Poly Trio C60 Solution

Poly announces the new release of Poly Unified Communications (UC) Software 7.0.3C for the Poly Trio C60 system. The build ID for UC Software 7.0.3C on Poly Trio C60 is **UCS 7.0.3.0517**.

Contents

UC Software 7.0.3C Supported Products

Poly UC Software 7.0.3C for the Poly Trio C60 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 7.0.3C

This release of UC Software for the Poly Trio C60 solution is for OpenSIP, Microsoft Teams, and Zoom Room deployments. It includes all the features of previous releases and important fixes.

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio C60 devices for the best performance and experience.

> **Important:** When you upgrade your Poly Trio C60 system to UC Software version 7.0.3C or later, you can no longer downgrade it to versions earlier than UC Software 5.8.0AA.

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"`

Skype for Business Base Profile in Hub Mode with Zoom Rooms Controller

Set the following parameter values to switch between the Poly OpenSIP call application with a Skype for Business line registration and Zoom Rooms Controller while it's in Hub Mode:

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

You can't enable the system to switch to Zoom Rooms Controller and Microsoft Teams simultaneously.

Skype for Business Base Profile in Hub Mode with Microsoft Teams

Set the following parameter values to switch between the Poly OpenSIP call application with a Skype for Business line registration and Microsoft Teams while it's in Hub Mode:

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

You can't enable the system to switch to Zoom Rooms Controller and Microsoft Teams simultaneously.

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"`

Skype for Business 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 with a Skype for Business line registration while it's in Device Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `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
7.0.3C	July 2021	Maintenance release for Poly Trio C60 systems
7.0.3B	June 2021	Maintenance release for Poly Trio C60 systems • Support for Microsoft Teams 2021 Update #2A (Teams app version: 1449/1.0.94.2021051303)
7.0.3	April 2021	Maintenance release for Poly Trio C60 systems
7.0.2	April 2021	Maintenance release for Poly Trio C60 systems • Support for Microsoft Teams 2021 Update #1 (Teams app version 1449/1.0.94.2021022403)
7.0.1	March 2021	OpenSIP-only release. Includes the following features: • Support for Zoom Room Controller 5.4.0 (275)

Release	Release Date	Features
7.0.0	December 2020	OpenSIP-only release. Includes the following features: • Zoom Room Controls

Security Updates

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

UC Software Distributed File

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

You can configure features for the Trio C60 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 C60 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 C60 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 C60 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

Trio Feature	Cisco Unified Communications Manager 12.0, 10.5 and 9.1
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 • 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 Environment Interoperability

The following table lists Microsoft environments supported by Trio C60 systems.

Supported Microsoft Environments

Microsoft Environment	Trio C60
Teams	Microsoft qualified
Skype for Business on-premises	Microsoft qualified
Office 365 / Skype for Business online	Microsoft qualified

Microsoft Environment	Trio C60
Office 365D	Microsoft qualified
Lync 2013 on-premises	Microsoft qualified
Lync 2010 on-premises	Microsoft qualified

Microsoft Client Feature Support

The following table provides the features supported by Trio C60 systems using the Microsoft client versions listed.

Note the following:

- Trio C60 systems don't support video and content features.
- Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft documents support of Lync and Skype for Business on Microsoft's website. See Microsoft Support for more information.

Microsoft Client Feature Support

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
Skype for Business 2016	Yes	No	No	No
Skype for Business 2016 on Mac	Yes	No	No	No
Skype for Business Mobile	Yes	No	No	No
Skype for Business 2015	Yes	No	No	No
Microsoft Surface Hub	Yes	No	No	No
Microsoft Skype Room System v2	Yes	No	No	No
Microsoft Teams Room System (requires Polycom RealConnect)	Yes	No	No	No
Skype for Business Web Application	Yes	No	No	No

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
Lync 2013	Yes	No	No	No
Lync 2013 Mobile	Yes	No	No	No

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.

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
Microsoft Admin Agent	1.0.0.202101280722.product (253)
Microsoft Intune Company Portal	5.0.5088.0

Skype for Business Feature Support

Trio C60 systems support all features documented in the *Poly Trio Solution in Microsoft Environments Administrator Guide* available at Poly Trio Support. All supported features are Microsoft qualified.

For the latest qualification status, see Skype for Business and Teams Certified Phones and Devices.

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

Poly Trio with Skype for Business Online and On-Premises Feature Support

Feature	On-Premises Support	Online Support (Sustaining)
Attendant console	Yes	No
BToE manual pairing	N/A	N/A
Call admission control	Yes	No

Feature	On-Premises Support	Online Support (Sustaining)
Call forward	Yes	Yes
Call handling	Yes	Yes
Call park	Yes	Yes
Call transfer	Yes	Yes
Common area phone (CAP)	N/A	N/A
Conference calls	Yes	Yes
Cross pool	Yes	No
Delegates	N/A	N/A
Device lock	Yes	Yes
Device update	Yes	Yes
Distribution lists	N/A	N/A
DTMF	Yes	Yes
Emergency 911	Yes	Yes
Enhanced 911 (E.911)	Yes	Yes
Enhanced feature line key (EFLK)	N/A	N/A
Exchange calendar	Yes	Yes
Exchange call logs	Yes	Yes
Exchange integration	Yes	Yes
Extended presence	Yes	Yes
Federated calls	Yes	Yes
Hot-desking	N/A	N/A
In-band provisioning	Yes	Yes
Local call logs	Yes	Yes
Media bypass	Yes	No

Feature	On-Premises Support	Online Support (Sustaining)
Message waiting indicator	Yes	Yes
Monitoring (device inventory)	Yes	Yes
Multiple emergency number	Yes	Yes
Photo integration	Yes	Yes
PIN authentication	Yes	No
Private line	Yes	No
PSTN failover fail-back	Yes	Yes
Quality of Experience (QoE)	Yes	Yes
Quality of Service for audio calls	Yes	Yes
Resiliency - branch office	Yes	No
Resiliency - data center outage	Yes	No
Response groups	Yes	No
Reverse name lookup	Yes	Yes
Separate sign-in	Yes	Yes
Simultaneous ring	Yes	Yes
Team calls	Yes	Yes
User log upload	Yes	Yes
Visual voicemail	Yes	Yes
Web proxy auto discovery	Yes	Yes
Web sign in	Yes	Yes

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	Found in Release	Description
Network Configuration	EN-201298	7.0.0	Trio has the incorrect default value for `device.sec.TLS.profile.caCertList3`, which causes an 802.1x authentication failure.
Device Management	EN-200094	7.0.2	You can't use screen capture after enabling it in the **Device Settings** administrator menus or Teams Administration Center.
Network	EN-198625	7.0.0	The phone's `caCertList3` factory configuration now updates from **Platform 3** to **All**.
Network	EN-200801	7.0.0	Poly Trio doesn't include BSSID information when providing the HELD location query to the SIP server during registration.

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-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.
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.
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.
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.
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.

Category	Issue ID	Found in Release	Description	Workaround
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.
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.
Network	EN-206846	7.0.3	Sometimes when connecting Trio C60 to a network using Wi-Fi and the network doesn't use IPv6, Trio C60 displays the *Obtaining an IP address* message longer than usual. Trio C60 incorrectly lists an IPv6 address in **Settings > About** rather than indicating that it is still acquiring an IPv4 address.	Disconnect from the Wi-Fi network and reconnect.
Peripherals	EN-185439	5.9.5AA	Bluetooth keyboards don't work when paired with a Trio C60.	No 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.
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.
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 *Obtaining IP address.*	The connection is successful. Select the **Back** button from the stuck screen and begin using the phone.

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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