



Poly Trio Solution

Poly announces a new release of Poly Unified Communications (UC) Software for Poly Trio phones.

The full build IDs by model are:

- Poly Trio 8300: **7.2.2.1089**
- Poly Trio 8500 and Poly Trio 8800 **7.2.2.1094**

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Change to Issue IDs

Known and resolved issue IDs for Poly phones no longer use the *EN* prefix. Issue IDs now have the format *VOICE-XXXXX*. Note that the issue ID numbers also reset when moved to the new prefix category.

What’s New

This release of UC Software includes all the features of previous releases, important fixes and the following new features:

- [Add a Mandatory Message Confirmation for Outbound Calls](#)
- [Zoom Rooms Controller Update](#)

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio devices for the best performance and experience.

Important: Poly doesn't support Microsoft Teams in this release.

Add a Mandatory Message Confirmation for Outbound Calls

Configure Poly Trio systems to lock and display a configurable message when the phone boots up after losing power. Until a user acknowledges the message, the phone limits outgoing calling only to certain defined contacts. You can enable the phone to accept incoming calls while locked.

This can be helpful by reminding users that they must update their registered emergency location when they've physically moved their phones.

To add a mandatory message confirmation for outbound calls:

1 Open the configuration file.

2 Enable the phone lock feature.

```
phoneLock.enabled="1"
```

3 Set the phone unlock method to require message acknowledgment from the user.

```
phoneLock.mode="messageConfirmation"
```

Note: Set this parameter to "userPasswordAndMessageConfirmation" if you want users to enter their password in addition to the acknowledgement message.

4 (Optional) Change the message that the phone displays while the message displays. The custom message can be up to 255 characters.

The default message is:

This phone rebooted and may have been relocated. Before confirming, please ensure this phone's registered emergency location is correct. To do this, you may require access to an online service portal. Contact your phone service provider for details.

```
phoneLock.confirmationMessage("<message string>")
```

5 (Optional) Require users to acknowledge the message every time the phone reboots, regardless of why the phone rebooted. By default, the message only displays after the phone loses power.

```
phoneLock.confirmationMessage.onlyOnPowerLoss="0"
```

6 (Optional) Enable the phone to permit incoming calls while the message displays.

```
phoneLock.Allow.AnswerOnLock="1"
```

7 (Optional) Define a contact the phone can call while the message displays. Repeat for each contact, with a maximum of five permitted contacts. For the variable *x*, set a number from 1 to 5.

```
phoneLock.authorized.x.description("<contact name>")
```

```
phoneLock.authorized.x.value("<contact's number or address>")
```

Zoom Rooms Controller Update

Trio 8500 and 8800 systems, when optimized for Zoom Rooms, act as a controller for Zoom Rooms via the system's touch user interface and provide audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.9.3 (1069)** 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 Support](#).

Version History

This following table shows the release history of the Poly Trio solution.

Version History

Release	Release Date	Features
7.2.2	March 2022	Maintenance release for Poly Trio systems. Includes the following features: <ul style="list-style-type: none"> • Add a Mandatory Message Confirmation for Outbound Calls • Support for Zoom Rooms Controller version 5.9.3 (1069)
7.2.1	February 2022	Maintenance release for Poly Trio systems. Includes the following features: <ul style="list-style-type: none"> • Support for Zoom Rooms Controller version 5.8.0 (898) • HTTP-Enabled Location Discovery Enhancements • USB Optimized Base Profile Default Parameter Settings Update • SCEP Certificate Signing Request Updates
7.1.4	December 2021	Maintenance release for Poly Trio systems.
7.1.3	November 2021	Maintenance release for Poly Trio systems.
7.2.0	November 2021	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none"> • Zoom Room Controls • Basic Authentication for Web Proxy • Set Up a Custom Background on Poly Trio Systems • STIR/SHAKEN Call Validation • Media Security Negotiation • Turn Off Trio Mics When Using Visual Pro
7.1.3	October 2021	Maintenance release for Poly Trio systems.
7.1.2		This release number was skipped and never released.
7.1.1	June 2021	Maintenance release for Poly Trio systems.

Release	Release Date	Features
7.1.0	May 2021	Feature release for Poly Trio systems. Includes the following features: <ul style="list-style-type: none">Zoom Room Controls
7.0.3	June 2021	Maintenance release for Poly Trio systems.
7.0.2	April 2021	Maintenance release for Poly Trio systems.
7.0.1	March 2021	OpenSIP-only maintenance release for Poly Trio systems.
7.0.0	December 2020	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none">Zoom Room Controls

Security Updates

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

Note: Poly supports SIP telephony feature interoperability with Avaya Aura Communication Manager and Avaya Aura Session Manager following published standards, including IETF Requests for Comments (RFCs) and internet drafts last validated by Avaya in March 2019 contingent on Avaya allowing SIP-compliant third-party endpoints to register and interoperate with its call platforms.

Microsoft Support

Poly support for Microsoft features varies by product.

Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, the Trio VisualPro accessory, and the Trio Visual+ accessory are not supported or qualified by Microsoft. As determined by Microsoft and Poly, the only supported way to connect Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, Trio Visual+ accessories, or Trio VisualPro systems with Microsoft Teams or Skype for Business is through Poly RealConnect.

Note: When you set a Trio system's base profile to `MSTeams`, Microsoft controls the software experience and performance on the Trio system.

Send all feedback and queries to Microsoft. For any issues regarding Microsoft Teams on your Trio system, go to the [Microsoft Teams User Feedback Forum](#).

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by Trio 8500 and Trio 8800 systems and the Trio 8500 or Trio 8800 Collaboration Kits that include the Poly Trio Visual+ system and a supported camera. This also applies to Trio 8500 and Trio 8800 systems when paired with a Trio VisualPro accessory and a supported camera.

Important: Poly doesn't support Microsoft features in this release. The Microsoft Teams application loaded with this release is for testing purposes only.

Supported Microsoft Environments

Microsoft Environment	Trio 8500, Trio 8800	Trio 8500 and Trio 8800 Collaboration Kit
Teams	Microsoft qualified	N/A
Office 365D	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Lync 2013 on-premises	Microsoft qualified	Poly supported Not Microsoft qualified
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Teams Support

The following tables list the Teams component versions included in this release. For more information on this Teams version, see [What's new in Microsoft Teams](#).

Important: Poly only supports OpenSIP deployments for this release.

Microsoft Teams Component Versions in Trio 8500 and Trio 8800

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.202005601
Microsoft Admin Agent	1.0.0.202006290446.product (216)
Microsoft Intune Company Portal	5.0.4801.0

Resolved Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

The following table lists resolved issues in this release for Poly Trio systems.

Note: These release notes do not 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	Description
API	VOICE-68469	Changes to the Logging configuration from the Teams Admin Center do not update the setting on the Trio phone.
Calendar	VOICE-54321	Cancelled meetings continue to display from the meetings list on Trio phones.
Calendar	VOICE-68821	Daisy-chained Trio phones can't connect to the Exchange server, even if the primary phone connects without issue.
Network	VOICE-69064	If you configure a phone on a DHCP-enabled network and the DHCP conversation includes option 43, and then you move the phone to a DHCP-enabled VLAN with DHCP VLAN discovery enabled, the phone doesn't use the DHCP options on the second DHCP conversation.
Security	VOICE-68921	The system web interface may be vulnerable to a TLS client renegotiation DoS attack.
Security	VOICE-69164	Certificates cross-signed with DST and ISRG certificates fail verification because of an expired DST certificate.
User Interface	VOICE-68023	When Trio is in Microsoft USB Optimized base profile, the menu permitting change of Trio's role between HUB or Device mode has obscured text informing you that Trio will reboot on applying this change.
User Interface	VOICE-68816	Trio phones woken from power-saving mode by the proximity sensors display the incorrect time.

Known Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support.

The following table lists known issues and suggested workarounds included in this release for Poly Trio systems.

Note: These release notes do not provide a complete listing of all known issues that are included in 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 Poly Trio systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your Poly Trio system, visit the [Microsoft Teams User Feedback Forum](#).

Known Issues

Category	Issue ID	Description	Workaround
Content	VOICE-68063	If you share content using Video-based Screen Share (VbSS) and switch directly to Remote Desktop Protocol (RDP), the content sharing fails.	Restart the failed RDP content sharing to restore it. To prevent the content sharing from failing, manually stop the VbSS before starting RDP content sharing.
Device Management	VOICE-22931	The system web interface doesn't show the correct time if you change the device time zone.	Log out and log in to the system web interface two times.
Directories	VOICE-60593	Pause characters programmed into saved contact information don't display in Recent Calls, preventing users from calling the contacts back from the Recent Calls list.	Manually dial the contact number, including the pause characters.
Interoperability	VOICE-67871	Mute controls must be managed from the Trio when running Zoom Room Connector and linked over USB to MAC OS systems. If Trio is muted before joining a meeting, the ZRC application will not update its icon to show as muted even though the Trio will actually be muted, and all mute LEDs show red.	Use the Trio's physical mute button to unmute the Trio and resume mute state Sync.
Interoperability	VOICE-68906	The speaker test is distorted when the Trio system is connected to a Windows 11 computer using the Virtual USB app. The speaker test performs as expected if the system is connected using a physical USB cable, and other audio and call audio functions are unaffected.	No workaround.
Logs	VOICE-23168	Occasionally, the phone logs scheduled informational messages at the higher than intended log levels. For example, default or <code>minorError</code> messages log at event and debug levels. This error may interfere with the boot logs.	No workaround.

Category	Issue ID	Description	Workaround
Network	VOICE-20901	While using Wi-Fi, the phone uses an IP address obtained from the DHCP server, even if a preferred static IP address was already configured.	Configure a static IP address using an Ethernet connection.
User Interface	VOICE-22473	Users can't delete or enter a new name for a paired device on the Trio 8300 for 40 seconds because the Bluetooth pop up blocks input.	No workaround.

System Constraints and Limitations

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

Windows 11 Support

Poly doesn't fully support use of this product with Windows 11 computers at this time.

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 including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document 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.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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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