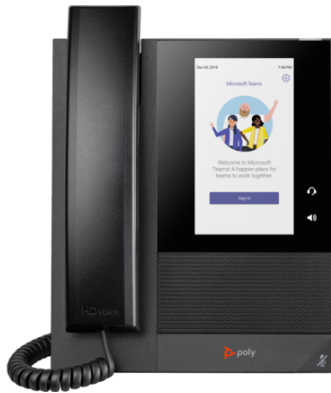




# Poly CCX 400 Business Media Phone for Microsoft Teams and PoE-enabled (848Z8AA)



## Overview

### "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.

### 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.

# Features

## 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.

## Optional wall mount

Wall mountable with optional CCX 400 wall mount kit sold separately.

## Communications platforms

An IT manager's dream, this desk phone was created for communication and is optimized and certified to work with top virtual meeting providers.<sup>[1]</sup>

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

## Additional specifications

<b>Aspect ratio</b>	16:9
<b>Audio</b>	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
<b>Audio codecs</b>	G.711 (A-law and $\mu$ -law); G.722; G.722.1; G.729AB; iLBC; OPUS
<b>Cartons per layer</b>	6
<b>Cartons per pallet</b>	48
<b>Certifications and compliances</b>	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
<b>Color</b>	Black
<b>Compatible Operating Systems</b>	Android 9
<b>Country of origin</b>	Made in China or Taiwan
<b>Datasheet photo 1</b>	AHID/e3c3ccc7e0d8374a204b99445e22441df2e4bbe7
<b>Datasheet photo 2</b>	AHID/6a6104c2fbc8cdfbfd47d48d5de251b9bab478
<b>Datasheet photo 3</b>	AHID/ac417ce9cfe85539cadd293411ee3ed1ea808d1c
<b>Display features</b>	Adjustable font size selection (regular, medium, large); Screensaver; Voicemail support; Normal and dark mode; Digital picture frame
<b>Display size (diagonal)</b>	12.7 cm (5")
<b>Display size (diagonal)</b>	5"
<b>ECCN</b>	5A992
<b>HTS code</b>	8517180020
<b>Headset and handset compatibility</b>	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
<b>Headset ports</b>	1 RJ-9; 1 Electronic Hook Switch (EHS) port for optional adapter
<b>Management Software</b>	Poly Lens; Poly Zero Touch Provisioning; Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management; Web UI to device IP address
<b>Manufacturer Warranty</b>	Poly standard one-year limited warranty
<b>Minimum order quantity</b>	1

<b>Native resolution</b>	720 x 1280
<b>Network protocols, supported</b>	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
<b>Operating humidity range</b>	5 to 95%
<b>Operating temperature range</b>	32 to 104°F
<b>Operating temperature range</b>	0 to 40°C
<b>Package dimensions (W x D x H)</b>	22.2 x 24.3 x 6.9 cm
<b>Package dimensions (W x D x H)</b>	7.48 x 8.26 x 2.16 in
<b>Package weight</b>	0.66 lb
<b>Package weight</b>	300 g
<b>Pallet (layers)</b>	8
<b>Pallet dimensions</b>	40 x 48 x 58.66 in
<b>Pallet dimensions (W x D x H)</b>	101.6 x 121.9 x 149 cm
<b>Pallet weight</b>	787.05 lb
<b>Pallet weight</b>	357 kg
<b>Panel technology</b>	Color LCD
<b>Ports</b>	1 USB 2.0 Type-A (for media and storage applications); 2 RJ-45 (10/100/1000BASE-TX Mbps)
<b>Power</b>	Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0); 13 W (maximum) <sup>[2]</sup>
<b>Products per pallet</b>	480
<b>Products per pallet layer</b>	60
<b>Security management</b>	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
<b>Special features</b>	Unicode UTF-8 character support; Adjustable desk stand (2 positions)
<b>Storage temperature range</b>	-40 to 70°C
<b>Storage temperature range</b>	-40 to 158 °F

**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)<sup>[1]</sup>

<b>Touch-enabled</b>	Gesture-based, multi-touch capable touchscreen
<b>UNSPSC code</b>	43191515
<b>UPC number</b>	197497506242
<b>VoIP features</b>	24 lines (SIP registrations); IETF SIP (RFC 3261 and companion RFCs)
<b>What's in the box</b>	Console; Desk stand; Handset with handset cord; Network (LAN) cable-CAT-5E; Setup sheet

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*[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).*

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## Services

### Poly Services

★ : Recommended

#### Poly Support Services

3 Year Poly+ CCX 400 Business Media Phone Service	<b>P49700312 ★</b>
1 Year Partner Poly+ CCX 400 Business Media Phone Service	P49700160
1 Year Poly Elite CCX 400 Business Media Phone Service	E49700112
1 Year Poly+ CCX 400 Business Media Phone Service	P49700112
3 Year Partner Poly+ CCX 400 Business Media Phone Service	P49700362

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