

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Poly CCX505** IP phone to register with **the PBX platform v7.6.0** — from installation through manual configuration and auto provisioning (TFTP, HTTP/HTTPS).

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model on the back of the phone
- **Firmware** — Version 9.1.0, checked via the phone's web interface
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release 7.6.0



Poly CCX505 IP phone

CHECK PHONE FIRMWARE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Log in (factory default: `admin / admin`)
- 3 Login as **Admin** with the phone's password, open the **Home** tab — under **Phone Information**, the **Software Version** field shows the firmware

FIND PHONE IP ADDRESS

- 1 On the phone, navigate to **Settings** > **Status** > **System Information**
- 2 The address is displayed in the **IP Address** field

IDENTIFYING YOUR PHONE MODEL

The exact model information is printed on the back of each Poly phone. Models can have significantly different requirements and installation procedures — confirm you have the **CCX505** before starting, or the setup may not complete successfully.

CHECK PBX VERSION

- 1 Log in to the PBX platform, navigate to **Settings** > **About**

Edition: Business, Release: 7 (251dc1c5), Running: 18.15.0-gc-c6df9197, Proxy v7 (4807ca1), API: 7

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: If using PoE, you do not need the AC adapter. Ensure the Ethernet cable and router/switch are PoE compliant.

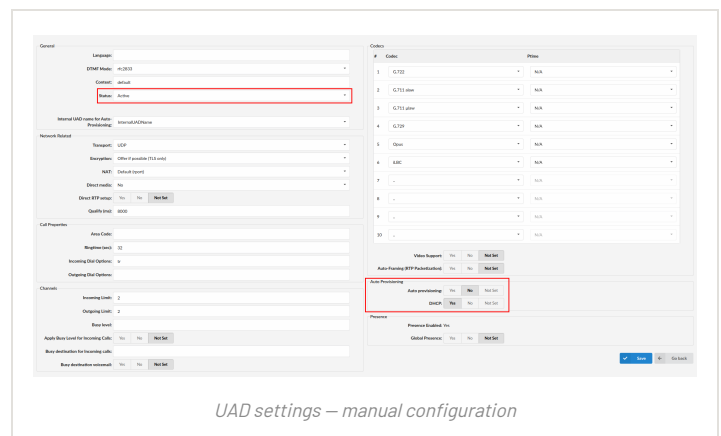
RESET TO FACTORY SETTINGS

Not required for brand-new phones – but a must for any phone previously used.

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`, and log in (`admin` / `admin`)
- 2 Login as **Admin**, go to the **Utilities** tab and select **Phone Backup & Restore**
- 3 In the **Global Restore** section, click **Restore** – the phone resets and reboots automatically
- 4 Wait for the device to finish rebooting before continuing

MANUAL CONFIGURATION – 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 Make sure the Poly CCX505 UAD is enabled – click the **Edit** icon for the Poly CCX505
- 4 Set **Status** = **Active**, **Auto provisioning** = **No**, **DHCP** = **Yes**
- 5 Click **Save**



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

MANUAL CONFIGURATION – EXTENSION & REGISTRATION

CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Poly CCX505, **Location** = Local or Remote > **Next step**

Local is for extensions registered on the LAN; **Remote** is for extensions registered from remote networks, WAN, Internet, etc.

REQUIRED EXTENSION FIELDS

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

Click **Save**.

Creating the extension

REGISTER THE PHONE

- 1 Browse to the phone's IP and log in (`admin / admin`)
- 2 Go to **Settings** > **Lines**, click **Line 1**
- 3 **Display Name** – the Extension number
- 4 **Authentication User ID** – the Extension number
- 5 **Authentication Password** – the extension Secret
- 6 **Label** – the Extension number
- 7 **Server 1 > Address** – the PBX hostname or IP, e.g. `voip.yourdomain.com` OR `192.168.1.10`, e.g. `_%Z4M3*Ts9y7` (generated automatically for each new extension)
- 8 **Server 1 > Port** – `5060`
- 9 Click **Submit**, then **Reboot**. After the reboot, dial `*123` to verify.

AUTO PROVISIONING

1 UAD SETTINGS

- 1 Log in to the PBX platform, navigate to **Settings > UAD**
- 2 Click **Edit** for the Poly CCX505, set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, click **Save**

2 CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Poly CCX505, **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**.

SERVER ADDRESS FORMATS

- **HTTP** — `voip.yourdomain.com/prov` or `192.168.1.10/prov`
- **HTTPS** — `voip.yourdomain.com/prov`
- **TFTP** — `voip.yourdomain.com` or `192.168.1.10`

HTTP is the recommended protocol type.

3 REGISTER VIA TFTP, HTTP, OR HTTPS

- 1 Browse to the phone's IP, log in (`admin / admin`) and press **Confirm**
- 2 Go to **Settings** in the upper navigation menu and choose **Provisioning Server**
- 3 Enter the auto-provisioning credentials into the **Server User** and **Server Password** fields
- 4 Set **Server Type** to HTTP, HTTPS, or Trivial FTP (HTTP recommended)
- 5 Enter the server address into the **Server Address** field — hostname or IP followed by `/prov` for HTTP/HTTPS (see formats at left)
- 6 Click **Submit**, then **Reboot** — provisioning runs during the reboot
- 7 Wait a couple of seconds for the configuration to update — **do not power off the phone**. The phone picks up its configuration from the PBX during the reboot. Dial `*123` to verify.

UAD settings — auto provisioning

Extension with auto provisioning

ADDITIONAL TEMPLATE & SUMMARY

ADDITIONAL CONFIGURATION TEMPLATE

To include additional UAD configuration for the Poly CCX505, add fields to the **User Agent General Auto Provisioning Template** under **Settings > UAD > Poly CCX505** — or add them directly to a single extension in its **UAD Auto Provisioning Template** section.



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PROVISIONING SUMMARY

After successful registration via any method, dial ***123** to verify. If registration fails:

- Verify the UAD is **Active** with the correct provisioning setting
- For auto provisioning: confirm the MAC address matches
- Confirm the phone can reach the PBX on the network
- Re-check the **Server Address** and credentials

FACTORY DEFAULTS AT A GLANCE

- Web login — admin / admin
- Firmware — 9.1.0
- Registration check — dial *123
- Provisioning path — /prov
- Recommended protocol — HTTP