

Polycom® Trio™ VisualPro Software

For use with Polycom® Trio™ VisualPro or RealPresence Group Series 310/500 in Trio mode.

Polycom announces the new release of Polycom® Trio™ VisualPro software.



Use software version 6.2.1.1 when pairing Polycom Trio VisualPro or Polycom® RealPresence® Group Series 310 and 500 systems with Polycom Trio™ 8500 and 8800 systems version 5.7.2AB or later. (Your RealPresence Group Series system must also be hardware version 20 or later.)

This document provides the latest information on the following Polycom software:

- Version 6.2.1.1 of the Trio VisualPro software
- Version 2.1.0.5 of the Polycom® EagleEye™ Director II camera software
- Version 1.2.2.2 of the Polycom EagleEye Producer camera software

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What's New

Polycom Trio VisualPo software version 6.2.1.1 provides the functionality described in the following sections:

- [Support for Artifact Tolerance on Trio VisualPro/ RealPresence Group Series in GST Mode](#)

Support for Artifact Tolerance on Trio VisualPro/ RealPresence Group Series in GST Mode

Trio VisualPro now has support for artifact tolerance: the system will continue to display the far-end video during packet loss.

Security Updates

There are no security issues resolved in this release.

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

Install

You have two options for installing Trio VisualPro software 6.2.1.1.

- Do one of the following:
 - Download the 6.2.1.1 software from the Polycom Trio 8800 or Polycom Trio 8500 page at support.polycom.com.
 - In the Trio VisualPro or RealPresence Group Series system web interface, go to **Admin Setting > General Settings > Software Updates > Software Server** and enter this URL:
<https://downloads.polycom.com/video/trio-integration>.

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with Trio VisualPro or RealPresence Group Series systems.

Integrating Polycom Trio with RealPresence Group Series

Your RealPresence Group Series system must be hardware version 20 or later to pair with a Polycom Trio system. For information on verifying your hardware, see the [Polycom Trio with Polycom RealPresence Group Series Integration Guide](#).

If you are using Trio VisualPro software 6.1.8 or 6.1.9, make sure your Polycom Trio system uses 5.7.1AB.

Integrating EagleEye Producer

Updates to EagleEye Producer software are included with Trio VisualPro software updates. To integrate your EagleEye Producer, connect it to the Trio VisualPro or RealPresence Group Series system before you update. The EagleEye Producer camera is detected and updated if necessary. No license number or key code is needed to update the camera.

The camera must run a software version that is compatible with the version on the system to function properly. The EagleEye Producer camera version 1.2 is compatible with version 6.0.0 and later of the endpoint. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

Version History

Release	Release Date	Features
6.2.1.1	June 2019	Includes minor updates and resolved issues.
6.2.1	May 2019	Includes Upgrading Polycom Trio VisualPro Software, Daisy-Chaining Microphones for Polycom Trio VisualPro, Enable Content Display in Dual Monitors.
6.2.0	December 2018	This release includes important field fixes.
6.1.10	November 2018	Includes the ability to use Polycom Trio system and paired Trio VisualPro or RealPresence Group Series system microphones simultaneously. Also, you can hear audio from content shared through an HDMI connection.
6.1.9	October 2018	Includes support for the Polycom Trio VisualPro system. Also, the RealPresence Group Series system automatically prioritizes the voice VLAN when you enable LLDP so you can successfully pair it with a Polycom Trio system.
6.1.8	September 2018	Includes integration between RealPresence Group Series 310 and 500 systems and Polycom Trio 8500 and 8800 systems. The location of the Skype Mode setting in the RealPresence Group Series system web interface has changed to following page: Admin Settings > General Settings > System Mode .

Language Support

The Trio VisualPro and RealPresence Group Series system web interface provides support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)

- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Resolved Issues

The following table lists the resolved issues in for this release.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Content	EN-122958	The Trio VisualPro or RealPresence Group Series system paired with a Polycom Trio system, the participant information is not displayed constantly.
UI	EN-122958	The Trio VisualPro device does not constantly display participant information.

Known Issues

The following table lists known issues in all releases of Polycom Trio VisualPro Software.

Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Audio	EN-111324	During a call, the mute status of your paired Polycom Trio system may change if you disconnect or connect a Polycom Microphone Array.	Press the mute button on your Polycom Trio system to get back to the audio state you want.
Audio	EN-111245	You won't hear audio if you select TV speakers on the Polycom Trio system menu and don't have microphones connected to the paired Trio VisualPro or RealPresence Group Series system.	Restart the Polycom Trio system (both systems will reboot).

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Configuration	EN-111215	You cannot wake a Trio VisualPro or RealPresence Group Series system that's in Polycom Trio Mode but not yet paired after it goes to sleep.	Perform a factory restore on the Trio VisualPro or RealPresence Group Series system. Then, complete the out-of-box process and pair it with your Polycom Trio system.
Interoperability	EN-105966	After a software upgrade or downgrade, the Polycom Trio system diagnostics may still show the previous version that was running on the paired Trio VisualPro or RealPresence Group Series system.	Restart the Polycom Trio system (both systems will reboot).
Interoperability	EN-106010	If you connect a new Polycom camera to a Trio VisualPro or RealPresence Group Series system while the paired system is on, your Polycom Trio system does not detect the camera.	Restart the Polycom Trio system (both systems will reboot).
Interoperability	EN-109039	To make a call between RealPresence Group Series system and VVX business Media Phones, set the packetization mode to default in VVX phone.	No workaround available
Peripherals	EN-93073	When a Trio VisualPro or RealPresence Group Series system is paired with a Polycom Trio system, the camera fails to detect after you disconnect and reconnect the camera.	Restart the Trio VisualPro or RealPresence Group Series system with the camera attached.
Video	EN-97283	In point-to-point Skype for Business calls above 2 Mbps, the paired Trio VisualPro or RealPresence Group Series system displays pixelated video.	Place Skype for Business-related calls with a bandwidth lower than 2 Mbps.
Video	EN-96468	When your Trio VisualPro or RealPresence Group Series system is paired with a Polycom Trio system, you may see a blue screen instead of self view if you're using an EagleEye Acoustic camera.	Reconnect the camera.
Video	EN-92998	In a point-to-point call using a paired Trio VisualPro or RealPresence Group Series system, when an audio call is changed to a video call or vice versa, the video fails to display for one of the participants.	Reconnect the camera.

Limitations

The following limitations are present in version 6.2.1.1

3.5mm Audio Input

Connecting a microphone to the 3.5mm input on your paired Trio VisualPro or RealPresence Group Series system works only if you do the following:

- Select TV speakers on your Polycom Trio system phone menu or set `up.audio.networkedDevicePlayout="TvOnly"`.
- Connect Polycom tabletop and/or ceiling microphones to your paired video and content system.

Sharing Content Using Polycom Pano App or Polycom People+Content IP

The following limitations are present when sharing content to your paired Polycom Trio system using the Polycom® Pano™ App or Polycom® People+Content™ IP:

- Neither of these content-sharing technologies works during a Skype for Business call (though you can share when the Polycom Trio system isn't in a call).
- You cannot hear audio from the shared content.

Sharing Content Using AirPlay- and Miracast-Certified Devices

When paired with a Trio VisualPro or RealPresence Group Series system, sharing content to the Polycom Trio system with an AirPlay- or Miracast-certified device is not supported.

Sharing Content Using Video-based Screen Sharing

In Skype for Business environments, you can send content using Video-based Screen Sharing (VbSS) only from a device connected to the paired Trio VisualPro or RealPresence Group Series system with an HDMI cable.

Sharing Content Using Skype for Business Clients

Your content may display smaller than you expect when sharing from a Skype for Business client on a device connected to your paired Trio VisualPro or RealPresence Group Series system. This typically occurs when sharing a specific application instead of your desktop or using dual monitors.

The content should display as expected when you share your desktop or use a single monitor.

Sharing Content Using a VGA Connection

You may notice display issues when sharing content from a VGA-connected device using a resolution that isn't 1920x1080.

People as Second Video Input

Configuring the second video input on your Trio VisualPro or RealPresence Group Series system to **People** is not supported; only the **Content** option works.

Single-Monitor Setup

You may encounter display issues if your Trio VisualPro or RealPresence Group Series system is connected to only one monitor.

To avoid these issues, log in to your Trio VisualPro or RealPresence Group Series system web interface and go to **Admin Settings > Audio/Video/Content > Monitors**. Make sure that the **Monitor 2 Enable** setting is **Off**.

Paired RealPresence Group Series Behavior Changes

When your RealPresence Group Series system is paired with a Polycom Trio system, you may notice some changes to what you experience when the system isn't in Polycom Trio Mode.

The following features and peripherals are unavailable when paired:

- Local interface, remote control, touch-monitor capabilities, and the Polycom® RealPresence Touch™ device. (The Polycom Trio system controls what you see on the monitor[s].)
- H.323 calls
- Polycom® SoundStructure®
- Polycom® VisualBoard™
- Polycom® Acoustic Fence™
- Integrator API commands
- Extensive monitor layouts
- RS-232 serial port
- Calendar configuration (done instead through the Polycom Trio system)
- Directory configuration (done instead through the Polycom Trio system)

Interoperability

Video-conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system might transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process should not affect the quality of the call.

Products Tested in this Release

The Trio VisualPro and RealPresence Group Series systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.



Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Management Systems, Recorders, Content Servers	
Polycom® ContentConnect™	1.6.2
Polycom® RealPresence® Media Suite™	2.8.2
Polycom® RealPresence® Distributed Media Application™	10.0.0
Polycom® RealPresence® Resource Manager	10.4.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Polycom® RealPresence® Collaboration Server 1800//2000/4000	8.8.0
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.8.0
Polycom® RealPresence® Web Suite Meeting Experience Application (MEA) Server	2.2.2
Polycom® RealPresence® Web Suite Web Services Portal (WSP) Server	2.2.2
Polycom® Workflow Server One Touch Dial (OTD)	1.6.1
Endpoints	
Avaya Scopia XT5000	08.03.07.0051 V8_3_7_51
Cisco DX70/DX650	SIP10.2.5 and CE9.4.1
Cisco DX80	CE9.4.1

<i>Product</i>	<i>Tested Versions</i>
Cisco MX300 G2	CE9.4.1
Cisco TelePresence 500-32	6.1.13
Cisco TelePresence C20/C40/C90	TC7.3.14
Cisco TelePresence EX90	TC7.3.14
Cisco TelePresence IX5000	8.1.1.1 and 8.3.1.1
Cisco TelePresence SX10/SX20/SX80	CE9.4.1
Cisco TelePresence TX1310	6.1.13
Cisco TelePresence TX9000	6.1.13
LifeSize® Express 220	LS_EX2_5.0.9(2)
LifeSize® Icon 600	LS_RM3_2.9.0 (1982)
Polycom® CX5500	1.3.4
Polycom® RealPresence® Debut™	1.3.2
Polycom® RealPresence® Mobile Android	3.9.1
Polycom RealPresence® Mobile IOS	3.9.1
Polycom® RealPresence® Desktop for Windows®	3.9.1
Polycom® RealPresence® Desktop for Mac®	3.9.1
Polycom® RealPresence® Web Suite	3.9.1
Polycom® VVX® Business Media Phones	5.9.0
Polycom Trio™ 8500	5.9.0
Polycom Trio™ 8800	5.9.0
Peripherals	
Polycom EagleEye Director II	2.1.0.5
Polycom EagleEye Producer	1.2.2.2
Polycom® Pano™ App	1.3.0

Microsoft Interoperability

The Trio VisualPro and RealPresence Group systems support interoperability with the following Microsoft software.

Servers

<i>Product Name</i>	<i>Versions</i>
Microsoft Skype for Business Server 2015 (February 2017)	6.0.9319.516
Microsoft Exchange Server 2016	15.1.1466.3
Microsoft Skype for Business Online	Versions updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions updated regularly and hosted by Microsoft

Clients

<i>Product Name</i>	<i>Versions</i>
Microsoft Skype for Business 2016	16.0.10827.20138
Microsoft Skype for Business - Mac client	16.22.175
Microsoft Skype for Business - Android	6.21.0.24
Microsoft Skype for Business - iOS	6.22.3.2
Polycom Trio™ (with video)	5.7.2AB
Polycom® RealConnect™ Solution	Supported
Skype Room System v2	Not supported

Supported Browsers and Operating Systems

The Trio VisualPro and RealPresence Group Series system web interface is supported on the following browsers and operating systems:

- Windows® Internet Explorer 10 or 11 on Windows 8
- Apple® Safari® 9.0.3 on Mac OS® X (Yosemite)
- Mozilla Firefox 44 on Windows 8

Supported Peripherals

The Trio VisualPro and RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer camera
- Polycom EagleEye Director II camera
- Polycom EagleEye IV camera

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- Polycom EagleEye Acoustic camera
 - Polycom® Microphone Array
 - Polycom® Ceiling Microphone Array

For specific version support information, see [Products Tested in this Release](#).

Polycom Partner Solution Support

Polycom provides interoperability and support resources for partner providers. You can find resources for the following partners at the [Strategic Partner Solutions](#) page on Polycom Support:

- [Polycom Unified Communications Solution for BlueJeans](#)
- [Polycom Unified Communications Solution for BroadSoft Environments](#)
- [Polycom Unified Communications Solution for Microsoft Environments](#)
- [Polycom Interop Solutions for Zoom Environments](#)

Get Help

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

For information about Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

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