



# 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 for each phone are:

- CCX Series: 8.0.1.4106
- Edge E Series: 8.0.1.4159
- Trio 8300: 8.0.1.4099
- Trio C60: 8.0.1.4109

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**Important:** Starting with version 8.0.0, Poly Voice Software (PVOS) is the new name for Poly Unified Communications (UC) Software. PVOS is now used in all technical documentation for CCX, Edge E, and Trio series phones.

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## What's New

This release of PVOS includes all the features and important fixes from earlier software releases and the following new features:

- [A New Name – Poly Voice Software \(PVOS\)](#)

- [Poly Fast Pair](#)
- [ICE, STUN, and TURN Support](#)
- [Accessibility Enhancements for Vision Disabilities](#)
- [Network Subnet Enhancements](#)
- [QR Code Enhancements](#)

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.

## ***A New Name – Poly Voice Software (PVOS)***

Poly CCX business media phones, Poly Trio C60 and Poly Trio 8300 conference phones, and the new Poly Edge E Series desk phones join under a new software name to deliver a unified experience. The previous Unified Communications (UC) Software name began when video became part of the voice desktop experience. Poly has a growing portfolio of products offering a wide range of customized partner experiences spanning several operating systems, and Poly Voice Software (PVOS) brings 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 UC Software. PVOS is now used in all technical documentation for Poly CCX, Edge E, and Trio series phones in this and all future releases.

## ***Poly Fast Pair***

Poly Fast Pair enables Edge E Series desk phones to recognize that a nearby headset has entered pairing mode. For supported Poly headsets, the phone presents an image of the detected headset and asks if you wish to connect.

This feature bypasses the need to open the settings menu and manually navigate to the Bluetooth settings to pair manually.

### **Currently supported headsets:**

- Voyager Focus 2 (v787\_4266 or later)
- Voyager 4320 (v647.2725 or later)

### **Applies to products:**

- Edge E Series

## ***ICE, STUN, and TURN Support***

The Interactive Connectivity Establishment (ICE), Session Traversal Utilities for NAT (STUN), and Traversal Using Relays around NAT (TURN) firewall traversal protocols are now available for SIP signaling and in-call media.

### **Applies to products:**

- CCX Series
- Edge E Series

- Trio 8300
- Trio C60

## ***Accessibility Enhancements for Vision Disabilities***

Edge E Series offers color correction modes to enable people who are color blind or have other vision disabilities to adjust the phone's local interface.

### **Applies to products:**

- Edge E Series

## ***Network Subnet Enhancements***

To improve emergency calling for phones using the Microsoft SIP Teams Gateway, Poly phones now include the subnet length in the X-switch-info header.

### **Applies to products:**

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

## ***QR Code Enhancements***

You can now customize the QR code descriptive text in the **Help and Support** menu.

### **Applies to products:**

- Edge E 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 includes 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**

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](#).

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**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.

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### Microsoft Teams Component Versions

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2022090705
Microsoft Admin Agent	1.0.0.202205230848.product (v361)
Microsoft Intune Company Portal	5.0.5484.0

## Release History

The following table shows the release history of the PVOS.

### Version History

Release	Release Date	Features
8.0.1	October 2022	Maintenance release for Poly Voice Software. Includes the following features: <ul style="list-style-type: none"> <li>• Poly Fast Pair</li> <li>• ICE, STUN, and TURN support</li> <li>• Accessibility Enhancements for Color Blindness</li> <li>• Subnet Length Included in X-Switch-Info Header</li> <li>• QR Code Enhancements</li> </ul>
8.0.0	September 2022	Initial release for Poly Voice Software. Includes the following features: <ul style="list-style-type: none"> <li>• Improved Line Key Assignments</li> <li>• Contact Support Menu</li> <li>• License File Import from the System Web Interface</li> <li>• System Web Interface Security Enhancements</li> <li>• Minimized Reboot Parameters for Hot-desking</li> <li>• Persistent Redial Button</li> <li>• Web Proxy Improvements</li> <li>• Zoom Phone Base Profile on CCX 400 and CCX 500</li> <li>• Zoom Warm Transfer</li> <li>• Microsoft Teams Version Update</li> <li>• Introducing the Poly Edge E Series business IP phones</li> </ul>

## 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
Hardware	VOICE-72165	Edge E Series	Occasionally, when you attach a second Edge E expansion module to an Edge E phone, the expansion module may not power on completely.
Hardware	VOICE-71805	CCX 505	For CCX 505 phones operating in the Generic base profile, occasionally the red mute LED turns off, but the phone remains muted.
Interoperability	VOICE-72420	Trio C60	When you use Trio C60 as a video conferencing controller, proximity sharing doesn't work when you use the Poly Studio X70 speakers for calls.
Networking	VOICE-72487	Trio C60	Trio C60 phones using an older version of software in the Teams base profile can't connect to Wi-Fi.
Peripherals	VOICE-72220	Edge E Series	Using a USB headset and expansion module together on a phone causes both to reboot.
User Interface	VOICE-71725	CCX 500	Immediately after placing a call, the Teams in-call user interface disappears, and the Teams <b>Home</b> or <b>Calls</b> screen display a <b>Tap to return to call</b> banner at the top of the screen.
User Interface	VOICE-71454	CCX 500	When running the Microsoft Teams application on CCX, the speaker, speakerphone button, and headset button sometimes don't work.
User Interface	VOICE-59598	CCX Series Trio C60	Certain warning prompts display in English even if you change the phone's language to another language.

## 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
Logs	VOICE-72830	Edge E Series	Diagnostic features initiated from PDMS-SP to Edge E phones fail due to the cloud connection dropping and not recovering on its own.	Restart the phone.
Logs	VOICE-69503	Trio C60	Accessing the trace route diagnostic tool from the <b>Settings &gt; Diagnostics &gt; Network</b> menu doesn't return any results.	No workaround.
User Interface	VOICE-72805	Edge E Series	The color correction accessibility feature on Edge E phones isn't applied to custom backgrounds after the phone restarts.	Disable and re-enable color correction.
User Interface	VOICE-72702	Edge E Series	Caller ID doesn't display during an active call on Edge E phones even when <b>up.LineViewCallStatus</b> is enabled.	No workaround.
User Interface	VOICE-72582	Trio 8300	Trio 8300 displays overlapped text in the top-left corner of the <b>Call History</b> screen.	No workaround.
User Interface	VOICE-72576	Edge E450	Dialog boxes display briefly on the secondary display screen.	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

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](mailto:privacy@poly.com).

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