Polycom® RealPresence Trio™ Solution

Applies to the Polycom® RealPresence Trio™ 8800 and 8500 Systems and the Polycom® RealPresence Trio™ Visual+ Accessory

Contents

What's New for UC Software 5.5.2AE

This release of Polycom® Unified Communications (UC) Software 5.5.2AE for the Polycom® RealPresence Trio™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Note that support for the features listed may vary depending on the Real Presence Trio device you are using. Device-specific support is indicated for each feature.

Polycom UC Software 5.5.2AE supports the following Polycom products:

- RealPresence Trio 8500 system
- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

What's New for UC Software 5.5.2AC

This section lists resolved issues for Polycom® Unified Communications (UC) Software 5.5.2AC for the Polycom® RealPresence Trio™ solution in Open SIP and Skype for Business deployments.

Note that support for the features listed may vary depending on the Real Presence Trio device you are using. Device-specific support is indicated for each feature.

Polycom UC Software 5.5.2AC supports the following Polycom products:

- RealPresence Trio 8500 system
- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

Powering the RealPresence Trio 8500 System

Polycom Trio 8500 complies with IEEE 802.3af or 802.3at Power over Ethernet (PoE) standards.

Screen Mirroring on RealPresence Trio Solution

The RealPresence Trio 8800 system provides screen mirroring locally from Apple® AirPlay®-certified devices and the Wireless Display feature for Miracast®-certified Android™ and Windows® devices.

Display System Name for Wireless Content Connections

When the RealPresence Trio system is registered with Skype for Business, you can determine if the Skype for Business display name shows in the list of available devices that supported Apple, Windows, or Android devices can connect with to share content using AirPlay or Miracast.

The Airplay or Miracast devices search for a system name, which you can specify in one or more of the following parameters. The device displays the name you configure for the system in the following priority in order:

- `content.airplayServer.name` for AirPlay

- `content.wirelessDisplay.name` for Wireless Display

- `system.name`

- `displayname` (on the Skype for Business server)

Control the Display of Content Sharing Icon on Home Screen

When Content Sharing is enabled, the "Content" icon for Open SIP environments or "Present" icon for Skype for Business environments displays by default on the Home screen of the RealPresence Trio system when paired with RealPresence Trio Visual+. You can control whether to show or hide the content sharing option from the Home screen even when Content Sharing is enabled.

You can use the following parameter to configure this feature:

- `homeScreen.present.enable`

Software Update using Windows Server

You can use Windows Update Server to update software on the RealPresence Trio 8800 and 8500 systems connected as a USB device to a Microsoft Surface Pro or to a computer running Windows 10 when you set the Base Profile to Skype **USB Optimized**.

Use the parameter `feature.usb.device.msrSoftwareUpdate` to allow the RealPresence Trio system to detect and install the latest firmware available on Windows Update Server.

You can also manually update software for RealPresence Trio 8800 and 8500 systems connected to a Windows 10 computer or Microsoft Surface Pro using the Windows Upgrade server.

RealPresence Trio 8800 System Media Keepalive

Polycom UC Software supports the Media Keepalive feature which allows the RealPresence Trio 8800 system to send keepalive messages. When the firewall blocks the content, these keepalive messages allow the user to receive the content from a far-end device. The keepalive packets are suppressed when the media is sent for audio, video, or content streams.

Toggle Content and People Video Streams

The People/Content toggle option was removed in UC Software 5.4.4AC and has been added again for this release. Users can now toggle between people video and content streams during video calls by tapping Layout > Hide Content.

The Hide Content feature provides the user the ability to lower the priority of the content stream in relation to the video stream.

Skype for Business User Experience Enhancements

The user interface on the RealPresence Trio system was updated to match the theme used in the Skype for Business 2016 client. This feature is enabled by default on systems with the Skype Base Profile or shipped with Skype for Business enabled.

This release also includes the following user interface enhancements for RealPresence Trio with Skype for Business:

- In a locked Skype for Business conference, for any participants added to the conference via an extension or work number, the participant list displays the participant's extension or work number and full name.

- All references to Lync were updated to Skype for Business.

- After a user signs in, the "Congratulations" page automatically disappears, and the user no longer has to select Done to remove the screen.

- For Skype for Business conferences, the system now displays Make Presenter or Make Attendee in place of Host and Attendee options for promoting and demoting conference participants.

- When a video call with content is escalated to a video conference call, the previously shared content is automatically accepted for the conference call.

Viewing a Different Calendar in Skype for Business Mode

The RealPresence Trio 8800 system in a Skype for Business environment can be configured to access a Microsoft Outlook calendar that is not associated with your Skype for Business account.

Dynamic Port Ranges for Video and Content

You can configure your Skype for Business server to provision dynamic port ranges for audio, video, and content services on your RealPresence Trio 8800 system.

Adding a PSTN Participant to a Call

For RealPresence Trio 8800 systems configured for Office 365/Skype for Business Online, you can add call participants using a PSTN phone line.

Displaying Multiple Calendar Meetings on Connected Monitor

When the Calendar feature is enabled, the RealPresence Trio 8800 system automatically displays the Calendar and up to five meetings scheduled within the next 24-48 hours on the Home screen of the monitor connected to RealPresence Trio Visual+ when paired with the system.

The Calendar feature is disabled by default in Open SIP environments and enabled by default in Skype for Business environments.

Web Sign In for Skype for Business Online

Web Sign-in is enabled by default on devices registered with Skype for Business Online and enables users to securely log in to Skype for Business from the phone, computer, or mobile web browser.

Secure Single Sign-On (SSO) with Third-Party Supporting Solutions

Third-party Single Sign-On (SSO) is an authentication method that allows users to use the same login credentials to log in to multiple cloud-based applications, such as Microsoft Exchange and Skype for Business at the same time. SSO enables users to switch between different cloud-based applications during a single session, without being prompted to enter login credentials every time.

RealPresence Trio 8800 and 8500 systems currently support Okta and Ping Federate.

Managing Skype for Business Conference Participant Level in the Call Roster screen

The RealPresence Trio 8800 system now allows presenters or participants to change the participant level 'Make Presenter' / 'Make Attendee' in the call roster screen after adding contacts to a conference call.

Device Lock

You can configure RealPresence Trio 8800 and 8500 systems with a lock code that enables users to access personal settings from different phones. You can configure Device Lock on the Skype for Business server or using Polycom parameters on a centralized provisioning server. Device Lock is disabled by default on devices registered with Skype for Business.

Client Media Port Ranges for Quality of Experience (QoE)

You can enable client media ports and configure unique client media port ranges for QoE for RealPresence Trio 8800 and 8500 systems registered with Skype for Business Server. Enable client media ports as shown in Configuring port ranges for your Microsoft Lync clients in Lync Server 2013.

Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE)

Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE) enables you to monitor the user's audio quality and troubleshoot audio problems. QoE reports contain only audio metrics and do not contain video or content sharing metrics. This feature also enables you to query the QoE status of a phone from the Web Configuration Utility.

MS-QoE is compatible with Skype for Business and Lync Server 2010 and 2013.

Exchange Web Services Discovery

You can integrate RealPresence Trio 8800 and 8500 systems with Microsoft Exchange Server using web autodiscovery. Use the parameter `feature.EWSAutodiscover.enabled` to configure autodiscovery.

Administrator Menu on the RealPresence Trio Systems

For the RealPresence Trio 8800 and 8500 systems, you can use the parameter `feature.advancedUser.enabled` to add a new 'Advanced' menu containing a subset of administrator settings. The new 'Advanced' menu item does not require a password but one can be assigned to it.

After enabling this feature, the new 'Advanced' menu provides access to all administrator features except:

- Line Configuration
- Call Server Configuration
- TLS Security
- Test Automation

Unified Contact Store

You can now migrate and unify users' contacts to Microsoft Exchange Server to enable users to access and manage contacts from any application or device. Changes users make to contacts on one device are synchronized across all devices.

When you enable Unified Contact Store, the following user actions are synchronized:

- Add a contact
- Delete a contact
- Add and delete a Distribution List (DL) group
- Manage contacts or groups

To set up this feature, use a PowerShell command using the instructions on the Microsoft TechNet web site Planning a deploying unified contact store in Lync Server 2013.

Alert Tones for Mute Status

You can receive an alert tone when the mute status of the phone is changed from mute to un-mute or vice versa using any of the mute buttons of the device or from far-end system. The phone also plays an alert tone periodically to indicate that the phone is in mute state.

Alert tones are disabled by default. You can configure this feature using the following parameters:

- `se.touchFeedback.enabled`
- `call.mute.reminder.period`

Dial Plan Normalization

You can enable and configure dial plans for the RealPresence Trio 8800 and 8500 systems on the Skype for Business server or on your provisioning server.

You can configure dial plan normalization on your provisioning server using

- `reg.1.applyServerDigitMapLocally`

For more information on regular expressions used on the Skype for Business server, see .NET Framework Regular Expressions on Microsoft Developer Network.

Multiple Emergency Number Dial Plan

You can configure multiple emergency numbers on the Skype for Business server when registering Polycom devices with Skype for Business. When you correctly configure the multiple emergency numbers on the Skype for Business server, users can make calls to the emergency numbers from the Skype for Business client or from a phone, even when the phone is locked.

Dial Plan for SIP URI Dialing

The RealPresence Trio 8800 system supports the digit map feature for SIP URI dialing by allowing the RealPresence Trio to match URIs based on the dial plan.

When making a URI call, the RealPresence Trio 8800 system allows dial plan matching for SIP URI calls to append strings to the dialed number. SIP URI dial plan can also be used with auto line switching in Hybrid registration scenarios to automatically select the line based on dial plan.

Join a meeting using SIP URI

When you set up a meeting in the Calendar, the RealPresence Trio 8800 system displays a meeting reminder pop up. If a dial-in number is available for the meeting, the reminder pop-up presents a Join button that joins you to the meeting. If a meeting lists multiple dial-in numbers or URIs for the meeting, by default the Join button automatically dials the first number.

You now have the option of configuring the RealPresence Trio 8800 system to offer users a list of available numbers when they tap the Join button instead of dialing the first number.

You can enable this feature using the `exchange.meeting.join.promptWithList` parameter. When enabled, the RealPresence Trio system provides multiple dial-in options when the user taps the Join button on the meeting reminder pop-up. You can choose any one of the following dial-in options to join a meeting:

- SIP URI

- Tel URI

- PSTN number

- IP dial

Hybrid Line Registration

The RealPresence Trio 8800 system supports hybrid (Skype for Business/Open SIP) registration which allows you to simultaneously register one line with Skype for Business or Open SIP and a second line with another Open SIP server. If you plan to register for Skype for Business, make sure to always use Line 1.

You can choose the number of lines you want to register by setting the value in `reg.limit` parameter. By default, the value in the `reg.limit` parameter is set to 1.

User Log Upload

To help troubleshoot user issues, administrators can enable or disable the ability for users to upload diagnostic logs from the phone or Web Configuration Utility and set log levels from the phone.

Use the following parameter to configure User Log Upload:

- `feature.logUpload.enabled`

Audio, Video, and Content Port Ranges

You can now set audio, video, and content ports separately, or you can use the same port range for all.

Set Port Ranges for Open SIP

You can now set audio, video, and content ports separately, or you can use the same port range for all in Open SIP environments using the following parameters:

- `tcpIpApp.port.rtp.contentPortRange.enable`
- `tcpIpApp.port.rtp.contentPortRangeStart`
- `tcpIpApp.port.rtp.contentPortRangeEnd`

Set Port Ranges for Skype for Business

You can now set audio, video, and content ports separately, or you can use the same port range for all in Open SIP environments.

Note that you can set media port ranges on the Skype for Business server. Values set on the Skype for Business server override values configured for these parameters.

Use the following parameters to set Skype for Business port ranges:

- `tcpIpApp.port.rtp.lync.audioPortRangeStart`
- `tcpIpApp.port.rtp.lync.videoPortRangeStart`
- `tcpIpApp.port.rtp.lync.contentPortRangeStart`
- `tcpIpApp.port.rtp.lync.audioPortRangeEnd`
- `tcpIpApp.port.rtp.lync.videoPortRangeEnd`
- `tcpIpApp.port.rtp.lync.contentPortRangeEnd`

RealPresence Trio 8800 and Visual+ System Media Transport Parameters

These parameters provide additional RTP port ranges to transmit media between the RealPresence 8800 system and RealPresence Trio Visual+ systems. Use these parameters only when the default port ranges of these parameters overlaps with the audio, video, and content port ranges:

- `mr.displayStreamPortStart`
- `mr.displayStreamPortEnd`
- `mr.cameraStreamPortStart`
- `mr.cameraStreamPortEnd`
- `mr.audioStreamPortStart`
- `mr.audioStreamPortEnd`

Polycom Labs Experimental Features

Polycom 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.

The following experimental features are available in this release:

- Support for SILK Audio Codec

For more information about experimental features or to provide feedback on your experience, visit the Polycom Support Community.

Support for SILK Audio Codec

The following RealPresence Trio systems support the SILK audio codec:

- RealPresence Trio 8800
- RealPresence Trio 8500

The RealPresence Trio systems support the SILK audio codec as an experimental feature and is disabled by default.

The following new parameters are included for SILK audio codec to support the per-bitrate variants:

- `voice.audioProfile.Silk.payloadSize`
- `voice.audioProfile.Silk.payloadType`
- `voice.audioProfile.Silk.jitterBufferMin`
- `voice.audioProfile.Silk.jitterBufferMax`
- `voice.audioProfile.Silk.jitterBufferShrink`

Supported Microsoft Deployments

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

Microsoft Deployments Supported by RealPresence Trio Solution

Feature / Capability	RealPresence Trio 8800	RealPresence Trio 8800 Collaboration Kit	RealPresence Trio 8500
Skype for Business on-premises	●	●[1]	●
Office 365 / Skype for Business online	●	●[1]	●
Office 365D	●	●[1]	●
Lync 2013 on-premises	●	●[1]	●
Lync 2010 on-premises	●		●

[1] Polycom supported (not Microsoft qualified/supported)

Microsoft Compatibility

The following table indicates features and capabilities supported by the RealPresence Trio 8800 and 8500 systems using the Microsoft Skype for Business client versions listed.

The RealPresence Trio 8500 does not support video or content sharing; only the 'Audio' column applies to the RealPresence 8500 system.

Microsoft Supported Client Features and Capabilities

Feature / Capability	Audio	Video	Content Sharing[1]	Instant Messaging
Skype for Business 2016	Yes	Yes	Yes	No
Skype for Business 2016 on Mac	Yes	Yes	Yes	No
Skype for Business 2016 Mobile	Yes	Yes	Yes	No
Skype for Business 2015	Yes	Yes	Yes	No
Skype for Business Web Application	Yes	Yes	Yes	No
Skype for Business 2015 Mobile	Yes	Yes	No	No
Lync 2013	Yes	Yes	Yes	No
Lync 2013 Mobile	Yes	Yes	No	No

Feature / Capability	Audio	Video	Content Sharing[1]	Instant Messaging
Lync 2010	Yes	No	No	No
Lync 2010 Mobile	No	No	No	No
Lync Phone Edition	Yes	No	No	No
Communicator for Mac 2011	Yes	No	Yes	No
Lync for Mac 2011	Yes	No	Yes	No

[1] 'Present PowerPoint File' and Whiteboard are not supported.

Skype for Business Support

The following tables indicate support for Skype for Business features:

- Supported Microsoft-qualified* features for RealPresence 8800 and 8500 systems
- Polycom supported and not Microsoft-qualified features for RealPresence 8800 system

 * For the latest qualification status see Skype for Business Solution Catalog.

RealPresence Trio 8800 and 8500 Skype for Business Feature Support

The RealPresence 8800 and 8500 systems support the following features with Skype for Business.

RealPresence Trio 8800 and 8500 Skype for Business Feature Support

Microsoft Qualified* and Polycom Supported	Skype for Business On-premises	Skype for Business Online / O365 / Cloud PBX
Resiliency - Branch Office	Yes	No
Resiliency - Data Center Outage	Yes	No
Device Update	Yes	Yes
In-band Provisioning	Yes	Yes
PIN Authentication	Yes	No
Call Handling	Yes	Yes
Call Forward	Yes	Yes

Microsoft Qualified* and Polycom Supported	Skype for Business On-premises	Skype for Business Online / O365 / Cloud PBX
Call Transfer	Yes	Yes
Conference Calls	Yes	Yes
Local Call Logs	Yes	Yes
Exchange Call Logs	Yes	Yes
Federated Calls	Yes	Yes
Simultaneous Ring	Yes	Yes
Attendant Console	Yes	No
Cross Pool	Yes	No
Dual Tone Multi Frequency	Yes	Yes
Emergency 911	Yes	Yes
Media Bypass	Yes	No
Monitoring (Device Inventory)	Yes	Yes
Private Line	Yes	No
Response Groups	Yes	No
Message Waiting Indicator	Yes	Yes
Call Park	Yes	No
Shared Line Appearance	Yes	No
Exchange Contact Integration	Yes	Yes
Exchange Calendar	Yes	Yes
Extended Presence	Yes	Yes
Visual Voicemail	Yes	Yes

* For the latest qualification status see Skype for Business Solution Catalog.

RealPresence Trio 8800 Skype for Business Video and Content Support

The following video and content features are supported on the RealPresence 8800 system.

RealPresence Trio 8800 Skype for Business Video and content Support

Not Microsoft Qualified – Polycom Supported Only	*Skype for Business On-premises*	*Skype for Business Online / O365 / Cloud PBX*
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
Present Whiteboard	No	No

Configuration File Enhancements

The following table includes configuration enhancements added in this release including new parameters, parameters having changed value(s), and removed parameters no longer in use with UC Software.

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 5.5.2AC

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
New			
features.cfg	call.mute.reminder.period	The time interval in seconds to play an alert tone periodically when the RealPresence 8800 or 8500 system is in the mute state. 5 (default) 5 - 3600	No
features.cfg	content.airplayServer.authType	none (default) - No security code for AirPlay certified devices is required. passcode - Use a security code to authenticate AirPlay certified devices.	No
features.cfg	content.airplayServer.enabled	0 (default) - Disable the content sink for AirPlay certified devices. 1 - Enable the content sink for AirPlay certified devices.	No
features.cfg	content.airplayServer.maxResolution	Set the content resolution. 720p (default) 1080p 1024x1024 960x960 480x480	No
features.cfg	content.airplayServer.name	Specify a system name for the local content sink for AirPlay certified devices. If left blank the previously configured or default system name is used. NULL (default)	No
features.cfg	content.local.authChangeInterval	Set the interval in minutes between changes to the local content authentication credentials. 1440 (default) 0 - 65535 0 - Do not change	No

Template	*Parameter*	*Permitted Values*	*Change Causes Restart or Reboot*
`features.cfg`	`content.local.authChangeMode`	Specify when the security code for content sharing with AirPlay certified devices changes. session (default) - Code changes at the end of each content sharing session. relativeTime - Code changes at an interval specified by the content.local.authChangeInterval parameter.	No
`features.cfg`	`content.wirelessDisplay.sink.authorizationType`	Auto (Default) - Content is automatically accepted and displays on the RealPresence Trio 8800 system. Button - Users must confirm content acceptance on a popup message.	No
`features.cfg`	`content.wirelessDisplay.sink.bitrate`	Set the content maximum bitrate in Mbps 30 (default) 0 - 60 0 allows auto-negotiation.	No
`features.cfg`	`content.wirelessDisplay.sink.enabled`	0 (default) - Disable Wireless Display. 1 - Enable Wireless Display.	No
`features.cfg`	`content.wirelessDisplay.sink.fps`	Set the content frame rate in frames per second. 30 (default) 0 - 60 0 allows auto-negotiation	No
`features.cfg`	`content.wirelessDisplay.sink.height`	Set the maximum content height in pixels. 1080 (default) 0 - 1200 0 allows auto-negotiation	No
`features.cfg`	`content.wirelessDisplay.sink.name`	Specify a system name for the local content sink for Android or Windows devices. If left blank the previously configured or default system name is used. NULL (default) UTF-8 encoded string	No

Template	*Parameter*	*Permitted Values*	*Change Causes Restart or Reboot*
`features.cfg`	`content.wirelessDisplay.sink.width`	Set the maximum content width in pixels. 1920 (Default and Maximum) 0 allows auto-negotiation	No
`device.cfg,` `site.cfg`	`device.auth.localAdvancedPassword`	Enter a password for the added Administrator menu. Null (default) String (0 to 64 characters)	No
`device.cfg,` `site.cfg`	`device.auth.localAdvancedPassword.set`	Set a password for the Advanced menu. 0 (default) – You cannot set a password for the added Advanced menu. 1 – You can set a password for the added Administrator menu.	No
`site.cfg`	`dialplan.digitmap.lineSwitching.enable`	0 (default) - Disable the line switching in dial plan to switch the call to the dial plan matched line. 1- Enable the line switching in dial plan to switch the call to the dial plan matched line. This is not applicable for off-hook dialing.	No
`applications.cfg`	`exchange.meeting.join.promptWithList`	Specifies the behavior of the Join button on meeting reminder pop-ups. 0 (default) – Tapping Join on a meeting reminder shows a list of numbers to dial instead of immediately dialing the first one. 1 – A meeting reminder does not show a list of numbers to dial.	No
`applications.cfg`	`exchange.meeting.parseAllowedSipUriDomains`	List of comma-separated domains that will be permitted to be interpreted as SIP URIs Null (default) String (maximum of 255 characters)	Yes

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
applications.cfg	exchange.meeting.parseEmailsAsSipUris	List instances of text like user@domain or user@ipaddress in the meeting description or subject under the More Actions pane as dialable SIP URIs. 0 (default) – Do not list the text as a dialable SIP URI. 1 – Treat user@domain or user@ipaddress as a dialable SIP URI.	Yes
applications.cfg	exchange.meeting.parseOption	Specifies where to search for a dialable number. All (default)	Yes
applications.cfg	exchange.meeting.parseWhen	Specifies when to scan the meeting's subject, location, and description fields for dialable numbers. NonSkypeMeeting (default) Always Never	Yes
applications.cfg	exchange.showSeparateAuth	0 (default) - Lets users sign in with their Skype for Business account and access an associated calendar. 1 - Provides users an option to sign in with credentials in addition to their Skype for Business account to access a different calendar. These additional fields (Exchange Email, Exchange Domain, Exchange User, and Exchange Password) are located in the Sign In > Advanced menu.	Yes
features.cfg	feature.advancedUser.enabled	0 (default) - The normal password-protected Advanced menu displays. 1 - Causes the 'Advanced' menu item to be renamed 'Admin' and adds a menu item 'Advanced' that contains a subset of administrator features. The new 'Advanced' menu does not require a password but you have the option to assign one to it.	No

Template	*Parameter*	*Permitted Values*	*Change Causes Restart or Reboot*
`features.cfg`	`feature.deviceLock.enable`	0 (default) - Device Lock is disabled. 1 - Device Lock is enabled.	Yes
`applications .cfg`	`feature.EWSAutodiscover.ena bled`	If you configure `exchange.server.url` and set this parameter to 1, preference is given to the value of `exchange.server.url`. 1 (default) - Exchange autodiscovery is enabled and the phone automatically discovers the Exchange server using the email address or SIP URI information. 0 - Exchange autodiscovery is disabled on the phone and you must manually configure the Exchange server address.	No
`features.cfg`	`feature.logUpload.enabled`	1 (default) - Enable user log uploads. 0 - Disable user log uploads.	No
`features.cfg`	`feature.usb.device.msrSoftw areUpdate`	1 (default) - Enable the software update using Windows Update feature. 0 - Disable the software update using Windows Update feature.	No
`features.cfg`	`feature.webSignIn.enabled`	1 (default) – In Skype for Business Base Profile, the web sign in option is displayed on the phone for the user. 0 – In Skype for Business Base Profile, the web sign in option is not displayed on the phone for the user.	No
`features.cfg`	`homeScreen.present.enable`	Control whether the Content or Present icon displays on the Home screen when Content Sharing is enabled and the system is paired with RealPresence Trio Visual+. 1 (default) 0	No

Template	*Parameter*	*Permitted Values*	*Change Causes Restart or Reboot*
`site.cfg`	`mr.audioStreamPortEnd`	Determines the end port range for audio streams sent to the RealPresence Visual+. 6199 (default) 1024 - 65436	Yes
`site.cfg`	`mr.audioStreamPortStart`	Determines the start port range for audio streams sent to the RealPresence Visual+. 6000 (default) 1024 - 65436	Yes
`site.cfg`	`mr.cameraStreamPortEnd`	Determines the end port range for video streams received from the RealPresence Visual+ camera. 4219 (default) 1024 - 65436	Yes
`site.cfg`	`mr.cameraStreamPortStart`	Determines the start port range for video streams received from the RealPresence Visual+ camera. 4020 (default) 1024 - 65436	Yes
`site.cfg`	`mr.displayStreamPortEnd`	Determines the end port range for video streams that display on the RealPresence Visual+. 4019 (default) 1024 - 65436	Yes
`site.cfg`	`mr.displayStreamPortStart`	Determines the start port range for video streams that display on the RealPresence Visual+. 4000 (default) 1024 – 65436	Yes
`features.cfg`	`phoneLock.authorized.x.value`	Specify a registered line for 'x' and an authorized call list when the device is locked using a Tel URI or SIP URI, for example, `phoneLock.authorized.1.value=cwi57@cohovineyard.com`.	No

Template	*Parameter*	*Permitted Values*	*Change Causes Restart or Reboot*
`sip-interop.cfg`	`reg.1.mergeServerDigitMapLocally`	1 (default) - This allows the dial plans from `dialplan.1.digitmap` to append on top of the dial plans received from the server. 0 - Does not allow the dial plans from `dialplan.1.digitmap` to append on top of the dial plans received from the server.	No
`reg.cfg`	`reg.limit`	Specify the maximum number of lines to use for registration. 1 (default) 12 maximum (1-3 supported)	No
`features.cfg`	`se.touchFeedback.enabled`	0 (default) - Does not play an alert tone when the mute status is changed on the RealPresence 8800 or 8500 system. 1 - An alert tone is played when the mute status is changed either from the RealPresence 8800, 8500, or far-end system.	No
`site.cfg`	`tcpIpApp.port.rtp.contentPortRange.enable`	1 (default) – Enable the content port range set by `tcpIpApp.port.rtp.contentPortRangeStart` and `tcpIpApp.port.rtp.contentPortRangeEnd`. 0 (default) – Disable the port range for content-only and use the port range set by `tcpIpApp.port.rtp.mediaPortRangeStart` and `tcpIpApp.port.rtp.mediaPortRangeEnd`.	No
`site.cfg`	`tcpIpApp.port.rtp.contentPortRangeEnd`	Determines the end port range for content ports. 2369 (default) 1024 - 65535	No
`site.cfg`	`tcpIpApp.port.rtp.contentPortRangeStart`	Determines the start port for the content port range. 2322 (default) 1024 - 65486	No

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
site.cfg	tcpIpApp.port.rtp.lync.audioPortRangeEnd	Determines the end port for the audio port range. 5389 (default) 1024 - 65485	No
site.cfg	tcpIpApp.port.rtp.lync.audioPortRangeStart	Determines the start port for the audio port range. 5350 (default) 1024 - 65436	No
site.cfg	tcpIpApp.port.rtp.lync.contentPortRangeEnd	Determines the end port for the content port range. 5469 (default) 1024 - 65535	No
site.cfg	tcpIpApp.port.rtp.lync.contentPortRangeStart	Determines the start port for the content port range. 5430 (default) 1024 - 65486	No
site.cfg	tcpIpApp.port.rtp.lync.videoPortRangeEnd	Determines the end port for the video port range. 5429 (default) 1024 - 65535	No
site.cfg	tcpIpApp.port.rtp.lync.videoPortRangeStart	Determines the start port for the video port range. 5390 (default) 1024 - 65486	No
features.cfg	up.configureDeviceLockAuthList	EmergencyNumberAtTop (default) - The E911 emergency number will be displayed followed by authorized numbers when the phone is locked. EmergencyNumberAtBottom - The authorized numbers will be displayed followed by the E911 number when the phone is locked. EmergencyNumberDisabled - Only the authorized numbers will be displayed when the phone is locked.	No

Template	*Parameter*	*Permitted Values*	*Change Causes Restart or Reboot*
features.cfg	up.deviceLock.createLockTimeout	Specify the timeout in minutes after which the Create Lock Code screen disappears and the user is signed out. 0 (default) - No timeout for the Create Lock Code prompt. 0 - 3 minutes - If the user does not provide input to the Create Lock Code within the time you specify, the Create Lock Code screen disappears and the user is signed out of the phone.	No
features.cfg	up.deviceLock.signOutOnIncorrectAttempts	Specify whether to sign out the user from the phone after six unsuccessful attempts to unlock the phone. 0 (default) - After six unsuccessful unlock attempts, the phone displays a message indicating a countdown of 60 seconds after which the user can attempt to unlock the phone. 1 - After six unsuccessful unlock attempts, the user is signed out of the phone, must sign in again, and is prompted to create a new lock code.	No
features.cfg	voice.qoe.event.lossrate.threshold.bad	Defines the threshold for the network loss rate. Total packets lost for an interval/total packets expected for the interval *256 as stated in RFC 2611, section 4.7.1. 38 (default) - Approximately a 15% packet loss. 0 to 100	
features.cfg	voice.qoe.event.lossrate.threshold.poor	Defines the threshold for the network loss rate. Total packets lost for an interval/total packets expected for the interval *256 as stated in RFC 2611, section 4.7.1. 25 ms (default) - Approximately a 10% packet loss. 0 to 100	

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
features.cfg	voice.qoe.event.networkmos.threshold.bad	Defines the threshold for Network MOS as follows: The average of MOS-LQO wideband, as specified by [ITUP.800.1] section 2.1.2, based on the audio codec used and the observed packet loss and inter-arrival packet jitter. 19 (default) - Indicates a MOS score of 1.9. 10 - 50 - Indicates a MOS score between 1 - 5. networkMOS > 2.9 signifies good quality networkMOS > 2.9 < 1.9 signifies poor quality networkMOS < 1.9 signifies bad quality	
features.cfg	voice.qoe.event.networkmos.threshold.poor	Defines the threshold for Network MOS as follows: The average of MOS-LQO wideband, as specified by [ITUP.800.1] section 2.1.2, based on the audio codec used and the observed packet loss and inter-arrival packet jitter. 29 (default) - Indicates a MOS score of 2.9. 10 - 50 - Indicates a MOS score between 1 - 5. networkMOS > 2.9 signifies good quality networkMOS > 2.9 < 1.9 signifies poor quality networkMOS < 1.9 signifies bad quality	

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
Modified			
`sip-interop.cfg`	`up.idleTimeout`	Set the number of seconds that the phone is idle for before automatically leaving a menu and showing the idle display. During a call, the phone returns to the Call screen after the idle timeout. 40 seconds (default) 0 to 65535 seconds	Yes

Release History

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

Release History

Release	Release Date	Features
5.5.3AE	December 2017	This release for the Polycom Trio 8800 and 8500 systems includes several important fixes.
5.5.2AC	September 2017	This release for the RealPresence Trio 8800 and 8500 systems includes the following: • Screen Mirroring on RealPresence Trio Solution • Software Update using Windows Server • RealPresence Trio 8800 System Media Keepalive • Toggle Content and People Video Streams • Skype for Business User Experience Enhancements • Viewing a Different Calendar in Skype for Business Mode • Dynamic Port Ranges for Video and Content • Adding a PSTN Participant to a Call • Displaying Multiple Calendar Meetings on Connected Monitor • Web Sign in for Skype for Business Online • Secure Single Sign-On (SSO) with Third-Party Supporting Solutions • Managing Skype for Business Conference Participant Level in the Call Roster Screen

Release	Release Date	Features
		• Device Lock • Client Media Port Ranges for Quality of Experience (QoE) • Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE) • Exchange Web Services Discovery • Unified Contact Store • Alert Tones for Mute Status • Dial Plan Normalization • Dial Plan for SIP URI Dialing • Join a Meeting using SIP URI • Hybrid Line Registration • User Log Upload • Audio, Video, and Content Port Ranges • Media Transport Ports for audio, video, and content • Experimental: Support for SILK Audio Codec
5.4.5AG	July 2017	This release includes important field fixes and introduces support for compliance of the Polycom® RealPresence Trio™ 8800 system with the Radio Equipment Directive (2014/53/EU) applicable to the European Economic Area (EEA).
5.4.5AC	May 2017	This release addresses the following issues: • Large Skype for Business Meetings with 100+ participants • Connectivity with Gigabit Ethernet switches • Microsoft Exchange Online authentication failure
5.4.5AA	March 2017	This release includes support for the following features: • Enhancements to the RealPresence Trio 8800 and Visual+ system interfaces • Enhancements to the RealPresence Trio solution diagnostics • Set the display language from the RealPresence Trio 8800 system menu • Experimental hybrid and dual-line registration
5.4.4 AB | AD	December | January 2016	This release includes support for the following features: • Hide Meeting Details This release Includes important field fixes.

Release	Release Date	Features
5.4.4AA	November 2016	This release includes support for the following features: • New Skype for Business UI Design • Skype for Business optimized USB Audio Device Base Profile • Picture-in-Picture and Picture-in-Content • Skype for Business Gallery View-like layouts • Calendar improvements • Customization and configuration Options • This release resolves several known issues
5.4.3AB	August 2016	This release includes support for the following features: • Reset Video Mute • Synchronized volume control with a USB-connected computer • RealPresence Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings
5.4.3AA	May 2016	This release includes support for the following features: • Simulcast of two video streams in Skype for Business AVMCU meetings • FEC improvements • Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP • Hide USB Connection from phone menu • Mute video to transmit a still image • Display number/extension or custom label on phone's home screen • Wi-Fi country code settings for India, Indonesia, Saudi Arabia, Singapore, South Africa and South Korea.
5.4.2AB	April 2016	This release replaces 5.4.2AA and addresses the following issue: • Powering RealPresence Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP)
5.4.2AA	March 2016	This release includes support for the following features: • Forward Error Correction (FEC) • Customize the system interface • 1080p content input from People + Content IP / USB This release resolves several known issues.

Release	Release Date	Features
5.4.1AA	February 2016	This release includes support for the following features: • 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+

Security Updates

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Products Tested with this Release

The RealPresence Trio 8800 and 8500 systems and RealPresence Trio Visual+ systems are tested with other products. The following list indicates products that have been tested for compatibility with this release and is not a complete inventory of compatible equipment.

> Update all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the *Current Polycom Interoperability Matrix at* Polycom Support Service Policies.

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.891
Polycom® RealPresence® Mobile for Tablets	3.5.1
Polycom® RealPresence® Desktop	3.6.0
Polycom® RealPresence® Collaboration Server (RMX)	8.6.3
Polycom® RealPresence® DMA 7000	6.3.1
Polycom® RealPresence® Group Series	5.1-0-250527 / 5.1.1.300113
Polycom® RealPresence Immersive Studio™	na
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.9
Polycom® VVX® Business Media Phones	UC Software 5.5.0 | 5.5.1 | 5.5.2

Server Interoperability

The following tables list the server interoperability supported on the RealPresence Trio 8800 and 8500 systems and the feature capabilities supported for each server.

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

RealPresence Trio 8800 and 8500 System Server Interoperability

The following table lists the server interoperability supported on the RealPresence Trio 8800 and 8500 systems and the feature capabilities supported for each server.

RealPresence Trio Solution Server Interoperability

	Microsoft Skype for Business, Lync 2013	BroadSoft R20 and R21	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5 and 9.1	Avaya Aura Communication Manager 7
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◖	SIP Trunk to a supported call platform	○	○
Provisioning	●	●	●[1]	◖[1]	◖[2]

● - Mature interoperable

◖ - Interoperable with limitations

○ - Not supported

[1] Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.1 recommended)

RealPresence Trio 8800 System Server Interoperability

The following table lists the server interoperability supported only on the RealPresence Trio 8800 systems and the feature capabilities supported for each server.

RealPresence Trio Solution Server Interoperability

	Microsoft Skype for Business, Lync 2013	BroadSoft R20 and R21	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5 and 9.1	Avaya Aura Communication Manager 7
Video (H.264 AVC)	◖ (SVC)	●	●	◖[1]	◖
Content	●	◖[2]	●	◖	◖

● - Mature interoperable

◖ - Interoperable with limitations

○ - Not supported

¹ Polycom RealPresence Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).

² Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

System Constraints and Limitations

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

Simulcast Video Streams in Skype for Business AVMCU Meetings on RealPresence Trio 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 RealPresence Trio 8800 system sends the lowest common resolution requested to ensure that all endpoints can display the RealPresence Trio 8800 system video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows RealPresence Trio 8800 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 RealPresence Trio 8800 and 8500 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 RealPresence Trio 8800 or 8500 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 RealPresence Trio 8800 system using an IEEE 802.3 at power over Ethernet Plus (PoE+) switch, the RealPresence 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 RealPresence Trio 8800 or 8500 system in a Microsoft Skype for Business or Lync 2013 environment:

- Audio-only for Lync 2010 environments; content and video are not supported

- Skype for Business (online and on-premises) federation not tested with Skype for consumer

- RealPresence Trio systems with Skype for Business Online is not supported for use in Russia, Belarus and Kazakhstan. RealPresence Trio with Skype for Business on-premises with media encryption disabled is not tested for use in Russia, Belarus and Kazakhstan.

- RealPresence Trio systems are unable to join Skype for Business meeting broadcasts

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

- The RealPresence Trio 8800 system does not support content and video for Lync for Mac 2011 desktop client

- The RealPresence Trio 8800 system does not support content presentation with Skype for Business 2016 on a Mac client

- The RealPresence Trio 8800 system does not receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard.

Microsoft Skype Room System and Surface Hub

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

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

- When connected to a Skype Room System via USB, the RealPresence Trio 8800 and 8500 system performs Acoustic Echo Cancellation (AEC).

- The Web Configuration Utility of the RealPresence Trio 8800 and 8500 system is disabled by default. The Web Configuration Utility can be enabled by an administrator from the phone menu at Settings > Advanced > Administration Settings > Web Server Configuration or using the configuration parameters `httpd.enabled="1"` and `httpd.cfg.enabled="1"`.

Audio

By default, audio from the far-site plays only on the RealPresence Trio 8800 and 8500 system 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 the RealPresence Trio 8800 and 8500 system, audio quality that plays through the system's speaker is lower for the far-side.

Video and Content

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

In Open SIP and Binary Floor Control Protocol (BFCP)-compliant environments, the RealPresence Trio 8800 system cannot send or receive content on the content video channel in a conference held on RealPresence Collaboration Server that has content protocol set to 'H.264 Cascade Optimized' and 'H.264 High Profile' enabled.

Polycom Concierge

The RealPresence Trio 8800 system supports ultrasonic-based SmartPairing only, and it does not support Polycom® Concierge, which requires Bluetooth-based SmartPairing.

Third-Party Cables

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

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

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

If either of these behaviors occur, replace the HDMI cable with a Polycom supplied HDMI cable recommended for use with the RealPresence Trio 8800 system.

Install RealPresence Trio 8800 and 8500 Software

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

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 your devices. Each software package contains configuration files and a sip.ld file for each RealPresence Trio device.

The sip.ld files are model-specific and are as follows:

- RealPresence Trio 8500 system: `3111-66700-001.sip.ld`
- RealPresence Trio 8800 system: `3111-65290-001.sip.ld`

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

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

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

The current build ID for the sip.ld and resource files is **5.5.2.11391**.

Files Included in the RealPresence Trio Solution Software Package

Distributed Files	*File Purpose and Application*
sip.ver	Text file detailing build-identification(s) for the release
000000000000.cfg	Master configuration template file
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name
applications.cfg	Configuration parameters for microbrowser and browser applications
device.cfg	Contains Network Configuration device parameters.
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings
region.cfg	Configuration parameters for regional and localization settings such as time and date and language
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration

Distributed Files	File Purpose and Application
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: • 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

Resolved Issues

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

Resolved Issues

Issue Number	Release	Description
EN-55509	5.5.2AE	Phone administrator settings have been moved to the Advanced menu.

Issue Number	Release	Description
EN-58054	5.5.2AE	When dialing a number in numeric entry mode until dash formatting appears, for example, 1-234-567, switching to URL mode incorrectly forces the dash formatting into the dial buffer when dialing out.
EN-58327	5.5.2AE	When Polycom Trio system is configured with `device.prov.serverType` set to `HTTP` when updating from a FileZilla-based provisioning server, the Polycom Trio system sometimes uploads a core file with "tUtil" in the filename.
VOIP-114563	5.4.2	When the camera target frame rate is reduced below 30 fps (default), self-view may disappear while the RealPresence Trio is idle.
VOIP-115118	5.4.2	When RealPresence Trio solution calls Polycom® RealPresence® Media Suite 2.7 to record a call with content, the Media Suite system is not able to record the content stream.
VOIP-116603	5.4.3	When a RealPresence Trio system connected to a RealPresence Visual+ without a camera joins a Skype for Business point-to-point call or is the active speaker in an AVMCU video call, the TV of other RealPresence Trio systems with RealPresence Visual+ and camera in the call lose video and do not display the 'no far-end video' message.
VOIP-118704	5.4.3	Video content is poor or frozen on RealPresence Trio 8800 Collaboration systems when using RealPresence Trio 8800 Collaboration systems only in a Polycom RealPresence Collaboration Server ('TIP preferred' configuration) based an audio/video conference call.
VOIP-119828	5.4.4	The phone fails to scroll the TO and FROM headers in the caller ID for the BLF feature with GENBAND.
VOIP-121314	5.4.4	When the RealPresence Trio is connected to a Windows 10 computer, sometimes volume changes made on the RealPresence Trio do not update the computer volume.
VOIP-121630	5.4.2	In a point-to-point call between RealPresence Trio systems, a blind transfer call to Microsoft Exchange Auto Attendant fails.
VOIP-121634	5.4.2	The message displays incorrectly in the Japanese language when the user signs in to Skype for Business.
VOIP-121636	5.4.1	The number of Exchange Web Services (EWS) requests from the phone has been significantly reduced to avoid flooding the server with messages.
VOIP-121756	5.4.4	The RealPresence Trio system fails to forward to a number added using the Skype for Business client.

Issue Number	Release	Description

VOIP-122388	5.4.4	RealPresence Trio handles content data and correctly shares content from applications when interoperating with CUCM when you set the following parameters for RealPresence Trio:
		`video.codecPref.H264HP="0"`
		`video.codecPref.H264HP.packetizationMode0="0"`
		`video.codecPref.H264="0"`

VOIP-122630	5.4.5	The RealPresence Trio system generates core dumps after receiving the popup of limit for maximum contacts.
VOIP-122727	5.4.5	After a reboot, the RealPresence Trio shows the full SIP URI in the call logs if the URL contains special characters.
VOIP-122931	5.4.5	When the RealPresence Trio system receives an incoming call from the Skype for Business client using the group pickup call code, video is dropped and the call becomes audio only.
VOIP-122937	5.4.4	Joining a Skype for Business Online Meeting from the RealPresence Trio 8800 Calendar when the meeting request was sent from a remote organization is not working as expected.
VOIP-123587	5.4.4	The RealPresence Trio system is not able to search contacts when registered to Skype for Business on-premises.
VOIP-123767	5.4.4	When you sign in to the RealPresence Trio system using a Skype for Business account, the exchange calendar shows incorrect status information after joining the meeting.
VOIP-124314	5.4.5	When the RealPresence Trio 8800 system is in multiple calls including a call on a Mobile Device that is connected to the RealPresence Trio system via Bluetooth the 'Back to Call' notification on the home screen may not be displayed in certain situations.
VOIP-124480	5.4.5	When you access web UI or phone menu using credentials after the RealPresence Trio 8800 system is reset to factory settings and the time and date settings are disabled, the RealPresence Trio system restarts.
VOIP-124490	5.4.5	In a SIP call between the RealPresence Trio 8800 system and Polycom HDX system, the video content from the HDX system is not received at RealPresence Trio's endpoint.
VOIP-124495	5.4.5	When a user places a SIP call from the RealPresence Debut system to the RealPresence Trio 8800 system, registered to DMA, the RealPresence Trio 8800 system does not receive the content shared from RealPresence Debut after the content shared by RealPresence Trio is stopped.
VOIP-124530	5.4.5	The RealPresence Trio 8800 systems show distorted incoming video content from Polycom HDX 7006 system in a multi-point call.

Issue Number	Release	Description
VOIP-124531	5.4.5	The RealPresence Trio 8800 system requires sending content twice to share with the RealPresence Immersive Studio system when in a point-to-point call.
VOIP-124535	5.4.5	When in a Group Series based multi-point call with Group Series presenting content, content is not received on Group Series when content is presented from RealPresence Trio systems via People + Content IP.
VOIP-124551	5.4.5	In a RealPresence Collaboration server conference call with RealPresence Trio, the call gets disconnected when the RealPresence Trio 8800 system starts sharing content.
VOIP-124577	5.4.5	The Cisco TelePresence system shows poor video quality from a RealPresence Trio 8800 system in a point-to-point call.
VOIP-124636	5.4.5	When adding a participant to a point-to-point audio only call with a RealPresence Trio system from a Skype for Business on a Mac client, the Skype for Business Meeting is not established successfully.
VOIP-124666	5.4.5	Video on RealPresence Trio freezes at call rates of 1Mbps when using Polycom RealPresence Collaboration Server, Virtual Edition.
VOIP-124690	5.4.5	When RealPresence Trio receives an emergency page and a priority page simultaneously from different phones, the call timer next to the emergency page item in the call view is not shown.
VOIP-124694	5.4.5	When a user places a SIP call from the RealPresence Trio 8800 system to Cisco SX series system, registered to DMA, the RealPresence Trio 8800 system does not receive content shared from Cisco SX series system after the content shared by RealPresence Trio is stopped.
VOIP-124713	5.4.5	The RealPresence Trio does not receive content from Cisco TelePresence 500 system registered with Cisco Unified Communications Manager (CUCM) in a point-to-point call.
VOIP-124727	5.4.5	The RealPresence Trio 8800 system does not receive the RDP content shared by Skype for Business Online client in a Skype for Business AVMCU conference call.
VOIP-124731	5.4.5	When the RealPresence Group Series system is configured with BFCP transport protocol as "UDP prefer" and the RealPresence Trio 8800 system is configured as "TCP", the RealPresence Trio system rejects the call from RealPresence Group Series system.
VOIP-124797	5.4.5	The RealPresence Trio 8800 system fails to add a DMA VMR into the AVMCU conference call when registered with Skype for Business in a federated environment.
VOIP-124820	5.4.5	The RealPresence Trio 8800 system fails to send the video content in an AVMCU Skype for Business conference call even when the organizer has removed the restriction of blocking the attendee video.

Issue Number	Release	Description
VOIP-125007	5.4.4	When registered with Skype for Business Server and in a Skype Meeting, the RealPresence Trio system loses content sharing after content shared to the conference has switched from multiple presenters.
VOIP-125227	5.4.4	The RealPresence Trio solution disconnects from a Skype for Business meeting scheduled with limited participation when you unmute.
VOIP-125255	5.4.4	The RealPresence Trio system does not receive video when you set up a Skype for Business conference in which all attendees block video at the start and then invite a RealPresence Trio to join the conference.
VOIP-125543	5.4.5	When the Calendar feature is enabled and the RealPresence Trio system is connected with a Microsoft Exchange Server the current or next meeting is not displayed in the 'Meetings' screen when the configuration parameter `'exchange.meeting.showOnlyCurrentOrNext=1'` is set.
VOIP-125606	5.4.5	The RealPresence Trio solution plays no audio when in a call using the Opus codec with any options
VOIP-125708 VOIP-125425	5.4.5	When in a call using the internet Low Bitrate Codec(iLBC) at 13.33 kbps, the RealPresence Trio system plays no audio.
VOIP-126083	5.4.5	When upgrading RealPresence Trio solution UC software from version 5.4.2 to version 5.4.5, the paired RealPresence Visual+ continuously restarts.
VOIP-126108		On the RealPresence Trio 8800 system paired with Visual+ system, the flicker avoidance and auto focus settings are ignored until the first video call.
VOIP-126227	5.4.5	When adding multiple RealPresence Trio systems registered with Skype for Business to a Meet Now Skype for Business meeting from a Skype for Business desktop client sending video and content, the RealPresence Trio Visual+ system no longer restarts.
VOIP-126280	5.4.5	A core file may be created when using a Skype for Business device update. There is no impact to the update or device performance.
VOIP-126324		If an administrator disables the Call Forward feature on the server, the user must also clear the local phone configuration to disable the feature.
VOIP-126381		The RealPresence Trio systems negotiate with TLS 1.0 and does not provide an option to disable the TLS 1.0.
VOIP-126557		An IM from User B Skype for Business client to a User A causes RealPresence Trio system to ring when the presence status of User A is set to DND.
VOIP-126558	5.4.2	In a BToE scenario, the RealPresence Trio system does not recognize the local Exchange OWA language.

Issue Number	Release	Description
VOIP-126563	5.4.4	Occasionally, there is no audio established when Skype Consumers place a call to the RealPresence Trio system registered to Skype for Business server.
VOIP-126565	5.4.5	The RealPresence Trio system is not able to connect to Exchange Autodiscover.
VOIP-126569	5.4.5	In some customer environments, during a peer-to-peer call between RealPresence Trio systems, the call appearance window loses all soft keys except for End soft key.
VOIP-126581	5.4.5	Pressing the "Read" button in the voice mail menu on a RealPresence Trio system directs the user to the paging screen.
VOIP-126584	5.4.4	Dialing from the RealPresence Trio system fails with the message "SipCallMake failed".
VOIP-126773	5.4.5	The RealPresence Trio system sometimes becomes unresponsive or reboots while attempting to synchronize calendar meetings if a meeting is scheduled to occur for two or more years.
VOIP-126967	5.4.4	The RealPresence Trio system's SSL Client Hello displays incorrect time for the GMT UNIX Time.
VOIP-128169		While adding a participant from RealPresence Trio system to a conference from the Recent Calls menu, and there is an update to the roster view, the user is automatically returned to the Dial screen.
VOIP-128193	5.4.5	When the RealPresence Trio user joins a Skype for Business conference with blocked attendees and is made as a presenter, the RealPresence Trio Tx video fails to display to the participants.
VOIP-128215		The RealPresence Trio system fails to log in when registered to Skype for Business server using the built-in certificate.

Known Issues

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

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

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

Known Issues

Issue Number	Description	Workaround
EN-58947	Polycom Trio system responsiveness can become slow when in a conference with a large number of participants and log levels are set high.	Lower the device log levels.
VOIP-124557	The RealPresence Trio system joins an audio-only Skype for Business Meeting with audio and video when added by a meeting participant or when joining from the RealPresence Trio system when `up.homeScreen.audioCall.enabled` is set to 0.	No workaround currently available.
VOIP-125934	When Polycom People+Content IP is used to share content to the RealPresence Trio system on the same Mac computer while content is already being shared to the same RealPresence Trio system using AirPlay, the video content is corrupted on the RealPresence Visual+ monitor.	Stop and then play the content from Polycom People+ Content IP application.
VOIP-126731	In a Skype for Business call, when a Pexip Web RTC client shares RDP content to RealPresence Trio 8800 system with a paired RealPresence Visual+ system, the content goes corrupt.	No workaround currently available.
VOIP-126737	When you are signed into the RealPresence Trio system and a VVX business media phone at the same time, and you place a call from a RealPresence Trio 8800 system paired with Visual+ system to a Skype for Business client, the Visual+ system displays a black screen until the call is received or disconnected.	No workaround currently available.
VOIP-126782	In certain situations, the "Contacts Synchronizing" message continues to display on the status bar of RealPresence Trio system for a long time.	No workaround currently available.
VOIP-126877	When you dial an incorrect or unknown number after the Exchange auto-attendant prompts you to dial, the call sometimes becomes disconnected.	Call the Exchange Auto Attendant again and enter a correct number to the Auto Attendant.
VOIP-126942	In a point-to-point call between RealPresence Trio 8800 systems, when the camera is removed from the caller's end and re-attached, sometimes the video content is not restored at the far-end system.	Tap **Stop My Video** and then **Start My Video**.
VOIP-126946	The RealPresence Trio 8800 system sometimes stops sending video when an attached USB camera is unplugged and plugged back in during a video call.	Do not unplug and plug the USB camera during a video call.
VOIP-127020	While adding a participant to a Skype for Business conference by dialing the participant's Tel URI, both the SIP and Tel URI of the participant displays in the participant list of the RealPresence Trio system for 3 seconds.	No workaround currently available.

Issue Number	Description	Workaround
VOIP-127037	In a video call between RealPresence Trio and Polycom QDX system, the QDX system receives a green pixelated video content.	No workaround currently available.
VOIP-127157	When the RealPresence Trio system is paired with the RealPresence Visual+ system during an active call, the Visual+ system displays the incorrect name of the far-end system.	No workaround currently available.
VOIP-127186	If the RealPresence Trio system is paired with Visual+ system after the RDP content is shared in a conference with Skype for Business client, the **Show Content** button does not work.	Click **Start Video** and then **Show Content.**
VOIP-127502	When the RealPresence Trio system's base profile is set to Generic, the call logs for a line registered with Skype for Business is not getting cleared even after the Skype for Business user has signed out.	No workaround currently available.
VOIP-127582	In certain situations, the AirPlay content does not drop from the RealPresence Trio Visual+ system after Wi-Fi is disabled on a Mac computer.	No workaround currently available.
VOIP-127724	In a point-to-point to call, the Cisco MX300 system does not receive video from RealPresence Trio 8800 system.	Set `video.codecPref.H264HP.packetizationMode0=0` for the RealPresence Trio system.
VOIP-127751	The RealPresence Trio systems do not display any pop-up message when the Skype for Business user sign-in fails due to invalid domain.	No workaround currently available.
VOIP-127775	In some scenarios, when Skype for Business client shares content in a point-to-point call with RealPresence Trio system, the video content at RealPresence Trio's end is zoomed after content sharing is stopped.	No workaround currently available.
VOIP-127820	During an active call in a hybrid registration, when the call is ended after putting on hold, the hold icon continues to display on the registered line.	Press the corresponding line key to remove the icon.
VOIP-127830	When Skype for Business client shares content in a point-to-point call with RealPresence Trio 8800 system, the Rx video resolution on the RealPresence Trio system is low when compared to the resolution before sharing content.	No workaround currently available.
VOIP-127871	On a RealPresence Trio system when receiving an incoming call while an active call is put on hold, the incoming call tone is not played.	No workaround currently available.
VOIP-127916	In certain situations, the Web Configuration Utility page of RealPresence Trio 8800 system shows incorrect information when the base profile is set to **Generic**.	Refresh the web browser.

Issue Number	Description	Workaround
VOIP-127923	When RealPresence Trio system's base profile is set to Generic and a line is configured with an invalid address, the line icon displays as registered.	No workaround currently available.
VOIP-127949	In a Skype for Business conference call, the RealPresence Trio system fails to add all participants to the conference for consecutive incoming calls.	Do any one of the following: • Create a Meet Now event and have the participants dial in to the conference directly. • Use **Merge Calls** soft key to merge all the calls on hold in to the conference.
VOIP-128028	No pop-up is displayed on the RealPresence Trio system when the user enters too many characters while entering the country code in the **Country** field under **Generate CSR** menu.	No workaround currently available.
VOIP-128054	When leaving the Custom Cipher Suite list as blank, the RealPresence Trio system neither accepts the blank value configured nor displays any error message.	No workaround currently available.
VOIP-128071	When user interrupts recording playback by removing USB stick multiple times, the RealPresence Trio system may not function properly and requires reboot.	No workaround currently available.
VOIP-128115	When the RealPresence Trio 8800 system and RealPresence Group Series are connected through RealPresence Collaboration Server (RMX), the RealPresence Group Series fails to receive content from RealPresence Trio system.	Do not use Polycom Pano application to share content from RealPresence Trio 8800 system.
VOIP-128144	In a point-to-point call between RealPresence Trio 8800 system and Skype for Business client, when Skype for Business client creates a conference and adds video in the call, the RealPresence Trio 8800 system loses audio and video content after declining another incoming call for content.	Select **Start Video**.
VOIP-128168	Content shared via Binary Floor Control Protocol (BFCP) from the far-end system fails to display on the RealPresence Trio 8800 system paired with the Visual+ system in a network with high packet loss.	Click **Stop** and then share content.
VOIP-128171	The RealPresence Trio system does not list the different directory types for the user to choose when accessing contacts from **Recent Calls** menu.	No workaround currently available.
VOIP-128181	Occasionally, the remote party may hear echoes when the RealPresence Trio and Visual+ system are in a two-way video call and the visual+ HDMI is configured as an audio output device.	Select RealPresence Trio system as an audio output device.

Issue Number	Description	Workaround
VOIP-128191	The RealPresence Trio system requires restart for LDAP configuration to take effect.	No workaround currently available.
VOIP-128205	When dialing an IP address from an unregistered RealPresence Trio system, the keypad mode changes from numeric to alphabets unexpectedly.	Press the **?123** button on the keypad to continue entering digits.
VOIP-128240	When the RealPresence Trio system is connected to a MAC computer or Windows host device and is not selected as a USB audio device, while pressing the RealPresence Trio's volume control keys, the host device's volume pop-up appears and move around the screen.	Disconnect RealPresence Trio system from the host device when not selected as a USB audio device.
VOIP-128244	The RealPresence Trio 8800 system sometimes reboots when the attached USB camera is unplugged and plugged during a video call.	Do not unplug and plug the USB camera during a video call.
VOIP-128252	When RealPresence Trio 8800 system is registered to Skype for Business server and the Binary Floor Control Protocol (BFCP) is disabled, content shared from a Skype For Business client fails to display on the RealPresence Visual+ monitor.	Disable BFCP only for lines not registered to Skype for Business if required.
VOIP-128288	The RealPresence Trio system's screen goes black when being idle for a long time after displaying an error pop up due to password expiry.	Tap the RealPresence Trio system's screen.
VOIP-128302	The RealPresence Trio 8800 or RealPresence Visual+ system sometimes reboots when answering an incoming call and sharing content using People+Content IP at the same time.	No workaround currently available.
VOIP-128390	When the RealPresence Trio system is configured with `device.prov.serverType=http` and is getting updated using FileZilla-based provisioning server, the system generates a core file with 'tUtil' appended to the filename.	No workaround currently available.
VOIP-128437	While viewing the calendar on the RealPresence Trio 8500 or 8800 systems, the user is not navigated to home screen by pressing the **Back** button.	Continue to press the **Back** button.
VOIP-128471	When the RealPresence Trio 8800 system initiates an outbound call on a line registered with Skype for Business and the content is pushed to the system using People+Content IP, the local self-view on the RealPresence Visual+ system becomes black until the call is answered.	No workaround currently available.
VOIP-128498	When the RealPresence Trio 8800 system's base profile is set to Skype USB Optimized and is connected to a MAC computer as a USB audio device, the **Hang Up** button on the RealPresence Trio system does not respond during an ongoing call with Skype for Business client.	End the ongoing call using Skype for Business client.

Issue Number	Description	Workaround
VOIP-128499	When the RealPresence Trio 8800 system's base profile is set to Skype USB Optimized and is connected to a MAC computer as a USB audio device, the answer button on the RealPresence Trio system does not respond for a Skype for Business incoming call.	Answer the incoming call using Skype for Business client.
VOIP-128501	When the RealPresence Trio 8800 system's base profile is set to Skype USB Optimized and is connected to a MAC computer as a USB audio device, the call appearance menu fails to display on the RealPresence Trio system while placing a Skype for Business call from a Mac computer.	Use the Skype for Business client user interface call controls on Mac computer.
VOIP-128686	When you upgrade from UC Software 5.5.2.11217 (5.5.2 RevAA) to a later release, RealPresence Trio 8800 and 8500 might generate a core dump 'core.tUtilWDog'. The core dump causes the phone to automatically reboot, which self-corrects the issue.	No workaround currently available.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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