

# Microsoft Teams Recertification for the Poly CCX Series and Poly Trio C60



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This technical bulletin provides notice of Poly’s intent to recertify Poly desk and conference phone products with Microsoft Teams.

**This bulletin applies to the following Poly products:**

- CCX 350
- CCX 400
- CCX 500
- CCX 505
- CCX 600
- Trio C60

## Background

The Microsoft Teams Devices Certification Program defines end dates to ensure Android-based products used with Microsoft Teams and Teams Admin Center remain current with certification requirements. Poly CCX and Trio C60 phones currently use the Android 9 operating system and will reach their certification end date on November 5, 2023. Poly and Microsoft will continue to provide service to and support for Poly CCX and Trio C60 phones used as Microsoft Teams devices after this date per their respective support policies. See [Poly Support Policy](#) and [Microsoft Teams Certified Devices](#) for more details.

## Certification Renewal

Poly is committed to supporting these products beyond the certification end date and is making efforts to submit the Poly CCX and Trio C60 products for renewal under the Microsoft Teams Devices Certification Program before the certification end date.

Poly will provide software updates when available through [Poly Support](#) and Poly Lens for upgrading CCX series and Trio C60 models to the Android 12 operating system as part of the Poly Voice Software (PVOS) 9.0 release. After certification is complete, Microsoft will post the new certification end dates to the Microsoft Teams Certified Devices site, and customers will be able to access the PVOS 9.0 software from the Teams Admin Center.

See the [Poly CCX series](#) and [Poly Trio series](#) software release pages for more details on which Poly software versions support Microsoft Teams.

For more details on the Microsoft Teams Devices Certification program, Microsoft support of Teams devices, and certification dates, refer to [Microsoft Teams Certified Devices](#).

## 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 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](mailto:privacy@poly.com).

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