Poly Trio Solution

Contents

Supported Poly Products

UC Software 5.9.1AB 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 Visual+ accessory	Polycom EagleEye IV USB camera Polycom EagleEye Mini USB camera Poly EagleEye Cube USB camera
Poly Trio VisualPro system	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	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 8800 and 8500 systems when connected by USB to Microsoft Teams Rooms, Skype Room Systems, or Microsoft Surface Hub	Polycom EagleEye Director II camera system

Note: When using a Polycom RealPresence Group Series system with a Poly Trio system, you must:

- Use RealPresence Group Series 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. Refer to the "Camera Compatibility" section of Limitations for more details.

What's New for UC Software 5.9.1AB

This release of Polycom Unified Communications (UC) Software 5.9.1AB for the Poly Trio solution is for Open SIP, Microsoft Skype for Business, Microsoft Teams, and Zoom Room deployments and includes all the features of previous releases and important fixes.

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.

Poly Experimental Features

Poly 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.

Poly Studio Video Bar

This release provides experimental support for the Poly Studio video bar as a USB camera when connected to a Poly Trio Visual+ accessory that is paired with a Poly Trio 8500 or 8800 system. The microphones and speakers of the Poly Studio Video Bar are not used by the Poly Trio system for audio.

USB Passthrough for Windows 10

Users can connect a Windows 10 computer to a Poly Trio 8500 or 8800 system via a USB 2.0 cable and use the system's microphones, speakers, and connected cameras as separate USB devices. Users can choose to use the Poly Trio system components as USB devices for various communication clients, including Skype for Business, Microsoft Teams, Google Meet, Cisco WebEx, Zoom, and others. Users can also mirror their computer screen onto any monitors connected to a paired Poly Trio Visual+ or VisualPro system.

Users must install the Poly Trio Passthrough application, which is included in the Poly Trio software package, onto their computer before connecting the computer to the system to use this feature.

USB Passthrough is not supported in Virtual Desktop Infrastructure (VDI) environments.

Configure USB Passthrough

Set the following parameter values to enable USB Passthrough for Poly Trio 8500 and 8800 systems:

- `mr.devicePassThrough.usb.enabled`**="1"**
- `device.set`**="1"**

- `device.usbnet.enabled.set`**="1"**
- `device.usbnet.enabled`**="1"**
- `mr.pair.maxDevices`=<integer equal to 1 + (the number of Visual+ and VisualPro devices paired with the Poly Trio system)>
- (Optional) `mr.passThrough.camera.maxResolution`="1080p", "720p", "540p", or "360p"

Connect a Computer using USB Passthrough

Connect a computer to the Poly Trio system to use the system's microphones, speakers, and cameras as USB devices for your computer.

1 Install the Poly Trio Passthrough application onto your computer.

2 Open the Poly Trio Passthrough application then connect the USB 2.0 cable from the Poly Trio 8500 or 8800 system to your computer.

The application will show the status of the connection. After your computer connects with the Poly Trio system, you can set which USB devices from the Poly Trio system to use for calls placed on your computer.

Multiple Cameras with Poly Trio Visual+

You can connect more than one camera to a Poly Trio system paired with one or more Poly 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 will only reset 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 Visual+ and VisualPro devices paired with the Poly Trio system)>

Switch Between Cameras

You can switch between two or more cameras connected to a Poly Trio system with a paired Poly 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 will only reset the currently selected camera.

1 Do one of the following:

   ➢ During a call, select **Camera** .

   ➢ Select **Menu** ≡ and select **Camera**.

2 On the **Camera Controls** screen, do one of the following:

> ➢ Tap the Switch Camera icon [icon].
>
> ➢ Select a preset saved for the camera.

Security Updates

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

Release History

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

Release History

Release	Release Date	Features
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 four 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
5.9.0AA	April 2019	This release includes support for: • Amazon Alexa for Business Integration • Microsoft Teams Certification • Polycom RealConnect Click-To-Join

Release	Release Date	Features
		• 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
5.7.2AB	November 2018	This release includes the following enhancements: • Microphone Synchronization Between Paired Systems • Audio from an HDMI Connection • Click-to-Join Support for Polycom RealConnect Services
5.7.2AA	October 2018	This release includes support for: • Cisco WebEx • Simple Certificate Enrollment Protocol (SCEP)
5.7.1AC	September 2018	This release for the Polycom Trio solution includes several important field fixes.

Release	Release Date	Features
5.7.1AB	August 2018	This release for the Polycom Trio Solution includes support for the following: • Polycom Trio solution integration with RealPresence Group Series systems • Polycom Trio system integration with Zoom Rooms
5.7.1AA	July 2018	This release for the Polycom Trio Solution includes support for the following: • Polycom EagleEye Mini USB camera support • Pairing with the Polycom EagleEye Director II camera system • Firmware updates for Polycom EagleEye IV USB camera • Scheduled Reboot • Two-Way Active Measurement Protocol (TWAP) • Assured Services - Session Initiation Protocol (AS-SIP) • Enhanced 911 (E.911) • Reset Polycom Trio system to default settings • Remote Party Caller ID from SIP Messages • Calling Line Identification • Static DNS Cache • Direct Inward Dialing Number • Storing Images to a Sub-Directory • Resetting the phone without an admin password • Forwarding incoming Skype for Business calls • Multiple Emergency Number Dial Plan • Siren7 Audio Codec • Skype for Business Device Lock • Microsoft Exchange Integration • Direct Inward Dialing Number • Web Proxy Auto Discovery
5.5.4AA	April 2018	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+

Resolved Issues

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

Resolved Issues

Issue	Release	Description
EN-152906	5.9.1AA	H.323 protocol is not supported when one or both devices in a call are audio-only Poly Trio systems without video-enabled via Poly Trio Visual+ or VisualPro accessory.
EN-152167	5.9.1AA	In some circumstances, Alexa for Business may disconnect from Amazon Cloud Services and not respond.
EN-152135	5.9.0AB	Signing in to Microsoft Teams via Active Directory Federation Services (ADFS) proxy stalls indefinitely if the server's certificate is part of a certificate chain signed by a root CA that is not trusted by the Poly Trio system's Android OS.

Known Issues

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

Upgrade the Poly Trio system with the latest software before contacting Polycom 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.

Known Issues

Issue	Release	Description	Workaround
EN-153739	5.9.0AD	While in the "Ping" or "Trace Route" menus, the phone automatically returns to the Home screen when it becomes idle due to inactivity. This behavior is expected for most menus, but for these menus, it is preferable that they remain on these menu screens even after the phone goes idle.	None.
EN-153233	5.8.0AE	When a Skype for Business audio conferencing line is used to make an internal video call, the Poly Trio system drops video intermittently.	Mute then unmute the Poly Trio system.

Issue	Release	Description	Workaround
EN-152830	5.8.0AE	In a Skype for Business conference, VbSS content freezes after a minute or two. This occurs when the ICE negotiation for VbSS selects the server reflexive local candidate, and keep alive messages are not sent through the NAT resulting in the NAT closing the binding that handles the VbSS media stream.	Set the configuration parameter `tcpIpApp.ice.reflexiveChecksRequired` to "0".
EN-152746	5.9.0AD	The Swedish word "Närvarande" (meaning "present", as in the current moment) was shown on the Poly Trio Visual+ display instead of the correct Swedish verb "Presentera" (meaning "present", as in to present content).	None.

UC Software Distributed Files

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

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

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

> **Note:** The Poly Trio Visual+ accessory is provisioned and updated automatically from the Poly Trio it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Poly Trio download does not include a dedicated executable file for the Poly Trio Visual+. To provision the Trio Visual+, delete the part number from the Poly Trio sip.ld file and do one of the following:
>
> - Use the renamed sip.ld file for both the Poly Trio and Visual+.
> - Copy the Poly Trio file and rename it using the Visual+ part number 3111-66420-001.sip.ld.

If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The UC Software 5.9.1AB build ID for the sip.ld and resource files is **5.9.1.10906**.

Installing UC Software

Administrators can install UC software for the Poly 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 phone. See the *Poly Trio Solution Administrator Guide* for more information on configuring features.

Limitations

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

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

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

- Poly Trio systems with Skype for Business Online and Exchange Online-based voicemail is not supported for use in Russia, Belarus, and Kazakhstan. Poly 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 Poly Trio system does not support content and video for Lync for Mac 2011 desktop client.

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

- The Poly Trio cannot join remote Skype for Business meetings scheduled by third parties that are not configured for Federation.

Microsoft Skype Room System and Surface Hub

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

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

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

- The Web Configuration Utility of the Poly 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 Poly Trio 8800 and 8500 system speakers.

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

When a Bluetooth-capable device is paired with the Poly Trio 8800 and 8500 systems, audio quality that plays through the system's speaker is lower for the far-side.

Video and Content

The Poly Trio system's embedded Poly People + Content IP application 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 Poly Trio 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 Poly 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 Poly 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 occurs, replace the HDMI cable with a Poly-supplied HDMI cable recommended for use with the Poly Trio system.

Screen Mirroring with Miracast

Poly cannot guarantee connectivity between the Poly Trio 8800 solution 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 Poly Trio 8800 solution if they are already connected to a 5GHz-only Wi-Fi Access Point. If experiencing this issue, disconnect the device from the Access Point while sharing content or by reconfiguring the Access Point to operate on 2.4GHz-only or 2.4Ghz + 5GHz bands.

Video Color Reproduction

When a Poly Trio system is paired with a Poly Trio VisualPro, the color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Camera Compatibility

Early versions of the Poly 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 Poly Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later. Later versions of the EagleEye Cube USB camera are supported with any Visual+ accessory hardware version.

Interoperability

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

Poly Trio Optimized for Zoom Rooms

The Poly Trio 8800 and Poly Trio 8500 systems optimized for Zoom Rooms provides a reliable, high-quality meeting experience in the conference room for subscribers of Zoom Rooms in an affordable, consolidated solution. The Poly Trio system acts as a controller for Zoom Rooms via the system's touch user interface and provides audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **4.5.2 (1249.0929)** as embedded software.

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 Poly Trio and the UC Software version required to support each partner solution. For documentation, see Strategic Partner Solutions on Polycom Support.

Poly Trio Partner Solutions

Partner Solution	Poly Trio UC Software Version
Cisco Webex	UC Software 5.7.2AA or later
BlueJeans	UC Software 5.5.3 or later
BroadSoft	UC Software 5.4.0 or later
Microsoft	UC Software 5.4.0 or later
Zoom	UC Software 5.7.1 or later

Products Tested with this Release

The Poly Trio systems and Poly 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 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 Polycom Support Service Policies.

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

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.875
Poly EagleEye™ Cube HDCI camera	1.0.0.187
Poly EagleEye™ Cube USB camera	1.0.0-967
Poly Trio VisualPro system	6.2.2
Poly Virtual USB Connector for Zoom Rooms	1.0.0.54

Product	Tested Versions
Polycom Studio	1.1
Polycom® Content App	1.3.0.70888
Polycom® EagleEye™ Acoustic camera	1.7
Polycom® EagleEye™ Director II camera	2.1.0.1
Polycom® EagleEye™ IV 4x/12x camera	1.2.0-462
Polycom® EagleEye™ IV USB camera	1.2.1-467
Polycom® EagleEye™ Mini USB camera	9.0.22
Polycom® EagleEye™ Producer camera	1.2.2.2
Polycom® HDX®	3.1.12
Polycom® People + Content IP	1.4.2
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® Desktop	3.9.1.70422
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® RealPresence® Group Series	6.2.1
Polycom® RealPresence® Mobile for Tablets	3.9.0
Polycom® VVX® Business Media Phones	UC Software 6.0.0

Recommended Third-Party USB Cable Extenders

The following USB Extenders have successfully been tested with Poly Trio 8800 and Poly Trio 8500.

Third-Party USB Extenders Tested with Trio 8800 and Trio 8500

Product	Additional Information
Icron USB 2.0 Ranger® 2301	http://www.icron.com/products/icron-brand/usb-extenders/cat5/usb-2-0-ranger-2301/

Poly Trio System Server Interoperability

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

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

Trio Solution Server Interoperability

	Microsoft Skype for Business, Lync 2013 (8500/8800 only)	*BroadSoft R20 and R21*	*Polycom® RealPresence® Platform*	*Cisco Unified Communications Manager 12.0, 10.5 and 9.1*	*Avaya Aura Communication Manager 8 and 7*
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◖	SIP Trunk to a supported call platform	○	○
Provisioning	●	●	●[1]	◖[1]	◖[3]
Video (H.264 AVC)	◖ (SVC)	●	●	◖[2]	◖
Content	●	◖[3]	●	◖	◖

● - Mature interoperable

◖ - Interoperable with limitations

○ - Not supported

[1] Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.7 recommended)

[2] Poly Trio 8800 and 8500 systems do not support Cisco's Telepresence Interoperability Protocol (TIP).

[3] Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

Microsoft Support

Poly support for Microsoft features varies by product.

> **Note:** The Poly Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, the Poly Trio VisualPro system, and the Poly Trio Visual+ system are not supported or qualified by Microsoft. As determined by Microsoft and Poly, the only supported way to connect Poly Trio 8800 Collaboration Kits, Poly Trio 8500 Collaboration Kits, Poly Trio Visual+ systems, or Poly 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 the Poly Trio 8800 and 8500 systems and the Poly Trio 8800 or 8500 Collaboration Kits that include the Poly Trio Visual+ system and a supported camera. This also applies to Poly Trio 8800 and 8500 systems when paired with a Poly Trio VisualPro accessory and a supported camera.

Supported Microsoft Environments

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

Microsoft Client Feature Support

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

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

> **Note:** 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. For information, see IP Phones on Microsoft Support.

Microsoft Client Feature Support

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
Skype for Business 2016	Yes	Yes	Yes	No
Skype for Business 2016 on Mac	Yes	Yes	Yes	No
Skype for Business Mobile	Yes	Yes	Yes	No

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
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

Skype for Business Feature Support

Poly Trio 8500 and 8800 systems support all features documented in the *Poly Trio Solution in Microsoft Environments Administrator Guide* available on 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	Not Applicable	Not Applicable
Call Admission Control	Yes	No
Call Forward	Yes	Yes
Call Handling	Yes	Yes
Call Park	Yes	Yes
Call Transfer	Yes	Yes
Common Area Phone (CAP)	Not Applicable	Not Applicable
Conference Calls	Yes	Yes
Cross Pool	Yes	No
Delegates	Not Applicable	Not Applicable
Device Lock	Yes	Yes

Feature	On-Premises Support	Online Support (sustaining)
Device Update	Yes	Yes
Distribution Lists	Not Applicable	Not Applicable
Dual Tone Multi Frequency	Yes	Yes
Emergency 911	Yes	Yes
Enhanced 911 (E.911)	Yes	Yes
Enhanced Feature Line Key (EFLK)	Not Applicable	Not Applicable
Exchange Calendar	Yes	Yes
Exchange Call Logs	Yes	Yes
Exchange Integration	Yes	Yes
Extended Presence	Yes	Yes
Federated Calls	Yes	Yes
Host Desking	Not Applicable	Not Applicable
In-band Provisioning	Yes	Yes
Local Call Logs	Yes	Yes
Media Bypass	Yes	No
Message Waiting Indicator	Yes	Yes
Monitoring (Device Inventory)	Yes	Yes
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

Feature	On-Premises Support	Online Support (sustaining)
Separate Sign-in	Yes	Yes
Simultaneous Ring	Yes	Yes
Team Call	Yes	Yes
User Log Upload	Yes	Yes
Visual Voicemail	Yes	Yes
Web Proxy Auto Discovery	Yes	Yes
Web Sign In	Yes	Yes

Poly Trio System Support for Skype for Business Video and Content

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

Skype for Business Video and Content Support

Video or Content Feature	Skype for Business On-premises	Skype for Business Online / O365 / Cloud PBX (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
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

Updates to Previous Releases

This section includes software updates included in previous software versions.

What's New for UC Software 5.9.1AA

This release of Polycom® Unified Communications (UC) Software 5.9.1AA for the Poly Trio solution is for Open SIP, Microsoft Skype for Business, Microsoft Teams, and Zoom Room deployments and includes all the features of previous releases and important fixes.

Polycom Trio Rebranding

The Polycom Trio 8500 system, Polycom Trio 8800 system, Polycom Trio Visual+ accessory, and Polycom Trio VisualPro system will be rebranded to reflect the Poly company name and logo. Starting this release, the software on Polycom Trio systems will show the Poly name and logo on existing Polycom-branded hardware, and the Poly name and logo will also display in all device documentation.

Note that the Poly Trio devices, shipping labels, shipping box, and product documentation will have a mix of Polycom and Poly branding for several quarters.

The following table includes the new and previous names for the Polycom Trio devices.

Polycom Trio Branding Names

New Product Name	*Previous Product Names*
Poly Trio 8800 system	Polycom Trio 8800 system
	Polycom RealPresence Trio 8800 system
Poly Trio 8500 system	Polycom Trio 8500 system
	Polycom RealPresence Trio 8500 system
Poly Trio Visual+ accessory	Polycom Trio Visual+ accessory
	Polycom RealPresence Trio Visual+ system
Poly Trio VisualPro system	Polycom Trio VisualPro system
Poly Trio Expansion Microphone accessory	Polycom Trio Expansion Microphone accessory

Introducing the Poly Trio 8300 System

Poly introduces the Poly Trio 8300 system. The Poly Trio 8300 supports all the same audio calling features as the Poly Trio 8500 and Poly Trio 8800, and it supports pairing with a Poly Trio Visual+ to share content and place video calls using a compatible USB camera, such as the Polycom EagleEye Mini USB or Poly EagleEye Cube USB camera.

Note: Polycom UC Software 5.9.1AA should be used with the Poly Trio 8800 and Poly Trio 8500 systems only. The newly announced Poly Trio 8300 system will be supported with a separate, corresponding software package.

Third-Party Application ID Implementation on Skype for Business Phones

Microsoft announced the end of support for the existing Azure application ID currently used by third-party device vendors that use the OAuth 2.0 authorization protocol. To retain authentication to Microsoft services and the ability to sign in to Skype for Business, you must update the firmware to implement a third-party application ID on all impacted certified Skype for Business phones by January 15, 2020.

The following deployments include Skype for Business IP phones certified under Microsoft's 3rd Party IP Phones (3PIP):

- Skype for Business Online
- Skype for Business On-Premises Hybrid (with modern authentication deployed)

Polycom adheres to the Microsoft announcement and has implemented the third-party application ID.

To implement the third-party application on Skype for Business phones:

1 Go to the consent URL and sign in with tenant administrator credentials.

2 Click **Accept** to grant permission to allow the Poly ID application to access the required resource's permissions.

   Note: You must go to the consent URL and accept permission before you upgrade to the new firmware.

3 Upgrade the impacted phones to the new firmware version.

Camera Tracking on EagleEye Cube USB

You can enable automatic camera tracking on the EagleEye Cube USB camera when connected to a paired Poly Trio Visual+ accessory. To enable tracking, the EagleEye Cube USB camera must be specified with the `video.camera.x.type` parameter. Once that is specified, you can enable tracking for the EagleEye Cube USB camera with the `video.camera.x.trackingEnabled` parameter.

Camera Recalibration

You can configure when the EagleEye IV USB camera recalibrates, whether it is when the system is idle or when it wakes from low power mode (LPM). This works in conjunction with the camera presets,

specifically the parameter `video.camera.preset.home.uponIdle.delay`. After the camera recalibrates, it will move to the designated preset position. These parameters do not apply to when the system is in an active call.

Use the following parameters to configure recalibration activity:

`video.camera.recalibrate.uponIdle`

Set to enable the EagleEye IV USB camera to recalibrate when the system enters the idle state.

0 (default)

1

`video.camera.recalibrate.uponWakeUp`

Set to enable the EagleEye IV USB camera to recalibrate when the system wakes up from Low Power mode.

0 (default)

1

Restart Feature Removed

The **Restart Device** feature is no longer available in Poly Trio. If required as a troubleshooting step or to save certain configuration changes, use **Reboot Device**.

Note: The phone's API will still accept a restart command, but it will perform a reboot instead of a restart.

Making Wi-Fi Settings Available in Basic Settings

You can make the Wi-Fi settings menu option, currently only available in Advanced settings, available in Basic settings as well. With the Wi-Fi settings available in Basic settings, users can connect Poly Trio 8800 systems to wireless networks. To make Wi-Fi settings available in Basic settings, enable the `feature.basicWifiMenu.enabled` parameter.

Note: The Poly Trio 8300 and Poly Trio 8500 systems do not support this feature.

H.323 Protocol

You can configure Poly Trio systems to use H.323 protocol and enable direct communication with H.323 endpoints, gatekeepers, call servers, media servers, and signaling gateways. Users can choose to place calls using H.323 or SIP protocol before placing a call, or users can allow the system to choose a protocol automatically based on a contact's call information.

> **Note:** H.460 is not supported on Poly Trio systems, so you cannot configure NAT and firewall traversal for H.323 calls.

Enhanced Daisy-Chaining of Poly Trio Systems

You can now pair (daisy-chain) a Poly Trio 8500 or 8800 system with up to two other Poly Trio systems (a total of 3 systems working together) for enhanced audio performance in large or acoustically challenging rooms. Or you can pair a Poly Trio 8800 or Poly Trio 8500 system with one other Poly Trio system and one Poly Trio Visual+, Poly Trio VisualPro, or Polycom RealPresence Group Series to add video and content sharing capabilities.

Global Camera Tracking Parameters

You can set tracking parameters globally in addition to the existing tracking parameters. The new global tracking parameters appear in the list below:

- `video.camera.presetIndex`
- `video.camera.trackingEnabled`
- `video.camera.trackingFramingMode`
- `video.camera.FramingSize`
- `video.camera.trackingPipEnabled`
- `video.camera.trackingSpeed`

Use the above parameters to configure tracking for any connected compatible cameras not defined by the `video.camera.x.type` parameter.

Bluetooth Device Name Parameter

The parameter `bluetooth.devName` has been removed and replaced with `bluetooth.device.name`.

Microsoft Teams IP Phone Policy

Microsoft is launching its Teams IP Phone policies soon. The default, or "Global" policy, is configured for "Personal Mode". Poly Trio 8500 and 8800 phones support Shared Mode only. When the new policies are launched, make sure you enable your Office 365 tenant and assign a "Shared Mode" policy to all accounts used on Poly Trio systems. Refer to documentation provided by Microsoft for details on setting IP Phone policies.

Dimmed Custom Background Images

By default, custom background images on any monitor connected to a Poly Trio Visual+ accessory is dimmed to improve the readability of text shown onscreen when the system is idle. You can disable this feature using the parameter `mr.bg.dimCustomImages`.

```
mr.bg.dimCustomImages
```

Set to automatically dim a custom background image when the system is idle to improve the readability of text on a monitor connected to a Visual+ accessory.

1 (default)

0

Documentation Updates

The following updates have been made to Poly Trio documentation:

- The *Polycom Trio in Microsoft Environments Deployment Guide* has been renamed to the *Poly Trio in Microsoft Environments Administrator Guide*.

- The phone provisioning information has been moved from the *Poly Trio Administrator Guide* into a new guide: *Poly Trio Solution Provisioning Guide*.

Resolved Issues

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

Resolved Issues

Issue	Release	Description
EN-101219	5.4.4AA	The phone shows an error intermittently on the Corporate Directory screen during search operations in peak load times.
EN-104321	5.4.4AA	Received audio is lost after approximately 60 seconds when the network firewall uses port overlapping.
EN-109793	5.7.1AA	If the phone receives a voice VLAN identifier from LLDP, and then receives a second, different voice VLAN identifier from LLDP before the first DHCP negotiations are complete, the phone doesn't switch to the second VLAN.
EN-113523	5.4.4AA	The Custom Server in the Software Upgrade section in the Web Configuration Utility is missing the parameter name and field help information.

Issue	Release	Description
EN-114331	5.4.4AA	The phone failed to get an IP address when it received two server identifiers (Option 54) in a DHCP offer.
EN-118992	5.7.1AA	The REST API command mgmt/media/sessionStats returns an incorrect value for "PacketsExpected".
EN-122909	5.9.0AA	When Amazon Alexa is invoked for the first time on a Poly Trio system that has been reset to factory defaults, an immersive mode pop-up message displays.
EN-125175	5.8.0AA	The volume is not synced on daisy-chained Poly Trio devices.
EN-129560	5.9.0AA	In Daisy Chain mode, call logs are sometimes not available on the primary Poly Trio system, but the call logs display on the secondary system.
EN-130688	5.8.0AA, 5.8.0AC	The Poly Trio system shows the wrong video start/stop icon when the default call type is audio.
EN-131020	5.9.0AA	If Amazon Alexa is invoked within two minutes after the Poly Trio system is disconnected from the Internet, the system will display the "Listening" screen until a user taps the screen or the Internet connection is restored.
EN-132050	5.9.0AA	Microphone-captured audio may cut out when Poly Trio is configured as a Zoom Room Controller with external PC speakers set for audio output. The mic audio cut out occurs mostly when the PC speakers are actively playing sound.
EN-135607	5.9.0AC	The Polycom Trio Administrator Guide incorrectly links to the Polycom Device Management Service for Service Providers Administrator Guide for more information on Device Analytics.

Issue	Release	Description
EN-137265	5.9.0AA	The Polycom logo and Welcome instructions display on the monitor connected to Poly Trio Visual+ even though the corresponding parameters are disabled.
EN-138027	5.9.0AA	Although it was disabled, Self-View is enabled after using Wireless Display via Miracast.
EN-138234	5.7.1AA	The phones fail to receive the Location Information Server (LIS) from the server.
EN-139619	5.7.1AA	The phone stopped sending the Watch Buddy SUBSCRIBE after failover to the new proxy server.
EN-142240, EN-147196	5.9.0AA	The REST API command `Management.SimulateTouch` stops working after Poly Trio is rebooted.
EN-142469	5.8.0AA	Poly Trio may not sign into Exchange Online after rebooting.
EN-142940	5.8.0AA	Unable to set the volume for the meeting reminder tone on Poly Trio systems.
EN-143570	5.9.0AA	When a Poly Trio system is paired with the Poly Trio Visual+, the connected monitor does not display the configured background image after a reboot.
EN-144438	5.9.0AC	Poly Trio may disconnect from a Microsoft Teams call due to a registration failure.

EN-144448	5.9.0AA	Poly Trio will not ring or display an incoming call that is not offering SRTP when the Trio system has the following configuration:
		`sec.srtp.require="1"`
		`sec.srtp.enable="0"`

Issue	Release	Description
EN-144496	5.9.1AA	Poly Trio 8800 may fail to sign into Exchange Online.
EN-145466	5.9.0AA	Poly Trio may not send notifications to Distribution Lists during 911 calls.
EN-146047	5.8.0AA	A Poly Trio with a paired Poly Trio Visual+ crashed due to a USB driver.
EN-146370	5.9.1AA	When selecting the option labeled "Poly Waves" in the Networked Device Background menu option, the "Poly Waves" image does not display on the monitors connected to the Poly Trio VisualPro or RealPresence Group Series.
EN-146950	5.9.0AC	The Layout and Camera icons overlap while the Poly Trio system is in an AVMCU call.
EN-149497	5.9.1AA	You cannot enable and disable Do Not Disturb per line via utterances with Alexa for Business.
EN-149513	5.9.1AA	Alexa For Business is limited to offering up to 3 scheduled meetings to join from the Calendar in response to the "Alexa, join my meeting" utterance.
EN-149559, EN-148878	5.9.0AC	Holding, transferring, and resuming calls fail on Poly Trio devices after installing the July 2019 Cumulative Update 10 for Skype for Business Server 2015.
EN-149724	5.9.0AD	When the Poly Trio system is in the Microsoft Teams or Zoom Rooms Base Profile, the web interface allows you to configure some features that shouldn't be available or are not relevant to those base profiles.

Getting Help and Copyright Information

Patent Information

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