



Poly Virtual USB Connector for Zoom Rooms

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Introducing Poly Virtual USB Connector for Zoom Rooms

Poly is pleased to announce the release of the Poly Virtual USB Connector for Zoom Rooms.

The Poly Virtual USB Connector for Zoom Rooms enables a Windows PC running the Zoom Rooms application to connect automatically to a Poly Trio C60, 8500, or 8800 when operating as a Zoom Room Controller. This allows the PC to access the Trio's microphone and speakers securely over the local network without the use of a USB cable.

For more information, please see the [Integrating Poly Trio Systems with Zoom Rooms Solution Guide](#)

System Requirements

Your computer system must meet the following requirements before you install this release. The Poly Virtual USB Connector for Zoom Rooms is not supported on MacOS computers.

Computer Requirements for Microsoft Windows

Item	Configuration Requirement
Operating System	Windows 10 (32 bit or 64 bit)
CPU	Intel® Core™ i7-5600U CPU @ 2.60GHz
Memory	8 GB RAM

Connecting your Poly Trio

Your Poly Trio must be operating in the Zoom Rooms base profile to provide an input field for the Room Pairing Code.

After installing the Poly Virtual USB Connector on your PC, complete the following steps:

1. Start the Zoom Rooms application on your PC.
A Room Pairing Code will appear on the screen.
2. Enter the Room Pairing Code in the input field on your Poly Trio.
After you enter the Room Pairing Code, your PC and your Poly Trio connect automatically if their IP addresses are reachable on the local network.
3. Optional: On the PC, open the **Sounds** settings menu from the Control Panel and choose **Poly V-USB** as the default speaker.

Security Updates

See the [Security Center](#) for information about known and resolved security vulnerabilities.

Resolved Issues

Issue ID	Description
VOICE-72461	A race condition prevented initial discovery of and connection to the Trio system.

Known Issues

Issue ID	Description	Workaround
VOICE-59077	When the Trio C60 is paired with a Windows PC running the Zoom Rooms application using the Virtual USB Connector, the volume controls do not work as expected.	Use a physical USB connection.
VOICE-67362	Windows Updates may on occasion impact the installed Virtual USB Connector and prevent it from connecting to your Trio system.	Re-install the Virtual USB application.

Limitations

This section identifies the limitations and constraints when using this product.

Windows 11 Support

The Virtual USB Connector for Zoom Rooms is not fully supported with Windows 11. If you must use the Virtual USB Connector with Windows 11, Poly offers the following workarounds:

- After the upgrade to Windows 11, uninstall and re-install the virtual USB application.
- Windows Updates may impact the installed Virtual USB Connector and prevent it from connecting to your Trio system. To correct this, re-install the Virtual USB Connector.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to [Poly Support](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

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