

Polycom Trio™ Solution

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What's New for UC Software 5.7.2AD

This release of Polycom® Unified Communications (UC) Software 5.7.2AD for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments and includes important fixes.

Supported Polycom Products

UC Software 5.7.2AD for Polycom Trio solution supports the Polycom products and peripherals.

Supported Polycom Products and Peripherals

<i>Supported Polycom Product</i>	<i>Supported Product Peripherals</i>
Polycom Trio™ Visual+ accessory	Polycom® EagleEye™ IV USB camera with the Polycom Trio 8800 system Polycom® EagleEye™ Mini USB camera
Polycom Trio VisualPro system	Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera Polycom® EagleEye™ Producer camera Polycom® EagleEye™ Acoustic camera
Polycom® MSR Series solution	Polycom® EagleEye™ IV USB camera Polycom® EagleEye™ IV camera
Polycom® RealPresence® Group Series system	Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera Polycom® EagleEye™ Producer camera Polycom® EagleEye™ Acoustic camera
Polycom Trio 8800 systems support the following devices when connected by USB to Polycom® MSR Dock or Microsoft Surface Hub.	Polycom® EagleEye™ Director II camera

Security Updates

There are no security updates this release.

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

UC Software Distributed Files

You can download the software package for Polycom 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 Polycom Trio device.

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

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



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

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

The following table lists all the files included in the Polycom 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 UC Software 5.7.2AD build ID for the sip.ld and resource files is **5.7.2.3257**.

Release History

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

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.7.2AD	February 2019	This release includes important field fixes.
5.7.2AB	November 2018	This release includes the following enhancements: <ul style="list-style-type: none"> • Microphone Synchronization Between Paired Systems • Audio from an HDMI Connection • Click-to-Join Support for Polycom RealConnect Services
5.7.2AA	October 2018	This release includes support for: <ul style="list-style-type: none"> • Cisco WebEx • Simple Certificate Enrollment Protocol (SCEP)
5.7.1AC	September 2018	This release for the Polycom Trio solution includes several important field fixes.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.7.1AB	August 2018	<p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Polycom Trio solution integration with RealPresence Group Series systems • Polycom Trio system integration with Zoom Rooms
5.7.1AA	July 2018	<p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Polycom EagleEye Mini USB camera support • Pairing with the Polycom EagleEye Director II camera system • Firmware updates for Polycom EagleEye IV USB camera • Scheduled Reboot • Two-Way Active Measurement Protocol (TWAP) • Assured Services - Session Initiation Protocol (AS-SIP) • Enhanced 911 (E.911) • Reset Polycom Trio system to default settings • Remote Party Caller ID from SIP Messages • Calling Line Identification • Static DNS Cache • Direct Inward Dialing Number • Storing Images to a Sub-Directory • Resetting the phone without an admin password • Forwarding incoming Skype for Business calls • Multiple Emergency Number Dial Plan • Siren7 Audio Codec • Skype for Business Device Lock • Microsoft Exchange Integration • Direct Inward Dialing Number • Web Proxy Auto Discovery
5.5.4AA	April 2018	<p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Localization of virtual keyboard in sync with phone language • Two server redundancy parameters added • Per-camera video configurations • Camera controls and presets • Session header parameter updates • Polycom interoperability with BlueJeans • Changes to the display of scheduled meetings
5.5.3AB	February 2018	<p>This release for the Polycom Trio solution includes several important field fixes.</p>

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.5.3AA	December 2017	<p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Transport Layer Security (TLS) version 1.2 • Skype for Business Video-Based Screen Sharing • Polycom EagleEye IV USB camera • Polycom Trio 8500 system with the Polycom Trio Visual+ accessory • SILK audio codec • Airplay discovery over Bluetooth on Polycom Trio 8800 system
5.5.2AE	December 2017	<p>This release for the Polycom Trio 8800 and 8500 systems includes several important fixes.</p>
5.5.2AC	September 2017	<p>This release for the Polycom Trio 8800 and 8500 systems includes the following:</p> <ul style="list-style-type: none"> • Screen Mirroring on Polycom Trio Solution • Software Update using Windows Server • 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 • 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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
		<ul style="list-style-type: none"> • 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® 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Enhancements to the Polycom Trio 8800 and Trio Visual+ system interfaces • Enhancements to the Polycom Trio solution diagnostics • Set the display language from the Polycom 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: <ul style="list-style-type: none"> • Hide Meeting Details This release Includes important field fixes.
5.4.4AA	November 2016	This release includes support for the following features: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Reset Video Mute • Synchronized volume control with a USB-connected computer • Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.3AA	May 2016	<p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • 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	<p>This release replaces 5.4.2AA and addresses the following issue:</p> <ul style="list-style-type: none"> • Powering Polycom Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP)
5.4.2AA	March 2016	<p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • Forward Error Correction (FEC) • Customize the system interface • 1080p content input from People + Content IP / USB <p>This release resolves several known issues.</p>
5.4.1AA	February 2016	<p>This release includes support for the following features:</p> <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 <p>This release also resolved some known issues.</p>
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	<p>Added feature to hide Sign Out option</p> <p>Added an avatar that displays during a conference call when an audio-only participant is the active speaker.</p> <p>Resolved some known issues</p>
5.4.0.12197	November 2015	Resolved some known issues
5.4.0.12107	November 2015	Initial release for Polycom Trio 8800 and Polycom Trio Visual+

Resolved Issues

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

Resolved Issues

<i>Issue</i>	<i>Release</i>	<i>Description</i>
EN-120457	5.7.2AB	The Polycom Trio system doesn't map DTMF clock rate for the Opus codec.
EN-117355	5.7.2AA	Occasionally, you cannot control the mute or unmute state of a call from Polycom Trio system while using the Chrome OS Meet application.
EN-124016	5.7.4	Made improvements to logging security posture.

Known Issues

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

Upgrade the Polycom 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

<i>Issue</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
EN-122939	5.7.1AC	Polycom Trio is not refreshing the access token as per the expiry value received by the Exchange server.	None
EN-118022	5.7.1AC 5.7.2AB	CDP bypass stopped working on the Polycom Trio system after upgrading to UC Software 5.7.2AB.	None
EN-116932	5.7.1AA	Polycom Trio drops calls in subsequent invite after Polycom DMA is updated.	None
EN-116822	5.7.1AA	Far-end audio drops out on the Polycom Trio system after about 20 minutes.	None

Polycom Labs Experimental Features

This release includes a Polycom Labs experimental feature that allows you to pair two Polycom Trio systems (with or without a paired Polycom Trio Visual+, VisualPro, or Group Series system) via IP for enhanced audio performance in large or acoustically challenging rooms. When the two Polycom Trio systems are paired, the speakers and microphones act as a single speaker and microphone array for superior acoustic performance.

UC Software 5.7.2AA For Polycom Trio System - Polycom Labs Experimental Features

<i>Issue</i>	<i>Description</i>
EN-84176	Large Room Audio Coverage (Audio daisy-chaining over IP)

Implement Audio Daisy-Chaining over IP

To improve audio in large or acoustically challenging rooms, you can pair two Polycom Trio systems to achieve a single speaker and microphone array for superior acoustic performance.

Before you begin, you must ensure that:

- Both Polycom Trio systems are connected to the same network subnet.
- The network supports multicast and multicast is enabled.
- Both Polycom Trio systems are running UC Software 5.7.2AA or later.
- The parameter `mr.pair.maxDevices = 2` or higher.

The following refers to Trio A and Trio B to help distinguish device behavior as you complete steps.

Procedure

- 1 On Trio A, go to **Settings > Advanced > Networked Devices**, and set **Networked Device Role** to **HUB**.
- 2 On Trio B, go to **Settings > Advanced > Networked Devices**, and set **Networked Device Role** to **DEVICE**.
Trio B may reboot. If Trio B does not reboot, reboot manually. Note that the Trio B set to **DEVICE** must reboot for the setting to take effect.
- 3 After the Trio B reboots, follow the onscreen instructions that display on the Trio A and Trio B to complete the pairing.

Interoperability

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

Polycom Trio System Interoperability with Zoom

You can integrate Polycom Trio systems as the Zoom Rooms control touch user interface and as the speaker and microphone in Zoom Rooms meetings.

For the latest setup instructions see *Polycom Interoperability with Zoom – Solution Guide* at [Polycom Interop Solutions for Zoom Environments](#).

Polycom Partner Solution Support

The following table lists solution partners supported by Polycom Trio and the UC Software version required to support each partner solution. For documentation, see [Strategic Partner Solutions](#) on Polycom Support.

Polycom Trio Partner Solutions

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

Products Tested with this Release

The Polycom Trio 8800 and 8500 systems and Polycom 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](#).



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

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	8.0.875
Polycom® EagleEye™ IV USB camera	1.2.0-462
Polycom® EagleEye™ IV camera	1.2
Polycom® EagleEye™ Mini USB camera	9.0.17
Polycom® EagleEye™ Director II camera	2.1.0.5
Polycom® EagleEye™ Producer camera	1.2.2.2
Polycom® EagleEye™ Acoustic camera	1.70
Polycom® Trio™ VisualPro system	6.1.10
Polycom® RealPresence® Mobile for Tablets	3.9.0
Polycom® RealPresence® Desktop	3.9.0
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.12
Polycom® VVX® Business Media Phones	UC Software 5.7.1

Updates to Previous Software Releases

This section describes the new features and enhancements to previous UC Software releases.

What's New for UC Software 5.7.2AB

This release of Polycom® Unified Communications (UC) Software 5.7.2AB for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments and includes several important fixes.

Microphone Synchronization Between Paired Systems

When your Polycom Trio system is paired with a Polycom® Trio™ VisualPro or Polycom® RealPresence® Group Series system, you can use both systems' microphones simultaneously.

Prior to RealPresence Group Series software 6.1.10, you could choose only one system for audio input (using the Polycom Trio system `up.audio.networkedDevicePlayout` parameter or phone menu).

Audio from an HDMI Connection

You can hear audio when sharing content from a device connected by an HDMI cable to a paired Trio VisualPro or RealPresence Group Series system that is running RealPresence Group Series software 6.1.10.

Click-to-Join Support for Polycom RealConnect Services

You can "click-to-join" to Microsoft Teams-hosted meetings and Skype For Business meetings from your Polycom Trio system in the following two scenarios:

- Microsoft's Microsoft Teams SIP Voice Gateway
- Polycom's RealConnect For Teams Services and RealConnect For Skype for Business Online.

The Polycom Trio system can be registered as an Open SIP or Skype For Business device, including Hybrid Registration scenarios, with or without a paired Polycom Trio Visual+, RealPresence Group Series, or Polycom VisualPro system.

Click-to-Join Support for Polycom RealConnect Services Parameters

<i>Template</i>	<i>Parameter</i>	<i>Permitted Values</i>	<i>Change Causes Restart or Reboot</i>
<code>features.cfg</code>	<code>exchange.meeting.realConnectProcessing.outboundRegistration</code>	Choose a line number to use to make Polycom RealConnect calls. 2 (default) 1-34	Yes
<code>features.cfg</code>	<code>exchange.meeting.realConnectProcessing.skype.enabled</code>	0 (default) – Disable the Skype for Business meeting on Polycom RealConnect technology. 1 - Enable the Skype for Business meeting on Polycom RealConnect technology.	Yes
<code>features.cfg</code>	<code>exchange.meeting.realConnectProcessing.teams.enabled</code>	1 (default) – Enable Microsoft Teams meeting on Polycom RealConnect technology. 0 - Disable Microsoft Teams meeting on Polycom RealConnect technology.	Yes

Resolved Issues

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

Resolved Issues

<i>Release</i>	<i>Issue</i>	<i>Description</i>
5.7.2AB	EN-99802	The Polycom Trio system does not allow Bluetooth device names containing special HTML characters.
5.7.2AB	EN-110212	When two Polycom Trio systems are paired for daisy chaining and the Polycom Trio acting as the hub is also paired with a RealPresence Group Series system / Polycom Trio VisualPro system, audio from the two Polycom Trio systems is not synchronized.
5.7.2AB	EN-109348	An Etherleak vulnerability has been addressed in this release.
5.7.2AB	EN-107479	When a Polycom Trio system is connected exclusively to a wireless network, the BSSID-determined location information may not be transmitted to E911 infrastructure.
5.5.1	EN-120606	Security improvements regarding the use of default passwords.

What's New for UC Software 5.7.2AA

This release of Polycom® Unified Communications (UC) Software 5.7.2AA for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Polycom Trio System Support for Cisco WebEx

The Cisco WebEx application enables users to join scheduled meetings with one click.

For instructions, see the [Polycom Unified Communications for Cisco Webex – Deployment Guide](#) on Polycom Support.

Simple Certificate Enrollment Protocol

The Simple Certificate Enrollment Protocol (SCEP) is a protocol that enables you to automatically enroll devices to retrieve new digital certificates or re-enroll to renew expired or expiring certificates.

Simple Certificate Enrollment Protocol Parameters

Use the following parameters to configure Simple Certificate Enrollment Protocol (SCEP).

Simple Certificate Enrollment Protocol Parameters

<i>Template</i>	<i>Parameter</i>	<i>Permitted Values</i>	<i>Change Causes Restart or Reboot</i>
features.cfg	SCEP.CAFingerprint	Configure the CA certificate fingerprint to confirm the authenticity of the CA response during enrollment. null (default) 0 - 255 characters	No
features.cfg	SCEP.certPoll.retryCount	Specify the number of times to poll the SCEP server when the SCEP server returns a Certificate Enrollment Response Message with pkiStatus set to 'pending'. 12 (default) 1 - 24	No
features.cfg	SCEP.certPoll.retryInterval	Specify the number of seconds to wait between poll attempts when the SCEP server returns a Certificate Enrollment Response Message with pkiStatus set to 'pending'. 300 seconds (default) 300 - 3600 seconds	No
features.cfg	SCEP.certRenewalRetryInterval	Specify the time interval to retry certificate renewal. 86400 seconds (default) 28800 - 259200 seconds	No
features.cfg	SCEP.certRenewalThreshold	Specify the percentage of the certificate validity interval to initiate a renewal. 80 (default) 50 - 100	No
features.cfg	SCEP.challengePassword	Specify the challenge password to send with the Certificate Signing Request (CSR) when requesting a certificate. null (default) 0 - 255 characters	No

features.cfg	SCEP.csr.commonName	Specify the common name to use for CSR generation. null (default) 0 - 64	No
features.cfg	SCEP.csr.country	Specify the country name to use for CSR generation. null (default) 0 - 2	No
features.cfg	SCEP.csr.email	Specify the email address to use for CSR generation. null (default) 0 - 64	No
features.cfg	SCEP.csr.organization	Specify the organization name to use for CSR generation. null (default) 0 - 64	No
features.cfg	SCEP.csr.state	Specify the state name to use for CSR generation. null (default) 0 - 128 characters	No
features.cfg	SCEP.enable	0 - (default) - Disable the SCEP feature. 1 – Enable the SCEP feature.	No
features.cfg	SCEP.enrollment.retryCount	Specify the number of times to retry the enrolment process in case of enrolment failure. 12 (default) 1 - 24	No
features.cfg	SCEP.enrollment.retryInterval	Specify the time interval to retry the enrolment process. 300 seconds (default) 300 - 3600 seconds	No
features.cfg	SCEP.http.password	Specify the password that authenticates with the SCEP server. null (default) string, max 255 characters	No

<code>features.cfg</code>	<code>SCEP.http.username</code>	Specify the user name that authenticates with the SCEP server.	
		null (default)	No
		string, max 255 characters	
<code>features.cfg</code>	<code>SCEP.url</code>	Specify the URL of the SCEP server.	
		null (default)	No
		0 - 255 characters	

Security Updates

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

Security Updates

Category	Issue ID	Description
Security	EN-103522	Updated OpenSSL to 1.0.2p to address CVE-2018-0732 and CVE-2018-0737.
Security	EN-81214	Tested code to verify no vulnerabilities to CVE-2017-18017 and streamlined to avoid any variants.

Resolved Issues

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

Resolved Issues

Release	Issue	Description
5.7.2AA	EN-54030	Consultative and blind transfers between Polycom Trio systems in PSTN calls are not successfully transferred or established.
5.7.2AA	EN-54240	Unable to configure custom soft keys in the Web Configuration Utility for Polycom Trio or insert a custom soft key to display in the Global menu from the Home screen while the phone is idle.
5.7.2AA	EN-88566	The Polycom Trio Visual+ system sometimes reboots during a conference when the active speaker is switched or when you start and stop video.

<i>Release</i>	<i>Issue</i>	<i>Description</i>
5.7.2AA	EN-90366	The Polycom Trio system might stop accepting AirPlay mirroring connection requests.
5.7.2AA	EN-91287	When you initiate a consultative transfer before the respondent answers the call, both calls are disconnected after the timeout and the transfer fails.
5.7.2AA	EN-92885	When the ICE protocol is not used, a Polycom Trio system paired with a Polycom Trio Visual+ system sometimes fails to receive content from a Skype for Business conference participant.
5.7.2AA	EN-94198	Sometimes the Polycom Trio system incorrectly shows the 'Back to Call' banner for several seconds after answering a call received via Bluetooth instead of the active call.
5.7.2AA	EN-95827	When dialing a number on the Polycom Trio system while off-hook, asterisks you enter are not displaying.
5.7.2AA	EN-96049	The Polycom Trio system icon (i) in the conference roster view, intended to display a pop-up message listing conference information, inadvertently displays when you tap far from the icon.
5.7.2AA	EN-96105	After you add video to a voice conference call on a Polycom® RealPresence® Distributed Media Application™ (DMA®) system bridge, content shared to you from a Polycom Trio system is not shared to other conference participants.
5.7.2AA	EN-96157	VbSS content received from a Polycom Trio system paired with a Group Series system does not show during a conference.
5.7.2AA	EN-96370	On the Polycom Trio system interface screen, multiple rows of information sometimes appear highlighted even though only one row is actually highlighted.
5.7.2AA	EN-97383	After you reboot the Polycom Trio system, sometimes flicker avoidance is set back to default.
5.7.2AA	EN-97612	When you disable <code>video.localCameraView.idleState="0"</code> on the Polycom Trio system, the self-view does not display on the connected Polycom Trio Visual+ monitor when coming out of standby mode.
5.7.2AA	EN-98197	The VVX business media phone sends "http" request even after receiving 401 from the server.
5.7.2AA	EN-99156	The Polycom Trio system does not offer SRTP when retrieving a remote SCA call from hold.
5.7.2AA	EN-99802	Polycom Trio does not allow Bluetooth device names with special HTML characters.
5.7.2AA	EN-100178	When you register the Polycom Trio system with Skype for Business and enable a delegation line, sometimes you are unable to answer an incoming delegate call because the 'Add' and 'Answer' buttons overlap on the screen.
5.7.2AA	EN-100239	When TLS 1.0 is disabled on the Skype for Business server for a Polycom Trio system and the security association fails, subsequent requests are set to TLS-DSK which cause calls to fail.

<i>Release</i>	<i>Issue</i>	<i>Description</i>
5.7.2AA	EN-100615	When a Mac computer using macOS 10.13 is connected to a Polycom Trio system and is in a Microsoft Teams call while Skype for Business is also running, and the call state changes, for example, from active to hold, the Polycom Trio system volume resets to default.
5.7.2AA	EN-100854	In a Skype for Business environment, the description is missing in Field Help for the <code>server.log.setting.enabled</code> parameter.
5.7.2AA	EN-101483	The Polycom Trio system does not receive content in VMR conferences when the VMR server accepts only non-SRTP and you set up the Polycom Trio system to offer SRTP.
5.7.2AA	EN-101766	Unable to mute or remove a PTSN participant during a conference call on Polycom Trio.
5.7.2AA	EN-101769	When TLS 1.0 is disabled on the Skype for Business server, PIN authentication fails.
5.7.2AA	EN-102763	When two Polycom Trio systems are connected to a Skype for Business Office365 video conference, if one of the systems goes on hold, the other system occasionally displays two call windows with the same participant.
5.7.2AA	EN-102764	When a Polycom Trio system connected to a Skype for Business Office365 video conference goes on hold and then resumes the call, the participants on the conference cannot see video from the Polycom Trio system.
5.7.2AA	EN-103036	The Polycom Trio system reboots during a Skype for Business conference call.
5.7.2AA	EN-105448	In some scenarios, a TCP keepalive failure can prevent a call from disconnecting.

Known Issues

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

Upgrade the Polycom 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

<i>Issue</i>	<i>Description</i>	<i>Workaround</i>
EN-100598	Sometimes self-view displayed on the Polycom Trio Visual+ system monitor stops working and instead displays the camera off icon.	Stop and start the self-view without dropping the call.
EN-103866	When the Polycom Trio system's minimum free memory goes below the configured minimum (by default 20%), the Trio system incorrectly displays a low-memory message.	None
EN-104810	When you configure Device Lock and Auto-answer on a Polycom Trio system, you can still answer a call without first unlocking.	None
EN-106059	802.1X authentication of the Polycom Trio system fails in a specific setup of Cisco ISE server using SCEP until you retry multiple times.	None
EN-106639	Display of the far end camera control screen on the Polycom Trio system sometimes delays during Open SIP video calls.	None
EN-106881	When using the Polycom Trio system as the USB audio device for a Skype Room System, muting the microphone on from the Polycom Trio system may not mute the microphone on the Skype Room System.	Use the Skype Room System user interface to mute and unmute the microphone.
EN-106900	When using a Polycom Trio system as the USB audio device for a Skype Room System, hanging up a call from the Skype Room Systems user interface does not clear the call screen from the Polycom Trio system's user interface.	Use only the Polycom Trio system interface to answer and hang up calls.
EN-107072	The Polycom Trio system local camera view sometimes stops showing video during a conference.	The Polycom Trio system local camera view sometimes stops showing video during a conference.
EN-107479	When a Polycom Trio system is connected exclusively to a wireless network, the BSSID-determined location information may not be transmitted to E911 infrastructure.	Connection of a Trio to a wired network may ensure successful transmission of location information to E911 infrastructure if required.
EN-107854	When you configure multiple lines on the Polycom Trio system, One Touch Voicemail does not work correctly.	None
EN-108037	The Polycom Trio system local camera view sometimes displays video artifacts.	None

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.

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

This release includes a Polycom Labs experimental feature that allows you to pair two Polycom Trio systems (with or without a paired Polycom Trio Visual+, VisualPro, or Group Series system) via IP for enhanced audio performance in large or acoustically challenging rooms. When the two Polycom Trio systems are paired, the speakers and microphones act as a single speaker and microphone array for superior acoustic performance.

UC Software 5.7.2AA For Polycom Trio System - Polycom Labs Experimental Features

<i>Issue</i>	<i>Description</i>
EN-84176	Large Room Audio Coverage (Audio daisy-chaining over IP)

Implement Audio Daisy-Chaining over IP

To improve audio in large or acoustically challenging rooms, you can pair two Polycom Trio systems to achieve a single speaker and microphone array for superior acoustic performance.

Before you begin, you must ensure that:

- Both Polycom Trio systems are connected to the same network subnet.
- The network supports multicast and multicast is enabled.
- Both Polycom Trio systems are running UC Software 5.7.2AA or later.
- The parameter `mr.pair.maxDevices = 2` or higher.

The following refers to Trio A and Trio B to help distinguish device behavior as you complete steps.

Procedure

- 4 On Trio A, go to **Settings > Advanced > Networked Devices**, and set **Networked Device Role** to **HUB**.
- 5 On Trio B, go to **Settings > Advanced > Networked Devices**, and set **Networked Device Role** to **DEVICE**.

Trio B may reboot. If Trio B does not reboot, reboot manually. Note that the Trio B set to **DEVICE** must reboot for the setting to take effect.

- 6 After the Trio B reboots, follow the onscreen instructions that display on the Trio A and Trio B to complete the pairing.

Limitations

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

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

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

Power over Ethernet Negotiation in CDP Environments

The Polycom 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 Polycom 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 Polycom Trio 8800 system using an IEEE 802.3 at power over Ethernet Plus (PoE+) switch, the Polycom 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 Polycom 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.
- Polycom Trio systems with Skype for Business Online- and Exchange Online-based voicemail is not supported for use in Russia, Belarus, and Kazakhstan. Polycom Trio with Skype for Business- and Exchange on-premises-based voicemail with media encryption disabled is not tested for use in Russia, Belarus, and Kazakhstan.
- Trio systems are unable to join Skype for Business meeting broadcasts.

- The Polycom Trio system does not support content and video for Lync for Mac 2011 desktop client
- The Polycom Trio system does not receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard.
- The Polycom Trio cannot join remote Skype for Business meetings scheduled by third parties that are not configured for Federation.

Microsoft Skype Room System and Surface Hub

When the Polycom 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 Polycom Trio 8800 and 8500 systems is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the Polycom Trio 8800 and 8500 systems.
- When connected to a Skype Room System via USB, the Polycom Trio 8800 and 8500 system performs Acoustic Echo Cancellation (AEC).
- The Web Configuration Utility of the Polycom Trio 8800 and 8500 systems is disabled by default. The Web Configuration Utility can be enabled by an administrator from the phone menu at Settings > Advanced > Administration Settings > Web Server Configuration or using the configuration parameters `httpd.enabled=1` and `httpd.cfg.enabled=1`.

Audio

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

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

When a Bluetooth-capable device is paired with the Polycom Trio 8800 and 8500 systems, 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 Polycom Trio 8800 system cannot send or receive content on the content video channel in a conference held on Collaboration Server that has content protocol set to 'H.264 Cascade Optimized' and 'H.264 High Profile' enabled.

Third-Party Cables

Using a third-party HDMI cable may inhibit the Polycom 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 Polycom 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 Polycom Trio 8800 system.

Interoperability

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

Polycom Trio System Interoperability with Zoom

You can integrate Polycom Trio systems as the Zoom Rooms control touch user interface and as the speaker and microphone in Zoom Rooms meetings.

For the latest setup instructions see *Polycom Interoperability with Zoom – Solution Guide* at [Polycom Interop Solutions for Zoom Environments](#).

Polycom Partner Solution Support

The following table lists solution partners supported by Polycom Trio and the UC Software version required to support each partner solution. For documentation, see [Strategic Partner Solutions](#) on Polycom Support.

Polycom Trio Partner Solutions

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

Products Tested with this Release

The Polycom Trio 8800 and 8500 systems and Polycom 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](#).



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

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.875
Polycom® EagleEye™ IV USB camera	1.2.0-462
Polycom® EagleEye™ IV camera	1.2
Polycom® EagleEye™ Mini USB camera	9.0.17
Polycom® EagleEye™ Director II camera	2.1.0.5
Polycom® EagleEye™ Producer camera	1.2.2.2
Polycom® EagleEye™ Acoustic camera	1.70
Polycom® Trio™ VisualPro system	6.1.9
Polycom® RealPresence® Mobile for Tablets	3.9.0
Polycom® RealPresence® Desktop	3.9.0
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.12
Polycom® VVX® Business Media Phones	UC Software 5.7.1

Polycom Trio 8800 and 8500 System Server Interoperability

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

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

Trio Solution Server Interoperability

	<i>Microsoft Skype for Business, Lync 2013</i>	<i>BroadSoft R20 and R21</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	●	●	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)

Polycom Trio 8800 System Server Interoperability

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

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

Polycom Trio 8800 System Server Interoperability

	<i>Microsoft Skype for Business, Lync 2013</i>	<i>BroadSoft R20 and R21</i>	<i>Polycom® RealPresence® Platform</i>	<i>Cisco Unified Communications Manager 10.5 and 9.1</i>	<i>Avaya Aura Communication Manager 7</i>
Video (H.264 AVC)	◐ (SVC)	●	●	◐ ¹	◐

	<i>Microsoft Skype for Business, Lync 2013</i>	<i>BroadSoft R20 and R21</i>	<i>Polycom® RealPresence® Platform</i>	<i>Cisco Unified Communications Manager 10.5 and 9.1</i>	<i>Avaya Aura Communication Manager 7</i>
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Content	●	◐ ²	●	◐	◐
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- - Mature interoperable
- ◐ - Interoperable with limitations
- - Not supported

¹ Polycom 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

Microsoft Support

Polycom support for Microsoft features varies by product.

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by the Polycom Trio 8800 and 8500 systems and the Polycom Trio 8800 or 8500 Collaboration Kit that includes the Polycom Trio Visual+ system and a supported camera.

Supported Microsoft Environments

Microsoft Environment	Trio 8800 / 8500	Trio 8800 and 8500 Collaboration Kit
Skype for Business on-premises	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Office 365 / Skype for Business online	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Office 365D	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Lync 2013 on-premises	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Lync 2010 on-premises	Microsoft qualified	na

Microsoft Client Feature Support

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

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



Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. Microsoft does not currently support IP phones on Lync 2010. For information, see [IP Phones](#) on Microsoft Support.

Microsoft Client Feature Support

Feature / Capability	Audio	Video	Content Sharing	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
Microsoft Surface Hub	Yes	Yes	Yes	No
Microsoft Skype Room System v2	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
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

Skype for Business Feature Support

Polycom Trio systems support all features documented in the *Polycom Trio Solution with Skype for Business - Deployment Guide* available on [Polycom Trio](#). All supported features are Microsoft qualified.

For the latest qualification status see [Skype for Business Solution Catalog](#).

Polycom Trio systems do not support the following features with Skype for Business Online, O365, or Cloud PBX:

- Resiliency - Branch Office
- Resiliency - Data Center Outage
- PIN Authentication
- Attendant Console
- Cross Pool
- Media Bypass
- Private Line
- Response Groups
- Call Park
- Shared Line Appearance

Polycom Trio System Support for Skype for Business Video and Content

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

Skype for Business Video and Content Support

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

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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6001 America Center Drive
San Jose, CA 95002
USA



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