

Polycom® Trio™ Solution

Applies to the Polycom® Trio™ 8800 and 8500 Systems and the Polycom® Trio™ Visual+ Accessory

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What's New for UC Software 5.5.3AA

This release of Polycom® Unified Communications (UC) Software 5.5.3AA for the Polycom® Trio™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Note that support for the features listed may vary depending on the Polycom Trio device you are using. Device-specific support is indicated for each feature.

Polycom UC Software 5.5.3AA supports the following Polycom products:

- Polycom Trio 8500 system
- Polycom Trio 8800 system
- Polycom Trio Visual+ accessory

Transport Layer Security (TLS) version 1.2

Polycom Trio systems now support Transport Layer Security (TLS) version 1.2. You can configure the TLS Protocol for the following supported applications:

- LDAP
- SIP
- SOPI
- Web server
- XMPP
- Exchange Services
- Syslog
- Provisioning
- 802.1x

You can use the following parameters to configure TLS:

- `sec.TLS.protocol.exchangeServices`
- `sec.TLS.protocol.ldap`
- `sec.TLS.protocol.sip`
- `sec.TLS.protocol.sopi`
- `sec.TLS.protocol.webServer`
- `sec.TLS.protocol.xmpp`
- `device.sec.TLS.protocol.syslog`
- `device.sec.TLS.protocol.prov`
- `device.sec.TLS.protocol.dot1x`
- `sec.TLS.exchangeServices.cipherList`
- `sec.TLS.profile.exchangeServices.cipherSuiteDefault`

Support for Video-based Screen Sharing

Polycom Trio 8800 and 8500 systems now use Video-based Screen Sharing (VbSS) format to receive Skype for Business content. You can configure this feature using the `content.vbss.enable` parameter, allowing users to receive content with a better frame rate and quality.

However, if any participant in a Skype for Business conference does not support VbSS, the Skype for Business server content switches from VbSS to Remote Desktop Protocol (RDP) content.

Polycom Trio 8800 with Polycom® EagleEye™ MSR Camera

You can connect the Polycom® EagleEye™ MSR camera, firmware version 1.1 or later, to Polycom Trio Visual+ paired with a Polycom Trio 8800 system using UC Software 5.5.3 or later in rooms configured for use with the EagleEye MSR camera.

Polycom recommends using the EagleEye MSR camera with part number 2215-60896-002 with the Polycom Trio solution. You can find the part number on the back of the EagleEye MSR camera.

After you connect the camera with Polycom Trio 8800, the system automatically uses the camera for video calls placed on the system. You can configure the EagleEye MSR camera using the following parameters:

- `video.camera.preset.x.pan`
- `video.camera.preset.x.tilt`
- `video.camera.preset.x.zoom`
- `video.camera.preset.x.label`
- `call.singleKeyPressCameraControls`
- `up.arrow.repeatDelay`
- `up.arrow.repeatRate`
- `video.camera.backlightCompensation`
- `video.camera.controlStyle`
- `video.camera.gamma`
- `video.camera.hue`
- `video.camera.invertPanControl`
- `video.camera.menuLocation`
- `video.camera.whiteBalance`
- `video.camera.autoWhiteBalance`

Related Topics:

[Polycom® EagleEye™ MSR Camera | Version 1.1.0 | Release Notes](#)

Polycom Trio 8500 System with Polycom Trio Visual+ Accessory

Administrators can now pair a Polycom Trio Visual+ accessory with a Polycom Trio 8500 system and connect a monitor, Logitech Webcam C930e USB camera, and 3.5 mm speakers to the accessory, which users can use for audio calls, video calls, and content sharing.

SILK Audio Codec

Polycom Trio systems now support the Skype for Business SILK audio codec.

To configure the SILK audio codec, refer to the `voice.audioProfile.SILK.*` and `voice.codecPref.SILK.*` parameters in [Configuration File Enhancements](#).

AirPlay Discovery over Bluetooth for Polycom Trio 8800 System

UC Software 5.5.3 enables users to discover and connect to Polycom Trio 8800 system over AirPlay using Bluetooth when the Polycom Trio system and Apple device are on different networks. When Bluetooth is enabled on the Apple device on Polycom Trio 8800, users can connect to a Polycom Trio 8800 that is on a different network and share content during in-room meetings using AirPlay.

While the Apple device and Polycom Trio 8800 can be on different networks, the two networks must be able to communicate for the Polycom Trio to display as an available AirPlay on the Apple device. When this feature is enabled, the Bluetooth radio on Polycom Trio 8800 is automatically turned on, if Bluetooth is enabled on the system.

You can configure AirPlay discovery over Bluetooth using the following parameter:

```
content.airplayServer.discovery.bluetooth.enabled.
```

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.

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

This release includes two Polycom Labs experimental features to make audio conference bridge dialing faster and more convenient.

UC Software 5.5.3AA For Polycom Trio System - Polycom Labs Experimental Features

| <i>Issue</i> | <i>Description</i> |
|--------------|--|
| EN-55445 | <p>This feature allows PAUSE (";"p") or WAIT (";"w") characters to be included in the Contact field when creating or editing an entry in the Local Contact Directory.</p> <p>When you dial into a conference, the digits in the Contact field before the first PAUSE or WAIT character are used to dial out and connect to the conference bridge. After you are connected to the conference bridge, the PAUSE or WAIT is initiated.</p> <p>PAUSE characters delay the number of seconds equal to the number of PAUSE characters. Subsequent digits in the Contact field are then dialed.</p> <p>WAIT characters cause a prompt to display showing subsequent digits in the Contact field. When you select Send, the digits are dialed.</p> <p>This experimental feature supports multiple sets of PAUSE/WAIT characters as well as digit sequences within a Contact field.</p> <p>To enable this feature, set the following parameters:</p> <ul style="list-style-type: none"> • <code>feature.enhancedFeatureKeys.enabled="1"</code> • <code>feature.directory.enabled="1"</code> • <code>feature.pauseAndWaitDigitEntryControl.enabled="1"</code> |
| EN-55377 | <p>To use this experimental feature you must enable the feature listed in EN-55445.</p> <p>When you select Join to join a meeting and the meeting invitation Location field is populated in the required format shown below, the access code is automatically dialed one second after connecting to the conference bridge.</p> <p>Required format for the Location field: <code><conference bridge number>,<access code></code></p> <p>Note: The body of the meeting invitation is not searched for the access code. You must enter the access code in the Location field.</p> |

Supported Microsoft Deployments

The following table lists Microsoft deployments supported by the Polycom Trio Collaboration Kit that includes the Polycom Trio 8800 or 8500 system, Polycom Trio Visual+ system, and a Logitech® Webcam C930e.

Microsoft Deployments Supported by Polycom Trio Solution

| Feature / Capability | Trio 8800 | Trio 8800 and 8500 Collaboration Kit | Trio 8500 |
|--|-----------|--------------------------------------|-----------|
| Skype for Business on-premises | • | • ¹ | • |
| Office 365 / Skype for Business online | • | • ¹ | • |

| Feature / Capability | Trio 8800 | Trio 8800 and 8500 Collaboration Kit | Trio 8500 |
|-----------------------|-----------|---|-----------|
| Office 365D | • | • ¹ | • |
| Lync 2013 on-premises | • | • ¹ | • |
| Lync 2010 on-premises | • | | • |

¹ Polycom supported, non-Microsoft qualified/supported

Microsoft Compatibility

The following table indicates features and capabilities supported by the Polycom Trio 8800 and 8500 systems 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 | Yes | Yes | Yes | No |
| Skype for Business 2016 on Mac | Yes | Yes | Yes | No |
| Skype for Business 2016 Mobile | Yes | Yes | Yes | No |
| Skype for Business 2015 | Yes | Yes | Yes | No |
| Skype for Business Web Application | Yes | Yes | Yes | No |
| Skype for Business 2015 Mobile | Yes | Yes | No | No |
| Lync 2013 | Yes | Yes | Yes | No |
| Lync 2013 Mobile | Yes | Yes | No | No |
| Lync 2010 | Yes | No | No | No |
| Lync 2010 Mobile | No | No | No | No |
| Lync Phone Edition | Yes | No | No | No |
| Communicator for Mac 2011 | Yes | No | Yes | No |
| Lync for Mac 2011 | Yes | No | Yes | No |

¹ 'Present PowerPoint File' and Whiteboard are not supported.

Skype for Business Support

The following tables indicate support for Skype for Business features:

- Supported Microsoft-qualified* features for the Polycom Trio 8800 and 8500 systems
- Polycom supported, non-Microsoft-qualified features for the Polycom Trio 8800 system

For the latest qualification status see [Skype for Business Solution Catalog](#).

Polycom Trio 8800 and 8500 System Skype for Business Feature Support

The Polycom Trio 8800 and 8500 systems support the following features with Skype for Business.

Trio 8800 and 8500 Skype for Business Feature Support

| Microsoft Qualified* and Polycom Supported | <i>Skype for Business On-premises</i> | <i>Skype for Business Online / O365 / Cloud PBX</i> |
|---|---------------------------------------|---|
| 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 |

| Microsoft Qualified* and Polycom Supported | <i>Skype for Business On-premises</i> | <i>Skype for Business Online / O365 / Cloud PBX</i> |
|---|---------------------------------------|---|
| 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 |
| 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 |

Trio 8800 and 8500 Skype for Business Video and Content Support

The following video and content features are supported on the Polycom Trio 8800 and 8500 systems.

Trio 8800 and 8500 Skype for Business Video and content Support

| Not Microsoft Qualified – Polycom Supported Only | <i>Skype for Business On-premises</i> | <i>Skype for Business Online / O365 / Cloud PBX</i> |
|---|---------------------------------------|---|
| Receive Video-based Screen Sharing (VbSS) format | Yes | Yes |

| Not Microsoft Qualified – Polycom Supported Only | <i>Skype for Business On-premises</i> | <i>Skype for Business Online / O365 / Cloud PBX</i> |
|---|---------------------------------------|---|
| 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 |

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 more information on using configuration parameters to enable or disable features, see the *Polycom Trio Solution Administrator Guide* available on [Polycom Voice Support](#).

Configuration File Enhancements in UC Software 5.5.3AA

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|------------------|-------------------------|--|
| New | | | |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|------------------------------------|--|--|
| site.cfg | call.singleKeyPressCameraControls | 1 (default) - Tapping Camera in the call view directly shows the Camera Controls menu for EagleEye MSR camera. 0 - Tapping Camera in the call view shows a menu with camera preferences, presets, and camera controls menu items for EagleEye MSR camera. | No |
| features.cfg | up.arrow.repeatDelay | Choose the milliseconds (ms) an arrow button must be held before the arrow starts repeating in the Camera Controls menu for EagleEye MSR camera. 500 ms (default) 100 – 5000 ms | No |
| features.cfg | up.arrow.repeatRate | Choose the milliseconds (ms) between repeated simulated presses while an arrow button is being held down. This applies to the arrows in the Camera Controls menu for EagleEye MSR camera. 80 ms (default) 50 – 2000 ms | No |
| video.cfg | video.camera.backlightCompensation | 0 (default) – Disable EagleEye MSR camera backlight compensation. 1 - Enable EagleEye MSR camera backlight compensation. | No |
| features.cfg | video.camera.controlStyle | Controls whether EagleEye MSR camera pan and tilt is controlled by directional arrow buttons or separate pan/tilt sliders. Simple (default) | No |
| video.cfg | video.camera.gamma | Set the factor to use for gamma correction applied to each frame of video captured by the EagleEye MSR camera. You can use this setting to correct for video that appears too dark or too light. 0 (default) 1000 | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|--|---|--|
| video.cfg | video.camera.hue | Use to correct the color of video captured by the EagleEye MSR camera. 0 (default) 1000 | No |
| video.cfg | video.camera.invertPanControl | Invert the direction of the pan control for the EagleEye MSR camera. 0 (default) | No |
| features.cfg | video.camera.menuLocation | Specify if camera settings menu display under the Advanced phone menu for administrators or the Basic phone menu for users. Basic (default) Advanced | No |
| features.cfg | video.camera.preset.x.label | Enter a label for the EagleEye MSR camera preset. String 0 – 12 characters | No |
| video.cfg | video.camera.autoWhiteBalance | For the EagleEye MSR camera and Logitech C930e webcam. 1 (default) – Auto white balance is enabled and the value of the video.camera.whiteBalance parameter is not used. 0 – Auto white balance is disabled, so the value of the video.camera.whiteBalance is used for white balance. | |
| video.cfg | video.camera.whiteBalance | Use to correct the white balance tint of video captured by the EagleEye MSR camera and Logitech C930e webcam. 0 (default) 1000 | No |
| features.cfg | voIpProt.SIP.header.ResourcePriority.namespace | The namespace scheme to use. | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|---|---|--|
| features.cfg | content.airplayServer.discovery.bluetooth.enabled | <p>Set to allow AirPlay discovery over Bluetooth.</p> <p>1 (default) - Enables Polycom Trio 8800 to be discoverable to AirPlay- certified devices over Bluetooth. Turns Bluetooth radio on when <code>feature.bluetooth.enabled = 1</code>.</p> <p>0 - Polycom Trio 8800 is not discoverable to AirPlay-certified devices over Bluetooth</p> <p>Note: Enable the parameter <code>feature.bluetooth.enabled</code> to use this feature</p> | No |
| | content.vbss.enable | <p>1 (default) – Enable content sharing to allow users to accept Video-Based Screen Sharing (VbSS) format for Skype for Business content.</p> <p>0 – Disable VbSS content sharing format for Skype for Business content.</p> <p>When VbSS is disabled, the Polycom Trio system uses Remote Desktop Protocol (RDP) for content sharing.</p> | No |
| site.cfg | sec.TLS.exchangeServices.cipherList | <p>Enter a string 0 -1024 characters.</p> <p>NoCipher (default)</p> | No |
| site.cfg | sec.TLS.profile.exchangeServices.cipherSuiteDefault | <p>1 (default) - Use the default cipher suite of Exchange services for the TLS Application Profile.</p> <p>0 - Use the custom cipher suite of Exchange services for the TLS Application Profile</p> | No |
| features.cfg | video.camera.preset.x.pan | <p>Set the pan for the EagleEye MSR camera presets, where x equals the preset.</p> <p>0 (default)</p> <p>0 - 1000</p> | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|---|---|--|
| features.cfg | video.camera.preset.x.tilt | Set the tilt for the EagleEye MSR camera presets, where x equals the preset. 0 (default) 0 - 1000 | No |
| features.cfg | video.camera.preset.x.zoom | Set the zoom for the EagleEye MSR camera presets, where x equals the preset. 0 (default) 0 - 1000 | No |
| site.cfg | voice.audioProfile.SILK.12 ksps.encMaxAvgBitrateKbps | Set the maximum average encoder output bitrate in kilobits per second (kbps) for the supported SILK sample rate. 25 kbps (default) 7 – 25 kbps | No |
| site.cfg | voice.audioProfile.SILK.16 ksps.encMaxAvgBitrateKbps | Set the maximum average encoder output bitrate in kilobits per second (kbps) for the supported SILK sample rate. 30 kbps (default) 8 – 30 kbps | No |
| site.cfg | voice.audioProfile.SILK.24 ksps.encMaxAvgBitrateKbps | Set the maximum average encoder output bitrate in kilobits per second (kbps) for the supported SILK sample rate. 40 kbps (default) 12 – 40 kbps | No |
| site.cfg | voice.audioProfile.SILK.8k sps.encMaxAvgBitrateKbps | Set the maximum average encoder output bitrate in kilobits per second (kbps) for the supported SILK sample rate. 20 kbps (default) 6 – 20 kbps | No |
| site.cfg | voice.audioProfile.SILK.en cComplexity | Specify the SILK encoder complexity. The higher the number the more complex the encoding allowed. 2 (default) 0-2 | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|--|--|--|
| site.cfg | voice.audioProfile.SILK.enableDTXEnable | 0 (default) – Disable Discontinuous transmission (DTX). 1 – Enable DTX in the SILK encoder. Note that DTX reduces the encoder bitrate to 0bps during silence. | No |
| site.cfg | voice.audioProfile.SILK.enableExpectedPktLossPercent | Set the SILK encoder expected network packet loss percentage. A non-zero setting allows less inter-frame dependency to be encoded into the bitstream, resulting in increasingly larger bitrates but with an average bitrate less than that configured with voice.audioProfile.SILK.*. 0 (default) | No |
| site.cfg | voice.audioProfile.SILK.enableInbandFECEnable | 0 (default) - Disable inband Forward Error Correction (FEC) in the SILK encoder. 1 - Enable inband FEC in the SILK encoder. A non-zero value causes perceptually important speech information to be sent twice: once in the normal bitstream and again at a lower bitrate in later packets, resulting in an increased bitrate. | No |
| site.cfg | voice.audioProfile.SILK.MaximumPTime | Specify the maximum SILK packet duration in milliseconds (ms). 20 ms | No |
| site.cfg | voice.audioProfile.SILK.MinimumPTime | Specify the minimum SILK packet duration in milliseconds (ms). 20 ms | No |
| site.cfg | voice.codecPref.SILK.12kps | Set the SILK audio codec preference for the supported codec sample rates. 0 (default) | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-----------------|---------------------------------|--|--|
| site.cfg | voice.codecPref.SILK.16ksp s | Set the SILK audio codec preference for the supported codec sample rates. 0 (default) | No |
| site.cfg | voice.codecPref.SILK.24ksp s | Set the SILK audio codec preference for the supported codec sample rates. 0 (default) | No |
| site.cfg | voice.codecPref.SILK.8ksp | Set the SILK audio codec preference for the supported codec sample rates. 0 (default) | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-------------------------|-----------------------------------|---|--|
| Modified | | | |
| device.cfg, site.cfg | device.sec.TLS.protocol.d ot1x | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and 802.1x authentication. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |
| device.cfg, site.cfg | device.sec.TLS.protocol.p rov | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and provisioning. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-------------------------|---------------------------------------|--|--|
| device.cfg, site.cfg | device.sec.TLS.protocol.s yslog | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and Syslog. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |
| device.cfg, site.cfg | sec.TLS.protocol.exchange Services | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and Exchange services. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |
| device.cfg, site.cfg | sec.TLS.protocol.ldap | Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Lightweight Directory Access Protocol (LDAP). The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |
| device.cfg, site.cfg | sec.TLS.protocol.sip | Configures the lowest TLS/SSL version to use for handshake negotiation between the phone and SIP signaling. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |

| Template | Parameter | Permitted Values | Change Causes Restart or Reboot |
|-------------------------|----------------------------|---|--|
| device.cfg, site.cfg | sec.TLS.protocol.sopi | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and SOPI. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |
| device.cfg, site.cfg | sec.TLS.protocol.webServer | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and web server. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |
| device.cfg, site.cfg | sec.TLS.protocol.xmpp | Configures the lowest TLS/SSL version to use for handshake negotiation between phone and XMPP. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3 TLSv1_1 TLSv1_2 | No |

Release History

The following table shows the release history of the Polycom Trio solution.

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 5.5.3AA | December 2017 | <p>This release for the Polycom Trio Solution includes support for the following:</p> <ul style="list-style-type: none"> • Transport Layer Security (TLS) version 1.2 • Skype for Business Video-Based Screen Sharing • Polycom EagleEye MSR 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 | <p>This release for the Polycom Trio 8800 and 8500 systems includes several important fixes.</p> |
| 5.5.2AC | September 2017 | <p>This release for the Polycom Trio 8800 and 8500 systems includes the following:</p> <ul style="list-style-type: none"> • Screen Mirroring on Polycom Trio Solution • Software Update using Windows Server • Trio 8800 System Media Keepalive • Toggle Content and People Video Streams • Skype for Business User Experience Enhancements • Viewing a Different Calendar in Skype for Business Mode • Dynamic Port Ranges for Video and Content • Adding a PSTN Participant to a Call • Displaying Multiple Calendar Meetings on Connected Monitor • Web Sign in for Skype for Business Online • Secure Single Sign-On (SSO) with Third-Party Supporting Solutions • Managing Skype for Business Conference Participant Level in the Call Roster Screen • Device Lock • Client Media Port Ranges for Quality of Experience (QoE) • Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE) • Exchange Web Services Discovery • Unified Contact Store • Alert Tones for Mute Status |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|------------------|----------------------------|---|
| | | <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Enhancements to the Polycom Trio 8800 and Trio Visual+ system interfaces • Enhancements to the Polycom Trio solution diagnostics • Set the display language from the Polycom Trio 8800 system menu • Experimental hybrid and dual-line registration |
| 5.4.4 AB AD | December January 2016 | This release includes support for the following features: <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 |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 5.4.3AB | August 2016 | <p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • 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 | <p>This release includes support for the following features:</p> <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 | <p>This release replaces 5.4.2AA and addresses the following issue:</p> <ul style="list-style-type: none"> • Powering Polycom Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP) |
| 5.4.2AA | March 2016 | <p>This release includes support for the following features:</p> <ul style="list-style-type: none"> • Forward Error Correction (FEC) • Customize the system interface • 1080p content input from People + Content IP / USB <p>This release resolves several known issues.</p> |
| 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> |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 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+ |

Security Updates

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

Products Tested with this Release

The Polycom Trio 8800 and 8500 systems and Polycom 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 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 | 8.0.875 |
| Polycom® RealPresence® Mobile for Tablets | 3.8.0 |
| Polycom® RealPresence® Desktop | 3.8.0 |
| Polycom® RealPresence® Collaboration Server (RMX) | 8.7.4.2 |
| Polycom® RealPresence® DMA 7000 | 9.0.1 |
| Polycom® RealPresence® Group Series | 6.1.x or later |
| Polycom® Immersive Studio™ | na |
| Polycom® People + Content IP for PC | 1.4.2 |
| Polycom® People + Content IP for Mac | 1.4.2 |
| Polycom® HDX® | 3.1.12 |

| Product | Tested Versions |
|-------------------------------------|-------------------|
| Polycom® VVX® Business Media Phones | UC Software 5.6.0 |

Server Interoperability

The following tables list the server interoperability supported on the Polycom Trio 8800 and 8500 systems and the feature capabilities supported for each server.

For complete and up-to-date details on Polycom Trio solution compatibility, see [Polycom Trio and SoundStation IP Platform Compatibility](#).

Polycom Trio 8800 and 8500 System Server Interoperability

The following table lists the server interoperability supported on the Polycom Trio 8800 and 8500 systems and the feature capabilities supported for each server.

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 | ● | ● |
| Advanced Telephony | ● | ◐ | SIP Trunk to a supported call platform | ○ | ○ |
| Provisioning | ● | ● | ● ¹ | ◐ ¹ | ◐ ² |

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

¹ Requires Polycom® RealPresence® Resource Manager software version 9.0+ (10.1 recommended)

Trio 8800 System Server Interoperability

The following table lists the server interoperability supported only on the Polycom Trio 8800 systems and the feature capabilities supported for each server.

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> |
|-------------------|--|------------------------------|--|--|---|
| Video (H.264 AVC) | ◐ (SVC) | ● | ● | ◐ ¹ | ◐ |
| Content | ● | ◐ ² | ● | ◐ | ◐ |

● - Mature interoperable

◐ - Interoperable with limitations

○ - Not supported

¹ Polycom Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).

² Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

System Constraints and Limitations

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

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

The Skype for Business AVMCU collects all the participant VSRs from endpoint requests and sends an aggregated VSR to each participating endpoint. Each endpoint receiving the aggregated VSR evaluates the video resolutions requested and determines what video resolution(s) to send.

For one stream, the Polycom Trio 8800 and 8500 system sends the lowest common resolution requested to ensure that all endpoints can display the Polycom Trio system video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows Polycom 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 Polycom Trio 8800 and 8500 systems do not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering your Polycom Trio 8800 or 8500 system using an IEEE 802.3af power over Ethernet compliant switch, power budget is negotiated by a hardware handshake at power up - CDP is not used.

If powering the Polycom Trio 8800 system using an IEEE 802.3 at power over Ethernet Plus (PoE+) switch, the Polycom 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 Polycom Trio 8800 or 8500 system in a Microsoft Skype for Business or Lync 2013 environment:

- Audio-only for Lync 2010 environments; content and video are not supported.
- Skype for Business (online and on-premises) federation not tested with Skype for consumer.
- Trio systems with Skype for Business Online is not supported for use in Russia, Belarus and Kazakhstan. Polycom Trio with Skype for Business on-premises 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 following is a list of constraints and limitations when using a Polycom Trio 8800 and 8500 system in a Microsoft Skype for Business or Lync 2013 environment:

- The Polycom Trio system does not support content and video for Lync for Mac 2011 desktop client
- The Polycom Trio system does not support content presentation with Skype for Business 2016 on a Mac client
- The Polycom Trio system does not receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard.

Microsoft Skype Room System and Surface Hub

When the Polycom Trio 8800 and 8500 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 Polycom Trio 8800 and 8500 systems is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the Polycom Trio 8800 and 8500 systems.
- When connected to a Skype Room System via USB, the Polycom Trio 8800 and 8500 system performs Acoustic Echo Cancellation (AEC).
- The Web Configuration Utility of the Polycom Trio 8800 and 8500 systems is disabled by default. The Web Configuration Utility can be enabled by an administrator from the phone menu at

Settings > Advanced > Administration Settings > Web Server Configuration or using the configuration parameters `httpd.enabled="1"` and `httpd.cfg.enabled="1"`.

Audio

By default, audio from the far-site plays only on the Polycom Trio 8800 and 8500 system speakers.

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

When a Bluetooth-capable device is paired with the Polycom Trio 8800 and 8500 systems, 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, the Polycom Trio 8800 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.

Polycom Concierge

The Polycom Trio 8800 system 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 Polycom 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 Polycom 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 Polycom Trio 8800 system.

Install Polycom Trio 8800 and 8500 Software

Administrators can install software for the Polycom Trio 8800 and 8500 systems using a provisioning server or a USB flash drive. Administrators can configure features for the system using configuration files

on a provisioning server, using the Web Configuration Utility, or on the system. See the *Polycom Trio Solution Administrator Guide* for more information on configuring features.

Download the Distribution Files

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

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

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



The Polycom Trio Visual+ accessory is provisioned and updated automatically from the Polycom Trio 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Polycom Trio 8800 download does not include a dedicated executable file for the Polycom Trio Visual+. To provision the Trio Visual+, delete the part number from the Polycom Trio 8800 3111-65290-001.sip.ld file and do one of the following:

- Use the renamed sip.ld file for both the Polycom Trio and Visual+.
- Copy the Polycom Trio 8800 file and rename it using the Visual+ part number 3111-66420-001.sip.ld.

The following table lists all the files included in the Polycom 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 **5.5.3.3441**.

Files Included in the Polycom Trio Solution Software Package

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|-----------------------------|--|
| 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 |

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--------------------------|---|
| lync.cfg | Contains Lync specific configuration parameters |
| 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 language files: <ul style="list-style-type: none"> • Chinese_China • Chinese_Taiwan • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, Canada • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Portugal • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, AE |
| Welcome.wav | Startup welcome sound effect |
| LoudRing.wav | Sample loud ringer sound effect |

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--------------------------|-------------------------------------|
| Warble.wav | Sample ringer sound effect |

Resolved Issues

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

Resolved Issues

| <i>Release</i> | <i>Issue Number</i> | <i>Description</i> |
|----------------|---------------------|--|
| 5.5.3AA | EN-52777 | When accessing the Contacts tab on the Recent Calls list, the Polycom Trio doesn't list the different directory types to choose when there are multiple directories enabled, and instead shows only the local directory. |
| 5.5.3AA | EN-52888 | On the Polycom Trio system in the Settings > Advanced > Administration > TLS Security > Configure TLS Profiles > TLS Profile x > Configure Cipher Suite menu, you are permitted to leave the "Custom Cipher Suite" list blank and save changes even though such a configuration is invalid. No pop-up or warning is shown to notify you of the error. |
| 5.5.3AA | EN-52915 | On Polycom Trio system in the Settings > Advanced > Administration > Generate CSR menu, the "Country" should be labeled "Country Code". Also, no pop-up message displays to tell you when the country code is too long, and you cannot enter a country code if the phone's configured keyboard language is Hindi. |
| 5.5.3AA | EN-52936 | When the Polycom Trio system is in an AVMCU conference call and the Trio system user declines an incoming content-only call, the Trio system no longer displays or transmits video to the conference. |
| 5.5.3AA | EN-52940 | Polycom Trio systems cannot receive Polycom RealPresence Desktop content when BFCP is disabled for a Skype for Business registration. |
| 5.5.3AA | EN-52960 | Sometimes, the status bar message "Contacts synchronizing" remains visible for hours when it should only be visible for a few minutes. |
| 5.5.3AA | EN-54790 | When dialing a number in numeric entry mode until dash formatting appears, for example, 1-234-567, switching to URL mode incorrectly forces the dash formatting into the dial buffer when dialing out. |
| 5.5.3AA | EN-55165 | Call Logs are not removed from the phone after a user is signed out of a Skype for Business line on Polycom Trio system in Generic Base Profile. |
| 5.5.3AA | EN-55372 | The Polycom Trio system does not successfully send content to RealPresence Group Series systems. |

| Release | Issue Number | Description |
|---------|--------------|---|
| 5.5.3AA | EN-55421 | 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. |
| 5.5.3AA | EN-55458 | You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client. |
| 5.5.3AA | EN-55483 | When Polycom Trio system is configured with <code>device.prov.serverType set="http"</code> while updating from a FileZilla-based provisioning server, the Trio system uploads a core file with "tUtil" in the filename. |
| 5.5.3AA | EN-55577 | When the far end or conference participant shares Open SIP content, content might delay or not display on Polycom Visual+ in a network with high packet loss. |
| 5.5.3AA | EN-55601 | When IP dialing on an unregistered Polycom Trio system, the keypad unexpectedly changes from a numeric keypad to an alphanumeric keypad after entering the first digit. |
| 5.5.3AA | EN-56307 | Polycom Trio system does not receive video from a Skype for Business client that joins a meeting using "Call me at:" for audio. |
| 5.5.3AA | EN-56543 | Polycom Trio supports the parameter <code>feature.usb.device.hostOs</code> . Valid values are "Default" (for Windows and Mac Host computers) and "ChromeOS" (for Chrome OS computers). You can configure this parameter from the phone menu at: Settings > Advanced > Administration Settings > USB Computer Connection > Connected Computer Operating System . Note that if you change the value of this parameter while the Polycom Trio is connected to a USB host, then the USB connection will be disconnected and reconnected. |
| 5.5.3AA | EN-58947 | Polycom Trio system responsiveness can become slow when in a conference with a large number of participants and log levels are set high. |
| 5.5.2AE | EN-59020 | Content cleared or received within certain timing windows from a BlueJeans meeting sometimes fails to clear or display from the Polycom Visual+ monitor. |

Known Issues

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

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



These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video

conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|--|
| EN-52560 | During the ringback state, the Polycom Trio Visual+ display screen becomes black until the call is answered. | |
| EN-53078 | During a Lync USB call, when the volume is increased to the maximum level on the computer and the Polycom Trio solution, an echo is heard on the far end when the far end speaks. | Reduce the volume on the computer or the Polycom Trio 8800 system. |
| EN-53091 | When the Polycom 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. | |
| EN-53114 | You cannot forward incoming calls to the Polycom Trio system. | |
| EN-53214 | When the Polycom 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 Polycom Trio 8800 system. |
| EN-53218 | If the USB cable connecting the Polycom Trio 8800 and a computer is disconnected and reconnected during a Skype for Business call, the Resume soft key might not resume the call. | |
| EN-53225 | Active call, Bluetooth, and USB audio quality is degraded while running a software update. | |
| EN-53276 | When the Polycom Trio 8800 system is connected as a USB audio device to a computer, far-end user's voices echo when both the computer and the Trio system volume are set to maximum. | Reduce the volume on the computer or the Polycom Trio 8800 system. |
| EN-53298 | You cannot join two calls into a conference call on the Polycom Trio system. | |
| EN-53341 | When a Bluetooth audio call from a Polycom Trio to a smartphone is placed on hold on the Polycom 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 smartphone instead of on the system. |
| EN-53403 | If you enable updates to the Polycom Trio system's Call Lists, updates are delayed. | |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|---|--|
| EN-53420 | When two Polycom Trio systems are in a Skype for Business Meet Now conference, you cannot show content unless the Skype for Business client is dialed into the conference. | Dial into the conference call from the Skype for Business client, then show content using the Skype for Business client. |
| EN-53913 | Audio playing from a macOS computer to the Polycom Trio 8800 system may be choppy. | Mute the Polycom Trio 8800 system microphone before playing audio from the computer. |
| EN-53967 | When connecting a computer via USB with a Polycom Trio 8800 system that is in a Skype for Business call with another Polycom Trio 8800 system, the audio quality of the call may degrade. | Don't connect a computer to the USB port of a Polycom Trio 8800 system during a Skype for Business call. |
| EN-53986 | The Polycom Trio system does not support interoperability with consumer Skype. | Use Skype for Business. |
| EN-53989 | USB call audio may be affected if the Polycom Trio solution is communicating with the provisioning server simultaneously. | |
| EN-53994 | The Polycom Trio 8800 system sometimes becomes unregistered during the security association. | |
| EN-54003 | The Polycom Trio 8800 and Polycom Trio Visual+ do not synchronize when paired and connected to a switch that has Internet Group Management Protocol (IGMP) snooping enabled. | |
| EN-54006 | USB call recordings accessed from the Browse Recordings menu do not play out correctly after being paused. | |
| EN-54029 | In secured Skype for Business calls using the Polycom Trio 8800 system, the call screen moves down and up during SRTP key negotiation. | |
| EN-54030 | Consultative and blind transfers between Polycom Trio systems in PSTN calls are not successfully transferred or established. | |
| EN-54034 | The voicemail icon disappears from the line key after the Polycom Trio system restarts or reboots. | |
| EN-54038 | A keyboard may unexpectedly appear on the Polycom Trio screen during a USB call if the USB cable is unplugged and re-plugged. | If a keyboard appears on the Polycom Trio screen, press the keyboard's Done button. |
| EN-54076 | Content does not display when using Polycom People+Content IP technology on a Mac computer to send content to RealPresence Collaboration Server. | |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|---|--|
| EN-54085 | When Lync RDP content is stopped and restarted quickly during a video call, sometimes people video does not automatically resume. | |
| EN-54086 | The Bluetooth A2DP audio performance degrades during a software update. | |
| EN-54103 | When the Polycom Trio is connected to a computer by USB, sometimes an incoming USB call does not display on the screen. | |
| EN-54110 | With auto answer and the auto answer audio notification (<code>call.autoAnswer.playTone.enable=1</code>) enabled the Polycom Trio systems plays the tapping sound (when touching the screen) instead of an auto-answer tone. | |
| EN-54158 | Video quality is poor in point-to-point calls between Polycom Trio and Cisco TelePresence Rooms. | |
| EN-54188 | When calling from a Lync client on a Mac computer connected to the Polycom Trio 8800 system, the Trio system does not play the ringback tone after the call is placed. | |
| EN-54200 | When the dial pad is set as the idle screen, the Polycom Trio 8800 system does not display the dial pad after the system has been inactive for the set amount of time. | |
| EN-54252 | Increasing the Centralized Conference Profile or lowering the call rate sometimes stops video sending from Polycom Trio solution to Skype for Business conference participants. | Recover Polycom Trio video by selecting Hold > Resume . Mitigate the issue by lowering the Centralized Conference profile setting and increasing the call rate setting. |
| EN-54268 | When the Polycom Trio 8800 and Polycom Trio Visual+ systems are configured with CEC enabled (<code>powerSaving.cecEnable="1"</code>) and/or a no-signal TV standby mode (<code>powerSaving.tvStandbyMode="noSignal"</code>), a Sharp Aquos TV is not taken out of standby mode when the Polycom Trio system awakened. | |
| EN-54283 | When registered with Skype for Business using a SIP URI with special characters such as '&', self-presence is displayed as Unknown. | |
| EN-54292 | When connecting or disconnecting Polycom Trio Visual+ from a Polycom 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 Polycom Trio system after connecting or disconnecting the Trio Visual+. |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|--|
| EN-54331 | The phone sends a 481 response code to a second INVITE after rejecting an initial INVITE message with a 488 response even when the transaction timeout is zero as per the specification for SIP TCP transport. | |
| EN-55164 | Skype for Business ignored the VSR sent from the Polycom Trio system and does not send the correct resolution. | |
| EN-55166 | After muting an incoming call before answering it on a Polycom Trio 8800 connected by USB to a Microsoft Skype Room System, sometimes the mute indicators on the two devices do not synchronize. | Press the Polycom Trio 8800 hardware mute button until the mute indicator is synchronized with the Microsoft Skype Room System mute indicator. |
| EN-55168 | The Polycom Trio system displays black or frozen video in calls when the call is placed from the Polycom RealPresence Desktop application at line rate 1M+. | |
| EN-55175 | When the Polycom Trio solution is active in a two-way video call and the Trio Visual+ is configured with HDMI as the audio output device, the remote party sometimes hears echo. | Select Polycom Trio as the audio output device. |
| EN-55218 | Content sent using Polycom People+Content IP is sometimes not sent to the far-end after you disconnect and reconnect the camera from the Trio Visual+ accessory during a call. | Press Stop My Video and then press Start My Video to restore far-end video. |
| EN-55223 | If using People+Content IP on Polycom Trio system while AirPlay is active, video artifacts can occur on the Polycom Trio Visual+ monitor. | Press Stop and then Play in the People+Content IP application, or, stop AirPlay before activating People+Content IP. |
| EN-55229 | You cannot add all incoming calls to an ongoing Skype for Business conference when more than two participants call in simultaneously. | Create a Meet-me meeting and have people dial in to the conference directly. Or, select the calls on hold and merge them into the conference using the Merge Calls button. |
| EN-55257 | If you interrupt playback of a recording stored on a USB device attached to the Polycom Trio system by removing the USB device multiple times, the Trio system eventually stops functioning properly and must be rebooted. | Do not remove the USB device during playback. Use the playback functions on the Trio system to control audio functions. |
| EN-55260 | You must restart the Polycom Trio system before some LDAP configuration parameters take effect. | |
| EN-55261 | When you enable Wi-Fi on the Polycom Trio 8800 system before entering your access point details, the Trio system restarts. | In the Wi-Fi menu, enter your Access Point details then enable Wi-Fi. |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|---|
| EN-55265 | Sometimes the Web Configuration Utility for Polycom Trio system does not load correctly and input fields do not display text correctly. | Refresh the browser. |
| EN-55281 | After the password expires, the Polycom Trio system password error popup eventually turns into a black screen. | Refresh the screen. |
| EN-55286 | When the Polycom Trio system has hybrid registration lines and you place a call on hold and then end the call, the Hold icon continues to show after the call is ended. | Press on the line key to remove the icon. |
| EN-55293 | When using the Polycom Trio system as a USB audio device for a Mac device and you make an outgoing Skype for Business call from the Mac device, the call appearance menu does not show on the Trio system until the far-end answers the call. All call controls on the Mac device still work properly. | Use the Mac device for call control. |
| EN-55305 | If a Polycom Trio Visual+ is paired with a Polycom Trio system during a call, the far-end name displayed on Visual+ is "Voice". | |
| EN-55310 | When the Polycom Trio is used as a USB device with a macOS computer and a Skype for Business call is active on the macOS computer and Trio system, the end call button on the Trio system screen does not end the call. | End the call using the macOS Skype For Business client. |
| EN-55313 | When adding a participant to a Skype for Business conference by dialing the participant's tel: URI, both the sip: and tel: URIs for this participant are duplicated and display in the participant list of the Polycom Trio system for approximately three seconds. | |
| EN-55315 | When a sign-in to the Polycom Trio system fails because of an invalid domain, the Trio system does not show a sign-in error message. | |
| EN-55317 | When the Polycom Trio system is connected to a Mac or Windows host device using USB and the Trio system is not selected as the audio playback device, pressing the Trio system volume control keys might cause the host device volume pop-up to appear and jump around. | |
| EN-55326 | When the Polycom Trio system is used as a USB device with a macOS computer and a Skype for Business call is incoming to the macOS computer, the answer button on the Trio system screen does not answer the call. | Answer the incoming call using the macOS Skype For Business client. |
| EN-55328 | The Polycom Trio system does not always play incoming call ringtones and while an incoming call is ringing, makes an outgoing call and puts the call on hold. | |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|--|
| EN-55334 | The Polycom Visual+ monitors shows green pixelated video when in a video call with QDX. | |
| EN-55335 | The Polycom Trio solution might not send shared PPCIP content and the Trio and/or Visual+ system might reboot if content sharing is started at the same time an incoming call is answered. | |
| EN-55338 | The VVX business media phone displays the message "Searching..." indefinitely when performing a Lightweight Directory Access Protocol (LDAP) search on OpenLDAP, when the number of search results is greater than the configured page size. | |
| EN-55342 | Calls on the Polycom Trio system might disconnect when trying to place a call from the Exchange Auto Attendant. | |
| EN-55343 | Content is corrupted on the Polycom Visual+ display when the Pexip WebRTC client shares content during a Skype For Business call. | |
| EN-55352 | On the Polycom Trio system, pressing the Back button while viewing the calendar does not always bring back the Home screen. | |
| EN-55504 | The Polycom Trio system sometimes displays a "Failed to process the request" pop-up message when you mute/unmute during a long-running AVMCU conference call. | |
| EN-55515 | When the Polycom Trio system is in a Skype for Business video call with Polycom RealConnect and RealPresence Collaboration Server RMX, the Trio system sometimes sends unexpectedly low-resolution video to the RMX because the AVMCU unexpectedly constrains the RMX's Video Source Requests. | |
| EN-55527 | Sometimes content shared over AirPlay does not clear from the Polycom Trio Visual+ display when Wi-Fi is disabled on the sharing device while sharing content. | |
| EN-55538 | The USB camera does not always initialize correctly when plugged into the Polycom Trio Visual+ and can result in a Visual+ reboot during video calls using an H.264 stream. | Do not unplug/plug in the USB camera during a video call. If you lose video, reboot the Visual+. |
| EN-55540 | When a user sets the computer Skype for Business client's USB audio device to Polycom Trio while the far end has the call on hold, the call drops after 60 seconds. | |
| EN-55545 | The Polycom Trio Visual+ might reboot if the USB camera is unplugged and plugged back in during a video call. | Do not unplug/plug in the USB camera during a video call. |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|--|
| EN-55557 | You cannot use an Ethernet hub with the Polycom Trio system. | |
| EN-55563 | When the Polycom Trio system hides content during a point-to-point call with a Skype for Business client sharing content, sometimes the Trio system displays Skype for Business cropped or magnified far-side video. | Hold and resume the call. |
| EN-55604 | When the Polycom Trio system is registered to Skype for Business, the monitor turns black if sharing content locally from the Polycom Trio using Polycom People+Content over IP while a call is in the proceeding state. | |
| EN-55619 | The Polycom Trio system Show Content button does not work if the Polycom Trio Visual+ is paired while content is being shared in a conference. | Start your video first, then show content. |
| EN-57793 | If an O365 user sends content to the Polycom Trio system user in a VbSS content-only conference or if the O365 user escalates a content-only call to an audio-only or audio-video+VbSS conference, the Trio system displays pixelated VbSS video due to a low VbSS Rx bitrate. | The content sender can start the audio-only/AV+content conference using Meet-Me rather than escalating a content-only conference to an audio-only/AV+content conference. |
| EN-58309 | When displaying content to the Polycom Trio system from a Skype for Business client, the layout on the Polycom Trio Visual+ monitor in PIP view changes to Gallery View when a second Skype for Business client tries to share content to the Trio system after the Trio system rejects the content sharing request. | |
| EN-59273 | When you insert a USB drive to the Polycom Trio system, a low memory warning sometimes displays temporarily. | Use an empty USB drive. |
| EN-60021 | When the Polycom Trio is in Generic Base Profile with two or more remote, active participants, and the meeting organizer checks the Media Statistics Diagnostics, and one or more participants drops out of the conference, the Statistics screen displays the wrong remote participant's name. | Manually return to the Diagnostics menu and select Media Statistics Diagnostics again. |
| EN-60158 | On the Polycom Trio system, you cannot transition from the Dialer screen to another screen directly using a Dialer tab. | Exit the Dialer screen and select a choice from the idle screen. |
| EN-60937 | When Polycom Trio is in Generic Base Profile and phone lock and DND are on, the DND icon shows on each line but not on the screen status bar. | |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|---|--|
| EN-61923 | When sharing content from a Mac registered with Skype for Business to Polycom Trio in a point-to-point video call and you add an incoming call to the existing call from the Trio system, the visual layout on the Trio Visual+ monitor displays incorrectly. | |
| EN-61989 | The Polycom Trio system does not transmit or receive video with Cisco C or SX systems when registered to the Cisco VCS registrar. | |
| EN-62323 | On Polycom Trio, TLS registration lines do not receive regular UDP or TCP inbound URL calls. | |
| EN-62433 | The Polycom Trio Visual+ monitor displays a black screen instead of the background. | Turn off the dialing page to display the Polycom Visual+ background. |
| EN-63050 | When the Polycom Trio solution is connected to Exchange Server and the Exchange Server is busy or a network error occurs, meetings on the Polycom Trio Visual+ monitor disappear for about three minutes. | |

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