

Polycom Trio™ Solution

Applies to the Polycom Trio™ 8800 and 8500 Systems and the Polycom Trio™ Visual+ Accessory

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What's New for UC Software 5.7.1AC

There are no new features for this release. This release includes all the features and functionalities of previous releases.

Security Updates

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Security Updates

| Category | Issue ID | Description |
|----------|----------|--|
| Security | EN-55528 | The Polycom Trio system does not correctly specify the character set used in the Web Configuration Utility |

Installing UC Software

Administrators can install UC software for the Polycom Trio 8800 and 8500 systems using a provisioning server or a USB flash drive. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the phone. See the *Polycom Trio Solution Administrator Guide* for more information on configuring features.

UC Software Distributed Files

You can download the software package for Polycom Trio solution 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 Polycom Trio device.

The sip.ld files are model-specific and are as follows:

- Trio 8500 system: 3111-66700-001.sip.ld
- Trio 8800 system: 3111-65290-001.sip.ld



The Polycom Trio Visual+ accessory is provisioned and updated automatically from the Polycom Trio 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Polycom Trio 8800 download does not include a dedicated executable file for the Polycom Trio Visual+. To provision the Trio Visual+, delete the part number from the Polycom Trio 8800 `3111-65290-001.sip.ld` file and do one of the following:

- Use the renamed `sip.ld` file for both the Polycom Trio and Visual+.
- Copy the Polycom Trio 8800 file and rename it using the Visual+ part number `3111-66420-001.sip.ld`.

The following table lists all the files included in the Polycom Trio solution software package. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The UC Software 5.7.1AC build ID for the `sip.ld` and resource files is **5.7.1.4145**.

Release History

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

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 5.7.1AC | September 2018 | This release for the Polycom Trio solution includes several important field fixes. |
| 5.7.1AB | August 2018 | This release for the Polycom Trio Solution includes support for the following: <ul style="list-style-type: none"> • Polycom Trio solution integration with RealPresence Group Series systems • Polycom Trio system integration with Zoom Rooms |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 5.7.1AA | July 2018 | <p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Polycom EagleEye Mini USB camera support • Pairing with the Polycom EagleEye Director II camera system • Firmware updates for Polycom EagleEye IV USB camera • Scheduled Reboot • Two-Way Active Measurement Protocol (TWAP) • Assured Services - Session Initiation Protocol (AS-SIP) • Enhanced 911 (E.911) • Reset Polycom Trio system to default settings • Remote Party Caller ID from SIP Messages • Calling Line Identification • Static DNS Cache • Direct Inward Dialing Number • Storing Images to a Sub-Directory • Resetting the phone without an admin password • Forwarding incoming Skype for Business calls • Multiple Emergency Number Dial Plan • Siren7 Audio Codec • Skype for Business Device Lock • Microsoft Exchange Integration • Direct Inward Dialing Number • Web Proxy Auto Discovery |
| 5.5.4AA | April 2018 | <p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Localization of virtual keyboard in sync with phone language • Two server redundancy parameters added • Per-camera video configurations • Camera controls and presets • Session header parameter updates • Polycom interoperability with BlueJeans • Changes to the display of scheduled meetings |
| 5.5.3AB | February 2018 | <p>This release for the Polycom Trio solution includes several important field fixes.</p> |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|---|
| 5.5.3AA | December 2017 | <p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Transport Layer Security (TLS) version 1.2 • Skype for Business Video-Based Screen Sharing • Polycom EagleEye IV USB camera • Polycom Trio 8500 system with the Polycom Trio Visual+ accessory • SILK audio codec • Airplay discovery over Bluetooth on Polycom Trio 8800 system |
| 5.5.2AE | December 2017 | <p>This release for the Polycom Trio 8800 and 8500 systems includes several important fixes.</p> |
| 5.5.2AC | September 2017 | <p>This release for the Polycom Trio 8800 and 8500 systems includes the following:</p> <ul style="list-style-type: none"> • Screen Mirroring on Polycom Trio Solution • Software Update using Windows Server • Trio 8800 System Media Keepalive • Toggle Content and People Video Streams • Skype for Business User Experience Enhancements • Viewing a Different Calendar in Skype for Business Mode • Dynamic Port Ranges for Video and Content • Adding a PSTN Participant to a Call • Displaying Multiple Calendar Meetings on Connected Monitor • Web Sign in for Skype for Business Online • Secure Single Sign-On (SSO) with Third-Party Supporting Solutions • Managing Skype for Business Conference Participant Level in the Call Roster Screen • Device Lock • Client Media Port Ranges for Quality of Experience (QoE) • Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE) • Exchange Web Services Discovery • Unified Contact Store • Alert Tones for Mute Status • Dial Plan Normalization • Dial Plan for SIP URI Dialing • Join a Meeting using SIP URI • Hybrid Line Registration • User Log Upload |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|------------------|----------------------------|---|
| | | <ul style="list-style-type: none"> • Audio, Video, and Content Port Ranges • Media Transport Ports for audio, video, and content • Experimental: Support for SILK Audio Codec |
| 5.4.5AG | July 2017 | This release includes important field fixes and introduces support for compliance of the Polycom® Trio™ 8800 system with the Radio Equipment Directive (2014/53/EU) applicable to the European Economic Area (EEA). |
| 5.4.5AC | May 2017 | This release addresses the following issues: <ul style="list-style-type: none"> • Large Skype for Business Meetings with 100+ participants • Connectivity with Gigabit Ethernet switches • Microsoft Exchange Online authentication failure |
| 5.4.5AA | March 2017 | This release includes support for the following features: <ul style="list-style-type: none"> • Enhancements to the Polycom Trio 8800 and Trio Visual+ system interfaces • Enhancements to the Polycom Trio solution diagnostics • Set the display language from the Polycom Trio 8800 system menu • Experimental hybrid and dual-line registration |
| 5.4.4 AB AD | December January 2016 | This release includes support for the following features: <ul style="list-style-type: none"> • Hide Meeting Details This release Includes important field fixes. |
| 5.4.4AA | November 2016 | This release includes support for the following features: <ul style="list-style-type: none"> • New Skype for Business UI Design • Skype for Business optimized USB Audio Device Base Profile • Picture-in-Picture and Picture-in-Content • Skype for Business Gallery View-like layouts • Calendar improvements • Customization and configuration Options • This release resolves several known issues |
| 5.4.3AB | August 2016 | This release includes support for the following features: <ul style="list-style-type: none"> • Reset Video Mute • Synchronized volume control with a USB-connected computer • Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 5.4.3AA | May 2016 | <p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • Simulcast of two video streams in Skype for Business AVMCU meetings • FEC improvements • Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP • Hide USB Connection from phone menu • Mute video to transmit a still image • Display number/extension or custom label on phone's home screen • Wi-Fi country code settings for India, Indonesia, Saudi Arabia, Singapore, South Africa and South Korea. |
| 5.4.2AB | April 2016 | <p>This release replaces 5.4.2AA and addresses the following issue:</p> <ul style="list-style-type: none"> • Powering Polycom Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP) |
| 5.4.2AA | March 2016 | <p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • Forward Error Correction (FEC) • Customize the system interface • 1080p content input from People + Content IP / USB <p>This release resolves several known issues.</p> |
| 5.4.1AA | February 2016 | <p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • Microsoft Office 365 and Skype for Business Online • Office 365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup • People + Content over USB for Windows® • USB Skype for Business or Lync 2013 audio calls with user interface controls <p>This release also resolved some known issues.</p> |
| 5.4.0AB | December 2015 | Resolved some known issues |
| 5.4.0AA | December 2015 | <p>Added feature to hide Sign Out option</p> <p>Added an avatar that displays during a conference call when an audio-only participant is the active speaker.</p> <p>Resolved some known issues</p> |
| 5.4.0.12197 | November 2015 | Resolved some known issues |
| 5.4.0.12107 | November 2015 | Initial release for Polycom Trio 8800 and Polycom Trio Visual+ |

Resolved Issues

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

Resolved Issues

| <i>Release</i> | <i>Issue</i> | <i>Description</i> |
|----------------|--------------|--|
| 5.7.1 | EN-101769 | When TLS 1.0 is disabled on the Skype for Business server, PIN authentication fails. |
| 5.5.3 | EN-90366 | The Polycom Trio system might stop accepting AirPlay mirroring connection requests. |

Known Issues

The following table lists all known issues and suggested workarounds for Polycom Trio systems.

Upgrade the Polycom Trio system with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.



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

| <i>Issue</i> | <i>Description</i> | <i>Workaround</i> |
|--------------|---|-------------------|
| EN-54240 | Unable to configure custom soft keys in the Web Configuration Utility for Polycom Trio or insert a custom soft key to display in the Global menu from the Home screen while the phone is idle. | None |
| EN-95827 | When dialing a number on the Polycom Trio system while off-hook, asterisks you enter are not displaying. | None |
| EN-97612 | When you disable <code>video.localCameraView.idleState="0"</code> on the Polycom Trio system, the self-view does not display on the connected Polycom Trio Visual+ monitor when coming out of standby mode. | None |
| EN-99156 | The Polycom Trio system does not offer SRTP when retrieving a remote SCA call from hold. | None |
| EN-99802 | Polycom Trio does not allow Bluetooth device names with special HTML characters. | None |

| <i>Issue</i> | <i>Description</i> | <i>Workaround</i> |
|--------------|--|-------------------|
| EN-100178 | When you register the Polycom Trio system with Skype for Business and enable a delegation line, sometimes you are unable to answer an incoming delegate call because the 'Add' and 'Answer' buttons overlap on the screen. | None |
| EN-100239 | When TLS 1.0 is disabled on the Skype for Business server for a Polycom Trio system and the security association fails, subsequent requests are set to TLS-DSK which cause calls to fail. | None |
| EN-101766 | Unable to mute or remove a PTSN participant during a conference call on Polycom Trio. | None |
| EN-103036 | The Polycom Trio system reboots during a Skype for Business conference call. | None |

Updates to Previous Software Releases

This section includes software updates included in previous software versions.

Polycom Trio Software 5.7.1AB

This release of Polycom® Unified Communications (UC) Software 5.7.1AB for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments and includes several important fixes.

Polycom UC Software 5.7.1AB supports the following Polycom products:

- Polycom Trio™ 8500 system
- Polycom Trio™ 8800 system
- Polycom Trio™ Visual+ accessory
 - Polycom® EagleEye™ IV USB camera
 - Polycom® EagleEye™ Mini USB camera
- Polycom® MSR Series solution
 - Polycom® EagleEye™ IV USB camera
 - Polycom® EagleEye™ IV camera
- RealPresence Group Series systems
 - Polycom® EagleEye™ IV camera
 - Polycom® EagleEye™ Director II camera
 - Polycom® EagleEye™ Producer camera
 - Polycom® EagleEye™ Acoustic camera

Polycom Trio 8800 systems support the following devices when used with a Polycom® RealPresence® Group Series system or when connected by USB to Polycom® MSR Dock or Microsoft Surface Hub.

- Polycom® EagleEye™ Director II camera

- Polycom® Pano™ system

Integrating Polycom Trio Systems with RealPresence Group Series Systems

You can now pair your Polycom Trio system with the Polycom RealPresence Group Series system, giving you a video-conferencing solution with camera, audio, content, and display options not available with a standalone Polycom Trio system. Note that you must use the following minimum product versions with this integration:

- UC Software 5.7.1AB or later for Polycom Trio systems
- RealPresence Group Series systems 6.1.8 or later

For information, see the Polycom Trio System with RealPresence Group Series - Integration Guide on the [Polycom Documentation Library](#).

Integrating Polycom Trio Systems with Zoom Rooms

Polycom has teamed with Zoom to offer integration of Polycom Trio systems with Zoom Rooms. You can integrate the Polycom Trio system with Zoom Rooms as a Zoom Rooms controller, speaker, and microphone.

For the latest setup instructions see *Integrating Polycom Trio systems with Zoom Rooms – Solution Guide* at [Polycom Interop Solutions for Zoom Environments](#) on Polycom Support.

Resolved Issues

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

Resolved Issues

| <i>Release</i> | <i>Issue</i> | <i>Description</i> |
|---------------------|--------------|---|
| UC Software 5.7.1AA | EN-55175 | When the Polycom Trio solution is active in a two-way video call and the Polycom Trio Visual+ system is configured with HDMI as the audio output device, the remote party sometimes hears echo. |
| UC Software 5.7.1AB | EN-76155 | After the Polycom Trio system recovers from a network error, the Exchange Calendar widget does not update, and the Polycom Trio system displays a calendar service error message. |
| UC Software 5.7.1AB | EN-76183 | 911 calls fail when the parameter value of <code>dialplan.routing.emergency.x.value</code> is greater than 15 characters. |
| UC Software 5.7.1AB | EN-79295 | Some HDMI devices connected to the Polycom Trio system do not transition to sleep mode. |
| UC Software 5.7.1AB | EN-80841 | On Polycom Trio systems registered to BroadSoft, the call recording menu option should not be displayed. |

| <i>Release</i> | <i>Issue</i> | <i>Description</i> |
|---------------------|--------------|--|
| UC Software 5.7.1AB | EN-83348 | The Polycom Trio system sometimes plays no audio in a conference when you enable media encryption on the Skype for Business server. |
| UC Software 5.7.1AA | EN-83653 | The Polycom Trio system sometimes plays no audio in a conference when you enable media encryption on the Skype for Business server. |
| UC Software 5.7.1AB | EN-83790 | After a user signs out of the Polycom Trio system, the sign in screen re-appears. |
| UC Software 5.7.1AB | EN-87068 | Polycom Trio systems fail to localize announcements in Skype for Business conference calls. |
| UC Software 5.7.1AB | EN-88280 | In some signaling scenarios, calls are unexpectedly placed on hold due to an incorrect direction attribute. |
| UC Software 5.7.1AB | EN-88383 | On the Polycom Trio system, outgoing calls to speed dial contacts containing the letter 'p' in the user part of their SIP URI sometimes fail because the 'p' is interpreted as a pause. |
| UC Software 5.7.1AB | EN-88757 | When the Polycom Trio system experiences a lack of system resources, for example, low memory, running applications might crash and produce multiple core files. The log files report the error incorrectly. |
| UC Software 5.7.1AB | EN-89980 | When you enable media bypass on the Skype for Business server and place an outgoing PSTN call on the Polycom Trio system, adding another participant to the call fails. |
| UC Software 5.7.1AB | EN-91355 | When you change the HDMI input port for a connected Polycom Trio Visual+ system monitor, a black background displays. |
| UC Software 5.7.1AB | EN-92444 | The Polycom Trio system incorrectly displays the Mute state of PSTN participants in AVMCU calls. |
| UC Software 5.7.1AB | EN-92885 | When the ICE protocol is not used, a Polycom Trio system paired with a Polycom Trio Visual+ system sometimes fails to receive content from a Skype for Business conference participant. |
| UC Software 5.7.1AA | EN-93503 | Tap-To-Center and Touch-and-Drag are disabled for the following cameras when used with a RealPresence Group Series system paired with a Polycom Trio system: <ul style="list-style-type: none"> • Polycom® EagleEye™ Producer camera • Polycom® EagleEye™ Director II camera • Polycom® EagleEye™ Acoustic camera |
| UC Software 5.7.1AB | EN-94378 | Polycom Trio system WPAD logs are capturing confidential user information. |
| UC Software 5.7.1AB | EN-95827 | When dialing a number on the Polycom Trio system while off-hook, asterisks you enter are not displaying. |
| UC Software 5.7.1AA | EN-96320 | On the Polycom Trio system screen and Web Configuration Utility, the automatic camera tracking feature on a paired RealPresence Group Series system is incorrectly labelled 'AutoPoint'. |

| <i>Release</i> | <i>Issue</i> | <i>Description</i> |
|---------------------|--------------|---|
| UC Software 5.7.1AB | EN-96326 | Polycom Trio systems are sometimes unable to send or receive Ethernet frames. |

Known Issues

The following table lists all known issues and suggested workarounds for Polycom Trio systems.

Upgrade the Polycom Trio system with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.



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

| <i>Issue</i> | <i>Description</i> | <i>Workaround</i> |
|--------------|---|---|
| EN-100178 | When you register the Polycom Trio system with Skype for Business and enable a delegation line, sometimes you are unable to answer an incoming delegate call because the 'Add' and 'Answer' buttons overlap on the screen. | none |
| EN-100239 | When TLS 1.0 is disabled on the Skype for Business server for a Polycom Trio system and the security association fails, subsequent requests are set to TLS-DSK which causes calls to fail. | none |
| EN-101483 | The Polycom Trio system does not receive content in VMR conferences when the VMR server accepts only non-SRTP and you set up the Polycom Trio system to offer SRTP. | none |
| EN-101769 | When TLS 1.0 is disabled on the Skype for Business server, PIN authentication fails. | none |
| EN-101780 | In a Skype for Business conference call, when you share content via RDP using the Skype for Business client while another participant is sharing content via VbSS from a desktop, the Polycom Trio system sometimes does not receive the shared window RDP content. | Press the 'Accept Content' button on the call appearance on the Polycom Trio system. You might need to press the button multiple times. |

| <i>Issue</i> | <i>Description</i> | <i>Workaround</i> |
|--------------|--|--|
| EN-102763 | When two Polycom Trio systems are connected to a Skype for Business Office 365 video conference and one of the systems places a call on hold, the other system occasionally displays two call windows with the same participant. | Wait for the held system to resume the call. |
| EN-102764 | When a Polycom Trio system connected to a Skype for Business Office 365 video conference goes on hold and then resumes the call, the participants on the conference cannot see video from the Polycom Trio system. | none |
| EN-55317 | When the Polycom Trio system is connected by USB to a Mac or Windows host device and the Trio system is not selected as the audio playback device, pressing the Trio system volume control keys might cause the host device volume pop-up to appear and jump around. | Disconnect the Trio system from the host device USB when the Trio system is not selected as the output device. |
| EN-89414 | When the Polycom Trio system paired with a RealPresence Group Series system is in a call with a Skype for Business client and the Polycom Trio system puts the call on hold, the calls drops. | none |
| EN-90366 | The Polycom Trio system might stop accepting AirPlay mirroring connection requests. | Reboot the Polycom Trio system. |
| EN-90495 | The NTLMv2 format does not work the same on the Polycom Trio system as it does on the Skype for Business PC client. | none |
| EN-96157 | VbSS content received from a Polycom Trio system paired with a RealPresence Group Series system does not show during a conference. | Use the accept content option to receive the content. |
| EN-96325 | During a call, a Polycom Trio system registered with Skype for Business cannot send RDP content on the first attempt while the Trio system is sending content. | |
| EN-96336 | Sometimes content does not display on the Polycom Trio solution after you escalate a call to a conference. | none |
| EN-96488 | A Polycom Trio system paired with a RealPresence Group Series system restarts video in a Skype for Business call after you stop sharing HDMI content and then stop video. | Press Stop My Video again to stop video. |
| EN-97612 | When you disable <code>video.localCameraView.idleState="0"</code> on the Polycom Trio system, the self-view displays on the connected Polycom Trio Visual+ system monitor when coming out of standby mode. | none |
| EN-97735 | When you pair a Polycom Trio system with a RealPresence Group Series system for use in a Skype for Business conference, a participant avatar sometimes shows instead of video. | none |

| <i>Issue</i> | <i>Description</i> | <i>Workaround</i> |
|--------------|--|-------------------|
| EN-98730 | Video from a RealPresence Group Series system paired to a Polycom Trio system does not display on Skype for Business clients in AVMCU calls. | none |

Polycom Trio Software 5.7.1AA

This release of Polycom Unified Communications (UC) Software 5.7.1AA for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Polycom UC Software 5.7.1AA supports the following Polycom products:

- Polycom Trio™ 8500 system
- Polycom Trio™ 8800 system
- Polycom Trio™ Visual+ accessory
- Polycom® EagleEye™ IV USB camera
- Polycom® EagleEye™ Mini USB camera

Polycom Trio 8800 systems support the following camera when connected by USB to Polycom® MSR Dock or Microsoft Surface Hub.

- Polycom® EagleEye™ Director II camera

Polycom UC software 5.7.1AA for the Polycom Trio solutions includes the following new features and enhancements:

- [Polycom EagleEye IV USB Camera Firmware Updates from Polycom Trio Systems](#)
- [Pairing Polycom EagleEye Director II Camera System with Polycom Trio](#)
- [Polycom EagleEye Mini USB Camera with Polycom Trio Systems](#)
- [Open SIP Enhancements](#)
- [Skype for Business Enhancements](#)

Pairing Polycom EagleEye Director II Camera System with Polycom Trio

Enable users to place video calls by pairing Polycom EagleEye Director II camera with Polycom Trio 8800 system. You can pair the EagleEye Director II camera to the system using `mr.pair.uid.1` parameter or from the Polycom Trio system menu. Make sure to pair correct device with Polycom Trio system.

You can connect the EagleEye Director II camera system with Polycom Trio system using Ethernet cable directly or corporate network. The Polycom Trio connects to MSR Dock and Surface Hub using USB.



Note: You cannot use the EagleEye Director II camera system when Polycom Trio Visual+ system is paired to the Polycom Trio system. Make sure to unpair Polycom Trio Visual+ system before pairing the EagleEye Director II camera system.

Polycom EagleEye Mini USB Camera with Polycom Trio Systems

The Polycom EagleEye Mini USB Camera is supported on Polycom Trio 8500 and 8800 systems with a paired Polycom Trio Visual+ accessory.

Polycom Trio with a connected EagleEye Mini USB Camera supports point-to-point, bridge, and Skype for Business video calls with resolutions up to 1080p. The EagleEye Mini USB camera supports pan, tilt, and zoom capabilities along with setting camera presets when connected to a Polycom Trio Visual+ accessory paired with a Polycom Trio 8500 or 8800 system.

Open SIP Enhancements

Scheduled System Reboot

You can configure Polycom Trio systems to restart daily or at a scheduled time or period.

Two-Way Active Measurement Protocol

Polycom UC Software supports Two-Way Active Measurement Protocol (TWAMP), which is RFC-5357 compliant, to check network performance by measuring the round-trip time between two devices using TWAMP protocols.

Assured Services - Session Initiation Protocol (AS-SIP)

The Assured Services-Session Initiation Protocol (AS-SIP) feature provides the mechanism that allows outgoing precedence (priority) calls to be created.

Use `dialplan.digitmap` parameter to configure an outgoing call's precedence. You can create Multi-Level Precedence and Preemption (MLPP) for outgoing calls. The precedence levels are automatically assigned to the calls in the initial outgoing signaling. You can configure a call's precedence level to be changed by the Session Initiation Protocol (SIP) server in subsequent signaling.

Enhanced 911 (E.911)

This E.911 feature allows you to configure one of three sources the phone obtains location information from:

- LLDP-MED
- DHCP via option 99
- LIS compliant with RFC 5985

Configuring the source of location information allows the phone to share its location details in the invite sent when a 911 call is made to ensure the 911 operator dispatches emergency services to the correct address.

Resetting Polycom Trio system to Factory Default Settings from Home Menu

You can reset the Polycom Trio 8500 and 8800 systems to the factory default settings from home menu. After the factory reset, the Polycom Trio system reboots twice and displays the default home screen. This is the new reboot behavior of Polycom Trio 8500 and 8800 systems running UC Software 5.7.1 or later.

Remote Party Caller ID from SIP Messages

You can specify which SIP request and response messages to use to retrieve caller ID information.

Calling Line Identification

The Calling Line Identity Presentation (CLIP) displays the phone number of the caller on the phone screen.

Static DNS Cache

You can statically configure a set of DNS NAPTR SRV and/or A records into the phone. You can enter a maximum of 12 record entries for DNS-A, DNS-NAPTR, and DNS-SRV. records.

Failover redundancy can be used only when the configured IP server hostname resolves (through SRV or A record) to multiple IP addresses. Unfortunately, the DNS cache cannot always be configured to take advantage of failover redundancy.

Support for negative DNS caching as described in RFC 2308 is also provided to allow faster failover when prior DNS queries have returned no results from the DNS server. For more information, see RFC-2308.

Storing Thumbnail Images to a Sub-Directory

You can store the camera preset thumbnail images to a sub-directory on the provisioning server. When you set the attribute `CAMERA_PRESETS_DIRECTORY="presets"`, the images are stored to an existing sub-directory called Presets.

Phone Reset without Admin Password

Polycom UC Software allows you to configure this feature using `up.basicSettings.factoryResetEnable` parameter, allowing users to restore the phone to factory default settings without the need to enter the administrator's password.

Skype for Business Enhancements

Forwarding Incoming Skype for Business Calls

When a Polycom Trio system is registered with the Skype for Business Server; users can forward calls to contacts, voicemail, or a group of contacts.

Multiple Emergency Number Dial Plan

You can configure multiple emergency numbers on the Skype for Business server when registering Polycom devices with Skype for Business. When you correctly configure the multiple emergency numbers on the Skype for Business server, users can make calls to the emergency numbers from the Skype for Business client or from a phone, even when the phone is locked.

Support for Siren7 Audio Codec

The following Polycom Trio systems support the Siren 7 audio codec:

- Trio 8500
- Trio 8800

The Siren 7 audio codec is disabled by default.

Skype for Business Device Lock

You can configure phones to be protected with a lock code that enables users to access personal settings from different phones. You can configure Device Lock on the Skype for Business server or using Polycom parameters on a centralized provisioning server. If you enable Device Lock using both methods, centralized provisioning parameters take precedence. You cannot enable or disable Device Lock using the Web Configuration Utility or from the phone menu.

Support for Microsoft Exchange integration

Exchange Integration is available for Skype for Business, Office 365, and Lync Server 2010 and 2013 deployments. This feature enables set up of visual voicemail, call log synchronization, Outlook contact search, and Skype for Business Address Book Service (ABS) adaptive search. Each of these features is enabled by default on Polycom phones registered with Skype for Business.

When you register a Polycom Trio 8800 or 8500 system with Skype for Business, a Calendar icon displays on the phone Home screen that enables users to access features. Users can view and join Outlook calendar events directly from Polycom Trio system. This displays the day and meeting view for scheduled events; the month view is not currently available. Note you cannot schedule calendar events or view email from the phone.

When you pair Polycom Trio 8500 or 8800 with Polycom Trio Visual+, the system automatically displays the Calendar and up to five meetings scheduled within the next 24-48 hours on the Home screen of connected monitor. You can configure whether or not users receive reminder notifications on the display monitor and whether or not an alert sound accompanies reminder notifications.

After the phone is connected, you can:

- Verify which Exchange Server services are not working on each phone by going to Status > Diagnostics > Warnings on the phone.
- View the status of each service in the Web Configuration Utility.

Direct Inward Dialing Number

The Direct Inward Dialing (DID) number assigned to the user on the Skype for Business server displays on the Lock, Home, and Incoming Call screens.

You can now configure the format of the DID number to display on phones using `up.DIDFormat` parameter. You can also configure the phone to display DID numbers on phone screens of your choice with `up.showDID` parameter.

Web Proxy Auto Discovery

The Web Proxy Auto-Discovery Protocol (WPAD) feature enables Polycom phones to locate the URL of a Proxy Auto-Configuration (PAC) file you configure. Microsoft recommends using Blue Coat proxy with this feature.

You can configure WPAD using configuration parameters on your provisioning server, DHCP Option 252, or DNS-A protocol mechanism to discover the PAC file location. When using a provisioning server or DHCP, the phone looks for the file name you specify. If using DNS-A, the phone looks only for the `wpad.dat` file.

The priority for PAC file searching is as follows, from first to last:

- Provisioning server
- DHCP Option 252
- DNS-A

Polycom phones support Digest and NTLM Authentication mechanisms to authenticate with a proxy server. To allow you to configure proxy-specific credentials common to all users, Basic Authentication is supported only when using the following parameters on a provisioning server:

- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

The following parameters configure WPAD:

- `feature.wpad.enabled`
- `feature.wpad.curl`
- `feature.wpad.proxy`
- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

Polycom supports the following list of HTTP/HTTPS services with Skype for Business:

- Registration Services
- Address Book Service (ABS)
- Location Information Sever (LIS)
- Device Update (Note: To ensure reliable software updates, device update is direct in case a proxy is not available.)
- Server Log Upload
- Core File Upload
- Exchange Services Provisioning

View WPAD Diagnostic Information

You can access important WPAD diagnostic information to track how HTTP and HTTPS traffic is flowing via the proxy you configure for WPAD. You can view diagnostic information on a pre-phone basis by logging into the Web Configuration Utility.

From the WPAD setting, you can:

- View if the WPAD PAC file fetch is successful
- View the configured method used to fetch the PAC file and source URLs
- View the DNS domain if configured
- View PAC file expiry details
- View the Exchange and Upload proxy
- Download the PAC file

To view WPAD diagnostic information:

- 1 Enter your phone's IP address into a web browser.
- 2 Select **Admin** as the login type, enter the admin password (the default is 456), and click **Submit**.
- 3 Go to **Diagnostics >Skype for Business Status > WPAD**.

Resolved Issues

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

Resolved Issues

| <i>Release</i> | <i>Issue Number</i> | <i>Description</i> |
|-------------------|---------------------|---|
| UC Software 5.7.1 | EN-49320 | The Polycom Trio system does not automatically disconnect after a DNS failure during a point-to-point call with a RealPresence Group Series system. |
| UC Software 5.7.1 | EN-51198 | When the Polycom Trio system dials to Avaya Flare Mobile (AVFM) with video enabled, video drops and the call becomes audio only. |
| UC Software 5.7.1 | EN-53078 | During a Lync USB call, when the volume is increased to the maximum level on the computer and the Polycom Trio system, an echo is heard on the far end when the far end speaks. |
| UC Software 5.7.1 | EN-55175 | When the Polycom Trio system is active in a two-way video call and the Visual+ is configured with HDMI as the audio output device, the remote party sometimes hears echo. |
| UC Software 5.7.1 | EN-55361 | The Polycom Pano system is not sending I-Frames. |
| UC Software 5.7.1 | EN-55510 | Polycom has fixed a security vulnerability in the Polycom Trio system's Remote Packet Capture utility. |

| <i>Release</i> | <i>Issue Number</i> | <i>Description</i> |
|-------------------|---------------------|---|
| UC Software 5.7.1 | EN-55528 | The Polycom Trio system does not correctly specify the character set used in the Web Configuration Utility. |
| UC Software 5.7.1 | EN-61923 | When sharing content from a Mac registered with Skype for Business to a Polycom Trio system during a point-to-point video call and you add an incoming call to the existing call from the Trio system, the layout on the Trio Visual+ monitor displays incorrectly. |
| UC Software 5.7.1 | EN-64509 | When sharing content with the PPCIP application connected by USB to a Mac, sometimes a black screen displays on the monitor instead of content. |
| UC Software 5.7.1 | EN-75301 | When the Polycom Trio Visual+ is connected to the Polycom Trio system's LAN OUT port, occasionally, the Polycom Trio Visual+ turns off and remains off until the system reboots. |
| UC Software 5.7.1 | EN-77979 | Scheduled messages were partially included or not included in the log files when not connected to a telnet session. |
| UC Software 5.7.1 | EN-78736 | Video from the Polycom Trio system during an AVMCU conference becomes pixelated momentarily when the video stream needs to be reconfigured or restarted. |
| UC Software 5.7.1 | EN-79438 | After the Polycom EagleEye USB camera wakes up from low power mode, sometimes the Polycom Trio local camera view displays as a black rectangle with no video. |
| UC Software 5.7.1 | EN-80507 | Sometimes the Polycom Trio system monitor does not show the gallery view when the Camera Controls menu is open and the far-end participant escalates the call to a conference. |
| UC Software 5.7.1 | EN-82027 | The Polycom Trio system disconnects from the Exchange Server and prompts users for a new password when the Trio system receives an intermittent authentication error from the server. |
| UC Software 5.7.1 | EN-84722 | Address Book Service (ABS) searches fail on Polycom Trio systems when you set the LmCompatibilityLevel parameter value to 'NTLMv2 response only/refuse LM and NTLM' for the front-end and domain controller. |
| UC Software 5.7.1 | EN-86749 | Polycom Trio Visual+ systems do not support connections to non-1080p monitors, so when the resolution for a connected monitor is less than 1920x1080, the LCV displays as a black rectangle. |
| UC Software 5.7.1 | EN-87314 | If a user is editing a field in in the 'Add Contact' menu for longer than the configured idle timeout (40 seconds by default), the Polycom Trio system returns to the idle screen. |
| UC Software 5.7.1 | EN-88799 | Polycom Trio systems display a message indicating invalid provisioning details after a reboot caused by a factory reset. |
| UC Software 5.7.1 | EN-89239 | The Polycom Trio system monitor displays incorrect Swedish translation of some words. |

| <i>Release</i> | <i>Issue Number</i> | <i>Description</i> |
|-------------------|---------------------|---|
| UC Software 5.7.1 | EN-90195 | Enabling or disabling the parameter <code>reg.1.applyServerDigitMapLocally</code> leads to re-registration (signing in and out) of the registered skype for Business account. |
| UC Software 5.7.1 | EN-90964 | The receiving O365 authentication policy enabled for the PIN/EXT case fails to sign in users. |
| UC Software 5.7.1 | EN-92490 | If the PAC file has functions like <code>myIpAddress()</code> , <code>dnsResolve()</code> , the Polycom Trio system fails to resolve the proxy. |
| UC Software 5.7.1 | EN-93320 | When you enable the parameter <code>up.homeScreen.audioCall.enabled</code> and pair the Polycom Trio system with the Polycom Trio Visual+ system by pressing the pair button on the Trio Visual+, the Audio/Video Call soft keys do not display on the Home screen. |
| UC Software 5.7.1 | EN-93938 | When you enable <code>phoneLock.enabled="1"</code> and configure the 'DND when Locked' option on Polycom Trio systems, unlocking the phone does not remove the DND icon or the DND status from the registered line. |
| UC Software 5.7.1 | EN-95444 | Call ring tones signaling incoming calls from Zoom Rooms to Polycom Trio systems are distorted. |
| UC Software 5.7.1 | EN-95827 | When dialing a number on the Polycom Trio system while off-hook, asterisks you enter are not displaying. |
| UC Software 5.7.1 | EN-96823 | The receiving O365 authentication policy enabled for the PIN/EXT case fails to sign in users. |

Known Issues

The following table lists all known issues and suggested workarounds for Polycom Trio systems.

Upgrade the Polycom Trio system with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.



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

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|---|--|
| EN-55317 | When the Polycom Trio system is connected to a Mac or Windows host device using USB and the Trio system is not selected as the audio playback device, pressing the Trio system volume control keys might cause the host device volume pop-up to appear and jump around. | Disconnect the Trio system from the host device USB when the Trio system is not selected as the output device. |
| EN-55515 | When the Polycom Trio system is in a Skype for Business video call with Polycom RealConnect and RMX, the Trio system sometimes sends unexpectedly low-resolution video to the RMX because the AVMCU unexpectedly constrains the RMX's Video Source Requests. | None |
| EN-82862 | When booting up the first time after a software update, the Polycom Trio system sometimes displays the logo screen for too long and then reboots again. | None |
| EN-88566 | The Polycom Trio Visual+ system sometimes reboots during a conference when the active speaker is switched or when you start and stop video. | After reboot, the Trio system functions normally and the call is continued. |
| EN-89320 | When you place a call from a Polycom Trio system registered with Skype for Business using Polycom® RealConnect™ technology, the Trio system cannot place, reboots, and recovers automatically. | None |
| EN-90159 | When you use an Android Skype for Business client to add video to a Polycom Trio system call, the call fails if you previously used the Android client to switch a call to audio only. | None |
| EN-91287 | When you initiate a consultative transfer before the respondent answers the call, both calls are disconnected after the timeout and the transfer fails. | Disable the parameter: <code>voIpProt.SIP.allowTransferOnProceeding</code> |
| EN-91666 | When you add a Polycom Trio system to a video conference from a Skype for Business client by selecting 'Skype Call', the Trio system does not show participant video in the conference. | Do not add a Polycom Trio system user with the 'Skype call' option. Instead, select the user and click OK. |
| EN-93715 | When in multiple active calls, access the call list for a line by short-pressing the line key. Long press a line key to view calls for that line. | Seize the first line by pressing Dial a Number on the Global menu. |
| EN-93741 | When using the Polycom Trio Visual+ system with the Polycom EagleEye IV USB camera, the self-view on the Trio Visual+ monitor occasionally becomes corrupted. Self-view corruption occurs only when you switch between two simultaneous video calls and each line is using a different video format, for example, AVC on a DMA call and SVC on a Skype For Business call. | On the Polycom Trio system interface, stop and start your self-view. |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|---|--|
| EN-94166 | Some of the <code>softkey.feature.*</code> parameters that show/hide soft keys on the Polycom Trio system interface do not always work. | None |
| EN-94198 | Sometimes the Polycom Trio system incorrectly shows the 'Back to Call' banner for several seconds after answering a call received via Bluetooth instead of the active call. | Tap the 'Back to Call' banner to display the active call appearance. |
| EN-94342 | You can configure EFK soft keys with a macro that simulates dialpad key presses to navigate through settings menus. Sometimes these macros navigate only partly through the menu and do not reach the final menu. | None |
| EN-95321 | If an outgoing call from a Polycom Trio system registered with Skype for Business is parked and then retrieved, the Recent Calls entry for the call shows an incorrect call destination and direction. | None |
| EN-95442 | Video on the Polycom Trio system becomes pixelated video for ~3 seconds in specific setups and automatically recovers. | None |
| EN-95770 | In a Zoom call, the Polycom Trio system displays received content in a PIP window and the rest of the monitor screen is black. | None |
| EN-95775 | A voice call from Polycom Trio system to a Skype for business client might disconnect if the client and Trio system both add video at the same time. | Redial the call. |
| EN-95886 | There is a six- to ten-second delay showing the No Video message when you press 'Stop My Video' on the Polycom Trio system. | None |
| EN-96049 | The Polycom Trio system icon (i) in the conference roster view, intended to display a pop-up message listing conference information, inadvertently displays when you tap far from the icon. | None |
| EN-96086 | When you configure the Polycom Trio system as a member of any response group and a call to that group is answered by the Polycom Trio system user, the call log doesn't show on the Trio system regardless of whether <code>feature.exchangeCallLog.enabled</code> is 0 or 1. | None |
| EN-96105 | After you add video to a voice conference call on a Polycom® RealPresence® Distributed Media Application™ (DMA®) system bridge, content shared to you from a Polycom Trio system is not shared to other conference participants. | Enable video before joining the DMA bridge. |
| EN-96157 | VbSS content received from a Polycom Trio system paired with a RealPresence Group Series system does not show during a conference. | Use the accept content option to receive the content. |
| EN-96325 | During a call, a Polycom Trio system registered with Skype for Business cannot send RDP content on the first attempt while the Trio system is sending content. | None |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|--|
| EN-96370 | On the Polycom Trio system interface screen, multiple rows of information sometimes appear highlighted even though only one row is actually highlighted. | None |
| EN-96426 | The Polycom® People+Content™ IP technology or Polycom® Pano™ system with Polycom Trio system fails to share desktop content when used over USB and a People+Content IP server meeting password has been set. | None |
| EN-96488 | A Polycom Trio system paired with a Polycom RealPresence Group Series system restarts video in a Skype for Business call after you stop sharing HDMI content and then stop video. | Press Stop My Video again to stop video. |
| EN-97383 | After you reboot the Polycom Trio system, sometimes flicker avoidance is set back to default. | Manually set flicker avoidance after a reboot. |
| EN-97968 | After you change the VLAN, the Polycom Trio system screen is not in sync with the Web Configuration Utility interface. | None |
| EN-98575 | When using the Polycom Trio system as a USB audio device with a Mac, some interactions on the Polycom Trio system touchscreen cause audio artifacts on the far-end. | None |

Polycom Labs Experimental Features

Polycom sometimes releases experimental features that administrators can enable and evaluate in non-production 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 [Polycom Support Community](#).

This release includes two Polycom Labs experimental features to make audio conference bridge dialing faster and more convenient.

UC Software 5.7.1AA For Polycom Trio System - Polycom Labs Experimental Features

| <i>Issue</i> | <i>Description</i> |
|--------------|--|
| EN-55445 | <p>This feature allows PAUSE (";/p") or WAIT (";/w") characters to be included in the Contact field when creating or editing an entry in the Local Contact Directory.</p> <p>When you dial into a conference, the digits in the Contact field before the first PAUSE or WAIT character are used to dial out and connect to the conference bridge. After you are connected to the conference bridge, the PAUSE or WAIT is initiated.</p> <p>PAUSE characters delay the number of seconds equal to the number of PAUSE characters. Subsequent digits in the Contact field are then dialed.</p> <p>WAIT characters cause a prompt to display showing subsequent digits in the Contact field. When you select Send, the digits are dialed.</p> <p>This experimental feature supports multiple sets of PAUSE/WAIT characters as well as digit sequences within a Contact field.</p> <p>To enable this feature, set the following parameters:</p> <ul style="list-style-type: none"> <code>feature.enhancedFeatureKeys.enabled="1"</code> <code>feature.directory.enabled="1"</code> <code>feature.pauseAndWaitDigitEntryControl.enabled="1"</code> |
| EN-55377 | <p>To use this experimental feature, you must enable the feature listed in EN-55445 above.</p> <p>When you select Join to join a meeting and the meeting invitation Location field is populated in the required format shown below, the access code is automatically dialed one second (each "/comma entered creates a 1 second pause) after connecting to the conference bridge.</p> <p>Required format for the Location field: <code><conference bridge number>,<access code></code></p> <p>Note: The body of the meeting invitation is not searched for the access code. You must enter the access code in the Location field.</p> |

Security Updates

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Security Updates

| <i>Category</i> | <i>Issue ID</i> | <i>Description</i> |
|-----------------|-----------------|--|
| Security | EN-55742 | <p>CVE-2015-3143</p> <p>Proper verification of NTLM state is implemented to avoid subsequent reuse of an established NTLM connection without presenting the credentials.</p> |

Installing UC Software

Administrators can install UC software for the Polycom Trio 8800 and 8500 systems using a provisioning server or a USB flash drive. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the phone. See the *Polycom Trio Solution Administrator Guide* for more information on configuring features.

UC Software Distributed Files

You can download the software package for Polycom Trio solution 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 Polycom Trio device.

The sip.ld files are model-specific and are as follows:

- Trio 8500 system: 3111-66700-001.sip.ld
- Trio 8800 system: 3111-65290-001.sip.ld



The Polycom Trio Visual+ accessory is provisioned and updated automatically from the Polycom Trio 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Polycom Trio 8800 download does not include a dedicated executable file for the Polycom Trio Visual+. To provision the Trio Visual+, delete the part number from the Polycom Trio 8800 3111-65290-001.sip.ld file and do one of the following:

- Use the renamed sip.ld file for both the Polycom Trio and Visual+.
- Copy the Polycom Trio 8800 file and rename it using the Visual+ part number 3111-66420-001.sip.ld.

The following table lists all the files included in the Polycom Trio solution software package. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The UC Software 5.7.1AA build ID for the sip.ld and resource files is **5.7.1.4095**.

Files Included in the Polycom Trio Solution Software Package

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|-----------------------------|--|
| sip.ver | Text file detailing build-identification(s) for the release |
| 000000000000.cfg | Master configuration template file |
| 000000000000-directory~.xml | Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name |
| applications.cfg | Configuration parameters for microbrowser and browser applications |

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--------------------------|---|
| device.cfg | Contains Network Configuration device parameters. |
| features.cfg | Configuration parameters for telephony features |
| firewall-nat.cfg | Contains configuration parameters for telephony features |
| lync.cfg | Contains Lync specific configuration parameters |
| reg-advanced.cfg | Contains configuration parameters for the line and call registration and advanced phone feature settings |
| reg-basic.cfg | Configuration parameters for line and call registration and basic phone settings |
| region.cfg | Configuration parameters for regional and localization settings such as time and date and language |
| sip-basic.cfg | Configuration parameters for the VoIP server and softswitch registration |
| sip-interop.cfg | Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration |
| site.cfg | Configuration parameters that are set for each site |
| video.cfg | Configuration parameters for video connectivity |

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--------------------------|--|
| VVX-dictionary.xml | <p>Includes native support for the following language files:</p> <ul style="list-style-type: none"> • Chinese_China • Chinese_Taiwan • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, Canada • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Portugal • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, AE |
| Welcome.wav | Startup welcome sound effect |
| LoudRing.wav | Sample loud ringer sound effect |
| Warble.wav | Sample ringer sound effect |

Limitations

The following sections provide information on limitations when using the Polycom Trio 8800 and 8500 systems, and Polycom Trio Visual+ systems.

Simulcast Video Streams in Skype for Business AVMCU Meetings on Polycom Trio 8800 and 8500

The Skype for Business AVMCU collects all the participant VSRs from endpoint requests and sends an aggregated VSR to each participating endpoint. Each endpoint receiving the aggregated VSR evaluates the video resolutions requested and determines what video resolution(s) to send.

For one stream, the Polycom Trio 8800 and 8500 system sends the lowest common resolution requested to ensure that all endpoints can display the Polycom Trio system video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows Polycom Trio system to send a second, higher resolution video stream when there are multiple resolutions requested. The resolution of the higher quality stream depends on the number of endpoints requesting specific resolutions and an algorithm determines the video resolution that best serves all the endpoints. As a result, some endpoints receive a lower resolution stream than the resolution requested.

Power over Ethernet Negotiation in CDP Environments

The Polycom Trio 8800 and 8500 systems do not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering your Polycom Trio 8800 or 8500 system using an IEEE 802.3af power over Ethernet compliant switch, power budget is negotiated by a hardware handshake at power up - CDP is not used.

If powering the Polycom Trio 8800 system using an IEEE 802.3 at power over Ethernet Plus (PoE+) switch, the Polycom Trio 8800 power budget is negotiated through a combination of hardware handshake and LLDP.

Skype for Business and Lync 2013

The following is a list of constraints and limitations when using the Polycom Trio 8800 or 8500 system in a Microsoft Skype for Business or Lync 2013 environment:

- Audio-only for Lync 2010 environments; content and video are not supported.
- Skype for Business (online and on-premises) federation not tested with Skype for consumer.
- Polycom Trio systems with Skype for Business Online- and Exchange Online-based voicemail is not supported for use in Russia, Belarus, and Kazakhstan. Polycom Trio with Skype for Business- and Exchange on-premises-based voicemail with media encryption disabled is not tested for use in Russia, Belarus, and Kazakhstan.
- Trio systems are unable to join Skype for Business meeting broadcasts.
- The Polycom Trio system does not support content and video for Lync for Mac 2011 desktop client
- The Polycom Trio system does not receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard.
- The Polycom Trio cannot join remote Skype for Business meetings scheduled by third parties that are not configured for Federation.

Microsoft Skype Room System and Surface Hub

When the Polycom Trio 8800 and 8500 system Base Profile is set to 'SkypeUSB' and connected via USB cable with a Skype Room System or Microsoft Surface Hub, the following limitations apply:

- When the Polycom Trio 8800 and 8500 systems is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the Polycom Trio 8800 and 8500 systems.
- When connected to a Skype Room System via USB, the Polycom Trio 8800 and 8500 system performs Acoustic Echo Cancellation (AEC).
- The Web Configuration Utility of the Polycom Trio 8800 and 8500 systems is disabled by default. The Web Configuration Utility can be enabled by an administrator from the phone menu at Settings > Advanced > Administration Settings > Web Server Configuration or using the configuration parameters `httpd.enabled="1"` and `httpd.cfg.enabled="1"`.

Audio

By default, audio from the far-site plays only on the Polycom Trio 8800 and 8500 system speakers.

Administrators can enable far-site audio to play on the monitor speakers connected to the Polycom Trio Visual+ accessory by HDMI or external speakers connected to the 3.5mm port on the Polycom Trio Visual+.

When a Bluetooth-capable device is paired with the Polycom Trio 8800 and 8500 systems, audio quality that plays through the system's speaker is lower for the far-side.

Video and Content

Polycom People + Content IP is supported on Microsoft Windows® and Mac computers to a maximum of 1080p with up to 30fps.

In Open SIP and Binary Floor Control Protocol (BFCP)-compliant environments, the Polycom Trio 8800 system cannot send or receive content on the content video channel in a conference held on Collaboration Server that has content protocol set to 'H.264 Cascade Optimized' and 'H.264 High Profile' enabled.

Third-Party Cables

Using a third-party HDMI cable may inhibit the Polycom Trio Visual+ from properly executing video settings during video calls. This may occur due to the cable being broken or the cable does not meet general HDMI requirements.

The following behaviors may occur if the Polycom Trio Visual+ fails to properly execute video settings:

- A portion of the video or content displays off screen.
- When the system is idle, black spaces or white boxes display on the monitor.

If either of these behaviors occur, replace the HDMI cable with a Polycom supplied HDMI cable recommended for use with the Polycom Trio 8800 system.

Interoperability

This section includes products tested with this release and Polycom Trio system server interoperability.

Polycom Trio System Interoperability with Zoom

You can integrate Polycom Trio systems as the Zoom Rooms control touch user interface and as the speaker and microphone in Zoom Rooms meetings.

For the latest setup instructions see Polycom Interoperability with Zoom – Solution Guide at [Strategic Partner Solutions](#) on Polycom Support.

Polycom Partner Solution Support

The following table lists solution partners supported by Polycom Trio and the UC Software version required to support each partner solution. For documentation, see [Strategic Partner Solutions](#) on Polycom Support.

Polycom Trio Partner Solutions

| <i>Partner Solution</i> | <i>Polycom Trio UC Software Version</i> |
|-------------------------|---|
| BlueJeans | UC Software 5.5.3 or later |
| BroadSoft | UC Software 5.4.0 or later |
| Microsoft | UC Software 5.4.0 or later |
| Zoom | UC Software 5.7.1 or later |

Products Tested with this Release

The Polycom Trio 8800 and 8500 systems and Polycom Trio Visual+ systems are tested with other products. The following list indicates products that have been tested for compatibility with this release and is not a complete inventory of compatible equipment.

Update all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Polycom Interoperability Matrix at [Polycom Support Service Policies](#).



Note: If you are using Polycom Trio systems with Polycom RealPresence DMA system, Polycom recommends setting the parameter `voIPProt.SIP.supportFor100rel="1"`. For parameter details, see the *Polycom Trio Solution - Administrator Guide* on [Polycom Trio Support](#).

Products Tested with this Release

| <i>Product</i> | <i>Tested Versions</i> |
|---|------------------------|
| Logitech C930e USB Webcam | 8.0.875 |
| Polycom® EagleEye™ IV camera | 1.2 |
| Polycom® RealPresence® Mobile for Tablets | 3.9.0 |
| Polycom® RealPresence® Desktop | 3.9.0 |
| Polycom® RealPresence® Collaboration Server (RMX) | 8.8 |
| Polycom® RealPresence® DMA 7000 | 9.0.1 |
| Polycom® People + Content IP for PC | 1.4.2 |
| Polycom® People + Content IP for Mac | 1.4.2 |
| Polycom® HDX® | 3.1.12 |
| Polycom® VVX® Business Media Phones | UC Software 5.7.1 |

Polycom Trio 8800 and 8500 System Server Interoperability

The following table lists the server interoperability supported on the Polycom Trio 8800 and 8500 systems and the feature capabilities supported for each server.

For complete and up-to-date details on Polycom Trio solution compatibility, see [Polycom Trio and SoundStation IP Platform Compatibility](#).

Trio Solution Server Interoperability

| | <i>Microsoft Skype for Business, Lync 2013</i> | <i>BroadSoft R20 and R21</i> | <i>Polycom® RealPresence® Platform</i> | <i>Cisco Unified Communications Manager 10.5 and 9.1</i> | <i>Avaya Aura Communication Manager 7</i> |
|---------------------|--|------------------------------|--|--|---|
| Basic SIP Telephony | ● | ● | SIP Trunk to a supported call platform | ● | ● |
| Advanced Telephony | ● | ◐ | SIP Trunk to a supported call platform | ○ | ○ |
| Provisioning | ● | ● | ● ¹ | ◐ ¹ | ◐ ² |

- - Mature interoperable
- ◐ - Interoperable with limitations
- - Not supported

¹ Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.1 recommended)

Polycom Trio 8800 System Server Interoperability

The following table lists the server interoperability supported only on the Polycom Trio 8800 systems and the feature capabilities supported for each server.

For complete and up-to-date details on Polycom Trio solution compatibility, see [Polycom Trio and SoundStation IP Platform Compatibility](#).

Polycom Trio 8800 System Server Interoperability

| | <i>Microsoft Skype for Business, Lync 2013</i> | <i>BroadSoft R20 and R21</i> | <i>Polycom® RealPresence® Platform</i> | <i>Cisco Unified Communications Manager 10.5 and 9.1</i> | <i>Avaya Aura Communication Manager 7</i> |
|-------------------|--|------------------------------|--|--|---|
| Video (H.264 AVC) | ◐ (SVC) | ● | ● | ◐ ¹ | ◐ |
| Content | ● | ◐ ² | ● | ◐ | ◐ |

- - Mature interoperable
- ◐ - Interoperable with limitations
- - Not supported

¹ Polycom Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).

² Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

Microsoft Support

Polycom support for Microsoft features varies by product.

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by the Polycom Trio 8800 and 8500 systems and the Polycom Trio 8800 or 8500 Collaboration Kit that includes the Polycom Trio Visual+ system and a supported camera.

Supported Microsoft Environments

| Microsoft Environment | Trio 8800 / 8500 | Trio 8800 and 8500 Collaboration Kit |
|--|---------------------|--|
| Skype for Business on-premises | Microsoft qualified | Polycom supported. Not Microsoft qualified. |
| Office 365 / Skype for Business online | Microsoft qualified | Polycom supported. Not Microsoft qualified. |
| Office 365D | Microsoft qualified | Polycom supported. Not Microsoft qualified. |
| Lync 2013 on-premises | Microsoft qualified | Polycom supported. Not Microsoft qualified. |
| Lync 2010 on-premises | Microsoft qualified | na |

Microsoft Client Feature Support

The following table lists the features supported by the Polycom Trio 8800 and 8500 systems using the Microsoft client versions listed.

Note that Polycom Trio systems do not support Present PowerPoint and Whiteboard content sharing.



Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. Microsoft does not currently support IP phones on Lync 2010. For information, see [IP Phones](#) on Microsoft Support.

Microsoft Client Feature Support

| Feature / Capability | Audio | Video | Content Sharing | Instant Messaging |
|------------------------------------|-------|-------|-----------------|-------------------|
| Skype for Business 2016 | Yes | Yes | Yes | No |
| Skype for Business 2016 on Mac | Yes | Yes | Yes | No |
| Skype for Business 2016 Mobile | Yes | Yes | Yes | No |
| Skype for Business 2015 | Yes | Yes | Yes | No |
| Microsoft Surface Hub | Yes | Yes | Yes | No |
| Microsoft Skype Room System v2 | Yes | Yes | Yes | No |
| Skype for Business Web Application | Yes | Yes | Yes | No |

| Feature / Capability | Audio | Video | Content Sharing | Instant Messaging |
|--------------------------------|-------|-------|-----------------|-------------------|
| Skype for Business 2015 Mobile | Yes | Yes | No | No |
| Lync 2013 | Yes | Yes | Yes | No |
| Lync 2013 Mobile | Yes | Yes | No | No |
| Lync 2010 | Yes | No | No | No |
| Lync 2010 Mobile | No | No | No | No |
| Lync Phone Edition | Yes | No | No | No |
| Communicator for Mac 2011 | Yes | No | Yes | No |
| Lync for Mac 2011 | Yes | No | Yes | No |

Skype for Business Feature Support

Polycom Trio systems support all features documented in the *Polycom Trio Solution with Skype for Business - Deployment Guide* available on [Polycom Trio](#). All supported features are Microsoft qualified.

For the latest qualification status see [Skype for Business Solution Catalog](#).

Polycom Trio systems do not support the following features with Skype for Business Online, O365, or Cloud PBX:

- Resiliency - Branch Office
- Resiliency - Data Center Outage
- PIN Authentication
- Attendant Console
- Cross Pool
- Media Bypass
- Private Line
- Response Groups
- Call Park
- Shared Line Appearance

Polycom Trio System Support for Skype for Business Video and Content

The following table indicates Skype for Business video and content features supported by the Polycom Trio 8800 and 8500 systems. Supported video and content features listed in this table are not Microsoft qualified.

Skype for Business Video and Content Support

| Video or Content Feature | Skype for Business On-premises | Skype for Business Online / O365 / Cloud PBX |
|--|--------------------------------|--|
| Receive Video-based Screen Sharing (VbSS) format | Yes | Yes |
| Receive single-stream video | Yes | Yes |
| Point-to-point video calls | Yes | Yes |
| Multiparty video calls | Yes | Yes |
| Active speaker only video | Yes | Yes |
| Gallery View | Yes | Yes |
| Remote Desktop Protocol (RDP) content receive | Yes | Yes |
| Present Desktop | Yes | Yes |
| Present Programs | Yes | Yes |
| Present PowerPoint Files | No | No |
| Present Whiteboard | No | No |

Get Help

For more information about installing, configuring, and administering Polycom products, refer to [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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