Poly Trio Solution

Contents

UC Software 5.9.3AA Supported Products

Polycom Unified Communications (UC) Software 5.9.3AA 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 8800 and Poly Trio 8500	Poly Trio Visual+ accessory Poly Trio VisualPro system Poly Trio Expansion Microphone accessory
Poly Trio 8300 and Poly Trio 8300 NR (No Radio)	Poly Trio Visual+ accessory Poly Trio Expansion Microphone accessory
Poly Trio Visual+ accessory	Polycom EagleEye IV USB camera (Poly Trio 8500 and 8800 only) Polycom EagleEye Mini USB camera Poly EagleEye Cube USB camera
Poly Trio VisualPro system (Poly Trio 8500 and 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera
Polycom RealPresence Group Series system (Poly Trio 8500 and 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera
Poly Trio 8500 and 8800 systems when connected by USB to Microsoft Teams Rooms, Skype Room Systems, or Microsoft Surface Hub	Polycom EagleEye Director II camera system

Some things to note about hardware versions and compatibility:

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

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

What's New for UC Software 5.9.3AA

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

- Completing Poly Trio Initial System Setup
- Web Proxy for Teams and Zoom
- Voice Over Secure IP
- NAPTR Record Matching for Duplicate Protocols
- Improved DNS Caching Based on TTL

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.

Completing Poly Trio Initial System Setup

When you power on the Poly Trio system for the first time, or following a factory restore, the system displays a setup wizard. However, if your system accesses and applies configurations through a centralized provisioning server, the setup wizard doesn't display.

> **Note:** You must update the administrator password when you boot up the Poly Trio system for the first time. You can't keep or set the default administrator password (456) as the administrator password.

The setup wizard walks you through setting the time zone, system language, and base profile.

Web Proxy for Teams and Zoom

Poly Trio 8500 and 8800 systems support manually configuring web proxy access in Teams or Zoom base profiles.

When you manually configure the system, you must specify the proxy address and the port. The phone then routes the following HTTP/HTTPS services to the web proxy server:

- HTTP/HTTPS provisioning
- Core file upload

Voice Over Secure IP

Use the following parameter to configure the phone to register on the TLS transport, regardless of the priority set in the DNS response.

reg.x.secureTransportRequired

> 0 (Default) – The phones register based on the transport priority received in the DNS response.

> 1 – The phones register only on the TLS transport in the DNS response if the transport is configured as DNSNaptr.

> If the transport is configured as TLSOnly, then the phone registers to the configured SIP server. The phone doesn't register if the transport is either TCP or UDP.

NAPTR Record Matching for Duplicate Protocols

Use the following parameter to configure the Poly Trio system to query NAPTR records in the proper order, regardless of transport or duplicate protocols.

voIpProt.SIP.naptrAllowDuplicateTransport.enable

> 0 (Default) – The system ignores NAPTR records with duplicate protocols.

> 1 – The system considers all NAPTR records, regardless of transport, up to a maximum of 16 records.

Improved DNS Caching Based on TTL

Use the following parameters to allow the phone to cache the last successful DNS responses even after the records' DNS time-to-live (TTL) reaches 0 or below. The cache remains valid until the DNS query is successful or the phone reboots.

dns.cache.dynamicRestore.enable

> 0 (default) – Doesn't allow the phone to restore expired cache entries to a specified TTL when the DNS server isn't reachable.

> 1 – Allows the phone to restore expired cache entries to a specified TTL when the DNS server isn't reachable.

dns.cache.dynamicRestore.ttl

> Specify a TTL value to restore expired cache entries when the DNS server isn't reachable.

> 120 seconds (default)

> 90 to 600 seconds

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 USB Video Bar

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

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 only resets the currently selected camera.

Configure Multi-Camera Support

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

- `video.camera.multiCamera.enabled="1"`

- (Optional) `mr.pair.maxDevices=<integer equal to 1 + (the number of 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 ☰ > Camera**.

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

> ➢ Select the **Switch Camera** 📷 icon.

  ➢ Select a preset saved for the camera.

Security Updates

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
5.9.3AA	April 2020	This release includes support for: • Completing Poly Trio Initial System Setup • Web Proxy for Teams and Zoom • Voice Over Secure IP • NAPTR Record Matching for Duplicate Protocols • Improved DNS Caching Based on TTL
5.9.2AB	February 2020	This release includes important field fixes and support for: • 5GHz-based Wi-Fi connectivity is no longer supported for Indonesia systems.
5.9.2AA	December 2019	This release includes support for: • FIPS 140-2 Compliance Support • California SB-327 Compliance • USB Pass-through for Windows 10 • Exchange Impersonation for Calendaring • Processing Non-English Polycom RealConnect Invites • Default SNTP Server for Microsoft Teams Base Profile • Bluetooth Device Audio Settings • Limit for Paired Bluetooth Devices • Click-to-Join Support for Cisco Webex Meetings • Exchange Server Credentials via System Web Interface on Poly Trio 8300
5.9.1AC	November 2019	This release includes important field fixes and support for: • Allow OTD Exchange services to use basic authentication
5.9.1AB	October 2019	This release includes important field fixes.

Release	Release Date	Features
5.9.1AA	September 2019	This release includes support for: • Introducing Poly Trio 8300 • Third-Party Application ID Implementation on Skype for Business Phones • Camera tracking on the Poly EagleEye Cube USB camera • Camera Recalibration • Removal of the Restart feature • Wi-Fi Settings in Basic Settings • H.323 Protocol • Daisy-chaining up to three Poly Trio systems • Global Camera Tracking Parameters • Bluetooth Device Name Parameter • Microsoft Teams IP Phone Policy • Dimmed Custom Background Image • Documentation Updates
5.9.0AD	July 2019	This release includes important field fixes.
5.9.0AB	June 2019	This release includes support for: • Zoom Rooms Base Profile Enhancements • Polycom EagleEye Cube USB Camera Support • Important field fixes
5.9.0AA	April 2019	This release includes support for: • Amazon Alexa for Business Integration • Microsoft Teams Certification • Polycom RealConnect Click-To-Join • Polycom EagleEye Cube HDCI Camera Support • On-Premises Web Sign-in • Remote Web Sign-In • Outlook Contact Photo Integration • Video Call Overlays • Video and Content Layouts • Answer Incoming Calls with Mute buttons • Calendar Display on the Idle Screen • Display Avatars in Voice Calls • Automatic Content Display when Idle • Automatic HDMI Content Display • Reboot Network Devices • Default In-Call Screen Options • Custom Call Options

Release	Release Date	Features
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.
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

Release	Release Date	Features
		• 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.
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 8500 and 8800 systems includes several important fixes.
5.5.2AC	September 2017	This release for the Polycom Trio 8500 and 8800 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

Release	Release Date	Features
		• 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
		• 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
5.4.4AD	February 2017	This release includes support for the following features:

Release	Release Date	Features
5.4.4AB	December 2016	• 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
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

Release	Release Date	Features
		• 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+

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 8300: `3111-66800-001.sip.ld`
- 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 8500 or Poly Trio 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Poly Trio 8500 and Poly Trio 8800 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.
- The Poly Trio 8300 does not currently manage the Visual+ software, and must be set up differently. Information on this pairing is described below.

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 for the 5.9.3AA build ID for the sip.ld and resource files are:

- Poly Trio 8300: **5.9.3.7955**

- Poly Trio 8500 & Poly Trio 8800: **5.9.3.7982**.

The Poly Trio Pass-through application build ID is: **1.0.0.0067**. This version of the application is supports use with UC software version 5.9.3AA for Poly Trio systems and Windows 10.

Installing UC Software

Administrators can install UC software for the Poly Trio system using a provisioning server. UC software can be installed on Poly Trio 8300, Poly Trio 8500 and Poly Trio 8800 using a USB flash drive as well. 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.

Installing Poly Trio Visual+ Software for Poly Trio 8300

You **MUST** provision and update the Poly Trio Visual+ accessory when it is paired with the Poly Trio 8300 system. You are required to configure the Trio 8300 and stage the software for the Poly Trio Visual+ using a supported provisioning or boot server. The standard UC Software for Poly Trio 8300 download does not include a dedicated executable file for the Poly Trio Visual+. For your convenience, you can download an enhanced UC Software for Poly Trio 8300 archive (.zip) file that contains the Poly Trio Visual+ software executable files that you can unpack and copy into the same location as the UC Software for Poly Trio 8300.

Provisioning and Updating Poly Trio Visual+ with a USB Flash Drive

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

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

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

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

- Manual update via USB

- Via Poly Trio 8300 as a proxy using a provisioning or boot server. Download an enhanced UC Software for Poly Trio 8300 archive (.zip) file that contains the Poly Trio Visual+ software executable files then unpack and copy the files into the same location as the UC Software for Poly Trio 8300.

Provision or Update Software Manually with a USB Device

You can manually provision the Poly Trio Visual+ system, one at a time, with a USB during normal phone functioning.

To provision or update software manually with a USB device:

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

    If you are using a drive that is already formatted, ensure that previous files are deleted from the flash drive.

2 Download the `Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip` file from the Poly Trio 8300 Support site.

3 Unpack the .zip file and move the contents to the root of the USB device. The minimum required configuration files are:

    ➢ The master configuration file: 000000000000.cfg

    ➢ The Poly Trio Visual+ sip.ld: 3111-66420-001.sip.ld

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

Pairing the Poly Trio Visual+ via Poly Trio 8300 Configuration

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

Limitations

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

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

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 8500 or 8800 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 8500 and 8800 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 8500 or 8800 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 8500 or 8800 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 Teams Room System and Surface Hub

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

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

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

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

H.323 Support and Audio-Only Trio Systems

H.323 works best between two or more video-enabled Poly Trio systems with a paired Poly Trio Visual+ or VisualPro accessory. H.323 is not supported when Poly Trio systems are joined in with a Poly Trio system that is not video-enabled.

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.

Content Sharing on Poly Trio 8300

The following limitations apply when sharing content:

- USB-hosted People + Content over IP (PPCIP) executable is not supported – use the Polycom Content App instead.

- Content Sharing via USB with Polycom Content App is not supported – share content via IP instead.

Polycom RealPresence Resource Manager

You can use the Polycom RealPresence Resource Manager 10.7 or later to manage a Poly Trio 8300 with the following limitations:

- RealPresence Resource Manager incorrectly shows the device name for Poly Trio 8300 as "RealPresence Trio 8300".

Pass-through Application Support

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

Software Downgrade with FIPS Enabled

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

Time Zone for Microsoft Teams

When Poly Trio receives a UTC (GMT) offset from the Microsoft Teams admin center, it maps UTC to an Olson time zone ID.

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

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

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

UTC Offset	Olson Time Zone ID
-12:00	Etc/GMT+12
-11:00	Pacific/Samoa
-10:00	Pacific/Honolulu
-09:30	Pacific/Marquesas
-09:00	America/Anchorage
-08:00	America/Los_Angeles
-07:00	America/Boise
-06:00	America/Chicago
-05:00	America/New_York
-04:30	America/Caracas
-04:00	America/Halifax
-03:30	America/St_Johns
-03:00	America/Sao_Paulo
-02:00	Brazil/DeNoronha
-01:00	Atlantic/Azores
00:00	Europe/London

UTC Offset	Olson Time Zone ID
+01:00	Europe/Paris
+02:00	Europe/Athens
+03:00	Europe/Moscow
+03:30	Asia/Tehran
+04:00	Asia/Dubai
+04:30	Asia/Kabul
+05:00	Asia/Karachi
+05:30	Asia/Kolkata
+05:45	Asia/Kathmandu
+06:00	Asia/Dhaka
+06:30	Asia/Rangoon
+07:00	Asia/Bangkok
+08:00	Asia/Shanghai
+08:30	Asia/Pyongyang
+08:45	Australia/Eucla
+09:00	Asia/Tokyo
+09:30	Australia/Darwin
+10:00	Australia/Sydney
+10:30	Australia/Lord_Howe
+11:00	Pacific/Guadalcanal
+12:00	Pacific/Auckland
+12:45	Pacific/Chatham
+13:00	Pacific/Tongatapu
+14:00	Pacific/Kiritimati

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 (40541.0929)** 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 at Poly Trio Support.

Products Tested with This Release

Product	Tested Versions
Poly EagleEye Cube HDCI camera	1.0.0.187 1.0.0.827
Poly EagleEye Cube USB camera	1.1.0.996
Poly Trio VisualPro system	6.2.2
Poly Virtual USB Connector for Zoom Rooms	1.0.0.54
Poly Studio	1.1
Poly Studio X30	3.1.0
Poly Studio X50	3.1.0
Poly G7500	3.1.0
Polycom Content App	1.3.2.71755
Polycom EagleEye Acoustic camera	1.7
Polycom EagleEye Director II camera	2.1.0.1 2.2.0.39
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 1.2.2
Polycom People + Content IP	1.4.2

Product	Tested Versions
Polycom RealPresence Collaboration Server (RMX)	8.8.1
Polycom RealPresence Desktop	3.10.2
Polycom RealPresence DMA 7000	10.0.0.4
Polycom RealPresence Group Series	6.2.2
Polycom RealPresence Mobile for tablets	3.10.1 – Android 3.11.1 – iOS
Polycom VVX business media phones	UC software 5.9.0 UC software 6.1.0
Logitech C930e Webcam	8.0.875

Recommended Third-Party USB Cable Extenders

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

- Icron 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]

	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
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 8500 and 8800 systems do not support Cisco's Telepresence Interoperability Protocol (TIP).

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

> **Note:** Poly supports SIP telephony feature interoperability with Avaya Aura Communication Manager and Avaya Aura Session Manager following published standards, including IETF Requests for Comments (RFCs) and Internet drafts last validated by Avaya in March 2019 contingent on Avaya allowing SIP compliant 3rd-party endpoints to register and interoperate with its call platforms.

Microsoft Support

Poly support for Microsoft features varies by product.

The Poly Trio 8800 Collaboration Kits, the 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.

> **Note:** When a Poly Trio system's base profile is set to `MSTeams`, Microsoft controls the software experience and performance on the Poly Trio system. Send all feedback and queries to Microsoft. For any issues regarding Microsoft Teams on your Poly Trio system, refer to the [Microsoft Teams User Feedback Forum](#).

Microsoft Environment Interoperability

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

Supported Microsoft Environments

Microsoft Environment	Poly Trio 8800 / 8500	Poly Trio 8500 / 8800 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 8500 and 8800 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 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
Skype for Business 2015	Yes	Yes	Yes	No
Microsoft Surface Hub	Yes	Yes	Yes	No
Microsoft Skype Room System v2	Yes	Yes	Yes	No

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
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

Feature	On-Premises Support	Online Support (sustaining)
Quality of Service for Audio Calls	Yes	Yes
Resiliency - Branch Office	Yes	No
Resiliency - Data Center Outage	Yes	No
Response Groups	Yes	No
Reverse Name Lookup	Yes	Yes
Separate Sign-in	Yes	Yes
Simultaneous Ring	Yes	Yes
Team 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 8500 and 8800 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

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

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

Category	Issue	Found in Release	Description
Application	EN-158510	5.9.2AA	Changing the **USB Computer Connection** settings in the Poly Trio system local interface results in a configuration update and system reboot.
Application	EN-163098	5.9.1AA	When Exchange receives an empty OAuth token, it ignores subsequent valid OAuth tokens. As a result, users are signed out from Exchange services.
Application	EN-163230	5.9.0AD	Poly Trio systems configured with the Skype for Business base profile trigger the WAD service during re-registration. If the WAD service doesn't receive any response, it continuously waits and the device never registers. As a result, the Skype sign in process fails.
Application	EN-164559	5.9.2AA	Poly Trio systems fail to build a full SIP URI to dial in to meetings if the RealConnect for Teams meeting invites aren't in English.
Application	EN-169037	5.9.2AA	You can't configure the **Exchange Target Mailbox** field from the system web interface. It may show as undefined in the configuration.

Category	Issue	Found in Release	Description
Application	EN-169553	5.9.2AA	The `exchange.meeting.phonePattern` configuration parameter doesn't let you specify a pattern using *x* to represent asterisks.
Audio	EN-168443	5.9.2AA	Some users may experience poor audio quality in USB Pass-through mode.
Calendar	EN-163846	5.9.1AA	Poly Trio systems that use One Touch Dial don't display meeting reminder pop-ups for users to join the meetings on their calendars.
Calendar	EN-167179	5.9.1AA	Poly Trio systems may incorrectly display the relative date string on calendar events. For example, an event scheduled for the current date may display as taking place tomorrow.
Calendar	EN-170207	5.9.2AA	Calendars can't synchronize with Exchange servers while in the Generic base profile.
Calling	EN-164659	5.9.2AA	Calls may fail if the phone placing the call doesn't require SRTP but the recipient phone does.
Calling	EN-166374	5.9.1AB	Emergency (911) calls don't route properly.
Calling	EN-169731	5.9.1AA	Outbound Skype for Business calls to PSTN numbers may fail to connect.
Calling	EN-170079	5.9.2AA	Emergency (911) calls connect, but the system doesn't send location.
Calling	EN-170607	5.9.2AB	Incoming calls may disconnect or may have one-way audio when the Poly Trio system is configured to offer but not require SRTP.
Conference Calls	EN-164285	5.9.1AD	When you add participants to a conference call, the original caller remains on hold when the conference call begins.
Content Sharing	EN-138619	5.9.0AA	Some Poly Trio systems can't share content via USB after a recent Windows update.
Content Sharing	EN-170985	5.9.2AA	Content shared via HDMI in a person-to-person call doesn't display on the far end.
General	EN-159251	5.9.2AA	A Poly Trio system registered with Cisco Unified Communication Manager doesn't support blind transfer when SRTP is enabled.
General	EN-161222	5.9.1AC	When the system language is set to Netherlands/Dutch, the Dutch verb, *Samenvoegen* (meaning *to merge*) incorrectly displays on the **Join** button in the calendar instead of the correct verb *Deelnemen* (meaning *to participate*).

Category	Issue	Found in Release	Description
General	EN-162141	5.9.2AA	If the first line is unregistered on the Poly Trio system, and a user connects the system to a PC running the Poly Trio Pass-through application, the first line displays as registered.
General	EN-165265	5.9.1AC 5.9.2AA	When a meeting in the calendar has a description that is in plain text (rather than HTML) and includes dial-in numbers that are immediately preceded by or followed by a new line, the system may not find the numbers and associate them with the **Join** button or list them in the **More Actions** pane.
General	EN-169930	5.9.1AA	Users might hear a continuous DTMF tone if they quickly enter digits on the keypad.
General	EN-170062	5.9.2AB	Users are unexpectedly signed out from Skype for Business and can't log back in.
Interoperability	EN-137459	5.9.0AC 5.4.4AA	Sometimes the mute status is out of sync between a Poly Trio 8800 or Poly Trio 8500 system connected via USB with a Microsoft Skype Room System when the USB cable is disconnected and reconnected while in a call.
Interoperability	EN-165268	5.9.2AA	When you set the Poly Trio system to the Microsoft Teams base profile and set the time zone from the Microsoft Teams admin center, the phone may not follow the daylight saving time rules for the selected time zone.
Interoperability	EN-167928	5.9.0AA	Sometimes when you use Polycom RealConnect for Microsoft Teams meetings, the wrong meeting URI is associated with the **Join** button. Users can't join the meeting by selecting **Join** and must instead select the appropriate URI from the **More Actions** list to join the meeting.
System Display	EN-143203	5.9.1AA	The **More Options** button may not display for meeting invites that include multiple formats for the same dial-in number.
System Display	EN-162048	5.9.0AC	Poly Trio 8500 and 8800 systems display meeting reminders every 15 seconds after a meeting starts.
System Display	EN-167739	5.9.2AA	Line keys may not display on the **Home** screen if certain Skype accounts whose display names contain non-ASCII characters sign in on Poly Trio systems.
System Display	EN-168545	5.9.2AA	The system web interface is blank when you access it using a web browser with the Chinese/Japanese/Korean locale setting.
System Display	EN-55338	5.4.5AH	The phone displays the *Searching...* message indefinitely when searching LDAP on OpenLDAP if the number of search results is greater than the configured page size.

Category	Issue	Found in Release	Description
User Interface	EN-162133	5.9.2AA	If a user previews the local camera view in the **Camera Controls** menu while the system receives an incoming call, and the user ignores or rejects the incoming call, the local camera preview in the **Camera Controls** menu disappears.
User Interface	EN-165057	5.9.1AD	DTMF digits entered in an H.323 call may not control IVR functions.
Video Calling	EN-167612	5.9.2AA	Skype for Business video calls from Poly Trio systems to VVX phones paired with BToE can fail to connect.

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.

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

Known Issues

Category	Issue	Description	Workaround
Application	EN-148757	Linux kernel's handling of TCP networking contains three related flaws. The most severe vulnerability may allow an attacker to impact the Poly Trio system's availability.	No workaround.
Calling	EN-150819	The far end experiences poor call quality when the Poly Trio system uses its built-in microphone in conjunction with a separate microphone, and a physical audio obstruction (such as a laptop computer) is placed between the speaker and the Poly Trio system.	Avoid placing audio obstructions between the speakers and the Poly Trio system.

Category	Issue	Description	Workaround
Interoperability	EN-171506	When someone uses Teams for Mac and adds a Teams meeting to a Poly Trio system's calendar that includes a phone number in the meeting description, the Poly Trio system dials that phone number instead of the correct meeting URI when a user presses **Join**.	Don't enter a phone number in the meeting description when scheduling a Teams meeting on a Mac.

Related Poly and Partner Resources

See the following sites for information related to this release.

- 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.

GETTING HELP

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

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