



Poly Trio 8500 & 8800 Systems

Announcing new Unified Communications (UC) Software for Poly Trio systems.

The build ID for this UC Software release is:

- Poly Trio 8500 **UCS 5.9.6.3432**
- Poly Trio 8800 **UCS 5.9.6.3432**

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What's New

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 and important fixes of previous releases, as well as the following new features

- Improved Cross-Site Scripting (XSS) protection
- HTTP Strict-Transport-Security (HSTS) response header is now supported
- Image quality and camera tracking improvements for Eagle Eye Cube USB cameras connected to Trio Visual+

Supported Products

Poly UC Software 5.9.6 for Poly Trio systems support the following Poly products and peripherals

Supported Poly Products and Peripherals

<i>Supported Poly Product</i>	<i>Supported Product Peripherals</i>
Poly Trio 8800 and Poly Trio 8500	Poly Trio Visual+ accessory Poly Trio VisualPro system 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.
- 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.

Release History

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

Version History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.9.6	June 2022	This release includes security updates and quality improvements <ul style="list-style-type: none"> • Improved Cross-site scripting (XSS) protection • HTTP Strict-Transport-Security (HSTS) response header is supported • Image quality and camera tracking improvements for Eagle Eye Cube USB cameras connected to Trio Visual+
5.9.5AE	April 2021	This release included an important security update
5.9.5AD	December 2020	This release includes important field fixes and support for: <ul style="list-style-type: none"> • Microsoft Teams Enhancements
5.9.5AB	October 2020	This release includes important field fixes and support for: <ul style="list-style-type: none"> • Microsoft Teams Enhancements • Zoom Room Controller 5.1.2
5.9.5AA	September 2020	This release includes support for: <ul style="list-style-type: none"> • 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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
		<ul style="list-style-type: none"> Use the Zoom iOS App to Join Meetings

Security Updates

Refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

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.

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by Trio 8500 and Trio 8800 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	Trio 8500 and Trio 8800 Collaboration Kit
Teams	Microsoft qualified	N/A
Office 365D	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Lync 2013 on-premises	Microsoft qualified	Poly supported Not Microsoft qualified
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Teams Support

Trio 8500 and Trio 8800 systems support Microsoft Teams, which provides a high-quality audio 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 Microsoft component versions included in this release.

Microsoft Teams Component Versions in Trio 8500 and Trio 8800

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.202005601
Microsoft Admin Agent	1.0.0.202006290446.product (216)
Microsoft Intune Company Portal	5.0.4801.0

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
API	VOICE-70165	5.9.5	REST API responses for attached hardware information are not providing the expected results
Interoperability	VOICE-70163	5.9.5	Trio 8800 signed-in with Teams CAP account cannot be transferred to call-queue agent after making a call to an auto-attendant number
Interoperability	VOICE-69390	5.9.5	Image quality and camera tracking improvements with Eagle Eye Cube USB

Category	Issue ID	Found in Release	Description
Calendaring	VOICE-7710	5.9.5	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.
Networking	VOICE-7810	5.9.3	If the WPAD feature is enabled and configured with feature.wpad.proxy="PROXY :", the phone may reboot repeatedly.
Network	VOICE-70338	5.9.5	Phones connected to Skype for Business Server or Teams Gateway may log out after a network outage
Network	VOICE-7613	5.9.5	Trio phones with visual+ in a P2P call displayed a blue screen when receiving RDP content from SFB client

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.

Microsoft controls the software experience and performance of Poly Trio systems configured for Microsoft Teams. For Microsoft Teams specific issues on your Poly Trio system, please contact your Microsoft support provider.

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.

Known Issues

There are no known issues with this release.

System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

802.1X Encryption with IPv6 Protocol

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

Microsoft Teams IP Phone Policy

Poly Trio 8500 and Trio 8800 phones support Meeting Sign In mode only and not User or Common Area Phone Sign In modes.

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 cannot 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

<i>UTC Offset</i>	<i>Olson Time Zone ID</i>
-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

<i>UTC Offset</i>	<i>Olson Time Zone ID</i>
-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

<i>UTC Offset</i>	<i>Olson Time Zone ID</i>
+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.

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, video errors such as blank spaces or 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 or Trio 8800 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 [Poly 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](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

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