

# Polycom Trio™ Solution

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## What's New for UC Software 5.8.0AA

This release of Polycom® Unified Communications (UC) Software 5.8.0AA for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

### ***Polycom® EagleEye™ IV USB Camera with Polycom Trio 8500***

The Polycom Trio 8500 with Polycom Trio Visual+ and UC software 5.8.0AA or later can connect to an EagleEye IV USB camera. With the camera connected to the system, the Polycom Trio 8500 will automatically use it for video calls placed using the system.

Polycom recommends using the EagleEye IV USB camera with part number 2215-60896-002 with the Polycom Trio solution. This part number can be found on the back of the EagleEye IV USB camera.

### ***Bluetooth Discovery on Polycom Trio with the Polycom Content Application***

You can share content through the Polycom Content App, version 1.3 or later, by connecting the Polycom Trio system to the application.

To enable users to connect Polycom Trio to the Polycom Content application, you need to configure Polycom Trio to advertise the system's IP address over Bluetooth using the parameter `bluetooth.beacon.ipAddress.enabled`. When this parameter is set to 1, the Bluetooth radio is automatically turned on for the system, and the IP address for the system is sent to the Polycom Content app over Bluetooth.

The parameter `bluetooth.beacon.ipAddress.enabled` also replaces the parameter `content.airplayServer.discovery.bluetooth.enabled` for AirPlay discovery over Bluetooth.

### ***Custom Icons for Contacts and Line Registrations***

You can configure up to 24 custom icons to display on a Polycom Trio system for registered lines or for user photos can for contacts saved in the Local Contact Directory and favorites on the home screen.

Polycom recommends uploading PNG images that are 106 x 106 pixels with a size of 100 KB or smaller. The maximum image size you can upload is 200 x 200 pixels, however, the phone automatically scales the icons to 106 x 106 pixels.

### ***Reverse Name Lookup***

The phone can display incoming caller's names, outgoing recipient names, and where the contact information originated. The phone will also display participant names in the following Skype for Business functions:

- CCCP conference calls
- Local and remote participants for Boss-Admin calls
- Response group calls
- Team calls
- Voicemails
- Incoming, outgoing, and missed call lists

## ***PSTN Gateway on Failover***

If the phone becomes unregistered due to an outage and can't reach the Skype for Business server for a specified time interval, the phone fails over to an alternate PSTN gateway server. Details of the PSTN failover can be viewed in the Web Configuration Utility. Only basic call and soft key functions while using the PSTN gateway.

## ***Upload Logs to a USB Flash Drive***

You can configure your phones to copy application and boot logs to a USB flash drive connected to the phone. These logs can be copied in bulk once the file reaches predetermined size, or they can be copied over at regular intervals.

## ***Daisy-Chaining Polycom Trio Systems***

You can daisy-chain (pair) two Polycom Trio systems for enhanced audio performance in large or acoustically challenging rooms. When you daisy-chain Polycom Trio systems, the speakers and microphones act as a single speaker and microphone array for superior acoustic performance.

You have the option to pair one Polycom Trio™ Visual+ system, Polycom Trio™ VisualPro system, or Polycom® RealPresence® Group Series system with your daisy-chained Polycom Trio systems.

See the *Polycom Trio Solution Administrator Guide* for Daisy-chaining requirements for Polycom Trio systems.

## **Supported Polycom Products**

UC Software 5.8.0.AA for Polycom Trio solution supports the Polycom products and peripherals.



When using a Polycom RealPresence Group Series system with a Polycom Trio system, you must:

- Use Group Series system software version 6.2.0 or later
- Use Group Series system hardware version 20 or later
- Configure your Group Series system to run in Trio pairing mode

## Supported Polycom Products and Peripherals

<i>Supported Polycom Product</i>	<i>Supported Product Peripherals</i>
Polycom Trio™ Visual+ accessory	Polycom® EagleEye™ IV USB camera with the Polycom Trio 8800 system Polycom® EagleEye™ Mini USB camera
Polycom Trio™ VisualPro system	Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera Polycom® EagleEye™ Producer camera Polycom® EagleEye™ Acoustic camera
Polycom® MSR Series solution	Polycom® EagleEye™ IV USB camera Polycom® EagleEye™ IV camera
Polycom® RealPresence® Group Series system	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 connected by USB to Polycom® MSR Dock or Microsoft Surface Hub.	Polycom® EagleEye™ Director II camera

## Security Updates

There are no security updates this release.

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

## 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>
5.8.0AA	January 2019	This release includes support for: <ul style="list-style-type: none"> <li>• Polycom® EagleEye™ IV USB Camera with Polycom Trio 8500</li> <li>• Bluetooth Discovery on Polycom Trio with the Polycom Content Application</li> <li>• Custom Icons for Contacts and Line Registrations</li> <li>• Reverse Name Lookup</li> <li>• PSTN Gateway on Failover</li> <li>• Upload Logs to a USB Flash Drive</li> <li>• Daisy-Chaining Polycom Trio Systems</li> </ul>
5.7.2AB	November 2018	This release includes the following enhancements: <ul style="list-style-type: none"> <li>• Microphone Synchronization Between Paired Systems</li> <li>• Audio from an HDMI Connection</li> <li>• Click-to-Join Support for Polycom RealConnect Services</li> </ul>
5.7.2AA	October 2018	This release includes support for: <ul style="list-style-type: none"> <li>• Cisco WebEx</li> <li>• Simple Certificate Enrollment Protocol (SCEP)</li> </ul>
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"> <li>• Polycom Trio solution integration with RealPresence Group Series systems</li> <li>• Polycom Trio system integration with Zoom Rooms</li> </ul>

<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"> <li>• Polycom EagleEye Mini USB camera support</li> <li>• Pairing with the Polycom EagleEye Director II camera system</li> <li>• Firmware updates for Polycom EagleEye IV USB camera</li> <li>• Scheduled Reboot</li> <li>• Two-Way Active Measurement Protocol (TWAP)</li> <li>• Assured Services - Session Initiation Protocol (AS-SIP)</li> <li>• Enhanced 911 (E.911)</li> <li>• Reset Polycom Trio system to default settings</li> <li>• Remote Party Caller ID from SIP Messages</li> <li>• Calling Line Identification</li> <li>• Static DNS Cache</li> <li>• Direct Inward Dialing Number</li> <li>• Storing Images to a Sub-Directory</li> <li>• Resetting the phone without an admin password</li> <li>• Forwarding incoming Skype for Business calls</li> <li>• Multiple Emergency Number Dial Plan</li> <li>• Siren7 Audio Codec</li> <li>• Skype for Business Device Lock</li> <li>• Microsoft Exchange Integration</li> <li>• Direct Inward Dialing Number</li> <li>• Web Proxy Auto Discovery</li> </ul>
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"> <li>• Localization of virtual keyboard in sync with phone language</li> <li>• Two server redundancy parameters added</li> <li>• Per-camera video configurations</li> <li>• Camera controls and presets</li> <li>• Session header parameter updates</li> <li>• Polycom interoperability with BlueJeans</li> <li>• Changes to the display of scheduled meetings</li> </ul>
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"> <li>• Transport Layer Security (TLS) version 1.2</li> <li>• Skype for Business Video-Based Screen Sharing</li> <li>• Polycom EagleEye IV USB camera</li> <li>• Polycom Trio 8500 system with the Polycom Trio Visual+ accessory</li> <li>• SILK audio codec</li> <li>• Airplay discovery over Bluetooth on Polycom Trio 8800 system</li> </ul>
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"> <li>• Screen Mirroring on Polycom Trio Solution</li> <li>• Software Update using Windows Server</li> <li>• Trio 8800 System Media Keepalive</li> <li>• Toggle Content and People Video Streams</li> <li>• Skype for Business User Experience Enhancements</li> <li>• Viewing a Different Calendar in Skype for Business Mode</li> <li>• Dynamic Port Ranges for Video and Content</li> <li>• Adding a PSTN Participant to a Call</li> <li>• Displaying Multiple Calendar Meetings on Connected Monitor</li> <li>• Web Sign in for Skype for Business Online</li> <li>• Secure Single Sign-On (SSO) with Third-Party Supporting Solutions</li> <li>• Managing Skype for Business Conference Participant Level in the Call Roster Screen</li> <li>• Device Lock</li> <li>• Client Media Port Ranges for Quality of Experience (QoE)</li> <li>• Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE)</li> <li>• Exchange Web Services Discovery</li> <li>• Unified Contact Store</li> <li>• Alert Tones for Mute Status</li> <li>• Dial Plan Normalization</li> <li>• Dial Plan for SIP URI Dialing</li> <li>• Join a Meeting using SIP URI</li> <li>• Hybrid Line Registration</li> <li>• User Log Upload</li> </ul>



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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.3AA	May 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Simulcast of two video streams in Skype for Business AVMCU meetings</li> <li>• FEC improvements</li> <li>• Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP</li> <li>• Hide USB Connection from phone menu</li> <li>• Mute video to transmit a still image</li> <li>• Display number/extension or custom label on phone's home screen</li> <li>• Wi-Fi country code settings for India, Indonesia, Saudi Arabia, Singapore, South Africa and South Korea.</li> </ul>
5.4.2AB	April 2016	This release replaces 5.4.2AA and addresses the following issue: <ul style="list-style-type: none"> <li>• Powering Polycom Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP)</li> </ul>
5.4.2AA	March 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Forward Error Correction (FEC)</li> <li>• Customize the system interface</li> <li>• 1080p content input from People + Content IP / USB</li> </ul> This release resolves several known issues.
5.4.1AA	February 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Microsoft Office 365 and Skype for Business Online</li> <li>• Office 365 and Skype for Business Provisioning and Manageability</li> <li>• Time and Date Initial Setup</li> <li>• People + Content over USB for Windows®</li> <li>• USB Skype for Business or Lync 2013 audio calls with user interface controls</li> </ul> This release also resolved some known issues.
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	Added feature to hide Sign Out option Added an avatar that displays during a conference call when an audio-only participant is the active speaker. Resolved some known issues
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>
5.8.0AA	EN-100598	Sometimes self-view displayed on the Polycom Trio Visual+ system monitor stops working and instead displays the camera off icon.
5.8.0AA	EN-103866	When the Polycom Trio system's minimum free memory goes below the configured minimum (by default 20%), the Trio system incorrectly displays a low-memory message.
5.8.0AA	EN-104810	When you configure Device Lock and Auto-answer on a Polycom Trio system, you can still answer a call without first unlocking.
5.8.0AA	EN-107072	The Polycom Trio system local camera view sometimes stops showing video during a conference.
5.8.0AA	EN-107288	Some calls on Trio display a non-emergency call as an emergency call in a GENBAND environment.
5.8.0AA	EN-107374	In a Skype for Business environment, the description is missing in Field Help for the <code>server.log.setting.enabled</code> parameter.
5.8.0AA	EN-107479	When a Polycom Trio system is connected exclusively to a wireless network, the BSSID-determined location information may not be transmitted to E911 infrastructure.
5.8.0AA	EN-107557	Intermittently the Polycom device transmits one-way audio after 50 seconds to 1 minute for PSTN calls.
5.8.0AA	EN-107854	When you configure multiple lines on the Polycom Trio system, One Touch Voicemail does not work correctly.
5.8.0AA	EN-107919	The Polycom Trio system is unable to authenticate 802.1x with Windows 2016 RADIUS server using TLSv1.2.
5.8.0AA	EN-108037	The Polycom Trio system local camera view sometimes displays video artifacts.
5.8.0AA	EN-108190	Sometimes the Polycom Trio system emits a high-pitched tone for a short period of time.
5.8.0AA	EN-109762	The Polycom Trio system does not localize announcements during Meet Now calls.
5.8.0AA	EN-110212	When two Polycom Trio systems are paired for daisy chaining and the Polycom Trio acting as the hub is also paired with a RealPresence Group Series system / Polycom Trio VisualPro system, audio from the two Polycom Trio systems is not synchronized.
5.8.0AA	EN-110990	When the Polycom Trio system is integrated with a RealPresence Group Series system, users cannot make a call from Line 1 after starting local content sharing.

<i>Release</i>	<i>Issue</i>	<i>Description</i>
5.8.0AA	EN-111226	A Polycom Trio system registered with Skype for Business sends Mozilla/5.0 as the User-Agent instead of Trio_8800 in the HTTP Request.
5.8.0AA	EN-111245	You won't hear audio if you select TV speakers on the Polycom Trio system menu and don't have microphones connected to the paired Polycom Trio VisualPro system or RealPresence Group Series system.
5.8.0AA	EN-113229	While you are inviting a participant to a conference, Reverse Name Lookup fails to continue with the next source when the display name is not received in SIP signaling.
5.8.0AA	EN-113233	Sometimes the Polycom device crashes during a reboot.
5.8.0AA	EN-113589	Polycom devices fail to accept the finalized peer-reflexive ICE candidates published by the far end.
5.8.0AA	EN-113609	Polycom devices don't send an error response when in an idle state and after receiving an INVITE with replace header.
5.8.0AA	EN-113623	The SRTP status shows incorrect details on some Polycom devices.
5.8.0AA	EN-113633	When you enable the Device lock feature for a guest user, the phone asks to set a PIN lock.
5.8.0AA	EN-113767	The Polycom Trio system sometimes does not register with the backup server after an outage.
5.8.0AA	EN-113772	Speed dials and address book are lost after server fail over in GENBAND environments.
5.8.0AA	EN-114440	The Polycom Trio solution does not show the camera option to start video.
5.8.0AA	EN-115826	Web Proxy Auto Discovery (WPAD) on the Polycom Trio system fails to extract a domain/host from a specific URL.
5.8.0AA	EN-115870	The Polycom Trio system fails to upgrade software when on a remote network using NTLM authentication.
5.8.0AA	EN-116212	The Polycom Trio system sometimes reports inaccurate QoE statistics.
5.8.0AA	EN-117798	Polycom devices registered with Skype for Business publish different QoE server results than those reported on the QoE site.
5.8.0AA	EN-53214	When the Polycom Trio 8800 system is connected as a USB audio device to a computer, far end user voices echo when both the computer and the Trio system volume are set to maximum.
5.8.0AA	EN-54249	The Polycom Trio solution does not display connection success or failure messages when using Polycom People+Content IP technology.
5.8.0AA	EN-55223	If using Polycom People+Content IP on Polycom Trio system while AirPlay is active, video artifacts can occur on the Polycom Visual+ monitor.

<i>Release</i>	<i>Issue</i>	<i>Description</i>
5.8.0AA	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.
5.8.0AA	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.
5.8.0AA	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.
5.8.0AA	EN-94342	You can configure enhanced feature 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.
5.8.0AA	EN-96426	When using Polycom Trio system with or Polycom Pano or Polycom People+Content IP technology, and a People+Content IP server meeting password has been set, the Polycom Trio system fails to share desktop content over USB.
5.8.0AA	EN-98538	When XMPP is enabled during an ongoing call on Polycom devices, the audio becomes difficult to hear about every 30 seconds.
5.8.0AA	EN-99681	Polycom devices delay processing requests for directory files by several minutes which causes the appearance of speed dials to also delay.

## 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-117538	When sharing content using Polycom People+Content over IP with BFCP during an Open SIP call, the Polycom Trio Visual+ monitor shows an audio avatar and not the Home screen after you place the call on hold.	na
EN-118222	When the Polycom Trio system receives an incoming call while displaying a menu instead of the call view during an active call, the "Add to Call" option does not display.	na
EN-99802	Polycom Trio does not allow Bluetooth device names with special HTML characters.	na

## 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 5.8.0AA build ID for the sip.ld and resource files is **5.8.0.15024**.

## 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.

#### 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
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"> <li>• Chinese_China</li> <li>• Chinese_Taiwan</li> <li>• Danish, Denmark</li> <li>• Dutch, Netherlands</li> <li>• English, Canada</li> <li>• English, United Kingdom</li> <li>• English, United States</li> <li>• French, Canada</li> <li>• French, France</li> <li>• German, Germany</li> <li>• Italian, Italy</li> <li>• Japanese, Japan</li> <li>• Korean, Korea</li> <li>• Norwegian, Norway</li> <li>• Polish, Poland</li> <li>• Portuguese, Portugal</li> <li>• Russian, Russia</li> <li>• Slovenian, Slovenia</li> <li>• Spanish, Spain</li> <li>• Swedish, Sweden</li> <li>• Arabic, AE</li> </ul>
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 [Polycom Interop Solutions for Zoom Environments](#).

## 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>
Cisco WebEx	UC Software 5.7.2AA or later
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 USB camera	1.2.0-462
Polycom® EagleEye™ IV camera	1.2
Polycom® EagleEye™ Mini USB camera	9.0.17
Polycom® EagleEye™ Director II camera	2.1.0.5
Polycom® EagleEye™ Producer camera	1.2.2.2
Polycom® EagleEye™ Acoustic camera	1.70
Polycom® Trio™ VisualPro system	6.2.0
Polycom® RealPresence® Mobile for Tablets	3.9.0
Polycom® RealPresence® Desktop	3.9.0
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® Content App	1.3
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 5.8.0

## ***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	●	●	● <sup>1</sup>	◐ <sup>1</sup>	◐ <sup>2</sup>

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

<sup>1</sup> 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)	●	●	◐ <sup>1</sup>	◐
Content	●	◐ <sup>2</sup>	●	◐	◐

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

<sup>1</sup> Polycom Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).<sup>2</sup> 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

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
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
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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