Poly Documentation

Contents

Poly Voice Software Release Notes

This document provides end-users and administrators with information about a specific release of the featured product.

- Poly Voice Software 8.1.7

  Poly announces the 8.1.7 release of Poly Voice Software (PVOS) for Poly CCX and Poly Trio series of phones.

- Poly Voice Software 8.1.6

  Poly announces the 8.1.6 release of Poly Voice Software for Poly CCX and Poly Trio series of phones.

- Poly Voice Software 8.1.5

  Poly announces the 8.1.5 release of Poly Voice Software (PVOS) for CCX, Trio 8300 and Trio C60.

- Poly Voice Software 8.1.2

  Poly announces the current release of Poly Voice Software (PVOS) for Poly CCX Series, Poly Edge E Series, Poly Trio 8300, and Poly Trio C60 phones.

- Poly Voice Software 8.1.1

  Poly announces a new release of Poly Voice Software (PVOS) for Poly Edge E Series phones.

- Poly Voice Software 8.1.0

  Poly announces the new release of Poly Voice Software (PVOS) for Poly CCX Series, Poly Edge E Series, Poly Trio 8300, and Poly Trio C60 phones.

- Product resources and additional information

  This section provides resources and additional information for your product.

Poly Voice Software 8.1.7

Poly announces the 8.1.7 release of Poly Voice Software (PVOS) for Poly CCX and Poly Trio series of phones.

Software version: 8.1.7

Release date: August 2024

The build IDs are:

- CCX Series: 8.1.7.0842

- Trio 8300: 8.1.7.0839

- Trio C60: 8.1.7.0841

- What's new in PVOS 8.1.7

  This release of Poly Voice Software includes important field fixes.

- Zoom Rooms Controller

  Poly Trio C60 phones 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.

- Microsoft Teams

  The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

- Resolved issues in PVOS 8.1.7

  Review the resolved issues in this release.

- Known issues in PVOS 8.1.7

  Review the new known issues in this release.

What's new in PVOS 8.1.7

This release of Poly Voice Software includes important field fixes.

Zoom Rooms Controller

Poly Trio C60 phones 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.

Note	To keep receiving Zoom Room Controller support, it's suggested that users upgrade to PVOS 9.0.0 or higher.

This software release contains the Zoom Rooms Controller version 5.13.6 as embedded software; however, the application upgrades to 5.15.5 once it reaches Zoom's servers. For more information on this Zoom release, visit the Zoom Help Center.

For the latest setup instructions, review the Integrating Poly Trio Systems with Zoom Rooms Solution Guide.

Microsoft Teams

The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

The Teams version included may be updated independently of the PVOS version using the Teams Admin Center.

For more information on Teams versions, visit What's new in Microsoft Teams.

Table 1. Microsoft Teams components versions

Microsoft component	Version
Microsoft Teams	1449/1.0.94.2024011003
Microsoft Admin Agent	1.0.0.202310260109.product (v503)
Microsoft Intune Company Portal	5.0.5484.0

Resolved issues in PVOS 8.1.7

Review the resolved issues in this release.

Table 1. Resolved issues

Category	Issue ID	Product	Description
Audio	VOICE-78574	Poly Trio C60	NoiseBlockAI is disabled when multiple Trio C60 phones are daisy-chained. Re-enabling NoiseBlockAI causes choppy transmit audio effects.
Calling	VOICE-78060	Poly CCX Series	The DTMF tones were too loud on all terminations when the ZPA app.
Cloud service	VOICE-77961	Poly CCX EM60	CCX EM60 Expansion Module serial numbers aren't provided to Poly Lens.

Category	Issue ID	Product	Description
User interface	VOICE-77911	Poly CCX Series	The device name under **Bluetooth** changes to **iMX8** after performing a user data reset.

Known issues in PVOS 8.1.7

Review the new 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. This known issues table only includes issues discovered during this release. For known issues in the previous release, see Known issues in PVOS 8.1.6.

Table 1. Known issues

Category	Issue ID	Product	Description	Workaround
Installation	VOICE-775 42 VOICE-774 72	Poly CCX Series Poly Trio C60	Software updates can occasionally fail due to insufficient free memory. Refer to the following advisory on HP support for details: Poly Voice Software Update Fails Due to Insufficient Free Memory.	No workaround.
Interoperability	VOICE-780 52	Poly Trio 8300	Trio 8300 phones can't automatically renew 802.1x authentication and loses network connectivity after renewing a device certificate using SCEP.	Manually restart the phone.

Category	Issue ID	Product	Description	Workaround
Interoperability	VOICE-768 01	Poly CCX Series	A Poly CCX 600 phone in the Zoom Phone base profile may reboot if the external camera is removed while in a video meeting.	No workaround.
Network	VOICE-756 40	Poly Trio C60	The phone's MAC address is now used for the SCEP common name if the value is left blank.	Manually set a value for SCEP.csr.commonN ame.
Network	VOICE-771 58	Poly CCX 600	Poly CCX 600 phones with Teams profile periodically disconnects from 5GHz wi-fi network.	No workaround.
Peripherals	VOICE-748 82	Poly CCX Series	Active call audio doesn't always automatically transfer to a Bluetooth headset if that headset is connected after the call has started.	No workaround.
Peripherals	VOICE-746 14	Poly CCX Series	After connecting a Bluetooth headset and then making a call by using the handset or hands-free speaker, switching to the headset 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 hands-free mode, and then switch back to headset mode.

Category	Issue ID	Product	Description	Workaround
Peripherals	VOICE-61197	Poly CCX Series	Mute on and mute off notifications don't display when pressing the mute button when you have a Voyager 5200 headset paired via Bluetooth to a Poly CCX phone.	No workaround.
User interface	VOICE-77318	Poly CCX Series	When you enable the application switching feature for simultaneous use of OpenSIP and Teams, changing the display theme between light or dark from the Teams menu causes the expansion module to disconnect until you restart the phone.	Restart the phone.
User interface	VOICE-77238	Poly CCX Series	The first use of the digit "1" when filling in browser form data inserts the "!" character instead.	No workaround.
User interface	VOICE-76534	Poly Trio C60	A Poly Trio C60 phone paired with a Poly Studio X Series video bar incorrectly applies the GMT time zone when selecting **GMT +8 Kuala Lumpur, Singapore**.	Choose **GMT +8 Perth** to apply the desired time offset.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-76394	Poly Trio C60	Poly Trio C60 phones in USB Optimized mode as part of a Teams Room deployment sometimes continue to show a call as active when the call has been terminated using the GC8 touch controller.	No workaround.
User interface	VOICE-76213	Poly CCX 400 Poly CCX 500 Poly CCX 505 Poly Trio C60	Instant messages that are sent with emergency priority on CCX 400, CCX 500, CCX 505, and Trio C60 phones truncate the body text.	No workaround.
User interface	VOICE-76212	Poly CCX 600 Poly CCX 700	Instant messages that are sent with emergency priority on CCX 600 and CCX 700 phones overlap the title and body text.	No workaround.
User interface	VOICE-76173	Poly CCX Series	The **Screen Capture** action is visible from the system web Interface when screen capture is disabled (`up.screenCapture.enabled="0"`).	No workaround.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-756 13	Poly CCX 400 Poly CCX 500	You can't change the **Advanced User** password from the system web interface for Poly CCX 400 and Poly CCX 500 phones. A `Failed to update configuration` error displays.	No workaround.
User interface	VOICE-751 54	Poly CCX Poly Trio 8300 Poly Trio C60	The label in the basic settings menu for **Clear Call History/Directory** is not translated to languages other than English.	No workaround.
User interface	VOICE-747 90	Poly Trio 8300	On Poly Trio 8300 phones, the **Phone Lock** inactivity timer doesn't reset and can be triggered while accessing **Favorites** or **Call History** using the navigation up, down, left, and right arrows.	Access **Favorites** or **Call History** from the main menu.
User interface	VOICE-745 97	Poly Trio C60	When using Zoom Room on Trio C60 phones, the base profile shows a blank screen the first time the you choose **System Settings** from the settings menu (gear icon).	Touch the upper half of the screen to select an unseen menu option, which triggers a screen refresh.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-743 63	Poly CCX 400 Poly CCX 500 Poly CCX 505	The in-call screen doesn't appear and must be manually opened for the first call after you restart CCX 400, CCX 500, or CCX 505 phones. This issue occurs only when the app switch feature is enabled, the phone is USB connected to a laptop, and the first call is made from the laptop's Teams client.	Use the `Back to Call` notification banner to bring the call screen to the foreground.

Poly Voice Software 8.1.6

Poly announces the 8.1.6 release of Poly Voice Software for Poly CCX and Poly Trio series of phones.

Note   This release has specific update considerations. Review the section on updating your system before you install this release.

Software version: 8.1.6

Release date: March 2024

The build IDs are:

- CCX: 8.1.6.1006

- Trio 8300: 8.1.6.1110

- Trio C60: 8.1.6.1005

- What's new in PVOS 8.1.6

  This release of Poly Voice Software includes important field fixes.

- Zoom Rooms Controller

  Poly Trio C60 phones 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.

- Microsoft Teams

The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

- Resolved issues in PVOS 8.1.6

  Review the resolved issues in this release.

- Known issues in PVOS 8.1.6

  Review the new known issues in this release.

What's new in PVOS 8.1.6

This release of Poly Voice Software includes important field fixes.

Zoom Rooms Controller

Poly Trio C60 phones 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 contains the Zoom Rooms Controller version 5.13.6 as embedded software; however, the application will upgrade to 5.15.5 once it reaches Zoom's servers. For more information on this Zoom release, visit the Zoom Help Center.

For the latest setup instructions, see the Integrating Poly Trio Systems with Zoom Rooms Solution Guide.

Microsoft Teams

The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

The Teams version included may be updated independently of the PVOS version using the Teams Admin Center.

For more information on Teams versions, visit What's new in Microsoft Teams.

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

Table 1. Microsoft Teams components versions

Microsoft component	Version
Microsoft Teams	1449/1.0.94.2024011003
Microsoft Admin Agent	1.0.0.202310260109.product (v503)
Microsoft Intune Company Portal	5.0.5484.0

Resolved issues in PVOS 8.1.6

Review the 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.

Table 1. Resolved issues

Category	Issue ID	Product	Description
Calling	VOICE-77767	Poly CCX 505	Disabling use of hands-free audio using up.handsfreeMode="**0**" doesn't work if the change is made after a call is active.
Calling	VOICE-77700	Poly Trio C60	The in call duration display in a Teams Room setup on the Poly Trio C60 in USB Optimized mode was incorrect.
Certificate management	VOICE-77687	Poly CCX, Poly Trio	Certificates renewed using SCEP trigger 802.1x authentication failures where logging states "unknown CA".

Category	Issue ID	Product	Description
Device management	VOICE-77743	Poly CCX 350, Poly Trio C60	802.1x EAP-TLS authentication fails when settings and root CA certificates are installed using Poly Lens a configuration policy.
Device management	VOICE-77713	Poly CCX	Quickly toggling an audio termination on and off in the Zoom Phone application can cause the phone to maintain a hidden active call that blocks scheduled reboots.
Hardware	VOICE-77962	Poly CCX 505	Placing a second call using the BLF line key while the phone is in an active call causes a reboot.
User interface	VOICE-77709	Poly CCX 600	The EAP method displays as unknown in the 802.1x status menu.
Cloud service	VOICE-77604	Poly CCX EM60	The Poly CCX EM60 doesn'tshow in Lens device analytics reports.
Interoperability	VOICE-77530	Poly CCX, Poly Trio	Downgrading to a Zoom APK intermittently results in app data from the previous APK not being cleared. This resulted in the inability of the user to sign in to the downgraded app.
Networking	VOICE-77468	Po;y CCX, Poly Trio	Phones don't retransmit SIP 4xx final error responses to INVITE requests in some cases.

Category	Issue ID	Product	Description
Networking	VOICE-77150	Poly CCX, Poly Trio	When an IP address is added to the set of a phone's proxies/servers via DNS, and re-registration after failover with periodic failback is enabled, the phone will gradually exhaust its resources and eventually cease to maintain its SIP registrations.
User interface	VOICE-77702	Poly CCX	The first use of the digit 1 when filling in browser form data inserts the ! character instead.
User interface	VOICE-77280	Poly CCX	After cancelling the deletion of a contact in your directory in the OpenSIP base profile, the home screen incorrectly overlays a directory navigation tab to the far right of the screen.
User interface	VOICE-77265	Poly CCX	Removing a CCX EM60 during an active call causes the display to show overlapping UI elements.

Known issues in PVOS 8.1.6

Review the new 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.
	This known issues table only includes issues discovered during this release. For known issues in the previous release, see Known issues in PVOS 8.1.5.

Table 1. Known issues

Category	Issue ID	Product	Description	Workaround
Calling	VOICE-72293	Poly CCX	Poly CCX 600 and Poly CCX 700 can reach 20 simultaneous calls but are unable to reach the expected 24 (1 active/23 on hold).	No workaround.
Interoperability	VOICE-76801	Poly CCX	A Poly CCX 600 in the Zoom Phone base profile may reboot if the external camera is removed while in a video meeting,	No workaround.
Peripherals	VOICE-61197	Poly CCX	Mute on and mute off notifications don't play when the mute button is used when a Plantronics Voyager 5200 headset is paired via Bluetooth to a Poly CCX phone.	No workaround.
Software	VOICE-76083	Poly CCX	The recent calls, voicemail, or calendar screens may be blank after changing the text size to Large in the **Accessibility Settings** menu.	Restart the phone after the text size increase.
Software	VOICE-76080	Poly CCX	When multiple calls simultaneously arrive and are answered, a **Resume** button incorrectly remains on the active call screen for the most recently selected and resumed call.	No workaround.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-779 11	Poly CCX	Device name under Bluetooth changes to "iMX8" after performing User Data Reset.	Device name is recoverable after re-performing "User Data Reset".
User interface	VOICE-773 18	Poly CCX	Enabling the Application Switching feature for simultaneous use of OpenSIP and Teams, changing the display theme between light or dark from the Teams menu causes the expansion module to disconnect until a reboot.	Reboot the phone.
User interface	VOICE-765 34	Poly Trio C60	A Poly Trio C60 paired with a Studio X series video bar incorrectly applies the GMT time zone when selecting GMT +8 Kuala Lumpur, Singapore.	Choose GMT +8 Perth to apply the desired time offset.
User interface	VOICE-751 54	Poly CCX, Poly Trio, Poly Trio C60	The label in the basic settings menu for "**Clear Call History/Directory**" is not translated to languages other than English.	No workaround.

Poly Voice Software 8.1.5

Poly announces the 8.1.5 release of Poly Voice Software (PVOS) for CCX, Trio 8300 and Trio C60.

Software version: PVOS 8.1.5

Release date: December 2023

The build IDs are:

- CCX Series: 8.1.5.1732

- Trio 8300: 8.1.5.1722

- Trio C60: 8.1.5.1737

- What's new in 8.1.5

  This release of PVOS includes new features, feature enhancements, and important field fixes.

- Microsoft Teams for 8.1.5

  The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

- Zoom Rooms Controller for 8.1.5

  Poly Trio C60 phones 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.

- Resolved issues in 8.1.5

  Review the resolved issues in this release.

- Known issues in 8.1.5

  Review the new known issues in this release.

What's new in 8.1.5

This release of PVOS includes new features, feature enhancements, and important field fixes.

- Introducing the Poly CCX EM60 expansion module

  Poly introduces the CCX EM60 expansion module, which helps users handle large call volumes on their CCX 505, CCX 600, and CCX 700 business media phones.

Introducing the Poly CCX EM60 expansion module

Poly introduces the CCX EM60 expansion module, which helps users handle large call volumes on their CCX 505, CCX 600, and CCX 700 business media phones.

- Poly CCX EM60 expansion module

  The Poly CCX EM60 expansion module is a console supported on several CCX business media phones that enables you to add additional lines to your phone.

- Poly CCX EM60 expansion module hardware

  The following figure displays the hardware features on CCX EM60 expansion modules. The table lists each feature numbered in the figure.

- Compatible base profiles and phone models

  The following table lists the base profiles and phone models compatible with the CCX EM60 and provides the number of expansion modules that are supported.

- CCX power usage

  CCX business media phones use more power when you connect an expansion module.

- Poly CCX EM60 expansion module power limitations

  Poly recommends using the CCX EM60 external AC adapter (5 VDC/3 A) for all installations (sold separately).

- Poly CCX EM60 expansion module line keys

  The line keys on CCX phones and expansion modules are numbered sequentially, and the line key numbering on an expansion module depends on how many lines the phone supports and the base profile that you use.

Poly CCX EM60 expansion module

The Poly CCX EM60 expansion module is a console supported on several CCX business media phones that enables you to add additional lines to your phone.

Note	CCX 400 and CCX 500 phones don't support expansion modules.

Each CCX EM60 expansion module supports the following features:

- 5" color LCD display

- Three pages with twenty line keys each, for a total of sixty lines configurable as Teams presence, OpenSIP line registrations, call appearances, speed dials, Direct Station Select (DSS), or Busy Lamp Field (BLF)

- Dual-color (red or green) illuminated LEDs for line status information per key

- One USB 2.0 (Type-A) port

- One USB 2.0 (Type-C) port

- Supports one expansion module per CCX phone

Note	USB headsets are not supported on CCX EM60 expansion modules. Bluetooth and RJ-9 headsets are supported.

Poly CCX EM60 expansion module hardware

The following figure displays the hardware features on CCX EM60 expansion modules. The table lists each feature numbered in the figure.

Figure 1. Poly CCX EM60 hardware features
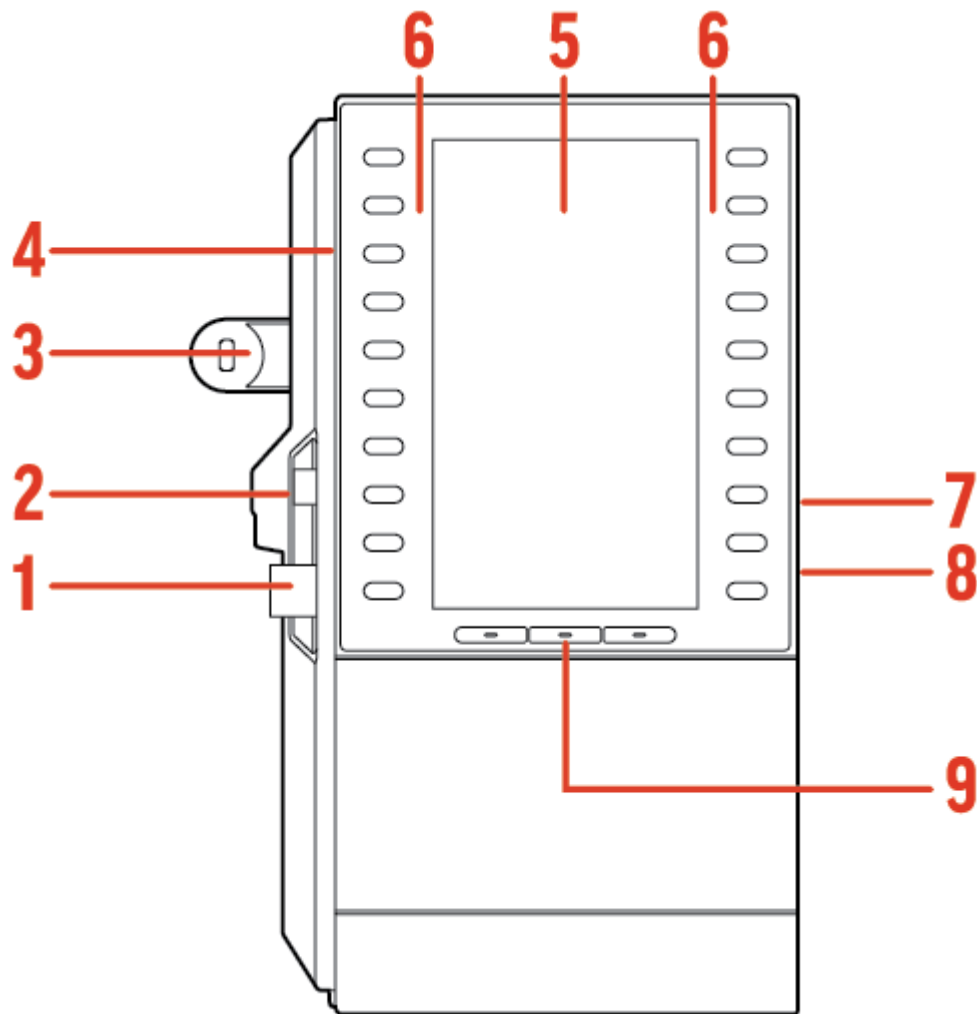
Table 1. Poly CCX EM60 hardware features reference callouts

Reference Number	Feature	Feature Description
1	USB-A plug	Connects the USB-A plug on the expansion module into the USB-A port on the side of a CCX phone
2	USB-C plug	Connects the USB-C plug on the expansion module into the USB-C port on the side of a CCX phone
3	Locking tab	Connects the expansion module to a CCX phone

Reference Number	Feature	Feature Description
4	Line keys	Configured as line registration, call appearance, speed dial, Direct Station Selection (DSS), or busy lamp field (BLF) keys
5	Color display	A 5" color LCD screen with a backlight to view contacts and speed dials
6	LED indicators	Illuminates in green or red to provide line status information
7	USB-C port	The CCX EM60 expansion module includes one USB-C port reserved for future use
8	USB-A port	The CCX EM60 expansion module includes one USB-A port reserved for future use
9	Page keys	Three page keys to manage contacts

Note   Ensure that you connect the CCX EM60 expansion module to the phone correctly by fully inserting the USB-A and USB-C plugs into the USB-A and USB-C ports on the phone. Use the locking tab to secure the expansion module to the phone, and use the correct stand to match the phone model.

Compatible base profiles and phone models

The following table lists the base profiles and phone models compatible with the CCX EM60 and provides the number of expansion modules that are supported.

Table 1. Base profile and phone model compatibility with a CCX EM60

Phone model	Generic base profile	Microsoft Teams	USB Optimized	Zoom Phone	8x8 Work	Dialpad
CCX 505	1	1	Not supported	Not supported	Not supported	Not supported
CCX 600	1	1	Not supported	Not supported	Not supported	Not supported
CCX 700	1	Not supported	Not supported	Not supported	Not supported	Not supported

CCX power usage

CCX business media phones use more power when you connect an expansion module.

Table 1. Power usage without an EM60

Model	Idle	In Call
CCX 505	2.8 W	8 W
CCX 600	5.8 W	11 W
CCX 700	7.6 W	13 W

Table 2. Power usage with 1 EM60

Model	Idle	In Call
CCX 505	5 W	10.2 W
CCX 600	8 W	13.2 W

Model	Idle	In Call
CCX 700	9.8 W	15.2 W

CCX PoE classes do not change when an EM60 is connected:

- CCX 505: PoE Class 0

- CCX 600: PoE Class 4

- CCX 700: PoE Class 4

The maximum power output from the EM60 USB ports is:

- USB-C: 2.5 W, 0.5 A

- USB-A: 0.5 W, 0.1 A

Poly CCX EM60 expansion module power limitations

Poly recommends using the CCX EM60 external AC adapter (5 VDC/3 A) for all installations (sold separately).

Note	Connect external power to the CCX EM60 expansion module and not the host CCX phone.

When a power supply isn't directly connected to the CCX EM60, the following limitations apply:

- Hardware revisions of CCX 600 and CCX 700 phones manufactured before November 2022 (revisions A through O) do not support the use of an EM60.

Note	You can find the hardware revision number on the white label on the back of your phone.

- CCX 505, CCX 600, and CCX 700 phones do not provide power to the EM60's USB-A port regardless of the CCX's manufacturing date or revision.

Table 1. CCX EM60 power supply part numbers

Part number	Part name
86H66AA#ABG	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-AUST
86H66AA#AC4	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-BRZL
86H66AA#ABB	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-EURO
86H66AA#ACJ	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-INDIA
86H66AA#ABJ	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-JPN2
86H66AA#AB1	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-KOR
86H66AA#ABM	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-LTNA
86H66AA#AB2	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-PRC
86H66AA#ABU	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-UK
86H66AA#ABA	Poly Edge E100-450 CCX 350 EM60 Power Supply - 5V/3A-US

Poly CCX EM60 expansion module line keys

The line keys on CCX phones and expansion modules are numbered sequentially, and the line key numbering on an expansion module depends on how many lines the phone supports and the base profile that you use.

In the Generic base profile, indexing depends on your preferred Home screen selection.

In the Microsoft Teams base profile, the expansion module line keys display contacts only, and you manage indexing using the Microsoft Teams application.

- Configure preferred home screen using a configuration file

  Configure your preferred Home screen to determine the line key allocation on your phone and expansion module using the configuration file.

- Configure preferred home screen using the local interface

  Configure your preferred Home screen to determine the line key allocation on your phone and expansion module using the local interface.

- Line key distribution scenarios

  When you use the Generic base profile, line key allocation occurs in one of three modes, depending on your preferred Home screen selection.

Configure preferred home screen using a configuration file

Configure your preferred Home screen to determine the line key allocation on your phone and expansion module using the configuration file.

Procedure

1 Open the configuration file.

2 Configure the required page view using one of the following parameters:

- `feature.preferredHomeScreen="default"`

- `feature.preferredHomeScreen="line"`

- `feature.preferredHomeScreen="meeting"`

3 Save the configuration file.

Configure preferred home screen using the local interface

Configure your preferred Home screen to determine the line key allocation on your phone and expansion module using the local interface.

Procedure

1 On the device, go to **Settings** > **Basic** > **Preferences** > **Home Page**.

2 Choose one of the following:

- Default

- Line View

- Meeting

Line key distribution scenarios

When you use the Generic base profile, line key allocation occurs in one of three modes, depending on your preferred Home screen selection.

Default view

- The Lines page is removed completely and is no longer available by swiping.

- Swiping the line keys at the bottom of the page is disabled.

- On CCX 505 phones, line keys at the bottom of the screen show indexes 1 to 3, and indexing on the expansion module starts at index 4.

- On CCX 600 and CCX 700 phones, line keys at the bottom of the screen show indexes 1 to 5, and indexing on the expansion module starts at index 6.

Line view

- Line key page 1 remains on the host phone, and line keys from the CCX phone's virtual line key pages 2 to 4 move to the expansion module.

- On CCX 505 phones, lines keys at the bottom of the screen show indexes 1 to 7, and indexing on the expansion module starts at index 8.

- On CCX 600 and CCX 700 phones, line keys at the bottom of the screen show indexes 1 to 15, and indexing on the expansion module starts at index 16.

- You can swipe from **Line** view to **Default** view.

Meeting view

- The Lines page is removed completely and is no longer available by swiping.

- Line key index 1 starts on the expansion module.

- You can swipe from **Meeting** view to **Default** view.

Microsoft Teams for 8.1.5

The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

The Teams version included may be updated independently of the PVOS version using the Teams Admin Center. For more information on this Teams version, review What's new in Microsoft Teams.

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

Table 1. Microsoft Teams Compnent Versions

Microsoft Compnent	Version
Microsoft Teams	1449/1.0.94.2024011003
Microsoft Admin Agent	v1.0.0.202310260109.product (v503)
Microsoft Intune Company Portal	5.0.5484.0

Zoom Rooms Controller for 8.1.5

Poly Trio C60 phones 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 contains the Zoom Rooms Controller version 5.13.6 (1785) as embedded software. For more information on this Zoom release, visit the Zoom Help Center.

For the latest setup instructions, see the Integrating Poly Trio Systems with Zoom Rooms Solution Guide.

Resolved issues in 8.1.5

Review the 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.

Table 1.

Category	Issue ID	Product	Description
Alert management	VOICE-76649	CCX Series	The message waiting indicator (MWI) doesn't flash when there is new voicemail and the phone is in the power saving state.
Certificate management	VOICE-75130	CCX Series	CCX 350 can't use EAP-TLS for 802.1x authentication and reports an unknown certificate authority when using the list of trusted CAs included in PVOS.
Certificate management	VOICE-75069	CCX Series Trio 8300	The SCEP sourced CA certificate isn't included in the list of trusted CAs when you set a TLS profile's CA list to All .
Peripherals	VOICE-75524	CCX Series	CCX phones can't reboot in some cases when a BT700 USB to Bluetooth headset adapter is connected and an incoming call is answered using the headset's **Call Control** button.
User interface	VOICE-75881	Trio 8300	The **Unlock** softkey isn't available when the phone lock timeout is triggered while left on some screens.

Category	Issue ID	Product	Description
User interface	VOICE-75878	Trio 8300	The **Unlock** icon is missing from the main menu when using phone lock.
User interface	VOICE-78576	Trio 8300	You can't change the protocol field when editing a contact.
User interface	VOICE-75874	Trio 8300	The **Hold** icons are missing when putting a three-way call on hold.

Known issues in 8.1.5

Review the new 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.

Microsoft controls the software experience and performance of PVOS systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your PVOS system, see Microsoft Feedback.

Table 1. Known Issues

Category	Issue ID	Product	Description	Workaround
Call management	VOICE-74363	CCX Series	The in-call screen does not appear and must be manually opened for only the first call after a reboot on CCX 400, CCX 500, or CCX 505. This issue occurs only when the app switch feature is enabled, the phone is USB connected to a laptop, and the first call is made from the laptop's Teams client.	Use the "Back to Call" notification banner to bring the call screen to the foreground.
Call management	VOICE-72293	CCX Series	The CCX 600 and CCX 700 can reach 20 simultaneous calls but can't reach the expected 24.	No workaround.
Interoperability	VOICE-76801	CCX Series	A CCX 600 in the Zoom Phone base profile may reboot if the external camera is removed while in a video meeting	No workaround.

Category	Issue ID	Product	Description	Workaround
Menu	VOICE-75019	CCX Series	Lifting the handset or pressing the handsfree or headset button will play dial tone but the dial pad does not appear on screen when in the Device Settings menu in the Teams base profile.	Exit the Device Settings before selecting an audio termination.
Network	VOICE-76877	Trio 8300 Trio C60	Phone doesn't display network information of SSID.	No workaround.
Network	VOICE-75640	Trio C60	Device's MAC address is now used for SCEP common name if the value is left blank.	Manually set a value for SCEP.csr.commonName.
Peripherals	VOICE-74882	CCX Series	Active call audio does not always automatically transfer to a Bluetooth headset if that headset is connected after the call has started.	No workaround.

Category	Issue ID	Product	Description	Workaround
Peripherals	VOICE-74614	CCX Series	After connecting a Bluetooth headset and then making a call by deliberately using the handset or handsfree speaker, switching to the headset 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.
Peripherals	VOICE-61197	CCX Series	Audible mute on and mute off notifications don't play through paired Bluetooth headsets.	No workaround.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-77318	CCX EM60	When the Application Switching feature is enabled for simultaneous use of OpenSIP and Teams, changing the display theme between light or dark from the Teams menu causes the expansion module to disconnect until a reboot.	Reboot the phone.
User interface	VOICE-76534	Trio C60	A Trio C60 paired with a Studio X series video bar incorrectly applies GMT time zone when selecting GMT +8 Kuala Lumpur, Singapore.	Choose GMT +8 Perth to apply the desired time offset.
User interface	VOICE-76394	Trio C60	Trio C60 in USB Optimized mode using the GC8 touch controller as part of a Teams Room sometimes continues to show a call as active when the call has been terminated.	No workaround.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-76173	CCX Series	The Screen Capture action is visible from the Web interface when screen capture is disabled (`up.screenCapture.enabled="0"`).	No workaround.
User interface	VOICE-76083	CCX Series	In the Teams Base Profile, the recent calls, voicemail, or calendar screens may be blank after changing text size to Large in the Accessibility Settings menu.	Restart the phone after the text size increase.
User interface	VOICE-76080	CCX Series	When using the Teams Base Profile and multiple calls simultaneously arrive and are answered, a Resume button incorrectly remains on the active call screen for the most recently selected and resumed call.	No workaround.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-75872	CCX Series	Inbound Teams call LED indicators flash for up to 12 seconds after the call is rejected. Trio phones flash the mute LED. CCX phones flash the messages waiting indicator LED.	No workaround.
User interface	VOICE-75154	CCX Series	The label in the basic settings menu for "Clear Call History/ Directory" is not translated to languages other than English.	No workaround.
User interface	VOICE-74790	Trio 8300	On Trio 8300, the Phone Lock inactivity timer does not reset and can be triggered while accessing Favorites or Call History using the Navigation cluster up/down/ left/right arrows.	Access Favorites or Call History from the main menu.

Category	Issue ID	Product	Description	Workaround
User interface	VOICE-74597	Trio C60	In the Zoom Room on Trio C60, the base profile shows a blank screen the first time the phone's System Settings are chosen from the settings menu (gear icon).	Touch the upper half of the screen to select an unseen menu option, which triggers a screen refresh.

Poly Voice Software 8.1.2

Poly announces the current release of Poly Voice Software (PVOS) for Poly CCX Series, Poly Edge E Series, Poly Trio 8300, and Poly Trio C60 phones.

Software version: PVOS 8.1.2

Release date: May 2023

The build IDs are:

- CCX Series: 8.1.2.1122

- Edge E Series: 8.1.2.1128

- Trio 8300: 8.1.2.1119

- Trio C60: 8.1.2.1124

- What's new in 8.1.2

  This release of PVOS includes features and important fixes from previous releases.

- Microsoft Teams in 8.1.2

  The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

- Zoom Rooms Controller in 8.1.2

  Poly Trio C60 phones 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.

- Resolved issues in 8.1.2

  The following table lists resolved issues in this release.

- Known issues in 8.1.2

The following table lists known issues in this release.

What's new in 8.1.2

This release of PVOS includes features and important fixes from previous releases.

Microsoft Teams in 8.1.2

The Microsoft Teams application is included in each PVOS release for use on CCX 350, CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

The Teams version included may be updated independently of the PVOS version using the Teams Admin Center. For more information on this Teams version, see What's new in Microsoft Teams.

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

Table 1. Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2023041203
Microsoft Admin Agent	v1.0.0.202301162118.product (v413)
Microsoft Intune Company Portal	5.0.5484.0

Zoom Rooms Controller in 8.1.2

Poly Trio C60 phones 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 contains the Zoom Rooms Controller version 5.13.6 (1785) 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.

Resolved issues in 8.1.2

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.		

Table 1. Resolved issues

Category	Issues ID	Product	Description
Audio	VOICE-74909	Edge E Series	Received audio played from the hands-free speaker may be distorted when noise sources are present at the microphone for call start while the AEC is converging.
Call management	VOICE-74962	CCX Series Edge E Series Trio	Phones that have failed over to a backup SIP server for extended durations may cease to send REGISTER messages and eventually go offline.
Call management	VOICE-74858	Edge E Series	Changes to a call's state, including remote calls monitored on an SCA line, can cause the phone to freeze if they occur while searching the contact directory.
Call management	VOICE-74857	Edge E Series	When the line key reassignment feature is enabled, not all speed dials marked as favorites appear on screen, and some favorites aren't explicitly assigned to a line key.
Calling	VOICE-74438	CCX Series Edge E Series	An incorrect change of a default configuration value causes Edge E and CCX phones that use Broadsoft Flexible Seating guest logins to show the wrong caller ID in calls.

Category	Issues ID	Product	Description
Certificate management	VOICE-75070	CCX Series Edge E Series Trio	The SCEP sourced CA certificate isn't included in the list of trusted CAs when a TLS profile's CA list is set to **All**.
Conference management	VOICE-74787	Trio C60	For locally mixed conference calls on the Trio C60, the participant control panel will close and be unrecoverable for the rest of the call if all participants individually place the call on hold.
Directories / Address books	VOICE-75108	Edge E Series	The **Directories** softkey isn't removed when `softkey.feature.directories="0"`.
Network	VOICE-74981	CCX 600	WiFi connectivity may be interrupted and require a reboot in some cases when a CCX phone's access point (AP) association requests are denied but other APs remain available.
Network	VOICE-74830	CCX Series Edge E Series Trio	Time server discovery sends DNS queries for `pool.ntp.org` when DHCP has already provided a preferred time server.
Shared lines	VOICE-75053	Edge E Series	The shared line LED state may be incorrect due to a race condition where the SIP CANCEL of a remotely answered call arrives after the shared line's SIP NOTIFY with state information.

Category	Issues ID	Product	Description
Software updates	ECS-1520	Trio C60	Trio C60 occasionally rejected a software upgrade due to memory constraints but now optimizes memory to reduce the amount of space needed for an upgrade before starting the upgrade. A factory reset may be required to upgrade to software with this resolution available.
User interface	VOICE-74308	Edge E Series	The keypad diagnostics tool on Edge E incorrectly quits the diagnostic test after a single press of the unlit page button of an expansion module instead of after the second press.

Known issues in 8.1.2

The following table lists 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.

Microsoft controls the software experience and performance of PVOS systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your PVOS system, see Microsoft Feedback.

Table 1. Known issues

Category	Issues ID	Product	Description	Workaround
Application	VOICE-747 88	CCX 500 CCX 505	Choosing the **Dialpad Base Profile** allows Dialpad's service to change the admin password before a user signs in. The user can no longer log into the device system web interface, access admin settings, or change the base profile.	Trigger a factory reset during bootup.
Call management	VOICE-743 63	CCX 400 CCX 500 CCX 505	The in-call screen doesn't appear and must be manually opened for only the first call after a reboot on CCX 400, CCX 500, or CCX 505. This issue occurs only when the app switch feature is enabled, the phone is USB connected to a laptop, and the first call is made from the laptop's Teams client.	Use the `Back to Call` notification banner to bring the call screen to the foreground.
Peripherals	VOICE-746 14	CCX 500 CCX 505 CCX 600 CCX 700	After connecting a Bluetooth headset and then making a call by deliberately using the handset or handsfree speaker, switching to the headset 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.

Category	Issues ID	Product	Description	Workaround
User interface	VOICE-74790	Trio 8300	On Trio 8300, the **Phone Lock** inactivity timer doesn't reset and can be triggered while accessing **Favorites** or **Call History** using the Navigation cluster up/down/left/right arrows.	Access **Favorites** or **Call History** from the main menu.
User interface	VOICE-74597	Trio C60	In the Zoom Room on Trio C60, the base profile shows a blank screen the first time the phone's **System Settings** are chosen from the settings menu (gear icon).	Touch the upper half of the screen to select an unseen menu option, which triggers a screen refresh.
User interface	VOICE-74405	Edge E Series	The **Phone Lock** inactivity timer doesn't reset and can trigger when adding a contact if you start the **Add Contact** workflow by using an empty line key's **+** icon.	Add contacts by accessing the **Contact Directory** from the **Main Menu**.

Poly Voice Software 8.1.1

Poly announces a new release of Poly Voice Software (PVOS) for Poly Edge E Series phones.

Software version: PVOS 8.1.1

Release date: March 2023

The build IDs are:

- CCX Series: 8.1.1.3290

- Edge E Series: 8.1.1.3281

- Trio 8300: 8.1.1.3278

- Trio C60: 8.1.1.3291

- What's new in 8.1.1

  This release of PVOS includes new features, feature enhancements, and important field fixes.

- Microsoft Teams in 8.1.1

  The Microsoft Teams application is included in each PVOS release for use on CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

- Zoom Rooms controller in 8.1.1

  Poly Trio C60 phones 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.

- Resolved issues in 8.1.1

  Review the resolved issues in this release.

- Known issues in 8.1.1

  Review the new known issues in this release.

What's new in 8.1.1

This release of PVOS includes new features, feature enhancements, and important field fixes.

- File transfer optimization during software upgrade

  Phone software upgrades initiate with a request for a small subset of the software file to determine if the phone requires the upgrade. If the software is the same on the server and the phone, the phone doesn't request additional content from the file.

- Zoom Cloud Paging

  Page groups created on the Zoom admin portal enable users to initiate a one-to-many page that Poly phones auto-answer.

- Zoom Network Conferencing with Participant Controls

  Use Zoom's network conferencing with participant controls to start a conference, add new participants, and end a conference. While in a conference, all participants can view the roster, but only the meeting host can remove specific users. Zoom limits the conference to 10 participants, including the moderator.

- CCX 350 supports APD-80 EHS adapter

  You can now answer and end calls on a CCX 350 phone with the headset's call control button. Use the Plantronics APD-80 Electronic Hook Switch (EHS) adapter with supported headsets that use an analog RJ-9 headset cable from the headset base to the CCX 350 phone.

- Mobile phone contacts sort order

  The mobile phone contact directory on supported Edge E Series phones now displays sorted results using the full formatted name as provided by the mobile phone instead of the last name.

- Security improvements on the system web interface

  Enhancements to the system web interface include additional CSRF token generation, SameSite cookie enforcement, and use of the HTTP origin header.

- Primary configuration file XML attributes for managing 1 GB CCX 400 or CCX 500 phones

  You can now manage early CCX 400 and CCX 500 phones manufactured with 1 GB of RAM independently from later revisions with 2 GB of RAM using new XML attributes in the primary

configuration file (MAC.cfg or 000000000000.cfg). This enables the phone to automatically source different software or configuration files depending on the hardware configuration.

File transfer optimization during software upgrade

Phone software upgrades initiate with a request for a small subset of the software file to determine if the phone requires the upgrade. If the software is the same on the server and the phone, the phone doesn't request additional content from the file.

This feature requires support for the HTTP Range header described in RFC 7233, section-3.1.

Enable this feature using the following configuration parameter:

- `prov.optimizeUpgrade`

- `permitted values: 0 or 1`

- `default="0"`

Applies to:

- CCX Series

- Edge E Series

- Trio C60

- Trio 8300

Zoom Cloud Paging

Page groups created on the Zoom admin portal enable users to initiate a one-to-many page that Poly phones auto-answer.

Pages may either be a standard or emergency page. Emergency pages may optionally preempt an in-progress call and provide additional visual alerts using the message waiting indicator (MWI) or the surround light bar on an Edge E Series phone.

Applies to:

- CCX Series

- Edge E Series

- Trio C60

Zoom Network Conferencing with Participant Controls

Use Zoom's network conferencing with participant controls to start a conference, add new participants, and end a conference. While in a conference, all participants can view the roster, but only the meeting host can remove specific users. Zoom limits the conference to 10 participants, including the moderator.

Applies to:

- CCX Series
- Edge E Series
- Trio C60

CCX 350 supports APD-80 EHS adapter

You can now answer and end calls on a CCX 350 phone with the headset's call control button. Use the Plantronics APD-80 Electronic Hook Switch (EHS) adapter with supported headsets that use an analog RJ-9 headset cable from the headset base to the CCX 350 phone.

Supported headsets include:

- Poly CS500 Series
- Savi 8200 Series
- Savi 7200 Office Series
- Voyager 4200 Office Series
- Voyager 5200 Office Series

Applies to:

- CCX 350

Mobile phone contacts sort order

The mobile phone contact directory on supported Edge E Series phones now displays sorted results using the full formatted name as provided by the mobile phone instead of the last name.

Applies to:

- Edge E220
- Edge E320
- Edge E350

- Edge E450

- Edge E550

Security improvements on the system web interface

Enhancements to the system web interface include additional CSRF token generation, SameSite cookie enforcement, and use of the HTTP origin header.

Applies to:

- CCX Series

- Edge E Series

- Trio 8300

- Trio C60

Primary configuration file XML attributes for managing 1 GB CCX 400 or CCX 500 phones

You can now manage early CCX 400 and CCX 500 phones manufactured with 1 GB of RAM independently from later revisions with 2 GB of RAM using new XML attributes in the primary configuration file (`MAC.cfg` or `000000000000.cfg`). This enables the phone to automatically source different software or configuration files depending on the hardware configuration.

Add the following attributes for 1 GB models to any XML directive in the primary configuration file:

- `_CCX400LM`

- `_CCX500LM`

Example: Using the primary configuration file, phones with 1 GB of RAM seek software at file location A, while phones with 2 GB of RAM use file location B:

- `APP_FILE_PATH_CCX400LM="http://server.example.com/location_A/sip.ld"`

- `APP_FILE_PATH_CCX500LM="http://server.example.com/location_A/sip.ld"`

- `APP_FILE_PATH="http://server.example.com/location_B/sip.ld"`

Microsoft Teams in 8.1.1

The Microsoft Teams application is included in each PVOS release for use on CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

The Teams version included may be updated independently of the PVOS version using the Teams Admin Center. For more information on this Teams version, see [What's new in Microsoft Teams](#).

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

Table 1. Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	Microsoft Intune Company Portal
Microsoft Admin Agent	v1.0.0.202301162118.product (v413)
Microsoft Intune Company Portal	5.0.5484.0

Zoom Rooms controller in 8.1.1

Poly Trio C60 phones 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 contains the Zoom Rooms Controller version 5.13.6 (1785) 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](#).

Resolved issues in 8.1.1

Review the 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.

Table 1. Resolved issues

Category	Issue ID	Product	Description
Application	VOICE-74043	Edge E Series CCX Series Trio	EFKs defined with `softkey.x.use.conference="1"` do not appear on screen when the conference type is a centralized network conference.
Audio	VOICE-74443	CCX 400	On CCX 400, received audio on the handset is lost when the sound effect notification for message waiting is triggered mid-call from the handsfree speaker.
Calling	VOICE-73922	CCX Series	When a CCX phone in Teams base profile is locked, answering an incoming call before pressing the emergency call softkey causes the unlock dial pad to overlap with the emergency call dial pad.
Cloud Service	VOICE-74615	CCX Series Edge E Series Trio C60	Poly Lens frequently reports CCX, Edge E, and Trio C60 phones as offline when they are powered on and otherwise working as expected due to long reconnection delays.
Directories/ Address Books	VOICE-74304	CCX Series Trio C60	On CCX and Trio C60, the OK button on the keyboard does not submit search string entries for directory searches. You must press the Submit softkey a second time to complete a search.
Directories/ Address Books	VOICE-25372	CCX Series Trio C60	On CCX and Trio C60, the keyboard reappears on the screen after a directory search string submission, which hides the search result until the keyboard is dismissed.

Category	Issue ID	Product	Description
Network	VOICE-74610	Edge E Series	PC Audio Connector broadcast packets on the PC port that is used for automatically pairing a PC to an Edge E Series phone are sent out the LAN port, which can cause the PC to accidentally pair with an unintended Edge E on the network.
Network	VOICE-74632	CCX Series Edge E Series Trio C60	The phone is unable to obtain an IP address from DHCP with a Juniper EX2200 switch when LLDP is used for the VLAN assignment.
User Interface	VOICE-74332	CCX 350	On CCX 350, Teams does not provide a softkey to change the input mode on the People search screen after a factory reset or on newly manufactured phones until a reboot.
User Interface	VOICE-74055	Edge E Series	When Edge E is in power saving mode and the screen is off, using a softkey to wake the phone will temporarily leave the softkey label background grey.
User Interface	VOICE-73995	Edge E Series	When Text-to-Speech is enabled on Edge E Series phones, screens that allow input such as contact searches or dialing a phone number do not provide an audible name for the (<<) softkey on first press.
User Interface	VOICE-73893	CCX 400 CCX 500 CCX 505	When swiping between home view and line view, CCX 400, CCX 500, and CCX 505 may not completely transition to the expected view, leaving part of the expected screen cut off from view or showing icons that are not accessible.

Known issues in 8.1.1

Review the new 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.
	This known issues table only includes issues discovered during this release.

Table 1. Known issues

Category	Issue ID	Product	Description	Workaround
Application	VOICE-747 88	CCX 500	On CCX 500, choosing the Dialpad Base Profile causes an admin password change. The user can no longer log into the device Web UI, access admin settings or change the base profile.	Trigger a factory reset during bootup.
Audio	VOICE-746 14	CCX 600	After connecting a Bluetooth headset and then making a call by deliberately using the handset or handsfree speaker, switching to the headset 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.

Category	Issue ID	Product	Description	Workaround
Calling	VOICE-744 38	CCX Series Edge E series	An incorrect change of a default configuration value causes Edge E and CCX phones that use Broadsoft Shared Lines or Flexible Seating guest logins to show the wrong caller ID in calls.	Set call.shared.preferCallInfoCID="0" to use the intended value for this parameter.
Call Management	VOICE-743 63	CCX 400 CCX 500 CCX 505	The in-call screen does not appear and must be manually opened for only the first call after a reboot on CCX 400, CCX 500, or CCX 505. This issue occurs only when the app switch feature is enabled, the phone is USB connected to a laptop, and the first call is made from the laptop's Teams client.	Use the **Back to Call** notification banner to bring the call screen to the foreground.
Conference Management	VOICE-747 87	Trio C60	For locally mixed conference calls on the Trio C60, the participant control panel will close and be unrecoverable for the rest of the call if all participants individually place the call on hold.	No workaround.
User Interface	VOICE-747 90	Trio 8300	On Trio 8300, the Phone Lock inactivity timer does not reset and can be triggered while accessing Favorites or Call History using the Navigation cluster up/down/left/right arrows.	Access Favorites or Call History from the main menu.

Category	Issue ID	Product	Description	Workaround
User Interface	VOICE-74597	Trio C60	In the Zoom Room on Trio C60, the base profile shows a blank screen the first time the phone's System Settings are chosen from the settings menu (gear icon).	Touch the upper half of the screen to select an unseen menu option, which triggers a screen refresh.
User Interface	VOICE-74405	Edge E Series	The Phone Lock inactivity timer does not reset and can trigger in the midst of adding a contact if you start the Add Contact workflow by using an empty line key's "+" icon.	Add contacts by accessing the Contact Directory from the Main Menu.
User Interface	VOICE-74308	Edge E Series	The keypad diagnostics tool on Edge E incorrectly quits the diagnostic test after a single press of the unlit page button of an expansion module instead of after the second press.	No workaround.

Table 2. Known issues

Poly Voice Software 8.1.0

Poly announces the new release of Poly Voice Software (PVOS) for Poly CCX Series, Poly Edge E Series, Poly Trio 8300, and Poly Trio C60 phones.

Software version: 8.1.0

Release date: February 2023

The build IDs are:

- CCX Series: 8.1.0.12743

- Edge E Series: 8.1.0.12736

- Trio 8300: 8.1.0.12732

- Trio C60: 8.1.0.12748

- What's new in 8.1.0

  This release of PVOS includes new features, feature enhancements, and important field fixes.

- Microsoft Teams in 8.1.0

  The Microsoft Teams application is included in each PVOS release for use on CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

- Zoom Rooms controller in 8.1.0

  Poly Trio C60 phones 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.

- Resolved issues in 8.1.0

  Review the resolved issues in this release.

- Known issues in 8.1.0

  Review the new known issues in this release.

What's new in 8.1.0

This release of PVOS includes new features, feature enhancements, and important field fixes.

- Add mobile phone contacts

  Pair your mobile phone with your Bluetooth-enabled Edge E Series desk phone to access, download, view, and search your contacts.

- Customizable ring delays

  Set a delay before your phone rings whenever a call arrives. This feature staggers notifications on a shared line used as a backup for taking calls. The phone delays visual and audible notifications for the call until the delay timer elapses.

- Device prioritized contact directory management

  Poly Voice Software has historically prioritized the contact directory file stored and retrieved from the server when creating the contact directory that displays on the phone. In this release, the phone now manages contacts locally without uploading them for storage, while the server still pushes contact information to the phone.

- Edge E series help and support videos

The support videos available via QR code from Edge E phones in Menu Help & Support Help are now model specific.

- Remove the applications button

You can now remove the Applications button from the main menu on CCX Series and Trio C60 phones.

- Zoom phone appliance base profile for CCX 505

CCX 505 now offers the Zoom Phone Appliance (ZPA) base profile and is certified for use with Zoom communications.

- Dialpad base profile for CCX 500 and CCX 505

The Dialpad base profile provides the full Dialpad experience and runs the Dialpad application for cloud communications.

- Bluetooth improvements

This release includes several improvements to Bluetooth on Edge E Series phones.

- Enhancements to text-to-speech

You can now enable Text-to-Speech (TTS) output for incoming caller ID information and the phone's physical keys.

- Poly Lens connection reliability

This release contains a fix to ensure a more stable connection between your system and Poly Lens.

- USB Optimized Base Profile Deprecated for CCX 600 and CCX 700

The USB Optimized base profile for CCX 600 and CCX 700 is deprecated starting in this release. This base profile remains supported on Trio C60 and other CCX models (CCX 350, CCX 400, CCX 500, and CCX 505).

- Security improvements for the system web interface

The system web interface has improved protection against injection attacks or permission level bypasses. Tools like Ping and Traceroute are now moved from user access to administrator access.

Add mobile phone contacts

Pair your mobile phone with your Bluetooth-enabled Edge E Series desk phone to access, download, view, and search your contacts.

Applies to:

- Edge E220

- Edge E320

- Edge E420

- Edge E520

Customizable ring delays

Set a delay before your phone rings whenever a call arrives. This feature staggers notifications on a shared line used as a backup for taking calls. The phone delays visual and audible notifications for the call until the delay timer elapses.

Use the following parameter to configure this setting:

- `reg.x.ringdelay="<time in seconds>"`

Applies to:

- CCX Series

- Edge E Series

- Trio 8300, Trio C60

Device prioritized contact directory management

Poly Voice Software has historically prioritized the contact directory file stored and retrieved from the server when creating the contact directory that displays on the phone. In this release, the phone now manages contacts locally without uploading them for storage, while the server still pushes contact information to the phone.

The new Device Prioritized mode enables the local user changes to override the contact data the phone receives from the server. The phone stores local contact directory on the phone and doesn't upload it to the server.

Use the following parameter to configure this setting:

- `dir.local.mode="devicePrioritized"`

You can still clear the directory for privacy needs or to reset a phone via remote management by sending any value in a config file.

Use the following parameter to configure this setting:

- `dir.local.devicePrioritized.deleteDirectory="<any value>"`

Applies to:

- CCX Series

- Edge E Series

- Trio 8300

- Trio C60

Edge E series help and support videos

The support videos available via QR code from Edge E phones in **Menu** > **Help & Support** > **Help** are now model specific.

Applies to:

- Edge E220

- Edge E320

- Edge E350

- Edge E450

- Edge E550

Remove the applications button

You can now remove the **Applications** button from the main menu on CCX Series and Trio C60 phones.

Use the following parameter to configure this setting:

- `homeScreen.application.enable="0"`

Applies to:

- CCX Series

- Trio C60

Zoom phone appliance base profile for CCX 505

CCX 505 now offers the Zoom Phone Appliance (ZPA) base profile and is certified for use with Zoom communications.

Applies to:

- CCX 505

Dialpad base profile for CCX 500 and CCX 505

The Dialpad base profile provides the full Dialpad experience and runs the Dialpad application for cloud communications.

For more information, see the Dialpad corporate website.

Applies to:

- CCX 500
- CCX 505

Bluetooth improvements

This release includes several improvements to Bluetooth on Edge E Series phones.

- The Bluetooth connection is now faster
- Users don't need to manually select **Connect** after pairing.
- Pairing a new device when a device is already connected disconnects the previous device (but leaves it paired) and connects the new device.
- Bluetooth discoverability of Edge E Series phones is now only available in the **Bluetooth** settings menu.

Applies to:

- Edge E Series

Enhancements to text-to-speech

You can now enable Text-to-Speech (TTS) output for incoming caller ID information and the phone's physical keys.

Applies to:

- Edge E Series

Poly Lens connection reliability

This release contains a fix to ensure a more stable connection between your system and Poly Lens.

Applies to:

- CCX Series
- Edge E Series
- Trio 8300
- Trio C60

USB Optimized Base Profile Deprecated for CCX 600 and CCX 700

The USB Optimized base profile for CCX 600 and CCX 700 is deprecated starting in this release. This base profile remains supported on Trio C60 and other CCX models (CCX 350, CCX 400, CCX 500, and CCX 505).

CCX 600 and CCX 700 phones configured for the USB Optimized base profile remain in USB optimized mode, but it is no longer supported and may be removed completely in later software releases.

Applies to:

- CCX 600

- CCX 700

Security improvements for the system web interface

The system web interface has improved protection against injection attacks or permission level bypasses. Tools like Ping and Traceroute are now moved from user access to administrator access.

System web interface sessions now clear if the phone detects its network link has cycled.

Applies to:

- CCX Series

- Edge E Series

- Trio 8300

- Trio C60

Microsoft Teams in 8.1.0

The Microsoft Teams application is included in each PVOS release for use on CCX 400, CCX 500, CCX 505, CCX 600, and Trio C60 phones.

The Teams version included may be updated independently of the PVOS version using the Teams Admin Center. For more information on this Teams version, see What's new in Microsoft Teams.

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

Table 1. Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022110803
Microsoft Admin Agent	1.0.0. 202209060820.product (v382)
Microsoft Intune Company Portal	5.0.5484.0

Zoom Rooms controller in 8.1.0

Poly Trio C60 phones 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 contains the Zoom Rooms Controller version 5.12 (1540) 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.

Resolved issues in 8.1.0

Review the 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.

Table 1. Resolved issues

Category	Issue ID	Product	Description
Bluetooth	VOICE-69699	Trio C60	A mobile phone connected over Bluetooth to the Trio C60 and in call, using the C60 to send DTMF created a brief audio interruption and crackle.
Configuration	VOICE-73033	Edge E Series	The phone didn't reload the home page when `mb.main.reloadPage="1"` and the Applications menu option were selected.
Diagnostics	VOICE-72468	Edge E Series	Canceling the Run Diagnostics Check activity in the **Help & Support** menu by quickly pressing the **Back** softkey occasionally caused the phone to reboot.
Diagnostic	VOICE-71403	CCX 600	The ringtone and voice on a Bluetooth call were abnormal.
Hardware	VOICE-73905	CCX 350	The LCD of some CCX 350 phones flickered.
Interoperability	VOICE-73530	CCX Series Edge E Series Trio 8300 Trio C60	RFC Compliance and ANATEL testing: Accept all SIP 2xx response codes for REGISTER requests.
Interoperability	VOICE-73114	Trio C60	Status bar showed Back to Call notification when DUT played audio from a Bluetooth paired Smartphone.

Category	Issue ID	Product	Description
Interoperability	VOICE-72862	CCX Series	Phones operating in Zoom Phone Appliance mode cannot answer inbound calls with Zoom version 5.12.
Interoperability	VOICE-71922	CCX Series	A CCX phone's reaction to EHS device button presses were incorrect or delayed while running the Zoom Phone Appliance or Microsoft Teams applications.
Networking	VOICE-73106	CCX Series Edge E Series Trio 8300 Trio C60	Phones with MAC address OUI 48:25:67 incorrectly calculate their PCS/ObiNumber which may cause PDMS-SP service interruption
Peripherals	VOICE-21110	CCX Series	Attaching a USB-C headset while the phone is off-hook caused the dial tone to pop or modulate.
Software	VOICE-73904	Edge Ex50	Edge Ex50 phones didn't show complete WiFi SSID's that had space(s) and couldn't connect to them.
Software	VOICE-73364	Edge E Series	Edge E: Emergency page volume wasn't set to max despite having `ptt.emergencyChannel.volume="0"`
Software	VOICE-73274	CCX Series	CCX Series phones sorted idle screen **Favorites** by first name instead of **Favorite Index** number.
Software	VOICE-73209	Edge E Series	Call lists weren't filtering by line.

Category	Issue ID	Product	Description
Software	VOICE-72380	CCX Series Edge E Series Trio 8300 Trio C60	Update to latest IANA TZ database.
Software	VOICE-71081	CCX Series	When putting a call on hold, a small icon at the top of the active call screen delayed updating from the active call to the hold icon.
User Interface	VOICE-73586	Edge E400 Edge E450	A third page appeared on the secondary screen of the phones when line key reassignment was enabled.
User Interface	VOICE-73367	Edge E Series	When using a config file and not the default of Deuteranomaly incorrectly set the Greyscale color correction mode when color correction is enabled.
User Interface	VOICE-73358	Tri C60	Trio C60 configured for the phone lock feature in Generic base profile incorrectly showed the "Unlock" option in the Hamburger menu after being unlocked using the idle screen's unlock button.
User Interface	VOICE-73309	Edge E Series	The Add / Edit / Delete softkey labels overlapped and appeared in the top left of the screen when the font was set to Large.
User Interface	VOICE-72865	Trio C60	No hang-up button displayed on screen when the C60 off hook button is pressed.

Category	Issue ID	Product	Description
User Interface	VOICE-72852	Trio 8300	The phone displayed overlapped text in the top left corner of the call history screen.
User Interface	VOICE-73265	CCX 600 CCX 700	CCX 600 and CCX 700 didn't show the **Settings** icon on screen when in USB Optimized base profile.
User Interface	VOICE-73255	CCX 500 CCX 505	On some phones, the Poly logo that appears during bootup showed horizontal stripes.
User Interface	VOICE-72933	CCX 350	Incoming calls weren't present on the screen if the user pressed the **Home** key.
User Interface	VOICE-72908	Edge E350 Edge E450	HTML push data didn't display in the web browser when no other browser-related features were configured or enabled
User Interface	VOICE-72343	CCX Series	CCX line labels appeared written over top of each other.
User Interface	VOICE-69887	CCX 600 CCX 700	When in USB Optimized mode on a CCX 600 or CCX 700, using the backspace key when there's nothing in the dial prompt briefly showed the idle screen's date and time.
User Interface	VOICE-67169	CCX 600 Trio C60	Using the Skype for Business base profile when a CCX as a USB audio device was connected to a computer the **Hold** button unavailable.

Category	Issue ID	Product	Description
User Interface	VOICE-58897	CCX 400 CCX 500	The phone briefly displayed a Back to Call message at the top of the screen while in USB audio mode, when ending a Teams call using the phone's touchscreen.

Known issues in 8.1.0

Review the new known issues in this release.

Microsoft controls the software experience and performance of PVOS systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your PVOS system, visit the Microsoft Teams User Feedback Forum.

Table 1. Known issues

Category	Issue ID	Product	Description	Workaround
Interoperability	VOICE-736 60	Edge E Series	The phone continues to display Edge E UI after the call is terminated when paired with devices using Apple iOS or Samsung Note.	Press **End Call** to update the Edge-E UI
User Interface	VOICE-740 55	Edge E Series	Using a softkey to wake the phone from power saving mode temporarily leaves the softkey label background grey.	Press the key again, open a menu, or trigger any action that causes a screen refresh
User Interface	VOICE-739 95	Edge E Series	When Text-to-Speech is enabled screens that allow user input such as dialing a phone number, don't provide an audible name for the **(<<)** softkey on first press.	No workaround.

Category	Issue ID	Product	Description	Workaround
User Interface	VOICE-739 22	CCX Series	Answering an incoming call before touching the softkey to make an emergency call will cause the unlocked dial pad to overlap with the emergency call dial pad.	No workaround.

Product resources and additional information

This section provides resources and additional information for your product.

- Security updates

    Review security information for Poly products.

- Headset compatibility

    Review headset compatibility information for Poly phones.

- Getting help

    Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products is now transitioning from the Poly Support site to the HP Support site.

Security updates

Review security information for Poly products.

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

Headset compatibility

Review headset compatibility information for Poly phones.

Visit the Poly Compatibility Guide for the most current list of headsets compatible with Poly desk phones.

Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products is now transitioning from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with up-to-date status information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.