



Poly Documentation

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Poly Virtual USB Connector for Zoom Rooms Release Notes

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

- [Poly Virtual USB Connector for Zoom Rooms Release Notes 1.0.2](#)
Poly announces the new release of the Poly Virtual USB Connector for Zoom Rooms.
- [Poly Virtual USB Connector for Zoom Rooms Release Notes 1.0.1.0003](#)
Poly announces the new release of the Poly Virtual USB Connector for Zoom Rooms.
- [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.

Poly Virtual USB Connector for Zoom Rooms Release Notes 1.0.2

Poly announces the new release of the Poly Virtual USB Connector for Zoom Rooms.

Software version: 1.0.2

Release date: March 2024

- [What's new in Poly Virtual USB Connector for Zoom Rooms 1.0.2](#)
This release of the Poly Virtual USB Connector for Zoom Rooms is a maintenance release with updated features, upgrades, and important field fixes.
- [Download and install the Poly Virtual USB Connector for Zoom Rooms](#)
Before you can use the Poly Virtual USB Connector for Zoom Rooms, you must download and install the application from the Software Versions page on Poly Lens.
- [System requirements](#)
Your computer system must meet the following requirements before you install this release.
- [Connect your Poly Trio](#)
Connect your Poly Trio after you install the Poly Virtual USB Connector on your PC. Your Poly Trio must be operating in the Zoom Rooms base profile to provide an input field for the Room Pairing Code.
- [Security updates](#)
Review security information for Poly products.
- [Resolved issues in Poly Virtual USB Connector for Zoom Rooms 1.0.2](#)

Review the resolved issues in this release.

- [Known issues in Poly Virtual USB Connector for Zoom Rooms 1.0.2](#)

Review the new known issues in this release.

What's new in Poly Virtual USB Connector for Zoom Rooms 1.0.2

This release of the Poly Virtual USB Connector for Zoom Rooms is a maintenance release with updated features, upgrades, and important field fixes.

Download and install the Poly Virtual USB Connector for Zoom Rooms

Before you can use the Poly Virtual USB Connector for Zoom Rooms, you must download and install the application from the **Software Versions** page on Poly Lens.

Procedure

- 1 Go to [Poly Lens](#).
- 2 Select **Virtual USB** from the **Search Device Model / Lens App** drop-down menu, and then select **Download**.
- 3 Unzip the downloaded file and click the `Poly_Virtual_USB_Connector_for_Zoom_Rooms_1.0.2.msi` file.

The setup dialog box displays.
- 4 Select **Install**.
- 5 Follow the steps in the installation wizard to complete the installation.

When the installation is complete, the Poly Virtual USB Connector for Zoom Rooms application starts on your computer, and the icon displays in the notification area of your system tray.

System requirements

Your computer system must meet the following requirements before you install this release.

Note The Poly Virtual USB Connector for Zoom Rooms is not supported on MacOS computers.

Table 1. Minimum requirements for Microsoft Windows

Item	Configuration requirement
Operating system	Windows 10 or later (32 bit or 64 bit)

Connect your Poly Trio

Connect your Poly Trio after you install the Poly Virtual USB Connector on your PC. Your Poly Trio must be operating in the Zoom Rooms base profile to provide an input field for the Room Pairing Code.

Procedure

- 1 Start the Zoom Rooms application on your PC.

A Room Pairing Code displays 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 your PC, select **Start > Settings > System > Sound**, and then select **Poly V-USB** as the default speaker from the **Choose your output device** drop-down menu.

Security updates

Review security information for Poly products.

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

Resolved issues in Poly Virtual USB Connector for Zoom Rooms 1.0.2

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	Description
Software	VOICE-77114	Poly Trio passthrough and PolyV-USB drivers are defective after a Windows update occurs.
Software	VOICE-77321	Sometimes the installation process instructs the user to uninstall the current software before proceeding with the current installation. Also, in Windows 11, the Tray icon is missing.

Known issues in Poly Virtual USB Connector for Zoom Rooms 1.0.2

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 Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003](#).

Table 1. Known issues

Category	Issue ID	Description	Workaround
Interoperability	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.

Poly Virtual USB Connector for Zoom Rooms Release Notes 1.0.1.0003

Poly announces the new release of the Poly Virtual USB Connector for Zoom Rooms.

Software version: 1.0.1.0003

Release date: March 2023

- [What's new in Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003](#)
This release of the Poly Virtual USB Connector for Zoom Rooms includes updated features and important field fixes.
- [System requirements](#)
Your computer system must meet the following requirements before you install this release.
- [Connect your Poly Trio](#)
Connect your Poly Trio after you install the Poly Virtual USB Connector on your PC. Your Poly Trio must be operating in the Zoom Rooms base profile to provide an input field for the Room Pairing Code.
- [Security updates](#)
Review security information for Poly products.
- [Resolved issues in Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003](#)
Review the resolved issues in this release.
- [Known issues in Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003](#)
Review the new known issues in this release.
- [Limitations](#)
This section identifies the limitations and constraints when using this product.

What's new in Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003

This release of the Poly Virtual USB Connector for Zoom Rooms includes updated features and important field fixes.

- [Introducing Poly Virtual USB Connector for Zoom Rooms](#)
Poly is pleased to announce the release of the Poly Virtual USB Connector for Zoom Rooms.

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, 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.

Note The Poly Virtual USB Connector for Zoom Rooms is not supported on MacOS computers.

Table 1. 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

Connect your Poly Trio

Connect your Poly Trio after you install the Poly Virtual USB Connector on your PC. Your Poly Trio must be operating in the Zoom Rooms base profile to provide an input field for the Room Pairing Code.

Procedure

- 1 Start the Zoom Rooms application on your PC.

A Room Pairing Code displays 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 your PC, select **Start > Settings > System > Sound**, and then select **Poly V-USB** as the default speaker from the **Choose your output device** drop-down menu.

Security updates

Review security information for Poly products.

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

Resolved issues in Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003

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

Known issues in Poly Virtual USB Connector for Zoom Rooms 1.0.1.0003

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.

Table 1. Known issues

Category	Issue ID	Description	Workaround
Interoperability	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.
Software	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.

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.

- [HP Inc. addresses](#)

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