Poly Trio C60 Solution

Poly announces a new release of Poly Unified Communications (UC) Software for Poly Trio C60 phones. The build ID for UC Software for Trio C60 is **7.3.0.16840.**

Contents

What's New

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

- Web Proxy Auto Discovery Enabled by Default
- Call Forwarding Softkey Support
- Mid-transfer and mid-conference EFK states
- RingCentral Feature Support
  - DND Synchronization
- Zoom Feature Support

- [IP Phone Call Control from Desktop Client](#)
- [Zoom Call Monitoring](#)

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.

Web Proxy Auto Discovery Enabled by Default

The web proxy auto discovery feature is now enabled by default in all base profiles on Poly CCX phones / Trio C60 systems. Once you configure DHCP Option 252 on your network, the phone automatically determines the URI to retrieve a web proxy PAC file without additional configuration.

Call Forwarding Softkey Support

This release adds a **Forward** softkey to the phone screen for users to forward incoming calls on a shared line provisioned by Zoom Phone.

Mid-transfer and mid-conference EFK States

This release adds two new states that lets users transfer or conference a call while in another.

RingCentral Feature Support

This release supports the following features for phones provisioned for the RingCentral.

DND Synchronization

This feature enables users to set Do Not Disturb (DND) on all the phones on the network at once by setting it on a single phone.

Zoom Feature Support

This release supports the following features for phones provisioned for the Zoom Phone service.

IP Phone Call Control from Desktop Client

This feature enables a Zoom phone user to remotely control their phones from the Zoom client.

Privacy for Shared Line Group Users

Users with phones in the Zoom Phone base profile can set an active Zoom call as private. Users toggle the **Lock** and **Unlock** softkeys to enable or disable the privacy of the active call. This feature is enabled by default and requires no further configuration.

Making a call private blocks other shared line group users from the following:

- Resuming the call if it is put on hold.
- Performing barge, listen, whisper, and takeover (BWLT) operations on the call.

Conference Barge for Shared Line Group Users

This feature enables conference barge on shared lines provisioned for Zoom Phone. Up to 10 shared line group users can join a call with the new **Conf Barge** softkey. Users press and hold the **Conf Barge** softkey on a shared line key with a remotely active call to join the call as a full participant. This feature may be limited by Zoom Phone capabilities.

For more information, see Zoom Support - Call Monitoring.

Zoom Call Monitoring

This release enables support of the Zoom's listen, whisper, barge-in, and takeover (LWBT) call monitoring feature on Poly phones. The call monitoring feature enables users to directly monitor and intercept active calls within the same call queues and shared line groups when they're assigned to a BLF key.

For more information, see Zoom Support - Call Monitoring.

LLDP support for Chassis & Port Subtype

Using LLDP, the phone can read the connected switch's chassis & port subtype and share the values with the Zoom PBX as part of a SIP REGISTER message using the Zoom X-Switch-Info header

For more information, see Zoom Support – Nomadic Emergency Services

Zoom Rooms Controller Update

Trio C60 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 C60 solution.

Version History

Release	Release Date	Features
7.3.0	May 2022	Maintenance release for Poly Trio C60 systems. Includes the following features: • Web Proxy Auto Discovery Enabled by Default • RingCentral Feature Support • Zoom Feature Support • Microsoft teams Update
7.2.2	March 2021	Maintenance release for Poly Trio C60 systems. Includes the following features: • Add a Mandatory Message Confirmation for Outbound Calls • Support for Zoom Rooms Controller version 5.9.3 (1069)
7.2.1	February 2021	Maintenance release for Poly Trio C60 systems. Includes the following features: • Support for Microsoft Teams version 1449/1.0.94.2022011305 • Support for Zoom Rooms Controller version 5.8.0 (898) • 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: • 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.
7.1.2		This release number was skipped and never released.
7.1.1	June 2021	Maintenance release for Poly Trio C60 systems.

Release	Release Date	Features
7.1.0	May 2021	Feature release for Poly Trio C60 systems. Includes the following features: • 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. • Support for Microsoft Teams version 1449/1.0.94.2021022403
7.0.1	March 2021	OpenSIP-only release. Includes the following features: • Support for Zoom Room Controller 5.4.0 (275)
7.0.0	December 2020	OpenSIP-only release. Includes the following features: • Zoom Room Controls

Security Updates

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

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 C60

Microsoft Component	Version
Microsoft Teams	1449/1.0.96.2022041102
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
Peripherals	VOICE-68122	Trios are now able to the use date/time provided by a PC Teams application when no network is available and connected by USB cable

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
Diagnostics	VOICE-69503	The trace route diagnostic tool accessed from the Settings > Diagnostics > Network menu , does not return any results	No workaround.

Category	Issue ID	Description	Workaround
User Interface	VOICE-68292	When the Poly Trio C60 is in the Teams base profile , enabling the web interface from the device settings menu will continue to show as "not enabled" on subsequent return to that menu.	Enable the Web UI through config.
Peripherals	VOICE-69699	When a mobile phone is connected over Bluetooth to the Trio C60 and in call, using the C60 to send DTMF creates a brief audio interruption and crackle	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.

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