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› [HP](#) /

› [Poly CCX 600 IP Phone User Manual](#)

HP CCX 600

Poly CCX 600 IP Phone User Manual

Model: CCX 600

INTRODUCTION

The Poly CCX 600 is a high-performance IP phone designed for business communication, offering advanced features such as a 7-inch color multi-touch LCD display, Bluetooth connectivity, integrated Wi-Fi, and Poly's renowned audio quality. This manual provides essential information for the proper setup, operation, and maintenance of your device.

PACKAGE CONTENTS

Before proceeding with the setup, ensure all items are present in the package:

- Poly CCX 600 Business Media Phone
- Handset with cord
- Ethernet cable
- Desk stand
- Quick Start Guide (if applicable)

SETUP

1. Attaching the Desk Stand

Align the desk stand with the slots on the back of the phone. Push firmly until it clicks into place. The stand allows for adjustable viewing angles.



Figure 1: Poly CCX 600 IP Phone with its desk stand, showing the phone angled for desktop use.

2. Connecting Cables

Connect the necessary cables to the ports on the back of the phone. Refer to the image below for port locations.

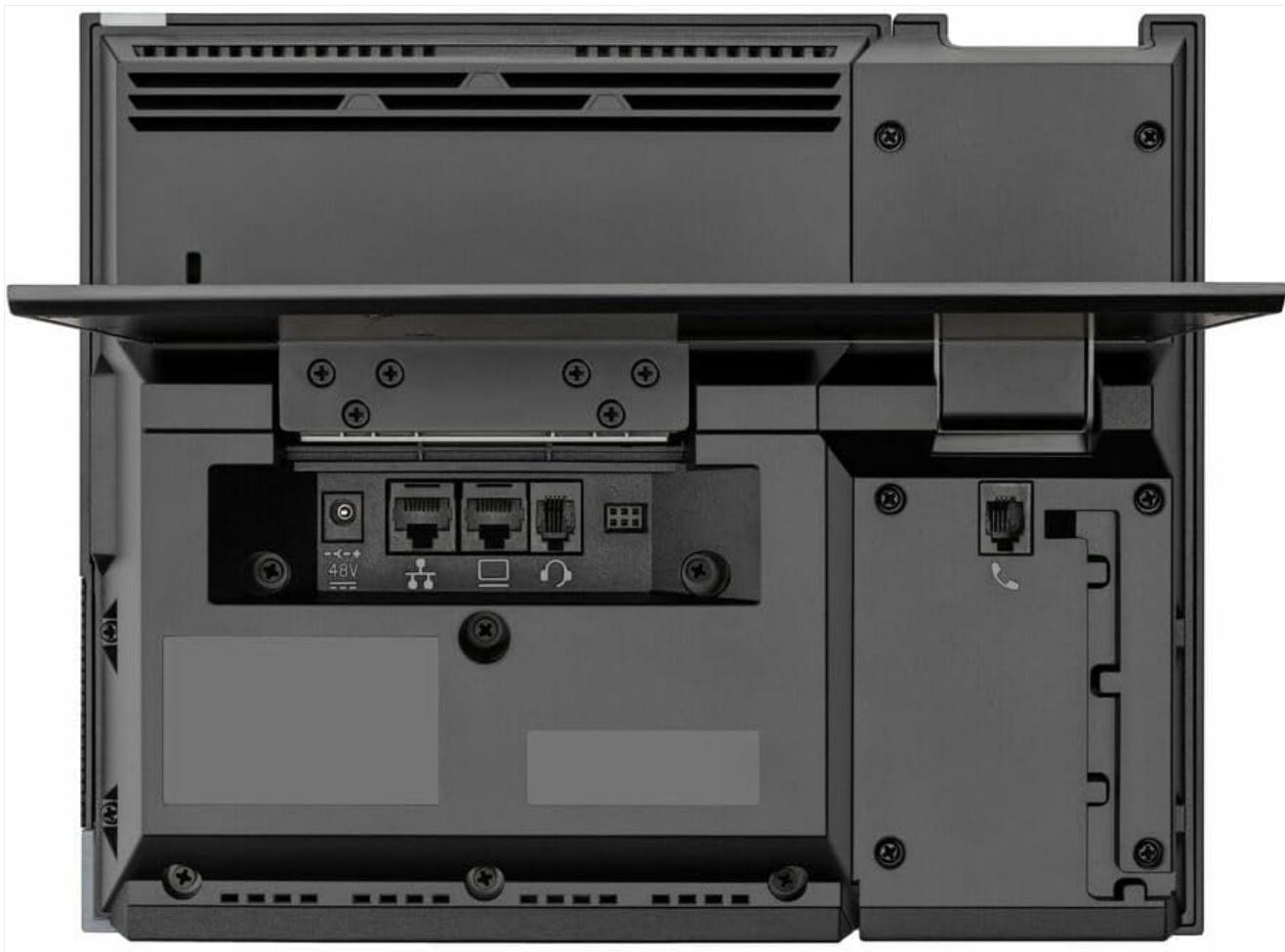


Figure 2: Rear view of the Poly CCX 600, highlighting the ports for power (48V), two network (RJ-45), and a handset.

- Handset:** Connect the coiled handset cord to the handset port on the side of the phone and to the handset itself.
- Network (PoE):** Connect one end of the Ethernet cable to the LAN port on the phone and the other end to a Power over Ethernet (PoE) enabled network switch or injector. If PoE is not available, use a separate power adapter (sold separately) connected to the 48V power port.
- Network (PC):** If desired, connect a second Ethernet cable from the PC port on the phone to your computer for network pass-through.
- Headset:** Connect a compatible headset to the dedicated headset port.

3. Initial Boot-up and Network Configuration

Once connected, the phone will power on automatically. It will attempt to obtain network settings via DHCP. If your network requires static IP configuration or if you are using Wi-Fi, follow the on-screen prompts or navigate to *Settings > Basic > Network Configuration* to adjust settings.

- **Wi-Fi:** To connect to a Wi-Fi network, go to *Settings > Basic > Wi-Fi*, select your network, and enter the password.
- **Bluetooth:** To pair a Bluetooth device, go to *Settings > Basic > Bluetooth*, enable Bluetooth, and select your device from the list to pair.

OPERATING INSTRUCTIONS

1. Making and Answering Calls

- **To Make a Call:** Lift the handset, press the speakerphone button, or tap the "New Call" icon on the

touchscreen. Dial the number and press the "Call" button.

- **To Answer a Call:** Lift the handset, press the speakerphone button, or tap the "Answer" button on the touchscreen.
- **To End a Call:** Replace the handset, press the speakerphone button again, or tap the "End Call" button on the touchscreen.



Figure 3: The Poly CCX 600 display during an active call or meeting, showing participant avatars and call controls.

2. Using the Touchscreen Interface

The 7-inch color multi-touch LCD display provides intuitive access to all phone functions. Swipe, tap, and scroll to navigate menus, contacts, call history, and applications.



Figure 4: The Poly CCX 600 displaying recent calls and contact details, demonstrating the user interface.

3. Microsoft Teams Integration

The Poly CCX 600 is certified for Microsoft Teams, providing a seamless communication experience. Upon initial setup or after a factory reset, you may be prompted to sign in to your Microsoft Teams account. This allows for direct access to Teams calls, meetings, and contacts from your phone.



Figure 5: The Microsoft Teams welcome screen on the Poly CCX 600, prompting the user to sign in.

4. Using a Headset

Connect a compatible headset to the dedicated headset port or pair a Bluetooth headset. Press the headset button on the phone to switch audio to the headset.

MAINTENANCE

Cleaning the Device

To clean the phone, gently wipe the surfaces with a soft, damp, lint-free cloth. Avoid using abrasive cleaners, solvents, or aerosol sprays, as these can damage the device. Ensure the phone is powered off and unplugged before cleaning.

Software Updates

Periodically, software updates may be available to improve performance and add new features. Your IT administrator typically manages these updates. Do not power off the device during an update process.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Poly CCX 600 IP Phone.

- **No Power:**

- Ensure the Ethernet cable is securely connected to a PoE-enabled port or that the optional power adapter is correctly plugged in.
- Verify the power source is active.

- **No Dial Tone:**

- Check network cable connections.
- Confirm network connectivity and registration status on the phone's display.
- Contact your IT administrator if the issue persists, as it may be related to network or VoIP service configuration.

- **Poor Audio Quality:**

- Check network connection stability.
- Ensure the handset or headset is properly connected.
- Adjust volume settings.
- If using Wi-Fi, ensure a strong signal.

- **Touchscreen Unresponsive:**

- Restart the phone by unplugging and re-plugging the power/Ethernet cable.
- Ensure the screen is clean and free of debris.

SPECIFICATIONS

Feature	Detail
Product Type	IP Phone
Model	CCX 600
Display	7-inch Color Multi-touch LCD
Handset Connectivity	Corded
Base Unit Connectivity	Corded/Cordless (via Wi-Fi/Bluetooth)
IP Phone Technology	VoIP
Wireless Technology	Bluetooth, Wi-Fi (IEEE 802.11a/b/g/n)
Total Number of Phone Lines	24
Network Ports	2 x RJ-45 (PoE enabled)
Weight	4.5 pounds (2.04 kg)
Dimensions (Package)	18 x 18 x 4 inches (45.7 x 45.7 x 10.2 cm)
Manufacturer	Hewlett Packard (HP)

WARRANTY AND SUPPORT

The Poly CCX 600 IP Phone is manufactured by HP. For detailed warranty information, please refer to the warranty card included with your product or visit the official HP support website. Technical support and additional resources can be found on the manufacturer's support portal.

Manufacturer: HP Inc.

Website: www.hp.com/support

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