



Poly Documentation

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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 9.2.1 release notes](#)

Poly announces the 9.2.1 release of Poly Voice Software (PVOS) for Poly CCX Series and Poly Trio C60 phones.

- [Poly Voice Software 9.2.0 release notes](#)

Poly announces the 9.2.0 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 9.2.1 release notes

Poly announces the 9.2.1 release of Poly Voice Software (PVOS) for Poly CCX Series and Poly Trio C60 phones.

Software version: PVOS 9.2.1

Release date: September 2025

The build IDs are:

- CCX Series: 9.2.1.0643
- Trio C60: 9.2.1.0643

- [What's new in PVOS 9.2.1](#)

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

- [Resolved issues in PVOS 9.2.1](#)

Review the resolved issues in this release.

- [Known issues in PVOS 9.2.1](#)

Review the new known issues in this release.

What's new in PVOS 9.2.1

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

- [Microsoft application updates](#)

The following table includes updated component versions for supported Microsoft applications.

- [Send device telemetry data to a secondary reporting service](#)

When device analytics is enabled, telemetry data collected by Poly Lens can also be streamed to a second location such as Poly Clariti Manager or an alternate HTTPS device telemetry reporting service.

Microsoft application updates

The following table includes updated component versions for supported Microsoft applications.

Table 1. Component versions for Microsoft applications

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2025168802
Microsoft Intune APK	25.02.1
Microsoft Authenticator APK	6.2505.3334
Microsoft Admin Agent APK	1.0.0.202505080136.product (784)

Send device telemetry data to a secondary reporting service

When device analytics is enabled, telemetry data collected by Poly Lens can also be streamed to a second location such as Poly Clariti Manager or an alternate HTTPS device telemetry reporting service.

Configure this feature using the following parameters:

- `da.server.enabled`
 - 0 (default) - Disables sending device analytics to a secondary telemetry reporting service.
 - 1 - Enables sending device analytics collected by Poly Lens to a secondary telemetry reporting service (such as Poly Clariti Manager). Define the reporting service address using the parameter `da.server.url`.
- `da.server.url`

- Defines the address used for a secondary telemetry stream from Poly Lens to Poly Clariti Manager or an alternate device telemetry reporting service. HTTPS is required. Basic or Digest authentication methods are not supported.
- Null (default)
- IP address or FQDN

Resolved issues in PVOS 9.2.1

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-83540	Trio	Poly Trio C60 phones connected to a Poly Studio X series video bar and laptop in Zoom Rooms BYOD mode reinstall the ZRC app when the USB cable is disconnected from the laptop. As a result, the ZRC app is signed out from the room.
Audio	VOICE-83145	CCX	A high frequency buzzing noise played from the phone's hands-free speaker can occasionally occur after receiving an inbound call to the Zoom app, which continues until the hands-free audio termination is selected.
Call management	VOICE-83051	Trio C60	Poly Trio C60 phones paired with a Poly Studio X series video bar in Device Mode doesn't show the video controller screen after upgrading to PVOS 9.1.x or 9.2.0.

Category	Issue ID	Product	Description
Configuration	VOICE-83155	CCX, Trio	The phone crashes when accessing the TLS configuration page from the system web interface at Settings > Networks , when either <code>sec.TLS.webServer.cipherList</code> or <code>sec.TLS.exchangeServices.cipherList</code> aren't the default values.
Device management	VOICE-82943	CCX, Trio	You must restart the phone manually before LDAP over SSL can connect when a custom Root CA certificate has been added to configuration.
Network	VOICE-83136	CCX, Trio	Unexpected and unconfigured SNTP queries are made to <code>android.pool.ntp.org</code> .
Network	VOICE-82688	CCX	TR-069 and XML telephony event notifications don't retry when challenged by 401 responses that request digest authentication algorithms other than basic.
Security	VOICE-83425	CCX, Trio	FIPS mode doesn't reenale by default after a factory reset is triggered on a phone installed with PVOS 9.2.0.
User interface	VOICE-83090	CCX, Trio	Calls made within 30 seconds after ending a Zoom multiparty conference call continue to show a conference title and icon in place of a regular call icon and caller ID.
Voice	VOICE-83535	CCX	When in Teams mode, the ringer volume resets to 50% after every restart.

Category	Issue ID	Product	Description
Voice	VOICE-83372 VOICE-83373	CCX, Trio C60	Proxy configuration isn't always applied at the time network communication from Teams begins, which can result in traffic being blocked due to network infrastructure or Intune policy. This typically results in sign-in issues.

Known issues in PVOS 9.2.1

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. For known issues in the previous release, review the [Poly Voice Software 9.2.0 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. Known issues

Category	Issue ID	Description	Workaround
Peripherals	VOICE-82764	When a Poly Voyager Legend 30 or Poly Voyager Legend 50 headset is connected by Bluetooth to a CCX phone, attempts to put a call on hold by holding the headset's mute button for 2 seconds end the call instead.	Connect the headset to the CCX phone using a BT700 adapter. When the headset is connected by Bluetooth to a BT700 adapter, triggering hold from the headset works as expected.
Calling	VOICE-83753	This issue applies to CCX phones in the Generic base profile with the parameter <code>se.destination="active"</code>. If a user places an active call on hold to answer an incoming call and then ends or cancels both calls, the phone will silently ring and not play the ringtone for any subsequent incoming calls until a user answers a silent incoming call. The phone will resume playing the ringtone for any incoming calls until the above situation occurs again.	None

Poly Voice Software 9.2.0 release notes

Poly announces the 9.2.0 release of Poly Voice Software (PVOS) for Poly CCX Series and Poly Trio C60 phones.

Software version: PVOS 9.2.0

Release date: June 2025

The build IDs are:

- CCX Series: 9.2.0.15437
- Trio C60: 9.2.0.15437
- [What's new in PVOS 9.2.0](#)
This release of PVOS includes new features, feature enhancements, and important field fixes.
- [Resolved issues in PVOS 9.2.0](#)
Review the resolved issues in this release.
- [Known issues in PVOS 9.2.0](#)
Review the new known issues in this release.

What's new in PVOS 9.2.0

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

- [Retirement of Poly CCX Microsoft USB Phone mode](#)
Poly announces the forthcoming retirement of the Microsoft Teams USB Phone mode for Poly CCX Series phones as of the PVOS 9.3.0 release.
- [Zoom shared line appearances, join and merge calls, and participant view](#)
Shared call appearances on the Zoom service can now interact with point-to-point and conference calls in new ways.
- [SHA256/512 digest authentication schemes for SIP](#)
RFC 8760 updates RFC 3261 by modifying the Digest Access Authentication scheme used by SIP to add support for additional secure digest algorithms (SHA-256 and SHA-512/256) to replace the older and obsolete MD5 algorithm.
- [SHA256 digest authentication is now available for HTTP based services](#)
Many HTTP based services offered on Poly CCX and Trio phones now offer SHA256 digest access authentication (RFC 7616). For backwards compatibility with services unable to support SHA256, MD5 remains available, and you can disable it using new configuration parameters to specify which digest algorithm is permitted.
- [Removal of obsolete SSL and TLS protocols](#)
This release no longer provides compatibility for SSL v2 and v3 and TLS 1.0 and 1.1 backwards compatibility options. TLS 1.3 is used by default, with a minimum supported TLS version of TLS 1.2 for backwards compatibility.
- [Support for TLS 1.3](#)
The latest TLS 1.3 standard offers improvements in speed and security of encrypted data. As of this release, TLS 1.3 is always offered when a TLS connection is created, with TLS 1.2 available for far end services that don't yet support TLS 1.3.
- [Group paging with CCX 350](#)

CCX 350 now supports group paging. Send and receive broadcast pages with other Poly desk, conference, and wireless phones. When you enable paging and application switching, press and hold the CCX 350 phone's Home button to open the paging menu.

- [Language specific keyboard downloads](#)

Japanese and Korean keyboards apps will be automatically downloaded and installed from the Poly Lens service when Japanese or Korean languages are chosen from the phone's settings menu. These keyboards will be uninstalled and returned to the default keyboard if the phone's language is changed back to any other language.

- [REST API session management update](#)

The REST API now offers session based authentication with three new APIs to create, list, and delete session data.

- [Improved troubleshooting for unintended reboots](#)

Unintended reboots produce core files that can help Poly | HP support staff diagnose software issues. Up to six core files are now listed, and can be deleted or downloaded through the system web interface for admin and advanced user roles.

Retirement of Poly CCX Microsoft USB Phone mode

Poly announces the forthcoming retirement of the Microsoft Teams USB Phone mode for Poly CCX Series phones as of the PVOS 9.3.0 release.

Poly CCX phones have provided a Microsoft Teams USB Phone base profile that offered limited telephony companion services to a PC's Teams application. After experimentation with this operating mode, Poly has decided to discontinue its support due to limited demand, usage feedback, and ongoing support challenges.

Poly CCX phones continue to offer the full native Microsoft Teams application experience and full support of the Teams app. You may continue to use the phone as a microphone and speaker through a USB cable when in the native Teams app, but advanced call controls aren't available.

Users of the USB Phone base profile may remain on PVOS 9.2.0 or earlier to use the USB Phone profile, however Poly has no plans to obtain Microsoft USB Peripheral certification for Poly CCX Series phones.

Zoom shared line appearances, join and merge calls, and participant view

Shared call appearances on the Zoom service can now interact with point-to-point and conference calls in new ways.

- When another user of a shared line starts a multiparty conference call, the press and hold action on the shared line key now gives you the option to view the conference participants by pressing the **Roster** softkey.
- You can join the conference via the **Join** softkey.
- If another user is in a point-to-point call, after a press and hold, they can create a three way conference by pressing the **Join** softkey.

All configuration is managed through the Zoom administrative web portal.

SHA256/512 digest authentication schemes for SIP

RFC 8760 updates RFC 3261 by modifying the Digest Access Authentication scheme used by SIP to add support for additional secure digest algorithms (SHA-256 and SHA-512/256) to replace the older and obsolete MD5 algorithm.

SHA256 digest authentication is now available for HTTP based services

Many HTTP based services offered on Poly CCX and Trio phones now offer SHA256 digest access authentication (RFC 7616). For backwards compatibility with services unable to support SHA256, MD5 remains available, and you can disable it using new configuration parameters to specify which digest algorithm is permitted.

Removal of obsolete SSL and TLS protocols

This release no longer provides compatibility for SSL v2 and v3 and TLS 1.0 and 1.1 backwards compatibility options. TLS 1.3 is used by default, with a minimum supported TLS version of TLS 1.2 for backwards compatibility.

Support for TLS 1.3

The latest TLS 1.3 standard offers improvements in speed and security of encrypted data. As of this release, TLS 1.3 is always offered when a TLS connection is created, with TLS 1.2 available for far end services that don't yet support TLS 1.3.

You can configure TLS 1.2 or TLS 1.3 as the minimum protocol version. You can't disable use of TLS 1.3.

Group paging with CCX 350

CCX 350 now supports group paging. Send and receive broadcast pages with other Poly desk, conference, and wireless phones. When you enable paging and application switching, press and hold the CCX 350 phone's **Home** button to open the paging menu.

Language specific keyboard downloads

Japanese and Korean keyboards apps will be automatically downloaded and installed from the Poly Lens service when Japanese or Korean languages are chosen from the phone's settings menu. These keyboards will be uninstalled and returned to the default keyboard if the phone's language is changed back to any other language.

REST API session management update

The REST API now offers session based authentication with three new APIs to create, list, and delete session data.

For more information, refer to the [Poly UC Software and Poly Voice Software REST API Reference Guide](#).

Improved troubleshooting for unintended reboots

Unintended reboots produce core files that can help Poly | HP support staff diagnose software issues. Up to six core files are now listed, and can be deleted or downloaded through the system web interface for admin and advanced user roles.

Resolved issues in PVOS 9.2.0

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.
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Table 1. Resolved issues

Category	Issue ID	Product	Description
Audio	VOICE-82671	CCX Series Trio	Calls placed on hold experience one-way audio after resuming when SRTP sequence numbers roll over from 65,535 to 0 while the call is held.
Call Management	VOICE-81076	CCX Series	CCX phones in some situations unregister shared lines or fail to complete consultative transfers due to an error in the SIP stack triggered when a SIP 100 response code is received prior to receiving a 401/407.

Category	Issue ID	Product	Description
Call Management	VOICE-82225	Trio	When joining a Zoom meeting protected by a passcode on a Trio C60 running the Zoom Room Controller, the mute LED will change from green to off after several seconds while the "Enter Meeting Passcode" prompt is visible. If the passcode is entered before the LED switches to off, then muting the meeting from the Trio C60's mute button will mute as expected and display a red LED, however, the ZRC app will not reflect the mute state.
Device Management	VOICE-81553	CCX Series Trio	Scheduled reboots do not work after upgrade to PVOS 9.0.x.
Firmware	VOICE-82741	CCX Series Trio	Hardware revision A and B CCX 350 phones incorrectly report their PVOS version to the Microsoft Teams Admin Center after update to PVOS 9.1.x.
Network	VOICE-82781	CCX Series Trio	CCX and Trio C60 can lose connectivity from the Teams service for extended periods of time in environments where a web proxy PAC file is used that contains helper functions requiring DNS resolution of addresses that are unavailable due to security policy or because they are outside of the local DNS zone of authority and forwarding is not available.
Software	VOICE-70839	CCX Series	When using Zoom Phone Appliance in CCX, lifting the handset from the cradle and immediately returning it may cause dial tone to play from the handsfree or the handset speaker until canceled.

Category	Issue ID	Product	Description
User Interface	VOICE-78621	CCX Series Trio	CCX and Trio C60 phones in OpenSIP base profile can occasionally get stuck displaying a VLAN ID/IP Address pop-up message shortly after boot up preventing access to the UI.
User Interface	VOICE-81527	Trio	Poly Trio C60's Web Interface differs from that of the CCX series and is missing the configuration option to allow screen captures without prior on-screen approval from the C60's touch interface.
User Interface	VOICE-83041	CCX Series	When a CCX phone in Generic profile is using the Zoom phone service and has configured multiple line appearances of a SIP registration, some outbound calls started using the "Place a call" button can cause UI errors and fail to release on call termination leaving a "Return to call" notification at the top of the screen.

Known issues in PVOS 9.2.0

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 review the Poly Voice Software 9.1.1 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, see [Microsoft Feedback](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Network	VOICE-82688	XML telephony event notifications [from the phone] do not retry when challenged by 401 responses that request digest authentication algorithms other than basic.	None.
Peripherals	VOICE-82764	When the Voyager Legend 30/50 is connected by Bluetooth to a CCX, attempts to put a call on hold by holding the headsets mute button for 2 seconds will incorrectly end the call instead.	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.