



Poly Voice Software Release Notes

SUMMARY

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

Table of contents

Poly Voice Software 9.0.1 Release Notes	1
What's new in PVOS 9.0.1	1
PVOS 9.0.1 base profiles	1
Microsoft Teams versions for PVOS 9.0.1	2
Resolved issues in PVOS 9.0.1	2
Known issues in PVOS 9.0.1	5
Poly Voice Software 9.0.0 Release Notes	7
What's new in PVOS 9.0.0	7
Downgrading PVOS 9.X.X to earlier software versions	13
PVOS 9.0.0 base profiles	14
Zoom Rooms Controller versions for PVOS 9.0.0	15
Microsoft Teams versions for PVOS 9.0.0	15
Resolved issues in PVOS 9.0.0	16
Known issues in PVOS 9.0.0	20
Product resources and additional information	22
Security updates	22
Headset compatibility	22
Getting help	22

Poly Voice Software 9.0.1 Release Notes

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

Software version: PVOS 9.0.1

Release date: November 2024

The build IDs are:

- CCX Series: 9.0.1.6562
- Trio C60: 9.0.1.6562

For more information, review the [Poly Voice Software 9.0.1 Release Notes](#).

What's new in PVOS 9.0.1

This release of PVOS 9.0.1 includes the features and important fixes from previous software releases, as well as new features and software updates.

This release includes the following new features and updates:

- Configuring Poly Trio C60 for a clock-only display

Configuring Poly Trio C60 for a clock-only display

When the Poly Trio C60 is connected to a Poly video system with Poly Touch controllers, you can configure the display on the Trio C60 to minimize the user interface to only show the time and date. This disables all meeting controls except the physical Volume and Mute buttons on the Trio C60.

The clock-only display is recommended only for the following base profiles:

- Microsoft USB Phone, for use with a Microsoft Teams Room (MTR)
- Poly Controller

This release adds "ClockOnly" as a valid value for the **up.uiTheme** parameter.

PVOS 9.0.1 base profiles

The following tables show the base profiles that are available on CCX Series and Trio C60 phones running PVOS 9.0.1.

Table 1-1 CCX base profiles

Phone model	Generic	Microsoft Teams	Zoom Phone	Microsoft USB Phone
CCX 350	No	Yes	No	Yes
CCX 400	Yes	Yes	Yes	Yes

Table 1-1 CCX base profiles (continued)

Phone model	Generic	Microsoft Teams	Zoom Phone	Microsoft USB Phone
CCX 500	Yes	Yes	Yes	Yes
CCX 505	Yes	Yes	Yes	Yes
CCX 600	Yes	Yes	Yes	No
CCX 700	Yes	No	Yes	No

Table 1-2 Trio C60 base profiles

Phone model	Generic	Microsoft Teams	Zoom Rooms PC	Poly controller	Microsoft USB phone	Poly Trio daisy-chain
Trio C60	Yes	Yes	Yes	Yes	Yes	Yes

Microsoft Teams versions for PVOS 9.0.1

The Microsoft Teams application is included in each PVOS release for use on Poly CCX 350, Poly CCX 400, Poly CCX 500, Poly CCX 505, Poly CCX 600, and Poly 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, visit [What's new in Microsoft Teams](#).

Table 1-3 Microsoft Teams component versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.92.2024080808
Microsoft Admin Agent	1.0.0.202402202353.product (v703)
Microsoft Intune Company Portal	v5.0.6152.0

Resolved issues in PVOS 9.0.1

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 1-4 Resolved issues

Category	Issue ID	Product	Description
Application	VOICE-80315	Poly CCX Series Poly Trio C60	Poly CCX and Poly Trio C60 phones running Microsoft Teams do not receive incoming calls intermittently when web proxies are in use.
Application	VOICE-79797	Poly CCX 350, Poly CCX 400	If you factory reset your Poly CCX 350 and 400 phones after upgrading to PVOS 9.0.0, and the phone hasn't rebooted since that reset, then you need to reboot the phone before or after pushing an update to PVOS 9.0.1.
Application	VOICE-79556	Poly CCX 350	Poly CCX 350 reboots repeatedly when the parameter <code>up.analogHeadsetOption="2"</code> is applied, requiring a factory reset.
Application	VOICE-79546	Poly CCX Series Poly Trio C60	The minimum value for <code>tcpIpApp.keepalive.tcp.noResponseTransmitInterval</code> has been reduced from 5 seconds to 1 second.
Application	VOICE-79275	Poly CCX Series Poly Trio C60	Poly CCX and Poly Trio C60 phones don't provide Microsoft Teams skylib and media log diagnostic data when exporting system log packages.
Application	VOICE-79058	Poly CCX Series Poly Trio C60	In a limited number of cases, Poly CCX and Poly Trio C60 phones sign out of Microsoft Teams and lose their configured settings after upgrading to 9.0.0. This is due to an automatic file system recovery operation that occurs while updating the OS from Android 9 to Android 12.
Application	VOICE-78821	Poly CCX Series Poly Trio C60	An unplanned reboot is triggered if the phone refreshes a SIP registration while playing dial tone in the offhook state.
Application	VOICE-78796	Poly CCX Series Poly Trio C60	The phone reboots to complete a software upgrade during an active Teams USB phone call.
Application	VOICE-78544	Poly CCX 350	When Poly CCX 350 is used in the Microsoft USB phone base profile, it doesn't always reconnect with the desktop Teams application. After the PC goes to sleep, Teams restarts or crashes.
Application	VOICE-78524	Poly CCX Series Poly Trio C60	Microsoft Teams Admin Center reports a successful software upgrade as failed if the phone is configured to also use a provisioning server for additional configuration files, where one or more of those configuration files is missing.

Table 1-4 Resolved issues (continued)

Category	Issue ID	Product	Description
Application	VOICE-77189	Poly CCX 350	The admin password can't be changed from the Poly CCX 350 admin menu if the Back key is used to exit the <i>Change password</i> screen before completing the new password form.
Audio	VOICE-78836	Poly CCX Series	When using a headset and the APP-51 Electronic Hook Switch (EHS) adapter, receiving a second call while already in a call causes two-way audio loss.
Audio	VOICE-78668	Poly CCX Series	Microsoft Teams and Zoom call audio may deteriorate or stop when the Microsoft Teams device settings menu or the Zoom System settings menu is opened during a call.
Audio	VOICE-78060	Poly CCX Series	DTMF tones are too loud when using the Zoom Phone App.
Display	VOICE-79541	Poly CCX, Poly Trio C60	Enhanced Call Center status messages are not translated to the selected language.
Display	VOICE-79429	Poly CCX 350	Poly CCX 350 LCD display drivers have been updated to improve resiliency to a wider range of operating conditions.
Network	VOICE-77368	Poly CCX Series	Poly CCX phones in the OpenSIP base profile don't retransmit a SIP 4xx final response to INVITE requests.
Network	VOICE-76603	Poly CCX Series Poly Trio C60	Diagnostic packet capture (remote PCAP) using Poly CCX or Poly Trio C60 phones as a remote network interface in Wireshark doesn't work when the phone is configured in the Generic base profile unless video is disabled.
Network	VOICE-76249	Poly CCX Series Poly Trio C60	Poly CCX and Poly Trio C60 phones provisioning for web proxy initialization take up to an hour before provisioning succeeds.
Provisioning	VOICE-79054	Poly CCX Series Poly Trio C60	Initial provisioning occasionally fails when behind a web proxy. A retry mechanism has been added that activates up to three times at 30 second intervals when initial provisioning fails after bootup and a web proxy is configured.
Provisioning	VOICE-78956	Poly CCX Series	Poly CCX phones provision and appear in a Poly Lens tenant's inventory, but they don't correctly reflect their online status when a web proxy is used with the mode set to Auto .

Table 1-4 Resolved issues (continued)

Category	Issue ID	Product	Description
User interface	VOICE-80442	Poly CCX 505	The Teams button LED sometimes turns red or turns off unexpectedly.
User interface	VOICE-79981	Poly CCX Series Poly Trio C60	Poly CCX and Poly Trio C60 phones in the OpenSIP base profile can occasionally get stuck displaying a VLAN ID/IP Address pop-up message shortly after boot up, which prevents access to the user interface.
User interface	VOICE-79974	Poly CCX Series Poly Trio C60	The on-screen Japanese keyboard is no longer available after updating to PVOS 9.0.0.
User interface	VOICE-79192	Poly CCX Series	Wi-Fi authentication method PEAP-GTC isn't selectable from the the CCX onscreen menu, but it is available from the system web interface.
User interface	VOICE-77911	Poly CCX Series	The Poly CCX phone name under Bluetooth changes to IMX8 after performing a User Data Reset.
User interface	VOICE-76720	Poly CCX 400 Poly CCX 500 Poly CCX 505	On the Poly CCX 400, Poly CCX 500 or Poly CCX 505 phones, viewing a Videomail in full-screen mode might not display any video or audio. It might also cause the Zoom Phone application to stop. Reboot the phone if this issue occurs.

Known issues in PVOS 9.0.1

Review 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.

This known issues table only includes issues discovered during this release. For known issues in the previous release, review the [Poly Voice Software 9.0.0 Release Notes](#).


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 [Microsoft Feedback](#).

Table 1-5 Known issues

Category	Issue ID	Product	Description	Workaround
Provisioning	VOICE-80039	Poly CCX 400	Remote management and provisioning using TR-69 is not available for use on the Poly CCX 400.	None.
USB phone	VOICE-79053	Poly CCX 350	The call duration timer reported by Microsoft Teams calls using Microsoft USB phone mode on Poly CCX 350 rolls over from 59:59 to 17:00:00. Microsoft Teams will resolve this issue in a future release.	None.
User Interface	VOICE-80424	Poly CCX Series, Poly Trio C60	Japanese character input using the Mozc keyboard is sometimes not accessible using the Globe icon on the default keyboard until the language is first switched to a non-Japanese language and then back.	None.
User Interface	VOICE-80397	Poly CCX Series, Poly Trio C60	Predictive Japanese character input when using the Mozc keyboard includes unusable input suggestions on the keyboard.	None.

Poly Voice Software 9.0.0 Release Notes

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

 **IMPORTANT:** PVOS 9.0.0 D has replaced the PVOS 9.0.0 B release. This release integrates the latest version of Microsoft Teams and provides a workaround for a Microsoft Teams update issue. For more information on the issue and workaround, refer to the following issue in the [Known issues on page 20](#) in PVOS 9.0.0 table:

- VOICE-77472

This release also includes fixes for two known issues that were resolved since the previous release:

- VOICE-77672
- VOICE-77199

Software version: PVOS 9.0.0 D

- **9.0.0.10460 D has replaced software version 9.0.0.10315 B**

Release date: August 2024

The build IDs are:

- CCX Series: 9.0.0.10460
- Trio C60: 9.0.0.10460

For more information, review the [Poly Voice Software 9.0.0 Release Notes](#).

What's new in PVOS 9.0.0

This release of PVOS 9.0.0 includes the features and important fixes from previous software releases, as well as new features and software updates.

This release includes the following new features and updates:

- Android 12 OS upgrade
- Microsoft USB Phone enhancements
- Support for ZDM on Trio C60 phones
- Limiting call forwarding options
- New REST function: powerStatus
- Configuring SCEP key size
- SCEP-sourced credentials available for other TLS profiles

- Active call preservation after a network interruption
- Enhancements to outbound caller ID on shared lines
- Minimum TLS default version updates
- 8x8 Work and Dialpad base profiles have been removed

Important update information for PVOS 9.0.0

For all CCX models Trio C60 systems this PVOS software release includes a major Android platform update.

Note the following important information before updating to PVOS 9.0.0:

- Don't turn off the power during the upgrade process.
- After you upgrade your CCX or Trio C60 phone to PVOS 9.0.0, PVOS 9.0.0 becomes the new minimum software version. Returning to PVOS software versions earlier than PVOS 9.0.0 requires the use of a one-time downgrade utility.
- You can upgrade to PVOS 9.0.0 from any earlier PVOS or UC Software version.
- The PVOS 9.0.0 software package contains several upgrade components and is larger than a typical PVOS release. The total duration of the file download, installation, and update can take 30 to 60 minutes or longer, depending on the speed of your network. Most of the upgrade duration is the software download, which occurs as a background service so you can use your phone as normal.
- Your device may restart several times during the upgrade.
 - Upgrading to PVOS 9.0.0 from versions earlier than PVOS 8.1.4 automatically installs PVOS 8.1.4 first, as it contains resources necessary to upgrade the OS to Android 12.
 - Phones already running PVOS 8.1.4 or later skip the interim step and upgrade directly to PVOS 9.0.0.



NOTE: Your phone doesn't restart during an active call. If a call is active when the phone completes the download of an installation stage, the restart occurs immediately after the call ends.

- Applicable if upgrading from 8.1.3 or earlier: If a software provisioning server becomes unreachable after the installation of the first component of the software package, the phone remains on the interim software package until the server becomes reachable again. The update attempts to continue after a restart, a check-sync, or at the next scheduled configuration polling time.

Android 12 OS upgrade

Upgrade all Poly CCX and Trio C60 models from Android 9 to Android 12 OS to take advantage of security, data privacy, and reliability enhancements from Google.

Applies to products:

- CCX Series
- Trio C60

Microsoft USB Phone enhancements

This release provides Microsoft Teams USB phone enhancements for the CCX 350 business media phone.

These enhancements include:

- A new UI with light and dark modes.
- Missed Call, Voicemail, and Meeting Start notifications.
- Single press the Teams button on the phone to bring the PC Teams client to the foreground.
- Single press the **Teams** button on the phone while a notification displays to enable the context-aware Teams client to open the missed calls and voicemail page or open the meeting lobby.
- Press and hold the **Teams** button on the phone to raise or lower your hand in a meeting.
- The **USB Optimized** base profile name in the menus is changed to **Microsoft USB Phone**.

Applies to products:

- CCX 350

Support for ZDM on Trio C60 phones

For Poly Trio C60 phones deployed as Zoom Room Controllers (ZRC), manage ZRC software and firmware upgrades using Zoom Device Management (ZDM) from the Zoom Room section of the Zoom administration portal. In addition, observe basic status and device health information about the Trio C60 operating as a ZRC from the administration portal.

Applies to products:

- Trio C60

New REST function: powerStatus

This release adds a new function to the REST API to retrieve the power saving state of the phone.

For more information, review the [Poly Voice REST API documentation](#).

Function:

/api/v1/mgmt/powerStatus

Output:

Success Response:

```
{ "CurrentState": "<Current LCD State>", "Status": "2000" }
```

Supported values for "<Current LCD State>":

- "PowerOn"
- "PowerIdle"
- "PowerOff"
- "PowerInCall"

Applies to products:

- CCX Series
- Trio C60

Limiting call forwarding options

Simplify call forwarding options so that call forwarding is either turned on or off.

Enabling this option removes the menu where the **On Busy (CFB)** and **No Answer (CFNA)** call forwarding options are located. **Call Forwarding Always (CFA)** becomes the sole behavior when call forwarding is enabled on the phone.

To configure this feature, use the following parameter:

feature.forward.bypassTypeSelect

0 (default) - All call forwarding options are available.

1- Call forwarding type selection isn't available.

Applies to products:

- CCX Series
- Trio C60

Configuring SCEP key size

Configure how large a SCEP key is when generated.

Previously the TLS private keys generated locally for SCEP signed certificates were hardcoded to have a length of 2048 bits. The new `sec.generated.privateKey.length` parameter enables the administrator to configure how large a private key is when generated for SCEP signed certificates.

To configure this feature, use the following parameter:

sec.generated.privateKey.length

2048

3072

NOTE: You must choose one of these three value options. Any other value is rejected as invalid by the configuration system.

Applies to products:

- CCX Series
- Trio C60

SCEP-sourced credentials available for other TLS profiles

When using the TLS profile management tool located at **Settings > Network > TLS > TLS Profiles**, the system web interface provides access to Device Platform 3 CA certificates and custom device credentials sourced using SCEP for use in other profiles.

Applies to products:

- CCX Series
- Trio C60

Active call preservation after a network interruption

Recover calls after a brief network interruption when either the TCP stream used for SIP messaging is closed by the far end with a TCP FIN or RST or when a TCP keepalive fails to receive a TCP ACK.

After a network interruption, the phone attempts to reconnect through its list of candidate proxies. If the phone restores its registration via the same proxy IP address twas registered to before the failure, the phone sends a re-INVITE for each call active at the time of the interruption to refresh the contact information.

Applies to products:

- CCX Series
- Trio C60

Enhancements to outbound caller ID on shared lines

When a shared line is populated across several line keys of the phone, calls that users make from different line keys can now send call control service preferences for unique outbound caller IDs, depending on which line appearance is used.

The caller ID preference follows the tel, sip, and name-addr format, which you can configure to insert in to either the P-Asserted or P-Preferred identity header.

To configure this feature, use the following parameters:

```
voIpProt.SIP.perLineCallerId.header  
PAssertedID (default)  
PPreferredID
```

reg.X.line.Y.callerID

NOTE: X represents the SIP registration index and Y represents the line appearance index.

Use the name-addr format and include escaped characters, such as quotation marks or angle brackets, where appropriate.

Example usage:

```
voIpProt.SIP.perLineCallerId.header="PAssertedID"  
reg.1.line.1.callerid("&lt;sip:  
+155512345678.service.com&gt;"  
reg.1.line.2.callerid("&lt;sip:  
+12053361XXX@10000191.service.com&gt;"  
reg.1.line.3.callerID("&lt;tel:+15551234567&gt;"
```

Applies to products:

- CCX Series
- Trio C60

Minimum TLS default version updates

To adhere to industry security recommendations, Poly desk and conference phone applications use TLS 1.2 as the default version. Starting with PVOS 9.0.0, the backwards compatibility fallback to deprecated TLS versions that was permitted in earlier versions of PVOS on request during TLS negotiation, such as TLS 1.0 or TLS 1.1, is disabled. All TLS communication now uses the TLS 1.2 protocol version.

For services that require deprecated TLS versions, use the following parameters with a value of `TLSv1_0` or `TLSv1_1` to retain backwards compatibility:

```
sec.TLS.protocol.sip
```

```
sec.TLS.protocol.browser
```

```
sec.TLS.protocol.xmpp
```

```
sec.TLS.protocol.rtp
```

```
sec.TLS.protocol.ldap
```

```
sec.TLS.protocol.sopi
```

```
sec.TLS.protocol.webserver
```

```
sec.TLS.protocol.exchangeServices
```

This change doesn't affect software and file provisioning, 802.1x, or syslog, as those default values are set at the time of manufacture and depend on a future manufacturing change. To change the values of factory-applied defaults, use the following parameters:

```
device.sec.TLS.protocol.syslog.set="1"
```

```
device.sec.TLS.protocol.syslog="TLSv1_2"
```

```
device.sec.TLS.protocol.dot1x.set="1"
```

```
device.sec.TLS.protocol.dot1x="TLSv1_2"
```

```
device.sec.TLS.protocol PROV.set="1"
```

```
device.sec.TLS.protocol PROV="TLSv1_2"
```

Applies to products:

- CCX Series
- Trio C60

8x8 Work and Dialpad base profiles have been removed

The 8x8 Work and Dialpad base profiles are not available on CCX Series and Trio C60 phones running PVOS 9.0.0.

Support for the 8x8 Work and Dialpad base profiles remains available in previous PVOS releases. Subscribers to these services will receive updates from their provider once the partner application is ready and certified for use on Poly CCX Series and Trio C60 phones running PVOS 9.0.0 or later.

Applies to products:

- CCX Series
- Trio C60

Downgrading PVOS 9.X.X to earlier software versions

After you update your Poly CCX Poly Trio C60 phone to PVOS 9.X.X, a downgrade to earlier software versions requires the use of a one-time downgrade software package that allows transition from the Android™ 12 OS to the Android 9 OS.

The downgrade package contains two software updates within a single file that are installed in sequence as follows:

- Your phone downloads the downgrade package and restarts to install an interim software version that downgrades the Android OS from Android 12 to Android 9.
- After you install the interim software, your device downloads the second component of the downgrade package and restarts to complete the installation of the PVOS 8.1.5 generally available release.

If you want to use a software version other than PVOS 8.1.5, you can now install that version in the same way that you would install any other PVOS version.

Information removed and retained after downgrading

The downgrade process includes a file system format that removes user data and most configurations.

Information removed when downgrading

- Microsoft Teams sign-in information
- Zoom phone (CCX)
- Zoom Room Controller (Trio C60) sign-in information
- Poly Studio X Series video bar pairing
- Poly Trio C60 daisy-chain pairing
- Paired Bluetooth devices
- Configuration changes made or imported from the system web interface that are not listed in the retained information list
- Basic configuration settings such as ring tones, power saving, and OpenSIP speed dials
- SCEP server and client configuration (certificates installed using SCEP are retained)
- Web proxy information

Information retained when downgrading

- DHCP, DNS, SNTP, IP, Ethernet, and Wi-Fi settings
- LLDP, CDP, and custom VLAN settings
- Syslog settings
- 802.1X settings, Custom CA certificates, device certificates and keys, and TLS profile settings
- Provisioning server address
- Base profile
- Admin and user passwords
- Settings hosted on your service provider's provisioning service or the Poly Lens device management service (recovered once your phone reconnects after the downgrade)

PVOS 9.0.0 base profiles

The following tables show the base profiles that are available on CCX Series and Trio C60 phones running PVOS 9.0.0.

Table 2-1 CCX base profiles

Phone Model	Generic	Microsoft Teams	Zoom Phone	Microsoft USB Phone
CCX 350	No	Yes	No	Yes
CCX 400	Yes	Yes	Yes	Yes
CCX 500	Yes	Yes	Yes	Yes
CCX 505	Yes	Yes	Yes	Yes
CCX 600	Yes	Yes	Yes	No
CCX 700	Yes	No	Yes	No

Table 2-2 Trio C60 base profiles

Phone Model	Generic	Microsoft Teams	Zoom Rooms PC	Poly Controller	Microsoft USB Phone	Poly Trio Daisy-chain
Trio C60	Yes	Yes	Yes	Yes	Yes	Yes

Zoom Rooms Controller versions for PVOS 9.0.0

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.

Limitations

Trio C60 systems operating in the Zoom Rooms PC Base Profile, using PVOS versions earlier than 8.1.1, are signed out when upgrading to PVOS 9.0.0.

To retain your sign-in information, you must first update the Trio C60 phone to PVOS 8.1.1 or a later 8.1.x release to enable the Zoom Rooms Controller app to access version 5.15.5. You can then continue to update to PVOS 9.0.0.

Support for ZDM client

Starting with the PVOS 9.0.0 release, Poly is no longer embedding the Zoom Rooms Controller App within our software. We now support the ZDM client and enable the ability to manage firmware and ZRC application updates through the Zoom portal.

For more information, visit [Support for ZDM on Trio C60 phones on page 9](#).

For the latest setup instructions, review the [Integrating Poly Trio Systems with Zoom Rooms Solution Guide](#).

Microsoft Teams versions for PVOS 9.0.0

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, visit [What's new in Microsoft Teams](#).

Table 2-3 Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	2024/11.3.2024080808
Microsoft Admin Agent	v1.0.0.202402202353.product (v703)
Microsoft Intune Company Portal	5.0.6152.0

Resolved issues in PVOS 9.0.0

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 2-4 Resolved issues

Category	Issue ID	Product	Description
Alert management	VOICE-76649	CCX Series	The Message Waiting Indicator (MWI) doesn't flash when there's new voicemail and the phone is in the power-saving state.
Audio	VOICE-78574	Trio C60	NoiseBlockAI is disabled when multiple Trio C60s are daisy chained. Re-enabling NoiseBlockAI causes choppy transmit audio effects.
Audio	VOICE-78060	CCX 700	A loud dial tone level is present when dialing a number using the speaker phone.
Audio	VOICE-74443 VOICE-74439	CCX 400	Received audio on the handset is lost when the sound effect notification for message waiting is triggered in the middle of the call from the hands-free speaker.
Call management	VOICE-78789	CCX	When a Teams call is active, a second incoming call will force the audio off of the handset or headset and onto the handsfree speaker until the incoming call has been rejected or is ended.
Call management	VOICE-75379	CCX Series	CCX phones in Teams mode occasionally activate the handsfree speaker and play a dial tone without user interaction after the user ends a call by replacing the handset on the hook.

Table 2-4 Resolved issues (continued)

Category	Issue ID	Product	Description
Cloud service	VOICE-74856	CCX Series Trio C60	Poly Lens doesn't receive and can't display the IP addresses of phones in the tenant.
Cloud service	VOICE-74412	CCX Series Trio C60	Connecting to Poly Lens to report online status takes longer than expected for devices with MAC addresses that end in nonnumerical characters.
Cloud service	VOICE-71117	CCX Series	Poly Lens dashboards show the Private IP of a CCX phone as Unknown .
Conference management	VOICE-74787	Trio C60	For locally mixed conference calls on the Trio C60, the participant control panel closes and remains unrecoverable for the rest of the call if all participants place the call on hold.
Device management	VOICE-7784	CCX Series	CCX phones do not apply the silent attendant (BLF) ringtone when configured unless the phone is first rebooted.
Device management	VOICE-77743	CCX Series 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	CCX Series	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.
Device management	VOICE-77672 VOICE-77048	CCX 350 CCX 400	Microsoft Intune was unable to use or display the CCX 350 and CCX 400's Manufacturer, Model, Serial Number, or Operating System, which can affect Conditional Access Policy management.
Device management	VOICE-75813	Trio C60	A Trio C60 running Zoom Room Connector (ZRC) signs out after upgrading to PVOS 8.1.0-8.1.3.
Directories Address books	VOICE-60593	CCX Series Trio C60	Pause characters programmed into saved contact information don't display in Recent Calls , which prevents users from calling back the contacts from the Recent Calls list.
Directories Address books	VOICE-25372	CCX Series Trio C60	The keyboard reappears on the screen after a directory search string submission, which hides the search result until the keyboard is dismissed.
Installation	VOICE-77452	CCX Series Trio C60	CCX and Trio C60 software upgrade has been improved to resolve issues where installations occasionally fail due to insufficient file system space.

Table 2-4 Resolved issues (continued)

Category	Issue ID	Product	Description
Interoperability	VOICE-78793	Trio C60	Trio C60 lists manufacturer as PLCM instead of Poly on Microsoft Intune.
Interoperability	VOICE-77530	Trio C60	A Zoom APK downgrade intermittently results in app data from the previous APK not being cleared, resulting in the inability of the user to sign in to the downgraded app.
Interoperability	VOICE-76534	Trio C60	A Trio C60 that is paired with a Poly Studio X50 system in Device Mode doesn't recognize the GMT+8 Kuala Lumpur time zone selection.
Interoperability	VOICE-75613	CCX 400 CCX 500	CCX 400/500 Advanced User password cannot be changed from Web UI, throws an error "Failed to update configuration".
Network	VOICE-77158	CCX 600	5GHz Wi-Fi connection stability has been improved.
Network	VOICE-75640	Trio C60	The device's MAC address is now used for SCEP Common Name if the value is left blank.
System web interface	VOICE-75100	Trio C60	System log downloads from the system web interface fail as a result of file sizes that are too large.
User interface	VOICE-77845	CCX 600 CCX 400	CCX phones configured with BLF pickup groups on the Kandy communication platform do not show the Ignore button for inbound group calls.
User interface	VOICE-77709	CCX Series	The EAP method displays as unknown in the 802.1x status menu.
User interface	VOICE-77280	CCX 600 CCX 700	In the OpenSIP base profile, after canceling the deletion of a contact from your directory, the home screen incorrectly overlays a directory navigation tab to the far right of the screen.
User interface	VOICE-77265	CCX Series	Removing a CCX EM60 during an active call causes the display to show overlapping UI elements.
User interface	VOICE-77238	CCX Series	The first use of the digit 1 when filling in web browser form data inserts the ! character instead.
User interface	VOICE-77199	CCX 350	The admin password couldn't be changed from the CCX 350's admin menu if the back key is used to exit the change password screen before completing the new password form.

Table 2-4 Resolved issues (continued)

Category	Issue ID	Product	Description
User interface	VOICE-76607	CCX Series	CCX phones running Zoom Phone Appliance (ZPA) can't answer an incoming call using the headset or handsfree buttons if the previous call was put on hold. Answering the call using the Zoom application's touch interface works as expected.
User interface	VOICE-76465	CCX 505	CCX 505 phones briefly display a corrupted Poly logo after some reboots.
User interface	VOICE-76394	Trio C60	Trio C60 in USB Optimized mode as part of a Teams Room sometimes continues to show a call as active when the call has been terminated using the GC8 touch controller.
User interface	VOICE-76213	CCX Series Trio C60	Instant messages sent with emergency priority truncate the body text on CCX 400, 500, 505 and Trio C60 phones.
User interface	VOICE-76212	CCX 700 CCX 600	CCX 600 and 700 Instant messages sent with emergency priority overlap the title and body text.
User interface	VOICE-76173	Trio C60	The Screen Capture action is visible from the system web interface when screen capture is disabled (<code>up.screenCapture.enabled="0"</code>).
User interface	VOICE-75998	Trio C60	The in-call duration that is displayed on the Trio C60 in the Microsoft USB Phone base profile as part of a Teams Room setup is correct.
User interface	VOICE-75154	CCX Series Trio C60	The label in the basic Settings menu for Clear Call History/Directory isn't translated in to languages other than English.
User interface	VOICE-75094	CCX Series Trio C60	The phones don't display a background image if the server is unreachable.
User interface	VOICE-74905 VOICE-74727	Trio C60	UI elements get pushed towards the bottom of the screen on each background change. While on an active call, the dialpad option is inaccessible.
User interface	VOICE-74332	CCX 350	Microsoft Teams doesn't provide a softkey to change the input mode on the People search screen after a factory reset or on newly manufactured phones until you restart the device.
User interface	VOICE-74203	CCX Series	The administrator settings menu for manually configuring IPv4 settings doesn't provide the IP network parameters on screen, and the back button is unresponsive.

Table 2-4 Resolved issues (continued)

Category	Issue ID	Product	Description
User interface	VOICE-73893	CCX 400	When swiping between the home view and the line view, the phone may not completely transition to the expected view, leaving part of the screen cut off from view or showing icons that aren't accessible.
		CCX 500	
		CCX 505	
User interface	VOICE-73213	CCX Series	When viewing call histories on the phone, if you apply a filter to view a single line's call history, it isn't applied correctly, which causes results for all lines to appear.
User interface	VOICE-73179	CCX 600	The Submit and View buttons are partially overlapped when using the Corporate Directory (LDAP).
		CCX 700	
User interface	VOICE-72388	Trio C60	A Trio C60 phone running Zoom Rooms Controller (ZRC) software shows a blank screen the first time that Settings > System Settings > Device Settings is accessed after you set up the phone in the ZRC base profile.
User interface	VOICE-71199	CCX Series	CCX phones using the Genband Global Address Book (GAB) cut off the display of the Submit and View softkeys.
User interface	VOICE-69506	CCX Series	Specific user input events aren't extending the phone lock feature's user input expiry timer, which causes the phone to lock while a user is navigating a menu.
User interface	VOICE-67852	CCX Series	The keyboard remains visible on the lock screen if the phone lock automatically sets while it's onscreen.

Known issues in PVOS 9.0.0

Review 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.

This known issues table only includes issues discovered during this release. For known issues in the previous release, review the [Poly Voice Software 8.1.4 Release Notes](#).

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 [Microsoft Feedback](#).

Table 2-5 Known issues

Category	Issue ID	Product	Description	Workaround
Interoperability	VOICE-77472	CCX	Software update can fail on occasion due to insufficient free memory.	Refer to advisory on HP support for details, https://support.hp.com/us-en/document/ish_10973846-10973490-16
Network	VOICE-76603	CCX Series Trio C60	Diagnostic packet capture (remote PCAP) using the CCX or C60 as a remote network interface in Wireshark doesn't work when the phone is configured in the Generic base profile unless video is disabled (<code>video.enable="0"</code>)	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.

Review the [Security Bulletins](#) page 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 has transitioned 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 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.