

Polycom Trio™ Solution

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Supported Polycom Products

UC Software 5.9.0AB for the Polycom Trio solution supports the following Polycom products and peripherals.

Supported Polycom Products and Peripherals

| <i>Supported Polycom Product</i> | <i>Supported Product Peripherals</i> |
|--|--|
| Polycom Trio™ Visual+ accessory | Polycom® EagleEye™ IV USB camera Polycom® EagleEye™ Mini USB camera Polycom® EagleEye™ Cube USB camera |
| Polycom Trio™ VisualPro system | Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera system Polycom® EagleEye™ Producer camera system Polycom® EagleEye™ Acoustic camera Polycom® EagleEye™ Cube HDCI Camera |
| Polycom® RealPresence® Group Series system | Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera system Polycom® EagleEye™ Producer camera system Polycom® EagleEye™ Acoustic camera |
| Polycom Trio 8800 systems when connected by USB to Microsoft Teams Rooms, Skype Room Systems, or Microsoft Surface Hub | Polycom® EagleEye™ Director II camera system |



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

- Use RealPresence Group Series Group 310 or Group 500 hardware models
- Use RealPresence Group Series system software version 6.2.0 or later
- Use RealPresence Group Series system hardware version 20 or later
- Configure your RealPresence Group Series system to run in Trio Pairing mode

What's New for UC Software 5.9.0AB

This release of Polycom® Unified Communications (UC) Software 5.9.0AB for the Polycom Trio solution is for Open SIP and Skype for Business deployments and includes all the features of previous releases and important fixes.

Microsoft Teams Certification

You can configure the Polycom Trio system to natively run Microsoft Teams in Shared mode with the native Microsoft Teams user interface. In Shared mode, users can initiate and join audio-only Teams meetings and calls.

Polycom Trio does not support Microsoft Teams in Personal mode or with the Polycom Trio Visual+ system.

Note: At the time of this release, the Microsoft Teams application on Polycom Trio systems is still pending certification. Poly will update release notes once certification is complete.

Zoom Rooms Base Profile Enhancements

Connecting a Polycom Trio system to a Zoom Room solution no longer requires a USB cable connection. You can use the Poly Virtual USB Connector for Zoom Rooms to connect the Polycom Trio system to the Zoom Room NUC in place of a USB cable.

Refer to the *Integrating Polycom Trio Systems with Zoom Rooms Solution Guide* on [Polycom Support](#) for more information.

Polycom® EagleEye™ Cube USB Camera Support

Polycom EagleEye Cube USB camera is supported with the Polycom Trio 8500 and 8800 systems when the camera is connected to the Polycom Trio Visual+ accessory.

Polycom 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](#).

Device Analytics Support for Polycom Cloud Services

You can configure Polycom phones to accept commands from Polycom Cloud Services to perform specified operations on the device and retrieve device details.

The following device details are sent to the cloud:

- Device Asset Details
- Device Network Details
- Device Diagnostics

Polycom phones send the device details to the cloud when the following occurs:

- Phone restarts or reboots.

- On-demand request from the cloud.
- Device details are updated or changed.

See the *Polycom Trio Solution Administrator Guide* for information on configuring Device Analytics for your cloud service and see the *Polycom Device Management Service for Enterprise Administrator Guide* for more information on Device Analytics.

Polycom Studio Video Bar

This release provides experimental support for the Polycom Studio video bar as a USB camera when connected to a Polycom Trio Visual+ accessory that is paired with a Polycom Trio 8500 or 8800 system.

Security Updates

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

Release History

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

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 5.9.0AB | June 2019 | This release includes support for: <ul style="list-style-type: none"> • Microsoft Teams Integration (pending Microsoft certification) • Zoom Rooms Base Profile Enhancements • Polycom EagleEye Cube USB Camera Support • Important field fixes |
| 5.9.0AA | April 2019 | This release includes support for: <ul style="list-style-type: none"> • Amazon Alexa for Business Integration • Microsoft Teams Integration (pending certification) • Polycom RealConnect Click-To-Join • Polycom EagleEye Cube HDCI Camera Support • On-Premises Web Sign-in • Remote Web Sign-In • Outlook Contact Photo Integration • Video Call Overlays • Video and Content Layouts • Answer Incoming Calls with Mute buttons • Calendar Display on the Idle Screen • Display Avatars in Voice Calls • Automatic Content Display when Idle |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|---|
| | | <ul style="list-style-type: none"> • Automatic HDMI Content Display • Reboot Network Devices • Default In-Call Screen Options • Custom Call Options |
| 5.7.2AD | February 2019 | This release includes important field fixes. |
| 5.7.1AF | February 2019 | This release includes important field fixes. |
| 5.8.0AC | February 2019 | This release includes important field fixes. |
| 5.8.0AA | January 2019 | <p>This release includes support for:</p> <ul style="list-style-type: none"> • Polycom® EagleEye™ IV USB Camera with Polycom Trio 8500 • Bluetooth Discovery on Polycom Trio with the Polycom Content Application • Custom Icons for Contacts and Line Registrations • Reverse Name Lookup • PSTN Gateway on Failover • Upload Logs to a USB Flash Drive • Daisy-Chaining Polycom Trio Systems |
| 5.7.2AB | November 2018 | <p>This release includes the following enhancements:</p> <ul style="list-style-type: none"> • Microphone Synchronization Between Paired Systems • Audio from an HDMI Connection • Click-to-Join Support for Polycom RealConnect Services |
| 5.7.2AA | October 2018 | <p>This release includes support for:</p> <ul style="list-style-type: none"> • Cisco WebEx • Simple Certificate Enrollment Protocol (SCEP) |
| 5.7.1AC | September 2018 | This release for the Polycom Trio solution includes several important field fixes. |
| 5.7.1AB | August 2018 | <p>This release for the Polycom Trio Solution includes support for the following:</p> <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 |

| Release | Release Date | Features |
|------------------|-------------------------|---|
| | | <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>Issue</i> | <i>Release</i> | <i>Description</i> |
|--------------|----------------|--|
| EN-136366 | 5.9.0AA | Intermittently, audio RTP is not redirected after receiving the updated connection address in SDP. |
| EN-131068 | 5.9.0AA | If a camera preset (other than the home preset) is saved with a zoom position of 0, selecting that preset at a later time causes the camera to zoom to its default zoom position rather than to 0. |
| EN-130493 | 5.80AA | For Skype for Business Online deployments, Exchange repeatedly displays a pop-up requesting the user to re-enter user credentials. |
| EN-126965 | | The phone is unable to get an IP address if voice and data VLAN are configured as equal VLAN IDs. |
| EN-123816 | 5.8.0AA | Users cannot add contacts to the Ribbon Communications Personal Directory on the system. |
| EN-122323 | 5.9.0AA | Polycom Trio only attempts device discovery for cloud registration on boot-up, so the system does not regenerate a registration code every 24 hours after the previous code expired. |
| EN-118869 | 5.7.2AA | TLS-DSK fails with SHA1 cipher with TLS v1.2. |

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>Release</i> | <i>Description</i> | <i>Workaround</i> |
|--------------|---------------------|--|---|
| EN-109793 | 5.7.1AA | If the phone receives a voice VLAN identifier from LLDP, and then receives a second, different voice VLAN identifier from LLDP before the first DHCP negotiations are complete, the phone doesn't switch to the second VLAN. | None. |
| EN-134717 | 5.9.0AB | Changing the "Device Update through windows update" setting in the Polycom Trio Settings menu causes the phone to restart when in a USB call. | End all calls before changing the "Device Update through windows update" setting. |
| EN-135607 | 5.9.0AA | The Polycom Trio Administrator Guide incorrectly links to the Polycom Device Management Service for Service Providers Administrator Guide for more information on Device Analytics. | Refer to the topic "View Device Analytics" in the Polycom Device Management Service for Enterprise Administrator Guide . |
| EN-137459 | 5.9.0AB, 5.4.4AA | Sometimes the mute status is out of sync between a Polycom Trio 8800 or Polycom Trio 8500 system connected via USB with a Microsoft Skype Room System when the USB cable is disconnected and reconnected while in a call. | To resync the mute status, disconnect then reconnect the USB cable between the Polycom Trio and Skype Room system, then press the Mute button twice on the Polycom Trio system to mute and unmute the system. |
| EN-138505 | 5.9.0AB | When a meeting invitation has a description field that is larger than 39 KB (including any HTML markup), the description does not display for the meeting on Polycom Trio, and the system does not parse the description to find the Join meeting URI. Consequently, the "Join" button does not display for the meeting. | None |
| EN-138784 | 5.9.0AB | When a Polycom Trio 8800 or Polycom Trio 8500 reboots while connected to a Microsoft Skype Room System via USB, the system may reboot a few times and take several minutes to complete. | None. |

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 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Polycom Trio 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 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 file and rename it using the Visual+ part number 3111-66420-001.sip.ld.

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 5.9.0AB build ID for the sip.ld and resource files is **5.9.0.11398**.

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.

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 or 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 802.3af 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:

- 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 Microsoft Teams Room, Skype Room System, or Microsoft Surface Hub, the following limitations apply:

- When the Polycom Trio 8800 or 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 Microsoft Teams Room or Skype Room System via USB, the Polycom Trio 8800 or 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 3.5 mm 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

The Polycom Trio system's embedded Polycom People + Content IP application 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 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 occurs, replace the HDMI cable with a Polycom supplied HDMI cable recommended for use with the Polycom Trio 8800 system.

Screen Mirroring with Miracast

Polycom cannot guarantee connectivity between the Polycom Trio solution and all Miracast-certified devices due to variances in the implementation of the Miracast technology on vendors' devices.

Interoperability

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

Polycom Trio Optimized for Zoom Rooms

The Polycom Trio system optimized for Zoom Rooms provides a reliable, high-quality meeting experience in the conference room for subscribers of Zoom Rooms in an affordable, consolidated solution. The Polycom Trio system acts as a controller for Zoom Rooms via the system's touch user interface and provides audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software 4.4.0 (40432.0517) as embedded software.

For the latest setup instructions, see the *Integrating Polycom Trio Systems with Zoom Rooms Solution Guide* at [Polycom 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 `volPProt.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® Content App | 1.3.0.70888 |
| Polycom® EagleEye™ Acoustic camera | 1.7 |
| Polycom® EagleEye™ Cube HDCI camera | 1.0.0.187 |
| Polycom® EagleEye™ Cube USB camera | 1.0.0-827 |
| Polycom® EagleEye™ Director II camera | 2.1.0.1 |
| Polycom® EagleEye™ IV 4x/12x camera | 1.2.0-462 |
| Polycom® EagleEye™ IV USB camera | 1.2.1-467 |
| Polycom® EagleEye™ Mini USB camera | 9.0.21 |
| Polycom® EagleEye™ Producer camera | 1.2.2.2 |
| Polycom® HDX® | 3.1.12 |
| Polycom® RealPresence® Group Series | 6.2.0 |
| Polycom® People + Content IP | 1.4.2 |
| Polycom® RealPresence® Collaboration Server (RMX) | 8.7.4 |
| Polycom® RealPresence® Desktop | 3.9.1.70422 |
| Polycom® RealPresence® DMA 7000 | 9.0.1 |

| <i>Product</i> | <i>Tested Versions</i> |
|---|------------------------|
| Polycom® RealPresence® Mobile for Tablets | 3.9.0 |
| Polycom® Trio™ VisualPro system | 6.2.1 |
| Polycom® VVX® Business Media Phones | UC Software 5.9.0 |
| Poly Virtual USB Connector for Zoom Rooms | 1.0.0.54 |

Recommended Third-Party USB Cable Extenders

The following USB Extenders have successfully been tested with Polycom Trio 8800 and Polycom Trio 8500.

Third-Party USB Extenders Tested with Trio 8800 and Trio 8500

| <i>Product</i> | <i>Additional Information</i> |
|----------------------------|---|
| Icron USB 2.0 Ranger® 2301 | http://www.icron.com/products/icron-brand/usb-extenders/cat5/usb-2-0-ranger-2301/ |

Polycom Trio 8500 and 8800 System Server Interoperability

The following table lists the server interoperability supported on the Polycom Trio 8500 and 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](#).

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 | ◐ ³ |

| | <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) | ● | ● | ◐ ² | ◐ |
| Content | ● | ◐ ³ | ● | ◐ | ◐ |

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

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

² Polycom Trio 8800 and 8500 systems do not support Cisco’s Telepresence Interoperability Protocol (TIP).

³ Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

Microsoft Support

Polycom support for Microsoft features varies by product.

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

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

| <i>Microsoft Environment</i> | <i>Trio 8800 / 8500</i> | <i>Trio 8800 and 8500 Collaboration Kit</i> |
|--|-------------------------|---|
| Skype for Business on-premises | Microsoft qualified | Polycom supported. Not Microsoft qualified. |
| Office 365 / Skype for Business online | Microsoft qualified | Polycom supported (sustaining). Not Microsoft qualified. |
| Office 365D | Microsoft qualified | Polycom supported (sustaining). Not Microsoft qualified. |
| Lync 2013 on-premises | Microsoft qualified | Polycom supported. Not Microsoft qualified. |

| <i>Microsoft Environment</i> | <i>Trio 8800 / 8500</i> | <i>Trio 8800 and 8500 Collaboration Kit</i> |
|------------------------------|-------------------------|---|
| Lync 2010 on-premises | Microsoft qualified | N/A |

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

| <i>Feature / Capability</i> | <i>Audio</i> | <i>Video</i> | <i>Content Sharing</i> | <i>Instant Messaging</i> |
|---|--------------|--------------|------------------------|--------------------------|
| Skype for Business 2016 | Yes | Yes | Yes | No |
| Skype for Business 2016 on Mac | Yes | Yes | Yes | No |
| Skype for Business 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 |
| Microsoft Teams Room System (requires Polycom RealConnect) | Yes | Yes | Yes | No |
| Skype for Business Web Application | Yes | Yes | Yes | No |
| Lync 2013 | Yes | Yes | Yes | No |
| Lync 2013 Mobile | Yes | Yes | No | No |

Skype for Business Feature Support

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

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

Polycom Trio with Skype for Business Online and On-Premises Feature Support

| <i>Feature</i> | <i>On-Premises Support</i> | <i>Online Support</i> |
|----------------------------------|----------------------------|-----------------------|
| Attendant Console | Yes | No |
| BToE Manual Pairing | Not Applicable | Not Applicable |
| Call Admission Control | Yes | No |
| Call Forward | Yes | Yes |
| Call Handling | Yes | Yes |
| Call Park | Yes | Yes |
| Call Transfer | Yes | Yes |
| Common Area Phone (CAP) | Not Applicable | Not Applicable |
| Conference Calls | Yes | Yes |
| Cross Pool | Yes | No |
| Delegates | Not Applicable | Not Applicable |
| Device Lock | Yes | Yes |
| Device Update | Yes | Yes |
| Distribution Lists | Not Applicable | Not Applicable |
| Dual Tone Multi Frequency | Yes | Yes |
| Emergency 911 | Yes | Yes |
| Enhanced 911 (E.911) | Yes | Yes |
| Enhanced Feature Line Key (EFLK) | Not Applicable | Not Applicable |
| Exchange Calendar | Yes | Yes |
| Exchange Call Logs | Yes | Yes |
| Exchange Integration | Yes | Yes |

| <i>Feature</i> | <i>On-Premises Support</i> | <i>Online Support</i> |
|------------------------------------|----------------------------|-----------------------|
| Extended Presence | Yes | Yes |
| Federated Calls | Yes | Yes |
| Host Desking | Not Applicable | Not Applicable |
| In-band Provisioning | Yes | Yes |
| Local Call Logs | Yes | Yes |
| Media Bypass | Yes | No |
| Message Waiting Indicator | Yes | Yes |
| Monitoring (Device Inventory) | Yes | Yes |
| Multiple Emergency Number | Yes | Yes |
| Photo Integration | Yes | Yes |
| PIN Authentication | Yes | No |
| Private Line | Yes | No |
| PSTN Failover Fail-Back | Yes | Yes |
| Quality of Experience (QoE) | Yes | Yes |
| Quality of Service for Audio Calls | Yes | Yes |
| Resiliency - Branch Office | Yes | No |
| Resiliency - Data Center Outage | Yes | No |
| Response Groups | Yes | No |
| Reverse Name Lookup | Yes | Yes |
| Separate Sign-in | Yes | Yes |
| Simultaneous Ring | Yes | Yes |
| Team Call | Yes | Yes |
| User Log Upload | Yes | Yes |
| Visual Voicemail | Yes | Yes |
| Web Proxy Auto Discovery | Yes | Yes |
| Web Sign In | Yes | Yes |

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

| <i>Video or Content Feature</i> | <i>Skype for Business On-premises</i> | <i>Skype for Business Online / O365 / Cloud PBX</i> |
|--|---------------------------------------|---|
| 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 |

Updates to Previous Releases

This section includes software updates included in previous software versions.

What's New for UC Software 5.9.0AA

This release of Polycom® Unified Communications (UC) Software 5.9.0AA for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments and includes all the features of previous releases and important fixes.

Microsoft Teams Integration

You can configure the Polycom Trio system to natively run Microsoft Teams in Shared mode with the native Microsoft Teams user interface. In Shared mode, users can initiate and join audio-only Teams meetings and calls.

Polycom Trio does not support Microsoft Teams in Personal mode or with Polycom Trio Visual+.

Note: At the time of this release, the Microsoft Teams application on Polycom Trio is still pending certification. Poly will update the release notes once certification is complete.

Amazon Alexa Integration with Polycom Trio

You can configure the Polycom Trio system to integrate with the Amazon Alexa for Business service and enable the Polycom Trio system to perform tasks initiated by voice commands, similar to Amazon Echo devices.

When enabled, users can use voice commands to place, join, or end point-to-point calls, audio conference calls, and video calls. With Polycom's One Touch Dial integrated with Polycom Trio, users can also use voice commands to join scheduled meetings from the calendar. Users can either say "Alexa" to start a command or press the onscreen Alexa icon to start a command.

For more information on using Polycom Trio with Alexa for Business, refer to the *Polycom Trio Systems with Alexa for Business Solution Guide* on the [Polycom Documentation Library](#).

Polycom RealConnect Click-To-Join Support

With Polycom RealConnect, you can "click-to-join" Microsoft Teams-hosted meetings and Skype for Business meetings from your Polycom Trio system.

Web Sign-In for On-Premise Skype for Business Deployments

Web Sign-In is enabled by default on Polycom phones registered with the Skype for Business server and is available for Skype for Business Online and On-Premise deployments.

Web Sign-In for Skype for Business server is supported only when the Hybrid Modern Authentication (HMA) environment is enabled. To use HMA with Skype for Business On-Premise, Active Directory should be federated with Azure Active Directory (AAD). For more information on configuring HMA in your environment, refer to [Hybrid Modern Authentication for Skype for Business](#).

Remote Web Sign-In for Skype for Business

You can sign in to Skype for Business remotely from the Web Configuration Utility using the Web Sign-In method. This feature is helpful if you need to sign in but can't access the Polycom Trio system directly.

Outlook Contact Photo Integration

You can configure the Polycom Trio system to display profile photos for the registered line and all Skype for Business contacts, if a photo is set for the Skype for Business or Microsoft Exchange account.

When enabled, a profile photo shows for contacts on all contact-related screens, including the Call, Recent Calls, and Directory search screens, as space permits.

Polycom® EagleEye™ Cube HDCI Camera Support

Polycom EagleEye Cube HDCI is supported with the Polycom Trio 8500 and 8800 systems when paired with the Polycom Trio VisualPro accessory.

Video Call Overlays

When using the Polycom Trio Visual+ system for video calls, you can configure where and for how long the video overlay displays on the monitor.

The video overlay displays call details including participant names and a call timer. By default, the call overlay displays at bottom of the monitor screen with no timeout.

Video and Content Layouts

When a Polycom Trio Visual+ or Trio VisualPro system is paired with a Polycom Trio system, you can set how participants and content display during video calls.

Answering Incoming Calls with the Mute Button

You can answer incoming calls using the three **Mute** buttons found on each side of the Polycom Trio system hardware.

By default, you answer incoming calls using the touchscreen on the Polycom Trio system hardware. With this feature enabled, you can also press the **Mute** buttons to accept incoming calls. If the phone is muted prior to the incoming call, accepting the call via the Mute buttons or the touchscreen automatically unmutes the phone. The phone can be muted once in the call using existing Mute functions.

Displaying Content Automatically While Idle

You can configure Polycom Trio to automatically display certain content while it is idle. This feature requires a connection via HDMI to a paired Polycom Trio VisualPro or RealPresence Group Series system. You can display content on a monitor at all times when the Polycom Trio system isn't in a call. For example, you can display instructions to help users understand the features of the conference room.

After the Polycom Trio system enters an idle state, the content displays. You can stop the content from displaying. The content displays again after a configurable idle time.

Rebooting Network Devices

You can reboot devices paired and connected with a Polycom Trio system from the **Network Devices** menu.

You can reboot the following devices from Polycom Trio:

- Polycom Trio Visual+
- Polycom Trio VisualPro
- Polycom EagleEye IV USB camera
- Polycom EagleEye Director II camera system
- Polycom EagleEye Producer camera system

Default In-Call Screen Options

You can select the default screen that displays when your Polycom Trio system is in a call. For calls between two parties, you can display call controls or the dial pad. For conference calls (calls with more than two parties), you can display call controls or the roster view. You can also configure the default screen display per registered line.

Use the following parameters to configure the default in-call screen:

- `up.callStateView`
- `reg.X.callStateView` for per-line configuration
- `up.callStateView.conference`
- `reg.X.callStateView.conference` for per-line configuration

Custom Call Control Options

You can remove the Transfer and Mute call options from the call control menu to free up space onscreen in the call control menu for other options. If you remove these options, the Transfer option is still accessible in the global menu, and users can use the Mute buttons on the system to mute the call.

You can use the following parameters to control the display of the Mute and Transfer call options:

- `up.callStateView.controlRelegation.transfer`
- `up.callStateView.controlRelegation.mute`

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>Issue</i> | <i>Release</i> | <i>Description</i> |
|--------------|----------------|---|
| EN-111210 | 5.7.2 | The Polycom Trio system paired with a RealPresence Group Series system transmits and receives poor video in Cisco Meeting Server calls. |

| <i>Issue</i> | <i>Release</i> | <i>Description</i> |
|--------------|----------------|---|
| EN-111216 | 5.7.2 | The Polycom Trio system takes up to 10 seconds to resume far-end video after you hold and resume a Cisco Meeting Server call. |
| EN-116822 | 5.7.2 | Far-end audio drops out on the Polycom Trio system after about 20 minutes. |
| EN-118009 | 5.7.2 | The call timer on the monitor connected to Polycom Trio Visual+ skips by 2-3 seconds. |
| EN-120457 | 5.7.2 | The Polycom Trio system doesn't map DTMF clock rate for the Opus codec. |
| EN-122640 | 5.8.0 | When the active speaker changes in Skype for Business meetings on a Polycom Trio system, the speaker's video freezes. |
| EN-123677 | 5.8.0 | The Polycom Trio crashes and reboots after a local or remote call is put on hold then resume. |
| EN-124016 | 5.5.4 | Made improvements to logging security posture. |
| EN-124656 | | The phone's lines become unregistered due to a DNS resolution failure. |
| EN-124664 | 5.7.0 | The phone becomes unregistered when using SRV instead of NAPTR due to the contact header of the SIP 200 OK message. |
| EN-124729 | 5.9.0 | When enabling or disabling the Amazon Alexa for Business setting on the Polycom Cloud Services portal, some device parameters may be missing. |
| EN-125191 | 5.9.0 | When a room is double booked, asking Alexa to dial to the second meeting may not work. |
| EN-125476 | 5.8.0 | Unable to remove the Contacts icon on the Polycom Trio system. |
| EN-125677 | 5.7.1 | Polycom Trio is not refreshing the access token as per the expiry value received by the Exchange server. |
| EN-126879 | 5.9.0 | In rare cases, a Polycom Trio may lose connectivity to the Amazon Web Service cloud. |
| EN-126912 | 5.8.0 | The Polycom Trio system shows the call log date as February 7th, 2036 when the SNTP server responds with the value 0x00000000 or 0xFFFFFFFF. |
| EN-126965 | 5.9.0 | The phone is unable to get an IP address if voice and data VLAN are configured as equal VLAN IDs |
| EN-127137 | 5.9.0 | Call ring tones signaling incoming calls from Zoom Rooms to Polycom Trio systems are distorted. |
| EN-127297 | 5.9.0 | The Polycom Trio can't drop from a call using Alexa for Business when content is shared. |
| EN-127624 | 5.9.0 | Some public Amazon Alexa skills may not playback properly. |
| EN-128173 | 5.7.1 | The Polycom Trio system stops sending DNS refresh queries and REGISTER messages after several failover or failback events. |

| <i>Issue</i> | <i>Release</i> | <i>Description</i> |
|--------------|----------------|---|
| EN-128214 | 5.8.0 | Call ring tones signaling incoming calls from Zoom Rooms to Polycom Trio systems are distorted. |
| EN-129064 | 5.8.0 | Unable to change SNTP settings because of hard-coded Time Zone ID parameter. |
| EN-129214 | 5.8.0 | The resolution of transmitting video drops when the Polycom Trio system is connected to a single monitor display and content is shared or received on the system. |
| EN-129248 | 5.8.0 | TLS 1.0 and 1.1 are not recommended with Polycom Trio Visual+ and Polycom Trio VisualPro connections; use only TLS 1.2. |
| EN-129859 | 5.9.0 | Audio artifacts may be observed during Alexa's response. |
| EN-91180 | 5.5.4 | The Polycom Trio system ends the active Skype for Business call when a user logs out of a Windows computer. |

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

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