

## Polycom CCX 600

# Poly CCX 600 IP Phone User Manual

Model: CCX 600 (Part Number: 2200-49780-019)

## 1. INTRODUCTION

This manual provides instructions for the proper setup, operation, and maintenance of the Poly CCX 600 IP Phone. Please read this manual thoroughly before using the device to ensure optimal performance and to prevent damage.

## 2. PRODUCT OVERVIEW

The Poly CCX 600 is a high-performance IP phone designed for professional communication environments. It features a 7-inch color touchscreen, integrated Wi-Fi, Bluetooth connectivity, and operates on Android 9, providing advanced VoIP capabilities.



**Figure 1:** Poly CCX 600 IP Phone. This image displays the Poly CCX 600 IP Phone, featuring a black handset on the left and a large, angled touchscreen display on the right. The base includes a speaker grille and the Poly logo.

## Key Features:

- 7-inch color touchscreen display
- Integrated Wi-Fi for wireless network connectivity
- Bluetooth for headset and mobile device pairing
- VoIP technology for clear voice communication
- Power over Ethernet (PoE) support
- Android 9 operating system

## 3. SETUP

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Follow these steps to set up your Poly CCX 600 IP Phone:

1. **Connect the Handset:** Plug the coiled cord from the handset into the handset port on the side of the phone base.
2. **Connect to Network and Power:**
  - **Using Power over Ethernet (PoE):** Connect an Ethernet cable from your network switch (which supports PoE) to the LAN port on the back of the phone. The phone will power on automatically.
  - **Using an AC Power Adapter (Sold Separately):** If PoE is not available, connect an Ethernet cable from your network router/switch to the LAN port on the back of the phone. Then, connect a compatible AC power adapter to the power port and plug it into a wall outlet.
3. **Initial Boot-up:** The phone will power on and begin its boot sequence. This may take a few minutes.
4. **Network Configuration:**
  - **Ethernet:** If connected via Ethernet, the phone will typically obtain network settings automatically via DHCP.
  - **Wi-Fi:** To connect via Wi-Fi, navigate to *Settings* on the touchscreen, then select *Wi-Fi*. Choose your desired network and enter the password if prompted.
5. **Account Provisioning:** Your phone system administrator will provide instructions for provisioning your phone with your VoIP account details. This usually involves entering server addresses, user IDs, and passwords via the phone's interface or through a centralized management system.

## 4. OPERATING INSTRUCTIONS

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### 4.1 Basic Call Functions

- **Making a Call:**
  - a. Pick up the handset or press the Speakerphone button.
  - b. Dial the desired number using the touchscreen keypad.
  - c. Press the *Call* button on the screen.
- **Answering a Call:**
  - a. Pick up the handset or press the *Answer* button on the screen.
- **Ending a Call:**
  - a. Hang up the handset or press the *End Call* button on the screen.

## 4.2 Volume Control

Adjust the call volume using the + and - buttons located on the right side of the touchscreen display. These buttons control the volume for the handset, speakerphone, or headset, depending on the active audio path.

## 4.3 Mute Function

To mute your microphone during a call, press the **Mute** button (represented by a microphone icon with a slash through it) located on the bottom right of the phone's base. Press it again to unmute.

## 4.4 Bluetooth Pairing

To pair a Bluetooth headset or mobile device:

1. Navigate to *Settings* on the touchscreen.
2. Select *Bluetooth*.
3. Ensure Bluetooth is enabled.
4. The phone will scan for available devices. Select your device from the list and follow the on-screen prompts to complete pairing.

# 5. MAINTENANCE

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surfaces and touchscreen. Do not use liquid cleaners or aerosol sprays directly on the phone.
- **Software Updates:** Periodically check for software updates through your phone's settings or consult your system administrator. Keeping the software updated ensures optimal performance and security.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid exposing the phone to extreme temperatures, direct sunlight, or excessive moisture.

# 6. TROUBLESHOOTING

Issue	Possible Cause	Solution
Phone does not power on	No power from Ethernet (PoE) or AC adapter	<ul style="list-style-type: none"><li>• Ensure Ethernet cable is securely connected to a PoE-enabled port.</li><li>• If using an AC adapter, verify it is properly connected and the outlet is functional.</li></ul>
No dial tone	Network connectivity issue or account provisioning problem	<ul style="list-style-type: none"><li>• Check Ethernet or Wi-Fi connection status.</li><li>• Contact your system administrator to verify account provisioning.</li></ul>
Cannot hear caller / Caller cannot hear me	Volume too low or microphone muted	<ul style="list-style-type: none"><li>• Adjust volume using the + button.</li><li>• Ensure the microphone is not muted (check the mute button status).</li></ul>

Issue	Possible Cause	Solution
Bluetooth device not pairing	Device not in pairing mode or out of range	<ul style="list-style-type: none"> <li>• Ensure the Bluetooth device is in pairing mode.</li> <li>• Move the device closer to the phone.</li> <li>• Restart Bluetooth on both the phone and the device.</li> </ul>

## 7. SPECIFICATIONS

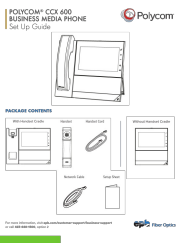





Feature	Detail
Brand	Polycom
Model Number	2200-49780-019
Product Dimensions (L x W x H)	13 x 10 x 4 inches
Color	Black
Telephone Type	Cordless (refers to handset, main unit is desktop)
Material	Plastic
Power Source	Ethernet (PoE)
Connectivity	Wi-Fi, Bluetooth, VoIP
Display	7-inch color touchscreen
Multiline Operation	Yes
Caller Identification	Yes

## 8. WARRANTY AND SUPPORT

This product is offered as a renewed item. For specific warranty details, please refer to the terms provided by the seller at the time of purchase. For technical support or further assistance, please contact your VoIP service provider or system administrator.

For general information regarding Polycom products, you may visit the official Poly website: [www.poly.com](http://www.poly.com)

### Related Documents - CCX 600

	<p><a href="#">Polycom CCX 600 Business Media Phone Setup Guide</a></p> <p>A setup guide for the Polycom CCX 600 Business Media Phone, detailing package contents, features, and connection instructions for cables and optional accessories.</p>
	<p><a href="#">Poly VVX 500/600 Series Telephone User Guide</a></p> <p>User guide for the Poly VVX 500/600 Series Telephone, part of the POPP Hosted Microsoft VoIP Phone System, covering call handling, features, and settings.</p>
	<p><a href="#">Polycom CX300 R2 Desktop Phone User Guide</a></p> <p>Comprehensive user guide for the Polycom CX300 R2 Desktop phone, covering setup, features, usage with Microsoft Lync, and troubleshooting.</p>
	<p><a href="#">Polycom Desktop Phone Guide: VVX and SoundPoint Series</a></p> <p>A comprehensive guide to Polycom's VVX and SoundPoint series desktop IP phones, detailing features, specifications, and target applications for various business environments.</p>
	<p><a href="#">Polycom OBi2182 IP Phone: Installation &amp; Configuration Guide</a></p> <p>Detailed installation and configuration guide for the Polycom OBi2182 IP Phone. Covers physical setup, OBiTALK account creation, VoIP service integration, testing, software updates, device management, and essential compliance and safety information.</p>
	<p><a href="#">Polycom SoundStructure System Accessory Guide</a></p> <p>A comprehensive guide to accessories compatible with the Polycom SoundStructure system, detailing product part numbers, compatibility, descriptions, and photos.</p>