Poly Voice Software

Poly CCX Business Media Phones with Microsoft Teams User Guide

Contents

Before You Begin

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

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

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

Audience, Purpose, and Required Skills

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The Poly Documentation Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

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Getting Started with Poly CCX with Teams

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

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

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

Product Overview of Poly CCX Business Media Phones

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

Poly CCX business media phones with Teams features

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

CCX Phone Hardware Overview

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

Poly CCX 350 Business Media Phone Hardware

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

Figure 1: Poly CCX 350 phone hardware features

Poly CCX 350 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line keys	Reserved for future use.
2	Screen	A 2.8" color LCD screen with a backlight that enables you to view menu options and data.
3	Message waiting indicator	Flashes red to indicate you have an incoming call or a new message.
4	Teams key	Opens the Teams Home screen. The Teams logo illuminates only when the Teams base profile is in use.
5	Softkeys	Select context-sensitive actions that display along the bottom of the screen.
6	Home key	In the Teams base profile, opens the Teams **Settings** menu when the user is signed in, or opens the **Device Settings** menu when the user is not signed in.
7	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.

Reference Number	Feature	Feature Description
8	USB port	CCX 350 business media phones include one USB-C port. Enables you to connect a headset or to connect the phone to a computer as a USB audio device.
9	Headset key	Displays when the phone powers on. The icon glows green or blue when you connect and activate a headset.
10	Speakerphone key	Displays when the phone powers on. The icon glows green when activated.
11	Mute key	Mute or unmute the microphone during an active call.
12	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
13	Dialpad keys	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
14	Transfer key	Transfer an active call to a contact.
15	Hold key	Hold an active call or resume a held call.
16	Back key	Return to the last screen.
17	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.

Poly CCX 400 Business Media Phones Hardware

The following figure displays the hardware features on Poly CCX 400 business media phones. The table lists each feature numbered in the figure.
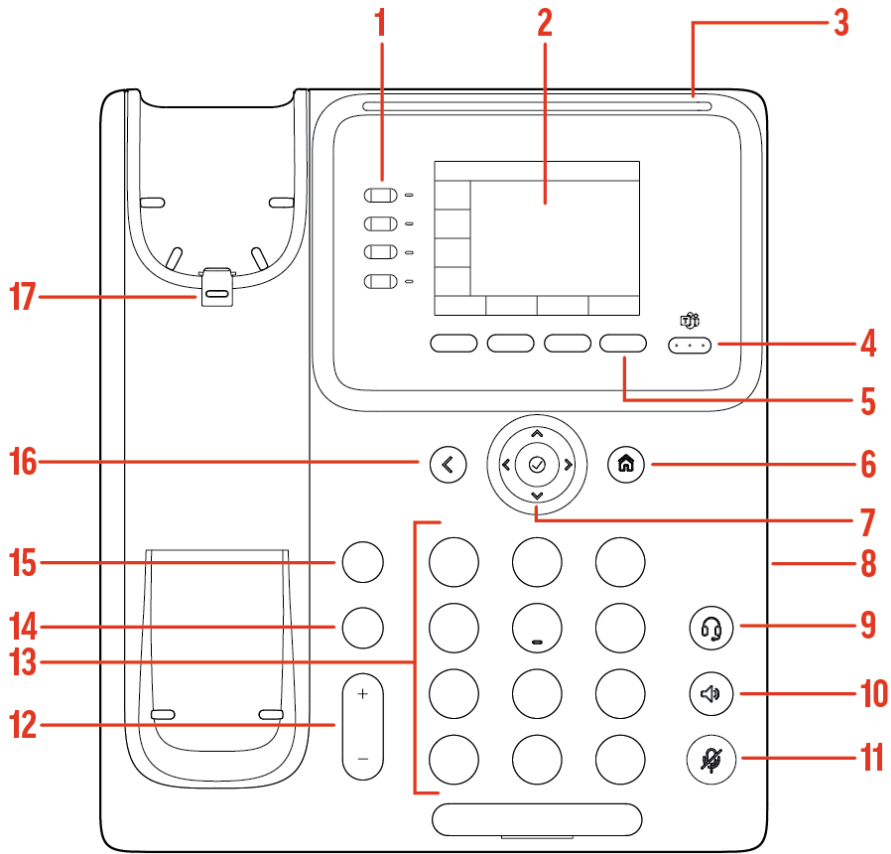
Figure 2: Poly CCX 400 phone hardware features

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.

Reference Number	Feature	Feature Description
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 500 and CCX 505 Business Media Phone Hardware

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

Figure 3: Poly CCX 500 and CCX 505 phone hardware features

Poly CCX 500 and CCX 505 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.
3	Teams button	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
4	Touchscreen	Select items and navigate menus on the touch-sensitive screen.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	Poly CCX 500 and CCX 505 phones include one USB-A port and one USB-C port. Attach a USB flash drive or USB headset.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 600 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 600 business media phones. The table lists each feature numbered in the figure.
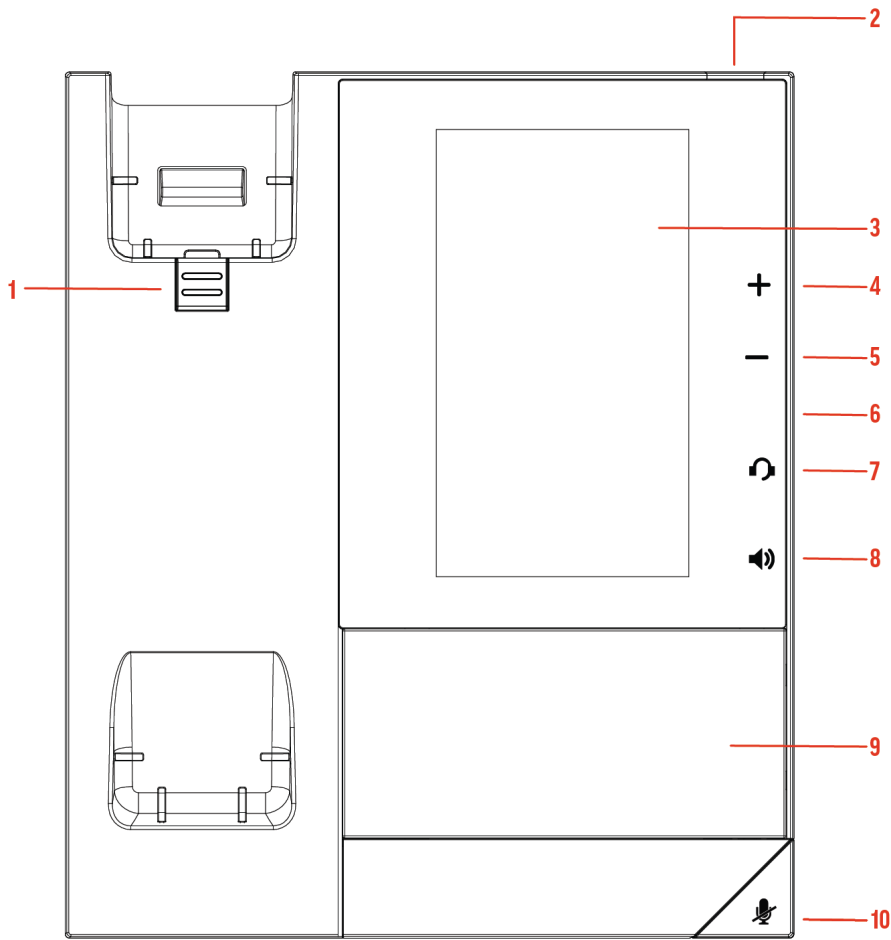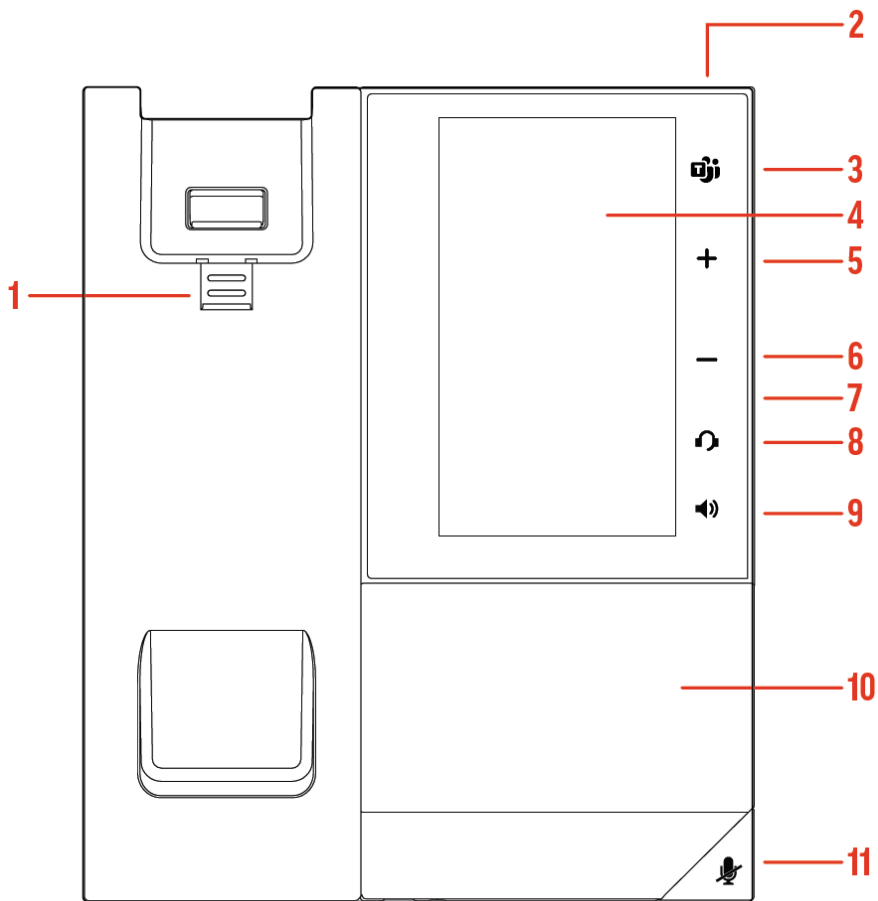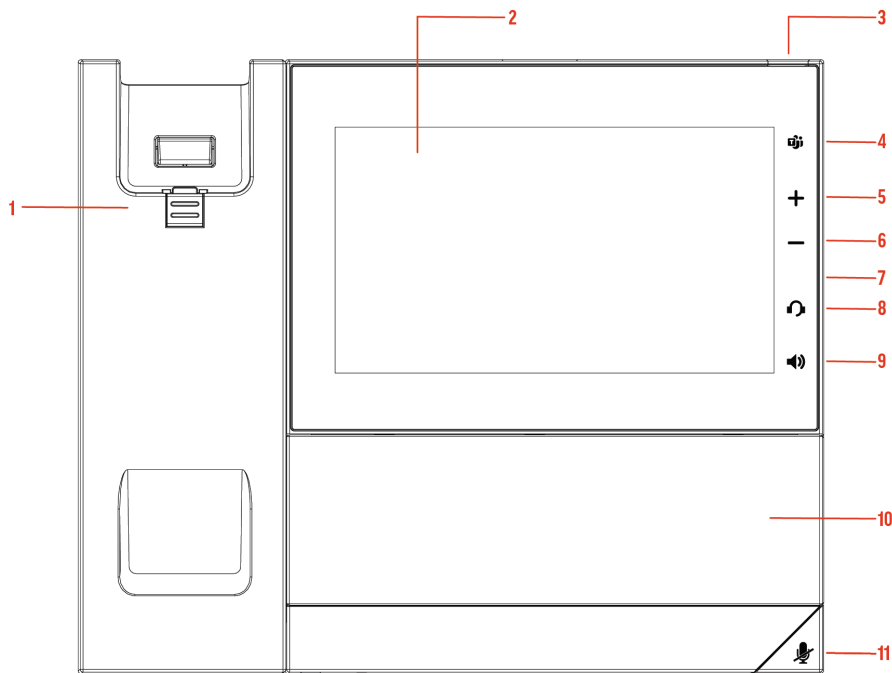
Figure 4: Poly CCX 600 phone hardware features

Poly CCX 600 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Touchscreen	Select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen and swipe your finger up, down, right, or left.
3	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.
4	Teams button	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	One USB-A port and one USB-C port.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.

Reference Number	Feature	Feature Description
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

LED Indicators on CCX Phones

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

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.

Teams Screens

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

You can access the following screens:

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

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

Wake the Phone

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

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

» Do one of the following:

- Lift the handset.
- Tap the screen.

- Tap the Bluetooth headset call button.
- Tap the USB headset call button.

Accessibility Features

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

Users Who Are Deaf or Hard of Hearing

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

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

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.

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.

Accessibility Feature	Description
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.

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.

Signing In to and Locking Your Phone

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

Signing In to Your Phone

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

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

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

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

Sign In Using the Phone's Local Interface

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

Task

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

Sign In Using a Web Browser

Sign in to Microsoft Teams using a web browser.

Task

1 Do one of the following:

- On CCX 350 phones, use the Navigation and Select keys to highlight and select **Refresh code**.
- On CCX 400, CCX 500, CCX 505, and CCX 600 phones, select **Sign in**, and then select **Sign in from another device**.

   A URL and code display.
2 Enter the URL into a web browser on your computer.
3 Enter the code into the provided **Code** field.
4 Select your Microsoft account and click **Next**.
5 Enter your Microsoft password and select **Sign in**.
   Your phone signs in to Teams.
6 On your phone, select **Got it**.

Sign Out of Your Phone

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

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

1 Go to **Menu > Settings**.

   If the phone uses a Common Area Phone (CAP) account, go to **Device Settings > Advanced**.
2 Select **Sign out**.
3 Select **OK**.

Sign In as a Hot Desk User

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

Task

1. Select **Menu > Hot Desk**.
2. Enter your email address and select **Sign in**.
3. Enter your password and select **Sign in**.
4. To sign out, select **Menu > Device Settings > Sign Out**.

Locking Your Phone

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

Consider locking your phone if you want to:

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

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

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

Set a Phone Lock PIN

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

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

Task

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

    Note: Once enabled, you must input your phone lock PIN to disable it.
4. Enter a phone lock PIN in both fields, then select **OK**.
5. Select **Phone Lock Timeout** to choose the amount of time the phone sits idle before locking.

Change your Phone Lock PIN

You can change your phone lock PIN at any time.

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

Task

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

Unlocking Your Phone with a Lock PIN

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

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

Task

1 On the phone screen, swipe up.

2 Enter the PIN.

3 Tap the check mark.

Calling and Conferencing

Place calls and join meeting from your CCX phone.

Place a Call

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

Task

1 On the **Calls** screen, select the **Make a Call** icon.
2 Do one of the following:

- Enter a number on the dialpad and select the **Call** icon.
- Select the **People**, search for a contact, and select the **Call** icon next to the contact's name.

Call a Favorite Contact

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

Task

1 Do one of the following:

- Pick up the headset.
- Press the headset or speakerphone icon on the phone.
- Select the phone icon.

2 From the **Favorites** tab on the **Calls** screen, select a favorite.

Place an Emergency Call

You can place an emergency call from a locked phone.

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

Task

1 From a locked phone, swipe up on the screen.
2 Do one of the following.

A Enter an emergency number on the PIN key pad.
B Select **Emergency Call** and enter 911, or another approved emergency number, and select **Place call**.

Join a Meeting

Join a Teams meeting from the **Calendar** screen.

Task

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

Add a Contact to Your Favorites Tab

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

Task

1 On the **Calls** screen, select the **Recent** tab.

2 Select a contact and select the star ★.

Assign a Delegate

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

Task

1 Go to **Menu > Settings > Manage delegates**.
2 Select **Add delegates** and search for a contact.
3 Select a contact and choose the delegate settings.

- Make calls
- Receive calls
- Change call and delegate settings

4 To save, select the check mark ✓ .
   The phone adds the delegate to your delegates list.

Send a Group Page with the Poly Control Panel

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

Task

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.

   A **Optional:** Select the channel you want to page from the **Group Page List**.
4 Make the page to the group.
   The phone immediately broadcasts it to the paging group.

Call Application Switching Methods

Change the active call application on your phone.

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**.

Task

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.

Task

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

Poly CCX with Teams Settings

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

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

Change the Phone Display Language

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

Task

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

2 Select **Language** and select a language from the list.

Date & Time

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

Change the Time Format

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

Task

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

2 Select **Date & Time**.

3 In the **Time Format** section, select **12 - Hour** or **24 - Hour**.

Adjust the Display Backlight

Adjust your phone's display brightness.

Task

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

2 Select **Display**.

3 Slide the **Backlight** slider to the left to lower the brightness or to the right to increase the brightness.

Set the Phone Theme to Dark

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

Task

1 Go to **Menu > Settings**.

2 Select the **Dark Theme** toggle.

3 Select **Restart**.

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

Enable the Screen Saver

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

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

Task

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

2 Select **Display**.

3 Select **Screen Saver**.
The **Screen Saver Background** menu appears.

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

Adjust the Backlight & Screen Saver Timeout

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

Task

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

2 Select **Display**.

3 Select **Backlight & Screen Saver Timeout**.

4 Choose an idle time from the list.

Headset Settings

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

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

Note: Lifting the handset overrides the headset.

Configure Hookswitch Mode

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

Task

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

2 Select **Headset**.

3 Select **HookSwitch Mode** to choose an available mode from the list.

Enable Echo Cancellation

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

Task

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

2 Select **Headset**.

3 Select **Echo Cancellation**.

Enable Bluetooth

Pair and connect a Bluetooth device to your phone.

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

Task

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

2 Select **Bluetooth**.

3 On the Bluetooth screen, select **Bluetooth** to enable or disable Bluetooth.
When you enable Bluetooth, the **Manage Bluetooth Device** option displays. You can now pair Bluetooth–enabled devices in range.

Connect a Bluetooth Headset

Connect a Bluetooth headset to your phone.

Task

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

Connecting to a Wireless Network

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

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

Enable Wi-Fi

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

Note: Enabling Wi-Fi reboots your phone.

Task

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

Connect to a Wireless Network

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

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

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.

   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.

Task

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.

Task

1 Go to **Settings > Basic > Wi-Fi Menu > Wi-Fi**.

2   Select the connected wireless network SSID from the list.

3   Select **Forget**.

Connecting Your Phone to Your Computer with Better Together

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

Note: For Better Together requirements and limitations, see [Phones for Microsoft Teams](#).

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

Connect Your CCX Phone to Your Computer with Better Together

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

Enable Bluetooth on your CCX phone and your computer.

Note: For Better Together requirements and limitations, see [Phones for Microsoft Teams](#).

Task

1   Go to **Menu > Manage Devices**.

2   Select **Find a device**.

3   When your phone appears in the list, select **Connect**.

USB Audio Mode

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

USB audio mode enables you to do the following:

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

Computer and Cable Requirements

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

Operating system requirements:

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

USB cable requirements:

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

    Note: Poly recommends USB 3.0 for the most reliable connection and optimal audio quality.
- Use a self-powered USB booster extension cable for connections longer than 2 m (6.6 ft)

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

Connect Your Phone to a Computer for USB Audio Mode

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

Task

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

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

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

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

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

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

Enable Accessibility Options

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

Task

1 Go to **Menu > Settings > Device Settings**.
2 Select **Accessibility**.
3 To enable or disable accessibility options, select **Accessibility Settings**.
4 Enable the following options as desired:

- **High Contrast Mode**: Increases the color contrast in the local interface.
- **Large Text**: Increases the size of the text in the local interface.
- **Color Correction** and **Correction Mode**: Adjusts colors to compensate for red-green or blue-yellow color blindness.

Troubleshooting

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

View Device Information

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

Task

» Go to **Settings > Device Settings > About** to view the following device information:

- IP Address
- MAC Address (also called the serial number)
- Firmware Version
- Partner App Version
- Company Portal Version
- Teams Version
- Device Settings Version
- Admin App Version

Testing Phone Hardware

Perform diagnostic tests to troubleshoot your device.

Task

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

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

Access Microsoft Teams Help

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

Task

» Do one of the following:

- On the phone, go to **Menu > Settings > Help**.
- In a web browser, go to [Microsoft Teams help center](#).

Enable Logging

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

Task

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

2 Select **Debug**.

3 On the Debug screen, select **Logging**.

4 To choose a logging level, select **Log Level**.

Enable Screen Capture

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

Task

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

2 Select **Debug**.

3 On the Debug screen, select **Screen Capture**.

Reboot the Phone

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

Task

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

2 Select **Debug**.

3 Select **Reboot Phone**.

Support

NEED MORE HELP?

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