



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: 8.1.0.12743
- Edge E Series: 8.1.0.12774
- Trio 8300: 8.1.0.12732
- Trio C60: 8.1.0.12748

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What's New

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Add Mobile Phone Contacts

Pair your mobile phone with your Bluetooth-enabled Edge E Series desk phone to access, download, view, and search your contacts.

Applies to:

- Edge E220
- Edge E320
- Edge E350
- Edge E450
- Edge E550

Customizable Ring Delays

Set a delay before your phone rings whenever a call arrives. This feature staggers notifications on a shared line used as a backup for taking calls. The phone delays visual and audible notifications for the call until the delay timer elapses.

Use the following parameter to configure this setting:

- `reg.x.ringdelay="<time in seconds>"`

Applies to:

- CCX Series
- Edge E Series
- Trio 8300, Trio C60

Device Prioritized Contact Directory Management

Poly Voice Software has historically prioritized the contact directory file stored and retrieved from the server when creating the contact directory that displays on the phone. In this release, the phone now manages contacts locally without uploading them for storage, while the server still pushes contact information to the phone.

The new Device Prioritized mode enables the local user changes to override the contact data the phone receives from the server. The phone stores local contact directory on the phone and doesn't upload it to the server.

Use the following parameter to configure this setting:

- `dir.local.mode="devicePrioritized"`

You can still clear the directory for privacy needs or to reset a phone via remote management by sending any value in a config file.

Use the following parameter to configure this setting:

- `dir.local.devicePrioritized.deleteDirectory="<any value>"`

Applies to:

- CCX Series
- Edge E Series
- Trio 8300
- Trio C60

Edge E Series Help and Support Videos

The support videos available via QR code from Edge E phones in **Menu > Help & Support > Help** are now model specific.

Applies to:

- Edge E Series

Remove the Applications Button

You can now remove the **Applications** button from the main menu on CCX Series and Trio C60 phones.

Use the following parameter to configure this setting:

- `homeScreen.application.enable="0"`

Applies to:

- CCX Series
- Trio C60

Zoom Phone Appliance Base Profile for CCX 505

CCX 505 now offers the Zoom Phone Appliance (ZPA) base profile and is certified for use with Zoom communications.

Applies to:

- CCX 505

Dialpad Base Profile for CCX 500 and CCX 505

The Dialpad base profile provides the full Dialpad experience and runs the Dialpad application for cloud communications.

For more information, see the Dialpad corporate website.

Applies to:

- CCX 500
- CCX 505

Bluetooth Improvements

This release includes several improvements to Bluetooth on Edge E Series phones.

- The Bluetooth connection is now faster
- Users don't need to manually select **Connect** after pairing.
- Pairing a new device when a device is already connected disconnects the previous device (but leaves it paired) and connects the new device.
- Bluetooth discoverability of Edge E Series phones is now only available in the **Bluetooth** settings menu.

Applies to:

- Edge E220
- Edge E320
- Edge E350
- Edge E450
- Edge E550

Enhancements to Text-to-Speech

You can now enable Text-to-Speech (TTS) output for incoming caller ID information and the phone's physical keys.

Applies to:

- Edge E Series

Poly Lens Connection Reliability

This release contains a fix to ensure a more stable connection between your system and Poly Lens.

Applies to:

- CCX Series
- Edge E Series
- Trio C60

USB Optimized Base Profile Deprecated for CCX 600 and CCX 700

The USB Optimized base profile for CCX 600 and CCX 700 is deprecated starting in this release. This base profile remains supported on Trio C60 and other CCX models (CCX 350, CCX 400, CCX 500, and CCX 505).

CCX 600 and CCX 700 phones configured for the USB Optimized base profile remain in USB optimized mode, but it is no longer supported and may be removed completely in later software releases.

Applies to:

- CCX 600
- CCX 700

Security Improvements on the System Web Interface

The system web interface has improved protection against injection attacks or permission level bypasses. Tools like Ping and Traceroute are now moved from user access to administrator access.

System web interface sessions now clear if the phone detects its network link has cycled.

Applies to:

- CCX Series
- Edge E Series
- Trio 8300
- Trio C60

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 section lists the release history of PVOS.

Version History

Release	Release Date	Features
8.1.0	February 2023	Maintenance release for Poly Voice Software. Includes the following features: <ul style="list-style-type: none">• Add Mobile Phone Contacts• Customizable Ring Delays• Device Prioritized Contact Directory Management• Edge E Series Help and Support Videos• Remove the Applications Button• Zoom Phone Appliance Base Profile for CCX 505• Dialpad Base Profile for CCX 500 and CCX 505• Bluetooth Improvements• Enhancements to Text-to-Speech• Poly Lens Connection Reliability• USB Optimized Base Profile Deprecated for CCX 600 and CCX 700• Security Improvements for the System Web Interface

Security Updates

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

Resolved Issues

This section identifies the issues resolved 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.

Resolved Issues

Category	Issue ID	Product	Description
Bluetooth	VOICE-69699	Trio C60	A mobile phone connected over Bluetooth to the Trio C60 and in call, using the C60 to send DTMF created a brief audio interruption and crackle.
Configuration	VOICE-73033	Edge E Series	The phone didn't reload the home page when <code>mb.main.reloadPage="1"</code> and the Applications menu option were selected.
Diagnostics	VOICE-72468	Edge E Series	Canceling the Run Diagnostics Check activity in the Help & Support menu by quickly pressing the Back softkey occasionally caused the phone to reboot.
Diagnostic	VOICE-71403	CCX 600	The ringtone and voice on a Bluetooth call were abnormal.
Hardware	VOICE-73905	CCX 350	The LCD of some CCX 350 phones flickered.
Interoperability	VOICE-73530	CCX Series Edge E Series Trio 8300 Trio C60	RFC Compliance and ANATEL testing: Accept all SIP 2xx response codes for REGISTER requests.
Interoperability	VOICE-73114	Trio C60	Status bar showed Back to Call notification when DUT played audio from a Bluetooth paired Smartphone.
Interoperability	VOICE-72862	CCX Series	Phones operating in Zoom Phone Appliance mode cannot answer inbound calls with Zoom version 5.12.
Interoperability	VOICE-71922	CCX Series	A CCX phone's reaction to EHS device button presses were incorrect or delayed while running the Zoom Phone Appliance or Microsoft Teams applications.
Networking	VOICE-73106	CCX Series Edge E Series Trio 8300 Trio C60	Phones with MAC address OUI 48:25:67 incorrectly calculate their PCS/ObiNumber which may cause PDMS-SP service interruption.
Peripherals	VOICE-21110	CCX Series	Attaching a USB-C headset while the phone is off-hook caused the dial tone to pop or modulate.
Software	VOICE-73904	Edge Ex50	Edge Ex50 phones didn't show complete WiFi SSID's that had space(s) and couldn't connect to them.
Software	VOICE-73364	Edge E Series	Edge E: Emergency page volume wasn't set to max despite having <code>ptt.emergencyChannel.volume="0"</code>
Software	VOICE-73274	CCX Series	CCX Series phones sorted idle screen Favorites by first name instead of Favorite Index number.
Software	VOICE-73209	Edge E Series	Call lists weren't filtering by line.

Category	Issue ID	Product	Description
Software	VOICE-72380	CCX Series Edge E Series Trio 8300 Trio C60	Update to latest IANA TZ database.
Software	VOICE-71081	CCX Series	When putting a call on hold, a small icon at the top of the active call screen delayed updating from the active call to the hold icon.
User Interface	VOICE-73586	Edge E400 Edge E450	A third page appeared on the secondary screen of the phones when line key reassignment was enabled.
User Interface	VOICE-73367	Edge E Series	When using a config file and not the default of Deuteranomaly incorrectly set the Greyscale color correction mode when color correction is enabled.
User Interface	VOICE-73358	Tri C60	Trio C60 configured for the phone lock feature in Generic base profile incorrectly showed the "Unlock" option in the Hamburger menu after being unlocked using the idle screen's unlock button.
User Interface	VOICE-73309	Edge E Series	The Add / Edit / Delete softkey labels overlapped and appeared in the top left of the screen when the font was set to Large.
User Interface	VOICE-72865	Trio C60	No hang-up button displayed on screen when the C60 off hook button is pressed.
User Interface	VOICE-72852	Trio 8300	The phone displayed overlapped text in the top left corner of the call history screen.
User Interface	VOICE-73265	CCX 600 CCX 700	CCX 600 and CCX 700 didn't show the Settings icon on screen when in USB Optimized base profile.
User Interface	VOICE-73255	CCX 500 CCX 505	On some phones, the Poly logo that appears during bootup showed horizontal stripes.
User Interface	VOICE-72933	CCX 350	Incoming calls weren't present on the screen if the user pressed the Home key.
User Interface	VOICE-72908	Edge E350 Edge E450	HTML push data didn't display in the web browser when no other browser-related features were configured or enabled.
User Interface	VOICE-72343	CCX Series	CCX line labels appeared written over top of each other.
User Interface	VOICE-69887	CCX 600 CCX 700	When in USB Optimized mode on a CCX 600 or CCX 700, using the backspace key when there's nothing in the dial prompt briefly showed the idle screen's date and time.
User Interface	VOICE-67169	CCX 600 Trio C60	Using the Skype for Business base profile when a CCX as a USB audio device was connected to a computer the Hold button unavailable.

Category	Issue ID	Product	Description
User Interface	VOICE-58897	CCX 400 CCX 500	The phone briefly displayed a Back to Call message at the top of the screen while in USB audio mode, when ending a Teams call using the phone's touchscreen.

Known Issues

This section identifies the known issues and suggested workarounds 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.

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
Interoperability	VOICE-73660	Edge E Series	The phone continues to display Edge E UI after the call is terminated when paired with devices using Apple iOS or Samsung Note.	Press End Call to update the Edge-E UI
User Interface	VOICE-74055	Edge E Series	Using a softkey to wake the phone from power saving mode temporarily leaves the softkey label background grey.	Press the key again, open a menu, or trigger any action that causes a screen refresh
User Interface	VOICE-73995	Edge E Series	When Text-to-Speech is enabled screens that allow user input such as dialing a phone number, don't provide an audible name for the (<<) softkey on first press.	No workaround.

Category	Issue ID	Product	Description	Workaround
User Interface	VOICE-73922	CCX Series	Answering an incoming call before touching the softkey to make an emergency call will cause the unlocked dial pad to overlap with the emergency call dial pad.	No workaround.

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.

Privacy Policy

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