Poly Trio Solution

Poly announces the new release of Poly Unified Communications (UC) Software 5.9.5AB for the Poly Trio system. The build IDs for UC Software 5.9.5AB are:

- Poly Trio 8300: **5.9.5.2978**
- Poly Trio 8500 and Poly Trio 8800: **5.9.5.2982**
- Poly Trio C60: **5.9.5.2983**

Contents

UC Software 5.9.5AB Supported Products

Poly UC Software 5.9.5AB for the Poly Trio solution supports the following Poly products and peripherals.

Supported Poly Products and Peripherals

Supported Poly Product	Supported Product Peripherals
Poly Trio C60	Poly Trio C60 Expansion Microphone accessory
Poly Trio 8800 and Poly Trio 8500	Poly Trio Visual+ accessory Poly Trio VisualPro system Poly Trio Expansion Microphone accessory
Poly Trio 8300 and Poly Trio 8300 NR (No Radio)	Poly Trio Visual+ accessory Poly Trio Expansion Microphone accessory
Poly Trio Visual+ accessory	Polycom EagleEye IV USB camera (Poly Trio 8500 and 8800 only) Polycom EagleEye Mini USB camera Poly EagleEye Cube USB camera
Poly Trio VisualPro system (Poly Trio 8500 and Poly Trio 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera
Polycom RealPresence Group Series system (Poly Trio 8500 and Poly Trio 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera
Poly Trio 8500 and Poly Trio 8800 systems when connected by USB to Microsoft Teams Rooms, Skype Room Systems, or Microsoft Surface Hub	Polycom EagleEye Director II camera

Note the following about hardware versions and compatibility.

- When using a Polycom RealPresence Group Series system with a Trio 8500 or Trio 8800 system:
  - ➢ Use RealPresence Group 310 or Group 500 hardware models.
  - ➢ Use RealPresence Group Series system software version 6.2.0 or later.
  - ➢ Use RealPresence Group Series system hardware version 20 or later.
  - ➢ Configure your RealPresence Group Series system to run in Trio Pairing mode.

- Some hardware revisions of the Poly Trio Visual+ accessory may not be compatible with earlier hardware revisions of the Poly EagleEye Cube USB camera. See the Camera Compatibility section for more details.

What's New for UC Software 5.9.5AB

This release of UC Software for the Poly Trio solution is for OpenSIP, Microsoft Skype for Business, Microsoft Teams, and Zoom Room deployments. It includes all the features of previous releases, important fixes, and the following new features:

- Microsoft Teams Enhancements
- Zoom Room Controller 5.1.2 Support

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio devices for the best performance and experience.

Important: When you upgrade your Poly Trio system to UC Software version 5.9.5AB, you can no longer downgrade it to versions earlier than UC Software 5.8.0AA.

Microsoft Teams Enhancements

This release supports Microsoft Teams app version **1449/1.0.94.2020091801** for Trio C60 systems which includes system improvements. For more information, see What's new in Microsoft Teams.

See the Microsoft Teams Support section for the Teams app versions for Poly Trio systems in this release.

Zoom Room Controller 5.1.2 Support

This release supports Zoom Room Controller (ZRC) **5.1.2 (978.0822)** on Trio 8500, Trio 8800, and Trio C60 systems. This version of ZRC contains the latest security updates from Zoom. For more information on ZRC 5.1.2, visit the Zoom Help Center.

Poly Experimental Features

Poly sometimes releases experimental features that administrators can enable and evaluate in nonproduction 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 Poly Community.

Switching Between Call Applications in Hub and Device Modes

The Trio C60 system enables you to switch between the configured controller application and the configured call applications according to the following table:

Call and Controller Application Switching Combinations

System Mode	*Base Profile*	*Call Application*	*Controller Application*
Hub Mode	Generic	Poly OpenSIP	Zoom Rooms Controller
Hub Mode	Skype for Business	Poly OpenSIP	Zoom Rooms Controller
Hub Mode	Skype for Business	Poly OpenSIP Microsoft Teams	N/A
Device Mode	Generic	Poly OpenSIP	PolyVideo Controller Microsoft Teams Controller Zoom Rooms Controller
Device Mode	Skype for Business	Poly OpenSIP	PolyVideo Controller Microsoft Teams Controller Zoom Rooms Controller

Call Application Switching Configuration Examples

The following examples show how to configure the Trio C60 system to switch between call and controller applications.

Generic Base Profile in Hub Mode with Zoom Rooms Controller

Set the following parameter values to switch between the Poly OpenSIP call application and Zoom Rooms Controller application while the system is in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Generic"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.ZoomRooms.enabled="1"`

Skype for Business Base Profile in Hub Mode with Zoom Rooms Controller

Set the following parameter values to switch between the Poly OpenSIP call application with a Skype for Business line registration and Zoom Rooms Controller while it's in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.ZoomRooms.enabled="1"`

You can't enable the system to switch to Zoom Rooms Controller and Microsoft Teams simultaneously.

Skype for Business Base Profile in Hub Mode with Microsoft Teams

Set the following parameter values to switch between the Poly OpenSIP call application with a Skype for Business line registration and Microsoft Teams while it's in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.MSTeams.enabled="1"`

You can't enable the system to switch to Zoom Rooms Controller and Microsoft Teams simultaneously.

Generic Base Profile in Device Mode with a Controller Application

Set the following parameter values to switch between the system's configured controller application (Zoom Rooms Controller, Microsoft Teams Controller or PolyVideo Controller), and the Poly OpenSIP call application while it's in Device Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Generic"`
- `apps.android.appSwitcher.enabled="1"`

Skype for Business Base Profile in Device Mode with a Controller Application

Set the following parameter values to switch between the system's configured controller application (Zoom Rooms Controller, Microsoft Teams Controller or PolyVideo Controller), and the Poly OpenSIP call application with a Skype for Business line registration while it's in Device Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `apps.android.appSwitcher.enabled="1"`

Using Multiple Cameras with Trio Visual+

You can connect more than one camera to a Trio system paired with one or more Trio Visual+ accessories. Users can choose which camera to use during a call using the **Camera Controls** option.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the **Home** preset option only resets the currently selected camera.

Configure Multi-Camera Support

Set the following parameter values to enable support for multiple cameras with Poly Trio Visual+.

- `video.camera.multiCamera.enabled="1"`
- (Optional) `mr.pair.maxDevices=<integer equal to 1 + (the number of Trio Visual+ and Trio VisualPro devices paired with the Poly Trio system)>`

Switch Between Cameras

You can switch between two or more cameras connected to a Trio system with a paired Trio Visual+ accessory.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the **Home** preset option only resets the currently selected camera.

1 Do one of the following:
   - During a call, select **Camera**.
   - Select **Menu ☰ > Camera**.

2 On the **Camera Controls** screen, do one of the following:
   - Select **Switch Camera** 回.
   - Select a preset saved for the camera.

Support for Poly Studio USB Video Bar

This release provides experimental support for the Poly Studio USB video bar as a USB camera when connected to a Trio Visual+ accessory paired with a Trio 8500 or Trio 8800 system. However, the Trio system doesn't use the microphones and speakers of the Poly Studio USB video bar for audio.

Version History

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

Version History

Release	Release Date	Features
5.9.5AB	October 2020	This release includes important field fixes and support for: • Microsoft Teams Enhancements • Zoom Room Controller 5.1.2
5.9.5AA	September 2020	This release includes support for: • Manual Web Proxy for Microsoft Teams and Zoom • Microsoft Teams Enhancements • Zoom Room Controller 5.1.0 Support • Trio C60 Pending Certification as a USB Accessory for Teams • Trio C60 Pending Certification as a USB Accessory for Zoom Rooms • Use the Zoom iOS App to Join Meetings
5.9.4AB	July 2020	This release includes important field fixes and support for: • Zoom Rooms Controller 5.0.5
5.9.4AA	July 2020	This release includes support for: • Switching Call Applications on Trio C60 • Zoom Rooms Direct Sharing • IPv6 Protocol Support on Trio 8500 and Trio 8800 • Microsoft USB Audio Mode for Trio C60 • Microsoft Controller UI Enhancements • Phone Lock in Teams Mode for Trio C60 • Wi-Fi Connection in Teams Mode for Trio C60 • Web Proxy Enhancements for Trio C60 • Mute and Unmute Event Notification
5.9.3AB	May 2020	This release includes important field fixes and support for: • Zoom Rooms Controller 5.0.0 support • AES-256 encryption for certain Zoom Phone configuration support requirements
5.9.3AA	April 2020	This release includes support for: • Initial release of the Poly Trio C60 system • Completing Poly Trio Initial System Setup • Manual Web Proxy Configuration for Microsoft Teams on Trio C60 • Pairing a Poly Trio System with a Poly Video System • Poly Lens Support • Voice Over Secure IP • NAPTR Record Matching for Duplicate Protocols • Improved DNS Caching Based on TTL

Release	Release Date	Features
5.9.2AB	February 2020	This release includes important field fixes and support for: • 5GHz-based Wi-Fi is no longer supported for Indonesia systems.
5.9.2AA	December 2019	This release includes support for: • FIPS 140-2 Compliance Support • California SB-327 Compliance • USB Pass-through for Windows 10 • Exchange Impersonation for Calendaring • Processing Non-English Polycom RealConnect Invites • Default SNTP Server for Microsoft Teams Base Profile • Bluetooth Device Audio Settings • Limit for Paired Bluetooth Devices • Click-to-Join Support for Cisco Webex Meetings • Exchange Server Credentials via System Web Interface on Trio 8300
5.9.1AC	November 2019	This release includes important field fixes and support for: • Allow OTD Exchange services to use basic authentication
5.9.1AB	October 2019	This release includes important field fixes.
5.9.1AA	September 2019	This release includes support for: • Introducing Poly Trio 8300 • Third-Party Application ID Implementation on Skype for Business Phones • Camera tracking on the Poly EagleEye Cube USB camera • Camera Recalibration • Removal of the Restart feature • Wi-Fi Settings in Basic Settings • H.323 Protocol • Daisy-chaining up to three Poly Trio systems • Global Camera Tracking Parameters • Bluetooth Device Name Parameter • Microsoft Teams IP Phone Policy • Dimmed Custom Background Image • Documentation Updates
5.9.0AD	July 2019	This release includes important field fixes.
5.9.0AB	June 2019	This release includes support for: • Zoom Rooms Base Profile Enhancements • Polycom EagleEye Cube USB Camera Support • Important field fixes

Release	Release Date	Features
5.9.0AA	April 2019	This release includes support for: • Amazon Alexa for Business Integration • Microsoft Teams Certification • Polycom RealConnect Click-To-Join • Polycom EagleEye Cube HDCI Camera Support • On-Premises Web Sign-in • Remote Web Sign-In • Outlook Contact Photo Integration • Video Call Overlays • Video and Content Layouts • Answer Incoming Calls with Mute buttons • Calendar Display on the Idle Screen • Display Avatars in Voice Calls • Automatic Content Display when Idle • Automatic HDMI Content Display • Reboot Network Devices • Default In-Call Screen Options • Custom Call Options
5.7.2AD	February 2019	This release includes important field fixes.
5.7.1AF	February 2019	This release includes important field fixes.
5.8.0AC	February 2019	This release includes important field fixes.
5.8.0AA	January 2019	This release includes support for: • Polycom EagleEye IV USB Camera with Polycom Trio 8500 • Bluetooth Discovery on Polycom Trio with the Polycom Content Application • Custom Icons for Contacts and Line Registrations • Reverse Name Lookup • PSTN Gateway on Failover • Upload Logs to a USB Flash Drive • Daisy-Chaining Polycom Trio Systems

Security Updates

Refer to the Poly Security Center for information about known and resolved security vulnerabilities.

UC Software Distributed Files

You can download the software package for Trio systems 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 Trio system.

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

- Trio 8300: `3111-66800-001.sip.ld`
- Trio 8500: `3111-66700-001.sip.ld`
- Trio 8800: `3111-65290-001.sip.ld`
- Trio C60: `311-86240-001.sip.ld`

If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure to maintain the folder hierarchy in the ZIP file.

Poly Trio Pass-through Application

The Poly Trio Pass-through application build ID is **1.0.0.0067**. This version of the application supports UC Software version 5.9.5AB for Trio systems and Windows 10.

Installing UC Software

You can install UC Software for Trio systems using a provisioning server. You can also install UC Software on Trio 8500 and Trio 8800 using a USB flash drive.

You can configure features for the Trio system using configuration files on a provisioning server, using the system web interface (Web Configuration Utility), or on the phone's local interface. See the *Poly Trio Solution Administrator Guide* for more information on configuring features.

Install Trio Visual+ Software for Trio 8500 and Trio 8800

The Trio Visual+ accessory provisions and updates automatically from the Trio 8500 or Trio 8800 it's paired with—users typically don't have to interact with the system for manual provisioning and software updates.

The UC Software for the Trio 8500 and Trio 8800 download doesn't include a dedicated executable file for the Trio Visual+.

Procedure

» Delete the part number from the Trio `sip.ld` file and do one of the following:

➢ Use the renamed `sip.ld` file to install software for both the Trio system and Trio Visual+ accessory.

> ➤ Copy the Trio file and rename it using the Trio Visual+ part number (`3111-66420-001.sip.ld`).

Installing Trio Visual+ Software for Trio 8300

To use Trio Visual+ with Trio 8300, you **MUST** provision and update the Trio Visual+ accessory when it's paired with the Trio 8300 system. You must configure the Trio 8300 and stage the software for the Trio Visual+ using a supported provisioning or boot server.

The standard UC software for Trio 8300 download doesn't include a dedicated executable file for the Trio Visual+. You can download the separate Trio 8300 software that includes Trio Visual+ from the Poly Online Support Center, then update the Trio 8300 software with the paired Trio Visual+.

You can upgrade the software of the Trio Visual+ accessory when paired with a Trio 8300 system in the following ways:

- Manual update via a USB flash drive
- Provisioning or boot server via Trio 8300 as a proxy.

Provision and Update Trio Visual+ Paired with Trio 8300 with a USB Flash Drive

You can store configuration files and settings on a USB flash drive and provision or update Trio Visual+ during normal functioning or in recovery mode. Recovery mode enables you to recover the Trio Visual+ to a normal provisioning state when other methods aren't working or aren't available.

Trio Visual+ supports only File Allocation Table (FAT) file systems, and Poly recommends using FAT32. If other USB devices are attached to Trio Visual+ system, you must remove them and ensure that the Trio Visual+ system correctly recognizes the USB flash drive you want to install from.

If you use a USB flash drive to provision while a centralized provisioning server is in use, the USB configuration files override server settings. When you remove the USB flash drive, the Trio 8300 system returns to settings you configured on the server. Note, however, that the original server settings are subject to device parameter changes initiated by the USB flash drive. The device parameter changes can alter parameters on the provisioning server and change basic provisioning settings.

Procedure

1 Format a USB flash drive as FAT32. Poly recommends that you use a USB 2.0 flash drive.

   If you're using a flash drive that is already formatted, ensure that previous files are deleted from the USB flash drive. The update may fail if the flash drive contains any files other than the update files.

2 Download the latest Trio 8300 software download from the Trio 8300 support page. The file name format is:

   `Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip`

3 Extract the ZIP file and move the contents to the USB flash drive's root folder. The minimum required configuration files are:

   > ➤ The primary configuration file: `000000000000.cfg`

   > ➤ The Trio Visual+ sip.ld: `3111-66420-001.sip.ld`

4   Insert the USB flash drive into the Trio Visual+, follow the prompt for the Administrator password, and power cycle the device. Allow time for the devices to fully reboot.

Pairing the Trio Visual+ via Trio 8300 Configuration

You can pair a Trio Visual+ accessory to a Trio 8300 system by setting the `mr.pair.uid` parameter to the MAC address of the Trio Visual+ accessory.

Products Tested with This Release

Trio systems and Trio Visual+ accessories are tested with other products. The following list indicates only the products tested for compatibility with this release and isn't a complete inventory of compatible equipment.

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

Note: If you are using Trio systems with a Polycom RealPresence DMA system, Poly recommends setting the parameter `voIPProt.SIP.supportFor100rel="1"`. For parameter details, see the *Poly Trio Solution Administrator Guide* at the Poly Online Support Center.

Products Tested with This Release

Product	Tested Versions
Poly EagleEye Cube USB camera	1.1.0996
Poly Trio VisualPro system	6.2.2.3
Poly Studio X30 system	3.2.1
Poly Studio X50 system	3.2.1
Poly G7500 system	3.2.1
Polycom Content App	1.3.3
Polycom EagleEye IV 4x/12x camera	1.2.0.462
Polycom EagleEye Mini USB camera	9.0.22
Polycom RealPresence Collaboration Server (RMX)	8.9.0.3
Polycom RealPresence Desktop application	3.10.4
Polycom RealPresence DMA 7000 system	10.0.0.7
Polycom RealPresence Group Series system	6.2.2.3
Polycom RealPresence Resource Manager system	10.8.0

Product	Tested Versions
Polycom RealPresence Mobile application for tablets	3.11.1 – iOS
	3.10.1 – Android

Interoperability

This section includes information on Trio system server interoperability with partner solutions.

Trio Optimized for Zoom Rooms

Trio 8500, Trio 8800, and Trio C60 systems optimized for Zoom Rooms act as a controller for Zoom Rooms via the system's touch user interface and provide audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.1.2 (978.0822)** as embedded software. For more information on this Zoom release, see the Zoom Help Center.

For the latest setup instructions, see the *Integrating Poly Trio Systems with Zoom Rooms Solution Guide* at Poly Solutions for Zoom Environments.

Poly Partner Solution Support

The following table lists solution partners supported by Trio and the UC Software version required to support each partner solution. For more information about Poly partner environments, see Strategic Partner Solutions.

Recommended Third-Party USB Cable Extenders

Poly has successfully tested the following USB extender with Trio 8500 and Trio 8800 systems:

- Icron USB 2.0 Ranger 2301

Trio System Server Interoperability

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

Note: Trio C60 systems don't support video and content features.

Trio Solution Interoperability with Polycom RealPresence Platform

Trio Feature	Polycom RealPresence Platform
Basic SIP telephony	SIP trunk to a supported call platform

Trio Feature	Polycom RealPresence Platform
Advanced telephony	SIP trunk to a supported call platform
Provisioning	Supported with Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)
Video (H.264 AVC)	Supported
Content	Supported

Trio Solution Interoperability with Microsoft Skype for Business and Lync

Trio Feature	Microsoft Skype for Business, Lync 2013 (Trio 8500 and Trio 8800 only)
Basic SIP telephony	Supported
Advanced telephony	Supported
Provisioning	Supported
Video (H.264 AVC)	Supported with limitations (SVC)
Content	Supported

Trio Solution Interoperability with BroadSoft

Trio Feature	BroadSoft R20 and R21
Basic SIP telephony	Supported
Advanced telephony	Supported with limitations
Provisioning	Supported
Video (H.264 AVC)	Supported

Trio Feature	BroadSoft R20 and R21
Content	Supported with limitations • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported

Trio Solution Interoperability with Cisco Unified Communications Manager

Trio Feature	Cisco Unified Communications Manager 12.0, 10.5 and 9.1
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations Requires Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)
Video (H.264 AVC)	Supported with limitations Trio 8500 and Trio 8800 systems don't support Cisco's Telepresence Interoperability Protocol (TIP) 2
Content	Supported with limitations

Trio Solution Interoperability with Avaya Aura Communication Manager

Trio Feature	Avaya Aura Communication Manager 8 and 7
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported
Video (H.264 AVC)	Supported with limitations
Content	Supported with limitations

Note: Poly supports SIP telephony feature interoperability with Avaya Aura Communication Manager and Avaya Aura Session Manager following published standards, including IETF Requests for Comments (RFCs) and internet drafts last validated by Avaya in March 2019 contingent on Avaya allowing SIP-compliant third-party endpoints to register and interoperate with its call platforms.

Microsoft Support

Poly support for Microsoft features varies by product.

Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, the Trio VisualPro accessory, and the Trio Visual+ accessory are not supported or qualified by Microsoft. As determined by Microsoft and Poly, the only supported way to connect Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, Trio Visual+ accessories, or Trio VisualPro systems with Microsoft Teams or Skype for Business is through Poly RealConnect.

Note: When you set a Trio system's base profile to `MSTeams`, Microsoft controls the software experience and performance on the Trio system.

Send all feedback and queries to Microsoft. For any issues regarding Microsoft Teams on your Trio system, go to the [Microsoft Teams User Feedback Forum](#).

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by Trio 8500, Trio 8800 and Trio C60 systems and the Trio 8500 or Trio 8800 Collaboration Kits that include the Poly Trio Visual+ system and a supported camera. This also applies to Trio 8500 and Trio 8800 systems when paired with a Trio VisualPro accessory and a supported camera.

Supported Microsoft Environments

Microsoft Environment	Trio 8500, Trio 8800, and Trio C60	Trio 8500 and Trio 8800 Collaboration Kit
Teams	Microsoft qualified	N/A
Skype for Business on-premises	Microsoft qualified	Poly supported Not Microsoft qualified
Office 365 / Skype for Business online	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Office 365D	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Lync 2013 on-premises	Microsoft qualified	Poly supported Not Microsoft qualified

Microsoft Environment	Trio 8500, Trio 8800, and Trio C60	Trio 8500 and Trio 8800 Collaboration Kit
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Client Feature Support

The following table provides the features supported by Trio systems using the Microsoft client versions listed.

Note the following:

- Trio 8500 and Trio 8800 systems don't support presenting PowerPoint and whiteboard content sharing.
- Trio C60 systems don't support video and content features.
- Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft documents support of Lync and Skype for Business on Microsoft's website. See Microsoft Support for more information.

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 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
Microsoft Teams Room System (requires Polycom RealConnect)	Yes	Yes	Yes	No
Skype for Business Web Application	Yes	Yes	Yes	No
Lync 2013	Yes	Yes	Yes	No
Lync 2013 Mobile	Yes	Yes	No	No

Microsoft Teams Support

Trio 8500, Trio 8800, and Trio C60 systems support Microsoft Teams, which provides a high-quality experience in the conference room for subscribers of Microsoft Teams. Trio systems act as a controller

for Microsoft Teams Rooms via the system's touch user interface and provide audio for Teams meetings through the built-in speakers and microphones.

To check your software version, go to **Settings** > **Device Settings** > **Status** > **Platform** > **Microsoft Components** while in the Teams base profile.

The following tables list the supported Microsoft component versions included in this release.

Microsoft Teams Component Versions in Trio 8500 and Trio 8800

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.2020051601
Microsoft Admin Agent	1.0.0.202006290446.product (216)
Microsoft Intune Company Portal	5.0.4801.0

Microsoft Teams Component Versions in Trio C60

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.2020091801
Microsoft Admin Agent	1.0.0.202006290446.product (216)
Microsoft Intune Company Portal	5.0.4912.0

Skype for Business Feature Support

Trio 8500, Trio 8800, and Trio C60 systems support all features documented in the *Poly Trio Solution in Microsoft Environments Administrator Guide* available at [Poly Trio Support](). All supported features are Microsoft qualified.

For the latest qualification status, see [Skype for Business and Teams Certified Phones and Devices]().

Poly Trio with Skype for Business Online and On-Premises Feature Support

Feature	On-Premises Support	Online Support (Sustaining)
Attendant console	Yes	No
BToE manual pairing	N/A	N/A
Call admission control	Yes	No
Call forward	Yes	Yes
Call handling	Yes	Yes

Feature	On-Premises Support	Online Support (Sustaining)
Call park	Yes	Yes
Call transfer	Yes	Yes
Common area phone (CAP)	N/A	N/A
Conference calls	Yes	Yes
Cross pool	Yes	No
Delegates	N/A	N/A
Device lock	Yes	Yes
Device update	Yes	Yes
Distribution lists	N/A	N/A
DTMF	Yes	Yes
Emergency 911	Yes	Yes
Enhanced 911 (E.911)	Yes	Yes
Enhanced feature line key (EFLK)	N/A	N/A
Exchange calendar	Yes	Yes
Exchange call logs	Yes	Yes
Exchange integration	Yes	Yes
Extended presence	Yes	Yes
Federated calls	Yes	Yes
Hot-desking	N/A	N/A
In-band provisioning	Yes	Yes
Local call logs	Yes	Yes
Media bypass	Yes	No
Message waiting indicator	Yes	Yes
Monitoring (device inventory)	Yes	Yes

Feature	On-Premises Support	Online Support (Sustaining)
Multiple emergency number	Yes	Yes
Photo integration	Yes	Yes
PIN authentication	Yes	No
Private line	Yes	No
PSTN failover fail-back	Yes	Yes
Quality of Experience (QoE)	Yes	Yes
Quality of Service for audio calls	Yes	Yes
Resiliency - branch office	Yes	No
Resiliency - data center outage	Yes	No
Response groups	Yes	No
Reverse name lookup	Yes	Yes
Separate sign-in	Yes	Yes
Simultaneous ring	Yes	Yes
Team calls	Yes	Yes
User log upload	Yes	Yes
Visual voicemail	Yes	Yes
Web proxy auto discovery	Yes	Yes
Web sign in	Yes	Yes

Skype for Business Video and Content Support

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

Note: Trio C60 systems don't support video and content features.

Skype for Business Video and Content Support

Video or Content Feature	Skype for Business On-Premises	Skype for Business Online / O365 / Cloud PBX (Sustaining)
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
Receive Remote Desktop Protocol (RDP) content	Yes	Yes
Present desktop	Yes	Yes
Present programs	Yes	Yes
Present PowerPoint files	No	No
Present whiteboard	No	No

Resolved Issues

The following table lists resolved issues in this release for Poly Trio systems.

> **Note:** These release notes do not provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.

Resolved Issues

Category	Issue ID	Found in Release	Description
Calendar	EN-186830	5.9.5AA	The **Join** button may not display for scheduled meetings on Trio phones using the Generic base profile.

Category	Issue ID	Found in Release	Description
Calendar	EN-187008	5.9.5AA	The calendar day view only displays the first 10 meetings for the day on Trio phones that use One Touch Dial. Meetings beyond the tenth don't appear, even as the day progresses.
Conference Calls	EN-186123	5.8.0AA 5.9.4AA 5.9.5AA	When connecting to an OpenSIP conference call, a new participant may get stuck on hold.
Interoperability - Exchange	EN-186798	5.9.4AA	Trio phones may periodically disconnect from the Exchange server after several hours.
Interoperability - RealConnect	EN-187165	5.9.5AA	Users can't join some Microsoft Teams meetings using RealConnect on Trio phones.
Interoperability - Skype	EN-106900	5.7.2AA 5.7.1AA 5.5.4AA	When using a Trio system as the USB audio device for a Skype Room System, hanging up a call from the Skype Room System user interface doesn't clear the call screen from the system's local user interface.
Network	EN-187300	5.9.5AA	Trio C60 systems can't connect with a network using customer-supplied certificates.

Known Issues

The following table lists known issues and suggested workarounds included in this release for Poly Trio systems.

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

> **Note:** 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.

Microsoft controls the software experience and performance of Poly Trio systems configured for Microsoft Teams. For any issues regarding Microsoft Teams on your Poly Trio system, visit the Microsoft Teams User Feedback Forum.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Application	EN-183554	5.9.4AA	Trio systems periodically reboot if an error occurs while the system is in a call, even if a reboot is unnecessary to fix the error.	No workaround.

Category	Issue ID	Found in Release	Description	Workaround
Application	EN-186538	5.9.4AA	On Trio phones paired with a Poly Trio VisualPro and a Polycom Pano, during an active call lasting approximately 45 minutes, a synchronization issue in the REST API may trigger a fault that can drop the call and generate a core file.	No workaround.
Calendar	EN-187981	5.9.5AA	When a user selects the **Join** button for a Skype for Business meeting listed in the calendar, sometimes the phone dials a phone number located in the meeting description instead of joining the Skype for Business meeting normally.	Reboot the phone and try to join the meeting again.
Call Audio	EN-150819	5.9.0AC	The far end experiences poor call quality when Trio systems use the built-in microphone with a separate microphone and someone places a physical audio obstruction (such as a laptop computer) between the speaker and the Trio system.	Avoid placing audio obstructions between the speakers and the Poly Trio system.
Call Audio	EN-187412	5.9.5AB	On Poly Trio phones, the ringback tone may not play for the first several outgoing Teams calls placed immediately following a reboot, even when the calls place successfully. This doesn't affect any other calling functions.	Hang up and redial until the tone plays.
Calling	EN-187544	5.9.4AA	When the phone is configured to use the SIP alert-info headers `answerMute` or `ringAnswerMute` to auto-answer incoming calls with the microphone muted, it continues to answer calls with the microphone unmuted.	No workaround.
Calling	EN-187649	5.9.3AA 5.9.5AA	Resuming a held call fails, and the phone drops the held call if you configure SRTP with authentication disabled.	No workaround.
Calling	EN-187736	5.9.4AB	Poly Trio phones reboot when trying to failback to primary and primary is unavailable.	No workaround.
Hardware	EN-188445	5.9.5AA 5.9.5AB	If a user joins a Skype for Business conference call and quickly hangs up, the green LEDs on the Poly Trio phone may remain illuminated.	No workaround.

Category	Issue ID	Found in Release	Description	Workaround
Interoperability – Skype	EN-188242	5.9.4AB	On Poly Trio phones, using web sign-in to log in to an account that requires multifactor authentication doesn't request secondary authentication from the user's device. The phone still signs into the user's account, but it doesn't connect to the Exchange server.	No workaround.
Network	EN-186418	5.9.5AA	Poly Trio phones initially use 0004F2000000 as the phone's MAC address in IPv6 ICMP instead of the phone's own MAC address.	No workaround.
Network	EN-186662	5.9.5AA	You can't use 802.1x authentication on Trio C60 systems to connect to a network.	Avoid using 802.1x authentication when connecting the Trio C60 to a network.
Network – Wi-Fi	EN-187212	5.9.5AA	On Trio C60 systems, the Wi-Fi MAC address displayed in log messages and on the local system interface is incorrect.	Reference the web system interface for the correct Wi-Fi MAC address.
Security	EN-181654	5.9.3AB	Poly Trio's current JQuery version is old, which may be flagged as a cross-site scripting vulnerability, reference CVE-2020-11022.	No workaround.

Limitations

The following sections provide information on limitations when using the Trio 8300, Trio 8500, Trio 8800, Trio C60, Trio VisualPro, and Trio Visual+ systems.

802.1X Encryption with IPv6 Protocol

Poly Trio systems don't support 802.1X Encryption used with IPv6 network configurations.

Skype for Business for Mac on Trio C60

When you connect a Trio C60 system to a Mac computer with an active call in the Skype for Business client, users can't hold or resume calls from the Trio system, and the call status doesn't match what the desktop client displays. Use the Skype for Business client on the Mac computer to hold a call, resume a call, and view the status of the call.

Microsoft Teams Audio on Trio C60

Due to a known issue with the Microsoft Teams application, Trio C60 systems may transmit degraded audio during Microsoft Teams calls for the first 5 to 10 seconds of the call.

Microsoft Teams Personal Mode

Personal mode on Microsoft Teams isn't supported.

Time Zone for Microsoft Teams

When Trio systems receive a UTC (GMT) offset from the Microsoft Teams admin center, they map UTC to an Olson time zone ID.

However, the offsets that the Microsoft Teams admin center sends don't match up exactly with the Olson time zones. Use the following table to find the closest UTC offset match to your time zone. You can't currently configure all of these UTC offsets in the Microsoft Teams admin center, but you can use this table for reference.

If your time zone is different than the information in this table, check your applied daylight savings rules.

> **Important:** Caracas is currently offset as UTC-04:00, but it was previously offset as UTC-04:30. The Microsoft Teams admin center still labels this location as "(UTC-04:30) Caracas".

Microsoft Teams Time Zones

UTC Offset	*Olson Time Zone ID*
-12:00	Etc/GMT+12
-11:00	Pacific/Samoa
-10:00	Pacific/Honolulu
-09:30	Pacific/Marquesas
-09:00	America/Anchorage
-08:00	America/Los_Angeles
-07:00	America/Boise
-06:00	America/Chicago
-05:00	America/New_York
-04:30	America/Caracas

UTC Offset	Olson Time Zone ID
-04:00	America/Halifax
-03:30	America/St_Johns
-03:00	America/Sao_Paulo
-02:00	Brazil/DeNoronha
-01:00	Atlantic/Azores
00:00	Europe/London
+01:00	Europe/Paris
+02:00	Europe/Athens
+03:00	Europe/Moscow
+03:30	Asia/Tehran
+04:00	Asia/Dubai
+04:30	Asia/Kabul
+05:00	Asia/Karachi
+05:30	Asia/Kolkata
+05:45	Asia/Kathmandu
+06:00	Asia/Dhaka
+06:30	Asia/Rangoon
+07:00	Asia/Bangkok
+08:00	Asia/Shanghai
+08:30	Asia/Pyongyang
+08:45	Australia/Eucla
+09:00	Asia/Tokyo
+09:30	Australia/Darwin
+10:00	Australia/Sydney

UTC Offset	Olson Time Zone ID
+10:30	Australia/Lord_Howe
+11:00	Pacific/Guadalcanal
+12:00	Pacific/Auckland
+12:45	Pacific/Chatham
+13:00	Pacific/Tongatapu
+14:00	Pacific/Kiritimati

Software Downgrade with FIPS Enabled

Before you downgrade your Trio system to a software version without FIPS support, disable the FIPS feature.

Pass-through Application Support

Poly doesn't support the ASUS X750J laptop computer with Trio Pass-through for Windows 10.

Using Polycom RealPresence Resource Manager with Trio 8300

You can use Polycom RealPresence Resource Manager 10.7 or later to manage a Trio 8300 system, but RealPresence Resource Manager incorrectly shows the device name for Trio 8300 as **RealPresence Trio 8300**.

Content Sharing on Trio 8300

The following limitations apply when sharing content:

- The USB-hosted People + Content IP (PPCIP) executable isn't supported. Use the Polycom Content App instead.

- Content sharing via USB with the Polycom Content App isn't supported. Share content via IP instead.

Camera Compatibility

Early versions of the Trio Visual+ accessory may be incompatible with early versions of the Poly EagleEye Cube USB camera.

- If you have an early version of the EagleEye Cube USB camera (revision A-D), use it with a Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later.
- Later versions of the EagleEye Cube USB camera are supported by any Trio Visual+ hardware version.

Note: Trio C60 systems don't support Trio Visual+ accessories.

H.323 Support for Trio 8500 and Trio 8800

H.323 isn't supported when you join Trio 8500 and Trio 8800 systems with a Trio system that isn't video-enabled. H.323 works best between two or more video-enabled Trio systems with a paired Trio Visual+ or Trio VisualPro accessory.

Video Color Reproduction with Trio VisualPro

When you pair a Trio 8500 or Trio 8800 system with Trio VisualPro, the color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Screen Mirroring with Miracast

Poly can't guarantee connectivity between Trio 8800 systems and all Miracast-certified devices due to variances in the implementation of the Miracast technology on vendors' devices.

Some devices can't establish direct connection to a Trio 8800 system if they already connect to a 5 GHz-only Wi-Fi access point. If you experience this issue, disconnect the device from the 5 GHz access point while sharing content or by reconfiguring the access point to operate on 2.4 GHz-only or 2.4 Ghz + 5 GHz bands.

Third-Party Cable Compatibility with Trio Visual+

Using a third-party HDMI cable may prevent Trio Visual+ from properly executing video settings during video calls. This may occur if the cable is broken or if it doesn't meet general HDMI requirements.

You might experience the following issues:

- 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 you experience these issues, replace the HDMI cable with a Poly-supplied HDMI cable recommended for use with your Trio system.

Video and Content on Trio 8500 and Trio 8800

Trio 8500 and Trio 8800 systems' embedded Poly People + Content IP application is supported on Windows and Mac computers to a maximum of 1080p at 30fps.

In OpenSIP- and BFCP-compliant environments, Trio systems can't send or receive content on the content video channel in conferences held on RealPresence Collaboration Servers that have the content protocol set to **H.264 Cascade Optimized** and **H.264 High Profile** enabled.

Audio on Trio 8500 and Trio 8800

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

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

When you pair a Bluetooth-capable device with a Trio 8500 or Trio 8800 system, audio quality that plays through the system's speaker is lower for the far side.

Microsoft Teams Room System and Surface Hub

When you set the Trio 8500 and Trio 8800 system base profile to **SkypeUSB** and connect the system to a Microsoft Teams Room or Microsoft Surface Hub with a USB cable, the following limitations apply:

- When connected to a Microsoft Surface Hub via USB, the Surface Hub uses automatic gain control (AGC), not the Trio 8500 or Trio 8800 system.

- When connected to a Microsoft Teams Room or Skype Room System via USB, the Trio 8500 or Trio 8800 system uses acoustic echo cancellation (AEC).

- The system web interface (Web Configuration Utility) of the Trio 8500 and Trio 8800 systems is disabled by default. You can enable the system web interface from the phone's local interface at **Settings** > **Advanced** > **Administration Settings** > **Web Server Configuration** or using the configuration parameters `httpd.enabled=1` and `httpd.cfg.enabled=1.`

Skype for Business and Lync 2013

The following is a list of constraints and limitations when using Trio 8500, Trio 8800, or Trio C60 systems in a Microsoft Skype for Business or Lync 2013 environment:

- Skype for Business (online and on-premises) federation isn't tested with Skype for consumers.

- Trio systems with Skype for Business Online– and Exchange Online–based voicemail aren't supported for use in Russia, Belarus, and Kazakhstan.

- Trio systems with Skype for Business and Exchange on-premises-based voicemail with media encryption disabled aren't tested for use in Russia, Belarus, and Kazakhstan.

- Trio systems can't join Skype for Business meeting broadcasts.

- Trio systems don't support content and video for Lync for Mac 2011 desktop client.

- Trio systems don't receive content sent from supported Skype for Business and Lync clients when presenting PowerPoint files or using the whiteboard.

- Trio systems can't join remote Skype for Business meetings scheduled by third parties that aren't configured for federation.

Power over Ethernet Negotiation in CDP Environments

Trio 8500 and Trio 8800 systems don't support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering your Trio 8500 or Trio 8800 system using an IEEE 802.3af Power over Ethernet (PoE) compliant switch, power budget is negotiated by a hardware handshake at power up—CDP isn't used.

If you power your Trio 8800 system using an IEEE 802.3af Power over Ethernet Plus (PoE+) switch, power budget is negotiated through a combination of a hardware handshake and LLDP.

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

The Skype for Business Audio/Video Multipoint Control Unit (AVMCU) collects all the participant video source requests (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, Trio 8500 or Trio 8800 systems send the lowest common resolution requested to ensure that all endpoints can display the Trio system video. The resolution of the lower quality stream can't be higher than 360p.

The video simulcast feature enables Trio systems 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 that determines the video resolution that best serves all the endpoints. As a result, some endpoints receive a lower resolution stream than the resolution requested.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the Poly Online Support Center.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The Polycom Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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