

# Polycom® RealPresence Trio™ Solution

**Applies to the Polycom® RealPresence Trio™ 8800 System  
and the Polycom® RealPresence Trio™ Visual+ Accessory**

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## What's New for UC Software 5.4.5AG

Polycom® Unified Communications (UC) Software 5.4.5AG for the Polycom® RealPresence Trio™ 8800 and Visual+ systems solution provides several field fixes for Open SIP and Skype for Business deployments. For a list of resolved issues, refer to [Resolved Issues](#).

This UC Software version introduces support for compliance of the Polycom® RealPresence Trio™ 8800 system with the Radio Equipment Directive ([2014/53/EU](#)) applicable to the European Economic Area (EEA).

## Supported Microsoft Deployments

The following table lists Microsoft deployments supported by the RealPresence Trio 8800 and RealPresence Trio 8800 Collaboration Kit that includes the RealPresence Trio 8800, RealPresence Trio Visual+ system and a Logitech® Webcam C930e.

### Microsoft Deployments Supported by RealPresence Trio Solution

Feature / Capability	RealPresence Trio 8800	RealPresence Trio 8800 Collaboration Kit
Skype for Business on-premises	•	• <sup>1</sup>
Office 365 / Skype for Business online	•	• <sup>1</sup>
Office 365D	•	• <sup>1</sup>
Lync 2013 on-premises	•	• <sup>1</sup>
Lync 2010 on-premises	•	

<sup>1</sup> Polycom supported (not Microsoft qualified/supported)

## Microsoft Compatibility

The following table indicates features and capabilities supported on the RealPresence Trio solution using the Microsoft Skype for Business client versions listed.

### Microsoft Supported Client Features and Capabilities

Feature / Capability	Audio	Video	Content Sharing <sup>1</sup>	Instant Messaging
Skype for Business 2016	•	•	•	
Skype for Business 2016 on Mac	•	•	•	
Skype for Business 2016 Mobile	•	•		
Skype for Business 2015	•	•	•	

<i>Feature / Capability</i>	<i>Audio</i>	<i>Video</i>	<i>Content Sharing<sup>1</sup></i>	<i>Instant Messaging</i>
Skype for Business Web Application	•	•	•	
Skype for Business 2015 Mobile	•	•		
Lync 2013	•	•	•	
Lync 2013 Mobile	•	•		
Lync 2010	•			
Lync 2010 Mobile				
Lync Phone Edition	•			
Communicator for Mac 2011	•		•	
Lync for Mac 2011	•		•	

<sup>1</sup> 'Present PowerPoint File' and Whiteboard are not supported.

## Skype for Business Support

The following table indicates support for Skype for Business features:

- Supported Microsoft-qualified features
- Polycom supported and not Microsoft-qualified features

### Polycom with Skype for Business Feature Support

<i>Skype for Business Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
<b>Not Microsoft Qualified – Polycom Supported Only</b>		
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

<i>Skype for Business Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
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
<b>Microsoft Qualified and Polycom Supported</b>		
Resiliency - Branch Office	Yes	No
Resiliency - Data Center Outage	Yes	No
Device Update	Yes	Yes
In-band Provisioning	Yes	Yes
PIN Authentication	Yes	No
Call Handling	Yes	Yes
Call Forward	Yes	Yes
Call Transfer	Yes	Yes
Conference Calls	Yes	Yes
Local Call Logs	Yes	Yes
Exchange Call Logs	Yes	Yes
Federated Calls	Yes	Yes
Simultaneous Ring	Yes	Yes
Attendant Console	Yes	No
Cross Pool	Yes	No

<i>Skype for Business Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
Dual Tone Multi Frequency	Yes	Yes
Emergency 911	Yes	Yes
Media Bypass	Yes	No
Monitoring (Device Inventory)	Yes	Yes
Private Line	Yes	No
Response Groups	Yes	No
Message Waiting Indicator	Yes	Yes
Call Park	Yes	No
Shared Line Appearance	Yes	No
Exchange Contact Integration	Yes	Yes
Exchange Calendar	Yes	Yes
Extended Presence	Yes	Yes
Visual Voicemail	Yes	Yes

## Release History

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

### Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.5AG	July 2017	This release includes important field fixes and introduces support for compliance of the Polycom® RealPresence Trio™ 8800 system with the Radio Equipment Directive ( <a href="#">2014/53/EU</a> ) applicable to the European Economic Area (EEA)

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.5AC	May 2017	This release addresses the following issues: <ul style="list-style-type: none"> <li>• Large Skype for Business Meetings with 100+ participants</li> <li>• Connectivity with Gigabit Ethernet switches</li> <li>• Microsoft Exchange Online authentication failure</li> </ul>
5.4.5AA	March 2017	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Enhancements to the RealPresence Trio 8800 and Visual+ system interfaces</li> <li>• Enhancements to the RealPresence Trio solution diagnostics</li> <li>• Set the display language from the RealPresence Trio 8800 system menu</li> <li>• Experimental hybrid and dual-line registration</li> </ul>
5.4.4 AB   AD	December   January 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Hide Meeting Details</li> </ul> This release Includes important field fixes.
5.4.4AA	November 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• New Skype for Business UI Design</li> <li>• Skype for Business optimized USB Audio Device base profile</li> <li>• Picture-in-Picture and Picture-in-Content</li> <li>• Skype for Business Gallery View-like layouts</li> <li>• Calendar improvements</li> <li>• Customization and configuration Options</li> <li>• This release resolves several known issues</li> </ul>
5.4.3AB	August 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Reset Video Mute</li> <li>• Synchronized volume control with a USB-connected computer</li> <li>• RealPresence Trio 8800 system as a USB audio speakerphone for Mac computers</li> <li>• Dialpad shows digits entered during a call</li> <li>• Join future Skype for Business Meetings</li> </ul>
5.4.3AA	May 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Simulcast of two video streams in Skype for Business AVMCU meetings</li> <li>• FEC improvements</li> <li>• Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP</li> <li>• Hide USB Connection from phone menu</li> <li>• Mute video to transmit a still image</li> <li>• Display number/extension or custom label on phone's home screen</li> <li>• Wi-Fi country code settings for India, Indonesia, Saudi Arabia, Singapore, South Africa and South Korea.</li> </ul>

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.2AB	April 2016	This release replaces 5.4.2AA and addresses the following issue: <ul style="list-style-type: none"> <li>Powering RealPresence Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP)</li> </ul>
5.4.2AA	March 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>Forward Error Correction (FEC)</li> <li>Customize the system interface</li> <li>1080p content input from People + Content IP / USB</li> </ul> This release resolves several known issues.
5.4.1AA	February 2016	This release includes support for the following features: <ul style="list-style-type: none"> <li>Microsoft Office 365 and Skype for Business Online</li> <li>Office 365 and Skype for Business Provisioning and Manageability</li> <li>Time and Date Initial Setup</li> <li>People + Content over USB for Windows®</li> <li>USB Skype for Business or Lync 2013 audio calls with user interface controls</li> </ul> This release also resolved some known issues.
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	Added feature to hide Sign Out option Added an avatar that displays during a conference call when an audio-only participant is the active speaker. Resolved some known issues
5.4.0.12197	November 2015	Resolved some known issues
5.4.0.12107	November 2015	Initial release for RealPresence Trio 8800 and RealPresence Trio Visual+

## Security Updates

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

## Products Tested with this Release

The RealPresence Trio 8800 and RealPresence 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](#).

### Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	8.0.891
Polycom® RealPresence® Mobile for Tablets	3.7.0
Polycom® RealPresence® Desktop	3.7.0
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® Resource Manager	10.0.1
Polycom® RealPresence® DMA 7000	6.4.1
Polycom® RealPresence® Group Series	6.1.0
Polycom® RealPresence Centro™	6.1.0
Polycom® RealPresence Debut™	1.2.1
Polycom® RealPresence Immersive Studio™	6.1.0
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.11
Polycom® VVX® Business Media Phones	UC Software 5.5.0 \ 5.5.1



## Server Interoperability

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

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

### RealPresence 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	○	○
Video (H.264 AVC)	◐ (SVC)	●	●	◐ <sup>4</sup>	◐
Content	●	◐ <sup>1</sup>	●	◐	◐
Provisioning	●	●	● <sup>2</sup>	◐ <sup>2</sup>	◐ <sup>2</sup>

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

<sup>1</sup> Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

<sup>2</sup> Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.1 recommended)

<sup>4</sup> Polycom RealPresence Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).

## System Constraints and Limitations

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

### ***Simulcast Video Streams in Skype for Business AVMCU Meetings***

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 RealPresence Trio system sends the lowest common resolution requested to ensure that all endpoints can display the RealPresence Trio system's video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows RealPresence Trio 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 RealPresence Trio system does not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering RealPresence Trio 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 RealPresence Trio using an IEEE 802.3 at power over Ethernet Plus (PoE+) switch, the RealPresence Trio 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 RealPresence Trio solution in a Microsoft Skype for Business or Lync 2013 environment:

- Audio-only for Lync 2010 environments; content and video are not supported
- Content and video are not supported for Lync for Mac 2011 desktop client
- Content presentation with Skype for Business 2016 on Mac client
- Receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard is not supported
- Skype for Business (online and on-premises) federation not tested with Skype for consumer
- RealPresence Trio solution with Skype for Business Online is not supported for use in Russia, Belarus and Kazakhstan. RealPresence Trio solution with Skype for Business on-premises with media encryption disabled is not tested for use in Russia, Belarus and Kazakhstan.

- RealPresence Trio systems are unable to join Skype for Business meeting broadcasts
- When using RealPresence Trio solution with no camera in a Skype for Business point-to-point call or when the RealPresence Trio solution participant is an active speaker in a Skype for Business video meeting, the far-end loses video and a 'no far-end video' message is not displayed.
- By default, you cannot turn off self-view or configure the self-view.

## ***Microsoft Skype Room System and Surface Hub***

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

- When the RealPresence Trio system is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the RealPresence Trio 8800 system.
- When connected to a Skype Room System via USB, the RealPresence Trio 8800 system performs Acoustic Echo Cancellation (AEC).
- The Web Configuration Utility of the RealPresence Trio 8800 system 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 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, audio quality that plays through the system's speaker is lower for the far-side.

## ***Video and Content***

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

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

## ***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 with a Polycom supplied HDMI cable recommended for use with the RealPresence Trio system.

## Install RealPresence Trio 8800 Software

Administrators can install software for RealPresence Trio 8800 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 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 `3111-65290-001.sip.ld` file for the RealPresence Trio system.



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

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

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.ld and resource files is **5.4.5.9658**.

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

<i>Distributed Files</i>	<i>File Purpose and Application</i>
3111-65290-001.sip.ld	SIP application executable for RealPresence Trio 8800
sip.ver	Text file detailing build-identification(s) for the release
000000000000.cfg	Master configuration template file
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name
applications.cfg	Configuration parameters for microbrowser and browser applications
device.cfg	Contains Network Configuration device parameters.
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
pstn.cfg	Contains parameters for PSTN Use.
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings
region.cfg	Configuration parameters for regional and localization settings such as time and date and language
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration
site.cfg	Configuration parameters that are set for each site
video.cfg	Configuration parameters for video connectivity

<i>Distributed Files</i>	<i>File Purpose and Application</i>
VVX-dictionary.xml	<p>Includes native support for the following languages:</p> <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
Warble.wav	Sample ringer sound effect

## Resolved Issues

This section describes resolved issues with UC Software 5.4.5AG.

### Resolved Issues

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-112645	5.4.5AB	The RealPresence Trio and RealPresence Visual+ systems may drop incoming network packets when connected at a 1000 Mbps (gigabit) Ethernet line rate on some Ethernet switches, causing video quality artifacts and stalling video on the Visual+ display.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-121115	5.4.5AG	Occasionally, RealPresence Collaboration Server 1800 cannot receive video from RealPresence Trio when the system is connected to Gigabit Ethernet.
VOIP-124098	5.4.5AB	When registered with Skype for Business Server and in a Skype Meeting with more than 100 participants the RealPresence Trio system becomes unresponsive.
VOIP-124808	5.4.5AB	When registered with Skype for Business server and demoted to an attendee in a Skype for Business meeting, the RealPresence Trio solution disconnects from the meeting when you mute/unmute after Participant Actions > Attendee Video was disabled and allowed from a Skype for Business client in the same meeting.
VOIP-125227	5.4.5AB	The RealPresence Trio solution disconnects from a Skype for Business scheduled meeting with limited participation when you unmute.
VOIP-125255	5.4.5AG	The RealPresence Trio system does not receive video when you set up a Skype for Business conference in which all attendees block video at the start and then invite a RealPresence Trio to join the conference.
VOIP-125306	5.4.5AC	When registered with Skype for Business, the RealPresence Trio solution becomes unresponsive when you use video mute during a call, or while displaying the self view on the RealPresence Visual+ system monitor, and eventually reboots.
VOIP-125606	5.4.5AB	The RealPresence Trio solution plays no audio when in a call using the Opus codec at 13.33 Kpbs.
VOIP-125609	5.4.5AB	When the RealPresence Trio solution registered with Skype for Business Server is in a large Skype for Business meeting, content becomes unresponsive after tapping the Start Content and Stop Content button multiple times.
VOIP-125611	5.4.5AB	During a RealPresence Trio conference with more than about 40 participants, scrolling the participant list is slow and jerky.
VOIP-125618	5.4.5AB	When registered with Skype for Business Server and the Calendar feature is connected using the Microsoft Exchange server, the RealPresence solution Web Configuration Utility menus EWS Internal URL and EWS External URL at Diagnostics > Lync Status > Exchange Client display incorrectly.
VOIP-125648	5.4.5AB	While in a Meet Now Skype for Business meeting initiated from a Skype for Business desktop client, the RealPresence Trio 8800 system Home screen shows a black screen when returning to the Home screen using the Back navigation button after enabling the Screen Capture feature from the menu at Settings > Basic > Preferences.
VOIP-125656	5.4.5AB	During a conference with more 50 participants, the RealPresence Trio 8800 participant list does not automatically scroll to the top of the next 50 participants after tapping “Show next 50 participants”.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-125952	5.4.5AC	The value <code>Lync2010</code> for the special interop parameters does not display properly in the Web Configuration Utility and cannot be configured.
VOIP-126083	5.4.5AC	When upgrading RealPresence Trio solution UC software from version 5.4.2 to version 5.4.5, the paired RealPresence Visual+ continuously restarts.
VOIP-126227	5.4.5AB	When adding multiple RealPresence Trio systems registered with Skype for Business to a Meet Now Skype for Business meeting from a Skype for Business desktop client sending video and content, the RealPresence Trio Visual+ system no longer restarts.
VOIP-126291	5.4.5AG	Content shared during a Skype for Business conference can fail to display when media relay is needed to receive the content stream from the conference server.  The failure is related to the TCP connection timeout value used in ICE checks. The default timeout has been changed to 1000ms and can be adjusted with the <code>tcpIpApp.ice.tcp.stunConnectionTimeout</code> configuration parameter.
VOIP-126773	5.4.5AG	The RealPresence Trio system sometimes becomes unresponsive or reboots while attempting to synchronize calendar meetings if a meeting is scheduled to occur for two or more years.
VOIP-127408	5.4.5AG	PIN authentication fails on RealPresence Trio 8800 systems registered with Skype for Business when using servers with Commercial Certificates.
VOIP-127651	5.4.5AG	The RealPresence Trio system has completed changes required to pass European Union Radio Equipment Directive (RED) certification.

## Known Issues

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

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.



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



**Known Issues**

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-105248	If you enable updates to RealPresence Trio system call lists, updates are delayed.	No workaround currently available
VOIP-105461	When you enable Wi-Fi on the RealPresence Trio 8800 system before entering your access point details, the Trio system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.
VOIP-106489	You cannot forward incoming calls to the RealPresence Trio system.	No workaround currently available
VOIP-106591	You cannot join two calls into a conference call on the RealPresence Trio system.	No workaround currently available
VOIP-106596	When the RealPresence Trio 8800 system is connected via Bluetooth to a host device, you cannot use the dialpad to send a DTMF signal.	No workaround currently available
VOIP-107039	You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a paired smartphone.	No workaround currently available
VOIP-108027	When you place a call on hold and place another call from the Place a Call screen, the incoming call notification does not display to the far end.	Exit the Place a Call screen and answer the incoming call.
VOIP-108104	When calling from a Lync client on a Mac® computer connected to the RealPresence Trio 8800 system, the Trio system does not play the ringback tone after the call is placed.	No workaround currently available
VOIP-108574	When the dial pad is set as the idle screen, the RealPresence Trio 8800 system does not display the dial pad after the system has been inactive for the set amount of time.	No workaround currently available
VOIP-108805	When the RealPresence Trio 8800 system is connected as a USB audio device to a computer, far end users' voices echo when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
VOIP-109892	In secured Skype for Business calls using the RealPresence Trio 8800 system, the call screen moves down and up during SRTP key negotiation.	No workaround currently available
VOIP-110016	When a Bluetooth audio call is placed on hold on the RealPresence Trio system, the Trio system displays the call as on hold but audio continues to be heard by both parties, and the Resume soft key doesn't display.	Hold and resume the call on the Bluetooth connected device instead of on the Trio system.
VOIP-110209	When the RealPresence Trio system is connected by USB cable to a computer and is used as a speaker/microphone for Skype for Business calls, the RealPresence Trio system's dialpad does not send DTMF tones to the remote caller.	No workaround currently available

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-110267	Content does not display when using Polycom® People+Content™ IP technology on a Mac® computer to send content to RealPresence Collaboration Server.	No workaround currently available
VOIP-110294	If the USB cable connecting the RealPresence Trio 8800 and a computer is disconnected and reconnected during a Skype for Business call, the Resume soft key might not resume the call.	Use the computer Skype for Business client to resume the call.
VOIP-110666	When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content unless the Lync client is dialed into the conference.	Have the party trying to send content join the call.
VOIP-112048	The voicemail icon disappears from the line key after the RealPresence Trio system restarts or reboots.	No workaround currently available
VOIP-112354	When the RealPresence Trio 8800 system is connected as a USB audio device to a computer, far end users' voices echo when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
VOIP-112358	During a Lync USB call, when the volume is increased to the maximum level on the computer and the RealPresence Trio solution, an echo is heard on the far end when the far end speaks.	Reduce the volume on the computer or the RealPresence Trio 8800.
VOIP-112999	When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders.	No workaround currently available
VOIP-114220	In an active call, Bluetooth and USB audio quality is degraded while running a software update.	No workaround currently available
VOIP-114563	When the camera target frame rate is reduced from the default 30 FPS, self-view may disappear while the RealPresence Trio is idle.	No workaround currently available
VOIP-114661	RealPresence Trio solution shows poor video quality from a RealPresence Group Series system sending 720p 60 FPS video. RealPresence Trio does not support 720p 60 FPS video. This issue occurs only if the Group Series system is set to Optimized for > Motion.	Set the Group Series system: <b>Optimized for &gt; Sharpness.</b>
VOIP-114714	When connecting or disconnecting RealPresence Trio Visual+ from a RealPresence Trio 8800 in a Skype for Business deployment, user audio and video capability shown to other users is not updated. Users can be mistaken as audio-only when the Visual+ is connected, and video capable when the Visual+ is not connected.	Reboot the RealPresence Trio system after connecting or disconnecting the Trio Visual+.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-114848	When desktop or application sharing is started, and stopped quickly from a supported Skype for Business or Lync client during a Skype for Business or Lync AVMCU based video call, sometimes video does not automatically resume on RealPresence Trio.	No workaround currently available
VOIP-114915	When you set the Skype for Business client 'Lock the Video Spotlight' on a RealPresence Trio conference participant, the RealPresence Trio Visual+ displays the welcome screen with a small self view video window.	No workaround currently available
VOIP-116746	Increasing the Centralized Conference Profile or lowering the call rate sometimes stops video sending from RealPresence Trio solution to Skype for Business conference participants.	Recover RealPresence Trio video by selecting Hold > Resume.  Mitigate the issue by lowering the Centralized Conference profile setting and increasing the call rate setting.
VOIP-117048	When the RealPresence Trio 8800 and RealPresence Trio Visual+ systems are configured with CEC enabled ( <code>powerSaving.cecEnable="1"</code> ) and/or the no-signal TV standby mode ( <code>powerSaving.tvStandbyMode="noSignal"</code> ), a Sharp Aquos TV will not be taken out of standby mode when the RealPresence Trio system is awakened.	Use the default settings <code>powerSaving.cecEnable="0"</code> and <code>powerSaving.tvStandbyMode="black"</code> .
VOIP-117868	A consultative and blind transfer between RealPresence Trio systems in a PSTN call are now successfully transferred and established.	No workaround currently available
VOIP-117869	The RealPresence Trio 8800 system continues to provision every 9 seconds with Office 365 and Lync on-premises.	Configure the parameter <code>lync.provisionDeviceParams.enabled="0"</code> using Office 365 to disable the device parameter configuration.
VOIP-118266	When connecting a computer via USB with a RealPresence Trio 8800 system that is in a Skype for Business call with another RealPresence Trio 8800 system the audio quality of the call may degrade.	Don't connect a computer to the USB port of RealPresence trio 8800 when the system is in a Skype for Business call.
VOIP-118473	Special characters entered when searching for a directory entry on the RealPresence Trio system using BroadSoft Directory over Xsi do not display correctly or not at all.	No workaround currently available

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-118704	Video content is poor or frozen on RealPresence Trio 8800 Collaboration systems when using RealPresence Trio 8800 Collaboration systems only in a Polycom RealPresence Collaboration Server ('TIP preferred' configuration) based conference call.	No workaround currently available
VOIP-118713	Audio playing from an OS X computer to the RealPresence Trio 8800 system may be choppy.	Mute the RealPresence Trio 8800 system microphone before playing audio from the computer.
VOIP-119251	A keyboard may unexpectedly appear on the RealPresence Trio screen during a USB call if the USB cable is unplugged and re-plugged.	Press 'Done' on the phone's on-screen keyboard to remove the keyboard from the screen.
VOIP-119708	With auto answer and the auto answer audio notification ( <code>call.autoAnswer.playTone.enable=1</code> ) enabled the RealPresence Trio systems plays the tapping sound (when touching the screen) instead of an auto-answer tone.	No workaround currently available
VOIP-120051	The RealPresence Trio 8800 and RealPresence Trio Visual+ do not synchronize when paired and connected to a switch that has Internet Group Management Protocol (IGMP) snooping enabled.	For switches with IGMP snooping enabled, either set interfaces connected to a RealPresence Trio system as static members of multicast group IP addresses 224.0.0.107 and 224.0.1.129 or disable IGMP snooping for the interface(s).
VOIP-120160	Setting the RealPresence Trio solution default call mode to audio only ( <code>video.callMode.default=audio</code> ) does not prevent users from starting Skype For Business conference calls with video.	Set <code>video.autoStartVideoTx="0"</code> to mute video at the start of a call.
VOIP-120695	The Bluetooth A2DP audio performance degrades during a software update.	No workaround currently available
VOIP-121076	USB call recordings accessed from the Browse Recordings menu do not play out correctly after being paused.	No workaround currently available
VOIP-121224	When RealPresence Trio 8800 system dials to Avaya Flare Mobile (AVFM) with video enabled, video is dropped and the call becomes audio only.	No workaround currently available
VOIP-121309	When the RealPresence Trio is connected to a Windows 10 computer, sometimes a USB call does not display on the RealPresence Trio 8800 system screen.	Reboot the RealPresence Trio 8800 system.
VOIP-121314	When the RealPresence Trio is connected to a Windows 10 computer, sometimes volume changes made on the RealPresence Trio do not update the computer volume.	Reboot the RealPresence Trio 8800 system.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-121351	Video quality is poor in point-to-point calls between RealPresence Trio and Cisco TelePresence Rooms.	No workaround currently available
VOIP-121746	When registered with Skype for Business using a SIP URI with special characters such as '&', self presence is displayed as Unknown.	No workaround currently available
VOIP-121886	When the RealPresence Trio is connected to a computer by USB, sometimes an incoming USB call does not display on the screen.	Answer the call on the connected computer Skype For Business or Lync client.
VOIP-121930	When a user sets the computer Skype for Business client's USB audio device to RealPresence Trio while the far end has the call on hold, the call drops after 60 seconds.	Do not change the Skype for Business or Lync audio device to a RealPresence Trio 8800 while the far end has the call on hold.
VOIP-122172	USB call audio may be affected if the RealPresence Trio is communicating with the provisioning server simultaneously.	No workaround currently available
VOIP-122332	When presenting content using People + Content IP for Mac 1.4.2 from a MacBook with native resolution (1366 x 768) content is not displayed correctly.	No workaround currently available
VOIP-122333	When presenting high frame rate content from a Mac using People + Content IP for Mac, image quality on the RealPresence Trio solution is poor.	No workaround currently available
VOIP-122336	After muting an incoming call and then answering it on a RealPresence Trio 8800 connected by USB to a Microsoft Skype Room System, sometimes the mute indicators on the two devices do not synchronize.	Press the RealPresence Trio 8800 hardware mute button until the mute indicator is synchronized with the Microsoft Skype Room System mute indicator.
VOIP-122415	The RealPresence Trio 8800 system sometimes becomes unregistered during the security association.	Upgrade to UC Software 5.4.4AB.
VOIP-122744	In a point-to-point call between RealPresence Trio 8800 systems, the content shared from the caller through Polycom People + Content IP over USB to the far end user is dropped when the far end user puts the call on hold.	No workaround currently available
VOIP-122931	When the RealPresence Trio system receives an incoming call from Skype for Business client using the group pickup call code, video is dropped and the call becomes audio only.	No workaround currently available
VOIP-122937	Joining a Skype for Business Online Meeting from the RealPresence Trio 8800 Calendar when the meeting request was sent from a remote organization is not working as expected.	No workaround currently available

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-122955	In a conference call between the RealPresence Trio system, Polycom Group Series system and Skype for Business client registered to Skype for Business server, the RealPresence Trio 8800 system does not receive a notification message when locking the video spotlight option is selected from Skype for Business client.	No workaround currently available
VOIP-123020	When the RealPresence Trio system is registered with Polycom DMA, calls may disconnect after several hours.	Set configuration parameter <code>voIpProt.SIP.keepalive.sessionTimers="1"</code>
VOIP-124066	When registered with Skype for Business the RealPresence Trio Collaboration systems may display a black screen when adding a participant to a point-to-point content only session.	No workaround currently available
VOIP-124314	When the RealPresence Trio 8800 system is in multiple calls including a call on a Mobile Device that is connected to the RealPresence Trio system via Bluetooth the 'Back to Call' notification on the home screen may not be displayed in certain situations.	To access the call appearance screen, tap the line key or select 'Active calls' from the global menu.
VOIP-124344	When presenting content from a Mac using People + Content IP for Mac, the mouse cursor may appear twice on the RealPresence Visual+ system screen.	No workaround currently available
VOIP-124480	When you access web UI or phone menu using credentials after the RealPresence Trio 8800 system is reset to factory settings and the time and date settings are disabled, the RealPresence Trio system restarts.	Don't disable time and date settings before signing in for the first time after a factory reset.
VOIP-124490	In an SIP call between the RealPresence Trio 8800 system and Polycom HDX system, the video content from HDX system is not received at RealPresence Trio's endpoint.	No workaround currently available
VOIP-124495	When a user places a SIP call from RealPresence Debut system to RealPresence Trio 8800 system, registered to DMA, the RealPresence Trio 8800 system does not receive the content shared from RealPresence Debut after the content shared by RealPresence Trio is stopped.	Share the content again from the RealPresence Debut system.
VOIP-124519	The RealPresence Trio 8800 system fails to receive content from an AVMCU Skype for Business conference call during an ongoing call with Skype for Business client.	No workaround currently available
VOIP-124524	In a point-to-point call between two RealPresence Trio 8800 systems registered to a BroadSoft server through Sonus SBC using TLS, the video content is stopped at the caller's endpoint when performing hold and resume operation after about 6 minutes.	No workaround currently available

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-124525	When the RealPresence Trio 8800 system places a point-to-point call with Polycom HDX system and shares content using Polycom People + Content IP (PPCIP), the video content received at RealPresence Trio's endpoint is cropped.	No workaround currently available
VOIP-124530	The RealPresence Trio 8800 systems show distorted incoming video content from Polycom HDX 7006 system in a multi-point call.	No workaround currently available
VOIP-124531	The RealPresence Trio 8800 system requires sending content twice to share with the RealPresence Immersive Studio system when in a point-to-point call.	No workaround currently available
VOIP-124535	When in a Group Series based multi-point call with Group Series presenting content, content is not received on Group Series when content is presented from RealPresence Trio systems via People + Content IP.	Stop presenting content from Group Series and then start presenting content from the RealPresence Trio systems.
VOIP-124551	In a RealPresence Collaboration server conference call with RealPresence Trio, the call gets disconnected when RealPresence Trio 8800 system starts sharing content.	No workaround currently available
VOIP-124554	The RealPresence Trio 8800 system fails to connect to an incoming call from Skype for Business Online client using panoramic camera.	No workaround currently available
VOIP-124557	The RealPresence Trio system joins an audio-only Skype for Business Meeting with audio and video when added by a meeting participant or when joining from the RealPresence Trio system when <code>up.homeScreen.audioCall.enabled</code> is set to 0.	No workaround currently available
VOIP-124577	The Cisco TelePresence system shows poor video quality from a RealPresence Trio 8800 system in a point-to-point call.	No workaround currently available
VOIP-124588	The RealPresence Trio 8800 system fails to transfer an ongoing SIP call with the RealPresence Debut system to another RealPresence Debut system.	No workaround currently available
VOIP-124606	When placing a point-to-point call from Polycom CX8800 system to RealPresence Trio 8800 system in a Skype for Business federated environment, the call gets automatically disconnected from the RealPresence Trio system.	No workaround currently available
VOIP-124666	Video on RealPresence Trio freezes at call rates of 1Mbps when using Polycom RealPresence Collaboration Server, Virtual Edition.	No workaround currently available
VOIP-124690	When RealPresence Trio receives an emergency page and a priority page simultaneously from different phones, the call timer next to the emergency page item in the call view is not shown.	No workaround currently available



<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-124694	When a user places a SIP call from the RealPresence Trio 8800 system to Cisco SX series system, registered to DMA, the RealPresence Trio 8800 system does not receive content shared from Cisco SX series system after the content shared by RealPresence Trio is stopped.	Share the content again from Cisco SX series system.
VOIP-124713	The RealPresence Trio does not receive content from Cisco TelePresence 500 system registered with Cisco Unified Communications Manager (CUCM) in a point-to-point call.	No workaround currently available
VOIP-124717	In a point-to-point call between the RealPresence Trio 8800 system and the HDX system, the content is no longer displayed on the RealPresence Trio system when HDX system restarts sharing content after RealPresence Trio system performed the hold and resume operation.	No workaround currently available
VOIP-124719	The RealPresence Group Series system receives no audio or video content from the RealPresence Trio 8800 system in a point-to-point call when the Group Series system is registered with Cisco Unified Communications Manager (CUCM) and the RealPresence Trio is registered with DMA.	No workaround currently available
VOIP-124727	The RealPresence Trio 8800 system does not receive the RDP content shared by Skype for Business Online client in a Skype for Business AVMCU conference call.	No workaround currently available
VOIP-124731	When the RealPresence Group Series system is configured with BFCP transport protocol as "UDP prefer" and the RealPresence Trio 8800 system is configured as "TCP", the RealPresence Trio system rejects the call from RealPresence Group Series system.	No workaround currently available
VOIP-124797	The RealPresence Trio 8800 system fails to add a DMA VMR into the AVMCU conference call when registered with Skype for Business in a federated environment.	No workaround currently available
VOIP-124820	The RealPresence Trio 8800 system fails to send the video content in an AVMCU Skype for Business conference call even when the organizer has removed the restriction of blocking the attendee video.	No workaround currently available
VOIP-124829	When RealPresence Trio 8800 system places an SIP call to Cisco E20 system and shares content, the monitor shows a black video at Cisco E20's endpoint even when the system is receiving content.	No workaround currently available
VOIP-124997	When in a RealPresence Collaboration Server based Virtual Meeting Room (VMR) video call the RealPresence Trio collaboration system disconnects from the VMR after approximately 30minutes when connected through RealPresence Access Director.	Set configuration parameter <code>voIpProt.SIP.Keepalive.sessionTimers="1"</code>



<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-125223	The recent call list on the RealPresence Trio 8800 system does not display the call entry of the user registered with Skype for Business in an AVMCU Skype for Business conference call.	No workaround currently available
VOIP-125425	When in a call using the Internet Low Bitrate Codec(iLBC) at 13.33 kbps audio codec 2-way audio is not established.	No workaround currently available
VOIP-125543	When the Calendar feature is enabled and the RealPresence Trio system is connected with a Microsoft Exchange Server the current or next meeting is not displayed in the 'Meetings' screen when the configuration parameter 'exchange.meeting.showOnlyCurrentOrNext=1' is set.	Set configuration parameter 'exchange.meeting.showOnlyCurrentOrNext=0'
VOIP-126280	A core file may be created when using Skype for Business device update. There is no impact to the update or device performance.	No workaround currently available
VOIP-127860	A DHCP concurrency issue sometimes prevents connection to an access point via the RealPresence Trio system device interface.	
VOIP-97345	You cannot use an Ethernet hub with the RealPresence Trio system.	No workaround currently available

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