SIMPLE AND INTUITIVE.

BENEFITS

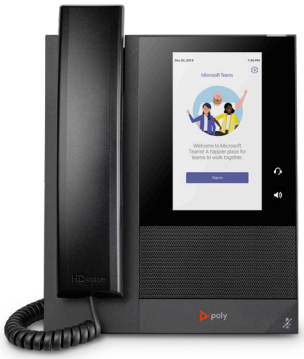
- Conversations stay on track with Poly HD Voice
- Command the conversation with touchscreen simplicity
- Eliminate distracting background noise at the source with Poly and NoiseBlock AI and Acoustic Fence technology
- Easy for IT to install and manage with robust provisioning and support tools—including Poly Lens

POLY CCX 400

Sometimes all you need is a reliable touchscreen phone. An always-on, always-ready phone you can count on. The Poly CCX 400 is an entry-level business media 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.

- Color touch-screen operation with 5" multi-touch LCD display
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full-duplex speakerphone operation with world-class echo cancellation and Poly NoiseBlock AI
- Wall mountable with optional CCX 400 wall mount Kit

POLY CCX 400



SPECIFICATIONS

USER INTERFACE FEATURES

- Gesture-based, multitouch-capable capacitive touch screen
- 5-inch color LCD (720 x 1280 pixel)
- 9:16 aspect ratio
- Screen saver
- On-screen virtual keyboard
- Voicemail support
- Adjustable base height
- One USB type-A port (2.0 compliant) for media and storage applications
- Unicode UTF-8 character support
- Adjustable font size selection (regular, medium, large)
- Normal and dark mode
- Multilingual user interface including Arabic, Chinese, Czech, Danish, Dutch, English (Canada/ US/UK), French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

- Poly HD Voice technology delivers lifelike voice quality for each audio path; handset, hands-free speakerphone, and optional headset
- Poly Acoustic Fence removes background office noise heard by far end when using handset or wired headsets.
- Poly Acoustic Clarity technology providing full-duplex speakerphone conversations, acoustic echo cancellation and Poly NoiseBlock AI background noise suppression
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Frequency response–150 Hz–7 kHz for handset, optional headset and handsfree speakerphone modes
- Codecs: G.711 (A-law and μ-law), G.729AB, G.722 (HD Voice), G.722.1 iLBC
- 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
- Packet loss concealment
- OPUS support

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B
- 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially-available TTY adapter equipment
- USB headset support

NETWORK AND PROVISIONING

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
- 10/100/1000Base-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
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported[1]
- QoS Support–IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN–CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
  - Network address translation support for static configuration and “keep-alive”
- SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4 and IPv6
- TCP
- UDP
- DNS-SRV

SECURITY

- 802.1X authentication and EAPOL
- Media encryption via SRT
- Transport layer security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
- External Universal AC/DC Adapter (optional) 5 VDC @ 3 A (15 W)
- ENERGY STAR® rated

REGULATORY APPROVALS

- Australia RCM
- Brazil ANATEL
- Canada ICES and NRTL
- China RoHS 2.0
- EEA CE Mark
- Russia Customs Union
- Indonesia SDPPI
- Japan VCCI
- Mexico NYCE
- NZ Telepermit
- Saudi Arabia CITC
- South Africa ICASA
- South Korea KC
- USA FCC and NRTL

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 62368-1
- IEC 60950-1 & IEC 62368-1
- AS/NZS 62368-1

EMC

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- CISPR32 Class B
- VCCI Class B

OPERATING SYSTEM

- Android 9

OPERATING CONDITIONS

- Temperature: 0 to 40 °C (+32 to 104 °F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to + 70 °C (-40 to + 160 °F)

POLY CCX 400 BUSINESS MEDIA PHONE COMES WITH:

- Console
- Handset with handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

SIZE UNIT

- 18.1 cm x 21.5 cm x 5.0 cm WxHxD
- 7.1 in x 8.5 in x 2.0 in WxHxD

PART NUMBER

- 2200-49700-025 CCX 400 Business Media Phone. Open SIP. PoE. Ships without power supply
- 2200-49700-019 CCX 400 Business Media Phone. Microsoft Teams/SFB. PoE. Ships without power supply
- 2200-49703-001 CCX 400 wall mount kit

WEIGHT

- Unit box weight: 1.043 kg (2.23 lbs)

UNIT BOX DIMENSIONS

- 22.2 cm x 24.3 cm x 6.9 cm WxHxD
- 8.7 in x 9.6 in x 2.7 in WxHxD

MASTER CARTON QUANTITY

- Ten (10)

WARRANTY

- One (1) year

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LEARN MORE
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