



Poly Trio Solution

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What's New for UC Software 5.9.2AA

This release of Polycom Unified Communications (UC) Software 5.9.2AA for the Poly Trio solution is for Open SIP, Microsoft Skype for Business, Microsoft Teams, and Zoom Room deployments and includes all the features of previous releases, important fixes, and the following new features:

- Expanded Interoperability Testing
- FIPS 140-2 Compliance Support
- California SB-327 Password Requirement Compliance
- USB Pass-Through for Windows 10
- Exchange Impersonation for Calendaring
- Processing Non-English RealConnect Meeting Invites
- Default SNTP Server for Microsoft Teams Base Profile
- Bluetooth Device Audio Settings
- Limit for Paired Bluetooth Devices
- Click-to-Join Support for Cisco WebEx Meetings
- Exchange Server Credentials via System Web Interface on Poly Trio 8300

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.

Expanded Interoperability Testing

Poly expanded its interoperability testing of Poly Trio 5.9.2AA to include:

- Avaya Aura Session Manager
- Avaya Aura Communication Manager



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 3rd-party endpoints to register and interoperate with their call platforms.

- Aura Application Server 5300
- Avaya IP Phone 1140E
- Cisco Unified Communications Manager (CUCM)



Poly supports SIP telephony feature interoperability with Cisco Unified Communications Manager following published standards including IETF Requests for Comments (RFCs) and Internet drafts contingent on Cisco allowing SIP compliant 3rd-party endpoints to register and interoperate with their call platforms.

See [Products Tested with This Release](#).

FIPS 140-2 Compliance Support

The Federal Information Processing Standard (FIPS 140-2) compliance is a cryptographic function.

You can configure Poly Trio systems to use the FIPS 140-2 compliant cryptography using the `device.sec.TLS.FIPS.enabled` parameter, the phone's local interface, or the Web Configuration Utility.

California SB-327 Password Requirement Compliance

Poly Trio systems meet California SB-327 password mandates by requiring administrators to generate a new password before granting access to the system and the system web interface.

Important: You can't use the default password (456) as the newly generated password. If your Poly Trio system uses the default administrator password (456), the system requires you to change it to a unique password following an update to UC Software 5.9.2AA.

USB Pass-through for Windows 10

Users can connect a Windows 10 computer to a Poly Trio 8500 or 8800 system via a USB 2.0 cable and use the system's microphones, speakers, and connected cameras as separate USB devices. Users can then choose to use the Poly Trio system components as USB devices for various communication clients, including Skype for Business, Microsoft Teams, Google Meet, Cisco WebEx, Zoom, and others. Users can also mirror their computer screen onto any monitors connected to a paired Poly Trio Visual+ or VisualPro system.

Users must install the Poly Trio Pass-through application, included in the Poly Trio software package, onto their computer before connecting the computer to the system to use this feature.

USB Pass-through is not supported in Virtual Desktop Infrastructure (VDI) environments.

The Windows 10 supported Poly Trio Pass-through application build ID is: **1.0.0.0067**

Exchange Impersonation for Calendaring

Poly Trio systems support Exchange Impersonation which grants Poly Trio access to multiple calendars through a single service account. Only the service account needs to log in on the system.

The system accesses the calendar associated with the Exchange account you enter in the `exchange.targetMailbox` parameter.

Processing Non-English RealConnect Meeting Invites

Poly Trio systems enabled with Polycom RealConnect can now process meeting details for non-English invitations and enable user to use the **Join** button to join meetings.

Default SNTP Server for Microsoft Teams Base Profile

The updated default value for the `tcpIpApp.sntp.address` parameter is `time.windows.com` for the MSTEams base profile.

Bluetooth Device Audio Settings

You can enable or disable the Bluetooth device audio functions without disabling Bluetooth or the Bluetooth pairing beacon altogether.

By disabling only the Bluetooth device audio, the Poly Trio system can adhere to certain security or IT requirements while maintaining Bluetooth features.

Limit for Paired Bluetooth Devices

You can set the maximum number of Bluetooth devices that users can pair with a Poly Trio system. You can also set a time limit on how long a Bluetooth device remains in the list of paired devices for the system.

Click-to-Join Support for Cisco WebEx Meetings

Poly Trio's Click-to-Join and Line Key features can connect directly to Cisco WebEx meetings. This allows users to join Cisco WebEx meetings from meeting reminders as well as dedicated line keys on their Poly Trio systems.

Poly Trio systems have enhanced support for meeting invitation formats received from Skype for Business-enabled Cisco WebEx meetings.

Exchange Server Credentials via System Web Interface on Poly Trio 8300

Administrators can use the Poly Trio 8300's system web interface to configure Exchange credentials for Poly Trio's Calendar and Click-to-Join features.

Poly Experimental Features

Poly sometimes releases experimental features that administrators can enable and evaluate in non-production environments.

Note: Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release. For more information about experimental features or to provide feedback on your experience, visit the [Polycom Support Community](#).

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 Poly Trio Visual+ accessory paired with a Poly Trio 8500 or 8800 system. However, the Poly Trio system doesn't use the microphones and speakers of the Poly Studio USB video bar for audio.

Multiple Cameras with Poly Trio Visual+

You can connect more than one camera to a Poly Trio system paired with one or more Poly 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 will only reset 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 Visual+ and VisualPro devices paired with the Poly Trio system)>`

Switch Between Cameras

You can switch between two or more cameras connected to a Poly Trio system with a paired Poly 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 will only reset the currently selected camera.

- 1 Do one of the following:
 - During a call, select **Camera**.
 - Select **Menu**  and select **Camera**.
- 2 On the **Camera Controls** screen, do one of the following:
 - Tap the Switch Camera icon .
 - Select a preset saved for the camera.

Security Updates

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

Release History

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

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.9.2AA	January 2020	This release includes support for: <ul style="list-style-type: none"> Expanded Interoperability Testing FIPS 140-2 Compliance Support California SB-327 Compliance USB Pass-through for Windows 10 Exchange Impersonation for Calendaring Processing Non-English Polycom RealConnect Invites Default SNTP Server for Microsoft Teams Base Profile Bluetooth Device Audio Settings Limit for Paired Bluetooth Devices Click-to-Join Support for Cisco WebEx Meetings Exchange Server Credentials via System Web Interface on Poly Trio 8300
5.9.1AC	November 2019	This release includes important field fixes and support for: <ul style="list-style-type: none"> Allow OTD Exchange services to use basic authentication
5.9.1AB	October 2019	This release includes important field fixes.
5.9.1AA	September 2019	This release includes support for: <ul style="list-style-type: none"> Introducing Poly Trio 8300 Third-Party Application ID Implementation on Skype for Business Phones Camera tracking on the Poly EagleEye Cube USB camera Camera Recalibration Removal of the Restart feature Wi-Fi Settings in Basic Settings H.323 Protocol Daisy-chaining up to three Poly Trio systems Global Camera Tracking Parameters Bluetooth Device Name Parameter Microsoft Teams IP Phone Policy Dimmed Custom Background Image Documentation Updates
5.9.0AD	July 2019	This release includes important field fixes.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.9.0AB	June 2019	This release includes support for: <ul style="list-style-type: none"> • Zoom Rooms Base Profile Enhancements • Polycom EagleEye Cube USB Camera Support • Important field fixes
5.9.0AA	April 2019	This release includes support for: <ul style="list-style-type: none"> • Amazon Alexa for Business Integration • Microsoft Teams Certification • Polycom RealConnect Click-To-Join • Polycom EagleEye Cube HDCI Camera Support • On-Premises Web Sign-in • Remote Web Sign-In • Outlook Contact Photo Integration • Video Call Overlays • Video and Content Layouts • Answer Incoming Calls with Mute buttons • Calendar Display on the Idle Screen • Display Avatars in Voice Calls • Automatic Content Display when Idle • Automatic HDMI Content Display • Reboot Network Devices • Default In-Call Screen Options • Custom Call Options
5.7.2AD	February 2019	This release includes important field fixes.
5.7.1AF	February 2019	This release includes important field fixes.
5.8.0AC	February 2019	This release includes important field fixes.
5.8.0AA	January 2019	This release includes support for: <ul style="list-style-type: none"> • Polycom EagleEye IV USB Camera with Polycom Trio 8500 • Bluetooth Discovery on Polycom Trio with the Polycom Content Application • Custom Icons for Contacts and Line Registrations • Reverse Name Lookup • PSTN Gateway on Failover • Upload Logs to a USB Flash Drive • Daisy-Chaining Polycom Trio Systems

Resolved Issues

The following table lists resolved issues in this release for Poly Trio systems. This release also includes several other user experience and performance fixes and enhancements not listed below.

Resolved Issues

<i>Issue</i>	<i>Release</i>	<i>Description</i>
EN-161635	5.9.2AA	When the Poly Trio Pass-through application is uninstalled, the log files it created are not removed.
EN-160939	5.9.2AA	There is no error message in the system web interface if you try to download any export or backup files when the session expires.
EN-159350	5.9.2AA	Exchange Calendar meetings displayed on Visual+ update unnecessarily, resulting in the displayed meetings flashing onscreen.
EN-157797	5.9.2AA	The phone displays an Open SIP URI name instead of a Caller ID for incoming Skype for Business calls.
EN-156834	5.9.2AA	When the Poly Trio system uses the Microsoft Teams base profile, only numeric entry is allowed for user or administrative passwords.
EN-155698	5.9.2AA	Incoming Lync calls from Cisco phones fail to connect with Poly Trio systems.
EN-155001	5.9.2AA	Phones fail to send TCP packets over the network during TCP failover.
EN-153233	5.9.2AA	When a Skype for Business audio conferencing line is used to make an internal video call, the Poly Trio system drops video intermittently.
EN-152830	5.9.2AA	In a Skype for Business conference, VbSS content freezes after a minute or two. This occurs when the ICE negotiation for VbSS selects the server reflexive local candidate, and keep alive messages are not sent through the NAT resulting in the NAT closing the binding that handles the VbSS media stream.
EN-152746	5.9.2AA	The Swedish word "Närvarande" (meaning "present", as in the current moment) was shown on the Poly Trio Visual+ display instead of the correct Swedish verb "Presentera" (meaning "present", as in to present content).
EN-152735	5.9.2AA	Microsoft Teams users are logged out shortly after the phone reboots.
EN-152527	5.9.2AA	The Microsoft Company Portal application, running on a Poly Trio system with Microsoft Teams, freezes if the user tries to log into Microsoft Teams before the system has an IP address.
EN-152356	5.9.2AA	When the Poly Trio 8300 is used as a USB peripheral for a softphone and a call is placed from the softphone, there is no call display on the Poly Trio 8300 when the far end answers.
EN-152137	5.9.2AA	Wi-Fi authentication for WPA2-Enterprise using TLS does not work for the Polycom CA.
EN-152078	5.9.2AA	While on the Wi-Fi Scan screen, pressing the Back hard key moves the screen two menus back instead of just one.

<i>Issue</i>	<i>Release</i>	<i>Description</i>
EN-151209	5.9.2AA	Following a restart, calls made with a softphone may not show the call display menu.
EN-149912	5.9.2AA	The People+Content IP application periodically fails to contact the connected Poly Trio system when attempting to share content over a USB connection.
EN-149511	5.9.2AA	VisualPro may place an overlay of call information on the screen, which blocks some screen content and remote images.
EN-148910	5.9.2AA	When srtp.offer is enabled, the Poly Trio 8300 has some interoperability issues with Cisco devices.
EN-145203	5.9.2AA	Content displays in the full screen layout while in a Skype for Business video conference using "Auto" layout with "Auto Layout Preference" set to "Gallery View".
EN-144274	5.9.2AA	In some circumstances, Alexa for Business may stop responding when call services are not available.
EN-143609	5.9.2AA	EAP-FAST can only be configured using the phone user interface.
EN-143298	5.9.2AA	Content does not display on Poly Trio after you hold then resumed a H.323-connected RealConnect call.
EN-139006	5.9.2AA	The message, "Call List: Synchronizing," may display on Poly Trio system's registered to Skype for Business with Exchange Web Services enabled.
EN-138505	5.9.2AA	When a meeting invitation has a description field that is larger than 39 KB (including any HTML markup), the description does not display for the meeting on Polycom Trio, and the system does not parse the description to find the Join meeting URI. Consequently, the "Join" button does not display for the meeting.
EN-117538	5.9.2AA	When Poly Trio systems share content in People+Content or Binary Floor Control Protocol (BFCP) during an Open SIP call, the Visual+ display shows an audio avatar instead of the Visual+ home screen when placing the call on hold.
EN-106639	5.9.2AA	Display of the far end camera control screen on the Polycom Trio system sometimes delays during Open SIP video calls.

Known Issues

The following table lists all known issues and suggested workarounds for Poly Trio systems.

Upgrade the Poly Trio system with the latest software before contacting Polycom 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.

Known Issues

<i>Issue</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
EN-165234	5.9.2AA	Blind transfer from Avaya Phone to Poly Trio fails.	
EN-164917	5.9.2AA	If Require SRTP is disabled on the Poly Trio then the call from the Poly Trio to an Avaya 9641GS does not work.	See Successful Connection in an SRTP Environment
EN-164659	5.9.2AA	if Require SRTP is enabled on calle and not on caller , call fails.	
EN-143203	5.9.1AA	The More Options button may not display for meeting invites with multiple formats of the same dial-in number.	When creating meeting invites that contain more than one dial-in number, enter dial-in numbers with supported delimiters.
EN-143298	5.9.1AA	Content does not display on Poly Trio after you hold then resumed a H.323-connected RealConnect call.	Stop and restart the content after you resume the call.
EN-144542	5.9.1AA	The Wi-Fi settings menu option is only available in the Advanced settings.	None.
EN-145222	5.9.1AA	The Poly Trio system may display the message "Failed to process the request" after pressing the mute key to unmute the microphone in a large Skype for Business conference.	None.
EN-152167	5.9.1AA	In some circumstances, Alexa for Business may become disconnected from Amazon Cloud Services and will not respond.	None.
EN-152906	5.9.1AA	H.323 protocol is not supported when one or both devices in a call are audio-only Poly Trio system without video-enabled via Poly Trio Visual+ or VisualPro accessory.	None.
HWE-1457	5.9.1AA	Poly Trio Visual+ hardware manufactured prior to 2018 may not properly detect a connected EagleEye Cube USB camera.	Use Poly Trio Visual+ hardware that was manufactured in 2018 or later.
EN-141442	5.9.1AB	Poly Trio 8300 does not support USB headsets, so attempting to use one may cause the system to be unstable and reboot.	Do not attempt to use a USB headset in the Trio 8300 USB-A port.
EN-141571	5.9.1AB	While on the Calendar Information screen, pressing the Back hard key moves the screen two menus back instead of just one.	Press the Forward hard key once to return to Calendar menu.

<i>Issue</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
EN-147436	5.9.1AB	In the Web Configuration Utility, the Bluetooth Mac address displays in the Wi-Fi Mac address field.	None.
EN-151466	5.9.1AB	Unexpected volume changes may occur when switching to or simultaneously playing softphone call audio while the Poly Trio 8300 is used as an audio speaker.	Adjust the volume on the PC and the connected audio device as needed.
EN-152330	5.9.1AB	The Poly Trio 8300 may not get an IP address following a software upgrade or downgrade over Wi-Fi.	Turn the Poly Trio 8300 off then on again.
EN-152354	5.9.1AB	When Poly Trio 8300 is used as a USB peripheral for a softphone, and the call is ended using the Poly Trio 8300 Hang Up button, the call may not successfully end.	End the call in the softphone interface.
EN-152135	5.9.1AC	Signing in to Microsoft Teams via Active Directory Federation Services (ADFS) proxy stalls indefinitely if the server's certificate is part of a certificate chain signed by a root CA that is not trusted by the Poly Trio system's Android OS.	None.
EN-162141	5.9.2AA	If the first line is unregistered on the Poly Trio system, and then a user connects the system to a PC running the Poly Trio Pass-through application, the first line will erroneously display as registered.	None. Check the line's actual registration state in Settings > Status > Lines menu.
EN-162136	5.9.2AA	In some situations, if a user signs into Poly Trio system using a password that was recently changed, the contact photo feature does not update.	Sign out and then back in again using the new password.
EN-162133	5.9.2AA	If a user previews the local camera view in the Camera Controls menu while an incoming call is received, and ignores or rejects the incoming call, the local camera preview in the Camera Controls menu disappears.	Leave the Camera Controls menu then return to it to restore the local camera preview.
EN-161358	5.9.2AA	Content shared from Poly Trio VisualPro HDMI input can become blurry for all participants whenever a Skype for Business mobile client joins the conference.	None.
EN-161179	5.9.2AA	The Poly Trio Pass-through application is not present in the Windows Start menu immediately following its installation.	None. The application starts automatically upon installation and can be started from the desktop icon.

<i>Issue</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
EN-158731	5.9.2AA	The Poly-Trio-Pass-through-Connector service may take approximately five minutes to fully close when stopped using the End Task function in Windows Task Manager. Afterwards, the service may or may not start again.	Stop the Poly-Trio-Pass-through-Connector service from the Services tab in Windows Task Manager.
EN-158510	5.9.2AA	Changing the USB Computer Connection settings in the Poly Trio system local interface results in a configuration update and system reboot.	Change the USB Computer Connection setting using a configuration file update on the provisioning server.
EN-150819	5.9.2AA	Poor call quality on the far end of a call occurs when the Poly Trio system uses its built-in microphone in conjunction with a separate microphone, and a physical audio obstruction (such as a laptop computer) is placed between the speaker and the Poly Trio system.	Avoid placing audio obstructions between the speakers and the Poly Trio system.

Limitations

The following sections provide information on limitations when using the Poly Trio 8300, 8500, and 8800 systems, and Poly Trio Visual+ systems.

Successful Connection in an SRTP Environment

For endpoints to successfully connect in a Secure Real-time Transport Protocol (SRTP)-enabled environment, endpoint must be able to negotiate an SRTP offer. That means, endpoints must have at a minimum Offer SRTP set to Yes. If the endpoints are not so configured, blind transfers will fail.

Some Call Flow Failures with Avaya Aura 7.1

After upgrading to Avaya Aura 7.1, failures in some call flows occur when connected SIP devices change URIs with “sips:” indicators to “sip:” on an intermediate route and via headers, which is not allowed as per SIP RFC 3261.

Simulcast Video Streams in Skype for Business AVMCU Meetings on Poly Trio 8500 and 8800

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 Poly Trio 8500 or 8800 system sends the lowest common resolution requested to ensure that all endpoints can display the Poly Trio system video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows Poly Trio system to send a second higher resolution video stream when there are multiple resolutions requested. The resolution of the higher quality stream depends on the number of endpoints requesting specific resolutions and an algorithm determines the video resolution that best serves all the endpoints. As a result, some endpoints receive a lower resolution stream than the resolution requested.

Power over Ethernet Negotiation in CDP Environments

The Poly Trio 8500 and 8800 systems do not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering your Poly Trio 8500 or 8800 system using an IEEE 802.3af Power over Ethernet compliant switch, power budget is negotiated by a hardware handshake at power up - CDP is not used.

If powering the Poly Trio 8800 system using an IEEE 802.3af Power over Ethernet Plus (PoE+) switch, the Poly Trio 8800 power budget is negotiated through a combination of hardware handshake and LLDP.

Skype for Business and Lync 2013

The following is a list of constraints and limitations when using the Poly Trio 8500 or 8800 system in a Microsoft Skype for Business or Lync 2013 environment:

- Skype for Business (online and on-premises) federation not tested with Skype for consumer.
- Poly Trio systems with Skype for Business Online and Exchange Online-based voicemail is not supported for use in Russia, Belarus, and Kazakhstan. Poly Trio with Skype for Business and Exchange on-premises-based voicemail with media encryption disabled is not tested for use in Russia, Belarus, and Kazakhstan.
- Trio systems are unable to join Skype for Business meeting broadcasts.
- The Poly Trio system does not support content and video for Lync for Mac 2011 desktop client.
- The Poly Trio system does not receive content sent from supported Skype for Business and Lync clients using Present PowerPoint Files and Whiteboard.
- The Poly Trio cannot join remote Skype for Business meetings scheduled by third parties that are not configured for Federation.

Microsoft Skype Room System and Surface Hub

When the Poly Trio 8500 and 8800 system Base Profile is set to **SkypeUSB** and connected via USB cable with a Microsoft Teams Room, Skype Room System, or Microsoft Surface Hub, the following limitations apply:

- When the Poly Trio 8500 or 8800 systems is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the Poly Trio 8500 and 8800 systems.

- When connected to a Microsoft Teams Room or Skype Room System via USB, the Poly Trio 8500 or 8800 system performs Acoustic Echo Cancellation (AEC).
- The Web Configuration Utility of the Poly Trio 8500 and 8800 systems is disabled by default. The Web Configuration Utility can be enabled by an administrator from the phone menu at **Settings > Advanced > Administration Settings > Web Server Configuration** or using the configuration parameters `httpd.enabled=1` and `httpd.cfg.enabled=1`.

Audio

By default, audio from the far-site plays only on the Poly Trio 8500 and 8800 system speakers.

Administrators can enable far-site audio to play on the monitor speakers connected to the Poly Trio Visual+ accessory by HDMI or external speakers connected to the 3.5 mm port on the Poly Trio Visual+.

When a Bluetooth-capable device is paired with the Poly Trio 8500 and 8800 systems, audio quality that plays through the system's speaker is lower for the far-side.

Video and Content

The Poly Trio system's embedded Poly People + Content IP application is supported on Microsoft Windows® and Mac computers to a maximum of 1080p with up to 30fps.

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

Third-Party Cables

Using a third-party HDMI cable may inhibit the Poly 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 Poly Trio Visual+ fails to properly execute video settings:

- A portion of the video or content displays off screen.
- When the system is idle, black spaces or white boxes display on the monitor.

If either of these behaviors occurs, replace the HDMI cable with a Poly-supplied HDMI cable recommended for use with the Poly Trio system.

Screen Mirroring with Miracast

Poly cannot guarantee connectivity between the Poly Trio 8800 solution and all Miracast-certified devices due to variances in the implementation of the Miracast technology on vendors' devices.

Some devices can't establish direct connection to a Poly Trio 8800 solution if they are already connected to a 5GHz-only Wi-Fi Access Point. If experiencing this issue, disconnect the device from the Access Point while sharing content or by reconfiguring the Access Point to operate on 2.4GHz-only or 2.4Ghz + 5GHz bands.

Video Color Reproduction

When a Poly Trio system is paired with a Poly Trio VisualPro, the color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

H.323 Support and Audio-Only Trio Systems

H.323 works best between two or more video-enabled Poly Trio systems with a paired Poly Trio Visual+ or VisualPro accessory. H.323 is not supported when Poly Trio systems are joined in with a Poly Trio system that is not video-enabled.

Camera Compatibility

Early versions of the Poly Trio Visual+ accessory may be incompatible with early versions of the Poly EagleEye Cube USB camera. If you have an early version of the EagleEye Cube USB camera, revision A-D, use it with a Poly Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later. Later versions of the EagleEye Cube USB camera are supported with any Visual+ accessory hardware version.

Content Sharing on Poly Trio 8300

The following limitations apply when sharing content:

- USB-hosted People + Content over IP (PPCIP) executable is not supported – use the Polycom Content App instead.
- Content Sharing via USB with Polycom Content App is not supported – share content via IP instead.

USB Provisioning and Upgrade on Poly Trio 8300

Currently, you cannot provision or upgrade a Poly Trio 8300 system using a USB drive. You must provision the phone using a central provisioning server, the Admin Settings options on the phone, or the Web Configuration Utility.

Polycom RealPresence Resource Manager

You can use the Polycom RealPresence Resource Manager 10.7 or later to manage a Poly Trio 8300 with the following limitations:

- RealPresence Resource Manager incorrectly shows the device name for Poly Trio 8300 as “RealPresence Trio 8300”.

Pass-through Application Support

Poly does not support the ASUS X750J laptop computer for use with Poly Trio Pass-through.

Software Downgrade with FIPS Enabled

Before you downgrade your Poly Trio system to a software version without FIPS support, you must disable the FIPS feature if it's enabled. Once you ensure the feature is disabled, you can perform the software downgrade.

UC Software Distributed Files

You can download the software package for Poly Trio solution in ZIP file format and place the package on a provisioning server to provision your devices. Each software package contains configuration files and a sip.ld file for each Poly Trio device.

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

Note: The Poly Trio Visual+ accessory is provisioned and updated automatically from the Poly Trio 8500 or Poly Trio 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Poly Trio 8500 and Poly Trio 8800 download does not include a dedicated executable file for the Poly Trio Visual+. To provision the Trio Visual+, delete the part number from the Poly Trio sip.ld file and do one of the following:

- Use the renamed sip.ld file for both the Poly Trio and Visual+.
 - Copy the Poly Trio file and rename it using the Visual+ part number 3111-66420-001.sip.ld.
 - The Poly Trio 8300 does not currently manage the Visual+ software, and must be set up differently. Information on this pairing is described below.
-

If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The UC Software for the 5.9.2AA build ID for the sip.ld and resource files are:

- Poly Trio 8300: **5.9.2.7552**.
- Poly Trio 8500 & Poly Trio 8800: **5.9.2.7553**.

The Poly Trio Pass-through application build ID is: **1.0.0.0067**. This version of the application is supports use with UC software version 5.9.2AA for Poly Trio systems and Windows 10.

Installing UC Software

Administrators can install UC software for the Poly Trio system using a provisioning server. UC software can be installed on Poly Trio 8500 and Poly Trio 8800 using a USB flash drive as well. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the phone. See the *Poly Trio Solution Administrator Guide* for more information on configuring features.

Installing Poly Trio Visual+ Software for Poly Trio 8300

You **MUST** provision and update the Poly Trio Visual+ accessory when it is paired with the Poly Trio 8300 system. You are required to configure the Trio 8300 and stage the software for the Poly Trio Visual+ using a supported provisioning or boot server. The standard UC Software for Poly Trio 8300 download does not include a dedicated executable file for the Poly Trio Visual+. For your convenience, you can download an enhanced UC Software for Poly Trio 8300 archive (.zip) file that contains the Poly Trio Visual+ software executable files that you can unpack and copy into the same location as the UC Software for Poly Trio 8300.

Provisioning and Updating Poly Trio Visual+ with a USB Device

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

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

If you use a USB device to provision while a centralized provisioning server is in use, the USB configuration files override server settings. When you remove the USB device, the device 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 device. The device parameter changes can alter parameters on the provisioning server and change basic provisioning settings.

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

- Manual update via USB
- Via Poly Trio 8300 as a proxy using a provisioning or boot server. Download an enhanced UC Software for Poly Trio 8300 archive (.zip) file that contains the Poly Trio Visual+ software executable files then unpack and copy the files into the same location as the UC Software for Poly Trio 8300.

Provision or Update Software Manually with a USB Device

You can manually provision the Poly Trio Visual+ system, one at a time, with a USB during normal phone functioning.

To provision or update software manually with a USB device:

- 1 Format a USB flash drive as FAT32. Poly 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 Download the `Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip` file from the Poly Trio 8300 Support site.

- 3 Unpack the .zip file and move the contents to the root of the USB device. The minimum required configuration files are:
 - The master configuration file: 000000000000.cfg
 - The Poly Trio Visual+ sip.Id: 3111-66420-001.sip.Id
- 4 Insert the USB drive into the Poly Trio Visual+, follow the prompt for the Administrator password, and power cycle the device. Allow time for the devices to reboot.

Pairing the Poly Trio Visual+ via Poly Trio 8300 Configuration

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

Interoperability

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

Poly Trio Optimized for Zoom Rooms

The Poly Trio 8800 and Poly Trio 8500 systems optimized for Zoom Rooms provides a reliable, high-quality meeting experience in the conference room for subscribers of Zoom Rooms in an affordable, consolidated solution. The Poly Trio system acts as a controller for Zoom Rooms via the system's touch user interface and provides audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **4.5.2 (40541.0929)** as embedded software.

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 Poly Trio and the UC Software version required to support each partner solution. For documentation, see [Strategic Partner Solutions](#) on Polycom Support.

Poly Trio Partner Solutions

<i>Partner Solution</i>	<i>Poly Trio UC Software Version</i>
Cisco Webex	UC Software 5.7.2AA or later
BlueJeans	UC Software 5.5.3 or later
BroadSoft	UC Software 5.4.0 or later
Microsoft	UC Software 5.4.0 or later
Zoom	UC Software 5.7.1 or later

Products Tested with This Release

The Poly Trio systems and Poly 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 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 [Polycom Support Service Policies](#).

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

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	8.0.875
Poly EagleEye™ Cube HDCI camera	1.0.0.187 1.0.0.827
Poly EagleEye™ Cube USB camera	1.0.0.187 1.0.0.827 1.1.0.996
Poly Trio VisualPro system	6.2.2
Poly Virtual USB Connector for Zoom Rooms	1.0.0.54
Polycom Studio	1.1
Polycom® Content App	1.3.0.70888
Polycom® EagleEye™ Acoustic camera	1.7
Polycom® EagleEye™ Director II camera	2.1.0.1 2.2.0.39
Polycom® EagleEye™ IV 4x/12x camera	1.2.0-462
Polycom® EagleEye™ IV USB camera	1.2.1-467
Polycom® EagleEye™ Mini USB camera	9.0.21 9.0.22
Polycom® EagleEye™ Producer camera	1.2.2.2 1.2.2
Polycom® HDX®	3.1.12
Polycom® People + Content IP	1.4.2

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Collaboration Server (RMX)	8.8.1 8.7.4
Polycom RealPresence Resource Manager	10.7
Polycom® RealPresence® Desktop	3.9.1.70422 3.10.0
Polycom® RealPresence® DMA 7000	9.0.1 10.0.0.4
Polycom® RealPresence® Group Series	6.2.1 6.2.2
Polycom® RealPresence® Mobile for Tablets	3.9.0 3.10.0
Polycom® VVX® Business Media Phones	UC Software 5.9.0 and 6.1.0
Server	
CUCM	12.0.1
Avaya Aura System Manager	8.1.0.0.733078
Avaya Aura Session Manager	8.1.0.0.810007
Avaya Aura Communications Manager	8.1.0.0.890
Avaya Aura Media Server	8.0.0.169
Avaya AS5300	15.1.15.1
Endpoint	
Poly Trio 8300	5.9.2.7527
Poly Trio 8500	5.9.2.7527
Poly Trio 8800	5.9.2.7527
Polycom VVX 150	5.9.5.0614
Polycom VVX 411	5.9.5.0614
Polycom VVX 450	5.9.5.0614
Polycom VVX 601	5.9.5.0614
Avaya IP Phone 1140E	SIP1140e.04.04.38.00

Supported Poly Products

UC Software 5.9.2AA for the Poly Trio solution supports the following Poly products and peripherals.

Supported Poly Products and Peripherals

<i>Supported Poly Product</i>	<i>Supported Product Peripherals</i>
Poly Trio 8800 and Poly Trio 8500	Poly Trio Visual+ accessory Poly Trio VisualPro system Poly Trio Expansion Microphone accessory
Poly Trio 8300	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 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 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 8800 systems when connected by USB to Microsoft Teams Rooms, Skype Room Systems, or Microsoft Surface Hub	Polycom EagleEye Director II camera system

Some things to note about hardware versions and compatibility:

- When using a Polycom RealPresence Group Series system with a Poly Trio 8500 or 8800 system, you must:
 - Use RealPresence Group Series Group 310 or Group 500 hardware models
 - Use RealPresence Group Series system software version 6.2.0 or later
 - Use RealPresence Group Series system hardware version 20 or later
 - Configure your RealPresence Group Series system to run in Trio Pairing mode
- Some hardware revisions of the Poly Trio Visual+ accessory may not be compatible with earlier hardware revisions of the Poly EagleEye Cube USB camera. Refer to the “Camera Compatibility” section of Limitations for more details.

Recommended Third-Party USB Cable Extenders

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

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

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

Poly Trio System Server Interoperability

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

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

Trio Solution Server Interoperability

	Microsoft Skype for Business, Lync 2013 (8500/8800 only)	BroadSoft R20 and R21	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 12.0, 10.5 and 9.1	Avaya Aura Communication Manager 8 and 7
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◐	SIP Trunk to a supported call platform	○	○
Provisioning	●	●	● ¹	◐ ¹	◐ ³
Video (H.264 AVC)	◐ (SVC)	●	●	◐ ²	◐
Content	●	◐ ³	●	◐	◐

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

¹ Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.7 recommended)

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

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

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 3rd-party endpoints to register and interoperate with its call platforms.

Microsoft Support

Poly support for Microsoft features varies by product.

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

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by the Poly Trio 8500 and 8800 systems and the Poly Trio 8500 or 8800 Collaboration Kits that include the Poly Trio Visual+ system and a supported camera. This also applies to Poly Trio 8500 and 8800 systems when paired with a Poly Trio VisualPro accessory and a supported camera.

Supported Microsoft Environments

<i>Microsoft Environment</i>	<i>Poly Trio 8800 / 8500</i>	<i>Poly Trio 8500 / 8800 Collaboration Kit</i>
Skype for Business on-premises	Microsoft qualified	Poly supported. Not Microsoft qualified.
Office 365 / Skype for Business online	Microsoft qualified	Poly supported (sustaining). Not Microsoft qualified.
Office 365D	Microsoft qualified	Poly supported (sustaining). Not Microsoft qualified.
Lync 2013 on-premises	Microsoft qualified	Poly supported. Not Microsoft qualified.
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Client Feature Support

The following table lists the features supported by the Poly Trio 8500 and 8800 systems using the Microsoft client versions listed.

Note that Poly Trio systems do not support Present PowerPoint and Whiteboard content sharing.

Note: Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. For information, see [Microsoft Support](#).

Microsoft Client Feature Support

<i>Feature / Capability</i>	<i>Audio</i>	<i>Video</i>	<i>Content Sharing</i>	<i>Instant Messaging</i>
Skype for Business 2016	Yes	Yes	Yes	No
Skype for Business 2016 on Mac	Yes	Yes	Yes	No
Skype for Business Mobile	Yes	Yes	Yes	No
Skype for Business 2015	Yes	Yes	Yes	No
Microsoft Surface Hub	Yes	Yes	Yes	No
Microsoft Skype Room System v2	Yes	Yes	Yes	No
Microsoft Teams Room System (requires Polycom RealConnect)	Yes	Yes	Yes	No
Skype for Business Web Application	Yes	Yes	Yes	No
Lync 2013	Yes	Yes	Yes	No
Lync 2013 Mobile	Yes	Yes	No	No

Skype for Business Feature Support

Poly Trio 8500 and 8800 systems support all features documented in the *Poly Trio Solution in Microsoft Environments Administrator Guide* available on [Poly Trio Support](#). All supported features are Microsoft qualified.

For the latest qualification status, see [Skype for Business and Teams Certified Phones and Devices](#).

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

<i>Feature</i>	<i>On-Premises Support</i>	<i>Online Support (sustaining)</i>
Attendant Console	Yes	No
BToE Manual Pairing	Not Applicable	Not Applicable
Call Admission Control	Yes	No
Call Forward	Yes	Yes
Call Handling	Yes	Yes
Call Park	Yes	Yes
Call Transfer	Yes	Yes
Common Area Phone (CAP)	Not Applicable	Not Applicable
Conference Calls	Yes	Yes

<i>Feature</i>	<i>On-Premises Support</i>	<i>Online Support (sustaining)</i>
Cross Pool	Yes	No
Delegates	Not Applicable	Not Applicable
Device Lock	Yes	Yes
Device Update	Yes	Yes
Distribution Lists	Not Applicable	Not Applicable
Dual Tone Multi Frequency	Yes	Yes
Emergency 911	Yes	Yes
Enhanced 911 (E.911)	Yes	Yes
Enhanced Feature Line Key (EFLK)	Not Applicable	Not Applicable
Exchange Calendar	Yes	Yes
Exchange Call Logs	Yes	Yes
Exchange Integration	Yes	Yes
Extended Presence	Yes	Yes
Federated Calls	Yes	Yes
Host Desking	Not Applicable	Not Applicable
In-band Provisioning	Yes	Yes
Local Call Logs	Yes	Yes
Media Bypass	Yes	No
Message Waiting Indicator	Yes	Yes
Monitoring (Device Inventory)	Yes	Yes
Multiple Emergency Number	Yes	Yes
Photo Integration	Yes	Yes
PIN Authentication	Yes	No
Private Line	Yes	No
PSTN Failover Fail-Back	Yes	Yes
Quality of Experience (QoE)	Yes	Yes
Quality of Service for Audio Calls	Yes	Yes
Resiliency - Branch Office	Yes	No

<i>Feature</i>	<i>On-Premises Support</i>	<i>Online Support (sustaining)</i>
Resiliency - Data Center Outage	Yes	No
Response Groups	Yes	No
Reverse Name Lookup	Yes	Yes
Separate Sign-in	Yes	Yes
Simultaneous Ring	Yes	Yes
Team Call	Yes	Yes
User Log Upload	Yes	Yes
Visual Voicemail	Yes	Yes
Web Proxy Auto Discovery	Yes	Yes
Web Sign In	Yes	Yes

Poly Trio System Support for Skype for Business Video and Content

The following table indicates Skype for Business video and content features supported by the Poly Trio 8500 and 8800 systems. Supported video and content features listed in this table are not Microsoft qualified.

Skype for Business Video and Content Support

<i>Video or Content Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX (sustaining)</i>
Receive Video-based Screen Sharing (VbSS) format	Yes	Yes
Receive single-stream video	Yes	Yes
Point-to-point video calls	Yes	Yes
Multiparty video calls	Yes	Yes
Active speaker only video	Yes	Yes
Gallery View	Yes	Yes
Remote Desktop Protocol (RDP) content receive	Yes	Yes
Present Desktop	Yes	Yes
Present Programs	Yes	Yes
Present PowerPoint Files	No	No

<i>Video or Content Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX (sustaining)</i>
Present Whiteboard	No	No

Getting Help and Copyright Information

GETTING HELP

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

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