



Poly Trio Solution

Poly announces a new release of Unified Communications (UC) Software for Poly Trio phones.

The full build IDs by model are:

- Poly Trio 8300: **7.2.4.0171**
- Poly Trio 8500 and Poly Trio 8800 **7.2.4.0185**

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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:

- [Subnet information is now available for use in E911 location identification](#)

Subnet Information for use in E911 Location Identification

The phone's current subnet length has been added to the LLDP sourced switch port and chassis information provided in SIP REGISTER messages. This information is shared in the X-Switch-Info header and is used to improve location identification in E911 calls.

Version History

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

Release	Release Date	Features
7.2.3	July 2022	Maintenance release for Poly Trio systems. Includes the following features: <ul style="list-style-type: none">• Subnet information is now available for use in E911 location identification
7.2.2	March 2022	Maintenance release for Poly Trio 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)
7.2.0	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.

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 MS Teams, Microsoft controls the software experience and performance on the Trio system.

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.

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 Components

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

Important: Poly only supports OpenSIP deployments for this release.

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

Zoom Rooms Controller

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 **5.11.0 (1386)** 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](#).

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
Content	VOICE-71696	If you share content using Video-based Screen Share (VbSS) and switch directly to Remote Desktop Protocol (RDP), the content sharing fails.
Hardware	VOICE-69194	Trio loses its contact list on one device when daisy chained and using USB provisioning
Networking	VOICE-73031	ZTP sometimes failed to connect due to a timing issue between when the phone is able to synchronize time with the time server and when it starts provisioning to ZTP. Applies to new devices out of box and to phones that are factory reset.

Reports	VOICE71766	RTCP report for Rx content/people video stream does not have the expected SSRC values.
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User Interface	VOICE-73199	The Traceroute utility from the web interface didn't reliably return results.
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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.

System Constraints and Limitations

This section identifies the constraints and limitations when using this product.

Windows 11 Support

Poly doesn't fully support use of this product with Windows 11 computers at this time.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) 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.

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