



RELEASE NOTES

Software 5.4.0 | November 2015 | 3725-20659-002A

## Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> Solution

Applies to the Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> 8800 system and the Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> Visual+ accessory



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# Introducing the Polycom RealPresence Trio Solution

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Polycom introduces the Polycom® RealPresence Trio™ solution, which includes the Polycom® RealPresence Trio™ 8800 audio conferencing system and the Polycom® RealPresence Trio™ Visual+ content and video accessory in their first release for Open-SIP call platforms, Polycom® RealPresence® Platform, and Microsoft® Lync® 2013 on-premise environments.

The RealPresence Trio 8800 is an innovative conferencing smart hub added to the Polycom conference phone family. RealPresence Trio 8800 supports audio-only conference calls with Open-SIP voice platforms, RealPresence Platform, or Microsoft® Lync® Server 2013 along with point-to-point, bridge, and Lync 2013 video calls.

When paired with the RealPresence Trio Visual+ accessory with a connected Logitech® Webcam C930, you can send and receive video and show content on the RealPresence Trio 8800.

These release notes provide important information on software updates, phone features, and known issues.

## New Features

With this initial release of the RealPresence Trio 8800 system, the phone includes the following new features:

- [Bluetooth and Near Field Communication](#)
- [RealPresence Trio Visual+ Discovery and Pairing](#)
- [Content Sharing](#)
- [Microsoft Exchange and Calendar Integration](#)
- [Wireless Network Connectivity](#)
- [Video Capabilities](#)
- [Local Conference Calling and Management](#)
- [Centralized Conference Calling Protocol](#)
- [USB Audio Device Capabilities](#)
- [Audio Playout Options](#)
- [Polycom NoiseBlock™](#)
- [Provisioning and Device Management](#)
- [Monitor Power Saving Mode](#)
- [Background Software Update](#)
- [Polycom Experimental Features](#)

**Note: Available user and administration documentation**

To view additional information on features highlighted in these release notes and for a full list of features available on the RealPresence Trio solution, refer to the *Polycom RealPresence Trio Solution User Guide* and the *Polycom RealPresence Trio Solution Administrator Guide* available on [Polycom Voice Support](#).

## Bluetooth and Near Field Communication (NFC)

This feature enables users to place calls on their mobile phone and use the RealPresence Trio 8800 as a speakerphone for the call. Users can also use the system to stream audio from media, such as music or videos, from their mobile phone. This feature is disabled by default.

Administrators can configure the following parameters to enable Bluetooth and NFC:

- `bluetooth.pairedDeviceMemorySize`
- `feature.bluetooth.enabled`
- `bluetooth.radioOn`
- `bluetooth.discoverableTimeout`
- `feature.nfc.enabled`

See the section [Configuration File Enhancements](#) for permitted values and descriptions for each parameter.

## RealPresence Trio Visual+ Discovery and Pairing

Administrators can discover and pair one RealPresence Trio Visual+ content and video accessory with the RealPresence Trio 8800 system. When a RealPresence Trio Visual+ is paired with a system, administrators can connect a monitor, Logitech Webcam C930e USB camera, and 3.5 mm speakers to the accessory, which users can use for audio calls, video calls, and content sharing.

Administrators can pair the RealPresence Trio Visual+ with the system using configuration files or on the system. Administrators can use the parameter `mr.pair.uid.1` to configure discovery and pairing with one RealPresence Trio Visual+.

Note that the system and accessory must be within the same IP subnet or broadcast domain in order for discovery and pairing to work.

## Content Sharing

With a monitor connected to a RealPresence Trio Visual+ paired with the RealPresence Trio 8800, users can show content during in-person meetings, video conference calls, and point-to-point video calls. Users can show content using Polycom® People + Content® IP, Polycom® RealPresence® Desktop, or Polycom® RealPresence® Mobile for Tablets applications.

Users can receive content streams during Lync 2013 video calls placed on the RealPresence Trio 8800, but they cannot show content from the system. To show content in a Lync video call, users must join the meeting from their device and show content in the Microsoft Lync 2013 client.

Administrators can enable the following parameters to configure content sharing:

- `call.autoAnswer.content`
- `smartPairing.mode`
- `smartPairing.volume`
- `content.autoAccept.lyncRdp`

## Microsoft Exchange Server and Calendar Integration

This feature enables users to join meetings scheduled with the conference room and view upcoming meetings from the RealPresence Trio 8800. RealPresence Trio 8800 can display the Microsoft Exchange Server 2007, 2010, and 2013 calendar information.

## Wireless Network Connectivity

The RealPresence Trio 8800 supports wireless LAN connectivity, and support various wireless modes, security options, radio controls, and Quality of Service monitoring.

When using wireless network connectivity, the RealPresence Trio Visual+ is not supported, the LAN Out port is disabled, and wired network connectivity is not supported.

## Video Capabilities

With a RealPresence Trio Visual+ paired with the RealPresence Trio 8800 and connected to a monitor and a Logitech Webcam C930e USB camera, users can place point-to-point, bridge, and Lync 2013 video calls. Users can only view one video stream for a participant at a time and control the video and content layouts on the system.

The RealPresence Trio 8800 supports H.264 AVC Standard-based Profile, H.264 AVC High Profile, and Lync 2013 SVC video streams.

## Local Conference Calling and Management

Users can initiate a conference call on the RealPresence Trio 8800 with up to four other contacts. The system can manage a maximum of 12 conference calls at a time with only one active conference call in progress and numerous other conference calls on hold. Users can also add, mute, or remove participants in a conference call. This feature is enabled by default.

## Centralized Conference Calling Protocol

Users can initiate Lync 2013 audio and video conference calls, manage conference participants, view a detailed list of participants, enable announcements, lock a conference, and manage conference calls. This feature also enables users to add Lync contacts to a conference call, start a conference with a group, invite participants to the conference, and join a Lync meeting from the calendar.

This feature is enabled automatically when the phone's base profile is set to Lync.

## USB Audio Device Capabilities

This feature enables users to connect their computer to the RealPresence Trio 8800 and use the system as a speakerphone for conference calls placed on the computer. When the system is connected to a computer with Lync 2013, users can control Lync audio calls on the system. This feature is enabled by default.

## Audio Playout Options

This feature enables administrators to determine where audio plays during audio and video calls. Administrators can set the parameter `up.audio.networkedDevicePlayout` and choose one of the following options to configure audio playout for calls:

- Phone speakers – Audio from audio and video calls play through the speaker on the RealPresence Trio 8800.
- TV speakers – Audio plays through the connected HDMI monitor or 3.5 mm speakers connected to RealPresence Trio Visual+.
- Automatic – Audio automatically plays through the RealPresence Trio 8800 speakers during audio calls or plays automatically through the monitor or external speakers connected to the RealPresence Trio Visual+ during video calls.

## Polycom NoiseBlock™

This feature automatically mutes the microphone during video calls to prevent noise, such as paper shuffling, crinkling food wrappers, and keyboard typing, from interrupting conversations. When a user begins to speak, the microphone is automatically unmuted and then mutes again when the user finishes talking.

Administrators can use the parameter `voice.ns.hf.blocker` to configure NoiseBlock.

## Provisioning and Device Management

The RealPresence Trio 8800 system supports the same local, remote, and centralized provisioning capabilities as other Polycom® Unified Communication (UC) software devices. The RealPresence Trio Visual+ accessory is provisioned and configured through the RealPresence Trio 8800 system. Administrators can provision and enable features on the system and accessory using configuration files on a provisioning server or on a USB flash drive, using the Web Configuration Utility, or directly on the system.

## Monitor Behavior during Power Saving Mode

When a RealPresence Trio Visual+ accessory is connected to a monitor over HDMI, administrators can configure the monitor behavior when the RealPresence Trio 8800 system goes into Power Saving mode.

Administrators can use the following parameters to configure the behavior of the connected monitor when the system goes into Power Saving mode:

- `powerSaving.cecEnable`

- `powerSaving.tvStandbyMode`

## Background Software Update

When a new software version is available on the server, the RealPresence Trio 8800 downloads and updates the software in the background on the system. If the RealPresence Trio 8800 is not in use, the system reboots. When the system is in use, the software downloads and updates in the background, then reboots when the system is no longer in use.

The RealPresence Trio Visual+ downloads and updates the software in the background after the update is complete on the RealPresence Trio 8800. The accessory reboots after the download when the accessory is not in use.

## Polycom Experimental Features

There are experimental features available for the RealPresence Trio solution that you can enable and evaluate in a non-production environment. If you decide to try out these features, be aware that they are neither tested nor supported. These features may, or may not, become official features in a future release.

You can enable experimental features in the Polycom Web Configuration Utility.

### To enable the experimental features:

- 1 In the Web Configuration Utility, click **Settings > Polycom Labs**.
- 2 Select and configure the desired Polycom Lab features to use features.

## Polycom Experience Cloud

Using the Polycom Experience Cloud (PEC) service, you can view basic diagnostic and phone usage data, including packet statistics, call duration, and call logs.

Administrators can configure this feature using the Web Configuration Utility or configuration parameters.

## Configuration

For more information on using configuration parameters to enable or disable features, see the *Polycom RealPresence Trio Solution Administrator Guide* available on [Polycom Voice Support](#).



# Release History

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This following table shows the release history of the RealPresence Trio 8800 and RealPresence Trio Visual+.

## Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.0	November 2015	Initial release for RealPresence Trio 8800 and RealPresence Trio Visual+

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# Products Tested with this Release

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



## Note: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

Go to [Polycom Support Service Policies](#) to find the *Current Polycom Interoperability Matrix*.

## Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	
Polycom® RealPresence® Mobile for Tablets	3.4.2
Polycom® RealPresence® Desktop	3.4.1
Polycom® RealPresence® Group Series	4.3.1
Polycom® People + Content IP for PC	1.3.1
Polycom® People + Content IP for Mac	1.0.1
Polycom® HDX® 9002	3.0.1
Polycom® SoundStation® IP	4.0.9, 4.1.1 RevAA
Polycom® VVX® Business Media Phones	UC Software 5.4.0

# Server Interoperability

The following table lists the server interoperability supported on the RealPresence Trio solution and the feature capabilities supported for each server.

## RealPresence Trio Solution Server Interoperability

	<i>Microsoft Lync 2013</i>	<i>BroadSoft R20</i>	<i>Polycom® RealPresence® Platform</i>	<i>Cisco Unified Communications Manager 10.5</i>	<i>Avaya Aura Communication Manager 7</i>
Basic SIP Telephony	●	●	●	●	●
Advanced Telephony	●	◐	●	○	○
Video	◐	◐	●	◐	◐
Content	●	◐	●	◐	○
Provisioning	●	●	○	◐	○

● - Fully interoperable

◐ - Interoperable with limitations

○ - Not supported

# System Constraints and Limitations

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The following sections provide information on constraints and limitations when using the RealPresence Trio 8800 or RealPresence Trio Visual+.

## Microsoft Lync 2013

The following are constraints and limitations when using RealPresence Trio in a Microsoft Lync 2013 environment:

- Limited video quality in low-quality networks
- Low video resolution in Lync AVMCU calls
- Active speaker view only
- Microsoft Lync 2013 on-premise support only.

## Audio

By default, audio from the far-site plays only on the RealPresence Trio 8800 speakers. Administrators can enable far-site audio to play on the monitor speakers connected to the RealPresence Trio Visual+ accessory by HDMI or external speakers connected to the 3.5mm port on the RealPresence Trio Visual+.

When a Bluetooth-capable device is paired with RealPresence Trio 8800, the quality of audio that plays through the system speakers is lower for far-site audio during calls or from music and videos.

## Video and Content

You can only display one video or content stream at a time on a monitor connected to the RealPresence Trio Visual+ accessory. Users can either view the far end video stream, self-view stream, or the content stream at a time. No picture-in-picture (PIP) or picture-over-content displays during video or content calls.

## Polycom Concierge

The RealPresence Trio solution supports ultrasonic-based SmartPairing only, and it does not support Polycom® Concierge, which requires Bluetooth-based SmartPairing.

## Third-Party Cables

Using a third-party HDMI cable may inhibit the RealPresence 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 RealPresence 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.

# Install RealPresence Trio 8800 Software

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

The following sections include information on installing software for the RealPresence Trio 8800.

## Download the Distribution Files

You can download the software package for RealPresence Trio solution, in ZIP file format, and place the package on a provisioning server to provision the phone. The combined software package contains configuration and sip.id files for the RealPresence Trio 8800 system and the RealPresence Trio Visual+ accessory.

The following table lists all the files included in the RealPresence 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 current build ID for the sip.id and resource files is **5.4.0.12197**.

### Files Included in the RealPresence Trio Solution Software Package

<i>Distributed Files</i>	<i>File Purpose and Application</i>
3111-65290-001.sip.id	SIP application executable for RealPresence Trio 8800
3111-66420-001.sip.id	SIP application executable for RealPresence Trio Visual+ <b>Note:</b> For USB upgrade only.
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
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
H323.cfg	Configuration parameters for the H.323 signaling protocol
lync.cfg	Contains Lync specific configuration parameters
pstn.cfg	Contains parameters for PSTN use

<i>Distributed Files</i>	<i>File Purpose and Application</i>
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
video-integration.cfg	Configuration parameters for SoundStation IP 7000 and Polycom HDX system integration
VVX-dictionary.xml	Includes native support for the following languages: <ul style="list-style-type: none"> <li>• Chinese, Traditional</li> <li>• Chinese, Simplified</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, 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, Brazil</li> <li>• Russian, Russia</li> <li>• Slovenian, Slovenia</li> <li>• Spanish, Spain</li> <li>• Swedish, Sweden</li> <li>• Arabic, UAE</li> </ul>
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Sample loud ringer sound effect

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<i>Distributed Files</i>	<i>File Purpose and Application</i>
Warble.wav	Sample ringer sound effect

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## Update Software with a USB Flash Drive

You can use an USB flash drive to update the software on the RealPresence Trio solution or to provision and configure the system.

When you configure the system using a USB drive, the configuration on the USB overrides all previous configurations. However, when the USB drive is removed, the system returns to the previous configuration.

### To update or provision the RealPresence Trio 8800 using an USB flash drive:

- 1 Format a USB flash drive as FAT32. Polycom recommends that you use a USB 2.0 flash drive. If you are using a drive that is already formatted, ensure that previous files are deleted from the flash drive.
- 2 From [Polycom Voice Support](#), download the software package.
- 3 Place the 3111-65290-001.sip.ld file in the root directory of the flash drive. If provisioning the system, place the 000000000000.cfg or <MAC>.cfg file and any configuration files in the root directory as well.
- 4 Connect the USB flash drive to the USB port on the system.
- 5 Enter the administrator password.

The system detects the flash drive and starts the update within 30 seconds. The mute keys indicator lights begin to flash, indicating that the update has started.

The system reboots several times during the update. The update is complete when the indicator lights stop flashing and the Home screen displays.



# Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Trio 8800 and RealPresence Trio Visual+.

You are encouraged to upgrade the RealPresence Trio Solution with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

## Known Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Audio	VOIP-104507	5.4.0	When a Bluetooth-capable device is paired with RealPresence Trio 8800, the quality of audio that plays through the system speakers is lower for far-site audio during calls or from music and videos.	
BroadSoft	VOIP-103146		In a BroadSoft environment, content does not display when you are in a call with a RealPresence Group Series.	
Calling	VOIP-106489	5.4.0	You cannot forward incoming calls.	
Cisco	VOIP-107234	5.4.0	Content and video freezes when an EX90 stops sharing content with the RealPresence Trio solution.	
Cisco	VOIP-107236	5.4.0	The system does not receive content from a Cisco CUCM DX80.	
Contacts	VOIP-107605	5.4.0	The system only displays one favorite on the Home screen after downloading the directory file.	
Content	VOIP-106743		Content is stopped when you escalate a point-to-point call with a Lync client to a Lync conference call.	
Content	VOIP-107686		In a Lync conference call, if you stop content from the system, you cannot show content again during the call.	Do not stop showing content until you end the call.
General	VOIP-97345	5.4.0	You cannot use an Ethernet hub with the system.	
Lync	VOIP-108104	5.4.0	When a Mac computer is connected to the system and a call is placed in the Lync client on the computer, the system does not play the ring back tone after the call is placed.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-108646		In a Lync environment, the Meet Now icon does not display on the Home screen until after you place and end a call.	
Lync	VOIP-108824		When the system is in a point-to-point call and receives a conference invite, the system drops the point-to-point call after you press Add to Call to answer the conference call.	
Lync	VOIP-108827		When a video conference call is initiated in the Lync client with two systems, video does not display for the first system to answer the conference call.	Hold and then resume the video call.
Registration	VOIP-108006	5.4.0	The system fails to register after it is restarted during an outage.	Do not restart the system during an outage.
Software Update	VOIP-105490	5.4.0	The system performance is reduced during a background software update.	
Software Update	VOIP-106153		The system fails to update the software occasionally.	Try to update the software again.
User Interface	VOIP-102768	5.4.0	You cannot enter a plus sign + using the dial pad.	Use the onscreen keyboard to enter a plus sign +.
User Interface	VOIP-104515		The Mute icon does not display on the system after the meeting initiator has muted all conference participants.	
User Interface	VOIP-106614		When a conference participant on audio is the active speaker during a video conference call, the idle screen displays on the monitor.	
User Interface	VOIP-106962	5.4.0	When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter <code>powerSaving.tvStandbyMode</code> is set to <b>Black</b> , the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode.	Set the parameter <code>powerSaving.tvStandbyMode</code> to <b>NoSignal</b> .
User Interface	VOIP-108574	5.4.0	In a Lync environment, when the dial pad is set as the Idle Screen, the system does not display the dial pad after the system has been inactive for the set amount of time.	
User Interface	VOIP-108720	5.4.0	The system shows both the wireless and Ethernet IP addresses in the TCP/IP Parameters under the Status menu.	Reboot the system.

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<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Video	VOIP-107807	5.4.0	When the system is set to 1080p and the bandwidth is increased to 4mbps or 6mbps, video freezes frequently.	Ensure that adequate network bandwidth is available for all calls, deploy proper Quality of Service practices, and reduce the Centralized Conference Profile to a lower resolution.
Video	VOIP-108627	5.4.0	Video display may vary depending on the connected HDMI monitor's resolution.	Use a 1080p monitor with 16:9 resolution.
Video	VOIP-108691		In a Lync environment, during a point-to-point call with a RealPresence Group Series system, video is not sent to the Group Series system after the call is held and resumed on the Group Series system.	Set the parameter <code>reg.1.offerFullCodecListUponResume</code> to <b>1</b> .

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# Get Help

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

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

For more information on solution with this Polycom partner, see the partner site at [Polycom Global Strategic Partner Solutions](#).

## The Polycom Community

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