



Poly Trio C60 Solution

Poly announces the new release of Poly Unified Communications (UC) Software 7.2.0 for the Poly Trio C60 system. The build ID for UC Software 7.2.0 on Poly Trio C60 is **UCS 7.2.0.12361**.

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UC Software 7.2.0 Supported Products

Poly UC Software 7.2.0 for the Poly Trio solution supports the following Poly products and peripherals.

Supported Poly Products and Peripherals

Supported Poly Product	Supported Product Peripherals
Poly Trio C60	Poly Trio C60 Expansion Microphone accessory

What's New for UC Software 7.2.0

Change to Issue IDs

Starting with UCS 7.2.0, known and resolved issue IDs for Poly phones no longer use the *EN* prefix. Issue IDs now have the format *VOICE-XXXXX*. Note that the issue ID numbers also reset when moved to the new prefix category.

If you're tracking an issue with an ID in the old format (*EN-XXXXXX*), you can continue to use this number to reference your issue when working with Poly Support.

Features and Updates

This release of UC Software for the Poly Trio solution is for OpenSIP and Zoom Room deployments. It includes all the features of previous releases and important fixes.

Important: Poly doesn't support Microsoft Teams in this release.

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio devices for the best performance and experience.

Important: When you upgrade your Poly Trio system to UC Software version 7.0.0 or higher you can no longer downgrade it to versions earlier than UC Software 5.8.0AA.

Basic Authentication for Web Proxy

Poly Trio phones support basic authentication on web proxy servers. This feature enables you to configure a username and password the phone can use to authenticate with your network's web proxy server.

Note: At this time, Poly phones don't support advanced web proxy authentication, such as TLS or certificate authentication.

Set Up a Custom Background on Poly Trio Systems

Replace the phone's default background image with a custom image or import multiple images that users can select from.

STIR/SHAKEN Call Validation

This release supports the STIR/SHAKEN standard protocol for caller ID verification. The STIR/SHAKEN protocol enables the phone to validate incoming calls to help prevent fraudulent acts such as call spoofing. Depending on the level of validation, the phone displays different icons in the caller ID screen.

Media Security Negotiation

Starting in UC Software 7.2.0, media security is processed separately from RFC 3329.

Turn Off Trio Mics When Using Visual Pro

Visual Pro users now turn the Trio microphones off and use existing external ones.

Settings include:

- **Auto** - All microphones from the Trio, a daisy chained-Trio, or microphones connected to the VisualPro are available for use and the system will dynamically choose which mic is active based on the changing speaking environment.
- **TvOnly** - The active microphones will be based only on what is available from the VisualPro (Ceiling mics, camera mics, or table top mics). Microphones on the Trio will not be used unless the VisualPro has no other microphone connected to it.
- **PhoneOnly** - Only the microphones on the Trio or other daisy chained Trios will be used. Any microphone connected to the VisualPro such as camera mics or ceiling mics will never be used.

For information on how to set these options up, refer to the Trio Administrator Guide.

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 [Poly Community](#).

Switching Between Call Applications in Hub and Device Modes

The Trio C60 system enables you to switch between the configured controller application and the configured call applications according to the following table:

Call and Controller Application Switching Combinations

System Mode	Base Profile	Call Application	Controller Application
Hub Mode	Generic	Poly OpenSIP	Zoom Rooms Controller
Hub Mode	Skype for Business	Poly OpenSIP	Zoom Rooms Controller
Hub Mode	Skype for Business	Poly OpenSIP Microsoft Teams	N/A
Device Mode	Generic	Poly OpenSIP	PolyVideo Controller Microsoft Teams Controller Zoom Rooms Controller
Device Mode	Skype for Business	Poly OpenSIP	PolyVideo Controller Microsoft Teams Controller Zoom Rooms Controller

Call Application Switching Configuration Examples

The following examples show how to configure the Trio C60 system to switch between call and controller applications.

Generic Base Profile in Hub Mode with Zoom Rooms Controller

Set the following parameter values to switch between the Poly OpenSIP call application and Zoom Rooms Controller application while the system is in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Generic"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.ZoomRooms.enabled="1"`

Generic Base Profile in Device Mode with a Controller Application

Set the following parameter values to switch between the system's configured controller application (Zoom Rooms Controller, Microsoft Teams Controller, or PolyVideo Controller), and the Poly OpenSIP call application while it's in Device Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Generic"`
- `apps.android.appSwitcher.enabled="1"`

Version History

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

Version History

Release	Release Date	Features
7.2.0	November 2021	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none"> • Zoom Room Controls • Basic Authentication for Web Proxy • Set Up a Custom Background on Poly Trio Systems • STIR/SHAKEN Call Validation • Media Security Negotiation • Turn Off Trio Mics When Using Visual Pro
7.1.3	October 2021	Maintenance release for Poly Trio C60 Systems
7.1.1	June 2021	Maintenance release for Poly Trio C60 systems
7.1.0	May 2021	Feature release for Poly Trio C60 Systmes, Includes the following features: <ul style="list-style-type: none"> • Microsoft teams enhancements • Zoom Room Controls
7.0.3	April 2021	Maintenance release for Poly Trio C60 systems
7.0.2	April 2021	Maintenance release for Poly Trio C60 systems <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2021022403
7.0.1	March 2021	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none"> • Support for Zoom Room Controller 5.4.0 (275)
7.0.0	December 2020	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none"> • Zoom Room Controls

Security Updates

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

UC Software Distributed Files

You can download the software package for Trio systems in ZIP file format and place the package on a provisioning server to provision your devices. Each software package contains configuration files and a `sip.ld` file for each Trio system.

The `sip.ld` files are model-specific and are as follows:

- Trio C60: `311-86240-001.sip.ld`

If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure to maintain the folder hierarchy in the ZIP file.

Installing UC Software

You can install UC Software for Trio systems using a provisioning server. You can also install UC Software on the Trio C60 using a USB flash drive.

You can configure features for the Trio system using configuration files on a provisioning server, using the system web interface (Web Configuration Utility), or on the phone's local interface. See the *Poly Trio Solution Administrator Guide* for more information on configuring features.

Interoperability

This section includes information on Trio system server interoperability with partner solutions.

Trio Optimized for Zoom Rooms

Trio C60 systems optimized for Zoom Rooms act as a controller for Zoom Rooms via the system's touch user interface and provide audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.4.0 (275)** 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](#).

Poly Partner Solution Support

The following table lists solution partners supported by Trio and the UC Software version required to support each partner solution. For more information about Poly partner environments, see [Strategic Partner Solutions](#).

Trio C60 System Server Interoperability

The following tables list the server interoperability supported on Trio C60 systems and the feature capabilities supported for each server.

Note: Trio C60 systems don't support video and content features.

Trio C60 System Interoperability with Polycom RealPresence Platform

Trio Feature	Polycom RealPresence Platform
Basic SIP telephony	SIP trunk to a supported call platform
Advanced telephony	SIP trunk to a supported call platform
Provisioning	Supported with Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)

Trio C60 System Interoperability with BroadSoft

Trio Feature	BroadSoft R20 and R21
Basic SIP telephony	Supported
Advanced telephony	Supported with limitations
Provisioning	Supported

Trio C60 System Interoperability with Cisco Unified Communications Manager

Trio Feature	Cisco Unified Communications Manager 12.0, 10.5 and 9.1
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations Requires Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)

Trio C60 System Interoperability with Avaya Aura Communication Manager

Trio Feature	Avaya Aura Communication Manager 8 and 7
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations <ul style="list-style-type: none"> • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported

Note: Poly supports SIP telephony feature interoperability with Avaya Aura Communication Manager and Avaya Aura Session Manager following published standards, including IETF Requests for Comments (RFCs) and internet drafts last validated by Avaya in March 2019 contingent on Avaya allowing SIP-compliant third-party endpoints to register and interoperate with its call platforms.

Microsoft Support

Poly support for Microsoft features varies by product.

Microsoft Teams Support

Trio C60 systems support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers of Microsoft Teams. Trio C60 systems act as a controller for Microsoft Teams Rooms via the system's touch user interface and provide audio for Teams meetings through the built-in speakers and microphones.

To check your software version, go to **Settings > Device Settings > About** while in the Teams base profile.

Important: Poly doesn't support Microsoft Teams in this release.

The following tables list the supported Microsoft component versions included in this release.

Microsoft Teams Component Versions in Trio C60

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.2021051303.product

Microsoft Component	Version
Microsoft Admin Agent	1.0.0.202103160138
Microsoft Intune Company Portal	5.0.5088.0

Resolved Issues

Note: Starting with UCS 7.2.0, issue IDs have the format VOICE-XXXXX. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you can continue to use this number to reference your issue when working with Poly Support,

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	Found in Release	Description
Interoperability	VOICE-54401	7.1.1	AEC performance degraded when Zoom Ultrasonic Pairing enabled
Logs	VOICE-23168	7.1.0	Occasionally, the phone logs scheduled informational messages at higher than intended log levels. For example, default or minorError messages log at event and debug levels. This error may interfere with the boot logs.
User Interface	VOICE-23069	7.1.0	The list found under Settings > Status > Diagnostics > Wi-Fi Stats > General Information (screen 2) doesn't show the connected Wi-Fi access point's name or connection status.

Known Issues

The following table lists known issues and suggested workarounds included in this release for Poly Trio systems.

Upgrade the Poly Trio system with the latest software before contacting Poly 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.

Microsoft controls the software experience and performance of Poly Trio systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your Poly Trio system, visit the [Microsoft Teams User Feedback Forum](#).

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Application	EN-191003	5.9.5AC	When you daisy-chain two Trio C60 systems, the volume control display slider doesn't appear when you press the volume keys.	No workaround.
Audio	EN-190335	5.9.5AC	A Trio system configured with a Zoom Room PC base profile and paired to a Zoom Room PC may not provide audio (speakers or microphones) to a Zoom call that uses the Zoom Room PC third-party Join feature to join a Microsoft Teams call.	Until a fix is available from Zoom, ensure the Zoom Room PC has the Trio system set as the default microphone and speaker at the Windows OS level.
Audio	EN-187632	5.9.5AB	When you configure a Trio C60 to use the Zoom Room PC Base Profile paired to a Zoom Room PC, the Trio C60 system sometimes can't reduce the Zoom call volume to zero using the Trio C60 hardware volume keys.	Use the volume controls directly on the Zoom Room PC to reduce volume to zero.

Category	Issue ID	Found in Release	Description	Workaround
Audio	EN-187412	5.9.5AB	On Poly Trio phones, the ringback tone may not play for the first several outgoing Teams calls placed immediately following a reboot, even when the calls place successfully. This doesn't affect any other calling functions.	Hang up and redial until the tone plays.
Bluetooth	VOICE-22473	7.2.0	Users can't delete or enter a new name for a paired device on the Trio 8300 for 40 seconds because the Bluetooth pop up blocks input. the input.	No workaround.
Calendar	EN-187816	5.9.5AB	When using OTD for calendaring and you schedule a BlueJeans Network meeting, sometimes meetings scheduled for All Day show the wrong meeting time.	Manually set start and end times for the meeting.
Calendar	EN-187572	5.9.5AA 5.9.5AB	When you connect a Trio C60 system to OTD for calendaring using generated credentials, meetings scheduled for All Day don't display in the calendar.	Manually set start and end times for the meeting.
Directories	EN-200644	7.0.0	Pause characters programmed into saved contact information don't display in Recent Calls, preventing users from calling the contacts back from the Recent Calls list.	Manually dial the contact number, including the pause characters.
Hardware	EN-188445	5.9.5AA 5.9.5AB	If a user joins a Skype for Business conference call and quickly hangs up, the green LEDs on the Poly Trio phone may remain illuminated.	No workaround.
Interoperability – Mac	EN-192421	7.0.0	MacBook Pro 2017 systems running macOS Big Sur 11.1 can't connect to Trio C60 systems.	No workaround.

Category	Issue ID	Found in Release	Description	Workaround
Network	EN-188108	5.9.5AA	When you configure the phone to use a VLAN, the Trio system may also receive broadcast packets from the default VLAN.	No workaround.
Peripherals	EN-203207	7.0.0	When using a Trio C60 system as a Bluetooth speaker, you can't adjust the audio level using the volume controls.	Adjust the audio level on the Bluetooth source device.
Peripherals	EN-185439	5.9.5AA	Bluetooth keyboards don't work when paired with a Trio C60.	No workaround.
User Interface	VOICE-59707	7.2.0	When in a video call On a C60, the Video Start/Stop button has moved to the main menu and isn't present on the main "active call" screen.	No workaround.
User Interface	EN-204106	7.0.0	The access point list found under Settings > Status > Diagnostics > Wi-Fi Stats > AP List (screen 3) doesn't show the connected Wi-Fi access point's name or MAC address.	View the connected access point in the Wi-Fi menu.
User Interface	EN-204105	7.0.0	The list found under Settings > Status > Diagnostics > Wi-Fi Stats > General Information (screen 2) doesn't show the connected Wi-Fi access point's name or connection status.	View the connected access point in the Wi-Fi menu.
User Interface	EN-198574	7.0.1	When enabling Wi-Fi, the phone reboots. When joining a Wi-Fi network for the first time, the phone's display gets stuck on the waiting screen with the message <i>Obtaining IP address</i> .	The connection is successful. Select the Back button from the stuck screen and begin using the phone.
User Interface	EN-193001	7.0.0	The Wi-Fi connection status always reports as not connected to the cloud server even when Wi-Fi is connected.	Hang up and redial until the tone plays.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-189999	7.0.0	The system web interface doesn't display the correct time if you change the device time zone.	Log out and log in to the system web interface two times.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Online Support Center](#).

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 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 with 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.

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