Polycom® RealPresence Trio™ Solution

Applies to the Polycom® RealPresence Trio™ 8800 System and the Polycom® RealPresence Trio™ Visual+ Accessory

Contents

What's New for UC Software 5.4.3AB

UC Software 5.4.3AB is a release for the Polycom® RealPresence Trio™ solution interoperable with open-SIP call platforms, Skype™ for Business Online, Skype™ for Business 2015, Microsoft® Lync® 2013, Microsoft® Lync® 2010 on-premises, and Polycom® RealPresence® Platform.

UC Software 5.4.3AB supports the following Polycom products:

- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

These release notes provide important information on software updates, phone features, and known issues.

New Features and Enhancements

This section describes new features and enhancements for this release. Parameters that configure the features are listed in the section Configuration File Enhancements.

	Web Info: Available user and administration documentation
	For all RealPresence Trio documentation support, see RealPresence Trio on Polycom Voice Support.

Reset Video Mute

When you mute camera video during a video call, RealPresence Trio 8800 solution video is reset to show at the beginning of the next video call.

Synchronized Volume Control with a USB-Connected Computer

When you connect a Microsoft® Windows® computer to the RealPresence Trio 8800 solution using a USB cable, you can control the volume of audio and video calls from the computer or RealPresence Trio 8800 solution, and the volume on both devices is synchronized.

Use RealPresence Trio 8800 System as a Speakerphone for Mac Computers

You can use the RealPresence Trio 8800 system as an audio speakerphone when connected by USB to Mac computers running one of the following software versions:

- OS X 10.9.x (Mavericks)
- OS X 10.10.x (Yosemite)

- OS X 10.11.x (El Capitan)

Dialpad Digits

The dialpad displays digits you enter during a call. When you close the dialpad, the digits are deleted.

Join Skype for Business Meetings

When a RealPresence Trio Visual+ system is connected and paired with a RealPresence Trio 8800 system, you can join Skype for Business meetings scheduled in the future from the Calendar Details screen on the RealPresence Trio 8800 system by pressing the Join soft key.

Microsoft Compatibility

The RealPresence Trio 8800 solution supports:

- Skype for Business 2015 on-premises and Online
- Lync Server 2013 and 2010 on-premises
- Audio-only calls using Lync 2010 client

The following table indicates features and capabilities supported on the RealPresence Trio solution using the Microsoft Skype for Business client versions listed.

Microsoft Supported Client Features and Capabilities

Feature / Capability	Audio	Video	Content Sharing[1]	Instant Messaging
Skype for Business 2016	●	●	●	
Skype for Business 2015	●	●	●	
Skype for Business Web Application	●	●	●	
Skype for Business 2015 Mobile				
Lync 2013	●	●	●	
Lync 2013 Mobile				
Lync 2010	●			
Lync 2010 Mobile				
Lync Phone Edition	●			
Communicator for Mac 2011	●		●	
Lync for Mac 2011	●		●	

[1] 'Present Desktop' and 'Present Application' only are supported from a computer with a single (or duplicated) display.

'Present PowerPoint File' and Whiteboard are not supported.

Skype for Business Support

The following table indicates support for Skype for Business Online features:

- Supported Microsoft-qualified features
- Polycom supported and not Microsoft-qualified features

Polycom with Skype for Business Online Feature Support

Skype for Business Online Feature	Skype for Business On-premises	Polycom with Skype for Business Online / O365 / Cloud PBX
Not Microsoft Qualified		
Single-stream video receive	✓	✓
Point-to-point video calls	✓	✓
Multiparty video calls	✓	✓
Active speaker only video (Gallery view not supported)	✓	✓
Gallery View	✘	✘
Remote Desktop Protocol (RDP) content receive	✓	✓
Present Desktop (single display)	✓	✓
Present Programs (single display)	✓	✓
Present PowerPoint Files	✘	✘
Present Whiteboard	✘	✘
Microsoft Qualified		
Resiliency - Branch Office	✓	✘
Resiliency - Data Center Outage	✓	✘
Device Update	✓	✓
In-band Provisioning	✓	✓

Skype for Business Online Feature	Skype for Business On-premises	Polycom with Skype for Business Online / O365 / Cloud PBX
PIN Authentication	✓	✗
Call Handling	✓	✓
Call Forward	✓	✓
Call Transfer	✓	✓
Conference Calls	✓	✓
Local Call Logs	✓	✓
Exchange Call Logs	✓	✓
Federated Calls	✓	✓
Simultaneous Ring	✓	✓
Attendant Console	✓	✗
Cross Pool	✓	✗
Dual Tone Multi Frequency	✓	✓
Emergency 911	✓	✓
Media Bypass	✓	✗
Monitoring (Device Inventory)	✓	✓
Private Line	✓	✗
Response Groups	✓	✗
Message Waiting Indicator	✓	✓
Call Park	✓	✗
Shared Line Appearance	✓	✗
Exchange Contact Integration	✓	✓
Exchange Calendar	✓	✓

Skype for Business Online Feature	Skype for Business On-premises	Polycom with Skype for Business Online / O365 / Cloud PBX
Extended Presence	✓	✓
Visual Voicemail	✓	✓

Configuration Enhancements

The following table includes configuration enhancements added in this release including new parameters, parameters having changed value(s), and removed parameters no longer in use with UC Software.

For more information on using configuration parameters to enable or disable features, see the *Polycom RealPresence Trio Solution Administrator Guide* available on Polycom Voice Support.

Configuration File Enhancements in UC Software 5.4.3AB

Parameter *Template*	Permitted Values
NEW	
`exchange.meeting.parseWhen` applications.cfg	NonSkypeMeeting (default) - disables the number-searching logic of the Calendar to look for additional numbers to dial in Skype Meeting calendar entries. Always – enables the number-searching logic of the Calendar to look for additional numbers to dial even for Skype Meetings.
`exchange.reconnectOnError` applications.cfg	1 (default) 0
`video.codecPref.H264.packetizationMode0` video.cfg	5 (default) 0 – 8 Set the H.264 payload type with packetization mode set to 0.
`video.codecPref.H264HP.packetizationMode0` video.cfg	3 (default) 0 – 8 Set the H.264 high profile payload type with packetization mode set to 0.
`video.conf.addVideoWhenAvailable` new.cfg	0 (default) 1 - When RealPresence Trio sytem is added to a conference by another participant via digit dialing, the Trio system adds video if video is available on the conference.

Parameter *Template*	Permitted Values
`video.profile.H264.payloadType.packetizationMode0` video.cfg	99 (default) 0 – 127 Set the H.264 payload type with packetization mode set to 0.
`video.profile.H264.payloadType.packetizationMode1` video.cfg	109 (default) 0 – 127 Set the H.264 payload type with packetization mode set to 1.
`video.profile.H264M.payloadType.packetizationMode0` video.cfg	113 (default) 0 – 127 Set the H.264 high profile payload type with packetization mode set to 0.
`video.profile.H264HP.payloadType.packetizationMode1` video.cfg	100 (default) 0 – 127 Set the H.264 high profile payload type with packetization mode set to 1.

`lync.provisionDeviceParams.enabled`	1 (default) - Enable (accept) in-band provisioning device settings sent from Skype for Business.
	0 - Disable (block) in-band provisioning device settings sent from Skype for Business. When set to 0, the following in-band provisioning device settings are blocked:
	  • `EnableDeviceUpdate`
	  • `IPPhoneAdminPasswd`
	  • `LocalProvisioningServerAddress`
	  • `LocalProvisioningServerUser`
	  • `LocalProvisioningServerPassword`

Changed Value(s)	
`sec.TLS.cipherList` site.cfg	ALL:!aNULL:!eNULL:!DSS:!SEED:!ECDSA:!IDEA:!MEDIUM:!LOW:!EXP:!ADH:!ECDH:!PSK:!MD5:!RC4:@STRENGTH (default) The global cipher list parameter. The format for the cipher list uses OpenSSL syntax found here: http://www.openssl.org/docs/apps/ciphers.html.

Parameter *Template*	Permitted Values
`sec.TLS.webServer.cipherList` site.cfg	ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW:! EXP:!ADH:!ECDH:!PSK:!MD5:! RC4:@STRENGTH (default) The cipher list for a web server profile. Change causes phone to restart.
`video.codecPref.H261` video.cfg	6 (default) 0 – 8 Specify the video codec preferences.
`video.codecPref.H263` video.cfg	5 (default) 0 – 8 Specify the video codec preferences.
`video.codecPref.H2631998` video.cfg	5 (default) 0 – 8 Specify the video codec preferences.
`video.codecPref.H264` video.cfg	4 (default) 0 – 8 Specify the video codec preferences.
`video.codecPref.H264HP` video.cfg	2 (default) 0 – 8 Set the H.264 High Profile video codec preference priority.
`video.codecPref.XH264UC` video.cfg	1 (default) 0 – 8 Set the Microsoft H.264 UC video codec preference priority.
`video.codecPref.XUlpFecUC` video.cfg	8 (default) 0 – 8 Set the forward error correction (FEC) codec priority.
`video.codecPref.Xdata` video.cfg	7 (default) 0 – 8 Set the Remote Desktop Protocol (RDP) codec preference priority. 1 indicates the codec is the most preferred and has highest priority.
`video.conf.simulcast.enabled` new.cfg	1 (default) - Allow sending two different video media resolutions on a SfB video conference call. 0

Parameter *Template*	Permitted Values
`video.mute.sendCannedVideo` new.cfg	1 (default) - The RealPresence Trio system sends a custom image to the far end when you press Stop my video. 0 - The RealPresence Trio system sends no video to the far end when you press Stop my video. A default no video graphic displays.

Release History

This following table shows the release history of the RealPresence Trio 8800 and RealPresence Trio Visual+.

Release History

Release	Release Date	Features
5.4.3.AB	August 2016	This release includes support for the following features: • Reset Video Mute • Synchronized volume control with a USB-connected computer • RealPresence Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings
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 RealPresence 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.

Release	Release Date	Features
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 RealPresence Trio 8800 and RealPresence Trio Visual+

Products Tested with this Release

The RealPresence Trio 8800 and RealPresence Trio Visual+ are tested with other products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Note: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.
Go to *Polycom Support Service Policies* to find the *Current Polycom Interoperability Matrix*.

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.891
Polycom® RealPresence® Mobile for Tablets	3.5.1
Polycom® RealPresence® Desktop	3.5.1
Polycom® RealPresence® Collaboration Server (RMX)	8.6.3
Polycom® RealPresence® DMA 7000	6.3.1
Polycom® RealPresence® Group Series	5.1-0-250527 / 5.1.1.300113
Polycom® RealPresence Immersive Studio™	na
Polycom® People + Content IP for PC	1.4.0.517
Polycom® People + Content IP for Mac	1.1.0 (10)
Polycom® HDX® 9002	3.1.9
Polycom® SoundStation® IP	4.0.9.0509
Polycom® VVX® Business Media Phones	UC Software 5.4.3

Server Interoperability

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

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

RealPresence Trio Solution Server Interoperability

	Microsoft Skype for Business 2015, Lync 2013	BroadSoft R20 and R21	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5 and 9.1	Avaya Aura Communication Manager 7
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◖	SIP Trunk to a supported call platform	○	○
Video (H.264 AVC)	◖ (SVC)	●	●	◖	◖
Content	●	◖[1]	●	◖	◖
Provisioning	●	●	●[2]	◖[2]	○[3]

● - Fully interoperable

◖ - Interoperable with limitations

○ - Not supported

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

[2] Requires integration of Polycom® RealPresence® Resource Manager software version 9.0, with Cisco Unified Communications Manager 9.x or later.

[3] Polycom RealPresence Trio 8800 supports XML-based centralized provisioning but is not integrated with Avaya Aura System Manager.

System Constraints and Limitations

The following sections provide information on constraints and limitations when using the RealPresence Trio 8800 or RealPresence Trio Visual+ systems.

Simulcast Video Streams in Skype for Business AVMCU Meetings

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 RealPresence Trio system sends the lowest common resolution requested to ensure that all endpoints can display the RealPresence Trio system's video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows RealPresence Trio 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 will receive a lower resolution stream than the resolution requested.

Power over Ethernet Negotiation in CDP Environments

The RealPresence Trio system does not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering RealPresence Trio 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 RealPresence Trio using an IEEE 802.3at power over Ethernet Plus (PoE+) switch, the RealPresence Trio power budget is negotiated through a combination of hardware handshake and LLDP.

Skype for Business or Lync 2013

The following is a list of constraints and limitations when using RealPresence Trio solution in a Microsoft Skype for Business or Lync 2013 environment:

- Single active speaker view only during video calls.

- Lync 2013 and Skype for Business Mobile Clients are not supported.

- Audio-only for Lync 2010 environments; content and video are not supported.

- Content and video are not supported for the Lync for Mac client.

- Receive content sent from supported Skype for Business and Lync clients using 'Present Desktop' and 'Present Programs' features ('Present PowerPoint Files' and Whiteboard is not supported)

- Receive content sent from supported Skype for Business and Lync clients using 'Present Programs' with single or duplicated display only (extended displays are not supported).

Audio

By default, audio from the far-site plays only on the RealPresence Trio 8800 speakers. Administrators can enable far-site audio to play on the monitor speakers connected to the RealPresence Trio Visual+ accessory by HDMI or external speakers connected to the 3.5mm port on the RealPresence Trio Visual+.

When a Bluetooth-capable device is paired with RealPresence Trio 8800, the quality of audio that plays through the system's speaker is lower for far-site audio during calls or from music and videos.

Video and Content

You can only display one video or content stream at a time on a monitor connected to the RealPresence Trio Visual+ accessory. Users can either view the far end video stream, self-view stream, or the content stream at a time. No picture-in-picture (PIP) or picture-over-content displays during video or content calls.

People + Content IP is supported on Microsoft Windows® and Mac computers to a maximum of 1080p.

Polycom Concierge

The RealPresence Trio solution supports ultrasonic-based SmartPairing only, and it does not support Polycom® Concierge, which requires Bluetooth-based SmartPairing.

Third-Party Cables

Using a third-party HDMI cable may inhibit the RealPresence 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 RealPresence Trio Visual+ fails to properly execute video settings:

- A portion of the video or content displays off screen.
- When the system is idle, black spaces or white boxes display on the monitor.

If either of these behaviors occur, replace the HDMI cable.

Install RealPresence Trio 8800 Software

Administrators can install software for RealPresence Trio 8800 using a provisioning server or an USB flash drive. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the system. See the *Polycom RealPresence Trio Solution Administrator Guide* for more information on configuring features.

The following sections include information on installing software for the RealPresence Trio 8800.

Download the Distribution Files

You can download the software package for RealPresence Trio solution, in ZIP file format, and place the package on a provisioning server to provision the phone. The combined software package contains configuration and `sip.ld` files for the RealPresence Trio 8800 system and the RealPresence Trio Visual+ accessory.

> **Admin Tip: Provisioning the RealPresence Trio Visual+**
>
> The UC Software for RealPresence Trio download does not include a dedicated executable file for the RealPresence Trio Visual+. To provision the RealPresence Visual+, delete the part number from the RealPresence Trio `8800 3111-65290-001.sip.ld` file and do one of the following:
> - Use the renamed `sip.ld` file for both the RealPresence Trio and Visual+.
> - Copy the RealPresence Trio 8800 file and rename it using the RealPresence Visual+ part number `3111-66420-001.sip.ld`.

The following table lists all the files included in the RealPresence Trio solution software package. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is **5.4.3.2342**.

Files Included in the RealPresence Trio Solution Software Package

Distributed Files	*File Purpose and Application*
3111-65290-001.sip.ld	SIP application executable for RealPresence Trio 8800
sip.ver	Text file detailing build-identification(s) for the release
000000000000.cfg	Master configuration template file
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name

Distributed Files	File Purpose and Application
applications.cfg	Configuration parameters for microbrowser and browser applications
device.cfg	Contains Network Configuration device parameters.
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
pstn.cfg	Contains parameters for PSTN Use.
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings
region.cfg	Configuration parameters for regional and localization settings such as time and date and language
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration
site.cfg	Configuration parameters that are set for each site
video.cfg	Configuration parameters for video connectivity

Distributed Files	File Purpose and Application
VVX-dictionary.xml	Includes native support for the following languages: • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Brazil • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, UAE
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Sample loud ringer sound effect
Warble.wav	Sample ringer sound effect

Resolved Issues

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

Resolved Issues

Issue Number	Release	Description
VOIP-109868	5.4.2	Added an "Updater Signature" field to the Home and Phone pages in the Web Configuration Utility to distinguish development-signed systems from release-signed systems.
VOIP-110218	5.4.2	When the RealPresence Trio 8800 system is connected to a Windows computer over USB, the volume is synchronized between the system's speaker and the computer's playback volume for the Real Presence Trio 8800 system.
VOIP-112612	5.4.2	Online accounts with special characters were not working due to characters not escaping for a `soWebTicketFetchRealmInfoDoc` request.
VOIP-114392	5.4.2	Incoming RDP content shared while in an AVMCU conference was occasionally rendered slowly on the receiving RealPresence Trio 8800 system.
VOIP-114906	5.4.2	The state of the camera is retrieved from the configuration parameter `video.autoStartVideoTX`, and now video mute is persistent between calls and after a reboot on the RealPresence Trio solution.
VOIP-115128	5.4.2	RealPresence Trio 8800 was not sending the "media_stream_id" parameter in the picture fast update message when sharing content during a point-to-point call with another RealPresence Trio 8800.
VOIP-115211	5.4.2	In an Avaya environment, video now displays in the Avaya Flare Desktop and Mobile client during a video call with the RealPresence Trio 8800 system.
VOIP-114548	5.4.2	The GMT offset selection dialog occasionally does not automatically scroll to the selected offset when opened.
VOIP-116546	5.4.2	After booting up connected to a computer by USB, the RealPresence Trio system audio speaker no longer has audio artifacts when playing out audio.
VOIP-116580	5.4.2	The RealPresence Trio 8800 system notifies users when the system is not charging as expected.

Issue Number	Release	Description
VOIP-116843	5.4.2	When using digit dialing to add a participant to a Skye for Business conference call, the participant no longer loses audio after performing a mute and unmute.
		This issue occurred only when `video.conf.addVideoWhenAvailable="1"`, the non-default value. When `video.conf.addVideoWhenAvailable="0"`, the default value, the participant has audio but no video.
		Set `video.conf.addVideoWhenAvailable="0"`, the default value, to avoid this issue.
VOIP-116951	5.4.2	The RealPresence Trio system plays out audio artifacts after booting up while connected to a computer by USB cable.
VOIP-116956	5.4.2	Audio is inconsistent when using RealPresence Trio system as an audio device for a mobile phone paired by Bluetooth and the RealPresence Trio system is connected to a computer with a USB cable.
VOIP-117037	5.4.2	The RealPresence Trio system now sends a FloorStatus message after receiving a Floor Query request from Cisco endpoints, enabling the RealPresence Trio system to send content to Cisco endpoints.
VOIP-117071	5.4.2	At the minimum volume setting, audio could still be heard from the phone's speaker. The mapping of volume steps to speaker gain have been changed so that the gain at minimum volume is much lower and the audio will be inaudible at normal listener distances.
VOIP-117169	5.4.2	The Polycom People+Content IP technology occasionally crashes when starting to share content.
VOIP-117355	5.4.2	Changed the label shown on the "Join" button when configured for German.
VOIP-117407	5.4.2	The Seg Fault was cased by a NULL pointer de-reference in the video FEC function. This is corrected with appropriate NULL pointer checking.
VOIP-117445	5.4.2	The phone captures 10MB of information in the <MAC>-plcmsyslog.tar.gz files, which are periodically uploaded to the provisioning server.
VOIP-117449	5.4.2	The auto-discovery of EWS was failing because the provisioning server was stopping and restarting the auto-discovery process due to an incorrect configuration of the provisioning server that accepted conflicting parameter values from on-premise and off-premise configuration servers.
VOIP-117451	5.4.2	Entered DTMF digits display when in a call.
VOIP-117451	5.4.2	The system displays entered DTMF digits when in a call.
VOIP-117457	5.4.2	The keyboard stopped working while trying to search for a contact when video memory was full.

Issue Number	Release	Description
VOIP-117473	5.4.2	The RealPresence Trio system occasionally fails to start audio after a reboot. If this occurs, the system immediately reboots.
VOIP-117684	5.4.2	Declined participants did not display in the Declined list.
VOIP-117915 VOIP-117958	5.4.2	The Exchange calendar client on the phone occasionally identified numbers in the HTML markup used to format the meeting description.
VOIP-117959	5.4.2	The Join button now shows all the time in the calendar instead of only at the time the meeting starts onward. This enables users to join a meeting before the meeting starts.
VOIP-118044	5.4.2	Added a header in the INVITE to play voicemail.
VOIP-118437	5.4.2	The following user interface text was updated to match Skype for Business client: • Conf.Opt changed to Mtg.Info • Toll Number changed to Number • Participant Code changed to Conference ID
VOIP-118584	5.4.2	The system ignores CDP packets without VLAN information.

Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Trio 8800 and RealPresence Trio Visual+.

Upgrade the RealPresence Trio solution with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

Known Issues

Category	Issue Number	Release	Description	Workaround
Calling	VOIP-105248		If you enable updates to RealPresence Trio system Call Lists, updates are delayed.	
Wi-Fi	VOIP-105461		When you enable Wi-Fi on the RealPresence Trio 8800 system before entering your access point details, the Trio system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.
Lync	VOIP-106160		When adding a video capable Skype for Business endpoint via extension dialing to a Skype for Business AVMCU call from RealPresence Trio an audio only call is established.	
Calling	VOIP-106489		You cannot forward incoming calls to the RealPresence Trio system.	
Calling	VOIP-106591		You cannot join two calls into a conference call on the RealPresence Trio system.	
Calling	VOIP-106596		You cannot use the dialpad to send a DTMF signal.	
Display	VOIP-106962		When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter `powerSaving.tvStandbyMode` is set to Black, the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode.	Set the parameter `powerSaving.tvStandbyMode` to No Signal.
Bluetooth	VOIP-107039		You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a paired smartphone.	

Category	Issue Number	Release	Description	Workaround
BroadSoft	VOIP-107890		In a BroadSoft environment, video does not display in the BroadTouch Business Communication (BTBC) client during a video call with the RealPresence Trio 8800 system.	
Registration	VOIP-108006		The RealPresence Trio 8800 system fails to register after it is restarted during an outage.	Do not restart the system during an outage.
Calling	VOIP-108027		When you place a call on hold and place another call from the Place a Call screen, the incoming call notification does not display to the far end.	Exit the Place a Call screen and answer the incoming call.
Lync	VOIP-108104		When calling from a Lync client on a Mac® computer connected to the RealPresence Trio 8800 system, the Trio system does not play the ringback tone after the call is placed.	
BroadSoft	VOIP-108478		During point-to-point video calls between a RealPresence Trio 8000 system and HDX system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content send from RealPresence Trio 8800 via the Polycom People + Content IP application is not displayed at the HDX system.	
User Interface	VOIP-108574		When the dial pad is set as the idle screen, the RealPresence Trio 8800 system does not display the dial pad after the system has been inactive for the set amount of time.	
Lync	VOIP-108691		In a Lync environment during point-to-point video calls between RealPresence Trio 8000 system and Groups Series system, video stops to the Group Series system after the call is held and resumed on the Group Series system.	Toggle the People + Content control to see content again.
Audio	VOIP-108805		When the RealPresence Trio 8800 system is connected as a USB audio device to a computer, far end users' voices echo when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.

Category	Issue Number	Release	Description	Workaround
Content	VOIP-108961		When showing content during a video call between a Lync client and the RealPresence Trio system, the content stops showing when another RealPresence Trio system joins the call.	
User Interface	VOIP-109710	5.4.0	USB call appearances do not clear from the system screen after the USB cable is disconnected in device mode.	Hang up the call on the Real Presence Trio 8800 system.
User Interface	VOIP-109892	5.4.0	In secured Skype for Business calls using the RealPresence Trio 8800 system, the call screen moves down and up during SRTP key negotiation.	
Calling	VOIP-110016		When a Bluetooth audio call is placed on hold on the RealPresence Trio system, the Trio system displays the call as on hold but audio continues to be heard by both parties, and the Resume soft key doesn't display.	Hold and resume the call on the Bluetooth connected device instead of on the Trio system.
Content	VOIP-110063		You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
Calling	VOIP-110209		When the RealPresence Trio system is connected by USB cable to a computer and is used as a speaker/microphone for Skype for Business calls, the RealPresence Trio system's dialpad does not send DTMF tones to the remote caller.	
Content	VOIP-110214		When using the RealPresence Trio system to show content during a video call with an Avaya Scopia XT5000, the content does not display on the Avaya system.	
Content	VOIP-110267		Content does not display when using Polycom® People+Content™ IP technology on a Mac® computer to send content to RealPresence Collaboration Server.	

Category	Issue Number	Release	Description	Workaround
Calling	VOIP-110294		If the USB cable connecting the RealPresence Trio 8800 and a computer is disconnected and reconnected during a Skype for Business call, the Resume soft key might not resume the call.	
Lync	VOIP-110666		When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content unless the Lync client is dialed into the conference.	Have the party trying to send content join the call.
Lync	VOIP-111327		In a Lync or Skype for Business environment, when an active speaker leaves a conference call, the next available participant doesn't display for 10-15 seconds.	
Calling	VOIP-111525		After the maximum amount of participants in a conference are displayed on the RealPresence Trio 8800 system, the Add Participant option continues to display in the roster.	
Lync	VOIP-111779		Turning the self view on and off during a RealPresence Trio system Lync video call temporarily displays the Welcome screen or a black screen.	
User Interface	VOIP-112048		The voicemail icon disappears from the line key after the RealPresence Trio system restarts or reboots.	
Audio	VOIP-112354 VOIP-114685		When the RealPresence Trio 8800 system is connected as a USB audio device to a computer, far end users' voices echo when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
Lync	VOIP-112358		During a Lync USB call, when the volume is increased to the maximum level on the computer and the RealPresence Trio solution, an echo is heard on the far end when the far end speaks.	Reduce the volume on the computer or the RealPresence Trio 8800.

Category	Issue Number	Release	Description	Workaround
Network	VOIP-112645		RealPresence Trio and RealPresence Trio Visual+ might drop incoming network packets when connected to a 1000 Mbps (Gigabit) Ethernet line rate on some Ethernet switches leading to video quality artifacts and stalling video displayed on the display connected to the RealPresence Trio Visual+.	
Audio	VOIP-112999		When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders.	
Web Interface	VOIP-113116		Setting the `device.sntp.gmtOffset` parameter using the Web Configuration Utility's Import Configuration feature does not work.	Set `device.sntp.gmtOffset` using another configuration method such as the Preferences > Date & Time page or Simple Setup page of the Web Configuration Utility or a central provisioning server.
Content	VOIP-114058		You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
Audio	VOIP-114220		In an active call, Bluetooth and USB audio quality is degraded while running a software update.	
Content	VOIP-114393		When content is sent from the Skype for Business client to the monitor connected to RealPresence Trio solution, content is slow to display.	
Video	VOIP-114563		When the camera target frame rate is reduced from the default 30 FPS, self-view may disappear while the RealPresence Trio is idle.	

Category	Issue Number	Release	Description	Workaround
Skype	VOIP-114848		When desktop or application sharing is started and stopped quickly from a supported Skype for Business or Lync client during a Skype for Business or Lync AVMCU based video call, sometimes video does not automatically resume on RealPresence Trio.	
Lync	VOIP-115421		If a RealPresence Trio registered to Lync or Skype For Business is connected via USB to a computer using a Skype For Business client, incoming calls might not ring as an incoming USB call.	Answer the initial incoming call on the RealPresence Trio and use the Trio call controls; this call will not be a USB call. Or, answer the call on the computer's Skype For Business client and use the client call controls.
User Interface	VOIP-115450		After you start a software update while the RealPresence Trio 8800 system is in low-power mode, and do not initiate the update from the RealPresence Trio 8800 system's screen, touching the screen might not wake the system.	
Lync	VOIP-116603		When a RealPresence Trio system connected to a RealPresence Visual+ without a camera joins a Skype for Business point-to-point call or is the active speaker in an AVMCU video call, the TV of other RealPresence Trio systems with RealPresence Visual+ and camera in the call lose video and do not display the 'no far-end video' message.	
Display	VOIP-116681	5.4.0	When CEC is enabled by setting the parameter `powerSaving.cecEnable="1"`, the TV display connected to the RealPresence Trio Visual+ does not wake up when you wake up the RealPresence Trio 8800 system from power-saving mode.	

Category	Issue Number	Release	Description	Workaround
Skype for Business	VOIP-116746		Increasing the Centralized Conference Profile or lowering the call rate sometimes stops video sending from RealPresence Trio solution to Skype for Business conference participants.	Recover RealPresence Trio video by selecting Hold > Resume. Mitigate the issue by lowering the Centralized Conference profile setting and increasing the call rate setting.
Audio	VOIP-117864	5.4.3	Audio playing through the RealPresence Trio 8800 system speakers from a device connected via Bluetooth degrades when the RealPresence Trio system enters power-saving mode.	Set the following parameters: ind.pattern.powerSaving.step.1.state="1", ind.pattern.powerSaving.step.2.state="1", ind.pattern.powerSaving.step.1.color="Yellow", ind.pattern.powerSaving.step.2.color="Yellow"
Audio	VOIP-117925	5.4.3	Volume is not synchronized when the RealPresence Trio 8800 is connected via USB to a Mac computer.	
Audio	VOIP-118162	5.4.3	If the RealPresence Trio 8800 system is connected to a computer via USB when the system upgrades and reboots, occasionally, the status of the volume does not update on the computer when changed on the RealPresence Trio 8800 system.	Disconnect and reconnect the USB cable from the RealPresence Trio 8800 to the computer.
Display	VOIP-118430		Japanese Kanji characters display as Simplified Chinese characters on the RealPresence Trio system.	
Dialing	VOIP-118473		Special characters entered when searching for a directory entry on the RealPresence Trio system using BroadSoft Directory over Xsi do not display correctly or not at all.	
Dialing	VOIP-118509		If you search the RealPresence Trio system call list, Favorites, or Directory during an active call and press any digit, the screen exits and passes the dialed digit as DTMF.	
Ethernet	VOIP-97345		You cannot use an Ethernet hub with the RealPresence Trio system.	

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

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