



RELEASE NOTES

UC Software 5.4.1AA | February 2016 | 3725-20659-006A

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 5.4.1AA

Polycom® Unified Communications (UC) Software 5.4.1AA is a release for the Polycom® RealPresence Trio™ solution delivering interoperability with Microsoft® Skype™ for Business Online in addition to Open-SIP call platforms, Polycom® RealPresence® Platform, Microsoft® Skype™ for Business 2015, Microsoft® Lync® 2013, and Microsoft® Lync® 2010 on-premises.

UC Software 5.4.1AA supports the following Polycom products:

- RealPresence Trio 8800
- RealPresence Trio Visual+

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

New Features and Enhancements

This release includes the following new features and enhancements:

- [Microsoft Skype for Business On-Premises Interoperability](#)
- [Office365 and Skype for Business Provisioning and Manageability](#)
- [Time and Date Wizard](#)
- [People + Content over USB](#)
- [Skype for Business and Lync 2013 USB Audio Calls](#)
- [Smart Login](#)
- [Additional Features in This Release](#)

See the section [Configuration File Enhancements](#) for the permitted values and descriptions for each feature's parameters.



Note: Available user and administration documentation

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

Microsoft Skype for Business On-Premises Interoperability

This feature enables integration with Microsoft Skype for Business on-premises (Microsoft Skype for Business Cloud PBX in Microsoft Office 365™). This feature also supports the migration of users from the Skype for Business on-premises solution to the Office 365 solution.

The RealPresence Trio solution supports integration with Office 365™, Skype for Business on-premises, Microsoft Exchange on-premises 2013 and 2010, Exchange Online services, and Lync Server 2013 and Lync Server 2010 (audio only).

Office 365 and Skype for Business Provisioning and Manageability

Administrators can provision the RealPresence Trio solution with Office 365 without the need for a separate provisioning server. The Skype for Business server handles device provisioning and feature parameters for Skype for Business and Exchange Services.

Administrators can also migrate user information from a Lync on-premises solution to an Office 365 solution. Administrators can switch between Lync or Skype for Business on-premises and Skype for Business Online deployments without interrupting services.

People + Content IP over USB

The Polycom® People + Content® IP application enables users to show content from their computers over USB during a meeting on the RealPresence Trio solution. With this release, users can connect their Windows® computer with a USB cable to the RealPresence Trio 8800, and show content directly over USB using the People + Content application with RealPresence Trio when in or out of a call.

Keep the following points in mind when using People+Content over USB:

- People+Content over USB provides video-only content at 720p with 5fps; audio content is not shared.
- Video and data sent from People + Content is sent over USB, and no network connection is needed. This is useful for environments where guest IP access is not allowed.
- When used with Skype for Business, People + Content® IP over USB works only with local content sharing, and does not work with peer-to-peer or with Lync conferencing (AVMCU).

Skype for Business and Lync 2013 USB Audio Calls

When the RealPresence Trio 8800 system is connected to a computer over USB, users can mute, hold, or end audio calls placed or answered in the Skype for Business and Lync 2013 clients on the system.

Users cannot make outgoing calls on a locked a system, and Conference calling, Call Park, and Call Transfer are not available until a user unlocks the system.

Configure RealPresence Trio System Monitor Display Information

You can configure the monitor connected to the RealPresence Trio Visual+ to display the system's name, IP address, and extension.

To configure display of system information:

- » In the RealPresence Trio system's Web Configuration Utility, log in as Administrator, and configure the following settings.

Field Name	Description

System Name	<p>The system name displays at the top left corner of the monitor, and at the top of the Global menu of the RealPresence Trio 8800 system.</p> <p>Specify a system name with the <code>system.name</code> parameter, or in the Web Configuration Utility at Simple Setup > System Name. Enter a system name that helps user identify the system, for example, <i>'Conference Room'</i> or <i>'Joe's Phone'</i>.</p> <p>If the <code>system.name</code> parameter is not specified, the system name is specified as follows:</p> <p>If the phone has a registered line: The line label specified by <code>reg.1.label</code> is used first as the system name, and if not specified, the phone uses <code>reg.1.displayName</code> or <code>reg.1.address</code>.</p> <p>If the phone does not have a registered line: The system name displays as <i>'RealPresence Trio 8800 (xxxxxx)'</i> where (xxxxxx) is the last six digits of the phone's MAC address.</p>
IP Address	<p>The RealPresence Trio 8800 IP address displays at bottom left of the monitor.</p> <p>You can configure display of a static IP address in the Web Configuration Utility at Settings > Network > Ethernet.</p>
Extension	<p>The extension displays at the bottom center of the monitor.</p> <p>Extension displays the registered line number of the RealPresence Trio 8800. The monitor does not display an extension until the phone registers with a line.</p> <p>For all registered lines (except Microsoft), configure the extension in the Web Configuration Utility at Simple Setup > SIP Line Identification > Address.</p> <p>For lines registered with Microsoft, you must configure the extension on the Microsoft server you are using.</p>

Smart Login

Smart Login determines if a network environment is capable of PIN Authentication. If the STS-URI is not configured via DHCP Option43 or manually through configuration files, then PIN Authentication will not be enabled for the phone or in the Web Configuration Utility for a Skype for Business sign in.

Time and Date Wizard

Users signing into Skype for Business on the RealPresence Trio 8800 system for the first time are prompted to set the time zone, time format, and date format before they start using the system. This feature is enabled by default.

Set Time Zone Location Description

The following two parameters configure a time zone location description for their associated GMT offset:

- `device.snntp.gmtOffsetcityID`

If you are not provisioning phones manually from the phone menu or Web Configuration Utility, you must configure this parameter to ensure that a correct time zone location description, associated with the `device.snmp.gmtOffset` parameter, displays on the phone menu and Web Configuration Utility. The time zone location description is set automatically if you provision the phone manually using the phone menu or Web Configuration Utility.

- `tcpIpApp.snmp.gmtOffsetcityID`

If you are not provisioning phones manually from the phone menu or Web Configuration Utility, you must configure this parameter to ensure that a correct time zone location description, associated with the `tcpIpApp.snmp.gmtOffset` parameter, displays on the Web Configuration Utility. The time zone location description is set automatically if you provision the phone manually using the Web Configuration Utility.

Use the values in the following table to set the time zone location description.

<i>Value</i>	<i>Time Zone</i>	<i>Default</i>
0	(GMT -12:00) Eniwetok,Kwajalein	NULL
1	(GMT -11:00) Midway Island	
2	(GMT -10:00) Hawaii	
3	(GMT -9:00) Alaska	
4	(GMT -8:00) Pacific Time (US & Canada)	
5	(GMT -8:00) Baja California	
6	(GMT -7:00) Mountain Time (US & Canada)	
7	(GMT -7:00) Chihuahua,La Paz	
8	(GMT -7:00) Mazatlan	
9	(GMT -7:00) Arizona	
10	(GMT -6:00) Central Time (US & Canada)	
11	(GMT -6:00) Mexico City	
12	(GMT -6:00) Saskatchewan	
13	(GMT -6:00) Guadalajara	
14	(GMT -6:00) Monterrey	
15	(GMT -6:00) Central America	
16	(GMT -5:00) Eastern Time (US & Canada)	
17	(GMT -5:00) Indiana (East)	
18	(GMT -5:00) Bogota,Lima	
19	(GMT -5:00) Quito	
20	(GMT -4:30) Caracas	

<i>Value</i>	<i>Time Zone</i>	<i>Default</i>
21	(GMT -4:00) Atlantic Time (Canada)	NULL
22	(GMT -4:00) San Juan	
23	(GMT -4:00) Manaus,La Paz	
24	(GMT -4:00) Asuncion,Cuiaba	
25	(GMT -4:00) Georgetown	
26	(GMT -3:30) Newfoundland	
27	(GMT -3:00) Brasilia	
28	(GMT -3:00) Buenos Aires	
29	(GMT -3:00) Greenland	
30	(GMT -3:00) Cayenne,Fortaleza	
31	(GMT -3:00) Montevideo	
32	(GMT -3:00) Salvador	
33	(GMT -3:00) Santiago	
34	(GMT -2:00) Mid-Atlantic	
35	(GMT -1:00) Azores	
36	(GMT -1:00) Cape Verde Islands	
37	(GMT 0:00) Western Europe Time	
38	(GMT 0:00) London,Lisbon	
39	(GMT 0:00) Casablanca	
40	(GMT 0:00) Dublin	
41	(GMT 0:00) Edinburgh	NULL
42	(GMT 0:00) Monrovia	
43	(GMT 0:00) Reykjavik	
44	(GMT +1:00) Belgrade	
45	(GMT +1:00) Bratislava	
46	(GMT +1:00) Budapest	
47	(GMT +1:00) Ljubljana	
48	(GMT +1:00) Prague	
49	(GMT +1:00) Sarajevo,Skopje	
50	(GMT +1:00) Warsaw,Zagreb	
51	(GMT +1:00) Brussels	
52	(GMT +1:00) Copenhagen	
53	(GMT +1:00) Madrid,Paris	
54	(GMT +1:00) Amsterdam,Berlin	
55	(GMT +1:00) Bern,Rome	
56	(GMT +1:00) Stockholm,Vienna	
57	(GMT +1:00) West Central Africa	
58	(GMT +1:00) Windhoek	
59	(GMT +2:00) Bucharest,Cairo	
60	(GMT +2:00) Amman,Beirut	

<i>Value</i>	<i>Time Zone</i>	<i>Default</i>
61	(GMT +2:00) Helsinki,Kyiv	NULL
62	(GMT +2:00) Riga,Sofia	
63	(GMT +2:00) Tallinn,Vilnius	
64	(GMT +2:00) Athens,Istanbul	
65	(GMT +2:00) Damascus	
66	(GMT +2:00) E.Europe	
67	(GMT +2:00) Harare,Pretoria	
68	(GMT +2:00) Jerusalem	
69	(GMT +2:00) Kaliningrad (RTZ 1)	
70	(GMT +2:00) Tripoli	
71	(GMT +3:00) Moscow	
72	(GMT +3:00) St.Petersburg	
73	(GMT +3:00) Volgograd (RTZ 2)	
74	(GMT +3:00) Kuwait,Riyadh	
75	(GMT +3:00) Nairobi	
78	(GMT +3:00) Baghdad	
76	(GMT +3:00) Minsk	
77	(GMT +3:30) Tehran	
79	(GMT +4:00) Abu Dhabi,Muscat	
80	(GMT +4:00) Baku,Tbilisi	
81	(GMT +4:00) Izhevsk,Samara (RTZ 3)	NULL
82	(GMT +4:00) Port Louis	
83	(GMT +4:00) Yerevan	
84	(GMT +4:30) Kabul	
85	(GMT +5:00) Ekaterinburg (RTZ 4)	
86	(GMT +5:00) Islamabad	
87	(GMT +5:00) Karachi	
88	(GMT +5:00) Tashkent	
89	(GMT +5:30) Mumbai,Chennai	
90	(GMT +5:30) Kolkata,New Delhi	
91	(GMT +5:30) Sri Jayawardenepura	
92	(GMT +5:45) Kathmandu	
93	(GMT +6:00) Astana,Dhaka	
94	(GMT +6:00) Almaty	
95	(GMT +6:00) Novosibirsk (RTZ 5)	
96	(GMT +6:30) Yangon (Rangoon)	
97	(GMT +7:00) Bangkok,Hanoi	
98	(GMT +7:00) Jakarta	
99	(GMT +7:00) Krasnoyarsk (RTZ 6)	
100	(GMT +8:00) Beijing,Chongqing	

<i>Value</i>	<i>Time Zone</i>	<i>Default</i>
101	(GMT +8:00) Hong Kong,Urumqi	NULL
102	(GMT +8:00) Kuala Lumpur	
103	(GMT +8:00) Singapore	
104	(GMT +8:00) Taipei,Perth	
105	(GMT +8:00) Irkutsk (RTZ 7)	
106	(GMT +8:00) Ulaanbaatar	
107	(GMT +9:00) Tokyo,Seoul,Osaka	
108	(GMT +9:00) Sapporo,Yakutsk (RTZ 8)	
109	(GMT +9:30) Adelaide,Darwin	
110	(GMT +10:00) Canberra	
111	(GMT +10:00) Magadan (RTZ 9)	
112	(GMT +10:00) Melbourne	
113	(GMT +10:00) Sydney,Brisbane	
114	(GMT +10:00) Hobart	
115	(GMT +10:00) Vladivostok	
116	(GMT +10:00) Guam,Port Moresby	
117	(GMT +11:00) Solomon Islands	
118	(GMT +11:00) New Caledonia	
119	(GMT +11:00) Chokurdakh (RTZ 10)	
120	(GMT +12:00) Fiji Islands	
121	(GMT +12:00) Auckland,Anadyr	
122	(GMT +12:00) Petropavlovsk-Kamchatsky (RTZ 11)	
123	(GMT +12:00) Wellington	
124	(GMT +12:00) Marshall Islands	
125	(GMT +13:00) Nuku'alofa	
126	(GMT +13:00) Samoa	

Additional Features in This Release

The following feature enhancements were made for this UC Software 5.4.1AA release:

- Enhanced the Lync Status menu in the Web Configuration Utility to show status information for all Skype for Business and Office365 features to support debugging and managing Skype for Business and Office365.
- Added support for Office365 wildcard certificates supported on Microsoft domains.
- Added support for Exchange Web services for Office 365.
- Added support to display the Mute and Stop Video icons on the monitor connected to RealPresence Trio Visual+ system.
- Added support for TLS for sending content between the RealPresence Trio 88000 system and RealPresence Trio Visual+ system.

Polycom with Skype for Business Online Support

The following table indicates Polycom support for Skype for Business Online features:

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

Polycom with Skype for Business Online Feature Support

<i>Skype for Business Online Feature</i>	<i>Polycom with Skype for Business On-Premises</i>	<i>Polycom with Skype for Business Online</i>
Not Microsoft Qualified		
Single-stream video receive	✓	✓
Point-to-point video calls	✓	✓
Multiparty video calls	✓	✓
Active speaker view	✓	✓
Remote Desktop Protocol content receive	✓	✓
Microsoft Qualified		
Resiliency - Branch Office	✓	✗
Resiliency - Data Center Outage	✓	✗
Device Update	✓	✓
In-band Provisioning	✓	✓
PIN Authentication	✓	✗
Call Handling	✓	✓
Call Forward	✓	✓
Call Transfer	✓	✓
Conference Calls	✓	✓

<i>Skype for Business Online Feature</i>	<i>Polycom with Skype for Business On-Premises</i>	<i>Polycom with Skype for Business Online</i>
Local Call Logs	✓	✓
Exchange Call Logs	✓	✓
Federated Calls	✓	✓
Simultaneous Ring	✓	✓
Attendant Console	✓	✗
Cross Pool	✓	✗
Dual Tone Multi Frequency	✓	✓
Emergency 911	✓	✓
Media Bypass	✓	✗
Monitoring (Device Inventory)	✓	✓
Private Line	✓	✗
Response Groups	✓	✗
Message Waiting Indicator	✓	✓
Call Park	✓	✗
Shared Line Appearance	✓	✗
Exchange Contact Integration	✓	✓
Exchange Calendar	✓	✓
Extended Presence	✓	✓
Visual Voicemail	✓	✓

Configuration Enhancements

The following table includes configuration enhancements added in this release.

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

Configuration File Enhancements in UC Software 5.4.1AA

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
device.lync.timeZone	0 or 1	0
If 0, Lync Time Zone Control is disabled. If 1, Lync Time Zone Control is enabled.		
exchange.meeting.parseOption	All, Location, LocationAndSubject, Description, Enum	Location
Indicates the field in the meeting invite from which the VMR or meeting number should be fetched. Takes the values All, Location, LocationAndSubject and Description.		
feature.exchange2007.interop.enabled	0 or 1	0
If 0, interoperability with Microsoft Lync Server 2007 is disabled. If 1, interoperability with Microsoft Lync Server 2007 is enabled.		
feature.exchangeCalendar.enabled	0 or 1	Generic Profile = 0 Lync Profile = 1
If 0, the calendaring feature is disabled. If 1, the feature is enabled.		
feature.LyncCCCP.enabled	0 or 1	Generic Profile = 0 Lync Profile = 1
If 1, use of CCCP is enabled. If 0, use of CCCP is disabled. This parameter is enabled by default when you set the phone's Base Profile to Lync.		
feature.usb.device.content	0 or 1	Generic Profile = 1 Lync Profile = 0
If 0, USB content sharing using the People + Content IP application is disabled. If 1, USB content sharing using the People + Content IP application is enabled.		
feature.usb.device.audio	0 or 1	1
Enables users to use the system as an audio speaker for a computer connected to the system with an USB cable.		
lync.provisionDeviceParams.enabled	0 or 1	1
If 1, you can provision device parameters from Lync Server. If 0, you cannot provision device parameters from Lync Server.		
phoneLock.Allow.AnswerOnLock	0 or 1	0
Enables users to answer incoming calls on the system without needing to enter a user password.		
prov.quickSetup.limitServerDetails	0 or 1	0
If 0, the Zero Touch provisioning server level details is disabled. If 1, the Zero Touch provisioning server level details is enabled.		

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
up.hideSystemIpAddress	0 or 1	0

If 0, the RealPresence Trio 8800 system IP address does not display on the monitor. If 1, the RealPresence Trio 8800 system IP address displays on the monitor.

<log/>

The following table lists new log level change parameters.

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
log.level.change.flk	1 - 6	4
Set the log level for the Flexible Line Keys feature on phones registered with Microsoft servers.		
log.level.change.fur	1 - 6	4
Set the log level for video display fast update requests.		
log.level.change.mcu	1 - 6	4
Set the log level call conference servers.		
log.level.change.mrlib	1 - 6	4
Set the log level for modular room library calls.		
log.level.change.pcon	1 - 6	4
Set the log level for modular room calls.		
log.level.change.pkt	1 - 6	4
Set the log level for RTP packets.		
log.level.change.vsr	1 - 6	4
Set the log level for RTCP Video Source Requests used with the H.264 video codec in Microsoft environments.		
log.level.change.bsdir	1 - 6	4
Set the log level for the BroadSoft Directory.		

Skype for Business Online Parameters

The following table lists the UC Software parameters that correspond with the Skype for Business online parameters.

UC Software and Skype for Business and Exchange Online Parameters

<i>UC Software Parameter</i>	<i>Skype for Business Parameter</i>
dialplan.userDial.timeOut	UserDialTimeoutMS
feature.exchangeCalendar.enabled	EnableExchangeCalendar
device.prov.lyncDeviceUpdateEnabled device.prov.lyncDeviceUpdateEnabled.set	EnableDeviceUpdate
powerSaving.enable	EnablePowerSaveMode
powerSaving.idleTimeout.officeHours	PowerSaveDuringOfficeHoursTimeoutMS
powerSaving.idleTimeout.offHours	PowerSavePostOfficeHoursTimeoutMS
up.oneTouchVoiceMail	EnableOneTouchVoicemail
device.prov.user device.prov.user.set	LocalProvisioningServerUser
device.prov.serverType device.prov.serverType.set	LocalProvisioningServerType
device.prov.password device.prov.password.set	LocalProvisioningServerpassword
device.prov.serverName device.prov.serverName.set	LocalProvisioningServerAddress

Supported DHCP Options and Sub-Options

The following table lists the individual options and sub-options for DHCP Option 43 supported on RealPresence Trio solution.

DHCP Option and Sub-Options

<i>Option</i>	<i>Result</i>
Option 1 - Subnet mask	The phone parses the value from Option 43
Option 2 - Time offset	The phone parses the value.
Option 3 - Router	The phone parses the value.
Option 4 - Time server	The phone parses the value.
Option 6 - Domain Name Server	The phone parses the value.
Option 7 - Domain Log server	The phone parses the value.
Option 15 - Domain Name	The phone parses the value.
Option 42 - Network Time Protocol server	The phone parses the value.
Option 66 - TFTP Server Name	The phone parses the value.
Sub-options configured in Option 43	
Options 1, 2, 3, 4, 5, 6, 7, 15, 42, and 66	The phone parses the value.

Release History

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

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.1AA	February 2016	This release includes support for the following features: <ul style="list-style-type: none">• Microsoft Office 365 and Skype for Business Online• Office 365 and Skype for Business Provisioning and Manageability• Time and Date Initial Setup• People + Content over USB for Windows®• USB Skype for Business or Lync 2013 audio calls with user interface controls 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+

Products Tested with this Release

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



Note: Supported products

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

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

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	
Polycom® RealPresence® Mobile for Tablets	3.4.2
Polycom® RealPresence® Desktop	3.4.1
Polycom® RealPresence® Collaboration Server	8.6.2-181
Polycom® RealPresence® DMA 7000	6.3.1-203222
Polycom® RealPresence® Group Series	5.0-211246
Polycom® Immersive Studio	5.0-211246
Polycom® People + Content IP for PC	1.3.1
Polycom® People + Content IP for Mac	1.0.1
Polycom® HDX® 9002	3.0.1
Polycom® SoundStation® IP	4.0.9.0509
Polycom® VVX® Business Media Phones	UC Software 5.4.1

Server Interoperability

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

RealPresence Trio Solution Server Interoperability

	<i>Microsoft Skype for Business 2015, Lync 2013</i>	<i>BroadSoft R20</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	●	●	●	●	●
Advanced Telephony	●	◐	●	○	○
Video (H.264 AVC)	◐ (SVC)	◐	●	◐	◐
Content	●	●	●	◐	○
Provisioning	●	●	◐*	◐*	○

● - Fully interoperable

◐ - Interoperable with limitations

○ - Not supported

* Requires integration of RealPresence Resource Manager, version 9.0, with Cisco Unified Communications Manager 9.x or later.

System Constraints and Limitations

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

Microsoft Skype for Business or Lync 2013

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

- Limited video quality in low-quality networks
- Low video resolution in Lync AVMCU calls
- Active speaker view only
- Lync 2013 and Skype for Business Mobile Clients are not supported
- Audio-only for Lync 2010 environments; content and video are not supported.
- Content and video are not supported for the Lync for Mac client.

Audio

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

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

Video and Content

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

People + Content IP is supported on Microsoft Windows® only.

Polycom Concierge

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

Third-Party Cables

Using a third-party HDMI cable may inhibit the RealPresence Trio Visual+ from properly executing video settings during video calls. This may occur due to the cable being broken or the cable does not meet general HDMI requirements.

The following behaviors may occur if the RealPresence Trio Visual+ fails to properly execute video settings:

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

If either of these behaviors occur, replace the HDMI cable.

Install RealPresence Trio 8800 Software

Administrators can install software for RealPresence Trio 8800 using a provisioning server or an USB 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 sip.id files for the RealPresence Trio 8800 system and the RealPresence Trio Visual+ accessory.

The following table lists all the files included in the RealPresence Trio solution software package. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.id and resource files is **5.4.1.17597**.

Files Included in the RealPresence Trio Solution Software Package

<i>Distributed Files</i>	<i>File Purpose and Application</i>
3111-65290-001.sip.id	SIP application executable for RealPresence Trio 8800
sip.ver	Text file detailing build-identification(s) for the release
000000000000.cfg	Master configuration template file
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name
applications.cfg	Configuration parameters for microbrowser and browser applications
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
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

<i>Distributed Files</i>	<i>File Purpose and Application</i>
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
VVX-dictionary.xml	Includes native support for the following languages: <ul style="list-style-type: none"> • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Brazil • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, UAE
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Sample loud ringer sound effect
Warble.wav	Sample ringer sound effect

Provision or Update Software with a USB Flash Drive

You can use a USB flash drive to provision and configure the RealPresence Trio 8800 and Visual+ solution, or to update software.

Provision or Update Software on the RealPresence Trio 8800 System with a USB Flash Drive

When you configure the RealPresence Trio 8800 system using a USB drive, the configuration on the USB overrides all previous configurations. However, when the USB drive is removed, the system returns to the previous configuration.

To provision or update the RealPresence Trio 8800 system using a USB flash drive:

- 1 Format a USB flash drive as FAT32. Polycom recommends that you use a USB 2.0 flash drive.
If you are using a drive that is already formatted, ensure that previous files are deleted from the flash drive.
- 2 From [Polycom Voice Support](#), download the software package.
- 3 Unzip the UC Software to the root directory of the USB drive. Note that the minimum files required for provisioning are: `3111-65290-001.sip.ld` file and `000000000000.cfg` or a `<MAC>.cfg`.
- 4 Connect the USB flash drive to the USB port on the system.
- 5 Enter the administrator password.
The system detects the flash drive and starts the update within 30 seconds. The mute keys' indicator lights begin to flash, indicating that the update has started.
The system reboots several times during the update. The update is complete when the indicator lights stop flashing and the Home screen displays.

Provision or Update Software on the RealPresence Trio Visual+ System with a USB Flash Drive

The RealPresence Trio 8800 system automatically provisions and updates a connected and paired RealPresence Trio Visual+ system. You can, however, provision and update the RealPresence Trio Visual+ separately, for example, if you need to support IEEE 802.1x or provision on networks without DHCP.

To update or provision the RealPresence Trio Visual+ using a USB flash drive:

- 1 Format a USB flash drive as FAT32. Polycom recommends that you use a USB 2.0 flash drive.
If you are using a drive that is already formatted, ensure that previous files are deleted from the flash drive.
- 2 From [Polycom Voice Support](#), download the software package.

- 3** Unzip the UC Software to the root directory of the USB drive. Note that the minimum files required for provisioning are: 3111-65290-001.sip.ld file and 00000000000000000000.cfg or a <MAC>.cfg.
- 4** Rename the 3111-65290-001.sip.ld file to 3111-66420-001.sip.ld.
- 5** Connect the USB flash drive to the USB port on the RealPresence Trio Visual+ system.
- 6** Tap the pairing button on the RealPresence Trio Visual+ system three times.
The Visual+ system reads the configuration file and reboots.

Resolved Issues

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

Resolved Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
Audio	VOIP-106729	5.4.1AA	When a smart phone or computer is connected to the system through USB or Bluetooth, the level of audio is reduced to accommodate for a second audio signal.
Audio	VOIP-108799	5.4.0	When connected via USB to a computer running Windows® 10, audio sounds distorted for a few seconds. This distortion occurs when using non-compliant USB cables or USB cable extenders.
Avaya	VOIP-107592	5.4.1AA	The BFCP isn't negotiated on the system during point-to-point calls with an Avaya Scopia XT5000.
BroadSoft	VOIP-108605	5.4.0	In a BroadSoft UC-One environment, you cannot select a contact's phone number in the Contact card.
BroadSoft	VOIP-108605	5.4.0	In a BroadSoft UC-One environment, the Back to Call soft key does not work.
Calendar	VOIP-111434	5.4.1AA	It takes 10 to 20 minutes for events to update in the Calendar on the system.
Calendar	VOIP-112151	5.4.1AA	The Calendar screen displays as a blank screen.
Contacts	VOIP-107605 VOIP-111051 VOIP-109887	5.4.0	The system only displays one favorite on the Home screen after downloading the directory file.
Content	VOIP-107629	5.4.1AA	When content that is less than 16:9 resolution is shared, it is left aligned instead of centered.
Content	VOIP-109875	5.4.0	When content is being sent during a bridged video call where the RealPresence Trio system is set to display video instead of content, the view switches to content after an audio only participant is the active speaker.
Hardware	VOIP-110565	5.4.1AA	Near Field Communication (NFC) is not working properly for some systems.
Lync	VOIP-108507	5.4.1AA	The Mute soft key on the system is not synchronized with the mute status shown in the Skype for Business client.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
USB	VOIP-109302	5.4.0	During a USB Lync call where the RealPresence Trio system is not registered with Lync, the Hold and Dial Pad soft keys do not display on the system.
Lync	VOIP-109809	5.4.1AA	In Roster view, some menu options do not work properly.
Security	VOIP-109262	5.4.1AA	Some security vulnerabilities with OpenSSL.
USB	VOIP-109710	5.4.0	USB call appearances continue to display on the system after the USB cable is disconnected in device mode.
USB	VOIP-111151	5.4.1AA	The USB call appearance continues to display on the system after ending the USB call in the Skype for Business client and disconnecting and reconnecting the USB cable.
User Interface	VOIP-102768	5.4.0	You cannot enter a plus sign + using the dial pad.
User Interface	VOIP-110305	5.4.1AA	Some user interface options were not translated to German.
User Interface	VOIP-111472	5.4.1AA	The system shows a content error screen when an incoming call is ignored while a contact is attempting to show content.
Video	VOIP-108915	5.4.1AA	Video is not shown from the system when the system joins a Lync video conference with video spotlight set on a user.
Video	VOIP-109872	5.4.0	When the parameter <code>mr.srtp.video.require</code> is set to 1, Self View freezes during AVMCU calls, and the stop video icon displays.
Video	VOIP109895	5.4.0	In a Lync environment, when a RealPresence Group Series system places a video call to a RealPresence Trio system, the Rx video packets, shown in Media Statistics on the RealPresence Trio, do not increment, unlike the Tx video packets.
Video	VOIP-110217	5.4.1AA	When the system is set to H.264 base profile, it sends video as 3000 Kbps and ignores bandwidth limits set by the far-end.
Video	VOIP-111251	5.4.1AA	Video freezes intermittently when the RealPresence Trio solution is in a video call with a CX8000 Lync Room System.
Video	VOIP-112010	5.4.1AA	Video is not received on a Cisco 9971 phone when in a call with the RealPresence Trio system.
Video	VOIP-112362	5.4.1AA	Video occasionally doesn't display during video calls with the Lync client.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
Voice	VOIP-110955	5.4.1AA	<p>The software upgrade process for a RealPresence Trio 8800 system with Part Number 2201-65290-018 fails due to an incorrect hardware ID that causes the phone to reject the correct Polycom UC Software image 3111-65290-001.sip.ld.</p> <p>For details, see Engineering Advisory 111066 at Polycom Engineering Advisories and Technical Notifications.</p>
Web Interface	VOIP-110708	5.4.1AA	<p>Signing into Lync from the Web Configuration Utility does not work.</p>

Known Issues

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

Upgrade the RealPresence Trio solution with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

Known Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Audio	VOIP-108805	5.4.0	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.
Audio	VOIP-112358 VOIP-112355 VOIP-112354	5.4.1AA	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.
Bluetooth	VOIP-107039	5.4.1AA	You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a smartphone.	
Bluetooth	VOIP-110016	5.4.1AA	When a Bluetooth audio call is placed on hold on the system, the system displays the call as on hold, but audio continues to be heard between both parties, and the Resume soft key doesn't display.	Hold and resume the call on the smartphone instead of on the system.
BroadSoft	VOIP-107890	5.4.0	In a BroadSoft environment, video does not display in the BroadTouch Business Communication (BTBC) client during a video call between the system and the client on a computer.	On the RealPresence Trio 8800 system, set the H.264 payload type to a value greater than 100. Stop and restart video in the BroadTouch Business Communicator.
Calling	VOIP-106489	5.4.0	You cannot forward incoming calls while the call is ringing.	
Calling	VOIP-106591	5.4.1AA	You cannot establish a conference in a remote shared line scenario.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Camera	VOIP-112343	5.4.1AA	The USB camera occasionally stops sending video.	Reboot the RealPresence Trio Visual+.
Content	VOIP-108961	5.4.0	During a Lync video call between a Lync client and the RealPresence Trio system with content showing, content stops showing after the RealPresence Trio system adds another RealPresence Trio system to the call.	To show content again, tap Toggle People/Content.
Content	VOIP-110063	5.4.1AA	You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
Content	VOIP-110214	5.4.1AA	When the system shows content during a video call with an Avaya Scopia XT5000, content does not display on the Avaya system.	
Content	VOIP-110267	5.4.1AA	Content does not display when using People + Content IP on a MAC OS computer to send content to RealPresence Collaboration Server.	
Content	VOIP-110666	5.4.1AA	When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content during the conference using a Lync client that is not dialed into the conference.	Dial into the conference call in the Lync client, then show content in the Lync client.
General	VOIP-111882	5.4.1AA	After making configuration file changes that require a reboot, including changing the base profile, it occasionally takes up to five minutes for the system to automatically reboot.	
General	VOIP-97345	5.4.0	You cannot use an Ethernet hub with the system.	
Lync	VOIP-105248	5.4.0	If enabled, Lync Call Lists updates are delayed.	
Lync	VOIP-108104	5.4.0	When a Mac computer is connected to the system and a call is placed in the Lync client on the computer, the system does not play the ring back tone after the call is placed.	
Lync	VOIP-111249	5.4.1AA	Intermittent video is shown on the RealPresence Trio solution during video calls with contacts using the Lync client.	
Lync	VOIP-112470	5.4.1AA	During a Lync video call, video does not display after resuming the held video call.	Restart video in the Lync client.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-112488	5.4.1AA	When showing content during a point-to-point call between the system and the Lync client, initiating a conference call fails when trying to add a contact in the Lync client.	
User Interface	VOIP-106962	5.4.0	When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter <code>powerSaving.tvStandbyMode</code> is set to Black, the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode.	Set the parameter <code>powerSaving.tvStandbyMode</code> to NoSignal .
User Interface	VOIP-106998	5.4.1AA	Some user interface issues observed on the Calls screen when merging an active call with a held call.	
User Interface	VOIP-108027	5.4.1AA	When the system has one call on hold and the user is in the process of placing another call from the Place a Call screen, the incoming call notification does not display for incoming calls.	Exit the Place a Call screen and answer the incoming call.
User Interface	VOIP-108574	5.4.0	In a Lync environment, when the dial pad is set as the Idle Screen, the system does not display the dial pad after the system has been inactive for the set amount of time.	
User Interface	VOIP-110779	5.4.1AA	When viewing the contact information for a BroadSoft UC-One contact during an active call, after 40 seconds, the Back to Calls banner disappears, and the system doesn't return to the Calls screen.	
User Interface	VOIP-111525	5.4.1AA	The Add Participant option continues to display in the Roster after the maximum amount of participants in a conference are displayed.	
User Interface	VOIP-111779	5.4.1AA	Switching self-view on and off while in a video call temporarily displays the Welcome screen or a black screen.	
User Interface	VOIP-112048	5.4.1AA	The Voicemail icon disappears from the line key after the system restarts or reboots.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Video	VOIP-107807	5.4.0	When the system is set to 1080p and the bandwidth is increased to 4mbps or 6mbps, video freezes frequently.	Ensure that adequate network bandwidth is available for all calls, deploy proper Quality of Service practices, and reduce the Centralized Conference Profile to a lower resolution.
Video	VOIP-108620	5.4.1AA	The video call ends after trying to add an incoming call to the active video call.	
Video	VOIP-112091	5.4.1AA	Video freezes on the far-end after the far-end is invited to a Meet Now conference.	
Wi-Fi	VOIP-105461	5.4.0	When you enable Wi-Fi before entering the Access Point details, the system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.

Get Help

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

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

The Polycom Community

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