



Poly Trio Solution

Poly announces the new release of Poly Unified Communications (UC) Software 7.1.1 for the Poly Trio 8300, 8500, and 8800 systems. The build IDs for UC Software 7.1.1 are:

- Poly Trio 8300: **UCS 7.1.1.0722**
- Poly Trio 8500 and Poly Trio 8800 **UCS 7.1.1.0731**

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UC Software 7.1.1 Supported Products

Poly UC Software 7.1.1 for the Poly Trio solution supports the following Poly products and peripherals.

Supported Poly Products and Peripherals

Supported Poly Product	Supported Product Peripherals
Poly Trio 8800 and Poly Trio 8500	Poly Trio Visual+ accessory Poly Trio VisualPro system Poly Trio Expansion Microphone accessory
Poly Trio 8300 and Poly Trio 8300 NR (No Radio)	Poly Trio Visual+ accessory Poly Trio Expansion Microphone accessory
Poly Trio Visual+ accessory	Polycom EagleEye IV USB camera (Poly Trio 8500 and 8800 only) Polycom EagleEye Mini USB camera Poly EagleEye Cube USB camera
Poly Trio VisualPro system (Poly Trio 8500 and Poly Trio 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera
Polycom RealPresence Group Series system (Poly Trio 8500 and Poly Trio 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera
Poly Trio 8500 and Poly Trio 8800 systems when connected by USB to Microsoft Teams Rooms, Skype Room Systems, or Microsoft Surface Hub	Polycom EagleEye Director II camera

Note the following about hardware versions and compatibility:

- When using a Polycom RealPresence Group Series system with a Trio 8500 or Trio 8800 system:
 - Use RealPresence 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.
- Some hardware revisions of the Poly Trio Visual+ accessory may not be compatible with earlier hardware revisions of the Poly EagleEye Cube USB camera.

What's New for UC Software 7.1.1

This release of UC Software for the Poly Trio solution is for OpenSIP and Zoom Room deployments. It includes all the features of previous releases and important fixes.

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio devices for the best performance and experience.

Important: When you upgrade your Poly Trio system to UC Software version 7.1.1, you can no longer downgrade it to versions earlier than UC Software 5.8.0AA.

Poly Experimental Features

Poly sometimes releases experimental features that administrators can enable and evaluate in nonproduction 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 [Poly Community](#).

Using Multiple Cameras with Trio Visual+

You can connect more than one camera to a Trio system paired with one or more Trio Visual+ accessories. Users can choose which camera to use during a call using the **Camera Controls** option.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the **Home** preset option only resets the currently selected camera.

Configure Multi-Camera Support

Set the following parameter values to enable support for multiple cameras with Poly Trio Visual+.


- `video.camera.multiCamera.enabled="1"`
- (Optional) `mr.pair.maxDevices=<integer equal to 1 + (the number of Trio Visual+ and Trio VisualPro devices paired with the Poly Trio system)>`

Switch Between Cameras

You can switch between two or more cameras connected to a Trio system with a paired Trio Visual+ accessory.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the **Home** preset option only resets the currently selected camera.

- 1 Do one of the following:
 - During a call, select **Camera**.

- Select **Menu** ≡ > **Camera**.
- 2** On the **Camera Controls** screen, do one of the following:
- Select **Switch Camera** .
 - Select a preset saved for the camera.

Support for Poly Studio USB Video Bar

This release provides experimental support for the Poly Studio USB video bar as a USB camera when connected to a Trio Visual+ accessory paired with a Trio 8500 or Trio 8800 system. However, the Trio system doesn't use the microphones and speakers of the Poly Studio USB video bar for audio.

Version History

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

Version History

Release	Release Date	Features
7.1.1	June 2021	Maintenance release for Poly Trio Systems
7.1.0	May 2021	Maintenance release for Poly Trio systems
7.0.3	April 2021	Maintenance release for Poly Trio systems
7.0.2	April 2021	Maintenance release for Poly Trio systems
7.0.1	March 2021	OpenSIP-only maintenance release for Poly Trio systems
7.0.0	December 2020	OpenSIP-only release. Includes the following features: <ul style="list-style-type: none"> • Zoom Room Controls

Security Updates

Refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

UC Software Distributed Files

You can download the software package for Trio systems 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 Trio system.

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

- Trio 8300: `3111-66800-001.sip.ld`

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

If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure to maintain the folder hierarchy in the ZIP file.

Installing UC Software

You can install UC Software for Trio systems using a provisioning server. You can also install UC Software on Trio 8500 and Trio 8800, using a USB flash drive.

You can configure features for the Trio system using configuration files on a provisioning server, using the system web interface (Web Configuration Utility), or on the phone's local interface. See the *Poly Trio Solution Administrator Guide* for more information on configuring features.

Install Trio Visual+ Software for Trio 8500 and Trio 8800

The Trio Visual+ accessory provisions and updates automatically from the Trio 8500 or Trio 8800 it's paired with—users typically don't have to interact with the system for manual provisioning and software updates.

The UC Software for the Trio 8500 and Trio 8800 download doesn't include a dedicated executable file for the Trio Visual+.

Procedure

- » Delete the part number from the Trio sip.ld file and do one of the following:
 - Use the renamed sip.ld file to install software for both the Trio system and Trio Visual+ accessory.
 - Copy the Trio file and rename it using the Trio Visual+ part number (3111-66420-001.sip.ld).

Installing Trio Visual+ Software for Trio 8300

To use Trio Visual+ with Trio 8300, you **MUST** provision and update the Trio Visual+ accessory when it's paired with the Trio 8300 system. You must configure the Trio 8300 and stage the software for the Trio Visual+ using a supported provisioning or boot server.

The standard UC software for Trio 8300 download doesn't include a dedicated executable file for the Trio Visual+. You can download the separate Trio 8300 software that includes Trio Visual+ from the [Poly Online Support Center](#), then update the Trio 8300 software with the paired Trio Visual+.

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

- Manual update via a USB flash drive.
- Provisioning or boot server via Trio 8300 as a proxy.

Provision and Update Trio Visual+ Paired with Trio 8300 with a USB Flash Drive

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

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

If you use a USB flash drive to provision while a centralized provisioning server is in use, the USB configuration files override server settings. When you remove the USB flash drive, the Trio 8300 system returns to settings you configured on the server. Note, however, that the original server settings are subject to device parameter changes initiated by the USB flash drive. The device parameter changes can alter parameters on the provisioning server and change basic provisioning settings.

Procedure

- 1 Format a USB flash drive as FAT32. Poly recommends that you use a USB 2.0 flash drive.
If you're using a flash drive that is already formatted, ensure that previous files are deleted from the USB flash drive. The update may fail if the flash drive contains any files other than the update files.
- 2 Download the latest Trio 8300 software download from the [Trio 8300 support page](#). The file name format is:
`Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip`
- 3 Extract the ZIP file and move the contents to the USB flash drive's root folder. The minimum required configuration files are:
 - Primary configuration file: `000000000000.cfg`
 - Trio Visual+ sip.ld: `3111-66420-001.sip.ld`
- 4 Insert the USB flash drive into the Trio Visual+, follow the prompt for the Administrator password, and power cycle the device. Allow time for the devices to fully reboot.

Pairing the Trio Visual+ via Trio 8300 Configuration

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

Products Tested with This Release

Trio systems and Trio Visual+ accessories are tested with other products. The following list indicates only the products tested for compatibility with this release and isn't a complete inventory of compatible equipment.

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

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

Products Tested with This Release

Product	Tested Versions
Poly Trio VisualPro	6.2.2.4
Poly Studio X30	3.2.0 3.3.0
Poly Studio X50	3.2.0 3.3.0
Poly G7500	3.2.0 3.3.0
Polycom Content App	1.3.3
Polycom RealPresence Collaboration Server (RMX)	8.9.0
Polycom RealPresence DMA 7000	10.0.0
Polycom RealPresence Group Series	6.2.2.4

Interoperability

This section includes information on Trio system server interoperability with partner solutions.

Trio Optimized for Zoom Rooms

Trio 8500 and Trio 8800 systems optimized for Zoom Rooms act as a controller for Zoom Rooms via the system's touch user interface and provide audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.6.0 (496)** as embedded software. For more information on this Zoom release, see the [Zoom Help Center](#).

For the latest setup instructions, see the *Integrating Poly Trio Systems with Zoom Rooms Solution Guide* at [Poly Solutions for Zoom Environments](#).

Poly Partner Solution Support

The following table lists solution partners supported by Trio and the UC Software version required to support each partner solution. For more information about Poly partner environments, see [Strategic Partner Solutions](#).

Recommended Third-Party USB Cable Extenders

Poly has successfully tested the following USB extender with Trio 8500 and Trio 8800 systems:

- [Icron USB 2.0 Ranger 2301](#)

Trio System Server Interoperability

The following tables list the server interoperability supported on Trio systems and the feature capabilities supported for each server.

Trio Solution Interoperability with Polycom RealPresence Platform

Trio Feature	Polycom RealPresence Platform
Basic SIP telephony	SIP trunk to a supported call platform
Advanced telephony	SIP trunk to a supported call platform
Provisioning	Supported with Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)
Video (H.264 AVC)	Supported
Content	Supported

Trio Solution Interoperability with BroadSoft

Trio Feature	BroadSoft R20 and R21
Basic SIP telephony	Supported
Advanced telephony	Supported with limitations
Provisioning	Supported
Video (H.264 AVC)	Supported

Trio Feature	BroadSoft R20 and R21
Content	Supported with limitations <ul style="list-style-type: none"> • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported

Trio Solution Interoperability with Cisco Unified Communications Manager

Trio Feature	Cisco Unified Communications Manager 12.0, 10.5 and 9.1
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations Requires Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)
Video (H.264 AVC)	Supported with limitations Trio 8300, Trio 8500, Trio 8800, and TriC60 systems don't support Cisco's Telepresence Interoperability Protocol (TIP) 2
Content	Supported with limitations

Trio Solution Interoperability with Avaya Aura Communication Manager

Trio Feature	Avaya Aura Communication Manager 8 and 7
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations <ul style="list-style-type: none"> • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported
Video (H.264 AVC)	Supported with limitations
Content	Supported with limitations

Note: Poly supports SIP telephony feature interoperability with Avaya Aura Communication Manager and Avaya Aura Session Manager following published standards, including IETF Requests for Comments (RFCs) and internet drafts last validated by Avaya in March 2019 contingent on Avaya allowing SIP-compliant third-party endpoints to register and interoperate with its call platforms.

Microsoft Support

Important: Poly doesn't support Microsoft Teams or Skyp for Business in this release.

Resolved Issues

The following table lists resolved issues in this release for Poly Trio systems.

Note: These release notes do not provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Resolved Issues

Category	Issue ID	Found in Release	Description
Audio	EN-203913	7.0.0	Trio 8500 and Trio 8800 systems may reboot when using a Bluetooth audio connection.
Calendar	EN-203350	7.0.0	When Exchange is connected to the OTD server using generated credentials for Exchange Mailbox, the Join button sometimes doesn't appear for Teams meetings listed in the calendar.

Known Issues

The following table lists known issues and suggested workarounds included in this release for Poly Trio systems.

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

Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Microsoft controls the software experience and performance of Poly Trio systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your Poly Trio system, visit the [Microsoft Teams User Feedback Forum](#).

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Audio	EN-205721	7.1.1	The volume level displayed on the Trio 8800 may not match the adjusted PC volume level when connected by Bluetooth with a Windows 10 PC.	No workaround.
Audio	EN-190335	5.9.5AC	A Trio system configured with in a Zoom Room PC Base base Profile profile and paired to a Zoom Room PC may not provide audio (speakers, or microphones) to a Zoom call that uses the Zoom Room PC 3rd third-partyParty Join feature to join a Microsoft Teams call.	Until a fix is available from Zoom, ensure the Zoom Room PC has the Trio system set as the default microphone and speaker at the Windows OS level.
Audio	EN-188223	5.9.5AB	When you daisy-chain Trio 8800 systems, meeting attendees that speak softly into the Modular Room device (secondary system) they may have trouble breaking in to the conversation when others on the far end are speaking.	Attendees can do one of the following: <ul style="list-style-type: none"> • Move closer to the Modular Room device. • Use the Modular Room Hub phone (primary system). • Speak louder.
Audio	EN-187412	5.9.5AB	On Poly Trio phones, the ringback tone may not play for the first several outgoing Teams calls placed immediately following a reboot, even when the calls place successfully. This doesn't affect any other calling functions.	Hang up and redial until the tone plays.

Category	Issue ID	Found in Release	Description	Workaround
Bluetooth	EN-205053		A Bluetooth paired Trio 8800 may not display Accept/Reject buttons for incoming Bluetooth calls.	Answer the call on the smartphone.
Bluetooth	EN-205046	7.1.1	You can't answer, reject, or end calls on a Trio 8330 when it's paired with a smartphone. The Trio 8300 displays incorrect, nonfunctional softkeys and may indicate that there's an active call even after it's ended on the smartphone.	You must answer, reject, or end calls from your smartphone instead.
Calendar	EN-187816	5.9.5AB	When using OTD for calendaring and you schedule a BlueJeans Network meeting, sometimes meetings scheduled for All Day show the wrong meeting time. Sometimes when scheduling BJT All day meetings and the device is using OTD, the calendar shows wrong meeting time.	Manually set start and end times for the meeting. Manually set start and end time of meeting.
Directories	EN-200644	7.1.0	Pause characters programmed into saved contact information don't display in Recent Calls , preventing users from calling the contacts back from the Recent Calls list.	Manually dial the contact number, including the pause characters.
Hardware	EN-188445	5.9.5AA, 5.9.5AB	If a user joins a Skype for Business conference call and quickly hangs up, the green LEDs on the Poly Trio phone may remain illuminated.	No workaround.
Logs	EN-203328	7.1.0	Occasionally, the phone logs scheduled informational messages at the higher than intended log levels. For example, <code>default</code> or <code>minorError</code> messages log at event and debug levels. This error may interfere with the boot logs.	No workaround.

Category	Issue ID	Found in Release	Description	Workaround
Network	EN-204102	7.1.0	While using Wi-Fi, the phone uses an IP address obtained from the DHCP server, even if you already configured a preferred static IP address.	Configure a static IP address using an Ethernet connection.
Network	EN-204101	7.1.0	When you enable Wi-Fi and a static IP address is configured, the device fails to connect to the system web interface.	Configure a static IP address using an Ethernet connection.
Network	EN-203512	7.1.0	The phone fails to obtain specific country IP addresses over Wi-Fi if the country code setting leads to a selection of a 2.4 GHz Wi-Fi band.	Select a country where 5 GHz is a default band. If the phone is on the 2.4 GHz Wi-Fi band, reboot the phone to reconnect.
Network	EN-188108	5.9.5AA	When you configure the phone to use a VLAN, the Trio system may also receive broadcast packets from the default VLAN.	No workaround.
User Interface	EN-189999	7.0.0	The system web interface doesn't display the correct time if you change the device time zone.	Log out and log in to the system web interface two times.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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