

# Polycom® Trio™ VisualPro

## 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 when pairing Polycom Trio VisualPro or Polycom® RealPresence® Group Series 310 and 500 systems with Polycom Trio™ 8500 and 8800 systems version 5.9.0A 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 of the Trio VisualPro software
- Version 2.1.0.5 of the Polycom® EagleEye™ Director II camera software
- Version 1.2.2 of the Polycom EagleEye Producer camera software
- Version 1.0.0 of the Polycom EagleEye Cube camera software

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## What's New

Polycom® Trio™ VisualPro software version 6.2.1 provides the functionality described in the following sections:

- [Upgrading Polycom Trio VisualPro Software](#)
- [Daisy-Chaining Microphones for Polycom Trio VisualPro](#)
- [Enable Content Display in Dual Monitors](#)
- [Integrating Polycom Trio VisualPro with Polycom EagleEye Cube HDCI](#)

### ***Upgrading Polycom Trio VisualPro Software***

Polycom recommends upgrading your Polycom Trio VisualPro software to the latest available release. Polycom Trio VisualPro system software can now be upgraded to any higher software version from 6.2.1 without any software license key.

### ***Daisy-Chaining Microphones for Polycom Trio VisualPro***

Polycom Trio VisualPro system now supports four microphones. You can connect four microphones either on the table or connect them in the ceiling by daisy chaining the microphones.

### ***Enable Content Display on Dual Monitors***

When dual monitors are connected to your Polycom Trio VisualPro, you can display the same content on both the monitors simultaneously. This feature supports only in Video-based screen sharing (VbSS).

### ***Integrating Polycom Trio VisualPro with Polycom EagleEye Cube HDCI***

The Polycom EagleEye Cube is an HDCI camera designed to work with Trio VisualPro system.

The EagleEye Cube HDCI camera has pan, tilt and zoom capabilities suitable for small and medium meeting spaces. You can use the camera icon on Polycom Trio touch user interface to configure the EagleEye Cube HDCI camera settings.



When the Trio VisualPro system is provisioned with a RealPresence Resource Manager server, the EagleEye Cube HDCI camera details are not captured in the RealPresence Resource Manager.

## 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.

- Do one of the following:
  - Download the 6.2.1 software from the Polycom Trio VisualPro page at [support.polycom.com](http://support.polycom.com).
  - In the Trio VisualPro or RealPresence Group Series system web interface (you can find the IP address to access the interface on the Polycom Trio system **Networked Devices** menu), 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 6.2.1 make sure your Polycom Trio system uses 5.9.0A.

## Version History

Release	Release Date	Features
6.2.1	May 2019	Includes upgrading Polycom Trio VisualPro software, maximum connected microphones(four) 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.

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<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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 the following page: <b>Admin Settings &gt; General Settings &gt; System Mode</b> .

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## 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

There are no resolved issues in this release.

## 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).
Audio	EN-121013	When RealPresence Trio and VisualPro are paired and connected to four table microphone using a c-link cable, removing the cable from the 3rd or 4th mic causes the 1st and 2nd mics to automatically unmute.	Reboot the Polycom Trio VisualPro system.
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

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Peripherals	EN-127485	When a Trio VisualPro is connected with a Polycom EagleEye Cube camera, the camera sometimes displays wrong indicators lights when mute and unmute key is used.	Press <b>Mute</b> or <b>UnMute</b> to recover the LED state.
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.

### ***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 Content App or Polycom People+Content IP***

The following limitations are present when sharing content to your paired Polycom Trio system using the Polycom® Content 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://www.polycom.com/Service/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>
<b>Management Systems, Recorders, Content Servers</b>	
Polycom® ContentConnect™	1.6.2
Polycom® RealPresence® Media Suite™	2.8.2
Polycom® RealPresence® Distributed Media Application™	10.0.0.2
Polycom® RealPresence® Resource Manager	10.6
<b>Gatekeeper, Gateways, External MCU, Bridges, Call Managers</b>	
Polycom® RealPresence® Collaboration Server 1800//2000/4000	8.8.1
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.8.1
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)	1.7.0
<b>Endpoints</b>	
Cisco DX70	CE9.6.1
Cisco DX80	CE9.6.1
Cisco MX300 G2	CE9.6.1
Cisco TelePresence 500-32	6.1.13
Cisco TelePresence C20/C40/C90	TC7.3.16
Cisco TelePresence EX90	TC7.3.16
Cisco TelePresence IX5000	8.3.1.1(3)
Cisco TelePresence SX10/SX20/SX80	CE9.6.1
Cisco TelePresence TX1310	6.1.13
Cisco TelePresence TX9000	6.1.13
Polycom® RealPresence® Debut™	1.3.2
Polycom® RealPresence® Mobile Android	3.10.0
Polycom RealPresence® Mobile IOS	3.10.0

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Desktop for Windows®	3.10.0
Polycom® RealPresence® Desktop for Mac®	3.10.0
Polycom® RealPresence® Web Suite	3.9.1
Polycom® VVX® Business Media Phones	6.0.0
Polycom Trio™ 8500	5.9.0
Polycom Trio™ 8800	5.9.0
<b>Peripherals</b>	
Polycom EagleEye Director II	2.1.0.5
Polycom EagleEye Producer	1.2.2.2
Polycom® Pano™	1.2.1
Polycom EagleEye Cube	1.0.0
Polycom® Content 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	16.0.11001.20091
Microsoft Skype for Business - Mac client	16.24.0.191
Microsoft Skype for Business - Android	6.23.0.8
Microsoft Skype for Business - iOS	6.23.2.0
Polycom Trio™ (with video)	5.9.0AB
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
- 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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