Polycom® Trio ™ Solution

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

Contents

What's New for UC Software 5.5.4AA

This release of Polycom® Unified Communications (UC) Software 5.5.4AA for the Polycom® Trio ™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Polycom UC Software 5.5.4AA supports the following Polycom products:

- Polycom Trio 8500 system
- Polycom Trio 8800 system
- Polycom Trio Visual+ accessory
- Polycom EagleEye IV USB Camera

Localize the Phone Language and Keyboard

When you localize the phone to a specific phone language and country, the phone uses the default keyboard layout for that localization. For example, localizing the phone to `French_France` sets the phone to the AZERTY keyboard layout. You can enable multiple localizations and switch between keyboard layouts.

For more information, see the documentation for this release at Polycom Trio on Polycom Support.

Server Redundancy

Polycom Trio systems support failover and fallback server redundancy types. In some cases, you can deploy a combination of the two server redundancy types. Consult your SIP server provider for recommended methods of configuring phones and servers for failover configuration.

The concurrent failover/fallback feature is not compatible with Microsoft environments.

You can use the following two parameters to configure server redundancy for Polycom Trio 8800 and 8500 systems:

- `voIpProt.server.y.failOver.concurrentRegistration`
- `reg.x.server.y.failOver.concurrentRegistration`

Note that the default value of the new parameters `reg.x.server.y.failOver.concurrentRegistration` and `voIpProt.server.y.failOver.concurrentRegistration=0` effective as of UC Software 5.5.2AA for Polycom Trio systems change default behavior in previous releases. Prior to UC Software 5.5.2AA, the server you specify in y concurrently registers with other configured servers. As of UC Software 5.5.2AA, server y is added to the set of redundant failover servers. If you want to register the server concurrently with other servers set either of these parameters to 1.

For more information, see the documentation for this release at Polycom Trio on Polycom Support.

Polycom Interoperability with BlueJeans

Polycom video endpoints now bring the BlueJeans Meetings experience into Polycom RealPresence huddle and conference rooms. When using BlueJeans Meetings and Relay with Polycom Trio or the Polycom Trio Collaboration Kit, you gain:

- Calendaring made easy using BlueJeans Microsoft Outlook for scheduled and ad hoc meetings
- In-room ad-hoc click to join a meeting from a Polycom video endpoint into a BlueJeans Meeting

For Polycom documentation on Polycom Trio interoperability with BlueJeans, see BlueJeans on Polycom Support.

Per-Camera Configuration

This release enables administrators to use the parameter `video.camera.x.type` to configure parameters differently for supported cameras: Polycom® EagleEye™ IV USB camera and Logitech C930e webcam.

Below is an example of per-camera configurations for the Polycom EagleEye IV USB camera and Logitech C930e webcam.

Example Per-Camera Configuration

`video.camera.1.type = EagleEyeIVUSB`	`video.camera.2.type=LogitechC930e`

`video.camera.1.backlightcompensation = 1`
`video.camera.1.focus.auto=1`
	`video.camera.2.backlightCompensation = 1`
	`video.camera.2.focus.auto=0`
	`video.camera.2.focus.range=150`

The following parameters are new for this release:

- `video.camera.x.autoWhiteBalance`
- `video.camera.x.backlightCompensation`
- `video.camera.x.brightness`
- `video.camera.x.contrast`
- `video.camera.x.gamma`
- `video.camera.x.hue`
- `video.camera.x.saturation`
- `video.camera.x.sharpness`
- `video.camera.x.whiteBalance`
- `video.camera.x.flickerAvoidance`
- `video.camera.x.focus.auto`
- `video.camera.x.focus.range`
- `video.camera.x.type`

- `reg.x.fecc.enabled`
- `video.camera.preset.home.pan`
- `video.camera.preset.home.tilt`
- `video.camera.preset.home.uponIdle.delay`
- `video.camera.preset.home.uponIdle.delay`
- `video.camera.preset.home.zoom`
- `video.camera.controlStyle`
- `video.iFrame.period.onBoard`

The following parameters were modified for this release:

- `mr.video.camera.focus.auto`
- `mr.video.camera.focus.range`
- `video.camera.autoWhiteBalance`
- `video.camera.backlightCompensation`
- `video.camera.brightness`
- `video.camera.contrast`
- `video.camera.flickerAvoidance`
- `video.camera.gamma`
- `video.camera.hue`
- `video.camera.saturation`
- `video.camera.sharpness`
- `video.camera.whiteBalance`

For more information, see the documentation for this release at Polycom Trio on Polycom Support.

Camera Controls and Presets

Users can now use camera controls on the Polycom Trio system to pan, tilt, and zoom a connected Polycom EagleEye IV USB camera system connected to a paired Polycom Trio Visual+ accessory. Users can also set, rename, and clear camera presets saved on the Polycom Trio system. Enhancements to Video Layouts

You can now set the best layout mode for video using the following parameter:

- `video.conf.displayLayout.autoPreference`

The default layout for video is a gallery view of participants.

Session Header

Polycom Trio systems support keepalive SIP session timers for the global lines and the per-registration line using the following configuration parameters:

- `voIpProt.SIP.keepalive.sessionTimers`
- `reg.x.keepalive.sessionTimers`

Here, $voIpProt.SIP.keepalive.sessionTimers$ is a global configuration parameter that applies across all the registered lines where the call does not get disconnected when the phone does not receive UPDATE packet. And, $reg.x.keepalive.sessionTimers$ is a per-registration line parameter that applies to all the individual lines. Here, the call gets disconnected when the phone does not receive UPDATE packet within the specified timer value.

Enhancement to Polycom Trio System Calendar Display

In previous releases, setting parameter $exchange.Meeting.hideAllDayNotification=1$ hid all-day meeting notifications on the Calendar screen while multiday meeting notifications displayed. Now, both all-day and multiday meeting notifications are hidden on the Calendar screen.

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 two Polycom Labs experimental features to make audio conference bridge dialing faster and more convenient.

UC Software 5.5.4AA For Polycom Trio System - Polycom Labs Experimental Features

Issue	Description
EN-55445	This feature allows PAUSE (","/"p") or WAIT (";"/"w") characters to be included in the Contact field when creating or editing an entry in the Local Contact Directory.
	When you dial into a conference, the digits in the Contact field before the first PAUSE or WAIT character are used to dial out and connect to the conference bridge. After you are connected to the conference bridge, the PAUSE or WAIT is initiated.
	PAUSE characters delay the number of seconds equal to the number of PAUSE characters. Subsequent digits in the Contact field are then dialed.
	WAIT characters cause a prompt to display showing subsequent digits in the Contact field. When you select Send, the digits are dialed.
	This experimental feature supports multiple sets of PAUSE/WAIT characters as well as digit sequences within a Contact field.
	To enable this feature, set the following parameters:
	• `feature.enhancedFeatureKeys.enabled="1"`
	• `feature.directory.enabled="1"`
	• `feature.pauseAndWaitDigitEntryControl.enabled="1"`
EN-55377	To use this experimental feature, you must enable the feature listed in EN-55445 above.
	When you select Join to join a meeting and the meeting invitation Location field is populated in the required format shown below, the access code is automatically dialed one second (each ""/comma entered creates a 1 second pause) after connecting to the conference bridge.
	Required format for the Location field: `<conference bridge number>,<access code>`
	Note: The body of the meeting invitation is not searched for the access code. You must enter the access code in the Location field.

Supported Microsoft Deployments

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

Microsoft Deployments Supported by Polycom Trio Solution

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

Feature / Capability	Trio 8800	Trio 8800 and 8500 Collaboration Kit	Trio 8500
Lync 2013 on-premises	●	●[1]	●
Lync 2010 on-premises	●		●

[1] Polycom supported, non-Microsoft qualified/supported

Microsoft Compatibility

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

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 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
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 the Polycom Trio 8800 and 8500 systems
- Polycom supported, non-Microsoft-qualified features for the Polycom Trio 8800 system

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

Polycom Trio 8800 and 8500 System Skype for Business Feature Support

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

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
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

Microsoft Qualified* and Polycom Supported	Skype for Business On-premises	Skype for Business Online / O365 / Cloud PBX
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

Trio 8800 and 8500 Skype for Business Video and Content Support

The following video and content features are supported on the Polycom Trio 8800 and 8500 systems.

Trio 8800 and 8500 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 Video-based Screen Sharing (VbSS) format	Yes	Yes

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

Release History

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

Release History

Release	Release Date	Features
5.5.4AA	April 2018	This release for the Polycom Trio Solution includes support for the following: • 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	This release for the Polycom Trio solution includes several important field fixes.

Release	Release Date	Features
5.5.3AA	December 2017	This release for the Polycom Trio Solution includes support for the following: • 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	This release for the Polycom Trio 8800 and 8500 systems includes several important fixes.
5.5.2AC	September 2017	This release for the Polycom Trio 8800 and 8500 systems includes the following: • 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

Release	Release Date	Features
		• 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: • 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 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: • Hide Meeting Details This release Includes important field fixes.
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 • Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings

Release	Release Date	Features
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 Polycom 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.
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 Polycom Trio 8800 and Polycom 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 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.

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.875
Polycom® RealPresence® Mobile for Tablets	3.9.4
Polycom® RealPresence® Desktop	3.9.0
Polycom® RealPresence® Collaboration Server (RMX)	8.5.12
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® RealPresence® Group Series	6.1.3
Polycom® Pano™ system	1.1
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.11
Polycom® VVX® Business Media Phones	UC Software 5.6.0 / UC Software 5.5.3

Server Interoperability

The following tables list 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.

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.

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)

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.

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 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 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 support content presentation with Skype for Business 2016 on a Mac client

- The Polycom Trio 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 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.

Install Polycom Trio 8800 and 8500 Software

Administrators can install software for the Polycom Trio 8800 and 8500 systems 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* Trio *Solution Administrator Guide* for more information on configuring features.

Download the Distribution 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 current build ID for the sip.ld and resource files is **5.5.4.2255**.

Files Included in the Polycom 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

Distributed Files	File Purpose and Application
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration
site.cfg	Configuration parameters that are set for each site
video.cfg	Configuration parameters for video connectivity
VVX-dictionary.xml	Includes native support for the following language files: • Chinese_China • Chinese_Taiwan • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, Canada • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Portugal • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, AE
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 Polycom Trio systems. This release also includes several other user experience and performance fixes and enhancements not listed below.

Resolved Issues

Release	Issue Number	Description
5.5.4AA	EN-54029	In secured Skype for Business calls using the Polycom Trio 8800 system, the call screen moves down and up during SRTP key negotiation.
5.5.4AA	EN-54040	When you configure the Polycom Trio system to Skype USB Optimized Base Profile, the Trio system shows as idle after you hang up a connected call during an incoming call.
5.5.4AA	EN-55310	When the Polycom Trio is used as a USB device with a macOS computer and a Skype for Business call is active on the macOS computer and Trio system, the end call button on the Trio system screen does not end the call.
5.5.4AA	EN-55326	When the Polycom Trio system is used as a USB device with a macOS computer and a Skype for Business call is incoming to the macOS computer, the answer button on the Trio system screen does not answer the call.
5.5.4AA	EN-55504	The Polycom Trio system sometimes displays a "Failed to process the request" pop-up message when you mute/unmute during a long-running AVMCU conference call.
5.5.4AA	EN-55538	The USB camera does not always initialize correctly when plugged into the Polycom Visual+ and can result in a Visual+ reboot during video calls using an H.264 stream.
5.5.4AA	EN-55545	The Polycom Visual+ might reboot if the USB camera is unplugged and plugged back in during a video call.
5.5.4AA	EN-59922	When using the Polycom EagleEye IV USB camera with Polycom Trio systems, the auto-focus sometimes fails during a conference. Update to the latest Polycom Trio system software version.
5.5.4AA	EN-60021	When the Polycom Trio is in Generic Base Profile with two or more remote, active participants, and the meeting organizer checks the Media Statistics Diagnostics, and one or more participants drops out of the conference, the Statistics screen displays the wrong remote participant's name.
5.5.4AA	EN-60937	When Polycom Trio is in Generic Base Profile and phone lock and DND are on, the DND icon shows on each line but not on the screen status bar.
5.5.4AA	EN-62323	On Polycom Trio, TLS registration lines do not receive regular UDP or TCP inbound URL calls.

Release	Issue Number	Description
5.5.4AA	EN-62433	The Polycom Visual+ monitor displays a black screen instead of the background.
5.5.4AA	EN-63050	When the Polycom Trio solution is connected to Exchange Server and the Exchange Server is busy or a network errors occur, meetings on the Visual+ monitor disappear for about three minutes.
5.5.4AA	EN-64395	If you disable SRTP by setting `srtp.enable="0"`, SRTP remains enabled if `srtp.require="1"`.
5.5.4AA	EN-65031	The Polycom Trio system shows blurry content when using the Polycom Pano App in a VMR call because the Trio system sends only 720p rather than 1080p.
5.5.4AA	EN-66231	When the Polycom Trio system is connected via USB to a Skype Room System and the Trio system has an on-hold call, ending the call from the Skype Room System interface does not clear the call screen on the Trio system.
5.5.4AA	EN-66338	The Polycom Trio system does not allow you to dial digits with a dialpad while an outgoing call is still ringing and the far end has not yet answered.
5.5.4AA	EN-68113	The Polycom Visual+ system monitor sometimes displays colors inconsistently when you are using different cameras.
5.5.4AA	EN-70395	Polycom Trio systems do not receive content in a Skype for Business conference hosted on a Lync 2013 ASMCU.
5.5.4AA	EN-72751	The Polycom Trio system reboots during user sign in.
5.5.4AA	EN-73044	After signing into Skype for Business using the Web Sign-In option from the Polycom Trio solution, a pop-up message sometimes displays indicating that the Exchange server is unreachable.
5.5.4AA	EN-73124	After the Polycom Trio system has been idle for a period of time, sometimes the local camera view disappears from the monitor. □
5.5.4AA	EN-74074	After the Polycom Trio system has been idle for a period of time, sometimes the local camera view disappears from the monitor.
5.5.4AA	EN-76419	When a Microsoft Surface Hub is included in a meeting with a Polycom Trio system, and a participant mutes or unmutes, the Polycom Trio system beeps.
5.5.4AA	EN-76573	The Polycom Trio system stops working if it receives a frame with more than 105 Forward Error Correction (FEC) packets.
5.5.4AA	EN-76885	Improved SIPS support and compliance with SIP RFC 3261 specification. Verified with Avaya Aura 7.1.
5.5.4AA	EN-79138	When you configure the Redial button not to display on the Polycom Trio system, the Redial button displays on the Polycom Trio system after recovering from a network loss during an outgoing call.

Release	Issue Number	Description
5.5.4AA	EN-79143	When you configure the Redial button not to display on the Polycom Trio system, the Redial button displays on the Polycom Trio system after recovering from a network loss during an outgoing call.
5.5.4AA	EN-80775	When Polycom Trio system is registered with the default Skype for Business configuration, callers cannot leave voice messages. To enable fully functional voicemail, disable far-end camera control by setting `reg.x.fecc.enabled="0"`.
5.5.4AA	EN-80787	Polycom Trio systems disconnect from the Exchange server and prompt users for a new password when the Trio system receives an authentication error from the server.

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

Issue Number	Description	Workaround
EN-55317	When the Polycom Trio system is connected to a Mac or Windows host device using USB and the Trio system is not selected as the audio playback device, pressing the Trio system volume control keys might cause the host device volume pop-up to appear and jump around.	Disconnect the Trio system from the host device USB when the Trio system is not selected as the output device.
EN-65557	When the Polycom Trio system is connected via USB to a Mac computer running a Skype for Business client, the Trio system appears in a call and muted when you end a call-on-hold using the Mac Skype for Business client or remotely.	None. After the call ends, hang up the call on the Trio system and press the Trio mute button to unmute.
EN-65853	When the Polycom Trio system is connected via USB to a Mac computer running a Skype For Business client, you cannot make a Skype for Business call after the Mac computer wakes from sleep mode.	None. Disconnect and reconnect the USB cable between the Trio and the Mac computer.

Issue Number	Description	Workaround
EN-66362	When Polycom Trio system is connected via USB to a Skype Room system, pressing the Trio system Hold button sometimes does not put the call on-hold. Instead, the Trio system mic is muted and the speaker does not play far-end audio.	None
EN-67984	The Polycom Trio system call screen flashes during a secured call whenever key negotiation occurs.	None
EN-76949	The Android menu on Polycom Trio systems incorrectly take you to the Home screen instead of the Skype for Business Web Sign-in screen.	Press the Sign in key on the Home screen.
EN-78184	When you escalate a person-to-person call with content sharing to a CCCP conference using "Add to Call", participants calling in using a Skype for Business client are unable to join.	None
EN-79438	After the Polycom EagleEye USB camera wakes up from low power mode, sometimes the Polycom Trio local camera view displays as a black rectangle with no video.	Reboot the Polycom system or Trio Visual+ system.
EN-80322	When the Polycom Trio system is connected via USB to a Mac computer running a Skype For Business client where a remote phone has put the Trio on hold, pressing the end call button on the Trio system does not end the call.	Hang up the call on the Polycom Trio system and then hang up the call using the Mac computer Skype for Business client.
EN-80507	Sometimes the Polycom Trio system monitor does not show the gallery view when the Camera Controls menu is open and the far-end participant escalates the call to a conference. The Trio system displays the gallery view when you exit the Camera Control menu or the menu times out.	If you are expecting to add a participant, do not enter the Trio system Camera Control menu.
EN-80551	When a Polycom Trio system connected via USB to a Skype Room system has an on-hold call, pressing the Trio hang-up button sometimes does not clear the call from the Trio LCD display.	None
EN-81448	When a Polycom Trio system connected via USB to a Skype Room system has an on-hold call, pressing the Trio Resume button sometimes does not resume the call.	Press the Polycom Trio system Resume button again to resume the call.
EN-82944	When you configure parameters `exchange.meeting.showOnlyCurrentOrNext=1` and `exchange.meeting.hideAllDayNotification=1` for Polycom Trio system, and there is an all-day meeting followed by one or more scheduled meetings, the Polycom Visual+ system monitor does not display the scheduled meetings.	

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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