# Poly Voice Software

Poly announces the new release of Poly Voice Software (PVOS) for Poly CCX Series, Poly Edge E Series, Poly Trio 8300, and Poly Trio C60 phones.

The build IDs are:

- CCX Series: 8.0.2.2337
- Edge E Series: 8.0.2.2343
- Trio 8300: 8.0.2.2323
- Trio C60: 8.0.2.2344

# Contents

# What's New

This release of PVOS includes all the features and important fixes from previous software releases, as well as the following new features:

- Improved Line View Access on CCX Series Phones
- Disable the Use of USB Mass Storage Devices
- Zoom Phone Appliance - LLDP Support for Chassis and Port Subtype

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

## *Improved Line View Access on CCX Series Phones*

For CCX users who prefer to use speed dial, BLF keys, or other line keys to make outbound calls rather than using the dialpad, previously the off-hook line view setting provided this capability. In this release, a new option is available to further customize immediate access to phone lines, speed dials, macros, and BLF keys when performing call actions such as transfers or conferences.

- `up.OffHookLineView.enabled` (default 0)

- `up.OffHookLineView.inCallActions.enabled` (default 0)

You can further customize which view is your **Home** screen by going to **Settings > Basic > Preferences > Home Page** or by configuring `feature.preferredHomeScreen`.

**Applies to products:**

- CCX Series

## *Disable the Use of USB Mass Storage Devices*

You can configure USB ports to block USB mass storage devices while continuing to permit connecting and using USB peripherals such as headsets. When USB storage devices are blocked, picture frame, call recording, and USB provisioning features are unavailable.

**Configuration:**

- `feature.usb.host.massStorage` (default 1)

  Permitted values: 0 or 1

**Applies to products:**

- Edge E Series
- Trio 8300

## *Zoom Phone Appliance - LLDP Support for Chassis and Port Subtype*

Using LLDP, CCX phones can now read the connected wireless AP or switch's chassis and port subtype and share the values with the Zoom Phone Appliance application.

For more information, see [Zoom Support – Nomadic Emergency Services](#)

**Applies to products:**

- CCX Series

# Zoom Rooms Controller

Poly Trio C60 phones 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 contains the Zoom Rooms Controller version 5.12 (1540) 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](#).

# Microsoft Teams

The Microsoft Teams application is included in each PVOS release for use on 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 this Teams version, see [What's new in Microsoft Teams](#).

| Important: | 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. |
|---|---|

**Microsoft Teams Component Versions**

| Microsoft Component | Version |
|---|---|
| Microsoft Teams | 1449/1.0.94.2022110803 |
| Microsoft Admin Agent | 1.0.0. 202209060820.product (v382) |
| Microsoft Intune Company Portal | 5.0.5484.0 |

# Release History

This following table shows the release history of the PVOS.

**Version History**

| Release | Release Date | Features |
|---|---|---|
| 8.0.2 | November 2022 | Maintenance release for Poly Voice Software. Includes the following features:<br>• Improved Line View Access on CCX Series Phones<br>• Disable the Use of USB Mass Storage Devices<br>• Zoom Phone Appliance - LLDP Support for Chassis and Port Subtype<br>• Zoom Rooms Controller version update<br>• Microsoft Teams version update |

| Release | Release Date | Features |
| --- | --- | --- |
| 8.0.1 | October 2022 | Maintenance release for Poly Voice Software. Includes the following features:<br>• Poly Fast Pair<br>• ICE, STUN, and TURN support<br>• Accessibility Enhancements for Vision Disabilities<br>• Network Subnet Enhancements<br>• QR Code Enhancements<br>• Zoom Rooms Controller version update<br>• Microsoft Teams version update |
| 8.0.0 | September 2022 | Maintenance release for Poly Voice Software. Includes the following features:<br>• Improved Line Key Assignments<br>• Contact Support Menu<br>• License File Import from the System Web Interface<br>• System Web Interface Security Enhancements<br>• Minimized Reboot Parameters for Hotdesking<br>• Persistent Redial Button<br>• Web Proxy Improvements<br>• Zoom Phone Base Profile on CCX 400 and CCX 500<br>• Zoom Warm Transfer<br>• Microsoft Teams Version Update<br>• Introducing the Poly Edge E Series business IP phones |

# Security Updates

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

# Resolved Issues

The following table lists resolved issues in this release.

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**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.

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**Resolved Issues**

| Category | Issue ID | Product | Description |
|---|---|---|---|
| Bluetooth | VOICE-72720 | Edge E Series | While scanning for Bluetooth devices, pressing the **Back** soft key to cancel the scan, and then attempting to scan for Bluetooth devices again, fails. |
| Networking | VOICE-72862 | CCX series | CCX phones operating in Zoom Phone Appliance mode cannot answer inbound calls with Zoom version 5.12. |
| Networking | VOICE-73137 | Edge E, CCX and Trio Series | The phone does not bypass the out-of-box menus after a factory reset even when the required configuration is made available from the provisioning server. |
| Software | VOICE-72576 | Edge E Series | Some message popups intended for the primary display briefly flicker across the secondary display screen. |
| Software | VOICE-72757 | CCX Series | CCX phones show only one softkey when 2 softkeys with the same label are created. |
| Software | VOICE-72808 | Edge E Series | USB ports cannot be disabled by using the following parameter: feature.usb.host.enabled="0". |
| User Interface | VOICE-72343 | CCX series | When using EFKs, line key assignment labels can display as overlapped text. |
| User Interface | VOICE-72702 | Edge E Series | Edge E phones are not providing the caller ID of the active call in the notification banner at the top of the screen when the following parameter is enabled: up.LineViewCallStatus.enabled="1". |
| User Interface | VOICE-72805 | Edge E Series | The color correction accessibility feature on Edge E phones is not applied to custom backgrounds after the phone has been restarted. |
| User Interface | VOICE-73194 | Edge E Series | Call history screens for transferred calls show misaligned UI elements. |
| User Interface | VOICE-73255 | CCX series | On some CCX 500/505 phones, the Poly logo that appears during start-up shows horizontal stripes. |

# Known Issues

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

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**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.

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Microsoft controls the software experience and performance of PVOS systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your PVOS system, visit the Microsoft Teams User Feedback Forum.

**Known Issues**

| Category | Issue ID | Product | Description | Workaround |
|---|---|---|---|---|
| Bluetooth | VOICE-73114 | Trio C60 | Streaming non-call audio, such as music, via Bluetooth from a mobile phone generates a **Back to Call** notification bar on the phone's UI. | No workaround. |
| Diagnostics | VOICE-72468 | Edge E Series | Quickly pressing the **Back** soft key to cancel the **Run Diagnostics Check** in the **Help and Support** menu can cause the phone to restart. | No workaround. |
| Diagnostics | VOICE-72830 | Edge E Series | Diagnostic features such as log collection, pcaps, and configuration information initiated from PDMS-SP to Edge E phones fail after several hours of uptime because the cloud connection disconnects and does not reconnect on its own. | Restart the phone. |
| Logs | VOICE-69503 | CCX Series Trio C60 | Accessing the trace route diagnostic tool from the **Settings > Diagnostics > Network** menu doesn't return any results. | No workaround. |
| Software | VOICE-73179 | CCX 600 CCX 700 | The **Submit** and **View** buttons are partially overlapped when using the corporate directory (LDAP). | No workaround. |
| User Interface | VOICE-72852 | Trio 8300 | The Trio 8300 displays overlapped text in the top-left corner of the **Call History** screen. | No workaround. |

| Category | Issue ID | Product | Description | Workaround |
|---|---|---|---|---|
| User Interface | VOICE-73086 | CCX Series | When in the Generic base profile, a locked CCX phone that receives a voicemail causes status bar icons to overlap with other icons. | No workaround. |
| User Interface | VOICE-73209 | Edge E Series | When viewing call histories on Edge E phones, applying a filter to view a single line's history is not applied correctly and causes results for all lines to appear. | No workaround. |
| User Interface | VOICE-73213 | CCX Series | When viewing call histories on CCX phones, applying a filter to view a single line's history is not applied correctly and causes results for all lines to appear. | No workaround. |
| User Interface | VOICE-73358 | Trio C60 | Trio C60 phones configured for the phone lock feature in the Generic base profile incorrectly show the **Unlock** option in the main menu after the phone has been unlocked using the idle screen's **Unlock** button. | No workaround. |
| User Interface | VOICE-73367 | Edge E Series | Edge E phones incorrectly set the **Greyscale** color correction mode instead of the default **Deuteranomaly (Green-Red)** color correction mode when color correction is enabled using a configuration file and when no color correction mode is specified. | Use the **Accessibility** menu to change the color correction mode. |

# 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. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The [Poly Documentation 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.

- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.

- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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