

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Poly CCX 400** business media phone to register with **the PBX platform 6.7.1** — from physical installation through manual configuration, auto provisioning, TLS, and BLF setup.



Poly CCX 400 business media phone

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model printed on the back of the phone. Similar models can have significantly different setup procedures.
- **Firmware** — UC Software version **7.3.2.0182**
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release **6.7.1**

CHECK PHONE FIRMWARE

- 1 Browse to the phone's IP address, e.g.
`http://192.168.1.22`
- 2 Select **Login As: Admin**, enter the admin password, click **Submit**
- 3 Open the **Home** tab
- 4 Under **Phone Information**, read the **UC Software Version** field

CHECK PBX VERSION

- 1 Log in to the PBX platform
- 2 Navigate to **Settings > About** — the **Release** value shows the exact version (e.g. 6.7.1)

INSTALLATION

OPTION A — POWER ADAPTER

- 1 Connect the DC plug on the power adapter to the DC port on the phone, and the other end into an electrical outlet
- 2 Connect an Ethernet cable between the **Internet** port on the phone and a network port on your router or switch

OPTION B — POWER OVER ETHERNET (POE)

- 1 Connect an Ethernet cable between the **Internet** port on the phone and an available port on a PoE-compliant router or switch

NOTE: With PoE you do not need the AC adapter. Make sure the Ethernet cable and the router/switch are PoE compliant.

FIND THE PHONE'S IP ADDRESS

- 1 On the phone, go to **Settings**
- 2 Go to **Status**
- 3 Go to **Platform**
- 4 Go to **Phone** — the address is shown in the **IP** field

RESET TO FACTORY SETTINGS

Not required for brand-new, out-of-the-box phones — but a **must** for any phone that has been used before.

- 1 Browse to the phone's IP address, e.g.
`http://192.168.1.22`
- 2 Select **Login As: Admin**, enter the password, click **Submit**
- 3 Click the **Utilities** tab
- 4 Click **Phone Backup & Restore**
- 5 Under **Global Restore**, click **Restore** — the phone resets to factory settings and reboots
- 6 Allow time for the device to fully reboot

WARNING: Do not unplug or remove power while the phone is updating firmware or configuration.

TWO WAYS TO REGISTER

- **Manual configuration** — set line credentials directly in the phone's web interface (page 3)
- **Auto provisioning** — the phone pulls its configuration from the PBX by MAC address (page 4)

MANUAL CONFIGURATION

1 UAD SETTINGS

- 1 Browse to the PBX platform, e.g. `http://192.168.1.10`, and log in with your e-mail address and password
- 2 Navigate to **Settings > UAD**
- 3 Click the **edit** icon for Poly CCX 400
- 4 Set **Status** = **Active**, **Auto provisioning** = **No**, **DHCP** = **Yes**
- 5 Click **Save**

UAD settings — manual configuration

2 CREATE THE EXTENSION

- 1 Navigate to **Extensions > Add Extension**
- 2 Select **Poly CCX400** in the **UAD** select box
- 3 Select Location: **Local** (LAN) or **Remote** (WAN / Internet)
- 4 Click **Next step**

Creating the extension

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — receives all system notifications, e.g. john.smith@yourdomain.com
- **Department** — e.g. Sales

Click **Save**.

3 REGISTER THE PHONE

- 1 Browse to the phone's IP and log in as **Admin**
- 2 Go to **Settings > Lines > Line 1**
- 3 **Display Name / Auth User ID / Label** — the Extension number
- 4 **Authentication Password** — the extension Secret from the extension's e-mail (auto-generated, e.g. `_%Z4M3*Ts9y7`)
- 5 Under **Server 1: Address** = your PBX IP, **Port** = `5060`
- 6 Click **Submit**, then **Reboot**

VERIFY: After the reboot, dial ***123** to confirm the phone registered successfully.

AUTO PROVISIONING

1 UAD SETTINGS

- 1 Log in to the PBX platform and navigate to **Settings > UAD**
- 2 Click the **edit** icon for Poly CCX 400
- 3 Set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, then **Save**

UAD settings — auto provisioning

2 CREATE THE EXTENSION

- 1 **Extensions** > **Add Extension** > UAD = Poly CCX400, Location = Local or Remote > **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com
- **Auto Provisioning** — set to **Yes**
- **MAC Address** — from the back of the phone, e.g. 9CADEF123456

Click **Save**.

Creating the extension

3 POINT THE PHONE AT THE SERVER

- 1 Browse to the phone's IP and log in as **Admin**
- 2 Go to **Settings > Provisioning Server**
- 3 Set **Server Type** to **HTTP**, **HTTPS**, or **Trivial FTP** — **HTTP is recommended**
- 4 Enter the **Server Address** (see formats below)
- 5 Enter the auto-provisioning username and password in **Server User / Server Password**
- 6 Click **Submit**, then **Reboot** — the phone picks up its configuration file during boot

SERVER ADDRESS FORMATS

- **HTTP** — `http://pbx.yourdomain.com/prov` or `http://192.168.1.10/prov`
- **HTTPS** — `https://pbx.yourdomain.com/prov` or `https://192.168.1.10/prov`
- **TFTP** — `tftp://pbx.yourdomain.com` or `tftp://192.168.1.10`

VERIFY: Dial ***123** after reboot to confirm registration.

TLS, BLF & CUSTOM TEMPLATES

USING TLS (HTTPS PROVISIONING)

If you provision over **HTTPS**, install a certificate on the device first:

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`, and log in as **Admin**
- 2 Click the **Settings** tab
- 3 Go to **Network > TLS**
- 4 In the **Platform CA1** field, enter the URL to your certificate
- 5 Click **Install**, then **Submit**, then **Reboot**

After the reboot completes, the certificate is installed on the device.

ADDITIONAL CONFIGURATION TEMPLATE

To push extra UAD configuration to the CCX 400, add fields to the **User Agent General Auto Provisioning Template** under **Settings > UAD > Poly CCX400** — or add them directly to a single extension in its **UAD Auto Provisioning Template** section.

CONFIGURE BLF (BUSY LAMP FIELD)

- 1 Log in to the PBX platform
- 2 On the **Extensions** page, click the **Edit** icon for the extension
- 3 Click **Advanced Options**
- 4 Under **Auto Provisioning** and **Presence**: set **Auto Provisioning** = **Yes** and **Presence** = **Yes**, then **Save**
- 5 Click **Enhanced Services**
- 6 Check **Directory / BLF List** and click **Save** to enable the feature
- 7 Click **Directory / BLF List** **Edit**
- 8 Enter the user's Extension number and check the **BLF** box
- 9 Click **Save**