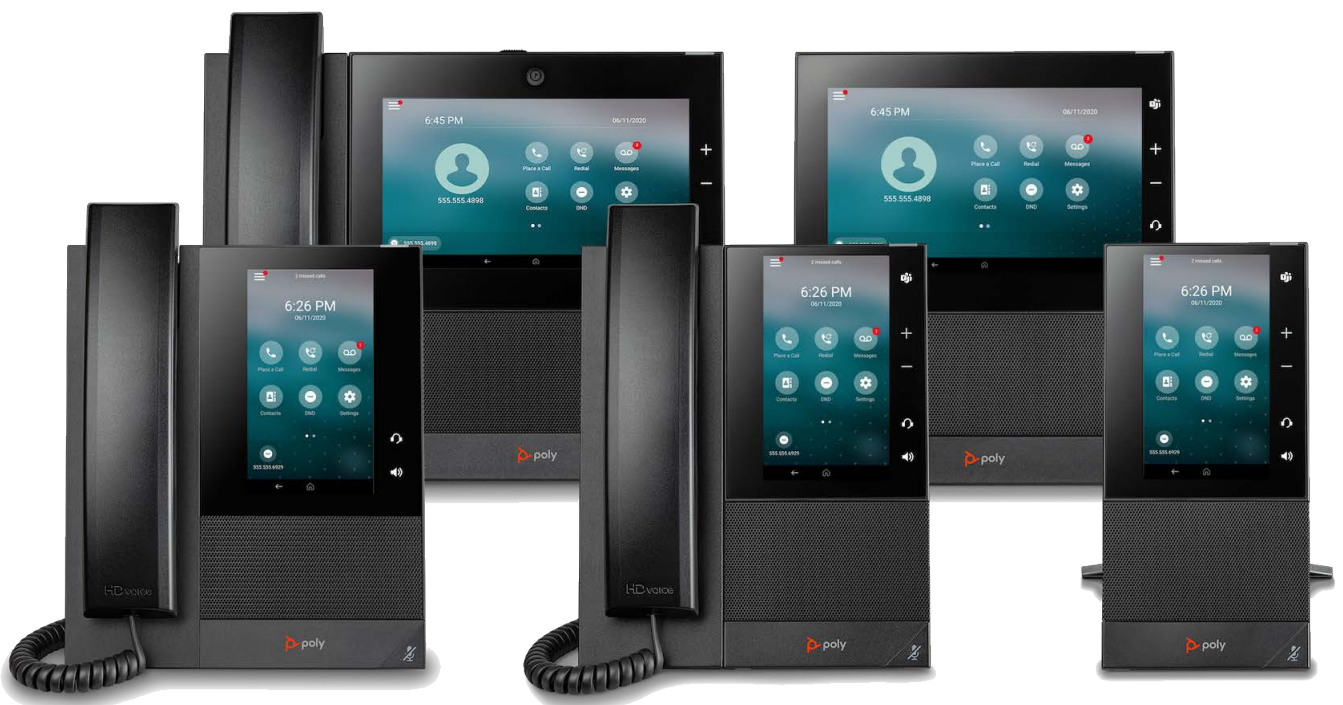




Business Media Phones

with **Teams**  
User Guide



25Q2

# Poly CCX Business Media Phones with Microsoft Teams

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

- [Legal information](#)
- [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.
- [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.
- [Signing In to and Locking Your Phone](#)

Sign in to your phone and lock your phone for security.
- [Calling and Conferencing](#)

Place calls and join meeting from your CCX phone.
- [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.
- [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.
- [Troubleshooting](#)

If you're having issues with your Poly phone, try the troubleshooting options and solutions in the following topics to resolve certain issues.
- [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 is now transitioning from the Poly Support site to the HP Support site.

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# Before You Begin

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

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

- CCX 350 business media phones
- CCX 400 business media phones
- CCX 500 business media phones
- CCX 505 business media phones
- CCX 600 business media phones
- CCX EM60 expansion modules

- [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.

## ***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.

## **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.

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**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.

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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.

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

- [Teams Screens](#)

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

- [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.

- [Accessibility Features](#)

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

## ***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)



## LED Indicators on CCX Phones

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

Table 1. CCX Phones LED Descriptions

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

## ***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.

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<b>Note</b>	You can disable the Home screen display and notifications in the <b>Settings</b> menu.
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## ***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.

Procedure

- 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.
- [Users with Limited Mobility](#)  
Poly phones include features that enable users with limited mobility to use the phone.
- [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.

## ***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 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.



Accessibility Feature	Description
Visual ringing	Visual ringing makes the screen flash bright orange for incoming calls. Contact your system administrator for help enabling this feature.
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.
Headset memory mode	If you use a headset, you can set up your phone to use your headset for all calls.
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 1. Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Headset memory mode	If you use a headset, you can set up your phone to use your headset for all calls.
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.
Large keys	The large keys on the phone console enable you to access phone features and functions.
Built-in speakerphone	A built-in speakerphone enables you to hear audio on the device without having to use a handset or a headset.
Adjustable phone stand	You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop (see your phone's <i>Quick Start Guide</i> at the <a href="#">Poly Online Support Center</a> ).
Polycom Desktop Connector application	You can use your computer's mouse and keyboard to enter information and navigate screens on your phone.

## ***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 1. 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.
Plastic overlay	A plastic overlay is available for placement on the touchscreen for the volume keys to assist with adjusting the volume.
Tactile “5” key with raised bumps	The “5” key has two bumps that enable you discern the position of other keys on the keypad.
Large keys	The large keys on the phone console enable you to access phone features and functions.
Physical line keys	VVX phones, excluding VVX 501 and 601 phones, have physical line keys that you can press to answer and end calls.
Physical line keys	Poly CCX phones have physical line keys that you can press to answer and end call.
Physical feature keys	Many features on the phones are accessible by pressing feature keys on the phone console.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are discernible by their size and shape.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.
Microphone mute	An audible alert plays when you mute or unmute the microphones using any of the Mute keys on the

Accessibility Feature	Description
	device or far-end system. The phone plays an alert periodically if the device is muted for a set period of time.

## Signing In to 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.
- [Locking Your Phone](#)  
To limit access to your phone, set a lock PIN.

### *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.

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<b>Note</b>	You can sign into only <b>one</b> Microsoft account at a time.
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- [Sign In Using the Phone's Local Interface](#)  
Sign in to Microsoft Teams using the phone's local interface.
- [Sign In Using a Web Browser](#)

Sign in to Microsoft Teams using a web browser.

- [Sign Out of Your Phone](#)  
If you sign in to Microsoft Teams on a public phone, sign out after you finish using the phone.
- [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.

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

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

Procedure

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

## ***Sign In Using a Web Browser***

Sign in to Microsoft Teams using a web browser.

Procedure

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

A URL and code display.

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

Your phone signs in to Teams.

- 6 On your phone, select **Got it**.

## ***Sign Out of Your Phone***

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

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

Procedure

- 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.

Procedure

- 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.
- [Change your Phone Lock PIN](#)  
You can change your phone lock PIN at any time.
- [Unlocking Your Phone with a Lock PIN](#)  
If you set a lock PIN, enter the lock PIN to unlock your phone.

## 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.

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<b>Note</b>	You can only access the phone lock PIN menu while signed in to Microsoft Teams.
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### Procedure

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

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<b>Note</b>	Once enabled, you must input your phone lock PIN to disable it.
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- 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.

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

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### Procedure

- 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.

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

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### Procedure

- 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.
- [Call a Favorite Contact](#)  
Call a contact from your favorite list on the Calls screen.
- [Place an Emergency Call](#)  
You can place an emergency call from a locked phone.
- [Join a Meeting](#)  
Join a Teams meeting from the Calendar screen.
- [Add a Contact to Your Favorites Tab](#)  
Select contacts and add them to the Favorites tab on the Calls screen.
- [Assign a Delegate](#)  
Select contacts that can make and receive calls on your behalf.
- [Send a Group Page with the Poly Control Panel](#)  
Broadcast a page to a configured group paging channel using the Poly Control Panel.
- [Call Application Switching Methods](#)  
Change the active call application on your phone.

## ***Place a Call***

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

Procedure

- 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.

### Procedure

- 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.

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<b>Note</b>	If the phone sign in screen appears, you must first sign in to place an emergency call.
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### Procedure

- 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.

#### Procedure

- 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.

#### Procedure

- 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.

#### Procedure

- 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**.

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

### Procedure

- 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.

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

- [Select an Available Call Application](#)  
Switch directly to another available call application using the Poly Control Panel.
- [Cycle Through Available Call Applications](#)  
Cycle through the available call applications using the navigation bar at the bottom of the phone's screen.

## Select an Available Call Application

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

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

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### Procedure

- 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.

### Procedure

- 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.

- [Date & Time](#)  
Set the date and time by manually selecting a time zone or using a server.
- [Adjust the Display Backlight](#)  
Adjust your phone's display brightness.
- [Set the Phone Theme to Dark](#)  
To reduce the brightness of your phone screen, switch to the dark theme.
- [Enable the Screen Saver](#)  
Enable the screen saver and choose from the built-in screen saver backgrounds.
- [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.
- [Headset Settings](#)  
Connect a USB or Bluetooth (if supported on your phone) headset to use as your audio device for calls.
- [Connecting to a Wireless Network](#)  
You can connect your Wi-Fi capable phone to a wireless network.
- [Connecting Your Phone to Your Computer with Better Together](#)  
You can pair your desktop Teams app to Teams on your phone.
- [USB Audio Mode](#)  
Use your Poly CCX business media phone in USB audio mode as a USB audio device on a connected computer.
- [Enable Accessibility Options](#)  
Enable the accessibility features on the phone to accommodate users with disabilities.

## ***Change the Phone Display Language***

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

Procedure

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Go to **Menu > Settings > Device Settings**.
- 3 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.

## ***Change the Time Format***

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

Procedure

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

## ***Adjust the Display Backlight***

Adjust your phone's display brightness.

Procedure

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

## ***Set the Phone Theme to Dark***

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

#### Procedure

- 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.

#### Procedure

- 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.

#### Procedure

- 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.

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**Note**      Lifting the handset overrides the headset.

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- [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.
- [Enable Echo Cancellation](#)  
Enable echo cancellation to remove echoes that you might experience when using your headset.
- [Enable Bluetooth](#)  
Pair and connect a Bluetooth device to your phone.
- [Connect a Bluetooth Headset](#)  
Connect a Bluetooth headset to your phone.

## 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.

Procedure

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

## ***Enable Echo Cancellation***

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

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**Note** Echo cancellation isn't available on CCX 400 business media phones.

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### Procedure

- 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.

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

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### Procedure

- 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.

### Procedure

- 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.

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<b>Note</b>	CCX 505 and CCX 600 phones support wireless network connectivity.
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- [Enable Wi-Fi](#)  
To connect your phone to a wireless network, enable Wi-Fi.
- [Connect to a Wireless Network](#)  
After you enable Wi-Fi on your phone, connect to a wireless network.
- [Disconnect from a Wireless Network](#)  
To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.
- [Remove a Saved Wireless Network](#)  
Remove any saved wireless network that is no longer necessary.

## Enable Wi-Fi

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

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<b>Note</b>	Enabling Wi-Fi reboots your phone.
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### Procedure

- 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.

### Procedure

- 1 Go to **Menu > Settings > Device Settings > Wi-Fi > Launch Wi-Fi Settings**.
- 2 Go to **Menu > Settings > Basic > Wi-Fi > Launch Wi-Fi Settings**.
- 3 Go to **Settings > Basic > Wi-Fi Menu > Wi-Fi**.
- 4 Select a wireless network from the list.
- 5 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.

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- 6 Select a security type.

For enterprise-based networks:

- Enter your user ID and password.
- Select an EAP-Method authentication type.


EAP-PEAP-MSCHAPv2  
EAP-TTLS-MSCHAPv2  
EAP-PWD

- 7 Select **Connect**.

## Disconnect from a Wireless Network

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

### Procedure

- 1 Go to **Menu  > Settings > Basic**.
- 2 Go to **Menu > Settings > Device Settings**.

- 3 Select **Wi-Fi Menu**.
- 4 Select the connected wireless network SSID from the list.
- 5 Select **Disconnect**.

## ***Remove a Saved Wireless Network***

Remove any saved wireless network that is no longer necessary.

Procedure

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

## ***Connecting Your Phone to Your Computer with Better Together***

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

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<b>Note</b>	For Better Together requirements and limitations, see <a href="#">Phones for Microsoft Teams</a> .
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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.

## ***Connect a 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.

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<b>Note</b>	For Better Together requirements and limitations, see <a href="#">Phones for Microsoft Teams</a> .
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### Procedure

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

## ***USB Audio Mode***

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

USB audio mode enables you to do the following:

- Take calls from the computer's Teams Skype for Business client.
- Use the phone's local interface to control calls from the computer's Teams Skype for Business 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.
- [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.

## ***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
- CCX 350, CCX 500, CCX 505, and CCX 600 phones: USB-C to USB-A cable
- USB 2.0 or higher cable

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

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<b>Note</b>	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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## ***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.

#### Procedure

- 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.

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<b>Note</b>	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.

## Enable Accessibility Options

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

Procedure

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

## Poly CCX EM60 expansion module

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

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<b>Note</b>	CCX 350, CCX 400, and CCX 500 phones don't support CCX EM60 expansion modules.
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Each CCX EM60 expansion module supports the following features:

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



- One USB 2.0 (Type-C) port
- Supports one expansion module per CCX phone

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

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- [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.
- [CCX power usage](#)  
CCX business media phones use more power when you connect an expansion module.
- [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).
- [Poly CCX EM60 expansion module line keys](#)  
In the Microsoft Teams base profile, the expansion module line keys display contacts only, and you manage indexing using the Microsoft Teams application.
- [Add contacts to the expansion module](#)  
In the Microsoft Teams base profile, you can add contacts using your CCX phone to display on your expansion module.

## ***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 1. Poly CCX EM60 hardware features

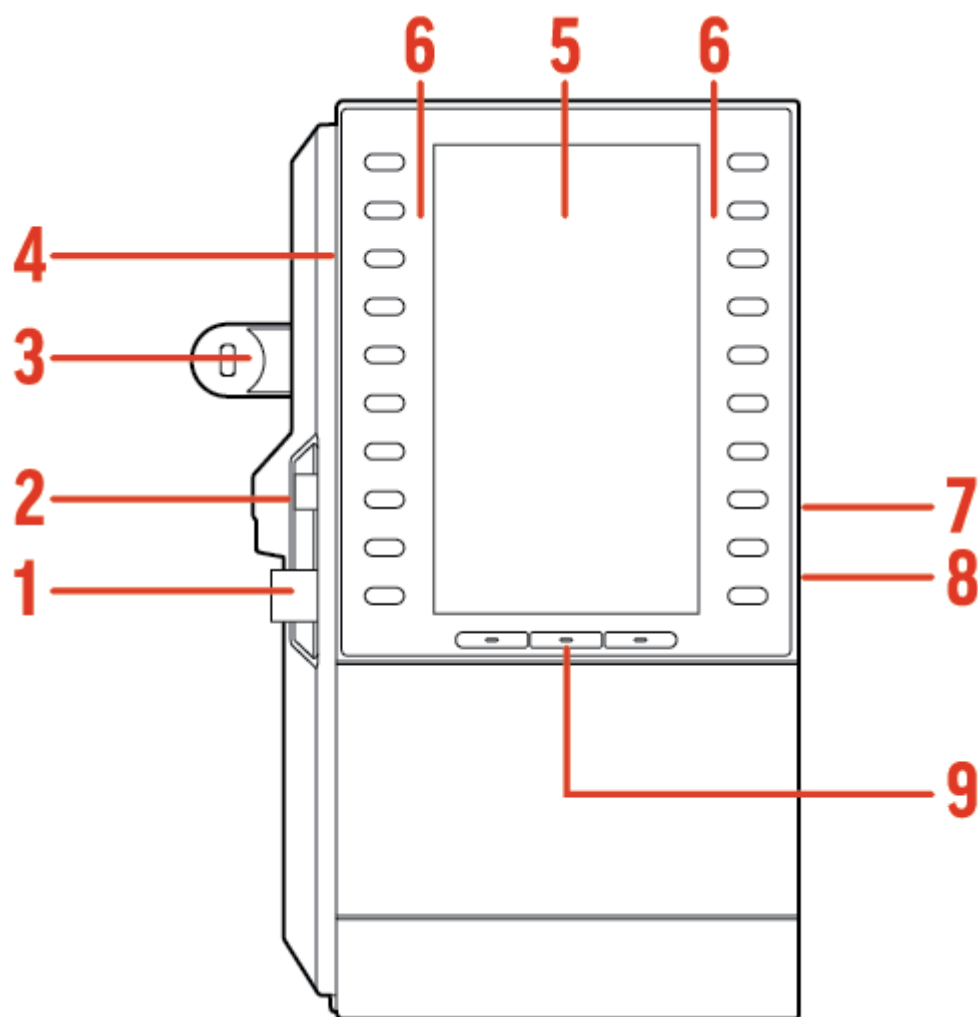


Table 1. Poly CCX EM60 hardware features reference callouts

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

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

## CCX power usage

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

Table 1. Power usage without an EM60

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

Table 2. Power usage with 1 EM60

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

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

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

The maximum power output from the EM60 USB ports is:

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

## Poly CCX EM60 expansion module power limitations

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

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**Note** 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 phones manufactured before November 2022 (revisions A through O) do not support the use of an EM60.

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

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

Table 1. 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

Part number	Part name
86H66AA#AB2	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-PRC
86H66AA#ABU	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-UK
86H66AA#ABA	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-US

### ***Poly CCX EM60 expansion module line keys***

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

### ***Add contacts to the expansion module***

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

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<b>Note</b>	The Microsoft Teams term for an expansion module is sidecar.
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#### Procedure

- 1 On your phone, go to **People**, and then select **+**.
- 2 Select **Create new group**, or select **Add from directory**, to add a contact to an existing group.  
  
To add an external number to your contacts, you must have either made a call to, or received a call from, that number using your phone.
- 3 From the drop-down menu, select the group that you want to add to the expansion module, select ☐, and then select **Pin group to sidecar**.

# 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.
- [Testing Phone Hardware](#)  
Perform diagnostic tests to troubleshoot your device.
- [Access Microsoft Teams Help](#)  
You can access the Microsoft Teams help site through the phone's local interface or on the internet.
- [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.
- [Enable Screen Capture](#)  
Your administrator may ask you to enable screen capture for troubleshooting purposes.
- [Reboot the Phone](#)  
Your system administrator may ask you to reboot the phone to assist in troubleshooting.

## *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.

Procedure

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

- Company Portal Version
- Teams Version
- Device Settings Version
- Admin App Version

## Testing Phone Hardware

Perform diagnostic tests to troubleshoot your device.

Procedure

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

Table 1. Diagnostic Troubleshooting Tests

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

## Access Microsoft Teams Help

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



## Procedure

- 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.

## Procedure

- 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.

## Procedure

- 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.

### Procedure

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