Poly Voice Software

Poly announces the new release of Poly Voice Software (PVOS) for Poly CCX Series, Poly Edge E Series, Poly Trio 8300, and Poly Trio C60 phones.

The build IDs are:

- CCX Series: 8.1.4.1480
- Edge E Series: 8.1.4.1453
- Trio 8300: 8.1.4.1485
- Trio C60: 8.1.4.1456

Contents

What's New in This Release

This release of PVOS includes the features and important fixes from previous software releases, as well as the following updates:

- Line key labels extended to 10 digits

- Test automation challenge codes are replaced with license files

- Microsoft Teams (app update 3)

Line key labels extended to 10 digits

When you enable line key reassignment or when line keys are populated on both sides of the screen, line keys on Edge E300 Series and Edge E400 Series phones now support 10 digits on a single line without wrapping the text.

Test automation challenge codes are replaced with license files

Test Automation features that first require generation of a challenge code from a settings menu now require a per phone license file be installed using your provisioning server. License file retrieval location on the provisioning server may be configured within the MAC.cfg file using the LICENSE_DIRECTORY="<path>" XML attribute.

Microsoft Teams

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, see What's new in Microsoft Teams.

IMPORTANT:	PVOS includes the Microsoft Teams base profile in every release; however, Microsoft support of a release depends on the PVOS version delivered by Microsoft through the Teams Admin Center.

Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2023072509
Microsoft Admin Agent	v1.0.0.202306202019.product (v486)
Microsoft Intune Company Portal	5.0.5484.0

Zoom Rooms Controller

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.

This software release contains the Zoom Rooms Controller version 5.13.6 (1785) as embedded software. For more information on this Zoom release, see the Zoom Help Center.

For the latest setup instructions, see the *Integrating Poly Trio Systems with Zoom Rooms Solution Guide* at Poly Solutions for Zoom Environments.

Headset Compatibility

Refer to the Poly Compatibility Guide for the most current list of headsets compatible with Poly desktop phones.

Release History

This following table shows the release history of PVOS.

Version History

Release	Release Date	Features
8.1.4	October 2023	Maintenance release for Poly Voice Software. Includes the following features: - Line key labels extended to 10 digits - Test automation challenge codes are replaced with license files - Microsoft Teams App Update (2023072509)
8.1.3	July 2023	Maintenance release for Poly Voice Software. Includes the following feature: Microsoft Teams App Update (2023060906)
8.1.2	May 2023	Maintenance release for Poly Voice Software. Includes the following feature: Microsoft Teams App Update (2023041203)
8.1.1	March 2023	Maintenance release for Poly Voice Software. Includes the following features: - File Transfer Optimization During Software Upgrade - Zoom Cloud Paging - Zoom Network Conferencing with Participant Controls - CCX 350 Supports APD-80 Electronic Hook Switch (EHS) Adapter - Mobile Phone Contacts Sort Order - Security Improvements on the System Web Interface - Primary Configuration File XML Attributes for Managing 1 1 GB CCX 400 or CCX 500 Phones

Release	Release Date	Features
8.1.0	February 2023	Maintenance release for Poly Voice Software. Includes the following features: • Access your mobile phone's contacts from your Edge E • Add a customizable delay before ringing for inbound calls • A new "Device Prioritized" contact directory management method • New Edge E model-specific help videos and QR code • Remove the Applications button from the main menu • Zoom Phone Appliance (ZPA) on the CCX 505 • Dialpad® app on the CCX 500/505 • Bluetooth Discoverability and Connection speed improvements • Text-to-Speech for keypresses is now easier to turn on and off • Lens connection reliability has been improved • USB Optimized base profile has been deprecated on CCX 600/700 • Security Improvements

Security Updates

Refer to the Poly Security Center for information about known and resolved security vulnerabilities.

Resolved Issues

The following table lists 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.

Resolved Issues

Category	Issue ID	Product	Description
Alert Management	VOICE-76649	CCX Series	The Message Waiting Indicator (MWI) does not flash when there is new voicemail and the phone is in the power saving state.
API	VOICE-75380	Edge E Series	The management.SimulateKeyEvent REST API command does not work on Edge E Series phones.
Cloud Service	VOICE-75486	Edge E Series	Phones connected to Poly Lens or PDMS reboot intermittently.

Category	Issue ID	Product	Description
Device Management	VOICE-75813	Trio	A Trio C60 running Zoom Room Connector (ZRC) signs out after upgrade to PVOS 8.1.0-8.1.3.
Stability	VOICE-76592	Edge E Series	The phone occasionally reboots after a network interruption when Voice Quality Monitoring (VQMon) is enabled.
User Interface	VOICE-76465	CCX Series	CCX 505 phones briefly display a corrupted Poly logo after some reboots.
User Interface	VOICE-76607	CCX Series	CCX phones running Zoom Phone Appliance (ZPA) cannot 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.

Known Issues

This section identifies 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.

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.

Known Issues

Category	Issue ID	Product	Description	Workaround
API	VOICE-75464	Edge E Series	The REST API for simulateKeyEvent is not working.	Upgrade to PVOS 8.2.0.
Application	VOICE-74788	CCX Series	Choosing the Dialpad Base Profile allows Dialpad's service to change the admin password before a user signs in. The user can no longer log into the device Web UI, access admin settings, or change the base profile.	Trigger a factory reset during bootup.

Category	Issue ID	Product	Description	Workaround
Calendaring	VOICE -74912	Edge E Series	The calendar menu is not removed when homeScreen.calendar.enable=" 0".	Upgrade to PVOS 8.2.0.
Call Management	VOICE -74442	Edge E Series	Attaching or removing an expansion module during a call causes the call to drop.	Upgrade to PVOS 8.2.0.
Call Management	VOICE -74363	CCX Series	The in-call screen does not appear and must be manually opened for only the first call after a reboot on CCX 400, CCX 500, or CCX 505. This issue occurs only when the app switch feature is enabled, the phone is USB connected to a laptop, and the first call is made from the laptop's Teams client.	Use the "Back to Call" notification banner to bring the call screen to the foreground.
Call Management	VOICE -75483	Edge E Series	Using headset buttons to control calls doesn't work when the headset is connected to the phone via the BT700 Bluetooth to USB adapter.	None.
Calling	VOICE -76250	Edge E Series	In some cases, the redial softkey does not correctly redial the most recent call.	Upgrade to PVOS 8.2.0.
Certificate management	VOICE -75640	Trio	Trio C60 does not autofill its MAC address and send SCEP requests for a certificate when the common name field is unconfigured.	Use the web interface or an imported configuration (SCEP.csr.commonName) to set the common name.
Configuration	VOICE -76247	Edge E Series	The parameter call.remoteDisconnect.toneType is not applied without manually rebooting the phone.	Upgrade to PVOS 8.2.0.
Configuration	VOICE -76534	Trio	Trio C60 paired with Studio X50 in device mode does not honor the GMT+8 Kuala Lumpur time zone selection.	Set the timezone to GMT+8 Perth.

Category	Issue ID	Product	Description	Workaround
Directories/Address Books	VOICE-75996	Edge E Series	The speed dials on the secondary display of an Edge E400 Series phone intermittently do not appear after a reboot.	Upgrade to PVOS 8.2.0.
Peripherals	VOICE-74614	CCX Series	After connecting a Bluetooth headset and then making a call by deliberately using the handset or handsfree speaker, switching to the headset during the call results in no headset audio until the audio termination is switched from the headset and then back again. This issue only affects the first call made this way.	Briefly change the audio path to handsfree mode, and then switch back to headset mode.
Peripherals	VOICE-76375	Edge E Series	In some cases, a second or third expansion module attached to an Edge E550 does not power on where power delivery requirements from a switch are incorrectly negotiated using LLDP.	Upgrade to PVOS 8.2.0.
User Interface	VOICE-76083	CCX Series	In the Teams Base Profile, the recent calls, voicemail, or calendar screens may be blank after changing text size to Large in the Accessibility Settings menu.	Restart the phone after the text size increase.
User Interface	VOICE-74597	Trio	In the Zoom Room on Trio C60, the base profile shows a blank screen the first time the phone's System Settings are chosen from the settings menu (gear icon).	Touch the upper half of the screen to select an unseen menu option, which triggers a screen refresh.
User Interface	VOICE-75872	CCX Series, Trio	Inbound Teams call LED indicators flash for up to 12 seconds after the call is rejected. Trio phones flash the mute LED. CCX phones flash the messages waiting indicator LED.	None.

Category	Issue ID	Product	Description	Workaround
User Interface	VOICE -74790	Trio	On Trio 8300, the Phone Lock inactivity timer does not reset and can be triggered while accessing Favorites or Call History using the Navigation cluster up/down/left/right arrows.	Access Favorites or Call History from the main menu.
User Interface	VOICE -75930	Edge E Series	The $FPage$ EFK macro incorrectly opens the pagination menu instead of the page groups menu.	Upgrade to PVOS 8.2.0.
User Interface	VOICE -74405	Edge E Series	The Phone Lock inactivity timer does not reset and can trigger in the midst of adding a contact if you start the Add Contact workflow by using an empty line key's "+" icon.	Add contacts by accessing the Contact Directory from the Main Menu.
User Interface	VOICE -76173	Edge E Series, CCX Series	The Screen Capture action is visible from the Web interface when screen capture is disabled (up.screenCapture.enabled="0").	For Edge E Series, upgrade to PVOS 8.2.0. For CCX Series, none.
User Interface	VOICE -75692	Edge E Series	The dialer and line view UIs overlap when up.OffHookLineView.enabled="1" and the user attempts to transfer or conference an active call.	Upgrade to PVOS 8.2.0.
User Interface	VOICE -76394	Trio	Trio C60 in USB Optimized mode when part of a Teams Room sometimes continues to show a call as active when the call has been terminated using the GC8 touch controller.	None.
User Interface	VOICE -76080	CCX	When using the Teams Base Profile and multiple calls simultaneously arrive and are answered, a Resume button incorrectly remains on the active call screen for the most recently selected and resumed call.	None.

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.

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