



Poly Trio C60 Solution

This new release of Poly Unified Communications (UC) Software for the Poly Trio C60 system is 7.2.1. The full build ID is **7.2.1.1712**.

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Change to Issue IDs

Starting with UCS 7.2.0, 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.

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.

What's New

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

- [Microsoft Teams Update](#)
- [Trio Optimized for Zoom Rooms](#)
- [HTTP-Enabled Location Delivery Enhancements](#)
- [USB Optimized Base Profile Default Parameter Settings Update](#)
- [SCEP Certificate Signing Request Updates](#)

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio C60 phones for the best performance and experience.

Microsoft Teams Update

This release supports Teams app version 1449/1.0.94.2022011305 for Poly Trio C60 phones. For more information, see [What's new in Microsoft Teams](#).

Trio Optimized for Zoom Rooms

Trio C60 systems 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 **5.8.0 (898)** 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](#).

HTTP-Enabled Location Delivery Enhancements

This release provides enhancements to the handling of HTTP-Enabled Location Delivery (HELD) requests. These HELD enhancements help emergency dispatchers determine the phone's most up-to-date location during an emergency call. The enhancements in this release are enabled by default and require no further configuration.

HELD requests now include the phone's user-agent string. HELD requests also support the `<locationUriSet expires>` attribute to provide the exact date and time the phone must reconnect to refresh its location data.

The phone defaults to a 24-hour HELD refresh interval and ignores the `expires` attribute if:

- It can't calculate an expiration interval due to an error.
- It doesn't have an SNTP connection.
- The calculated expiration interval is greater than 48 hours.

If any HELD refresh request fails to receive a response, the phone doesn't clear any locations from its memory. Instead, it uses the last successful location received to ensure it always has location data and retries the HELD refresh using the value set in the `feature.E911.locationRetryTimer` parameter.

USB Optimized Base Profile Default Parameter Settings Update

This release contains updated default settings in the USBOptimized base profile for the following parameters:

`dialplan.x.digitmap.timeOut`

Set the time, in seconds, the phone waits before collecting the digit input before placing a call when the phone is off-hook.

USBOptimized Setting – 4 (default)

0-100 seconds

Change causes the system to restart or reboot

`dialplan.userDial.timeOut`

Set the time, in seconds, the phone waits for digit input before placing a call when the phone is on-hook.

USBOptimized Setting – 0 (default)

0-99 seconds

SCEP Certificate Signing Request Updates

You can now configure the phone's **Locality (L)** and **Organizational Unit (OU)** fields for CSR generation from the phone's system web interface in **Settings > SCEP > Distinguished Name**.

If you leave the `SCEP.csr.commonName` parameter with the default **null** setting, the phone now automatically uses its MAC address for the common name (CN) when it generates a CSR.

Version History

This following table shows the release history of the Poly Trio C60 solution.

Version History

Release	Release Date	Features
7.2.1	February 2021	Maintenance release for Poly Trio C60 Systems. Includes the following features: <ul style="list-style-type: none"> • Microsoft Teams Update • Trio Optimized for Zoom Rooms • HTTP-Enabled Location Delivery Enhancements • USB Optimized Base Profile Default Parameter Settings Update • SCEP Certificate Signing Request Updates
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 C60 Systems
7.1.1	June 2021	Maintenance release for Poly Trio C60 systems
7.1.0	May 2021	Feature release for Poly Trio C60 Systmes, Includes the following features: <ul style="list-style-type: none"> • Microsoft teams enhancements • Zoom Room Controls
7.0.3	April 2021	Maintenance release for Poly Trio C60 systems
7.0.2	April 2021	Maintenance release for Poly Trio C60 systems <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2021022403
7.0.1	March 2021	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none"> • Support for Zoom Room Controller 5.4.0 (275)
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.

Microsoft Support

Poly support for Microsoft features varies by product.

Microsoft Teams Support

Trio C60 Systems support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers of Microsoft Teams. Trio C60 systems act as a controller for Microsoft Teams Rooms via the system's touch user interface and provide audio for Teams meetings through the built-in speakers and microphones.

To check your software version, go to **Settings > Device Settings > About** while in the Teams base profile.

The following tables list the supported Microsoft component versions included in this release.

Microsoft Teams Component Versions in Trio C60

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.2022011305
Microsoft Admin Agent	1.0.0.202112100118
Microsoft Intune Company Portal	5.0.5304.0

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 C60.

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
Networking	VOICE-68571	Added support for multiple gateways in the DHCP routers option. The phones are now able to parse multiple IP addresses.
User Interface	VOICE-68569	The time/date display on the home screen and status bar of a Trio C60 in Skype USB base profile could not be hidden via configuration.
User Interface	VOICE-67169	The Hold button is not available from the Trio C60 UI during a call When using a Trio C60 phone in Skype base profile as a USB audio device attached to a PC.
User Interface	VOICE-67081	Trio call controls may fail while running in USB optimized mode.

Known Issues

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

Upgrade the Poly Trio system with the latest software before contacting Poly Support to ensure the issue has not already been addressed by software updates.

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
Bluetooth	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.
Directories	EN-200644	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.

Category	Issue ID	Description	Workaround
Interoperability	VOICE-68290	Trio C60 may emit sound similar to a crackle or brief speaker pop when in call and connected to a Zoom Rooms PC due to interaction with the Ultrasonic Pairing feature	Disable Ultrasonic Pairing
Interoperability – Mac	EN-192421	MacBook Pro 2017 systems running macOS Big Sur 11.1 can't connect to Trio C60 systems.	No workaround.
Peripherals	EN-203207	When using a Trio C60 system as a Bluetooth speaker, you can't adjust the audio level using the volume controls.	Adjust the audio level on the Bluetooth source device.
User Interface	VOICE-59707	When in a video call On a C60, the Video Start/Stop button has moved to the main menu and isn't present on the main "active call" screen.	No workaround.
User Interface	EN-204106	The access point list found under Settings > Status > Diagnostics > Wi-Fi Stats > AP List (screen 3) doesn't show the connected Wi-Fi access point's name or MAC address.	View the connected access point in the Wi-Fi menu.
User Interface	EN-204105	The list found under Settings > Status > Diagnostics > Wi-Fi Stats > General Information (screen 2) doesn't show the connected Wi-Fi access point's name or connection status.	View the connected access point in the Wi-Fi menu.
User Interface	EN-198574	When enabling Wi-Fi, the phone reboots. When joining a Wi-Fi network for the first time, the phone's display gets stuck on the waiting screen with the message <i>Obtaining IP address</i> .	The connection is successful. Select the Back button from the stuck screen and begin using the phone.
User Interface	EN-193001	The Wi-Fi connection status always reports as not connected to the cloud server even when Wi-Fi is connected.	Hang up and redial until the tone plays.
User Interface	EN-189999	The system web interface doesn't display the correct time if you change the device time zone.	Log out and log in to the system web interface two times.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) 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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