



Poly Trio C60 Solution

Poly announces a new release of Unified Communications (UC) Software for the Trio C60 conference phone.

The build ID for the Poly Trio C60 is **UCS 7.2.3.0866**.

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What's New

This release includes all the features and important fixes from earlier 7.2.x releases as well as:

- Microsoft Teams version rollback to 2022 update 1C
- Zoom Room Controller v5.10.3
- Zoom Nomadic 911 via LLDP Support for Switch Chassis & Port Subtype

Zoom Rooms Controller Update

Trio 8500 and 8800 systems, when 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 **5.10.3 (1262)** 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 Support](#).

Zoom Nomadic 911: LLDP support for Chassis & Port Subtype

Using LLDP, the phone can read the connected switch's chassis & port subtype and share the values with the Zoom PBX as part of a SIP REGISTER message using the Zoom X-Switch-Info header.

For more information, see [Zoom Support – Nomadic Emergency Services](#)

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
7.2.3	July 2022	Maintenance release for Poly Trio C60 systems.
7.2.2	March 2022	Maintenance release for Poly Trio C60 systems. Includes the following features: <ul style="list-style-type: none"> • Add a Mandatory Message Confirmation for Outbound Calls • Support for Zoom Rooms Controller version 5.9.3 (1069)
7.2.1	February 2022	Maintenance release for Poly Trio C60 systems. Includes the following features: <ul style="list-style-type: none"> • Support for Microsoft Teams version 1449/1.0.94.2022011305 • Support for Zoom Rooms Controller version 5.8.0 (898) • HTTP-Enabled Location Delivery Enhancements • USB Optimized Base Profile Default Parameter Settings Update • SCEP Certificate Signing Request Updates
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

Security Updates

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

Supported Products

Poly UC Software 7.2.3 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

Interoperability

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

Microsoft Teams Components

The following table lists the component versions for the embedded Teams application on the Poly Trio C60 conference phone.

For more information on this Teams version, see [What's new in Microsoft Teams](#).

Microsoft Component Versions

<i>Microsoft Component</i>	<i>Version</i>
Microsoft Teams	1449/1.0.94.2022022305
Microsoft Admin Agent	1.0.0.202112100118.product (v322)
Microsoft Intune Company Portal	5.0.5304.0

Trio Optimized for Zoom Rooms

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

This software release runs Zoom Rooms Controller software **5.10.3 (1262)** 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.

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
Calling	VOICE-71300	Teams call on iPhone iOS version 15.5 ends after a few seconds if C60 is paired as a Bluetooth device
Interoperability	VOICE-58891	When using the Zoom call application, the phone's screen may go blank and become unresponsive after accessing the System Settings menu.
Network	VOICE-70735	Failure to parse SCEP requests that use indefinite-length BER encoding in their PKCS#7 payloads.

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

There are no known issues in this release.

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.

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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