



Poly Documentation

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Poly Unified Communication Software 7 Release Notes

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

- [Poly UC Software 7.2.8](#)
Poly announces the 7.2.8 release of Unified Communication (UC) Software.
- [Poly UC Software 7.2.7](#)
Poly announces the 7.2.7 release of Unified Communication (UC) Software.
- [Product resources and additional information](#)
This section provides resources and additional information for your product.

Poly UC Software 7.2.8

Poly announces the 7.2.8 release of Unified Communication (UC) Software.

Software version: UC Software 7.2.8 B

Release date: August 2025

Note	For the Trio 8500 and 8800, UC Software 7.2.8.0090 B has replaced 7.2.8.0031.
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Note	UC Software 7.2.8 and 7.2.8 B are not available for the CCX or the Trio C60 and 8300 series. For the latest releases, see Desk Phones , Trio C60 , or Trio 8300 on the Poly Support site.
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The build IDs are:

- Trio 8500: UCS 7.2.8.0090 B has replaced 7.2.8.0031
- Trio 8800: UCS 7.2.8.0090 B has replaced 7.2.8.0031

For more information, review the [Poly UC Software 7.2.8 Release Notes](#).

- [What's new in UCS 7.2.8](#)
This maintenance release contains important security fixes and a ZRC APK update. All features and fixes from earlier 7.2.x releases are included.
- [Zoom Room Controller](#)
Use this information to identify important information about Zoom Room Controller software.
- [Resolved issues in UCS 7.2.8](#)
Review the new resolved issues in this release.
- [Known issues in UCS 7.2.8](#)

Review the new known issues in this release.

What's new in UCS 7.2.8

This maintenance release contains important security fixes and a ZRC APK update. All features and fixes from earlier 7.2.x releases are included.

- Zoom Room Controller version 5.14.5

Note The Poly Support site has been retired. To download the latest software releases, sign in to [Poly Lens](#).

Zoom Room Controller

Use this information to identify important information about Zoom Room Controller software.

Trio 8500 and 8800 systems, when 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 runs Zoom Rooms Controller software **5.14.5** 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](#).

Resolved issues in UCS 7.2.8

Review the new resolved issues in this release.

Table 1. Resolved issues

Category	Issue ID	Product	Description	Workaround
Application	VOICE-68836	Trio	Poly does not support use of Virtual USB Connector for Zoom Rooms version 1.0.0.56 on a Windows 11 computer.	Following an upgrade to Windows 11, uninstall, and then re-install the application. Manually start the application every time after you reboot your PC.

Category	Issue ID	Product	Description	Workaround
Application	VOICE-80445	Trio	After a restart, Poly Trio 8500 and 8800 phones display a black screen and fail to complete startup. IP-based access is unavailable and the phone must be power-cycled to recover.	Following a restart, if the phone displays a black screen and fails to complete startup, power-cycle the phone.

Known issues in UCS 7.2.8

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.

Table 1. Known issues

Category	Issue ID	Product	Description	Workaround
Application	VOICE-74984	Trio	When Trio operates as a Zoom Room Controller, searching for a Reaction Emoji during a meeting for the first time after a reboot may cause the app to pause for too long and trigger an Application Not Responding error on screen.	Select "Wait," and the Zoom Room Connector application will recover.
Application	VOICE-71710	Trio	CCX does not	Change the

Category	Issue ID	Product	Description	Workaround
			apply the Wi-Fi Country of Operation setting when it is changed from the Web interface or the Admin Menu and must be manually rebooted for it to take affect	country of operation and then reboot.
Interoperability	VOICE-68906	Trio	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.
Interoperability	VOICE-67871	Trio	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	Use the Trio's physical mute button to unmute the Trio and resume mute state Sync.

Category	Issue ID	Product	Description	Workaround
			mute LEDs show red.	

Poly UC Software 7.2.7

Poly announces the 7.2.7 release of Unified Communication (UC) Software.

Software version: UC Software 7.2.7

Release date: January 2024

The build IDs are:

- CCX Series: 7.2.7.0193
- Trio 8500 and Trio 8800: 7.2.7.0191

For more information, review the [Poly UC Software 7.2.7 Release Notes](#).

- [What's new in UCS 7.2.7](#)
This maintenance release contains important bug and security fixes. All features and fixes from earlier 7.2.x releases are included.
- [Resolved issues in UCS 7.2.7](#)
Review the resolved issues in this release.
- [Known issues in UCS 7.2.7](#)
Review the new known issues in this release.

What's new in UCS 7.2.7

This maintenance release contains important bug and security fixes. All features and fixes from earlier 7.2.x releases are included.

Note The Poly Support site has been retired. To download the latest software releases, sign in to [Poly Lens](#).

- [Zoom Room Controller](#)
Use this information to identify important information about Zoom Room Controller software.
- [Microsoft Teams versions](#)
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.
- [Poly CCX Base Profiles](#)

The following table lists the base profiles supported on each CCX phone model for this release. This applies to both OpenSIP and Teams models

Zoom Room Controller

Use this information to identify important information about Zoom Room Controller software.

Trio 8500 and 8800 systems, when 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 runs Zoom Rooms Controller software **5.14.0(1920)** 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 [PolySolutions for Zoom Environments](#).

Microsoft Teams versions

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 Teams versions, visit [What's new in Microsoft Teams](#).

Note 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.

Table 1. Microsoft Teams components versions

Microsoft component	Version
Microsoft Teams	1449/1.0.94.2024122303
Microsoft Admin Agent	1.0.0.202407050618.product (v733)
Microsoft Intune Version	24.09.1
Authenticator Version	6.2410.7268

Poly CCX Base Profiles

The following table lists the base profiles supported on each CCX phone model for this release. This applies to both OpenSIP and Teams models

Table 1. Base Profiles Supported on CCX Business Media Phones in This Release

PhoneModel	Generic	Microsoft Teams	ZoomPhone	8x8 Work	Skype for Business
CCX 400	Available	Available	Available	Notavailable	Available
CCX 500	Available	Available	Available	Notavailable	Available
CCX 600	Available	Available	Available	Available	Available
CCX 700	Available	Available	Available	Available	Available

Resolved issues in UCS 7.2.7

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
Audio	VOICE-75147	CCX	When using a Savi headset with an APP-51 adapter with a CCX 400 phone, calls answered using the handsfree speaker drop when you use the headset's call control button to switch audio to the headset.

Category	Issue ID	Product	Description
Cloud Services	VOICE-74856	Lens	Poly Lens doesn't receive and can't display the IP addresses of phones in the tenant.
Content	VOICE-75164	Trio	Trio's connected TV displays the idle background image for a few seconds when in a RealConnect for Teams call and a Teams user shares content
Interoperability	VOICE-75968	CCX	Skype for Business did not automatically pair with BToE.
Peripherals	VOICE-74614	CCX	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.
User Interface	VOICE-77125	CCX	CCX in USB Phone base profile displays dates incorrectly in some regions where date format varies between MMDD and DDMM. Date format is now pulled from the PC and format options are removed from the CCX preferences

Category	Issue ID	Product	Description
			menu

Known issues in UCS 7.2.7

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.

Table 1. Known issues

Category	Issue ID	Product	Description	Workaround
Application	VOICE-74984	Trio	When Trio operates as a Zoom Room Controller, searching for a reaction emoji during a meeting for the first time after a reboot may cause the app to pause for too long and trigger an Application Not Responding error on screen.	Select Wait and the Zoom Room Connector application recovers.
Call Management	VOICE-21852	CCX	If a user places a Teams call on hold using their Teams PC client, the connected CCX phone in USB phone mode can't mute the microphone using the mute button.	Resume the call then mute the microphone with the mute button.
Call Management	VOICE-21852	CCX	If a user places a Teams call on hold using their Teams PC client, the connected CCX phone in USB phone mode can't mute the microphone using the mute button.	Resume the call then mute the microphone with the mute button.

Category	Issue ID	Product	Description	Workaround
Interoperability	VOICE-71713	CCX	Microsoft Exchange calendar on CCX and Trio incorrectly displays a canceled meeting if that occurrence within a series is canceled.	No workaround
Interoperability	VOICE-67871	Trio	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.
Wi-Fi	VOICE-71710	CCX	CCX does not apply the Wi-Fi Country of Operation setting when it is changed from the Web interface or the Admin Menu and must be manually rebooted for it to take affect.	Change the country of operation and then reboot.

Product resources and additional information

This section provides resources and additional information for your product.

- [Security updates](#)
Review security information for Poly products.
- [Headset compatibility](#)
Review headset compatibility information for Poly phones.
- [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 is now transitioning from the Poly Support site to the HP Support site.

Security updates

Review security information for Poly products.

Review the [Security Bulletins](#) page for information about known and resolved security vulnerabilities.

Headset compatibility

Review headset compatibility information for Poly phones.

Visit the [Poly Compatibility Guide](#) for the most current list of headsets compatible with Poly desk phones.

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 is now transitioning 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.