Poly UC Software

Poly announces the new release of Unified Communications (UC) Software for the following products:

- Poly CCX 400, CCX 500, CCX 600, and CCX 700 phones

- Poly Trio 8500 and 8800 phones

IMPORTANT: UC Software 7.2.6 won't be made available for the Trio 8300 or Trio C60. For the latest releases, see Trio 8300 and Trio C60 on the Poly Support site.

The build IDs are:
- CCX 400: 7.2.6.0090
- CCX 500, CCX 600, and CCX 700 phones: 7.2.6.0036
- Trio 8500 / 8800: 7.2.6.0019

Contents

What's New in This Release

This release includes all the features and important fixes from earlier 7.2.x releases, bug fixes and the following new features:

- [Zoom Room Controller 5.14](#)

Zoom Room Controller

Trio 8500 and 8800 systems, when optimized for Zoom Rooms, act as a controller via the system's touch user interface and provide audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.14.0 (1920)** as embedded software. For more information on this Zoom release, see the [Zoom Help Center](#).

For the latest setup instructions, see the *Integrating Poly Trio Systems with Zoom Rooms Solution Guide* at [Poly Solutions for Zoom Environments](#).

Microsoft Teams

The Microsoft Teams application is included in this UC Software release for use on CCX 400, CCX 500, and CCX 600. The Teams version included may be updated independently of the UC Software version using the Teams Admin Center.

For more information on Teams versions, see [What's new in Microsoft Teams](#).

IMPORTANT:	UC Software includes the Microsoft Teams base profile in every release; however, Microsoft support of a UC Software release depends on the version delivered by Microsoft through the Teams Admin Center.

Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022062103
Microsoft Admin Agent	1.0.0.202205230848.product (v361)
Microsoft Intune Company Portal	5.0.5484.0

Poly CCX Base Profiles

The following table lists the base profiles supported on each CCX phone model for this release. This applies to both OpenSIP and Teams models.

Base Profiles Supported on CCX Business Media Phones in This Release

Phone Model	Generic	Microsoft Teams	Zoom Phone	8x8 Work	Skype for Business
CCX 400	Available	Available	Available	Not available	Available
CCX 500	Available	Available	Available	Not available	Available
CCX 600	Available	Available	Available	Available	Available
CCX 700	Available	Available[1]	Available	Available	Available[1]

[1] Although the Teams and Skype profile is available on the CCX 700, it is not supported by Microsoft.

Headset Compatibility

Refer to the Poly Compatibility Guide for the most current list of headsets compatible with Poly desktop phones.

Release History

This following table shows the release history of UCS 7.2.

Version History

Release	Release Date	Features
7.2.6	April 2023	Maintenance release for Poly CCX, Poly Trio 8500, and Poly Trio 8800 that includes the following feature: • Zoom Room Controller 5.14
7.2.5	March 2023	Maintenance release
7.2.4	December 2022	Maintenance release that includes the following feature: • Subnet information is now available for use in E911 location identification • Zoom Rooms Controller version 5.11
7.2.3	July 2022	Maintenance release
7.2.2	March 2022	Maintenance release that includes the following features: • Add a Mandatory Message Confirmation for Outbound Calls • Zoom Rooms Controller version 5.9.3

Release	Release Date	Features
7.2.1	February 2022	Maintenance release for that includes the following features: • Microsoft Teams version 1449/1.0.94.2022011305 • Zoom Rooms Controller version 5.8.0 • HTTP-Enabled Location Delivery Enhancements • USB Optimized Base Profile Default Parameter Settings Update • SCEP Certificate Signing Request Updates
7.2.0	November 2021	OpenSIP-only release. Includes the following features: • Basic Authentication for Web Proxy • Set Up a Custom Background on Poly Trio Systems • STIR/SHAKEN Call Validation • Media Security Negotiation • Turn Off Trio Mics When Using Visual Pro

Security Updates

Refer to the Poly Security Center for information about known and resolved security vulnerabilities.

Resolved Issues

The following table lists resolved issues in this release.

NOTE: These release notes don't provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Resolved Issues

Category	Issue ID	Product	Description
Application	VOICE-75076	CCX	Some Skype for Business response group calls drop 10 seconds after being answered due to an ICE error.
Certificate management	VOICE-75064	CCX Trio	The SCEP-sourced CA certificate is not included in the list of trusted CAs when a TLS profile's CA list is set to "All."

Category	Issue ID	Product	Description
Audio	VOICE-74607	CCX	When using a Savi headset with an APP-51 adapter with a CCX 500, 600, or 700 phone, calls answered using the handsfree speaker drop when you use the headset's call control button to switch audio to the headset.
Cloud Service	VOICE-74412	CCX Trio	Connecting to Poly Lens to report online status takes much longer than expected for devices with MAC addresses ending in non-numeric characters.

Known Issues

This section identifies the known issues in this release.

NOTE: These release notes don't provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

Category	Issue ID	Product	Description	Workaround
Audio	VOICE-75147	CCX	When using a Savi headset with an APP-51 adapter with a CCX 400 phone, calls answered using the handsfree speaker drop when you use the headset's call control button to switch audio to the headset.	Use the headset button on the desk phone to change the audio destination.
Application	VOICE-74984	Trio	When Trio operates as a Zoom Room Controller, searching for a Reaction Emoji during a meeting for the first time after a reboot may cause the app to pause for too long and trigger an Application Not Responding error on screen.	Select "Wait," and the Zoom Room Connector application will recover.

Category	Issue ID	Product	Description	Workaround
Peripherals	VOICE-74614	CCX	After connecting a Bluetooth headset and then using the handset or handsfree speaker to make a call, switching to the headset from the desk phone during the call results in no headset audio until the audio termination is switched from the headset and then back again. This issue only affects the first call made this way.	Briefly change the audio path to handsfree mode, and then switch back to headset mode.

System Constraints and Limitations

This section identifies the constraints and limitations when using this product.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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