



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: 8.1.1.3290
- Edge E Series: 8.1.1.3281
- Trio 8300: 8.1.1.3278
- Trio C60: 8.1.1.3291

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What's New in This Release

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

- [File Transfer Optimization During Software Upgrade](#)
- [Zoom Cloud Paging](#)
- [Zoom Network Conferencing with Participant Controls](#)
- [CCX 350 Supports APD-80 EHS Adapter](#)
- [Mobile Phone Contacts Sort Order](#)

- [Security Improvements on the System Web Interface](#)
- [Primary Configuration File XML Attributes for Managing 1 GB CCX 400 or CCX 500 Phones](#)

File Transfer Optimization During Software Upgrade

Phone software upgrades initiate with a request for a small subset of the software file to determine if the phone requires the upgrade. If the software is the same on the server and the phone, the phone doesn't request additional content from the file.

This feature requires support for the HTTP Range header described in [RFC 7233, section-3.1](#).

Enable this feature using the following configuration parameter:

```
prov.optimizeUpgrade
permitted values: 0 or 1
default="0"
```

Applies to:

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

Zoom Cloud Paging

Page groups created on the Zoom admin portal enable users to initiate a *one-to-many* page that Poly phones auto-answer.

Pages may either be a standard or emergency page. Emergency pages may optionally preempt an in-progress call and provide additional visual alerts using the message waiting indicator (MWI) or the surround light bar on an Edge E Series phone.

Applies to:

- CCX Series
- Edge E Series
- Trio C60

Zoom Network Conferencing with Participant Controls

Use Zoom's network conferencing with participant controls to start a conference, add new participants, and end a conference. While in a conference, all participants can view the roster, but only the meeting host can remove specific users. Zoom limits the conference to 10 participants, including the moderator.

Applies to:

- CCX Series
- Edge E Series
- Trio C60

CCX 350 Supports APD-80 EHS Adapter

You can now answer and end calls on a CCX 350 phone with the headset's call control button. Use the Plantronics APD-80 Electronic Hook Switch (EHS) adapter with supported headsets that use an analog RJ-9 headset cable from the headset base to the CCX 350 phone.

Supported headsets include:

- Poly CS500 Series
- Savi 8200 Series
- Savi 7200 Office Series
- Voyager 4200 Office Series
- Voyager 5200 Office Series

Applies to:

- CCX 350

Mobile Phone Contacts Sort Order

The mobile phone contact directory on supported Edge E Series phones now displays sorted results using the full formatted name as provided by the mobile phone instead of the last name.

Applies to:

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

Security Improvements on the System Web Interface

Enhancements to the system web interface include additional CSRF token generation, SameSite cookie enforcement, and use of the HTTP origin header.

Applies to:

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

Primary Configuration File XML Attributes for Managing 1 GB CCX 400 or CCX 500 Phones

You can now manage early CCX 400 and CCX 500 phones manufactured with 1 GB of RAM independently from later revisions with 2 GB of RAM using new XML attributes in the primary configuration file (`MAC.cfg` or `000000000000.cfg`). This enables the phone to automatically source different software or configuration files depending on the hardware configuration.

Add the following attributes for 1 GB models to any XML directive in the primary configuration file:

- `_CCX400LM`
- `_CCX500LM`

Example: Using the primary configuration file, phones with 1 GB of RAM seek software at file location A, while phones with 2 GB of RAM use file location B:

- `APP_FILE_PATH_CCX400LM="http://server.example.com/location_A/sip.ld"`
- `APP_FILE_PATH_CCX500LM="http://server.example.com/location_A/sip.ld"`
- `APP_FILE_PATH="http://server.example.com/location_B/sip.ld"`

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 5.13.6 (1785) 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	v1.0.0.202301162118.product (v413)

Microsoft Component	Version
Microsoft Intune Company Portal	5.0.5484.0

Release History

This following table shows the release history of PVOS.

Version History

Release	Release Date	Features
8.1.1	March 2023	<p>Maintenance release for Poly Voice Software. Includes the following features:</p> <ul style="list-style-type: none"> • File Transfer Optimization During Software Upgrade • Zoom Cloud Paging • Zoom Network Conferencing with Participant Controls • CCX 350 Supports APD-80 Electronic Hook Switch (EHS) Adapter • Mobile Phone Contacts Sort Order • Security Improvements on the System Web Interface • Primary Configuration File XML Attributes for Managing 1GB CCX 400 or CCX 500 Phones
8.1.0	February 2023	<p>Maintenance release for Poly Voice Software. Includes the following features:</p> <ul style="list-style-type: none"> • Access your mobile phone's contacts from your Edge E • Add a customizable delay before ringing for inbound calls • A new "Device Prioritized" contact directory management method • New Edge E model-specific help videos and QR code • Remove the Applications button from the main menu • Zoom Phone Appliance (ZPA) on the CCX 505 • Dialpad® app on the CCX 500/505 • Bluetooth Discoverability and Connection speed improvements • Text-to-Speech for keypresses is now easier to turn on and off • Lens connection reliability has been improved • USB Optimized base profile has been deprecated on CCX 600/700 • Security Improvements

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.

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
Application	VOICE-74043	Edge E Series CCX Series Trio	EFKs defined with softkey.x.use.conference="1" do not appear on screen when the conference type is a centralized network conference.
Audio	VOICE-74443	CCX 400	On CCX 400, received audio on the handset is lost when the sound effect notification for message waiting is triggered mid-call from the handsfree speaker.
Calling	VOICE-73922	CCX Series	When a CCX phone in Teams base profile is locked, answering an incoming call before pressing the emergency call softkey causes the unlock dial pad to overlap with the emergency call dial pad.
Cloud Service	VOICE-74615	CCX Series Edge E Series Trio C60	Poly Lens frequently reports CCX, Edge E, and Trio C60 phones as offline when they are powered on and otherwise working as expected due to long reconnection delays.
Directories/ Address Books	VOICE-74304	CCX Series Trio C60	On CCX and Trio C60, the OK button on the keyboard does not submit search string entries for directory searches. You must press the Submit softkey a second time to complete a search.
Directories/ Address Books	VOICE-25372	CCX Series Trio C60	On CCX and Trio C60, the keyboard reappears on the screen after a directory search string submission, which hides the search result until the keyboard is dismissed.
Network	VOICE-74610	Edge E Series	PC Audio Connector broadcast packets on the PC port that is used for automatically pairing a PC to an Edge E Series phone are sent out the LAN port, which can cause the PC to accidentally pair with an unintended Edge E on the network.
Network	VOICE-74632	CCX Series Edge E Series Trio C60	The phone is unable to obtain an IP address from DHCP with a Juniper EX2200 switch when LLDP is used for the VLAN assignment.

Category	Issue ID	Product	Description
User Interface	VOICE-74332	CCX 350	On CCX 350, Teams does not provide a softkey to change the input mode on the People search screen after a factory reset or on newly manufactured phones until a reboot.
User Interface	VOICE-74055	Edge E Series	When Edge E is in power saving mode and the screen is off, using a softkey to wake the phone will temporarily leave the softkey label background grey.
User Interface	VOICE-73995	Edge E Series	When Text-to-Speech is enabled on Edge E Series phones, screens that allow input such as contact searches or dialing a phone number do not provide an audible name for the (<<) softkey on first press.
User Interface	VOICE-73893	CCX 400 CCX 500 CCX 505	When swiping between home view and line view, CCX 400, CCX 500, and CCX 505 may not completely transition to the expected view, leaving part of the expected screen cut off from view or showing icons that are not accessible.

Known Issues

This section identifies the 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.

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 [Microsoft Feedback](#).

Known Issues

Category	Issue ID	Product	Description	Workaround
Application	VOICE-74788	CCX 500	On CCX 500, choosing the Dialpad Base Profile causes an admin password change. The user can no longer log into the device Web UI, access admin settings or change the base profile.	Trigger a factory reset during bootup.

Category	Issue ID	Product	Description	Workaround
Audio	VOICE-74614	CCX 600	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.	Briefly change the audio path to handsfree mode, and then switch back to headset mode.
Calling	VOICE-74438	CCX Series Edge E series	An incorrect change of a default configuration value causes Edge E and CCX phones that use Broadsoft Shared Lines or Flexible Seating guest logins to show the wrong caller ID in calls.	Set <code>call.shared.preferCallInfoCID="0"</code> to use the intended value for this parameter.
Call Management	VOICE-74363	CCX 400 CCX 500 CCX 505	The in-call screen does not appear and must be manually opened for only the first call after a reboot on CCX 400, CCX 500, or CCX 505. This issue occurs only when the app switch feature is enabled, the phone is USB connected to a laptop, and the first call is made from the laptop's Teams client.	Use the "Back to Call" notification banner to bring the call screen to the foreground.
Conference Management	VOICE-74787	Trio C60	For locally mixed conference calls on the Trio C60, the participant control panel will close and be unrecoverable for the rest of the call if all participants individually place the call on hold.	No workaround.

Category	Issue ID	Product	Description	Workaround
User Interface	VOICE-74790	Trio 8300	On Trio 8300, the Phone Lock inactivity timer does not reset and can be triggered while accessing Favorites or Call History using the Navigation cluster up/down/left/right arrows.	Access Favorites or Call History from the main menu.
User Interface	VOICE-74597	Trio C60	In the Zoom Room on Trio C60, the base profile shows a blank screen the first time the phone's System Settings are chosen from the settings menu (gear icon).	Touch the upper half of the screen to select an unseen menu option, which triggers a screen refresh.
User Interface	VOICE-74405	Edge E Series	The Phone Lock inactivity timer does not reset and can trigger in the midst of adding a contact if you start the Add Contact workflow by using an empty line key's "+" icon.	Add contacts by accessing the Contact Directory from the Main Menu.
User Interface	VOICE-74308	Edge E Series	The keypad diagnostics tool on Edge E incorrectly quits the diagnostic test after a single press of the unlit page button of an expansion module instead of after the second press.	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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Poly
345 Encinal Street
Santa Cruz, California
95060