



Poly CCX 400 Business Media Phone with Open SIP and PoE-enabled (849A1AA)



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.^[1]

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

Additional specifications

Aspect ratio	16:9
Audio	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
Audio codecs	G.711 (A-law and μ -law); G.722; G.722.1; G.729AB; iLBC; OPUS
Cartons per layer	6
Cartons per pallet	48
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
Color	Black
Compatible Operating Systems	Android 9
Country of origin	Made in China or Taiwan
Datasheet photo 1	https://ssl-product-images.www8-hp.com/digmedialib/prodimg/lowres/c08632543.png
Datasheet photo 3	https://ssl-product-images.www8-hp.com/digmedialib/prodimg/lowres/c08632573.png
Display features	Adjustable font size selection (regular, medium, large); Screensaver; Voicemail support; Normal and dark mode; Digital picture frame
Display size (diagonal)	12.7 cm (5")
Display size (diagonal)	5"
ECCN	5A992
HTS code	8517180020
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-TP.370 and TIA 504A standards; Hearing aid compatible (HAC) headset for magnetic coupling to hearing aids; USB Type-A headset support
Headset ports	1 RJ-9; 1 Electronic Hook Switch (EHS) port for optional adapter
Management Software	Poly Lens; Poly Zero Touch Provisioning; Polycom Device Management Service for Service Providers (PDMS-SP) Cloud Management; Web UI to device IP address
Manufacturer Warranty	Poly standard one-year limited warranty
Minimum order quantity	10

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

Touch-enabled

Gesture-based, multi-touch capable touchscreen

UNSPSC code

43191515

UPC number

197497506297

VoIP features

24 lines (SIP registrations); IETF SIP (RFC 3261 and companion RFCs)

What's in the box

Console; Desk stand; Handset with handset cord; Network (LAN) cable-CAT-5E; Setup sheet

[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).

Services

Poly Services

★ : Recommended

Poly Support Services

3 Year Poly+ CCX 400 Business Media Phone Service	P49700312 ★
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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