



Poly Trio Solutions

This new release of Poly Unified Communications (UC) Software for Poly Trio is 7.2.1.

The full build IDs by model are:

- Poly Trio 8300: **7.2.1.1668**
- Poly Trio 8500 and Poly Trio 8800 **7.2.1.1679**

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Change to Issue IDs

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.

What's New

This release of UC Software includes all the features of previous releases, important fixes and:

- [Trio Optimized for Zoom Rooms](#)
- [HTTP-Enabled Location Discovery Enhancements](#)
- [USB Optimized Base Profile Default Parameter Settings Update](#)
- [SCEP Certificate Signing Request Updates](#)

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.

Trio Optimized for Zoom Rooms

Trio 8500 and Trio 8800 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 **5.8.0 (898)** 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](#).

HTTP-Enabled Location Delivery Enhancements

This release provides enhancements to the handling of HTTP-Enabled Location Delivery (HELD) requests. These HELD enhancements help emergency dispatchers determine the phone's most up-to-date location during an emergency call. The enhancements in this release are enabled by default and require no further configuration.

HELD requests now include the phone's user-agent string. HELD requests also support the `<locationUriSet expires>` attribute to provide the exact date and time the phone must reconnect to refresh its location data.

The phone defaults to a 24-hour HELD refresh interval and ignores the `expires` attribute if:

- It can't calculate an expiration interval due to an error.
- It doesn't have an SNTP connection.
- The calculated expiration interval is greater than 48 hours.

If any HELD refresh request fails to receive a response, the phone doesn't clear any locations from its memory. Instead, it uses the last successful location received to ensure it always has location data and retries the HELD refresh using the value set in the `feature.E911.locationRetryTimer` parameter.

USB Optimized Base Profile Default Parameter Settings Update

This release contains updated default settings in the USB Optimized base profile for the following parameters:

`dialplan.x.digitmap.timeOut`

Set the time, in seconds, the phone waits before collecting the digit input before placing a call when the phone is off-hook.

USBOptimized Setting – 4 (default)

0-100 seconds

Change causes the system to restart or reboot

`dialplan.userDial.timeOut`

Set the time, in seconds, the phone waits for digit input before placing a call when the phone is on-hook.

USBOptimized Setting – 0 (default)

0-99 seconds

SCEP Certificate Signing Request Updates

You can now configure the phone's **Locality (L)** and **Organizational Unit (OU)** fields for CSR generation from the phone's system web interface in **Settings > SCEP > Distinguished Name**.

If you leave the `SCEP.csr.commonName` parameter with the default **null** setting, the phone now automatically uses its MAC address for the common name (CN) when it generates a CSR.

Version History

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

Version History

Release	Release Date	Features
7.2.1	February 2022	Maintenance release for Poly Trio systems, Includes the following features: <ul style="list-style-type: none"> Trio Optimized for Zoom Rooms HTTP-Enabled Location Discovery Enhancements USB Optimized Base Profile Default Parameter Settings Update SCEP Certificate Signing Request Updates
7.1.4	December 2021	Maintenance release for Poly Trio systems

Release	Release Date	Features
7.1.3	November 2021	Maintenance release for Poly Trio systems
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 systems
7.1.2		This release number was skipped and never released.
7.1.1	June 2021	Maintenance release for Poly Trio systems
7.1.0	May 2021	Feature release for Poly Trio systems, Includes the following features: <ul style="list-style-type: none"> • Zoom Room Controls
7.0.3	June 2021	Maintenance release for Poly Trio systems
7.0.2	April 2021	Maintenance release for Poly Trio systems
7.0.1	March 2021	OpenSIP-only maintenance release for Poly Trio systems
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.

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.

Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, the Trio VisualPro accessory, and the Trio Visual+ accessory are not supported or qualified by Microsoft. As determined by Microsoft and Poly, the only supported way to connect Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, Trio Visual+ accessories, or Trio VisualPro systems with Microsoft Teams or Skype for Business is through Poly RealConnect.

Note: When you set a Trio system's base profile to `MSTeams`, Microsoft controls the software experience and performance on the Trio system.

Send all feedback and queries to Microsoft. For any issues regarding Microsoft Teams on your Trio system, go to the [Microsoft Teams User Feedback Forum](#).

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by Trio 8500 and Trio 8800 systems and the Trio 8500 or Trio 8800 Collaboration Kits that include the Poly Trio Visual+ system and a supported camera. This also applies to Trio 8500 and Trio 8800 systems when paired with a Trio VisualPro accessory and a supported camera.

Important: Poly doesn't support Microsoft features in this release. The Microsoft Teams application loaded with this release is for testing purposes only.

Supported Microsoft Environments

Microsoft Environment	Trio 8500, Trio 8800	Trio 8500 and Trio 8800 Collaboration Kit
Teams	Microsoft qualified	N/A
Office 365D	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Lync 2013 on-premises	Microsoft qualified	Poly supported Not Microsoft qualified
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Teams Support

Trio 8500 and Trio 8800 systems support Microsoft Teams, which provides a high-quality audio experience in the conference room for subscribers of Microsoft Teams. Trio 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 > Status > Platform > Microsoft Components** while in the Teams base profile.

The following table lists the supported Microsoft component versions included in this release. For more information on this Teams version, see [What's new in Microsoft Teams](#).

Microsoft Teams Component Versions in Trio 8500 and Trio 8800

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.202005601
Microsoft Admin Agent	1.0.0.202006290446.product (216)
Microsoft Intune Company Portal	5.0.4801.0

Resolved Issues

The following table lists resolved issues in this release for Poly Trio systems.

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
Interoperability	VOICE-68568	Cannot present VbSS content in this conference was observed on Trio8800 running 7.2, when receiving content in a SFB meeting.
User Interface	VOICE-67730	RealConnect dial string from Teams meeting Invite was not being parsed
User Interface	VOICE-67169	The Hold button is not available from the Trio C60 UI during a call When using a Trio C60 phone in Skype base profile as a USB audio device attached to a PC.

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	Description	Workaround
Content	VOICE-68063	If you share content using Video-based Screen Share (VbSS) and switch directly to Remote Desktop Protocol (RDP), the content sharing fails.	Restart the failed RDP content sharing to restore it. To prevent the content sharing from failing, manually stop the VbSS before starting RDP content sharing.
Device Management	EN-189999	The system web interface doesn't show the correct time if you change the device time zone.	Log out and log in to the system web interface two times.
Directories	EN-200644	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.
Interoperability	VOICE-67871	Mute controls must be managed from the Trio when running Zoom Room Connector and linked over USB to MAC OS systems. If Trio is muted before joining a meeting, the ZRC application will not update its icon to show as muted even though the Trio will actually be muted, and all mute LEDs show red.	Use the Trio's physical mute button to unmute the Trio and resume mute state Sync.
Logs	EN-203328	Occasionally, the phone logs scheduled informational messages at the 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.	No workaround.
Network	EN-204102	While using Wi-Fi, the phone uses an IP address obtained from the DHCP server, even if a preferred static IP address was already configured.	Configure a static IP address using an Ethernet connection.

Category	Issue ID	Description	Workaround
Network	EN-204101	When Wi-Fi is enabled and a static IP address is configured, the device fails to connect to the Web UI.	Configure a static IP address using an Ethernet connection.
Network	EN-203512	Phone fails to obtain specific country IP addresses over wi-fi, where the country code setting leads to a selection of a 2.4Ghz Wi-Fi band.	Select a specific country where 5GHz is a default band. If the phone is on 2.4GHz Wi-Fi band reboot the phone after the upgrade to re-connect.
User Interface	VOICE-68023	When Trio is in Microsoft USB Optimized base profile, the menu permitting change of Trio's role between HUB or Device mode has obscured text informing you that Trio will reboot on applying this change.	No workaround.
User Interface	EN-198574	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	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-189999	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 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

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