Poly Trio C60 System

These release notes provide important information on supported features for the Poly Trio C60 audio conferencing system.

The UC Software 5.9.3AA build ID for Poly Trio C60 is **5.9.3.8395**.

Contents

Introducing Poly Trio C60

Poly introduces the Poly Trio C60 audio conferencing system. Poly Trio C60 supports many of the same Open SIP audio calling features as the Poly Trio 8800 and Poly Trio 8500 systems.

Poly offers three Poly Trio C60 model variants with different wireless radio connectivity capabilities:

- Poly Trio C60
  - ➢ Supports Wi-Fi network and Bluetooth connectivity
  - ➢ Includes Digital Enhanced Cordless Telecommunications (DECT) capabilities for future use
- Poly Trio C60 NR (No Radio)
  - ➢ No wireless radio connectivity
  - ➢ No physical radio frequency capabilities
- Poly Trio C60 ND (No DECT)
  - ➢ Supports Wi-Fi network and Bluetooth connectivity

  ➥ No physical DECT radio frequency capabilities

The following sections highlight some of the features available on Poly Trio C60.

Integrated Microsoft Teams Application

The Poly Trio C60 system is a Microsoft Teams-certified conference phone that is enabled with the integrated Microsoft Teams user interface. In shared mode, users can initiate and join audio-only Teams meetings and calls.

> **Note:** Poly Trio C60 doesn't support Microsoft Teams in Personal mode.

Microsoft USB Audio

You can configure the Poly Trio C60 system to connect to a computer or a Microsoft Surface Hub via USB to enable users to use the system as a microphone and speaker in the following environments:

- Microsoft Teams
- Microsoft Teams Rooms
- Skype for Business
- Skype Rooms

When you set the Poly Trio C60 system to the Microsoft USB Optimized (SkypeUSB) base profile, the connected computer automatically selects the Poly Trio C60 system as the audio device. You can then use the system as a USB peripheral to control Microsoft Teams or Skype for Business calls on your computer.

> **Note:** Poly Trio C60 doesn't support USB audio in the **Microsoft Teams** base profile.

Poly NoiseBlockAI

To ensure the best possible call quality, Poly NoiseBlockAI suppresses background noise while a participant speaks during an active call.

When enabled, common office sounds (keyboard tapping or paper shuffling) and background chatter don't interrupt the speaker. Call recipients hear only the current speaker's voice.

Proximity Sensor

Poly Trio C60 includes a proximity sensor that detects user movement and wakes the system from power-saving mode.

Daisy-Chaining

You can pair (daisy-chain) a Poly Trio C60 system with up to two other Poly Trio C60 systems for enhanced audio performance in large or acoustically challenging rooms. When daisy-chained, the Poly Trio C60 speakers and microphones act as a single speaker and microphone array for superior acoustic performance.

Note: You can't pair or daisy-chain a Poly Trio C60 system with Poly Trio 8500 or 8800 systems or with a Poly Trio C60 system connected to your network using Wi-Fi.

Cable Management

Poly Trio C60 has a convenient cable management channel designed to keep cables together and in securely in place. The removable brace secures USB, HDMI, and LAN cables and makes sure they don't disconnect easily.

Completing Poly Trio Initial System Setup

When you power on the Poly Trio system for the first time, or following a factory restore, the system displays a setup wizard. However, if your system accesses and applies configurations through a centralized provisioning server, the setup wizard doesn't display.

Note: You must update the administrator password when you boot up the Poly Trio system for the first time. You can't keep or set the default administrator password (456) as the administrator password.

The setup wizard walks you through setting the time zone, system language, and base profile.

Pairing with a Poly Video System

You can use a Poly Trio C60 system as a controller and audio device with the following Poly products configured for Zoom or Poly Video Mode:

- Poly Studio X30
- Poly Studio X50
- Poly G7500

When you pair Poly Trio C60 with a video system, you can configure audio to play from the Poly Trio system speakers, Studio X30 or Studio X50 system speakers, or monitors connected to the video system. The Poly Trio microphones are always on.

Note: You must set the Poly Trio system to the **Generic** base profile before pairing it with a Poly video system.

For more information on integrating Poly Trio C60 with a Studio X Family or G7500 video system, see the Poly Video documentation at the [Poly Documentation Library](#).

Poly Lens Support

Poly Lens now supports Poly Trio, providing cloud-based management and insights for your meeting devices. Poly Lens is comprised of two core pillars: intelligent insights and device management.

To access Poly Lens, go to lens.poly.com and create an account. Follow the directions to register your device.

You can use the following features to manage your devices:

- Single and bulk provisioning device onboarding for faster deployment
- Insight feed that highlights areas of interest, like device health and usage trends
- On-demand single or policy-based management for device settings
- Single and bulk software updates that ensure all systems run only approved software versions
- Interactive maps and tables that show worldwide inventory

For more information, see the Poly Lens documentation at info.lens.poly.com.

Poly Trio Feature Comparison

The Poly Trio C60 system supports many of the same Open SIP features as the Poly Trio 8800 system. The following table highlights some of the feature similarities and differences between the Poly Trio C60 and the Poly Trio 8800.

Feature Comparison

Feature	Poly Trio 8800 Support	Poly Trio C60 Support
Five-way local conference	Yes	Yes
Amazon Alexa for Business	Yes	No
Bluetooth (HFP, A2DP profiles)	Yes	Yes
Near Field Communication (NFC)	Yes	No
Wi-Fi Network Connectivity	Yes	Yes
Daisy-chaining over IP	Yes	Yes
Expansion Microphones	Yes	Yes
H.264/BFCP video and content	Yes	No
H.323/H.239 video and content	Yes	No
Microphone pick-up range	6.1 m (20 ft)	6.1 m (20 ft)
NoiseBlock	Yes	Yes
NoiseBlockAI	No	Yes
Microsoft Exchange Calendar	Yes	Yes

Feature	Poly Trio 8800 Support	Poly Trio C60 Support
Number of registrations	3	3
Microsoft Skype for Business	Yes	Yes
Microsoft Teams (shared mode)	Yes	Yes
Zoom Room Controller	Yes	Yes
Virtual USB Connector for Zoom Rooms	Yes	No
Poly Trio Visual+	Yes	No
Poly Trio VisualPro	Yes	No
RealPresence Group Series integration	Yes	No
Poly Studio X and Poly G7500 pairing	Yes	Yes
USB and IP content sharing	Yes	No
Wireless Screen Mirroring (from Apple AirPlay and Miracast compliant devices)	Yes	No
Proximity sensor	Yes	Yes (improved)

Poly Experimental Features

Poly sometimes releases experimental features that administrators can enable and evaluate in nonproduction environments.

Note: Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release. For more information about experimental features or to provide feedback on your experience, visit the Polycom Support Community.

Switching Call Applications

Users can switch between call applications when you register Poly Trio C60 to two call platforms.

When you configure the Poly Trio C60 system with the Microsoft Teams or Zoom Rooms applications, users can switch to the Open SIP call application to place a call as a standalone conference phone.

If the Poly Trio system is in one call application and a different application receives a call, the Poly Trio system switches the call application so the user can answer the call.

Note: Poly Trio systems don't support call application switching while in USB mode.

Switch Call Applications

You can switch call applications on Poly Trio C60 systems.

1 On the Nav Bar, select **App Switch** 🗗.

If you don't see the Nav bar, swipe upward from the bottom of the touchscreen.

2 Continue to select **App Switch** 🗗 until you access the desired call application.

Configure Call App Switching

You can configure Poly Trio C60 system to switch between an Open SIP call platform and a Zoom or Teams application. You can't configure the system to switch between all three.

1 Set `apps.android.appSwitcher.enabled` to **1**.

2 Depending on your call platform, set one of the following parameters to **1**:

➢ `apps.android.appSwitcher.MSTeams.enabled`

➢ `apps.android.appSwitcher.ZoomRooms.enabled`

Call Application Switching Parameters

Use the following parameters to configure call application switching.

`apps.android.appSwitcher.enabled`

0 (default) – App switching on the Nav bar is disabled.

1 – App switching on the Nav bar is enabled.

Change causes the system to restart or reboot.

`apps.android.appSwitcher.MSTeams.enabled`

0 (default) – Microsoft Teams isn't accessible via app switching.

1 – Microsoft Teams is accessible via app switching.

`apps.android.appSwitcher.ZoomRooms.enabled`

0 (default) – Zoom Rooms isn't accessible via app switching.

1 – Zoom Rooms is accessible via app switching.

Security Updates

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Release History

This following table lists the release history of Poly Trio C60.

Release History

Release	Release Date	Features
5.9.3AA	May 2020	Initial release of the Poly Trio C60 system.

System Constraints and Limitations

The following is a list of limitations when using Poly Trio C60 systems:

- The HDMI port is disabled by default.

- USB audio calls aren't supported in the Microsoft Teams base profile.

- Personal mode in Microsoft Teams isn't supported.

- When Poly Trio C60 is connected to an Apple Mac computer with an active call in the Skype for Business client, users cannot hold or resume calls from the Trio system, and the call status does not match what is shown in the desktop client. Use the Skype for Business client on the Mac computer to hold a call, resume a call, and view the status of the call.

- Due to a known issue with the Microsoft Teams application, when using Trio C60, audio transmitted during a Microsoft Teams call may be degraded for the first 5 to 10 seconds of the call.

Known Issues

The following table lists all known issues and suggested workarounds for Poly Trio C60 systems.

Upgrade your Poly Trio system with the latest software before contacting Polycom Support to ensure the issue has not already been addressed by software updates.

> **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

Issue	Release	Description	Workaround
EN-167197	5.9.3AA	The volume slider on the Zoom Room Controller isn't synced with the Poly Trio C60 volume buttons or the volume buttons on the paired Poly video device.	Use the volume slider in the Zoom Room Controller to control the volume.
EN-169993	5.9.3AA	The Poly Trio system doesn't display the correct WIFI Mac address.	Telnet into the device and execute the ifconfig Linux command.
EN-171000	5.9.3AA	When multiple Poly Trio C60 systems are paired (daisy-chained) and used in extended calls, the system set as the Hub may experience a transmit (TX) audio failure. When this failure occurs, there is a burst of noise sent to the far end, and then all subsequent transmit audio is lost.	Reboot the system set as the Hub.
EN-173193	5.9.3AA	When a user presses Hang Up on a Poly Trio system connected to a computer, the held Microsoft Teams call does not end.	End the call in the Microsoft Teams client on the connected computer.
EN-173220	5.9.3AA	After transferring a Microsoft Teams call using consultative transfer on a Poly Trio system USB-connected to a computer, the Trio system will continue to display a call screen after the call has been transferred.	To clear the Poly Trio display: 1. Disconnect the USB cable. 2. Stop the Microsoft Teams application on the connected computer. 3. Reconnect the USB cable. 4. Set the Microsoft Teams application to use the Poly Trio system as the audio device.
EN-174987	5.9.3AA	If the microphone is muted for a Skype for Business call on a USB-connected computer after a remote party puts the call on hold, then the user cannot mute or unmute the microphone using the Poly Trio system after the remote party resumes the call.	Use the Skype for Business client on the USB-connected computer to mute or unmute the microphone.
EN-175243	5.9.3AA	The phone occasionally fails to start up after a software upgrade.	Reboot the phone.

Products Tested with This Release

The Poly Trio C60 system is tested with other products. The following list indicates products that have been tested for compatibility with this release and is not a complete inventory of compatible equipment.

Update all your Poly systems with the latest software before contacting Poly support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Poly Interoperability Matrix at Polycom Support Service Policies.

> **Note:** If you are using Poly Trio systems with Polycom RealPresence DMA system, Poly recommends setting the parameter `voIPProt.SIP.supportFor100rel="1"`. For parameter details, see the Poly Trio C60 Administrator Guide at Poly Trio Support.

Products Tested with This Release

Product	Tested Versions
Poly Studio	1.1
Poly Studio X30	3.1.0
Poly Studio X50	3.1.0
Poly G7500	3.1.0
Polycom RealPresence Collaboration Server (RMX)	8.8.1
Polycom RealPresence Desktop	3.10.2
Polycom RealPresence DMA 7000	10.0.0.4
Polycom RealPresence Mobile for tablets	3.10.1 – Android 3.11.1 – iOS
Polycom VVX business media phones	UC software 5.9.0 UC software 6.1.0

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, select **Support**, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

- The Polycom 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 Polycom 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 Polycom Partner Network are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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