



Poly Documentation

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Poly Voice Software 9.4.0 Release Notes

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

- [Poly Voice Software 9.4.0 release notes](#)

Poly announces the 9.4.0 release of Poly Voice Software (PVOS) for Poly CCX and Poly Trio C60 Series phones.

Poly Voice Software 9.4.0 release notes

Poly announces the 9.4.0 release of Poly Voice Software (PVOS) for Poly CCX and Poly Trio C60 Series phones.

Software version: PVOS 9.4.0

Release date: February 2026

The build IDs are:

- CCX: 9.4.0.1491
- Trio C60: 9.4.0.1491

For more information, review the [\[Link to RN on PDL\]](#).

- [What's new in PVOS 9.4.0](#)

This release of Poly Voice Software 9.4.0 includes new features, feature enhancements, and important field fixes.

- [Microsoft application updates](#)

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

- [Resolved issues in PVOS 9.4.0](#)

Review the resolved issues in this release.

- [Known issues in PVOS 9.4.0](#)

Review the new known issues in this release.

What's new in PVOS 9.4.0

This release of Poly Voice Software 9.4.0 includes new features, feature enhancements, and important field fixes.

This release includes the following new features and enhancements:

- Redegin of the system web interface
- Added WPA3 support

- Configuring the removal of the default paging button
- Server Name Indication (SNI) support for SIP over TLS
- [The system web interface has a new look and search capabilities](#)
The system web interface has been redesigned with a new look and configuration search tools.
- [Deprecation notice: EAP authentication methods scheduled for removal in future updates](#)
Poly announces with its next software release, PVOS 9.5, that it deprecates support for the EAP authentication methods used in 802.1X and Wi-Fi connectivity.
- [WPA3 support](#)
The WPA3 Wi-Fi security protocol is now available
- [Configure lines as read-only with synchronize call forwarding](#)
When you configure the call forwarding services to synchronize with the call server, you can configure a given line as read-only.
- [Optional configuration to remove the default paging button](#)
You can now remove the default paging button using configuration files.
- [Server Name Indication \(SNI\) support for SIP over TLS](#)
SIP connections using TLS now send the SN) extension in the client hello.

The system web interface has a new look and search capabilities

The system web interface has been redesigned with a new look and configuration search tools.

Introducing a completely new look for the system web interface for the phones.

Highlights of the changes include:

- The new dashboard details your phone's important hardware and network values
- Light and dark modes lets you customize your browsing experience
- A new search bar quickly locates pages and their content
- The new Configuration Manager tool unlocks live search of thousands of settings previously only accessible by importing an XML configuration file
- Only administrator can currently log in.

Deprecation notice: EAP authentication methods scheduled for removal in future updates

Poly announces with its next software release, PVOS 9.5, that it deprecates support for the EAP authentication methods used in 802.1X and Wi-Fi connectivity.

The EAP authentication methods that Poly will deprecated are:

- EAP-MD5

- EAP-PEAPv0-NONE
- EAP-PWD
- EAP-TTLS-NONE

The PVOS 9.5 update removes access to these methods from the onscreen and system web interfaces. The deprecated EAP methods continue to operate if you previously configured the phone to do so. After you change to another authentication method, you can no longer select the EAP authentication methods from menus and the system web interface.

Note To ensure uninterrupted network access, customers using any of the deprecated methods should transition to a supported and more secure authentication method prior to upgrading to the next release, PVOS 9.5

WPA3 support

The WPA3 Wi-Fi security protocol is now available

WPA3 Personal and Enterprise Wi-Fi security protocols enhance wireless network protection through improved authentication, stronger cryptography, and improved password protection.

Configure lines as read-only with synchronize call forwarding

When you configure the call forwarding services to synchronize with the call server, you can configure a given line as read-only.

This allows users with shared or delegated lines more control over which users of their line can enable or change forwarding modes and the contact targets.

Optional configuration to remove the default paging button

You can now remove the default paging button using configuration files.

Server Name Indication (SNI) support for SIP over TLS

SIP connections using TLS now send the SNI extension in the client hello.

SNI permits the phone to specify the hostname it's connecting to during the connection's initial handshake, allowing a server to host multiple SIP services at a single IP address.

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	1449/1.0.94.2025443703
Microsoft Intune APK	25.02.1
Microsoft Authenticator APK	6.2509.6046
Microsoft Admin Agent APK	1.0.0.202511230136.product (v803)

Resolved issues in PVOS 9.4.0

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
Calling	VOICE-84301	CCX Series Trio C60 Series	
Endpoint Management	VOICE-86669	CCX Series Trio C60 Series	When verstat is present in the FROM/PAI header as part of a URI or a header parameter, the ID is validated appropriately. The URI is parsed in compliance with RFC 3261.
Network	VOICE-85920	CCX Series Trio Series	Multiple duplicate MAC IDs for CCX phones were detected in the network after upgrading firmware to 9.2.x.

Category	Issue ID	Product	Description
Network	VOICE-85636	CCX Series	When IPv4/IPv6 Dual Mode is configured with LLDP/CDP enabled, after rebooting, a warning that "DHCPv6 failed" is shown onscreen briefly despite successfully having received an IPv6 address.
Network	VOICE-85599	CCX Series	A race condition prevents registration as SIP connections using TCP or TLS are closed after receiving a 423 Interval Too Brief response before new responses to registration requests with compatible registration periods can be received
Network	VOICE-85495	CCX Series	The 5GHz Wi-Fi frequency band can't be used when country of operation is set to Malaysia.
Network	VOICE-84921	CCX Series Trio C60 Series	Statically assigning an IP address and network information when using Wi-Fi occasionally results in being unable to connect to the Wi-Fi network until the phone is rebooted
Peripherals	VOICE-86154	CCX Series	The Poly Savi D400 UC DECT adapter isn't recognized by CCX Series phones.
Peripherals	VOICE-84696	CCX Series	Mute state isn't synced between CCX and Bluetooth connected headsets.
User Interface	VOICE-86589	CCX Series Trio Series	Phones on the Zoom service with shared line groups do not always display call redirection information when inbound calls have been forwarded from users on delegated lines
User Interface	VOICE-85302	CCX Series	Custom icons used for for speed

Category	Issue ID	Product	Description
		Trio Series	dials appear too small on screen

Known issues in PVOS 9.4.0

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 Known issues in PVOS 9.3.0.

Table 1. Known issues

Call management	VOICE-86757	CCX Series	The Voyager Focus 2 headset doesn't allow you to end a current call from the headset. You must use the buttons on the phone to end the call.	End or hold the first call using the softkeys on the phone rather than the headset.