



# Poly Documentation

# Contents

<b>1. Poly Voice Software Release Notes 9.1.x.</b> . . . . .	<b>3</b>
Poly Voice Software 9.1.0 release notes. . . . .	3
Downgrade limitations. . . . .	4
What's new in PVOS 9.1.0. . . . .	4
Microsoft Teams versions. . . . .	7
Zoom Device Management. . . . .	8
Resolved issues in PVOS 9.1.0. . . . .	8
Known issues in PVOS 9.1.0. . . . .	15
Product resources and additional information. . . . .	15
Security updates. . . . .	16
Headset compatibility. . . . .	16
Getting help. . . . .	16

# Poly Voice Software Release Notes 9.1.x

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

- [Poly Voice Software 9.1.0 release notes](#)

Poly announces the 9.1.0 release of Poly Voice Software (PVOS) for Poly CCX Series and Poly Trio C60 phones.

- [Product resources and additional information](#)

This section provides resources and additional information for your product.

## Poly Voice Software 9.1.0 release notes

Poly announces the 9.1.0 release of Poly Voice Software (PVOS) for Poly CCX Series and Poly Trio C60 phones.

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<b>Note</b>	This release has specific downgrade limitations. Review the section on downgrade limitations before you install this release for important software update considerations.
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**Software version:** PVOS 9.1.0

**Release date:** March 2025

The build IDs are:

- CCX Series: 9.1.0.9161
- Trio C60: 9.1.0.9161

- [Downgrade limitations](#)

Due to the introduction of new Teams applications for the move to AOSP device management and changes to the phone's Android OS, after you upgrade your Poly CCX or Poly Trio C60 phone to PVOS 9.1.0, PVOS 9.1.0 becomes the new minimum software version. Returning to earlier software versions is not available, and the phone rejects attempts to install earlier versions.

- [What's new in PVOS 9.1.0](#)

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

- [Microsoft Teams versions](#)

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.

- [Zoom Device Management](#)

The Zoom Phone Appliance (ZPA) on Poly CCX series phones and the Zoom Room Controller (ZRC) on Poly Trio C60 systems use the Zoom SDK, updated to version 2.1.9.

- [Resolved issues in PVOS 9.1.0](#)

Review the resolved issues in this release.

- [Known issues in PVOS 9.1.0](#)

Review the known issues in this release.

## ***Downgrade limitations***

Due to the introduction of new Teams applications for the move to AOSP device management and changes to the phone's Android OS, after you upgrade your Poly CCX or Poly Trio C60 phone to PVOS 9.1.0, PVOS 9.1.0 becomes the new minimum software version. Returning to earlier software versions is not available, and the phone rejects attempts to install earlier versions.

## ***What's new in PVOS 9.1.0***

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

- [Microsoft Teams AOSP device management](#)

Microsoft Teams Android devices are moving to Intune Android Open Source Project (AOSP) device management. AOSP Device Management is the replacement for the legacy Android Device Administrator solution used for managing Teams Devices.

- [User role login denial when default user password is detected](#)

CCX and Trio C60 phones now deny access to users who log in to the system web interface using the default user password. The user account must have a unique password to log in.

- [Intrusion detection enhancements](#)

Multiple consecutive failed logins to a phone's system web interface now trigger an onscreen message to inform the user of potentially malicious activity. The default values for the following parameters were updated to enforce stricter values that reduce the efficiency of brute force web attacks:

- [Two-factor authentication for system web interface and diagnostic access](#)

You can now choose to enforce two-factor authentication for access to the phone's system web interface.

- [Microsoft USB phone waking enhancements](#)

This release improves the waking functionality for the Microsoft USB Phone.

- [Line key LED control from Teams](#)

The Microsoft Teams app on CCX 350 now supports the use of the line key LEDs. Ringing and active calls can now make use of the adjacent green and red LEDs for easier visibility of call status.

- [Daisy-chaining Trio C60 with multiple Zoom controllers](#)

You can now daisy-chain up to five Trio C60 systems together as a single Zoom Room Controller (ZRC) system.

- [Software management enhancements](#)

This release introduces new settings to allow stricter software management policies for your phone deployment.

## ***Microsoft Teams AOSP device management***

Microsoft Teams Android devices are moving to Intune Android Open Source Project (AOSP) device management. AOSP Device Management is the replacement for the legacy Android Device Administrator solution used for managing Teams Devices.

For more information on actions to take, visit the following sites:

- [Moving Teams Android devices to AOSP Device Management](#)
- [Android Migration Guide](#)

### **Applies to products:**

- CCX Series
- Trio C60

## ***User role login denial when default user password is detected***

CCX and Trio C60 phones now deny access to users who log in to the system web interface using the default user password. The user account must have a unique password to log in.

### **Applies to products:**

- CCX Series
- Trio C60

To set the user role login denial refer to the [Passwords](#) section in the Securing the phones chapter of the Poly Trio C60 Administrator Guide.

To set the user role login denial refer to the [Phone passwords](#) section in the Securing the phones chapter of the Poly CCX Business Media Phones with OpenSIP Administrator Guide.

## ***Intrusion detection enhancements***

Multiple consecutive failed logins to a phone's system web interface now trigger an onscreen message to inform the user of potentially malicious activity. The default values for the following parameters were updated to enforce stricter values that reduce the efficiency of brute force web attacks:

### **Parameters**

- `httpd.cfg.lockWebUI.noOfInvalidAttempts="3"`
- `httpd.cfg.lockWebUI.noOfInvalidAttemptsDuration="600"`
- `httpd.cfg.lockWebUI.lockOutDuration="600"`

**Applies to products:**

- CCX Series
- Trio C60

## ***Two-factor authentication for system web interface and diagnostic access***

You can now choose to enforce two-factor authentication for access to the phone's system web interface.

You can apply two-factor authentication to all access attempts. You can also waive it for a configurable period after the first approval, with further waiver restrictions available based on the connection's source IP or the diagnostic service being accessed.

**Applies to products:**

- CCX Series
- Trio C60

To set two-factor authentication refer to the [System web interface security settings](#) section in the Securing the phones chapter of the Poly Trio C60 Administrator Guide.

To set two-factor authentication refer to the [Configure two-factor system web interface authentication](#) in the System web interface security settings section in the Securing the phones chapter of the Poly CCX Business Media Phones with OpenSIP Administrator Guide.

## ***Microsoft USB phone waking enhancements***

This release improves the waking functionality for the Microsoft USB Phone.

When using the CCX 350 phone in the USB phone base profile, the phone now wakes from power saving in the following situations:

- The USB cable is connected or removed.
- The phone detects that the Microsoft Teams desktop app has restarted, the user signs in, or the user selects the CCX phone as the microphone and speaker.

**Applies to products:**

- CCX 350

## ***Line key LED control from Teams***

The Microsoft Teams app on CCX 350 now supports the use of the line key LEDs. Ringing and active calls can now make use of the adjacent green and red LEDs for easier visibility of call status.

### **Applies to products:**

- CCX 350

## ***Daisy-chaining Trio C60 with multiple Zoom controllers***

You can now daisy-chain up to five Trio C60 systems together as a single Zoom Room Controller (ZRC) system.

This new feature provides coverage for extra large conference spaces. When one Trio C60 system is set in Hub mode running the Zoom Rooms PC in the Base Profile, connect up to four other Trio C60 systems configured in daisy-chain device mode to the Hub mode Trio C60. This links together microphones, speakers, mute, volume, and meeting room controls.

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**Note** The Hub mode Trio C60 system can't share ZRC pairing codes to the Trio C60 systems connected as daisy-chained devices. Each daisy-chained Trio C60 system requires you to enter the room's pairing code once the system is linked and the ZRC app has started on each device.

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To learn how to daisy-chain the Poly Trio C60 with multiple Zoom controllers refer to the [Daisy-chaining Poly Trio C60 systems](#) section in the Setting up the phone chapter of the Poly Trio C60 Administrator Guide.

## ***Software management enhancements***

This release introduces new settings to allow stricter software management policies for your phone deployment.

### **Applies to:**

- CCX series
- Trio C60

## ***Microsoft Teams versions***

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. Microsoft Teams component versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2024122303
Microsoft Admin Agent	1.0.0.202407050618.product (v733)
Microsoft Intune	24.09.1
Microsoft Authenticator version	6.2410.7268

## ***Zoom Device Management***

The Zoom Phone Appliance (ZPA) on Poly CCX series phones and the Zoom Room Controller (ZRC) on Poly Trio C60 systems use the Zoom SDK, updated to version 2.1.9.

## ***Resolved issues in PVOS 9.1.0***

Review the resolved issues in this release.

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<b>Note</b>	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.
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Table 1. Resolved Issues

Category	Issue ID	Product	Description
Call Management	VOICE-81195	Poly CCX Series	Poly CCX phones in generic base profile dropped outgoing calls if an incoming call was received and cancelled before it could be answered.
Cloud Service	VOICE-81100	Poly CCX Series	The Poly CCX EM60 Expansion Module incorrectly appeared in Lens as a VVX expansion module
User Interface	VOICE-80931	Poly CCX Series	The setting to enable remote screen capture on the Poly CCX system web interface was not available after update to PVOS 9.x.
API	VOICE-80857	CCX, Edge E Series	Telephony XML notification events for outgoing calls produced multiple duplicate messages.

Category	Issue ID	Product	Description
Network	VOICE-80771	Poly CCX Series Edge E Series Trio Series UC Software	Poly CCX and Poly Trio C60 incorrectly sent the DHCP option 60 vendor class identifier of "MS-UC-Client" in DHCP INFORM messages instead of using the MANUFACTURE R-MODEL format, such as Poly-TrioC60.
Audio	VOICE-80667	Poly Trio Series	Audio was lost after answering a Teams call on a Poly Trio C60 in USB Optimized mode when connected to an HP G8 series laptop through an HP G4 or G5 docking hub.
Network	VOICE-80607	Poly CCX Series	Poly CCX Wi-Fi failed to connect to some hotspots/APs after upgrading from PVOS 8.x to 9.x due to an issue with group temporal key (GTK) rekeying.

Category	Issue ID	Product	Description
Localization	VOICE-80424	Poly CCX Series Poly Trio Series	Japanese character input using the Mozc keyboard was sometimes not accessible using the globe icon on the default keyboard until the language was first switched to a non-Japanese language and back.
Localization	VOICE-80397	Poly CCX Series Poly Trio Series	Predictive Japanese character input when using the Mozc keyboard included unusable input suggestions.
Video	VOICE-80343	Poly CCX Series	Video calls between the Poly CCX 700 and the Grandstream GDS3710 door phone experienced choppy stuttering video.

Category	Issue ID	Product	Description
Network	VOICE-80211	Poly CCX Series Poly Trio Series	After updating to PVOS 9.0, Poly CCX and Poly Trio C60 phones assigned static IP addresses. It occasionally lost network connectivity after a reboot due to a race condition in the AOSP network stack.
User Interface	VOICE-79993	Poly CCX Series Poly Trio Series	Poly CCX and Poly Trio C60 phones in OpenSIP base profile occasionally got stuck displaying a VLAN ID/IP Address pop-up message shortly after boot up, which prevented access to the UI.
Peripherals	VOICE-74614	Poly CCX Series	When the first call was made using the handset or handsfree speaker and then switched to the Bluetooth headset, there was no headset audio until the audio termination was switched away and reset.

Category	Issue ID	Product	Description
User Interface	VOICE-71918	Poly Trio Series	When Poly Trio C60 was configured in USB Optimized mode, a software update using a USB flash drive failed.
Video	VOICE-70151	Poly CCX Series Poly Trio Series	Display dimming intensity got stuck at the idle backlight intensity rather than active backlight intensity.
Network	VOICE-69503	Poly CCX Series Poly Trio Series	The trace route diagnostic tool accessed from the phone did not return any results.
Network	VOICE-60830	Poly CCX Series Poly Trio Series	In the bulk provisioning configuration, the device ended on the TimeZone screen even when configured in the configuration file.

Category	Issue ID	Product	Description
Network	VOICE-59077	Poly Trio Series	When the Poly Trio C60 is paired with a PC-/Mac-based Zoom Room over IP via the Poly Virtual USB connector, the volume controls did not work as expected.
Video	VOICE-28718	Poly Trio Series	User photos that were added via commands executed on the Active Directory server did not appear on the Poly Trio.
User Interface	VOICE-22177	Poly CCX Series	Using certain configurations caused the phone to show a red circle on the screen next to the Settings icon.
Call Management	VOICE-21852	Poly CCX Series	When using USB optimized mode for Teams, and a call was placed on hold by the user from their PC client, the USB-connected Poly CCX didn't permit mute to be enabled using its mute button until the call was resumed.

## Known issues in PVOS 9.1.0

Review the known issues in this release.

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**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 9.1.0 Release Notes](#).

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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. Known issues

Category	Issue ID	Product	Description	Workaround
Network	VOICE-81574	Poly Trio C60	Poly Trio C60 sends a few IPv6 packets with an incorrect MAC address early in bootup even when IPv6 is disabled that can cause some managed switches to block later packets sent by the Poly Trio C60 which contain the correct MAC address.	None.
Device Management	VOICE-80039	Poly CCX 400	Remote management and provisioning using TR-69 is not available for use on the Poly CCX 400.	None.

## 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 has transitioned from the Poly Support site to the HP Support site.

## ***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.