

# Poly CCX 500 IP Phone – Overview

Poly CCX 500 Business Media IP Phone

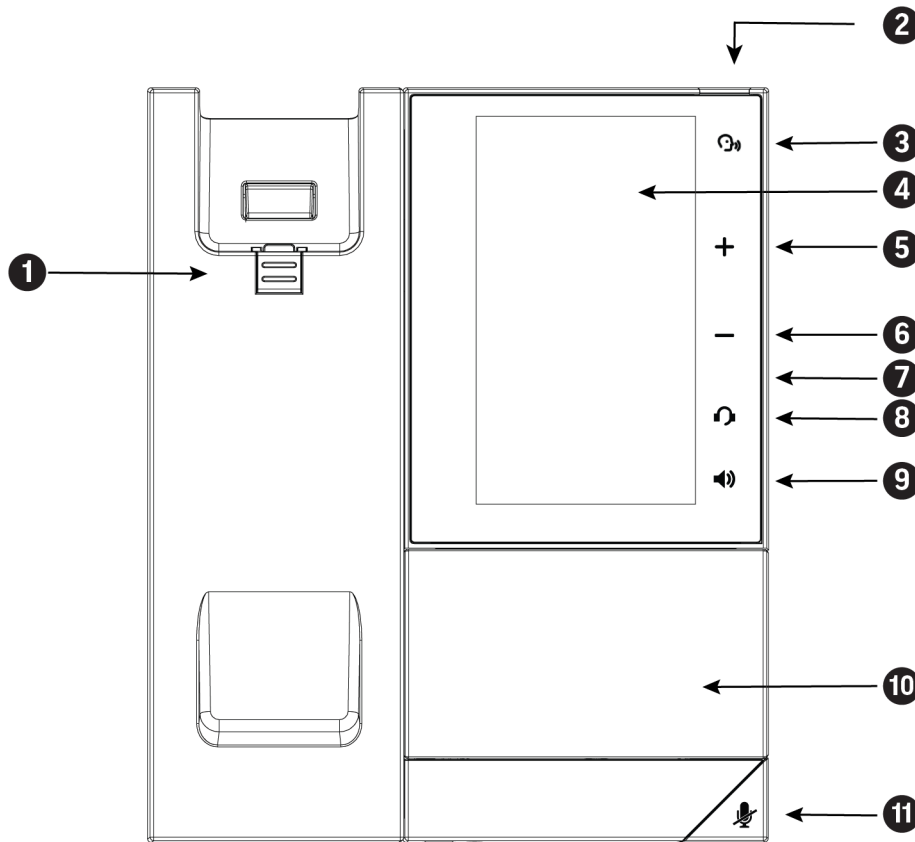


Product Sheet: Masergy UCaaS

## Overview of Phone Hardware, Icons, and Status Indicators

### Poly CCX 500 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 business media phones. The table lists each feature numbered in the figure.



### Poly CCX 500 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.
3	Application Command*	Displays when the phone is powered on and the service is available. Icon may vary.
4	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen

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## Poly CCX 500 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
5, 6	Volume Keys	Adjusts the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	Poly CCX 500 phones include one USB-A port and one USB-C port.  Enables you to attach a USB flash drive or USB headset.
8	Headset Indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone Indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute Key	Mutes local audio during calls and conferences.

## Poly CCX Series LED Indicators

The LEDs on Poly CCX phones indicate phone and accessory states.

LED	Color State and Description
Speakerphone	Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on.
Headset	Off – No new messages are available. White – No headset is active. Green – An electronic hookswitch (EHS) headset is connected and activated. Blue – A USB or Bluetooth headset is connected and activated.
Mute	Off – No call is active. Red – The phone microphone is muted.
Message Waiting Indicator (MWI)	Off – No new messages are available. Blinking Red – New or unread voicemails are available, incoming call, missed call.

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







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## Poly CCX Series Icon and Status Indicators

The following table displays the icons and status indicators that display on the phone.

### Icons and Status Indicators

Icon	Description	Icon	Description
	Registered Line		Received Call
	Unregistered Line		Bluetooth
	Active Call		USB attached
	Call Forwarding enabled		Do Not Disturb enabled
	Missed Call		Configuration Warning message
	Placed Call		