

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 5.4.5AA	3
New Features and Enhancements.....	3
<i>Customize the RealPresence Trio 8800 System Interface</i>	3
<i>Customize the RealPresence Trio 8800 Visual+ System Interface</i>	4
<i>System Administration and Diagnostics</i>	4
<i>Phone Language</i>	5
<i>Join External and Forwarded Skype Meetings</i>	5
Polycom Labs Experimental Features	5
<i>Experimental Feature: Hybrid and Dual-Line Registration</i>	5
Supported Microsoft Deployments	6
Microsoft Compatibility	6
Skype for Business Support	7
Configuration File Enhancements	9
Release History	12
Security Updates	14
Products Tested with this Release	14
Server Interoperability	15
System Constraints and Limitations	16
Simulcast Video Streams in Skype for Business AVMCU Meetings.....	16
Power over Ethernet Negotiation in CDP Environments.....	16
Skype for Business or Lync 2013	17
Microsoft Skype Room System and Surface Hub	17
Audio.....	18
Video and Content.....	18
Polycom Concierge	18

Third-Party Cables	18
Install RealPresence Trio 8800 Software.....	18
Download the Distribution Files	19
Resolved Issues.....	21
Known Issues.....	26
Get Help.....	36
The Polycom Community	36
Copyright and Trademark Information	37

What's New for UC Software 5.4.5AA

This section lists new Polycom Unified Communications (UC) Software 5.4.5AA features, enhancements, and parameters for the Polycom® RealPresence Trio™ solution in Open SIP and Skype for Business deployments.

Polycom UC Software 5.4.5AA supports the following Polycom products:

- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

New Features and Enhancements

This section describes new features and enhancements for UC Software 5.4.5AA and includes parameters that configure the features.



Web Info: For all RealPresence Trio documentation support, see [RealPresence Trio](#) on Polycom Voice Support.

Customize the RealPresence Trio 8800 System Interface

This release includes enhancements you can configure for the RealPresence Trio 8800 system interface.

Show/Hide the RealPresence Trio System IP Address

You can show or hide the IP addresses of the RealPresence Trio 8800 and Visual+ systems. Administrators can access the IP address from the Advanced phone menu even when the IP address is hidden from users.

- `up.hideSystemIpAddress`

Hide/Show the Voicemail Menu

You can show or hide the Voicemail menu on the RealPresence Trio 8800 using the new parameter:

- `feature.exchangeVoiceMail.menuLocation`

Hide/Show Do Not Disturb (DND) and Redial on Home Screen

You can show or hide a Do Not Disturb (DND) and a Redial button on the RealPresence Trio 8800 home screen using two new parameters:

- `homeScreen.doNotDisturb.enable`
- `homeScreen.redial.enable`

Customize the RealPresence Trio 8800 Visual+ System Interface

This release includes enhancements you can configure for the RealPresence Trio 8800 Visual+ system interface.

Content Sharing Graphic

Use the following new parameter to show or hide the content sharing graphic and welcome message on the RealPresence Trio Visual+ monitor:

- `mr.bg.showWelcomeInstructions`

Configuring the Video and Camera View

This release includes three parameters that control the RealPresence Trio solution local camera view:

- `video.localCameraView.idleState`
- `video.localCameraView.callState`
- `video.localCameraView.userControl`

System Administration and Diagnostics

You can access RealPresence Trio solution jitter statistics from the phone menu at Settings > Status > Diagnostics > Graphs > Networked Devices Graphs.

Set the RealPresence Trio Visual+ System Administrator and User Passwords

Each time you connect the RealPresence Trio 8800 and Visual+ systems, the RealPresence Visual+ administrator password is reset to match the RealPresence Trio 8800 system administrator password. You can change the RealPresence Trio Visual+ password on the RealPresence Trio 8800 menu or Web Configuration Utility.

When the RealPresence Trio solution Base Profile is set to `SkypeUSB`, you can set the keyboard entry mode for the password in the Advanced menu on the phone.

HDMI Monitor Resolution and Connectivity Detection

During startup, the RealPresence Trio Visual+ system might display messages about potential issues when a monitor is connected to the HDMI port, for example:

- HDMI connectivity issues. The RealPresence Visual+ message may indicate monitor capability and connectivity issues. Check the HDMI connection and replace the HDMI cable if necessary.
- Low resolution monitor. The RealPresence Trio Visual+ message indicates when a low resolution monitor is connected. Use a full HD monitor if possible.

Phone Language

You can view the list of countries listed in the **Country of Operation** menu, in the language set by you on the phone. For example, if you set the system language as **Deutsch (de-de)**, the list of countries under this menu will be displayed in German.

You can access the **Country of Operation** menu from Settings > Advanced > Administration Settings > Network Configuration > network Interfaces > Wi-Fi Menu.

Join External and Forwarded Skype Meetings

From the RealPresence Trio 8800 user interface you can now join Skype for Business Meetings that were scheduled by a Skype for Business federated partner.

This enhancement addresses the fact that Outlook and Microsoft Exchange do not use a special method to package information for sending messages across the Internet. This method, referred to as Transport Neutral Encapsulation Format (TNEF) which encapsulates MAPI message properties, is disabled by default for messages sent externally from an Exchange organization.

Polycom Labs Experimental Features

Polycom 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.

The following experimental features are available in this release:

- Hybrid and Dual-Line Registration

For more information about experimental features or to provide feedback on your experience, visit the [Polycom Support Community](#).

Experimental Feature: Hybrid and Dual-Line Registration

The RealPresence Trio 8800 system supports hybrid (Skype for Business / Open SIP) and dual-line (Open SIP / Open SIP) registration as an experimental feature. When the Base Profile is set to Generic, you can simultaneously register one line with Skype for Business or Open SIP and a second line with another Open SIP server.

You cannot simultaneously register two Skype for Business lines.

Supported Microsoft Deployments

The following table lists Microsoft deployments supported by the RealPresence Trio 8800 and RealPresence Trio 8800 Collaboration Kit that includes the RealPresence Trio 8800, RealPresence Trio Visual+ system and a Logitech® Webcam C930e.

Microsoft Deployments Supported by RealPresence Trio Solution

Feature / Capability	RealPresence Trio 8800	RealPresence Trio 8800 Collaboration Kit
Skype for Business on-premises	•	• ¹
Office 365 / Skype for Business online	•	• ¹
Office 365D	•	• ¹
Lync 2013 on-premises	•	• ¹
Lync 2010 on-premises	•	

¹ Polycom supported (not Microsoft qualified/supported)

Microsoft Compatibility

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 2016 on Mac	•	•	•	
Skype for Business 2016 Mobile	•	•		
Skype for Business 2015	•	•	•	
Skype for Business Web Application	•	•	•	
Skype for Business 2015 Mobile	•	•		
Lync 2013	•	•	•	
Lync 2013 Mobile	•	•		
Lync 2010	•			

<i>Feature / Capability</i>	<i>Audio</i>	<i>Video</i>	<i>Content Sharing¹</i>	<i>Instant Messaging</i>
Lync 2010 Mobile				
Lync Phone Edition	•			
Communicator for Mac 2011	•		•	
Lync for Mac 2011	•		•	

¹ Present PowerPoint File and Whiteboard are not supported.

Skype for Business Support

The following table indicates support for Skype for Business features:

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

Polycom with Skype for Business Feature Support

<i>Skype for Business Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
Not Microsoft Qualified – Polycom Supported Only		
Receive single-stream video	Yes	Yes
Point-to-point video calls	Yes	Yes
Multiparty video calls	Yes	Yes
Active speaker only video	Yes	Yes
Gallery View	Yes	Yes
Remote Desktop Protocol (RDP) content receive	Yes	Yes
Present Desktop	Yes	Yes
Present Programs	Yes	Yes
Present PowerPoint Files	No	No
Present Whiteboard	No	No

<i>Skype for Business Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
Microsoft Qualified and Polycom Supported		
Resiliency - Branch Office	Yes	No
Resiliency - Data Center Outage	Yes	No
Device Update	Yes	Yes
In-band Provisioning	Yes	Yes
PIN Authentication	Yes	No
Call Handling	Yes	Yes
Call Forward	Yes	Yes
Call Transfer	Yes	Yes
Conference Calls	Yes	Yes
Local Call Logs	Yes	Yes
Exchange Call Logs	Yes	Yes
Federated Calls	Yes	Yes
Simultaneous Ring	Yes	Yes
Attendant Console	Yes	No
Cross Pool	Yes	No
Dual Tone Multi Frequency	Yes	Yes
Emergency 911	Yes	Yes
Media Bypass	Yes	No
Monitoring (Device Inventory)	Yes	Yes
Private Line	Yes	No
Response Groups	Yes	No

<i>Skype for Business Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
Message Waiting Indicator	Yes	Yes
Call Park	Yes	No
Shared Line Appearance	Yes	No
Exchange Contact Integration	Yes	Yes
Exchange Calendar	Yes	Yes
Extended Presence	Yes	Yes
Visual Voicemail	Yes	Yes

Configuration File 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 RealPresence Trio systems.

For more information on using configuration parameters to enable or disable features, see the *Polycom RealPresence Trio Solution Administrator Guide and RealPresence Trio Solution for Skype for Business - Deployment Guide* available on [Polycom Support](#).

Configuration File Enhancements in UC Software 5.4.5AA

Parameter Template	Permitted Values
New	
<code>attendant.callWaiting.ring</code> <code>features.cfg</code>	<p>Specifies the ring type used to notify the attendant when there is already an active call on the phone. This parameter is valid only if <code>attendant.callWaiting.enable</code> is set to 1.</p> <p>Silent (default) – No acoustic indication is provided.</p> <p>Beep – A beep tone plays when the phone is in an active call when it receives an attendant call.</p> <p>Ring – A ring tone specified by the parameter <code>attendant.ringType</code> plays when the phone is in an active call when it receives an attendant call.</p>

Parameter Template	Permitted Values
<code>device.net.etherStormFilterPpsValue</code> <code>site.cfg</code>	Specifies the Packets per Second (PPS) value that triggers DOS storm prevention. Set the index value for storm filter in packets per second (pps). NULL (default) 17 - 40
<code>device.net.etherStormFilterPpsValue.set</code> <code>site.cfg</code>	This parameter controls whether the parameter <code>device.net.etherStormFilterPpsValue</code> is used for setting a Packets per Second (PPS) index to trigger DoS storm prevention. 0 (default) – The parameter <code>device.net.etherStormFilterPpsValue</code> is not used and storm filtering is not enabled by a specific PPS index. 1 – The parameter <code>device.net.etherStormFilterPpsValue</code> is used and storm filtering is enabled by a specific PPS index.
<code>homeScreen.doNotDisturb.enable</code> <code>features.cfg</code>	0 (default) – Disable display of the DND button on the Home screen. 1 – Enable display of the DND button on the Home screen.
<code>homeScreen.redial.enable</code> <code>features.cfg</code>	0 (default) – Disable display of the Redial button on the Home screen. 1 - Enable display of the Redial button on the Home screen.
<code>mr.bg.showWelcomeInstructions</code> <code>features.cfg</code>	All (default) – Display both the content-sharing graphic and welcome message on the RealPresence Trio Visual+ monitor. TextOnly - Hide the content-sharing graphic. None - Hide both the content-sharing graphic and welcome message.
<code>video.localCameraView.idleState</code> <code>video.cfg</code>	This parameter applies only when <code>video.localCameraView.userControl</code> is set to PerSession or Hidden. 1 (default) – The local camera view displays on the RealPresence Trio Visual+ monitor while not in a call. 0 - The local camera view does not display on the RealPresence Trio Visual+ monitor while not in a call.
<code>video.localCameraView.callState</code> <code>video.cfg</code>	This parameter applies only when <code>video.localCameraView.userControl</code> is set to PerSession or Hidden. 1 (default) – The local camera view displays on the RealPresence Trio Visual+ monitor while in a call. 0 - The local camera view does not display on the RealPresence Trio Visual+ monitor while in a call.

Parameter Template	Permitted Values
<code>video.localCameraView.userControl</code> <code>video.cfg</code>	<p>Persistent (default) - The local camera view user setting is available in the phone menu and overrides the default you specify with <code>video.localCameraView.fullScreen.enabled</code>.</p> <p>PerSession: The local camera view user setting is available in the phone menu and overrides the default you specify with <code>video.localCameraView.callState</code> on a per-call basis. Changes the user makes from the phone menu revert to the default specified by <code>video.localCameraView.idleState</code> after the phone returns to the idle state.</p> <p>Hidden: The user control in the phone menu to show or hide the self view is not available.</p>
<code>feature.exchangeVoiceMail.menuLocation</code> <code>features.cfg</code>	<p>Default (default) – Show the Voicemail menu in the global menu only when unread voicemails are available. After the voicemail is accessed, the Voicemail option no longer displays in the global menu and is accessible in the phone menu.</p> <p>Everywhere – Always show the Voicemail menu in the global menu and phone menu.</p> <p>MenusOnly – Show the Voicemail menu only in the phone Features menu.</p>
<code>log.level.change.usba</code> <code>features.cfg</code>	<p>Set the logging detail level for the USB audio log.</p> <p>4 (default)</p> <p>0 – 6</p>
<code>log.level.change.usbh</code> <code>features.cfg</code>	<p>Set the logging detail level for the USB HID log.</p> <p>4 (default)</p> <p>0 – 6</p>
<code>up.basicSettings.networkConfigEnabled</code> <code>features.cfg</code>	<p>Allows you to give users access to the Ethernet and DHCP settings using the Basic menu.</p> <p>0 (default) – Phone does not include Ethernet and DHCP settings on the Basic menu.</p> <p>1 – Phone includes Ethernet and DHCP setting on the Basic menu.</p>
<code>voIpProt.SIP.considerTlsDnsEntriesOnly</code> <code>sip-interop.cfg</code>	<p>Specifies whether TLS entries are considered in the auto-discovery process.</p> <p>0 (default) – TCP and TLS entries are not considered in the auto-discovery process.</p> <p>1 – Only TLS entries are considered in the autodiscovery process.</p>

Parameter Template	Permitted Values
voIpProt.SIP.renewSubscribeOnTLSRefresh sip-interop.cfg	<p>Specifies whether to refresh BroadSoft as-feature-event subscriptions when the phone reregisters. This parameter only applies when TLS transports are in use.</p> <p>0 (default) – When a registration is refreshed, the BroadSoft as-feature-event subscription is also refreshed.</p> <p>1 – Does not refresh the BroadSoft as-feature-event subscription when a registration is refreshed.</p>

Changed Parameters	
up.hideSystemIpAddress features.cfg	<p>Specify where the IP address of the RealPresence Trio 8800 and Visual+ are hidden from view.</p> <p>If you set to 'Menu' or 'Everywhere' administrators can access the IP address on the Advanced phone menu.</p> <ul style="list-style-type: none"> • Nowhere (default) - The IP addresses display on all user interfaces. • TV - IP addresses are hidden from the TV monitor. • HomeScreen - IP addresses are hidden from the TV monitor and phone menu. • Menus - IP addresses are hidden from the TV monitor, phone Home screen, and menu. <p>Everywhere - IP addresses are hidden from the TV monitor, phone Home screen, and menu.</p>

Release History

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

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.5AA	March 2017	<p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • Enhancements to the RealPresence Trio 8800 and Visual+ system interfaces • Enhancements to the RealPresence Trio solution diagnostics • Set the display language from the RealPresence Trio 8800 system menu • Experimental hybrid and dual-line registration

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.4 AB AD	December January 2016	This release includes support for the following features: <ul style="list-style-type: none"> • Hide Meeting Details This release Includes important field fixes.
5.4.4AA	November 2016	This release includes support for the following features: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Forward Error Correction (FEC) • Customize the system interface • 1080p content input from People + Content IP / USB This release resolves several known issues.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.1AA	February 2016	<p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • 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 <p>This release also resolved some known issues.</p>
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	<p>Added feature to hide Sign Out option</p> <p>Added an avatar that displays during a conference call when an audio-only participant is the active speaker.</p> <p>Resolved some known issues</p>
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+

Security Updates

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

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: Update all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the *Current Polycom Interoperability Matrix* at [Polycom Support Service Policies](#).

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	8.0.891
Polycom® RealPresence® Mobile for Tablets	3.7.0
Polycom® RealPresence® Desktop	3.7.0
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® Resource Manager	10.0.1
Polycom® RealPresence® DMA 7000	6.4.1
Polycom® RealPresence® Group Series	6.1.0
Polycom® RealPresence Centro™	6.1.0
Polycom® RealPresence Debut™	1.2.1
Polycom® RealPresence Immersive Studio™	6.1.0
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.11
Polycom® VVX® Business Media Phones	UC Software 5.5.0 \ 5.5.1

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

	<i>Microsoft Skype for Business, Lync 2013</i>	<i>BroadSoft R20 and R21</i>	<i>Polycom® RealPresence® Platform</i>	<i>Cisco Unified Communications Manager 10.5 and 9.1</i>	<i>Avaya Aura Communication Manager 7</i>
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●

	<i>Microsoft Skype for Business, Lync 2013</i>	<i>BroadSoft R20 and R21</i>	<i>Polycom® RealPresence® Platform</i>	<i>Cisco Unified Communications Manager 10.5 and 9.1</i>	<i>Avaya Aura Communication Manager 7</i>
Advanced Telephony	●	◐	SIP Trunk to a supported call platform	○	○
Video (H.264 AVC)	◐ (SVC)	●	●	◐ ⁴	◐
Content	●	◐ ¹	●	◐	◐
Provisioning	●	●	● ²	◐ ²	◐ ²

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

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

² Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.1 recommended)

⁴ Polycom RealPresence Trio 8800 system does not support Cisco’s Telepresence Interoperability Protocol (TIP).

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 802.3 at 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:

- Audio-only for Lync 2010 environments; content and video are not supported
- Content and video are not supported for Lync for Mac 2011 desktop client
- Content presentation with Skype for Business 2016 on Mac client
- Receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard is not supported
- Skype for Business (online and on-prem) federation not tested with Skype for consumer
- RealPresence Trio solution with Skype for Business Online is not supported for use in Russia, Belarus and Kazakhstan. RealPresence Trio solution with Skype for Business on-prem with media encryption disabled is not tested for use in Russia, Belarus and Kazakhstan.
- RealPresence Trio systems are unable to join Skype for Business meeting broadcasts
- When using RealPresence Trio solution with no camera in a Skype for Business point-to-point call or when the RealPresence Trio solution participant is an active speaker in a Skype for Business video meeting, the far-end loses video and a 'no far-end video' message is not displayed.
- By default, you can not turn off self-view or configure the self-view.

Microsoft Skype Room System and Surface Hub

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

- When the RealPresence Trio system is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the RealPresence Trio 8800 system.
- When connected to a Skype Room System via USB, the RealPresence Trio 8800 system performs Acoustic Echo Cancellation (AEC).
- The Web Configuration Utility of the RealPresence Trio 8800 system 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 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, audio quality that plays through the system's speaker is lower for the far-side.

Video and Content

Polycom People + Content IP 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, RealPresence Trio system cannot send or receive content on the content video channel in a conference held on RealPresence Collaboration Server that has content protocol set to 'H.264 Cascade Optimized' and 'H.264 High Profile' enabled.

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 with a Polycom supplied HDMI cable recommended for use with the RealPresence Trio system.

Install RealPresence Trio 8800 Software

Administrators can install software for RealPresence Trio 8800 using a provisioning server or a USB flash drive. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the 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 3111-65290-001.sip.ld file for the RealPresence Trio system.



Admin Tip: The RealPresence Trio Visual+ accessory is provisioned and updated automatically from the RealPresence Trio 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. 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 **5.4.5.9111**.

Files Included in the RealPresence Trio Solution Software Package

<i>Distributed Files</i>	<i>File Purpose and Application</i>
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
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.

<i>Distributed Files</i>	<i>File Purpose and Application</i>
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
VVX-dictionary.xml	Includes native support for the following languages: <ul style="list-style-type: none"> • 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

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-106198		When registered with Skype for Business and with multiple calls and Skype Meetings on hold, each call resumed can now be ended.
VOIP-106962		When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter <code>powerSaving.tvStandbyMode</code> 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.
VOIP-108006		The RealPresence Trio 8800 system fails to register after it is restarted during an outage.
VOIP-109710		USB call appearances do not clear from the system screen after the USB cable is disconnected in device mode.
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.
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.
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.
VOIP-114704		When a user places a call on hold, the RealPresence Trio system places a priority on a content type stream. This results in the previous video stream becoming lower priority than the content and the priority windows are replaced with content.
VOIP-114886		When the RealPresence Trio System receives content from a Skype for Business client during a Skype for Business Meeting, the user cannot switch between both sessions.
VOIP-115118		When RealPresence Trio solution calls Polycom® RealPresence® Media Suite 2.7 to record a call with content, the Media Suite system is not able to record the content stream.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-116093		When a RealPresence Trio solution is invited to a Skype for Business meeting with a number string in the meeting subject line, the 'Join' button on the RealPresence Trio 8800 system's user interface connects the system to the Skype Meeting when touched. The default value of the following configuration parameter has been changed to <code>exchange.meeting.parseOption="Location"</code> .
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.
VOIP-116707		When connect to a Zoom Meeting via the Zoom Room Connector, the RealPresence Trio Collaboration Kit system does not transmit content at 720p when using Polycom People + Content IP (PPCIP) over USB or IP.
VOIP-117131		New parameter <code>exchange.meeting.hideAllDayNotification</code> was added to allow you to show or hide all-day meetings on the RealPresence Visual+.
VOIP-117419		The meeting reminder on the RealPresence Trio 8800 system Home screen does not display when multiple meetings are scheduled to start at the same time and does not allow the user to select which meeting to join.
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.
VOIP-119469		RealPresence Trio cannot send or receive content on the content video channel in a conference held on RealPresence Collaboration Server that has content protocol set to 'H.264 Cascade Optimized' and 'H.264 High Profile' enabled.
VOIP-119722		The line icon indicating when call forwarding is enabled has been improved.
VOIP-119854		On a system with a Logitech C930e camera used as the video device for a PC Skype for Business client with a Trio 8800 system used as the audio device, ending a video call from the Trio 8800 system when the call was on hold did not consistently end the call. This problem has been resolved.
VOIP-120488		The OpenSSL library used by RealPresence Trio solution has been upgraded to 1.0.2j.
VOIP-120978		When the RealPresence Trio solution Base Profile is set to Skype, the order of the top level navigation tabs is not the same as the order on the Skype for Business desktop client.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-121309		When the RealPresence Trio is connected to a Windows 10 computer, sometimes a USB call does not display on the RealPresence Trio 8800 system screen.
VOIP-121510		When the RealPresence Trio is connected to a Windows 10 computer, sometimes volume changes made on the computer do not update the RealPresence Trio volume.
VOIP-121614		RealPresence Trio solution fails to dial a full URI if the URI contains the extension format x1234 instead of 1234.
VOIP-121629		RealPresence Trio systems registered with Skype for Business and using PIN Authentication as the sign-in method sometimes become unregistered during system maintenance.
VOIP-121635		E911 calls from RealPresence Trio fail when set to a static IP address.
VOIP-121669		Contacts localized into Russian are corrupted on the RealPresence Trio solution.
VOIP-121675		Content shared from a Skype for Business client sometimes fails to display on the RealPresence Trio Visual+ monitor.
VOIP-121751		RealPresence Trio solution does not connect to the Exchange server after a new password is set.
VOIP-121849		The RealPresence Trio 8800 system loses registration with DMA when connected using TLS transport through Polycom RealPresence Access Director. Set configuration parameter <code>nat.Keepalive.Interval="20"</code> .
VOIP-121897		When the RealPresence Base Profile is set to SkypeUSB, the Android navigation bar at the bottom of the screen is disabled unless Bluetooth is enabled, preventing users from accessing the menu to switch the keyboard entry mode between number and alphanumeric.
VOIP-121916		When the RealPresence Trio solution Base Profile is set to Skype, the icons in the 'Contact Information' menu incorrectly include icons associated with the various entries.
VOIP-122268		Distorted incoming video to RealPresence Trio, especially from a mobile phone or tablet set to portrait mode, is corrected.
VOIP-122288		When the RealPresence Trio system is connected to a BroadSoft BroadWorks server and in a local multipoint call, users cannot start and stop video sent to the last participant that joined with a video capable endpoint.
VOIP-122340		When the RealPresence Trio is connected to a Microsoft Skype Room System, sometimes a USB call does not display on the RealPresence Trio screen.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-122445		<p>USB audio log messages were moved from the Support Objects log to a new USB Audio log. You can control the USB audio log level using <code>log.level.change.usba</code>.</p> <p>USB HID log messages were moved from the Support Objects log to a new USB HID log. You can control the USB HID log level using <code>log.level.change.usbh</code>.</p>
VOIP-122466		The REST API handler for muting/unmuting on the RealPresence Trio solution does not set mute status correctly.
VOIP-122507		The RealPresence Trio solution sometimes randomly logs out.
VOIP-122508		Polycom added support for GlobalSign Root CA R3 certificate.
VOIP-122518		When using non-English dictionaries on RealPresence Trio solution, the phrase 'Content' or 'Present' was incorrectly using the translated phrase for 'Line Keys' in some cases.
VOIP-122594		To enable access to a server using Elliptic-Curve Diffie-Hellman encryption, you must configure the <code>sec.TLS.xmpp.cipherList</code> or <code>sec.TLS.cipherList</code> parameters with a value that does not include the "!ECDH" sub-string.
VOIP-122723		RealPresence Trio solution does not display a message asking users to re-enter their password.
VOIP-122772		After a reboot, the RealPresence Trio shows the full SIP URI in the call logs if the URL contains special characters.
VOIP-122805		The RealPresence Trio Visual+ monitor sometimes goes black.
VOIP-122856		<p>When registered with Polycom RealPresence Distributed Media Application (DMA) system directly or via Polycom RealPresence Access Director, the RealPresence Trio system loses registration.</p> <p>Set configuration parameter <code>nat.keepalive.interval="20"</code>.</p>
VOIP-122881		The RealPresence Trio solution incorrectly responds to the SDP offer when receiving content from a Skype for Business 2016 client.
VOIP-122882		When starting an audio-only call on RealPresence Trio solution, RDP content from a previous call sometimes displays on the RealPresence Visual+ monitor TV instead of the audio-only call appearance.
VOIP-122914		When sharing content from a Skype for Business client to a RealPresence Visual+ at the same time as another client, content sometimes fails to display or the RealPresence Visual+ displays a black screen for a few seconds.
VOIP-122952		When the Exchange Calendar feature is disabled, the warning "Exchange URL not configured" incorrectly displays under Settings > Status > Diagnostics > Warnings.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-122954		RealPresence Trio sometimes experiences crashes and memory leaks on some Skype for Business networks.
VOIP-122971		<code>qos.ip.rtp.dscp</code> and <code>qos.ip.rtp.video.dscp</code> configuration parameter settings are applied to media Real-Time Transport Protocol (RTP) during Skype for Business calls.
VOIP-123020		When registered with Polycom RealPresence Distributed Media Application (DMA) system, the RealPresence Trio solution no longer disconnects call after ~3 hours. Set configuration parameter <code>voIpProt.SIP.keepalive.sessionTimers="1"</code> .
VOIP-123266		RealPresence Trio does not reboot after receiving a check-sync NOTIFY message even when <code>voIpProt.SIP.specialEvent.checkSync.alwaysReboot="1"</code> .
VOIP-123624		When in a call on RealPresence Trio 8800 system, the dial pad button does not respond when tapped.
VOIP-123632		When RealPresence Trio solution is registered with Skype for Business online, users must provide a user name in UPN format and do not need to complete the Domain field.
VOIP-123667		When changing the RealPresence Trio system language to a language other than English, the time does not display in 24 hours format.
VOIP-123768		When the RealPresence Trio solution joins a Skype for Business conference, large video monitors display participant video at low resolution (240p).
VOIP-123821		The RealPresence Trio 8800 system Home screen does not show a Do not disturb (DND) button or a Redial button. To show a DND or Redial button, configure <code>homeScreen.doNotDisturb.enable="1"</code> and <code>homeScreen.redial.enable="1"</code> respectively.
VOIP-123899		To share content with RealPresence Trio solution, devices must support H.264 Base Profile and packetization mode = 0 Tx.
VOIP-123901		To share content with RealPresence Trio solution, devices must support H.264 Base Profile and packetization mode = 0 Tx.
VOIP-124047		When the RealPresence Trio solution is registered with Skype for Business and in a Skype meeting, mute/unmute causes the RealPresence Visual+ screen to refresh.
VOIP-124175		The RealPresence Trio solution may not boot on the correct VLAN when using Cisco Discovery Protocol (CDP).
VOIP-124518		When you add a multi-party Skype for Business IM session, the RealPresence Trio solution is not able to receive and display content sent from one of the other Skype for Business clients in the multi-party IM session.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-124630		When registered with Skype for Business Server and in a point-to-point audio only call with a Skype for Business on Mac client the call is disconnected when escalating the call to a video call from the RealPresence Trio system.
VOIP-124636		When adding a participant to a point-to-point audio only call with a RealPresence Trio system from a Skype for Business on a Mac client, the Skype for Business Meeting is not established successfully.
VOIP-124665 VOIP-124667		You must set the following parameters on RealPresence Trio solution to share content correctly when interoperating with Cisco Unified Communicaton Manager (CUCM) and Cisco TX series endpoints: <ul style="list-style-type: none"> • <code>video.codecPref.H264HP="0"</code> • <code>video.codecPref.H264HP.packetizationMode0="0"</code> • <code>video.codecPref.H264="0"</code>
VOIP-124682		Content transmitted from a RealPresence Trio system in a point-to-point video plus content call with a Cisco DX80 running firmware release 10.2(3.33), does not display on the Cisco DX80 when the content is stopped from the RealPresence Trio system.
VOIP-124876		RealPresence Trio detects certain forms of certificate corruption.
VOIP-124915		Polycom added support for Let's Encrypt Intermediate certificates.

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

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-105248	If you enable updates to RealPresence Trio system Call Lists, updates are delayed.	
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.
VOIP-106489	You cannot forward incoming calls to the RealPresence Trio system.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-106591	You cannot join two calls into a conference call on the RealPresence Trio system.	
VOIP-106596	When the RealPresence Trio 8800 system is connected via Bluetooth to a host device, you cannot use the dialpad to send a DTMF signal.	
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.	
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.
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.	
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.	
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.
VOIP-109892	In secured Skype for Business calls using the RealPresence Trio 8800 system, the call screen moves down and up during SRTP key negotiation.	
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.
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.	
VOIP-110267	Content does not display when using Polycom® People+Content™ IP technology on a Mac® computer to send content to RealPresence Collaboration Server.	
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.	Use the computer Skype for Business client to resume the call.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
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.
VOIP-112048	The voicemail icon disappears from the line key after the RealPresence Trio system restarts or reboots.	
VOIP-112354	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.
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.
VOIP-112645	When in a video call, the RealPresence Trio and RealPresence Trio Visual+ might drop incoming network packets when connected at a 1,000 Mbps (Gigabit) Ethernet line rate on some Ethernet switches potentially leading to Rx video quality artifacts and stalling video displayed on the display connected to the RealPresence Trio Visual+.	Limit the network connection between the LAN IN port of the Trio 8800 and the network switch to a maximum of 100 Mbps.
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.	
VOIP-114220	In an active call, Bluetooth and USB audio quality is degraded while running a software update.	
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.	
VOIP-114661	RealPresence Trio solution shows poor video quality from a RealPresence Group Series system sending 720p 60 FPS video. RealPresence Trio does not support 720p 60 FPS video. This issue occurs only if the Group Series system is set to Optimized for > Motion.	Set the Group Series system: Optimized for > Sharpness.
VOIP-114714	When connecting or disconnecting RealPresence Trio Visual+ from a RealPresence Trio 8800 in a Skype for Business deployment, user audio and video capability shown to other users is not updated. Users can be mistaken as audio-only when the Visual+ is connected, and video capable when the Visual+ is not connected.	Reboot the RealPresence Trio system after connecting or disconnecting the Trio Visual+.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
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.	
VOIP-114915	When you set the Skype for Business client 'Lock the Video Spotlight' on a RealPresence Trio conference participant, the RealPresence Trio Visual+ displays the welcome screen with a small self view video window.	
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.
VOIP-117048	When the RealPresence Trio 8800 and RealPresence Trio Visual+ systems are configured with CEC enabled (<code>powerSaving.cecEnable="1"</code>) and/or the no-signal TV standby mode (<code>powerSaving.tvStandbyMode="noSignal"</code>), a Sharp Aquos TV will not be taken out of standby mode when the RealPresence Trio system is awakened.	Use the default settings <code>powerSaving.cecEnable="0"</code> and <code>powerSaving.tvStandbyMode="black"</code> .
VOIP-117868	A consultative and blind transfer between RealPresence Trio systems in a PSTN call are now successfully transferred and established.	
VOIP-117869	The RealPresence Trio 8800 system continues to provision every 9 seconds with Office 365 and Lync on-premises.	Configure the parameter <code>lync.provisionDeviceParams.enabled="0"</code> using Office 365 to disable the device parameter configuration.
VOIP-118266	When connecting a computer via USB with a RealPresence Trio 8800 system that is in a Skype for Business call with another RealPresence Trio 8800 system the audio quality of the call may degrade.	Don't connect a computer to the USB port of realPresence trio 8800 when the system is in a Skype for Business call.
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.	
VOIP-118704	Video content is poor or frozen on RealPresence Trio 8800 Collaboration systems when using RealPresence Trio 8800 Collaboration systems only in a Polycom RealPresence Collaboration Server ('TIP preferred' configuration) based conference call.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-118713	Audio playing from an OS X computer to the RealPresence Trio 8800 system may be choppy.	Mute the RealPresence Trio 8800 system microphone before playing audio from the computer.
VOIP-119251	A keyboard may unexpectedly appear on the RealPresence Trio screen during a USB call if the USB cable is unplugged and re-plugged.	Press 'Done' on the phone's on-screen keyboard to remove the keyboard from the screen.
VOIP-119708	With auto answer and the auto answer audio notification (<code>call.autoAnswer.playTone.enable=1</code>) enabled the RealPresence Trio systems plays the tapping sound (when touching the screen) instead of an auto-answer tone.	
VOIP-120051	The RealPresence Trio 8800 and RealPresence Trio Visual+ do not synchronize when paired and connected to a switch that has Internet Group Management Protocol (IGMP) snooping enabled.	For switches with IGMP snooping enabled, either set interfaces connected to a RealPresence Trio system as static members of multicast group IP addresses 224.0.0.107 and 224.0.1.129 or disable IGMP snooping for the interface(s).
VOIP-120160	Setting the RealPresence Trio solution default call mode to audio only (<code>video.callMode.default="audio"</code>) does not prevent users from starting Skype For Business conference calls with video.	Set <code>video.autoStartVideoTx="0"</code> to mute video at the start of a call.
VOIP-120695	The Bluetooth A2DP audio performance degrades during a software update.	
VOIP-121076	USB call recordings accessed from the Browse Recordings menu do not play out correctly after being paused.	
VOIP-121115	Occasionally, RealPresence Collaboration Server 1800 cannot receive video from RealPresence Trio when the system is connected to Gigabit Ethernet.	Do not connect RealPresence Trio directly to a Gigabit Ethernet port.
VOIP-121224	When RealPresence Trio 8800 system dials to Avaya Flare Mobile (AVFM) with video enabled, video is dropped and the call becomes audio only.	
VOIP-121309	When the RealPresence Trio is connected to a Windows 10 computer, sometimes a USB call does not display on the RealPresence Trio 8800 system screen.	Reboot the RealPresence Trio 8800 system.
VOIP-121314	When the RealPresence Trio is connected to a Windows 10 computer, sometimes volume changes made on the RealPresence Trio do not update the computer volume.	Reboot the RealPresence Trio 8800 system.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-121351	Video quality is poor in point-to-point calls between RealPresence Trio and Cisco TelePresence Rooms.	
VOIP-121746	When registered with Skype for Business using a SIP URI with special characters such as '&', selfpresence is displayed as Unknown.	
VOIP-121886	When the RealPresence Trio is connected to a computer by USB, sometimes an incoming USB call does not display on the screen.	Answer the call on the connected computer Skype For Business or Lync client.
VOIP-121930	When a user sets the computer Skype for Business client's USB audio device to RealPresence Trio while the far end has the call on hold, the call drops after 60 seconds.	Do not change the Skype for Business or Lync audio device to a RealPresence Trio 8800 while the far end has the call on hold.
VOIP-122172	USB call audio may be affected if the RealPresence Trio is communicating with the provisioning server simultaneously.	
VOIP-122332	When presenting content using People + Content IP for Mac 1.4.2 from a MacBook with native resolution (1366 x 768) content is not displayed correctly.	
VOIP-122333	When presenting high frame rate content from a Mac using People + Content IP for Mac, image quality on the RealPresence Trio solution is poor.	
VOIP-122336	After muting an incoming call and then answering it on a RealPresence Trio 8800 connected by USB to a Microsoft Skype Room System, sometimes the mute indicators on the two devices do not synchronize.	Press the RealPresence Trio 8800 hardware mute button until the mute indicator is synchronized with the Microsoft Skype Room System mute indicator.
VOIP-122415	The RealPresence Trio 8800 system sometimes becomes unregistered during the security association.	Upgrade to UC Software 5.4.4AB.
VOIP-122744	In a point-to-point call between RealPresence Trio 8800 systems, the content shared from the caller through Polycom People + Content IP over USB to the far end user is dropped when the far end user puts the call on hold.	
VOIP-122931	When the RealPresence Trio system receives an incoming call from Skype for Business client using the group pickup call code, video is dropped and the call becomes audio only.	
VOIP-122937	Joining a Skype for Business Online Meeting from the RealPresence Trio 8800 Calendar when the meeting request was sent from a remote organization is not working as expected.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-122955	In a conference call between the RealPresence Trio system, Polycom Group Series system and Skype for Business client registered to Skype for Business server, the RealPresence Trio 8800 system does not receive a notification message when locking the video spotlight option is selected from Skype for Business client.	
VOIP-123020	When the RealPresence Trio system is registered with Polycom DMA, calls may disconnect after several hours.	Set configuration parameter <code>voIpProt.SIP.keepalive.sessionTimers="1"</code>
VOIP-124066	When registered with Skype for Business the RealPresence Trio Collaboration systems may display a black screen when adding a participant to a point-to-point content only session.	
VOIP-124098	When registered with Skype for Business Server and in a Skype Meeting with more than 100 participants the RealPresence Trio system becomes unresponsive.	
VOIP-124314	When the RealPresence Trio 8800 system is in multiple calls including a call on a Mobile Device that is connected to the RealPresence Trio system via Bluetooth the 'Back to Call' notification on the home screen may not be displayed in certain situations.	To access the call appearance screen tap the line key or select 'Active calls' from the global menu.
VOIP-124344	When presenting content from a Mac using People + Content IP for Mac, the mouse cursor may appear twice on the RealPresence Visual+ system screen.	
VOIP-124480	When you access web UI or phone menu using credentials after the RealPresence Trio 8800 system is reset to factory settings and the time and date settings are disabled, the RealPresence Trio system restarts.	Don't disable time and date settings before signing in for the first time after a factory reset.
VOIP-124490	In an SIP call between the RealPresence Trio 8800 system and Polycom HDX system, the video content from HDX system is not received at RealPresence Trio's endpoint.	
VOIP-124495	When a user places a SIP call from RealPresence Debut system to RealPresence Trio 8800 system, registered to DMA, the RealPresence Trio 8800 system does not receive the content shared from RealPresence Debut after the content shared by RealPresence Trio is stopped.	Share the content again from the RealPresence Debut system.
VOIP-124519	The RealPresence Trio 8800 system fails to receive content from an AVMCU Skype for Business conference call during an ongoing call with Skype for Business client.	
VOIP-124524	In a point-to-point call between two RealPresence Trio 8800 systems registered to a BroadSoft server through Sonus SBC using TLS, the video content is stopped at the caller's endpoint when performing hold and resume operation after about 6 minutes.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-124525	When the RealPresence Trio 8800 system places a point-to-point call with Polycom HDX system and shares content using Polycom People + Content IP (PPCIP), the video content received at RealPresence Trio's endpoint is cropped.	
VOIP-124530	The RealPresence Trio 8800 systems show distorted incoming video content from Polycom HDX 7006 system in a multi-point call.	
VOIP-124531	The RealPresence Trio 8800 system requires sending content twice to share with the RealPresence Immersive Studio system when in a point-to-point call.	
VOIP-124535	When in a Group Series based multi-point call with Group Series presenting content, content is not received on Group Series when content is presented from RealPresence Trio systems via People + Content IP.	Stop presenting content from Group Series and then start presenting content from the RealPresence Trio systems.
VOIP-124551	In a RealPresence Collaboration server conference call with RealPresence Trio, the call gets disconnected when RealPresence Trio 8800 system starts sharing content.	
VOIP-124554	The RealPresence Trio 8800 system fails to connect to an incoming call from Skype for Business Online client using panoramic camera.	
VOIP-124557	The RealPresence Trio system joins an audio-only Skype for Business Meeting with audio and video when added by a meeting participant or when joining from the RealPresence Trio system when <code>up.homeScreen.audioCall.enabled</code> is set to 0.	
VOIP-124577	The Cisco TelePresence system shows poor video quality from a RealPresence Trio 8800 system in a point-to-point call.	
VOIP-124588	The RealPresence Trio 8800 system fails to transfer an ongoing SIP call with the RealPresence Debut system to another RealPresence Debut system.	
VOIP-124606	When placing a point-to-point call from Polycom CX8800 system to RealPresence Trio 8800 system in a Skype for Business federated environment, the call gets automatically disconnected from the RealPresence Trio system.	
VOIP-124666	Video on RealPresence Trio freezes at call rates of 1Mbps when using Polycom RealPresence Collaboration Server, Virtual Edition..	
VOIP-124690	When RealPresence Trio receives an emergency page and a priority page simultaneously from different phones, the call timer next to the emergency page item in the call view is not shown.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-124694	When a user places a SIP call from the RealPresence Trio 8800 system to Cisco SX series system, registered to DMA, the RealPresence Trio 8800 system does not receive content shared from Cisco SX series system after the content shared by RealPresence Trio is stopped.	Share the content again from Cisco SX series system.
VOIP-124713	The RealPresence Trio does not receive content from Cisco TelePresence 500 system registered with Cisco Unified Communications Manager (CUCM) in a point-to-point call.	
VOIP-124717	In a point-to-point call between the RealPresence Trio 8800 system and the HDX system, the content is no longer displayed on the RealPresence Trio system when HDX system restarts sharing content after RealPresence Trio system performed the hold and resume operation.	
VOIP-124719	The RealPresence Group Series system receives no audio or video content from the RealPresence Trio 8800 system in a point-to-point call when the Group Series system is registered with Cisco Unified Communications Manager (CUCM) and the RealPresence Trio is registered with DMA.	
VOIP-124727	The RealPresence Trio 8800 system does not receive the RDP content shared by Skype for Business Online client in a Skype for Business AVMCU conference call.	
VOIP-124731	When the RealPresence Group Series system is configured with BFCP transport protocol as "UDP prefer" and the RealPresence Trio 8800 system is configured as "TCP", the RealPresence Trio system rejects the call from RealPresence Group Series system.	
VOIP-124797	The RealPresence Trio 8800 system fails to add a DMA VMR into the AVMCU conference call when registered with Skype for Business in a federated environment.	
VOIP-124808	When registered with Skype for Business Server and demoted to an Attendee in a Skype Meeting, the RealPresence Trio Collaboration system will disconnect from the meeting when muted/unmuted after Participant Actions > Attendee Video was disabled and allowed from a Skype for Business client in the same meeting.	
VOIP-124820	The RealPresence Trio 8800 system fails to send the video content in an AVMCU Skype for Business conference call even when the organizer has removed the restriction of blocking the attendee video.	
VOIP-124829	When RealPresence Trio 8800 system places an SIP call to Cisco E20 system and shares content, the monitor shows a black video at Cisco E20's endpoint even when the system is receiving content.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-124997	When in a RealPresence Collaboration Server based Virtual Meeting Room (VMR) video call the RealPresence Trio collaboration system disconnects from the VMR after approximately 30minutes when connected through RealPresence AccessDirector.	Set configuration parameter <code>voIpProt.SIP.keepalive.sessionTimers="1"</code>
VOIP-125223	The recent call list on the RealPresence Trio 8800 system does not display the call entry of the user registered with Skype for Business in an AVMCU Skype for Business conference call.	
VOIP-125425	When in a call using the internet Low Bitrate Codec(iLBC) at 13.33 kbps audio codec 2 way audio is not established.	
VOIP-125543	When the Calendar feature is enabled and the RealPresence Trio system is connected with a Microsoft Exchange Server the current or next meeting is not displayed in the 'Meetings' screen when the configuration parameter <code>'exchange.meeting.showOnlyCurrentOrNext=1'</code> is set.	Set configuration parameter <code>'exchange.meeting.showOnlyCurrentOrNext=0'</code>
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 [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Copyright and Trademark Information

Copyright© 2017, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

End User License Agreement BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Disclaimer While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.