

Poly CCX Business Media Phones

OpenSIP



This guide applies to Poly CCX 400, CCX 500, CCX 600 business media phones as typically configured for OpenSIP environments. **EOL Notice: CCX 700 (12/25)**

Home Screen

Displays menu options for the main menu, device functions, favorites, quick line access, and settings.

Available anytime.



Place a Call

Place a call to a contact, a favorite, or a recent call from the **Home** screen.

- » Do one of the following:
 - Tap **Place a Call**, enter the phone number, and select **Dial** .
 - Press on a favorite contact icon.
 - Press **Contacts**, select a directory, choose a contact, and tap on **Dial** .
 - Press **Recent Calls** and choose a contact. The phone dials the contact automatically.

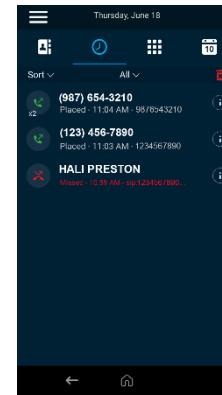
View Recent Calls

- » Press **Recent Calls**.

Calls Screen

Displays all active and held calls.

Available when you have active or held calls in progress.



Answer a Call

- » Press **Answer** .

Holding and Resuming Calls

You can place an active call on hold and resume the call when you're ready.

Hold a Call

- » Tap **Hold** .

Resume a Call

- » Press **Resume** .

Ending Calls

You can end an active call or a call on hold.

End an Active Call

- » Press **Hang Up** .

End a Call on Hold

- » Press **Resume**  > **Hang Up** .

Conference Calls

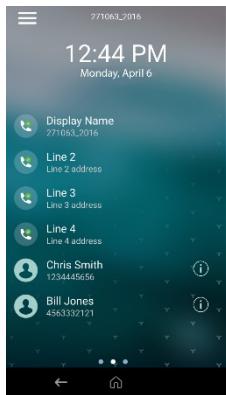
You can initiate a conference call very easily

Start a Conference Call

- 1 Call a contact.
- 2 While on the call, do one of the following:
 - Press **Add** to enter your contact's number
 - Select a contact from **Contacts** or **Recent Calls**.
- 3 Repeat to add another participant.

Join Two+ Calls into a Conference Call

- » On the **Calls** screen, tap to select two calls and press **Merge Calls** .



Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available anytime.



Meetings Screen

Displays all meetings for a day and enables you to join scheduled meetings.

Available anytime.
(Where enabled)

Forwarding Calls

Forward calls to a contact or forward all incoming calls to a contact.

Forward an Incoming Call

- 1 Tap **Forward**
- 2 Enter your contact's number, then tap **Forward** .

Forward all Incoming Calls

- 1 Tap **Forward**
- 2 If you have more than one line, select a line.
- 3 Choose one of the following:
 - **Always**
 - **No Answer**
 - **Busy**
- 4 Enter a contact's number then tap **Enable**.

If you select **No Answer**, enter the number of rings before the phone forwards the call.

Joining Scheduled Meetings

A meeting notification displays on the phone five minutes before a meeting starts, then again one minute before the meeting starts.

Join a Meeting from the Calendar

- » Tap **Calendar**, then select **Join** for your meeting.

Join a Meeting from the Meeting Reminder

- » When the meeting reminder displays, tap **Join**.

Join a Meeting from the Meetings Screen

- » Select the meeting from the list, then tap **Join**.

Managing Contacts

View and add contacts to the phone's contact directory.

View the Contact Directory

- » Go to **Contacts > Contact Directory**.

Add a Contact to the Contact Directory

- 1 In the contact directory, tap **Add** .
- 2 Enter the contact's information and tap **Save**.

When you add a new contact to the contact directory, the phone marks it as a favorite.

Add or Remove a Favorite

- 1 Tap **Contacts** from the **Home** screen.
- 2 Select **Info** next to the contact.
- 3 On the **Details** screen, tap **Favorite** .

The **Favorite** icon changes to yellow when you add the contact as a favorite. It changes to white when you remove the contact as a favorite.

Voicemail

The **Messages** icon displays when new voicemail messages are available.

- 1 On the **Home** screen, tap on **Messages** .
- 2 Go to **Message Center > Connect**.
- 3 If you have more than one line, select a line.
- 4 Follow the prompts.

Enable Do Not Disturb

- » On the **Home** screen, select **DND**

