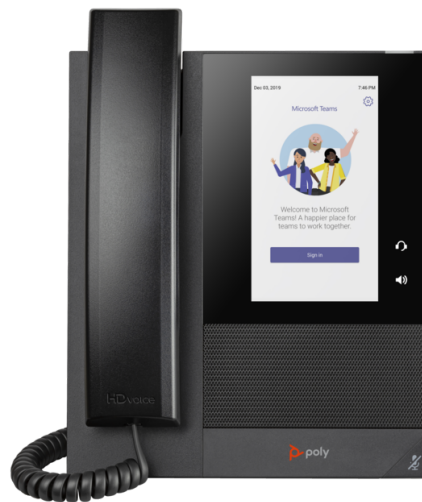# Poly CCX 400 Business Media Phone for Microsoft Teams and PoE-enabled

"Entry-level" just got sweeter

The Poly CCX 400 is an entry-level business phone that's easy to use. Its interface is simple and intuitive. And contacts and meetings are one swipe or one tap away on a color touch screen.

*Product image may differ from actual product

Sound your best	Stylish, ultra-usable design
Hear every nuance with Poly HD Voice and Poly Acoustic Clarity technologies. Poly Acoustic Fence technology reduces distracting background noise and makes calling a pleasure.	Enjoy the ergonomic design and the intuitive user touchscreen interface that saves you the hassle of learning new features and functions. When a phone is this easy, better collaboration and productivity aren't far behind.

Audio clarity
Conversations stay clear with Poly HD Voice and Poly Acoustic Clarity technologies.

Distraction-free calls
Reduce distracting background noise with Poly Acoustic Fence technology.

Touchscreen controls
Contacts and meetings are easily accessible via the color touchscreen with 5" multi-touch LCD display.

IT friendly
Easy for IT to manage with provisioning and management of telephony deployment and support.

hp | **poly**

Poly CCX 400 Business Media Phone for Microsoft Teams and PoE-enabled

Specifications

Compatible with
Compatible operating systems: Android 9

Display
Aspect ratio: 16:9
Native resolution: 720 x 1280
Panel technology: Color LCD
Display size (diagonal): 5"
Display size (diagonal, metric): 12.7 cm (5")
Touch-enabled: Gesture-based, multi-touch capable touchscreen

Connectivity and communications
External I/O ports:
1 USB 2.0 Type-A (for media and storage applications)
2 RJ-45 (10/100/1000BASE-TX Mbps)

Battery
Power features:
Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0)
13 W (maximum)[2]

User interface features
Languages:
Arabic; Chinese; Czech; Danish; Dutch; English; French; German; Hungarian; Italian; Japanese; Korean; Norwegian; Polish; Portuguese; Romanian; Russian; Slovenian; Spanish; Swedish

Audio
Audio features:
Poly HD Voice
Poly Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression
Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset
Poly NoiseBlockAI technology removes most background noise when using the speakerphone
TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
Individual volume settings with visual feedback for each audio path
Voice activity detection
Comfort noise generation
DTMF tone generation (RFC 2833 and in-band)
Low delay audio packet transmission
Adaptive jitter buffers
Frequency response (microphone): 150 Hz to 7 kHz
Audio codecs:
G.711 (A-law and μ-law)
G.722
G.722.1
G.729AB
iLBC
OPUS

Environmental
Certifications and compliances: AS/NZS 62368-1-17; Australia RCM; Brazil ANATEL; CISPR22 Class B; EEA; CE Mark; EN55024; EN55032 Class B; EN 62368-1; FCC Part 15 (CFR 47) Class B; IEC 60950-1 & IEC 62368-1; ICES-003 Class B; Japan MIC/VCCI; NZ Telepermit; Saudi Arabia CITC; So. Africa ICASA; So. Korea KC; UL 62368-1; VCCI Class B; Canada ICES and NRTL; China RoHS 2.0; Indonesia SDPPI; Mexico NYCE; Russia Customs Union
Operating humidity range: 5 to 95%
Operating Temperature Range (Celsius) / Operating Temperature Range (Fahrenheit): 0 to 40°C / 32 to 104°F
Storage temperature range (Celsius) / Storage temperature range (Fahrenheit): -40 to 70°C / -40 to 158 °F

Certifications
Special features:
Unicode UTF-8 character support
Adjustable desk stand (2 positions)

Applications supported
Management software:
Poly Lens
Poly Zero Touch Provisioning
Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management
Web UI to device IP address

Display features
Adjustable font size selection (regular, medium, large); Screensaver; Voicemail support; Normal and dark mode; Digital picture frame

Security
Security management:
802.1X Authentication and EAPOL Media encryption via SRTP
Digest authentication
Encrypted configuration files
HTTPS secure provisioning
Password login
Support for signed software executables
Support for URL syntax with password
Transport Layer Security (TLS)
SRTP media encryption using AES 256 bits

Network
Supported network protocols:
Manual or dynamic host configuration protocol (DHCP) network setup
10/100/1000 Base-TX across LAN and PC ports
Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
IPv6
VoIP features:
24 lines (SIP registrations)
IETF SIP (RFC 3261 and companion RFCs)

Poly CCX 400 Business Media Phone for Microsoft Teams and PoE-enabled

Specifications

Headset and handset compatibility
Headset ports:
1 RJ-9
1 Electronic Hook Switch (EHS) port for optional adapter
Headset and handset compatibility:
Compatible with commercially available TTY adapter equipment
Compliant with ADA Section 508 Subpart B 1194.23 (all)
Hearing aid compatibility to ITU-TP.370 and TIA 504A standards
Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
USB Type-A headset support

Telephony and call handling features
Telephony and call handling features:
Busy Lamp Field (BLF)
Call timer and call waiting
Caller ID enable/disable
Distinctive incoming call treatment/call waiting
Do not disturb function
One-touch speed dial, redial
Shared call/bridged line appearance
Automatic off-hook call placement (hot dialing)
Call media recording/playback
Automatic/remote answer on headset using electronic hook-switch
Call hold/resume, diversion (forward), transfer (consultation, blind), pickup
Calling, called, connected party identification
Call forward for shared lines
Private hold for shared lines
Call logs (missed, received, placed)
Local contact directory
Create local contact from call log
Corporate directory
Call server redundancy (failover)
SBC line registration
Conference bridging
Local call forwarding (all, busy, no answer) with destination shown on idle display
Automatic call distribution (ACD)
Automatic answer (intercom)
Call park/retrieve
Directed call pickup
Group call pickup
Hunt group - sequential calling
Last call return
Auto-answer a page with a muted microphone
PTT and Multicast group
Exchange Calendar Integration
Flexible line keys
Key system emulation
STIR/SHAKEN Caller ID validation
Voice Quality Monitoring (VQMon)[1]

Weight and dimensions
Product Primary Color: Black
Package dimensions (imperial): 8.7 x 9.6 x 2.7 in
Package dimensions (metric): 22.2 x 24.3 x 6.9 cm
Package weight (imperial): 2.23 lb
Package Weight (metric): 1004 g
UPC number: 197497506242
Product number: 848Z8AA

Country of origin
Country of origin: Made in China

Warranty
Poly standard one-year limited warranty

What is in the box
Console
Desk stand
Handset with handset cord
Network (LAN) cable-CAT-5E
Setup sheet

---

hp | **poly**