



# Poly Trio 8300 System

These release notes provide important information on phone features and known issues for the Poly Trio 8300 system.

## Contents

<b>Supported Poly Products</b> .....	<b>2</b>
<b>What's New for UC Software 5.9.1AB</b> .....	<b>2</b>
<b>Release History</b> .....	<b>2</b>
<b>Resolved Issues</b> .....	<b>3</b>
<b>Known Issues</b> .....	<b>4</b>
<b>Installing UC Software</b> .....	<b>5</b>
<b>Web Browser Applications and REST API</b> .....	<b>7</b>
<b>System Constraints and Limitations</b> .....	<b>7</b>
<b>Updates to Previous Releases</b> .....	<b>8</b>
<b>Getting Help and Copyright Information</b> .....	<b>10</b>

# Supported Poly Products

Poly Trio 8300 supports the following Poly products and peripherals.

## Supported Polycom Products and Peripherals

<i>Supported Product</i>	<i>Supported Product Peripherals</i>
Poly Trio™ Visual+ accessory	Poly EagleEye™ Cube USB camera Polycom EagleEye™ Mini USB camera

---

**Note:** If you have an early version of the EagleEye Cube USB camera, revision A-D, use it with a Poly Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later. Later versions of the EagleEye Cube USB camera are supported with any Visual+ accessory hardware version.

---

# What's New for UC Software 5.9.1AB

This release of Polycom® Unified Communications (UC) Software 5.9.1AB for the Poly Trio 8300 and 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 devices for the best performance and experience.

# Release History

This following table lists the release history of Poly Trio 8300 conference phone.

## Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.9.1AB	October 2019	This release includes important field fixes.
5.9.1AA	October 2019	Initial release of the Poly Trio 8300 conference phone.

---

## Resolved Issues

The following table lists resolved issues in this release for Poly Trio systems. This release also includes several other user experience and performance fixes and enhancements not listed below.

### Resolved Issues

<i>Issue</i>	<i>Release</i>	<i>Description</i>
EN-144542	5.9.1AA	The Wi-Fi settings menu option is only available in the Advanced settings.
EN-147268	5.9.1AA	When pairing a Poly Trio 8300 to an older Mac computer using Bluetooth, Skype for Business calls made from the Mac will not play audio on the Trio 8300.
EN-151468	5.9.1AA	When the Poly Trio 8300 is being used as both a USB audio peripheral and a Bluetooth audio peripheral, simultaneous Bluetooth media from a smartphone and USB call audio do not mix. Only USB call audio is played.
EN-152330	5.9.1AA	The Poly Trio 8300 may not get an IP address following a software upgrade or downgrade over Wi-Fi.
EN-152906	5.9.1AA	H.323 protocol is not supported when one or both devices in a call are audio-only Poly Trio systems without video-enabled via Poly Trio Visual+ or VisualPro accessory.
EN-153061	5.9.1AA	The Wireless country code displays as "Afghanistan" in the Updater even though the underlying configuration is set to "Worldwide Regulatory Domain."
EN-153148	5.9.1AA	You cannot change the Bluetooth-advertised system name; the system's default name is used.

## Known Issues

The following table lists known issues in this release of Poly Trio 8300.

**Note:** These release notes do not provide a complete listing of all known issues that are included in the software and hardware. 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

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
EN-141442	Poly Trio 8300 does not support USB headsets, so attempting to use one may cause the system to be unstable and reboot.	Do not attempt to use a USB headset in the Trio 8300 USB-A port.
EN-141571	While on the Calendar Information screen, pressing the Back hard key moves the screen two menus back instead of just one.	Press the Forward hard key once to return to Calendar menu.
EN-147436	In the Web Configuration Utility, the Bluetooth Mac address displays in the Wi-Fi Mac address field.	None.
EN-148910	When <code>srtplib.offer</code> is enabled, the Poly Trio 8300 has some interoperability issues with Cisco devices.	None.
EN-151209	Following a restart, calls made with a softphone may not show the call display menu.	Reboot the Poly Trio 8300 instead of restarting it. To recover, turn the phone off then on again.
EN-151466	Unexpected volume changes may occur when switching to or simultaneously playing softphone call audio while the Poly Trio 8300 is used as an audio speaker.	Adjust the volume on the PC and the connected audio device as needed.
EN-152008	The Trio 8300 phone does not return to the idle state after an incoming call is rejected on the Bluetooth-connected Android smartphone.	Reject the call on Poly Trio 8300.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
EN-152078	While on the Wi-Fi Scan screen, pressing the Back hard key moves the screen two menus back instead of just one.	Press the Forward hard key to return to the Wi-Fi menu.
EN-152137	Wi-Fi authentication for WPA2-Enterprise using TLS does not work for the Polycom CA.	Use custom CA of authentication server (i.e. Radius).
EN-152354	When Poly Trio 8300 is used as a USB peripheral for a softphone, and the call is ended using the Poly Trio 8300 Hang Up button, the call may not successfully end.	End the call in the softphone interface.
EN-152356	When Poly Trio 8300 is used as a USB peripheral for a softphone and a call is placed from the Poly Trio 8300, there is no call display on the Poly Trio 8300 when the far end answers.	Use the call controls in the softphone interface.
EN-152989	When a Poly Trio 8300 is connected to a computer via USB, the computer's volume and the phone's speaker volume may get out of sync if the user uses the phone's volume buttons to adjust the sound.	Adjust the volume using the connected computer only. If the volume is adjusted using the Poly Trio 8300 while not in a call, then adjust the volume using the Poly Trio 8300 when in a call or vice versa.

## Installing UC Software

The UC Software 5.9.1AA build ID for the sip.ld and resource files is **5.9.1.10910**.

### ***Installing Poly Trio Visual+ Software***

You **MUST** provision and update the Poly Trio Visual+ accessory when it is paired with the Poly Trio 8300 system. You are required to configure the Trio 8300 and stage the software for the Poly Trio Visual+ using a supported provisioning or boot server. The standard UC Software for Poly Trio 8300 download does not include a dedicated executable file for the Poly Trio Visual+. For your convenience, you can download an enhanced UC Software for Poly Trio 8300 archive (.zip) file that contains the Poly Trio Visual+ software executable files that you can unpack and copy into the same location as the UC Software for Poly Trio 8300.

## Provisioning and Updating Poly Trio Visual+ with a USB Device

You can store configuration files and settings on a USB flash memory device and provision or update Poly Trio Visual+ during normal functioning or in recovery mode. Recovery mode enables you to recover the Poly Trio Visual+ to a normal provisioning state when other methods are not working or not available.

Poly Trio Visual+ supports only File Allocation Table (FAT) file systems, and Poly recommends using FAT32. If other USB devices are attached to Poly Trio Visual+ system, you must remove them and ensure that the Poly Trio Visual+ system correctly recognizes the USB device you want to install from.

If you use a USB device to provision while a centralized provisioning server is in use, the USB configuration files override server settings. When you remove the USB device, the device returns to settings you configured on the server. Note, however, that the original server settings are subject to device parameter changes initiated by the USB device. The device parameter changes can alter parameters on the provisioning server and change basic provisioning settings.

You can upgrade the software of the Poly Trio Visual+ accessory when paired with a Poly Trio 8300 system in the following ways:

- Manual update via USB
- Via Poly Trio 8300 as a proxy using a provisioning or boot server. Download an enhanced UC Software for Poly Trio 8300 archive (.zip) file that contains the Poly Trio Visual+ software executable files then unpack and copy the files into the same location as the UC Software for Poly Trio 8300.

### ***Provision or Update Software Manually with a USB Device***

You can manually provision the Poly Trio Visual+ system, one at a time, with a USB during normal phone functioning.

#### **To provision or update software manually with a USB device:**

- 1 Format a USB flash drive as FAT32. Poly recommends that you use a USB 2.0 flash drive.  
If you are using a drive that is already formatted, ensure that previous files are deleted from the flash drive.
- 2 Download the `Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip` file from the Poly Trio 8300 Support site.
- 3 Unpack the .zip file and move the contents to the root of the USB device. The minimum required configuration files are:
  - The master configuration file: 000000000000.cfg
  - The Poly Trio Visual+ sip.id: 3111-66420-001.sip.id
- 4 Insert the USB drive into the Poly Trio Visual+, follow the prompt for the Administrator password, and power cycle the device. Allow time for the devices to reboot.

---

## ***Pairing the Poly Trio Visual+ via Poly Trio 8300 Configuration***

You can pair a Poly Trio Visual+ to a Poly Trio 8300 system by setting the `mr.pair.uid.` parameter to the MAC address of the Poly Trio Visual+.

## **Web Browser Applications and REST API**

The Poly Trio 8300 supports running web applications and a REST API enabling users to execute certain functions and retrieve information.

Refer to the following documents on Polycom Support for more information on these capabilities:

- [Quick Start Guide for Polycom UC Software Development Kit 5.3.0](#)
- [UC Software REST API Reference Manual](#)

## **System Constraints and Limitations**

The following sections provide information on limitations when using Poly Trio 8300 and Poly Trio Visual+ systems.

### ***Content Sharing***

The following limitations apply when sharing content:

- USB-hosted People + Content over IP (PPCIP) executable is not supported – use the Polycom Content App instead.
- Content Sharing via USB with Polycom Content App is not supported – share content via IP instead.

### ***USB Provisioning and Upgrade***

Currently, you cannot provision or upgrade a Poly Trio 8300 system using a USB drive. You must provision the phone using a central provisioning server, the Admin Settings options on the phone, or the Web Configuration Utility.

### ***Polycom RealPresence Resource Manager***

You can use the Polycom RealPresence Resource Manager 10.7 or later to manage a Poly Trio 8300 with the following limitations:

- RealPresence Resource Manager incorrectly shows the device name for Poly Trio 8300 as “RealPresence Trio 8300”.
- You cannot provision Poly Trio 8300.

## Polycom Device Management Services (PDMS)

Polycom Device Management Service for Service Providers (PDMS-SP) and Polycom Device Management Service for Enterprise (PDMS-E) support onboarding and management of Poly Trio 8300 systems but is not generally available and have the following limitations that are expected to be addressed with a future PDMS-SP and PDMS-E update:

- The PDMS-SP and PDMS-E systems don't show a Device Model name for Poly Trio 8300.

Poly Trio 8300 can be onboarded to the Poly Cloud Services through "Register Devices" at <https://console.plcm.cloud/>

## Updates to Previous Releases

This section includes software updates included in previous software versions.

### Introducing the Poly Trio 8300

Poly introduces the Poly Trio 8300 system. The Poly Trio 8300 supports most of the same audio calling features as the Poly Trio 8500 and Poly Trio 8800 systems, and it supports pairing with a Poly Trio Visual+ to share content and place video calls using a compatible USB camera, such as the Polycom EagleEye Mini USB camera or Poly EagleEye Cube USB camera.

When paired with the Poly Trio Visual+ accessory and one of the supported cameras, H.264/BFCP and H.323/H.239 standards-based video and content is supported.

## Poly Trio Feature Comparison

The Poly Trio 8300 system supports many of the most of the Open SIP features as the Poly Trio 8500 and 8800 systems; however, there are some differences in how those features are supported or features that are not supported on the Trio 8300. The following table highlights some of the feature differences between the Poly Trio 8300 system and the Poly Trio 8500 and 8800 systems.

### Feature Comparison

<i>Feature</i>	<i>Poly Trio 8300</i>	<i>Poly Trio 8500</i>	<i>Poly Trio 8800</i>
5-way Local Conference	Yes	Yes	Yes
Amazon Alexa for Business	No	Yes	Yes
Browser-based Web Applications	Yes	No	No
Daisy-Chaining over IP	No	Yes	Yes
Expansion Microphones	Yes	Yes	Yes
H.264/BFCP Video & Content	Yes	Yes	Yes
H.323/H.239 Video & Content	Yes	Yes	Yes



<i>Feature</i>	<i>Poly Trio 8300</i>	<i>Poly Trio 8500</i>	<i>Poly Trio 8800</i>
Microphone Pick-up Range	3.7m/12ft	4.3m/14ft	6.1m/20ft
Microsoft Exchange Calendar	Yes	Yes	Yes
Microsoft Skype for Business	No	Yes	Yes
Microsoft Teams	No	Yes	Yes
Number of Registrations	3	3	3
Open SIP	Yes	Yes	Yes
Poly Trio Visual+	Yes	Yes	Yes
Poly Trio VisualPro	No	Yes	Yes
RealPresence Group Series Integration	No	Yes	Yes
USB Content Sharing	No	Yes	Yes
IP Content Sharing	Yes	Yes	Yes
Wireless Screen Mirroring (from Apple AirPlay and Miracast compliant devices)	No	No	Yes

---

# Getting Help and Copyright Information

## GETTING HELP

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

Plantronics, Inc. (Poly – formerly Plantronics and Polycom)  
345 Encinal Street  
Santa Cruz, California  
95060

© 2019 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

## *Patent Information*

The accompanying product may be protected by one or more U.S. or foreign patents and/or pending patent applications held by Polycom, Inc.

## *Disclaimer*

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.