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 5.4.1AA

Polycom® Unified Communications (UC) Software 5.4.1AA is a release for the Polycom® RealPresence Trio™ solution delivering interoperability with Microsoft® Skype™ for Business Online in addition to Open-SIP call platforms, Polycom® RealPresence® Platform, Microsoft® Skype™ for Business 2015, Microsoft® Lync® 2013, and Microsoft® Lync® 2010 on-premises.

UC Software 5.4.1AA supports the following Polycom products:

- RealPresence Trio 8800
- RealPresence Trio Visual+

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

New Features and Enhancements

This release includes the following new features and enhancements:

- Microsoft Skype for Business On-Premises Interoperability
- Office365 and Skype for Business Provisioning and Manageability
- Time and Date Wizard
- People + Content over USB
- Skype for Business and Lync 2013 USB Audio Calls
- Smart Login
- Additional Features in This Release

See the section Configuration File Enhancements for the permitted values and descriptions for each feature's parameters.

> **Note: Available user and administration documentation**
>
> To view additional information on features highlighted in these release notes and for a full list of features available on the RealPresence Trio solution, refer to the *Polycom RealPresence Trio Solution User Guide* and the *Polycom RealPresence Trio Solution Administrator Guide* available on Polycom Voice Support.

Microsoft Skype for Business On-Premises Interoperability

This feature enables integration with Microsoft Skype for Business on-premises (Microsoft Skype for Business Cloud PBX in Microsoft Office 365™). This features also supports the migration of users from the Skype for Business on-premises solution to the Office 365 solution.

The RealPresence Trio solution supports integration with Office 365™, Skype for Business on-premises, Microsoft Exchange on-premises 2013 and 2010, Exchange Online services, and Lync Server 2013 and Lync Server 2010 (audio only).

Office 365 and Skype for Business Provisioning and Manageability

Administrators can provision the RealPresence Trio solution with Office 365 without the need for a separate provisioning server. The Skype for Business server handles device provisioning and feature parameters for Skype for Business and Exchange Services.

Administrators can also migrate user information from a Lync on-premises solution to an Office 365 solution. Administrators can switch between Lync or Skype for Business on-premises and Skype for Business Online deployments without interrupting services.

Time and Date Wizard

Users signing into Skype for Business on the RealPresence Trio 8800 system for the first time are prompted to set the time zone, time format, and date format before they start using the system. This feature is enabled by default.

People + Content IP over USB

The Polycom® People + Content® IP application enables users to show content from their computers over USB during a meeting on the RealPresence Trio solution. With this release, users can connect their Windows® computer with a USB cable to the RealPresence Trio 8800, and show content directly over USB using the People + Content application with RealPresence Trio when in or out of a call. With RealPresence Trio registered with Microsoft Skype for Business or Lync, this feature is available only when you are not in a call.

Keep the following points in mind when using People+Content over USB:

- People+Content over USB provides video-only content at 720p with 5fps; audio content is not shared.

- Video and data sent from People + Content is sent over USB, and no network connection is needed. This is useful for environments where guest IP access is not allowed.

Skype for Business and Lync 2013 USB Audio Calls

When the RealPresence Trio 8800 system is connected to a computer over USB, users can mute, hold, or end audio calls placed or answered in the Skype for Business and Lync 2013 clients on the system.

Users cannot make outgoing calls on a locked a system, and Conference calling, Call Park, and Call Transfer are not available until a user unlocks the system.

Smart Login

Smart Login determines if a network environment is capable of PIN Authentication. If the STS-URI is not configured via DHCP Option43 or manually through configuration files, then PIN Authentication will not be enabled for the phone or in the Web Configuration Utility for a Skype for Business sign in.

Additional Features in This Release

The following feature enhancements were made for this UC Software 5.4.1AA release:

- Enhanced the Lync Status menu in the Web Configuration Utility to show status information for all Skype for Business and Office365 features to support debugging and managing Skype for Business and Office365.
- Added support for Office365 wildcard certificates supported on Microsoft domains.
- Added support for Exchange Web services for Office 365.
- Added support to display the Mute and Stop Video icons on the monitor connected to RealPresence Trio Visual+.
- Added support for using TLS for sending content between the RealPresence Trio 88000 system and RealPresence Trio Visual+.

Polycom with Skype for Business Online Support

The following table indicates Polycom device support for Skype for Business Online features.

Polycom with Skype for Business Online Feature Support

Skype for Business Online Feature	Polycom with Skype for Business On-Premises	Polycom with Skype for Business Online
Resiliency - Branch Office	✓	✗
Resiliency - Data Center Outage	✓	✗
Device Update	✓	✓
In-band Provisioning	✓	✓
PIN Authentication	✓	✗
Call Handling	✓	✓
Call Forward	✓	✓
Call Transfer	✓	✓
Conference Calls	✓	✓
Local Call Logs	✓	✓
Exchange Call Logs	✓	✓

Skype for Business Online Feature	Polycom with Skype for Business On-Premises	Polycom with Skype for Business Online
Federated Calls	✓	✓
Simultaneous Ring	✓	✓
Attendant Console	✓	✗
Cross Pool	✓	✗
Dual Tone Multi Frequency	✓	✓
Emergency 911	✓	✓
Media Bypass	✓	✗
Monitoring (Device Inventory)	✓	✓
Private Line	✓	✗
Response Groups	✓	✗
Message Waiting Indicator	✓	✓
Call Park	✓	✗
Shared Line Appearance	✓	✗
Exchange Contact Integration	✓	✓
Exchange Calendar	✓	✓
Extended Presence	✓	✓
Visual Voicemail	✓	✓

Configuration Enhancements

The following table includes configuration enhancements added in this release.

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

Configuration File Enhancements in UC Software 5.4.1AA

Parameter	Permitted Values	Default
device.lync.timeZone	**0 or 1**	**0**
If 0, Lync Time Zone Control is disabled. If 1, Lync Time Zone Control is enabled.		
exchange.meeting.parseOption	**All, Location, LocationAndSubject, Description, Enum**	**Location**
Indicates the field in the meeting invite from which the VMR or meeting number should be fetched. Takes the values All, Location, LocationAndSubject and Description.		
feature.exchange2007.interop.enabled	**0 or 1**	**0**
If 0, interoperability with Microsoft Lync Server 2007 is disabled. If 1, interoperability with Microsoft Lync Server 2007 is enabled.		
feature.exchangeCalendar.enabled	**0 or 1**	**Generic Profile = 0** **Lync Profile = 1**
If 0, the calendaring feature is disabled. If 1, the feature is enabled.		
feature.LyncCCCP.enabled	**0 or 1**	**Generic Profile = 0** **Lync Profile = 1**
If 1, use of CCCP is enabled. If 0, use of CCCP is disabled. This parameter is enabled by default when you set the phone's Base Profile to Lync.		
feature.usb.device.content	**0 or 1**	**Generic Profile = 1** **Lync Profile = 0**
Enables users to show content over USB using the People + Content IP application.		
feature.usb.device.audio	**0 or 1**	**1**
Enables users to use the system as an audio speaker for a computer connected to the system with an USB cable.		
lync.provisionDeviceParams.enabled	**0 or 1**	**1**
If 1, you can provision device parameters from Lync Server. If 0, you cannot provision device parameters from Lync Server.		
phoneLock.Allow.AnswerOnLock	**0 or 1**	**0**
Enables users to answer incoming calls on the system without needing to enter a user password.		
prov.quickSetup.limitServerDetails	**0 or 1**	**0**
If 0, the Zero Touch provisioning server level details is disabled. If 1, the Zero Touch provisioning server level details is enabled.		
up.hideSystemIpAddress	**0 or 1**	**0**
Controls the display of the system's IP address on the monitor connected to the RealPresence Trio Visual+.		

The following table lists new log level change parameters.

Parameter	Permitted Values	Default
log.level.change.flk	**1 - 6**	**4**
Set the log level for the Flexible Line Keys feature on phones registered with Microsoft servers.		
log.level.change.fur	**1 - 6**	**4**
Set the log level for video display fast update requests.		
log.level.change.mcu	**1 - 6**	**4**
Set the log level call conference servers.		
log.level.change.mrlib	**1 - 6**	**4**
Set the log level for modular room library calls.		
log.level.change.pcon	**1 - 6**	**4**
Set the log level for modular room calls.		
log.level.change.pkt	**1 - 6**	**4**
Set the log level for RTP packets.		
log.level.change.vsr	**1 - 6**	**4**
Set the log level for RTCP Video Source Requests used with the H.264 video codec in Microsoft environments.		
log.level.change.bsdir	**1 - 6**	**4**
Set the log level for the BroadSoft Directory.		

Skype for Business Online Parameters

The following table lists the UC Software parameters that correspond with the Skype for Business online parameters.

UC Software and Skype for Business and Exchange Online Parameters

UC Software Parameter	Skype for Business Parameter
dialplan.userDial.timeOut	UserDialTimeoutMS
feature.exchangeCalendar.enabled	EnableExchangeCalendaring
device.prov.lyncDeviceUpdateEnabled device.prov.lyncDeviceUpdateEnabled.set	EnableDeviceUpdate
powerSaving.enable	EnablePowerSaveMode
powerSaving.idleTimeout.officeHours	PowerSaveDuringOfficeHoursTimeoutMS
powerSaving.idleTimeout.offHours	PowerSavePostOfficeHoursTimeoutMS
up.oneTouchVoiceMail	EnableOneTouchVoicemail
device.prov.user device.prov.user.set	LocalProvisioningServerUser
device.prov.serverType device.prov.serverType.set	LocalProvisioningServerType
device.prov.password device.prov.password.set	LocalProvisioningServerpassword
device.prov.serverName device.prov.serverName.set	LocalProvisioningServerAddress

Supported DHCP Options and Sub-Options

The following table lists the individual options and sub-options for DHCP Option 43 supported on RealPresence Trio solution.

DHCP Option and Sub-Options

Option	Result
Option 1- Subnet mask	The phone parses the value from Option 43
Option 2 - Time offset	The phone parses the value.
Option 3 - Router	The phone parses the value.
Option 4 - Time server	The phone parses the value.
Option 6 - Domain Name Server	The phone parses the value.
Option 7 - Domain Log server	The phone parses the value.
Option 15 - Domain Name	The phone parses the value.
Option 42 - Network Time Protocol server	The phone parses the value.
Option 66 - TFTP Server Name	The phone parses the value.
Sub-options configured in Option 43	
Options 1, 2, 3, 4, 5, 6, 7, 15, 42, and 66	The phone parses the value.

Release History

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

Release History

Release	Release Date	Features
5.4.1AA	January 2016	This release includes support for the following features: • Microsoft Office 365 and Skype for Business Online • Office 365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup • People + Content over USB for Windows® • USB Skype for Business or Lync 2013 audio calls with user interface controls This release also resolved some known issues.
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	Added feature to hide Sign Out option Added an avatar that displays during a conference call when an audio-only participant is the active speaker. Resolved some known issues
5.4.0.12197	November 2015	Resolved some known issues
5.4.0.12107	November 2015	Initial release for RealPresence Trio 8800 and RealPresence Trio Visual+

Products Tested with this Release

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

Note: Supported products

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

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	
Polycom® RealPresence® Mobile for Tablets	3.4.2
Polycom® RealPresence® Desktop	3.4.1
Polycom® RealPresence® Collaboration Server	8.6.2-181
Polycom® RealPresence® DMA 7000	6.3.1-203222
Polycom® RealPresence® Group Series	5.0-211246
Polycom® Immersive Studio	5.0-211246
Polycom® People + Content IP for PC	1.3.1
Polycom® People + Content IP for Mac	1.0.1
Polycom® HDX® 9002	3.0.1
Polycom® SoundStation® IP	4.0.9.0509
Polycom® VVX® Business Media Phones	UC Software 5.4.1

Server Interoperability

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

RealPresence Trio Solution Server Interoperability

	Microsoft Skype for Business 2015, Lync 2013	BroadSoft R20	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5 and 9.1	Avaya Aura Communication Manager 7
Basic SIP Telephony	●	●	●	●	●
Advanced Telephony	●	◖	●	○	○
Video (H.264 AVC)	◖ (SVC)	◖	●	◖	◖
Content	●	●	●	◖	○
Provisioning	●	●	◖*	◖*	○

● - Fully interoperable

◖ - Interoperable with limitations

○ - Not supported

* Requires integration of RealPresence Resource Manager, version 9.0, with Cisco Unified Communications Manager 9.x or later.

System Constraints and Limitations

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

Microsoft Skype for Business or Lync 2013

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

- Limited video quality in low-quality networks
- Low video resolution in Lync AVMCU calls
- Active speaker view only
- Lync 2013 and Skype for Business Mobile Clients are not supported
- Audio-only for Lync 2010 environments; content and video are not supported.
- Content and video are not supported for the Lync for Mac client.

Audio

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

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

Video and Content

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

People + Content IP is supported on Microsoft Windows® only.

Polycom Concierge

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

Third-Party Cables

Using a third-party HDMI cable may inhibit the RealPresence Trio Visual+ from properly executing video settings during video calls. This may occur due to the cable being broken or the cable does not meet general HDMI requirements.

The following behaviors may occur if the RealPresence Trio Visual+ fails to properly execute video settings:

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

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

Install RealPresence Trio 8800 Software

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

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

Download the Distribution Files

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

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 **5.4.1.17597**.

Files Included in the RealPresence Trio Solution Software Package

Distributed Files	File Purpose and Application
3111-65290-001.sip.ld	SIP application executable for RealPresence Trio 8800
3111-66420-001.sip.ld	SIP application executable for RealPresence Trio Visual+ **Note**: For USB upgrade only.
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
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings

Distributed Files	File Purpose and Application
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: - 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

Update Software with a USB Flash Drive

You can use an USB flash drive to update the software on the RealPresence Trio solution or to provision and configure the system.

When you configure the system using a USB drive, the configuration on the USB overrides all previous configurations. However, when the USB drive is removed, the system returns to the previous configuration.

To update or provision the RealPresence Trio 8800 using an USB flash drive:

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

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

2 From Polycom Voice Support, download the software package.

3 Place the 3111-65290-001.sip.ld file in the root directory of the flash drive. If provisioning the system, place the 000000000000.cfg or <MAC>.cfg file and any configuration files in the root directory as well.

4 Connect the USB flash drive to the USB port on the system.

5 Enter the administrator password.

   The system detects the flash drive and starts the update within 30 seconds. The mute keys' indicator lights begin to flash, indicating that the update has started.

   The system reboots several times during the update. The update is complete when the indicator lights stop flashing and the Home screen displays.

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

Category	Issue No.	Release	Description
Audio	VOIP-106729	5.4.1AA	When a smart phone or computer is connected to the system through USB or Bluetooth, the level of audio is reduced to accommodate for a second audio signal.
Audio	VOIP-108799	5.4.0	When connected via USB to a computer running Windows® 10, audio sounds distorted for a few seconds. This distortion occurs when using non-compliant USB cables or USB cable extenders.
Avaya	VOIP-107592	5.4.1AA	The BFCP isn't negotiated on the system during point-to-point calls with an Avaya Scopia XT5000.
BroadSoft	VOIP-108605	5.4.0	In a BroadSoft UC-One environment, you cannot select a contact's phone number in the Contact card.
BroadSoft	VOIP-108605	5.4.0	In a BroadSoft UC-One environment, the Back to Call soft key does not work.
Calendar	VOIP-111434	5.4.1AA	It takes 10 to 20 minutes for events to update in the Calendar on the system.
Calendar	VOIP-112151	5.4.1AA	The Calendar screen displays as a blank screen.
Contacts	VOIP-107605 VOIP-111051 VOIP-109887	5.4.0	The system only displays one favorite on the Home screen after downloading the directory file.
Content	VOIP-107629	5.4.1AA	When content that is less than 16:9 resolution is shared, it is left aligned instead of centered.
Content	VOIP-109875	5.4.0	When content is being sent during a bridged video call where the RealPresence Trio system is set to display video instead of content, the view switches to content after an audio only participant is the active speaker.
Hardware	VOIP-110565	5.4.1AA	Near Field Communication (NFC) is not working properly for some systems.
Lync	VOIP-108507	5.4.1AA	The Mute soft key on the system is not synchronized with the mute status shown in the Skype for Business client.

Category	Issue No.	Release	Description
USB	VOIP-109302	5.4.0	During a USB Lync call where the RealPresence Trio system is not registered with Lync, the Hold and Dial Pad soft keys do not display on the system.
Lync	VOIP-109809	5.4.1AA	In Roster view, some menu options do not work properly.
Security	VOIP-109262	5.4.1AA	Some security vulnerabilities with OpenSSL.
USB	VOIP-109710	5.4.0	USB call appearances continue to display on the system after the USB cable is disconnected in device mode.
USB	VOIP-111151	5.4.1AA	The USB call appearance continues to display on the system after ending the USB call in the Skype for Business client and disconnecting and reconnecting the USB cable.
User Interface	VOIP-102768	5.4.0	You cannot enter a plus sign + using the dial pad.
User Interface	VOIP-110305	5.4.1AA	Some user interface options were not translated to German.
User Interface	VOIP-111472	5.4.1AA	The system shows a content error screen when an incoming call is ignored while a contact is attempting to show content.
Video	VOIP-108915	5.4.1AA	Video is not shown from the system when the system joins a Lync video conference with video spotlight set on a user.
Video	VOIP-109872	5.4.0	When the parameter `mr.srtp.video.require` is set to 1, Self View freezes during AVMCU calls, and the stop video icon displays.
Video	VOIP109895	5.4.0	In a Lync environment, when a RealPresence Group Series system places a video call to a RealPresence Trio system, the Rx video packets, shown in Media Statistics on the RealPresence Trio, do not increment, unlike the Tx video packets.
Video	VOIP-110217	5.4.1AA	When the system is set to H.264 base profile, it sends video as 3000 Kbps and ignores bandwidth limits set by the far-end.
Video	VOIP-111251	5.4.1AA	Video freezes intermittently when the RealPresence Trio solution is in a video call with a CX8000 Lync Room System.
Video	VOIP-112010	5.4.1AA	Video is not received on a Cisco 9971 phone when in a call with the RealPresence Trio system.
Video	VOIP-112362	5.4.1AA	Video occasionally doesn't display during video calls with the Lync client.

Category	Issue No.	Release	Description
Web Interface	VOIP-110708	5.4.1AA	Signing into Lync from the Web Configuration Utility does not work.

Known Issues

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

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

Known Issues

Category	Issue No.	Release	Description	Workaround
Audio	VOIP-108805	5.4.0	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.
Audio	VOIP-112358 VOIP-112355 VOIP-112354	5.4.1AA	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.
Bluetooth	VOIP-107039	5.4.1AA	You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a smartphone.	
Bluetooth	VOIP-110016	5.4.1AA	When a Bluetooth audio call is placed on hold on the system, the system displays the call as on hold, but audio continues to be heard between both parties, and the Resume soft key doesn't display.	Hold and resume the call on the smartphone instead of on the system.
BroadSoft	VOIP-107890	5.4.0	In a BroadSoft environment, video does not display in the BroadTouch Business Communication (BTBC) client during a video call between the system and the client on a computer.	On the RealPresence Trio 8800 system, set the H.264 payload type to a value greater than 100. Stop and restart video in the BroadTouch Business Communicator.
Calling	VOIP-106489	5.4.0	You cannot forward incoming calls while the call is ringing.	

Category	Issue No.	Release	Description	Workaround
Calling	VOIP-106591	5.4.1AA	You cannot establish a conference in a remote shared line scenario.	
Camera	VOIP-112343	5.4.1AA	The USB camera occasionally stops sending video.	Reboot the RealPresence Trio Visual+.
Content	VOIP-108961	5.4.0	During a Lync video call between a Lync client and the RealPresence Trio system with content showing, content stops showing after the RealPresence Trio system adds another RealPresence Trio system to the call.	To show content again, tap Toggle People/Content.
Content	VOIP-110063	5.4.1AA	You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
Content	VOIP-110214	5.4.1AA	When the system shows content during a video call with an Avaya Scopia XT5000, content does not display on the Avaya system.	
Content	VOIP-110267	5.4.1AA	Content does not display when using People + Content IP on a MAC OS computer to send content to RealPresence Collaboration Server.	
Content	VOIP-110666	5.4.1AA	When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content during the conference using a Lync client that is not dialed into the conference.	Dial into the conference call in the Lync client, then show content in the Lync client.
General	VOIP-111882	5.4.1AA	After making configuration file changes that require a reboot, including changing the base profile, it occasionally takes up to five minutes for the system to automatically reboot.	
General	VOIP-97345	5.4.0	You cannot use an Ethernet hub with the system.	
Lync	VOIP-105248	5.4.0	If enabled, Lync Call Lists updates are delayed.	
Lync	VOIP-108104	5.4.0	When a Mac computer is connected to the system and a call is placed in the Lync client on the computer, the system does not play the ring back tone after the call is placed.	
Lync	VOIP-111249	5.4.1AA	Intermittent video is shown on the RealPresence Trio solution during video calls with contacts using the Lync client.	

Category	Issue No.	Release	Description	Workaround
Lync	VOIP-112470	5.4.1AA	During a Lync video call, video does not display after resuming the held video call.	Restart video in the Lync client.
Lync	VOIP-112488	5.4.1AA	When showing content during a point-to-point call between the system and the Lync client, initiating a conference call fails when trying to add a contact in the Lync client.	
User Interface	VOIP-106962	5.4.0	When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter `powerSaving.tvStandbyMode` is set to Black, the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode.	Set the parameter powerSaving.tvStandbyMode to NoSignal.
User Interface	VOIP-106998	5.4.1AA	Some user interface issues observed on the Calls screen when merging an active call with a held call.	
User Interface	VOIP-108027	5.4.1AA	When the system has one call on hold and the user is in the process of placing another call from the Place a Call screen, the incoming call notification does not display for incoming calls.	Exit the Place a Call screen and answer the incoming call.
User Interface	VOIP-108574	5.4.0	In a Lync environment, when the dial pad is set as the Idle Screen, the system does not display the dial pad after the system has been inactive for the set amount of time.	
User Interface	VOIP-110779	5.4.1AA	When viewing the contact information for a BroadSoft UC-One contact during an active call, after 40 seconds, the Back to Calls banner disappears, and the system doesn't return to the Calls screen.	
User Interface	VOIP-111525	5.4.1AA	The Add Participant option continues to display in the Roster after the maximum amount of participants in a conference are displayed.	
User Interface	VOIP-111779	5.4.1AA	Switching self-view on and off while in a video call temporarily displays the Welcome screen or a black screen.	
User Interface	VOIP-112048	5.4.1AA	The Voicemail icon disappears from the line key after the system restarts or reboots.	

Category	Issue No.	Release	Description	Workaround
Video	VOIP-107807	5.4.0	When the system is set to 1080p and the bandwidth is increased to 4mbps or 6mbps, video freezes frequently.	Ensure that adequate network bandwidth is available for all calls, deploy proper Quality of Service practices, and reduce the Centralized Conference Profile to a lower resolution.
Video	VOIP-108620	5.4.1AA	The video call ends after trying to add an incoming call to the active video call.	
Video	VOIP-112091	5.4.1AA	Video freezes on the far-end after the far-end is invited to a Meet Now conference.	
Wi-Fi	VOIP-105461	5.4.0	When you enable Wi-Fi before entering the Access Point details, the system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.

Get Help

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

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