

Poly CCX 400 Business Media Phone with Open SIP 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

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.

Stylish, ultra-usable design

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.

Datasheet

Poly CCX 400 Business Media Phone with Open SIP 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, 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 headset 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 /
 Storage temperature range (Celsius) / Storage temperature range (Fahrenheit): -40 to 70°C /

Certifications

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

Applications supported

Management software:
 Poly Lens
 Poly Zero Touch Provisioning
 Polycam 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:
 8021X 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)

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Specifications



Headset and handset compatibility

Headset ports:

- 1RJ-9
- 1Electronic 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-T P.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 (VOMon)¹

Weight and dimensions

- Product Primary Color: Black
- Package dimensions (metric): 222 x 24.3 x 6.9 cm
- Package Weight (metric): 1004 g
- UPC number: 197497506297
- Product number: 849A1AA

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

Key Selling Points Footnotes

¹ Visit <https://www.poly.com/us/en/products/phones/ccx-400> for more detail.

Technical Specifications Footnotes

¹ Most software-enabled features must be supported by the service provider platform. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features. ² External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately).