



Poly Trio C60 Solution

Announcing a new release of Poly Voice Software (PVOS) for Poly Trio C60. The build ID for the C60 is 8.0.0.19921.

Important: Starting with Version 8.0.0, PVOS is the new name for Poly United Communications (UC) Software. PVOS is now used in all technical documentation for the Poly Trio C60 Solution.

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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:

- [A New Name - Poly Voice Software \(PVOS\)](#)
- [Improved Line Key Assignments](#)
- [Contact Support Menu](#)
- [License File Import for the Web System Interface](#)
- [Web UI Security](#)
- [Minimized Reboot Parameters for Hotdesking](#)
- [Persistent Redial Button](#)
- [Web Proxy Improvements](#)
- [Zoom Warm Transfer](#)
- [Partner App 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.

A New Name - Poly Voice Software (PVOS)

- Poly's new Edge E desk phone series is joining the CCX business media phones, the Poly Trio C60 conference phones and the Trio 8300 conference phones under a new software name to signify our desire to deliver a truly unified experience. The previous Unified Communications Software (UCS) name began when video first became part of the voice desktop communications story and now, with a growing portfolio of products offering a wide range of customized partner experiences, spanning several operating systems, Poly Voice Software will bring together the best new features and communication enhancements from Poly in joint software releases.
- Starting with version 8.0.0, Poly Voice Software (PVOS) is the new name for Poly United Communications (UC) Software. PVOS will be used in all technical documentation for Poly CCX business media phones in this and all later releases.

Improved Line Key Assignments

- After the line key assignment feature is enabled, the default category of a line key is now **Any** instead of **Unassigned**. As a result, speed dialing and other end-user-defined keys appear even if they aren't managed explicitly by the configuration file.

Contact Support Menu

- A new **Contact Support** menu is available as a top level element in the settings menu that you can customize with text to convey how to contact support, contact hours, email addresses, and dialable contact numbers.

```
ui.menu.helpAndSupport.contact.enabled
ui.menu.helpAndSupport.contact.hours.1
ui.menu.helpAndSupport.contact.hours.2
ui.menu.helpAndSupport.contact.hours.3
ui.menu.helpAndSupport.contact.numbers.1
ui.menu.helpAndSupport.contact.numbers.2
ui.menu.helpAndSupport.contact.numbers.3
```

License File Import from the Web System Interface

- License files can now be imported from the phone's web UI in the same way a configuration file may be imported.

Web UI Security

- HTTP **Secure** cookie attribute is now in use.

Minimized Reboot Parameters for Hotdesking

To improve the speed of hotdesking, this release removes the reboot requirement for several configuration parameters. You can now adjust the following parameters without requiring the phone to reboot:

- `acd.reg`
- `voIpProt.SIP.acd.signalingMethod`
- `feature.acdLoginLogout.enabled`
- `feature.acdAgentAvailability.enabled`
- `feature.acdServiceControlUri.enabled`
- `feature.acdPremiumUnavailability.enabled`

Persistent Redial Button

- The Redial button and menu selections now remain present after rebooting rather than appearing only after someone makes a call.

Web Proxy Improvements

This release makes improvements to make setting up your web proxy easier.

- A web proxy username is no longer required.
- The `feature.wpad.basicAuth.enabled` parameter is now deprecated. The basic web proxy authentication using a username and password is now always available. .
- You can now export proxy from the phone's web UI on the **Diagnostics > Web Proxy Auto Discovery (WPAD) Status** page.

- Web proxy logging and diagnostics are now accessible as part of the exported **System Log** package and from the **WPAD** diagnostics page on the web UI.

Zoom Warm Transfer

- This release includes a Zoom warm transfer interoperability improvement to support Zoom's requirements.

Partner App Updates

- The Zoom Room Connector and and Microsoft Teams applications have been updated.

Zoom Rooms Controller Components

Trio C60 systems 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 **5.11.0 (1386)** 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 Components

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 UC Software includes the Microsoft Teams base profile in every release; however, Microsoft Support of a release depends on the UC Software version delivered by Microsoft through the Teams Admin Center.

Microsoft Teams Component Versions in Trio C60

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022062103
Microsoft Admin Agent	1.0.0.202205230848.product (v361)
Microsoft Intune Company Portal	5.0.5484.0

Release History

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

Version History

Release	Release Date	Features
8.0.0	September 2022	Maintenance release for Poly Trio C60 systems. Includes the following features: <ul style="list-style-type: none">• A New Name - Poly Voice Software (PVOS)• Improved Line Key Assignments• Contact Support Menu• License File Import from the Web UI• Web UI Security• Minimized Reboot Parameters for Hotdesking• Persistent Redial Button• Web Proxy Improvements• Zoom Warm Transfer• Partner App Updates

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 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
Application	VOICE-72064	When attempting to configure the Polycom Trio C60 to use the feature "Genband Personal Address Book" the device goes into a boot loop.
Networking	VPICE-71799	On Trio C60, after setting and saving the Wi-Fi Country of Operation from the Teams Administrator settings menu, the selected country will not be shown if returning to the same menu after the phone has rebooted. The chosen country however, does remain in effect.
Networking	VOICE-71518	The DNS server can't resolve public addresses. This causes PHS updates not to work and Teams can't connect to the Company Portal and log in to Teams.
Networking	VOICE-70735	Failure to parse SCEP requests that use indefinite-length BER encoding in their PKCS#7 payloads.
Software	VOICE-71919	When using Poly Trio C60 in USB Optimized mode, if Trio C60 is muted before starting a call, the Teams application on the PC doesn't show mute enabled when the call connects but Trio C60 is actually be muted and shows red mute lights.

Known Issues

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.

Known Issues

Category	Issue ID	Description	Workaround
Peripherals	VOICE-71918	When Trio C60 is configured in USB Optimized mode, software update using a USB flash drive.	Keep the USB flash drive connected and navigate into Settings > Administrator Settings > Network Configuration to temporarily change the base profile which will trigger the software update

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.

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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