Poly CCX 350 Business Media Phone for Microsoft Teams and PoE-enabled

*Product image may differ from actual product

Exceptionally accessible

Get everything you want from a desk phone: CCX 350 Microsoft Teams-integrated IP phone offers quality HD audio, giving you incredible value at a great price. Durable construction and seamless keypad design make this a phone for any environment.

Catch every word

Never miss a word or inflection with the industry's best sound quality. Thanks to Poly's exclusive HD Voice with Poly Acoustic Clarity technologies, you'll eliminate misunderstandings and save time simply by hearing every word.

Offers a classic dial pad

The traditional physical dial pad is ideal for small and home office users who prefer a non-touch screen experience, as well as vision-impaired users who need a dial pad.

Reduce background noise

Our exclusive Poly Acoustic Fence and NoiseBlockAI technologies reduce distracting background noise by eliminating it at the source. It's perfect for conveying a quiet ambiance, even in crowded open offices and other noisy environments.

Featuring

Easy to set up and install

The two-position stand and optional wall mount makes it a breeze to set up on desktops, lobbies, or kitchen walls.[1]

Keeps conversations on track

This full-duplex speakerphone offers world-class echo cancellation, ensuring that your conversations aren't disturbed by echo or feedback. You can converse naturally, without your caller sounding like they're caught in a tunnel.

Accessibility

The physical dial pad and illuminated keys offer easier access for users with vision impairment and other disabilities.

Rugged, durable design

Durable design, debris resistance, and a seamless keypad design make it ideal for glove-hand use in retail, warehouse, and manufacturing locations.

Easy management via Poly Lens

Take control of your deployment from anywhere via remote management with Poly Lens cloud-based device management software.

A desk phone for Teams

Ideal for Microsoft Teams users who want a dial pad and full MSFT integration. It's one of the rare phones at this price point that's fully certified for Teams.

Poly CCX 350 Business Media Phone for Microsoft Teams and PoE-enabled

*Product image may differ from actual product

Specifications

Compatible with
Compatible operating systems: Android 12

Display
Native resolution: 640 x 480
Panel technology: Color LCD
Display size (diagonal): 7.1 cm (2.8")

Connectivity and communications
External I/O ports:
1 USB 2.0 Type-C® (for media and storage applications)
2 RJ-45 (10/100/1000BASE-TX Mbps)

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 Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression
Individual volume settings with visual feedback for each audio path
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.729A; G.722.1; G.722.1C; G.719; iLBC; OPUS; SILK; Siren™ 14

Other features
Special features: Adjustable desk stand (2 positions)[1]

Power supply
Power features: Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0)
13 W (maximum)[2]

Certifications
Certified collaboration software: Microsoft Teams

Environmental
Certifications and compliances: AS/NZS 62368-1-17; Australia RCM; Brazil ANATEL; CISPR22 Class B; EEA; CE Mark; EN55032 Class B; EN 62368-1; FCC Part 15 (CFR 47) Class B; 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; UKCA mark
Operating humidity range: 5 to 95%
Operating temperature range: 0 to 40°C
Storage temperature range: -40 to 70°C
Energy star certified: ENERGY STAR® certified

Poly CCX 350 Business Media Phone for Microsoft Teams and PoE-enabled

Specifications

Management
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

Display features
Adjustable font size selection (regular, medium, large); Voicemail support; Normal and dark mode; Dedicated Microsoft Teams button

Security
Security management:
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)
Media encryption via SRT

Headset and handset compatibility
Headset ports:
1 RJ-9
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) handset for magnetic coupling to hearing aids
USB Type-A headset support

Telephony and call handling features
Telephony and call handling features:
Power over Ethernet (PoE)

Network
Supported network protocols:
FTP/TFTP/HTTP/HTTPS server-based central provisioning
Hardware diagnostics
Manual or dynamic host configuration protocol (DHCP) network setup
Status and statistics reporting
Syslog Event Logging
Time and date synchronization using SNTP
RTCP and RTP support
IPv4
IPv6
Provisioning and call server redundancy support
UDP
IETF SIP (RFC 3261 and companion RFCs)

Weight and dimensions
Product Primary Color: Black
Package weight: 300 g
Package dimensions: 22.2 x 24.3 x 6.9 cm
Master carton quantity: 10
Master carton dimension: 24.5 x 44 x 29.5 cm
Master carton weight: 11.8 kg
Cartons per layer: 6
Pallet (layers): 7
Cartons per pallet: 42
Products per layer: 60
Products per pallet: 420
Pallet weight: 357 kg
Pallet dimensions: 101.6 x 121.9 x 149 cm
UPC number: 197497506228
Product number: 848Z7AA
Product name: Poly CCX 350 Business Media Phone for Microsoft Teams and PoE-enabled

Warranty
Poly standard one-year limited warranty

Country of origin
Country of origin: Made in China

What is in the box
Console
Desk stand
Handset with handset cord
Network (LAN) cable-CAT-5E
Setup sheet

Poly CCX 350 Business Media Phone for Microsoft Teams and PoE-enabled

Footnotes

Messaging Footnotes
[1] Wall mount is an optional accessory, sold separately.

Technical Specifications Footnotes
[1] Optional wall mount kit can be ordered separately. [2] External universal AC/DC adapter, 5 VDC, 3 A, 15 W (sold separately).

March 2025
sg-en