# Poly Trio VisualPro

Poly announces the new release of Poly Trio VisualPro software.

> Use software version 6.2.2.2 when pairing Poly Trio VisualPro or Polycom RealPresence Group 310 and 500 systems with Poly Trio 8500 and 8800 systems running software 5.7.2AB or later. (Your RealPresence Group Series system must also be hardware version 20 or later.)

This document provides the latest information on the following Poly software:

- Poly Trio VisualPro version 6.2.2.2
- Polycom EagleEye Director II camera version 2.2.0
- Polycom EagleEye Director version 2.2
- Polycom EagleEye Producer version 1.2.2
- Polycom EagleEye Cube HDCI camera version 1.1.0

# Contents

# What's New

There are no new features in this release.

# Polycom Labs Experimental Features

Polycom releases some experimental features during a release that you can enable and evaluate in nonproduction environments.

Experimental features are neither tested nor supported. These features might or might not become official features in a future release.

The following experimental features are available in this release:

- VisualBoard advanced features

- Incoming NoiseBlock

- Acoustic Fence with Beam Shaping

- Auto Awake for the Polycom EagleEye Producer camera

- Content Stretch

- Stamping log files

For more information about experimental features or to provide feedback on your experience, visit the Polycom Community.

## Enable Experimental Features

You can enable experimental features and evaluate them in a nonproduction environment.

**To enable experimental features:**

1. In the system web interface, go to **Admin Settings > General Settings > System Settings > Polycom Labs**.

2. Select the **Enable Polycom Labs Features** check box.

## VisualBoard Advanced Features

You can enable the following experimental features for VisualBoard:

- **Enable PowerPoint Slide Conversion**: Share PowerPoint document files while working in VisualBoard.

- **Allow Slide Zoom**: Enlarge a slide by moving two fingers in opposite directions while in drawing mode.

- **Allow Swipe Navigation**: Move to the next slide by swiping, or fast dragging, while in pointer mode.

# Incoming NoiseBlock

When you enable the Incoming NoiseBlock feature, the RealPresence Group Series system automatically senses ambient noise in the far-end audio and mutes the loudspeaker. Ambient noise can include keyboard typing, paper shuffling, or any sounds other than human speech. As soon as the far-end meeting participant begins speaking, the system automatically unmutes the loudspeaker.

> If you enable Incoming NoiseBlock on a RealPresence Group 310 or 500 system and connect a computer to the RealPresence Group Series system HDMI input port as the content source, the audio from the HDMI input may fade in and out at the local end.

# Acoustic Fence with Beam Shaping

Acoustic Beam greatly reduces sounds outside a well-defined beam. The beam width can vary from ±10 degrees to ±60 degrees. A single tabletop microphone, a single ceiling microphone, or a single EagleEye Acoustic camera forms the beam using signal processing on the microphones contained in the unit.

For additional information configuration information for Acoustic Fence with Beam Shaping Technology, see the *Polycom Acoustic Fence and Acoustic Fence with Beam Shaping Technology Technical Bulletin*.

> You can't enable Acoustic Fence with Beam Shaping and Acoustic Fence Technology features at the same time. To disable Acoustic Fence, go to **Admin Settings > Audio/Video > Audio > General Audio Settings** in the system web interface and clear **Enable Acoustic Fence.**

The Acoustic Fence with Beam Shaping feature also includes Beam Mode. The default setting is automatic steering beam, which automatically steers the beam to the meeting participant who is talking. You can also set Beam Mode to a fixed beam, which only picks up audio within a set beam**.**

**To enable and configure Acoustic Fence with Beam Shaping:**

1  In the system web interface, go to **Admin Settings > General Settings > System Settings > Polycom Labs**.

2  Under Acoustic Fence with Beam Shaping, select **Enable Acoustic Fence with Beam Shaping**.

3  Select a bold and save your settings.

# Auto Awake for the Polycom EagleEye Producer Camera

This feature enables an EagleEye Producer camera to automatically wake up when it detects the presence of people or faces.

# Content Stretch

This feature allows RealPresence Group Series systems to stretch the content to fit the monitor. When you enable this feature, the content displays full screen without black bars, even if the receiving content aspect ratio isn't 16:9.

# Stamping Log Files

This feature helps you in troubleshooting an issue by adding a log stamp whenever a system issue occurs. A log stamp is a numerical value that starts with 1 and increments each time you activate the feature. The log stamp value automatically restarts at number 1 when the system restarts.

When you encounter a system issue, you can add a log stamp from the RealPresence Group Series system local interface or system web interface or from a RealPresence Touch that is paired with a RealPresence Group Series system.

### *Add a Log Stamp from the Local Interface*

You can add a log stamp from the RealPresence Group Series local interface.

**To add a log stamp from the RealPresence Group Series local interface:**

1 Go to **Settings > System Information > Diagnostics > Log Stamp**.

2 Click **Log Stamp**.

### *Add a Log Stamp from the System Web Interface*

You can add a log stamp from the RealPresence Group Series system web interface.

**To add a log stamp from the RealPresence Group Series system web interface:**

1 Go to **Diagnostics > System > Logs > Log Stamp**.

2 Click **Log Stamp**.

### *Add a Log Stamp from the RealPresence Touch Interface*

You can add a log stamp from the RealPresence Touch interface.

**To add a log stamp from the RealPresence Touch interface:**

1 Go to **Settings > System Information > Log Stamp**.

2 Tap **Log Stamp**.

# Security Updates

For information about known and resolved security vulnerabilities, go to the Polycom Security Center.

# Software Installation and Upgrades

If you're manually upgrading the Poly Trio VisualPro system using the system web interface and the current software version is lower than 6.2.0.2, you must first upgrade to 6.2.0.2 and then upgrade to 6.2.2.2.

You have two options for installing Poly Trio VisualPro software 6.2.2.2.

- Download the 6.2.2.2 software from the Poly Trio 8800 or Poly Trio 8500 page at [Polycom Support](#).
- In the Poly Trio VisualPro or RealPresence Group Series system web interface, go to **Admin Setting > General Settings > Software Updates > Software Server** and enter the following URL: [https://downloads.polycom.com/video/trio-integration](https://downloads.polycom.com/video/trio-integration).

# Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with Poly Trio VisualPro and RealPresence Group Series systems.

## Integrating a Poly Trio system

To integrate a Poly Trio system with a Poly Trio VisualPro system, use the following software versions:

**Poly Trio Supported Software Versions**

| Poly Trio VisualPro Software Version | Poly Trio Software Version |
| --- | --- |
| 6.2.2.2 | 5.9.2AB or later |
| 6.2.2.1 | 5.9.2AA or later |
| 6.2.2 | 5.9.1AA or later |
| 6.2.1.2 | 5.9.0AA or later |
| 6.2.1.1 | 5.9.0AA or later |
| 6.2.1 | 5.9.0AA or later |
| 6.2.0.2 | 5.8.2AC or later |
| 6.2.0.1 | 5.8.0AA or later |
| 6.2.0 | 5.7.2AB or later |
| 6.1.10 | 5.7.2AB or later |

# Version History

This following table lists the release history of Poly Trio VisualPro software.

**Version History**

| Software Version | Release Date | Description |
| --- | --- | --- |
| 6.2.2.2 | March 2020 | Includes escalation fixes for customer support. |
| 6.2.2.1 | January 2020 | Includes escalation fixes for customer support and addresses a security issue. |

| Software Version | Release Date | Description |
|---|---|---|
| 6.2.2 | September 2019 | Support for Artifact Tolerance on Poly Trio VisualPro to display content, support for EagleEye Cube HDCI camera frame speaker, software update for EagleEye Director II camera. |
| 6.2.1.2 | August 2019 | Includes minor updates and resolved issues. |
| 6.2.1.1 | June 2019 | Includes minor updates and resolved issues. |
| 6.2.1 | May 2019 | Includes upgrading Poly Trio VisualPro software, daisy-chaining microphones for Poly Trio VisualPro, enable content display in dual monitors. |
| 6.2.0 | December 2018 | This release includes important field fixes. |
| 6.1.10 | November 2018 | Includes the ability to use Poly Trio system and paired Poly Trio VisualPro or RealPresence Group Series system microphones simultaneously. Also, you can hear audio from content shared through an HDMI connection. |
| 6.1.9 | October 2018 | Includes support for the Poly Trio VisualPro system. Also, the RealPresence Group Series system automatically prioritizes the voice VLAN when you enable LLDP so you can successfully pair it with a Poly Trio system. |
| 6.1.8 | September 2018 | Includes integration between RealPresence Group 310 and 500 systems and Poly Trio 8500 and 8800 systems. The location of the Skype Mode setting in the RealPresence Group Series system web interface has changed to the following page: **Admin Settings > General Settings > System Mode**. |

# Language Support

The Poly Trio VisualPro and RealPresence Group Series system web and local user interfaces provide support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian

- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

# Resolved Issues

The following table lists the resolved issues for the Poly Trio VisualPro 6.2.2.2 software release.

**Resolved Issues**

| Category | Issue ID | Description |
|---|---|---|
| Calling | EN-166618 | A Poly Trio connected to a Poly Trio VisualPro system goes into a boot loop when joining Skype for Business call, if the connecting call has a room name starting with the % symbol. |
| Calling | EN-158372 | During a Zoom call, video freezes or produces artifacts during a minimal packet loss scenario. |
| Peripherals | EN-154615 | Poly VisualPro systems fail to automatically detect the time zone from a connected Poly Trio 8800 system. |

# Known Issues

The following table lists the known issues for the Poly Trio VisualPro 6.2.2.2 software release. If a workaround is available, it's noted in the table.

> These release notes don't 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**

| Category | Issue ID | Description | Workaround |
|---|---|---|---|
| Audio | EN-111324 | During a call, the mute status of your paired Poly Trio system may change if you disconnect or connect a Polycom Microphone Array. | Press the mute button on your Poly Trio system to get back to the audio state you want. |
| Configuration | EN-111215 | You can't wake a Poly Trio VisualPro or RealPresence Group Series system that's in Poly Trio Mode but not yet paired after it goes to sleep. | Factory restore the Poly Trio VisualPro or RealPresence Group Series system. Then, complete the out-of-box process and pair it with your Poly Trio system. |

| Category | Issue ID | Description | Workaround |
|---|---|---|---|
| Hardware | EN-145137 | When your Poly Trio VisualPro system is paired with a Poly Trio system, you may see a blue screen instead of self-view if you're using an EagleEye Acoustic camera. | Reconnect the camera. |
| Interoperability | EN-105966 | After a software upgrade or downgrade, the Poly Trio system diagnostics may still show the previous version that was running on the paired Poly Trio VisualPro or RealPresence Group Series system. | Restart the Poly Trio system (both systems reboot). |
| Interoperability | EN-106010 | If you connect a new Polycom camera to a Poly Trio VisualPro or RealPresence Group Series system while the paired system is on, your Poly Trio system doesn't detect the camera. | Restart the Poly Trio system (both systems reboot). |
| Interoperability | EN-109039 | To make a call between a RealPresence Group Series system and VVX business media phones, set the packetization mode to **Default** in VVX phone. | No workaround. |
| Peripherals | EN-93073 | When a Poly Trio VisualPro or RealPresence Group Series system is paired with a Poly Trio system, the camera fails to detect after you disconnect and reconnect the camera. | Restart the Poly Trio VisualPro or RealPresence Group Series system with the camera attached. |
| Video | EN-92998 | In a point-to-point call using a paired Poly Trio VisualPro or RealPresence Group Series system, when an audio call is changed to a video call or vice versa, the video fails to display for one of the participants. | Reconnect the camera. |
| Video | EN-97283 | In point-to-point Skype for Business calls above 2 Mbps, the paired Poly Trio VisualPro or RealPresence Group Series systems displays pixelated video. | Place Skype for Business-related calls with a bandwidth lower than 2 Mbps. |

# Limitations

The following are lists of limitations to features and functionalities in this release.

## 3.5mm Audio Input

Connecting a microphone to the 3.5mm input on your paired Poly Trio VisualPro or RealPresence Group Series systems work only if you do the following:

- Select TV speakers on your Poly Trio system phone menu or set
  `up.audio.networkedDevicePlayout="TVOnly"`.

- Connect Polycom tabletop and/or ceiling microphones to your paired video and content system.

## *Sharing Content Using Polycom Content App or Polycom People+Content IP*

The following limitations are present when sharing content to your paired Poly Trio system using the Polycom Content App or Polycom People+Content IP:

- Neither of these content-sharing technologies works during a Skype for Business call (though you can share when the Poly Trio system isn't in a call).
- You can't hear audio from the shared content.

## *Sharing Content Using AirPlay- and Miracast-Certified Devices*

When paired with a Poly Trio VisualPro or RealPresence Group Series system, sharing content to the Poly Trio system with an AirPlay- or Miracast-certified device isn't supported.

## *Sharing Content Using Video-based Screen Sharing*

In Skype for Business environments, you can send content using Video-based Screen Sharing (VbSS) only from a device connected to the paired Poly Trio VisualPro or RealPresence Group Series systems with an HDMI cable.

## *Sharing Content Using Skype for Business Clients*

Your content may display smaller than you expect when sharing from a Skype for Business client on a device connected to your paired Poly Trio VisualPro or RealPresence Group Series system. This typically occurs when sharing a specific application instead of your desktop or using dual monitors.

The content should display as expected when you share your desktop or use a single monitor.

## *Sharing Content Using a VGA Connection*

You may notice display issues when sharing content from a VGA-connected device using resolution that isn't 1920 × 1080.

## *People as Second Video Input*

Configuring the second video input on your Poly Trio VisualPro or RealPresence Group Series system to **People** isn't supported; only the **Content** option works.

## *Single-Monitor Setup*

You may encounter display issues if your Poly Trio VisualPro or RealPresence Group Series system is connected to only one monitor.

To avoid these issues, log in to your Poly Trio VisualPro or RealPresence Group Series system web interface and go to **Admin Settings > Audio/Video/Content > Monitors**. Make sure that the **Monitor 2 Enable** setting is **Off**.

## *Paired RealPresence Group Series Behavior changes*

When your RealPresence Group Series system is paired with a Poly Trio system, you may notice some changes to what you experience when the system isn't in Poly Trio Mode.

The following features and peripherals are unavailable when paired:

- Local interface, remote control, touch-monitor capabilities, and the Polycom RealPresence Touch device. (The Poly Trio system controls what you see on the monitor[s].)
- H.323 calls
- Polycom SoundStructure
- Polycom VisualBoard
- Polycom Acoustic Fence
- Integrator API commands
- Extensive monitor layouts
- RS-232 serial port
- Calendar configuration (done instead through the Poly Trio system)
- Directory configuration (done instead through the Poly Trio system)

# Interoperability

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system might transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process shouldn't affect the quality of the call.

## *Products Tested in This Release*

The Poly Trio VisualPro and RealPresence Group Series systems are tested extensively with a wide range of products. The following list isn't a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant and investigates reports of Polycom systems that aren't interoperable with other vendor systems.

Poly recommends that you upgrade all of your Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to PolycomService/support/us/support/service-policies.html to see the Current Polycom Interoperability Matrix.

**Management Systems and Recorders**

| Product Name | Interoperable Versions |
|---|---|
| Polycom RSS 4000 | 8.5.4 |
| Polycom RealPresence Access Director | 4.2.4 |
| Polycom RealPresence Media Suite | 2.8.2 |
| Polycom RealPresence DMA | 10.0.0.4 |
| Polycom RealPresence Resource Manager | 10.7.0 |

**Gatekeeper, Gateways, External MCU, Bridges, Call Managers**

| Product Name | Interoperable Versions |
|---|---|
| Polycom RealPresence Collaboration Server 1500 | 8.5.13.3 |
| Polycom RealPresence Collaboration Server, Virtual Edition | 8.8.1 |
| Polycom RealPresence Collaboration Server 1800/2000/4000 | 8.8.1 |
| Polycom RealPresence Collaboration Server Gateway | 8.8.0 |
| Cisco TelePresence Video Communication Server (VCS) | X8.10 |
| Cisco Unified Communications Manager | 12.0.1 |
| Cisco 3241 ISDN Gateway | 2.2 (1.27) |
| Cisco 5310 MCU | 4.5 (1.85) |
| Cisco 8710 MCU | 4.2 (4.18) |

**Endpoints**

| Product Name | Interoperable Versions |
|---|---|
| Poly Trio | 5.9.1 |
| Poly G7500 | 3.0.0 |
| Polycom HDX systems | 3.1.14 |
| Polycom Concierge solution | Phase 1 |

| Product Name | Interoperable Versions |
|---|---|
| Polycom RealPresence Centro | 6.2.2 |
| Polycom RealPresence Debut | 1.3.3 |
| Polycom RealPresence Mobile Android | 3.10.1 |
| Polycom RealPresence Mobile iOS | 3.10.1 |
| Polycom RealPresence Desktop for Windows | 3.10.0 |
| Polycom RealPresence Desktop for Mac | 3.10.0 |
| Polycom Immersive Telepresence (ITP) Series | 3.1.4 |
| Polycom RealPresence Immersive Studio | 6.2.2.2 |
| Polycom RealPresence Immersive Studio Flex | 6.2.2.2 |
| Polycom RealPresence OTX Studio | 6.2.2.2 |
| Polycom SoundStructure | 1.7.8 |
| Polycom VVX business media phones | 6.1.0 |
| Cisco 9971 | sip9971.9-4-2sr2-2 |
| Cisco C40, C90 | 7.3.17 |
| Cisco DX70/DX650 | CE9.6.1 |
| Cisco DX80 | CE9.6.1 |
| Cisco EX90 | 7.3.17 |
| Cisco SX10, SX20, SX80 | CE9.7.1 |
| Huawei TE40 | 2.0.600 |
| Huawei TE30 | 2.0.600 |
| Unify OpenStage 60/80 | V3 R4.10.0 SIP 160728 |

**Peripherals**

| Product Name | Interoperable Versions |
|---|---|
| Polycom ISDN Gateway | 2.0.0.-39 |
| Polycom Content App | 1.3.1 |
| Polycom EagleEye Producer | 1.2.2 |
| Polycom EagleEye Director | 2.2 |

| Product Name | Interoperable Versions |
|---|---|
| Polycom EagleEye Cube HDCI | 1.1.0 |
| Polycom EagleEye Director II | 2.2.0 |
| Polycom RealPresence Touch | 6.2.2.2 Panel software<br>2.2.2.2 Operating System software |
| Polycom Touch Control | 6.2.2.2 Panel software<br>6.2.2.2 Operating System software |
| Polycom VisualBoard Application | 4.1.3 software and later |
| Cisco ISDN TelePresence Link | IL1.1.6.a337554 |

[1] RealPresence Group Series systems don't receive video from the Radvision Scopia 100 P10 gateway.

# Microsoft Interoperability

The Poly Trio VisualPro and RealPresence Group Series systems support interoperability with the following Microsoft software versions.

**Servers**

| Product Name | Version |
|---|---|
| Microsoft Skype for Business Server 2015 (Feb 2017) | 6.0.9319.559 |
| Microsoft Skype for Business Server 2018 (Feb 2017) | 7.0.2046.123 |
| Microsoft Lync Server 2013 | 5.0.8308.1001 |
| Microsoft Exchange Server 2013 | 15.00.1473.003 CU22 |
| Microsoft Exchange Server 2016 | 15.1(Build 1531.3) |
| Microsoft Exchange Server 2019 | 15.2(Build 221.12) |
| Microsoft Skype for Business Online | Versions updated regularly and hosted by Microsoft |
| Microsoft Exchange Server Online | Versions updated regularly and hosted by Microsoft |

**Clients**

| Product Name | Version |
|---|---|
| Microsoft Skype for Business 2015 | 15.0.5111.1000 |
| Windows client | 16.0.9126.2315, 16.0.11328.20362 |
| Mac client | 16.20.90, 16.21.65, 16.21.87, 16.27.37 |

| Product Name | Version |
|---|---|
| Surface Hub | 1703(KB4477029) |
| Skype Room System v1 (Polycom CX8000) | 1.00.11 |
| Polycom RealConnect Solution | Versions updated regularly and hosted by Microsoft |

# Supported Operating Systems and Web Browsers

The Poly Trio VisualPro and RealPresence Group Series system web interface supports the following web browsers and operating systems:

- Microsoft Edge 38.14393.2068.0 on Windows 10
- Apple Safari 13.0.5 on Mac OS Catalina 10.15.3
- Mozilla Firefox 73.0.1 on Windows 10
- Chrome Version 79.0.3945.130 on Windows 10

# Supported Peripherals

The Poly Trio VisualPro and RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer camera
- Polycom EagleEye Director II camera
- Polycom EagleEye Director camera
- Polycom EagleEye Cube HDCI camera
- Polycom RealPresence Touch
- Polycom Touch Control
- EagleEye III, EagleEye II, EagleEye 1080, EagleEye View, EagleEye HD, and EagleEye IV cameras
- Polycom RealPresence Group Microphone Array
- Polycom HDX system table microphone arrays and ceiling microphone arrays
- Polycom SoundStructure
- Polycom Stereo Speaker Kit

For specific version support information, see [Products Tested in This Release](#).

# Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, click Support, and choose the option best suited to your needs.

## *Related Poly and Partner Resources*

See the following sites for information related to this product.

- The Polycom Support Site is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

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

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

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

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