name or last name.

1. In the **Contact Directory** screen, select **Search**.  
Select **More** if you don't see the **Search** soft key.
2. In the search field, enter your search criteria and select **Submit**.

## Add Contacts to the Personal Address Book

Create a new contact entry in your PAB.

When you add a new contact to the PAB, you must enter a unique nickname that is at least one character long for each new contact. If you try to save a contact without a nickname, a message prompts to ask you to enter a nickname.

1. In the **Contact Directory**, select **Add**.

2. Enter your contact's information, create a nickname for the contact, and select **Save**.

The contact is added to the Contact Directory on your phone and to the PAB on the server.

## Delete Contacts from the Personal Address Book

Remove contacts from the PAB.

When you delete a contact, the contact is deleted from your PAB on your phone and the Ribbon Communications Personal Agent.

1. In the *Contact Directory* screen, select a contact and select **Delete**.

A message displays to ask for confirmation to delete the contact.

2. Select **Yes** to delete the contact.

## Editing Contacts in the Personal Address Book

Edit contacts in the PAB on your phone or in your Ribbon Communications Personal Agent on your computer.

If you modify a contact's information on your phone or computer, the changes are automatically updated in the Ribbon Communications Personal Agent and in the PAB on your phone.

### Edit Contacts Locally

Edit PAB contacts on your phone's local interface.

When you edit contacts on your phone, your contact's information is updated in the Ribbon Communications Personal Agent as well.

1. In the **Contact Directory** screen, select a contact and select **Edit**.
2. Edit the information in the contact fields and select **Save**.



**NOTE:** If adding, editing, or deleting a contact fails, a message is displayed with the reason the modification failed. Depending on the reason for the failure, the database state can change to "out of sync". Contact your system administrator if an "out of sync" message is displayed.

---

### Editing Contacts Remotely

When you edit a contact's information in the Ribbon Communications Personal Agent on your computer, the contact's information is updated on the Ribbon Communications Server.

After the contact information is updated on the server, your PAB contact's information is updated immediately on your phone, and a notification with the nickname of the modified contact is displayed on the phone. When a contact is deleted, the phone deletes the contact from the PAB without any notification.

# 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 400 and CCX 500 phones don't support expansion modules.

Each CCX EM60 expansion module supports the following features:

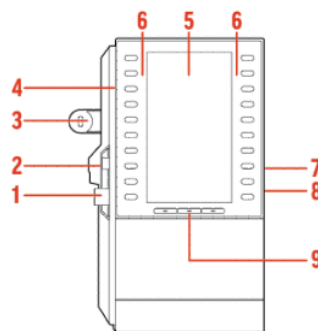
- 5" color LCD display
- Three pages with twenty line keys each, for a total of sixty lines configurable as Teams presence, OpenSIP line registrations, call appearances, speed dials, Direct Station Select (DSS), or Busy Lamp Field (BLF)
- Dual-color (red or green) illuminated LEDs for line status information 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 17-1** Poly CCX EM60 hardware features




**Table 17-1** 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 17-1 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 line registration, call appearance, speed dial, Direct Station Selection (DSS), or busy lamp field (BLF) keys
5	Color display	A 5" color LCD screen with a backlight to view contacts and speed dials
6	LED indicators	Illuminates 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.

## Compatible base profiles and phone models

The following table lists the base profiles and phone models compatible with the CCX EM60 and provides the number of expansion modules that are supported.

**Table 17-2 Base profile and phone model compatibility with a CCX EM60**

Phone model	Generic base profile	Microsoft Teams	USB Optimized	Zoom Phone	8x8 Work	Dialpad
CCX 505	1	1	Not supported	Not supported	Not supported	Not supported
CCX 600	1	1	Not supported	Not supported	Not supported	Not supported
CCX 700	1	Not supported	Not supported	Not supported	Not supported	Not supported

## CCX power usage

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

**Table 17-3** Power usage without an EM60

Model	Idle	In Call
CCX 505	2.8 W	8 W
CCX 600	5.8 W	11 W
CCX 700	7.6 W	13 W

**Table 17-4** Power usage with 1 EM60

Model	Idle	In Call
CCX 505	5 W	10.2 W
CCX 600	8 W	13.2 W
CCX 700	9.8 W	15.2 W

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

- CCX 505: PoE Class 0
- CCX 600: PoE Class 4
- CCX 700: 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).

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

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

- Hardware revisions of CCX 600 and CCX 700 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, CCX 600, and CCX 700 phones do not provide power to the EM60's USB-A port regardless of the CCX's manufacturing date or revision.

**Table 17-5 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

The line keys on CCX phones and expansion modules are numbered sequentially, and the line key numbering on an expansion module depends on how many lines the phone supports and the base profile that you use.

In the Generic base profile, indexing depends on your preferred *Home* screen selection.

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

### Configure preferred home screen using a configuration file

Configure your preferred Home screen to determine the line key allocation on your phone and expansion module using the configuration file.

1. Open the configuration file.
2. Configure the required page view using one of the following parameters:

```
feature.preferredHomeScreen="default"
```

```
feature.preferredHomeScreen="line"
```

```
feature.preferredHomeScreen="meeting"
```

3. Save the configuration file.

### Configure preferred home screen using the local interface

Configure your preferred Home screen to determine the line key allocation on your phone and expansion module using the local interface.

1. On the device, go to **Settings > Basic > Preferences > Home Page**.

2. Choose one of the following:
  - Default
  - Line View
  - Meeting

## Line key distribution scenarios

When you use the Generic base profile, line key allocation occurs in one of three modes, depending on your preferred *Home* screen selection.

### Default view

- The *Lines* page is removed completely and is no longer available by swiping.
- Swiping the line keys at the bottom of the page is disabled.
- On CCX 505 phones, line keys at the bottom of the screen show indexes 1 to 3, and indexing on the expansion module starts at index 4.
- On CCX 600 and CCX 700 phones, line keys at the bottom of the screen show indexes 1 to 5, and indexing on the expansion module starts at index 6.

### Line view

- Line key page 1 remains on the host phone, and line keys from the CCX phone's virtual line key pages 2 to 4 move to the expansion module.
- On CCX 505 phones, lines keys at the bottom of the screen show indexes 1 to 7, and indexing on the expansion module starts at index 8.
- On CCX 600 and CCX 700 phones, line keys at the bottom of the screen show indexes 1 to 15, and indexing on the expansion module starts at index 16.
- You can swipe from **Line** view to **Default** view.

### Meeting view


- The *Lines* page is removed completely and is no longer available by swiping.
- Line key index 1 starts on the expansion module.
- You can swipe from **Meeting** view to **Default** view.

---

# Maintaining Your Phone

When the phone isn't operating properly, investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

## View Warnings

When a phone is unable to perform certain tasks, a Warning icon  displays in the status bar.

View details about the issues from the *Warnings* screen.

1. Go to **Settings > Status > Diagnostics**.
2. Select **Warnings**.

The *Warnings* screen displays, listing any issues.

## Remove Warnings

Clear warnings displayed on the phone's screen.


After you view phone warnings, you can temporarily remove the warning icon from the status bar. However, the warning displays in the **Warnings** list until you resolve the issue. The warning icon displays each time your phone has a warning that you haven't viewed.

- In the *Warnings* screen, select **Clear Icon**.

## Reboot Your Phone

To assist with troubleshooting, your system administrator may ask you to restart your phone.

---

 **CAUTION:** Before you restart the phone, contact your system administrator. If the phone is malfunctioning, you may be able to restore normal operation without restarting it. Additionally, your system administrator may want to troubleshoot the phone before you restart it. You do not need to restart the phone to update its configuration.

---

1. Go to **Settings > Basic > Reboot Phone**.
2. Select **Yes**.

## Update the Phone's Configuration

Your system administrator may ask you to update the configuration for your phone to apply any changes to the phone settings, which you can do without rebooting it.

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

2. Select **Update Configuration**.

A confirmation message displays.

3. Select **Yes**.

The configuration updates. The phone may reboot, depending on which settings you changed.

## Test the Hardware

If you're experiencing issues with your phone, your system administrator may ask you to test the display, microphones, and speaker. Contact your system administrator for instructions on the specific information to get from these tests.

1. Go to **Settings > Status > Diagnostics**.
2. Select **Test Hardware**.
3. Choose an option from the list.
  - – Audio Diagnostics
  - Display Diagnostics
  - Touch Screen Diagnostics
  - Keypad Diagnostics

## Clean the Touchscreen

The phone screens require minor maintenance, but you may need to clean the screen periodically.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen.

Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the screen. Don't use chemicals to clean the screen.

1. Go to **Menu ≡ > Settings > Basic**.
2. Select **Screen Clean**.
3. Wipe the screen with the clean, dry, microfiber cloth.



---

**NOTE:** If the screen is still dirty after cleaning, dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly to the screen because the solution could seep inside the screen or stain the phone. Do not use chemicals to clean the screen.

---

4. To enable the touchscreen, follow the onscreen instructions.

## View Software Details

View the details for the software version on your phone, the latest software update available for your phone, and the status of the latest update.

- Go to **Settings > Status > Platform > Software Update Status**.

## Updating the Phone Software

You can update the software on your phone when a new software version is available.

When new software is available, a notification is displayed on your phone and you have the option to update your software, postpone the software update, or exit the notification.

### Update the Phone Software

When the software update notification displays on your phone, you can choose to update your phone's software at that time.

- When prompted to update your software, select **Update**.

The phone downloads the software and reboots. Then, the software updates.

### Exit the Software Update Notification

When the software update notification displays, you also have the option to exit the notification without choosing to update or postpone the software.

- When prompted to update your software, select **Exit**.

When you exit the notification, the **SWUpdate** soft key displays on the *Lines* screen.

### Postpone Software Updates

Instead of updating your software immediately, you can choose to postpone the update for a later time.

You can choose to postpone the software update from 15 minutes up to 6 hours. You can postpone the software update up to three times. After the third time, the notification is displayed without the Postpone option.

If you don't update the phone's software after the postpone time, a notification with a countdown is displayed and the phone automatically reboots and updates the software when the countdown ends.



---

**NOTE:** If you postpone a software update and the time period you choose ends while you're on an active call, a software update notification with a countdown is displayed after the call ends. After the countdown ends, the phone reboots and updates the software.

---

1. When prompted to update your software, select **Postpone**.

2. Select one of the time options.

The notification disappears from the phone screen and displays again during the remaining five minutes before the selected postpone time.



## Resume a Postponed Software Update

Manually start a software update you postponed earlier.

- Press the **SWUpdate** soft key to start the postponed software update.

## CSTA Lines

When your administrator configures your phone to use user agent Computer Supported Telecommunications Applications (uaCSTA) with a CSTA server, you can remotely control the phone and access phone services using a computer telephony integration (CTI) application on your computer.

If your administrator registers a CSTA line, you will see an icon  and a default label **CSTA**. If the CSTA line isn't registered, an icon  shows that the line is unregistered.

No call actions are available to you on a CSTA line. When you select a CSTA line, a message displays stating that no action is available.

---

# Troubleshooting

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

## Speakerphone

If your speakerphone doesn't work, your system administrator may have disabled it. If this is the case, a message displays after you press the speakerphone key informing you that Handsfree mode is disabled. In this case, use the handset or a headset to handle calls.

## USB Port

If you attach a USB device to your phone, and the phone does not detect the attached USB device, your system administrator may have disabled the USB port on your phone.

In this case, you cannot attach a USB device to your phone to use the following features:

- Call recording
- Picture frame
- USB headset

Contact your system administrator for help on enabling the USB port on your phone.

## Check the Status of the Calendar

Issues with the phone's connection to the Microsoft server may cause calendar problems. Without a functioning connection, you might not see the **Calendar** icon on the *Home* screen or you might not receive meeting reminders.

1. Go to **Settings > Calendar**.
2. From the **Calendar** screen, select **Connect**.

## View the GAB Status

View the status information and server URL for the global address book.

- Go to **Settings > Status > Global Address Book**.

The status information and the server URL for the GAB display.

## View the PAB Status

View the status of the Personal Address Book (PAB) on your phone to determine any issues with the PAB. Contact your system administrator for further troubleshooting help.

- Go to **Settings > Status > Contact Directory**.

The following information displays:

- Status
- Server Control Method
- Server URL
- Registration Index and User ID

## Polycom Desktop Connector

If you encounter any issues using the Polycom Desktop Connector (PDC), see the following table for possible solutions to common problems.

**Table 19-1** Common PDC Problems and Solutions

Issue	Corrective Action
The computer and phone can't establish a connection.	Verify the Polycom Desktop Connector settings on your phone. You may need to reboot your phone or press the <b>Reconnect</b> softkey.
I can't enter information in a phone field using my computer keyboard.	Check to see if the phone field has a flashing cursor. You can use PDC only to enter information in a phone field if the field has a flashing cursor.
I can't place a call.	If you're using PDC, you can't place a call using the <b>New Call</b> softkey. To place a call, enter the phone number and select <b>Dial</b> .
I want to change the phone that is connected to the Polycom Desktop Connector.	Disable the Polycom Desktop Connector, which is already connected to your computer and is in active state on your phone.  Setup and enable the phone that you want to connect to Polycom Desktop Connector. Once your computer receives an initial communication from the newly configured phone, it asks you to confirm the connection by displaying the message "You were controlling <MACaddress1> with your computer. Do you want to change to controlling <MACaddress2>?" Click <b>OK</b> .

## Troubleshoot Audio and Echo Issues

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. If your contacts hear an echo during a call when using your headset, enable echo cancellation on your phone.

1. Go to **Menu ≡ > Settings > Basic > Preferences**.
2. Select **Headset > Echo Cancellation** and select **Enabled**.

## Bluetooth Headset Issues

If you encounter any issues using a Bluetooth headset, see the following table for possible solutions to common problems.

**Table 19-2 Common Bluetooth Headset Issues and Solutions**

Issue	Corrective Action
The Bluetooth settings do not display on my phone	Do one of the following: <ul style="list-style-type: none"><li>• Check with your system administrator to see if the Bluetooth feature is enabled on your phone.</li><li>• Make sure the Bluetooth Radio setting is on.</li></ul>
My headset doesn't pair automatically.	If your headset is an older model, you may need to enter a password before the headset can pair with your phone. Refer to your headset documentation for more information.

## Recording Issues and Solutions

If you encounter any issues recording calls, see the following table for possible solutions to common problems.

**Table 19-3 Common Recording Issues and Solutions**

Issue	Corrective Action
The message "USB device is full. Recording canceled" displays when I pressed Start.	Check that there's sufficient space on the USB flash drive.
The recording stops during a call.	If the USB flash drive becomes full during recording, recording stops and the message "USB device is full. Recording stopped" displays.  Delete previous recordings to make space on the USB flash drive.
The message "USB device removed unsafely. Recording canceled" displays when I remove my USB flash drive during a call.	Don't remove the USB flash drive while recording. If you want to remove the drive during a call, press <b>Stop</b> , and then remove the drive.
The message "Unsupported USB device attached" displays.	Use the <a href="#">Compatibility Matrix</a> for a list of compatible headsets.

## Reset the Phone to Factory Defaults

Access the phone reset option without having to enter an administrator password.

After the administrator configures this feature on the phone, you can reset the phone to factory default settings.

- Go to **Settings > Basic > Reset to Factory**.

---

# 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.

## HP Inc. addresses

### HP US

HP Inc.  
1501 Page Mill Road  
Palo Alto 94304, U.S.A.  
650-857-1501

### HP Germany

HP Deutschland GmbH  
HP HQ-TRE  
71025 Boeblingen, Germany

### HP UK

HP Inc UK Ltd  
Regulatory Enquiries, Earley West  
300 Thames Valley Park Drive  
Reading, RG6 1PT  
United Kingdom

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