



RELEASE NOTES

UC Software 5.4.3AA | May 2016 | 3725-20659-009A

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 5.4.3AA 3**
 - New Features and Enhancements 3
 - Support for Video Simulcast3
 - Forward Error Correction (FEC).....3
 - Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP.....4
 - Enhancement to Phone Interface Lockdown4
 - Configure a Custom Image on Video Mute.....4
 - Display the Phone’s Number or Label on the Home Screen.....4
 - Microsoft Compatibility 5
 - Skype for Business Support 5
 - Configuration Enhancements 7
- Release History 10**
- Products Tested with this Release..... 12**
- Server Interoperability..... 13**
- System Constraints and Limitations..... 14**
 - Simulcast Video Streams in Skype for Business AVMCU Meetings 14
 - Power over Ethernet Negotiation in CDP Environments 14
 - Microsoft Skype for Business or Lync 2013..... 14
 - Audio 15
 - Video and Content 15
 - Polycom Concierge..... 15
 - Third-Party Cables 15
- Install RealPresence Trio 8800 Software 16**
 - Download the Distribution Files 16
- Resolved Issues 19**
- Known Issues 21**
- Get Help 27**
 - The Polycom Community..... 27
- Copyright and Trademark Information 28**

What's New for UC Software 5.4.3AA

UC Software 5.4.3AA is a release for the Polycom® RealPresence Trio™ solution interoperable with Microsoft® Skype™ for Business Online, open-SIP call platforms, Polycom® RealPresence® Platform, Microsoft® Skype™ for Business 2015, Microsoft® Lync® 2013, and Microsoft® Lync® 2010 on-premises.

UC Software 5.4.3AA supports the following Polycom products:

- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

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

New Features and Enhancements

This section describes new features and enhancements for this release. Parameters that configure the features are listed in the section [Configuration File Enhancements](#).



Web Info: Available user and administration documentation

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

Support for Video Simulcast

Polycom RealPresence Trio systems registered with Lync Server and Skype for Business can simultaneously send a low resolution video stream and a second higher-resolution video stream to conference participants in a Skype for Business AVMCU meeting. Simulcast is enabled by default.

Skype for Business AVMCU-based video meetings are driven by endpoint requests to receive video, called a video source request (VSR). The VSR specifies the resolution (among other constraints) and the participant(s) whose video the endpoint would like to display. The requested resolution in Skype for Business client video calls is largely based on the size of the video window and new VSRs are sent when the size of the window changes.

On the RealPresence Trio system, you can configure the resolution requested on the phone menu at Settings > Basic > Video > Video Call Settings > Centralized Conferencing Profile (default 540p) or using centralized provisioning.

Forward Error Correction (FEC)

RealPresence Trio systems support Forward Error Correction (FEC) DV0 and DV1 in Lync 2013, Skype for Business Server 2015, and Skype for Business 2015 client environments for H.264 SVC. The scheme introduces recovery packets on the transmitter which recover lost video packets on the receiver.

FEC performance and quality improvements with this release may vary depending on network conditions.

Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP

In Open SIP and the supported Microsoft environments, UC Software 5.4.3AA enables you to use the Polycom People + Content IP to share your desktop at up to 1080p resolution when your Mac computer is connected by USB to the RealPresence Trio solution.

Sharing content with Polycom People + Content IP from a computer connected over IP supports 720p resolution on the monitor connected to the RealPresence Trio Visual+. The computer and RealPresence Trio solution must be able to communicate on the same IP network.

In a supported Microsoft Skype for Business and Lync environment, you can share content with Polycom People + Content IP technology only to a local monitor. You cannot share content with Polycom People + Content IP technology over a Lync or Skype for Business call.

Enhancement to Phone Interface Lockdown

When you disable the RealPresence Trio system's USB device port using the parameter `feature.usb.device.enabled`, the USB Connections menu does not display in the phone menu at **Settings > Advanced > Administration Settings > USB Computer Connections**.

Configure a Custom Image on Video Mute

You can configure a custom image that displays on the RealPresence Trio system monitor after pressing Stop my Video during video calls. You can access Stop/Start my video in the global menu at top left of the RealPresence Trio screen. When you press 'Stop my video' the monitor displays a default video mute icon at bottom left and the RealPresence Trio system monitor displays the default image or the image you configure. When you press Start my video the video mute icon does not display and the RealPresence Trio system sends video to the far end.

You can configure the following parameters:

- `mr.encoder.muteImage`
- `mr.encoder.muteImage.set`
- `video.mute.sendCannedVideo`

Display the Phone's Number or Label on the Home Screen

You can configure the phone's number/extension or a custom label to display below the time and date on the phone's Home screen from the phone menu or using parameters.

You can configure display of the phone number or label from the phone menu at **Settings > Advanced > Administration Settings > Home Screen Label**.

The following table lists parameters you can use to configure display of the phone number or label.

- `homeScreen.customLabel`
- `homeScreen.labelType`
- `homeScreen.labelLocation`

Microsoft Compatibility

The RealPresence Trio 8800 solution supports:

- Skype for Business 2015 on-premises and Online
- Lync Server 2013 and 2010 on-premises
- Audio-only calls using Lync 2010 client

The following table indicates features and capabilities supported on the RealPresence Trio solution using the Microsoft Skype for Business client versions listed.

Microsoft Supported Client Features and Capabilities

| <i>Feature / Capability</i> | <i>Audio</i> | <i>Video</i> | <i>Content Sharing¹</i> | <i>Instant Messaging</i> |
|------------------------------------|--------------|--------------|------------------------------------|--------------------------|
| Skype for Business 2016 | • | • | • | |
| Skype for Business 2015 | • | • | • | |
| Skype for Business Web Application | • | • | • | |
| Skype for Business 2015 Mobile | | | | |
| Lync 2013 | • | • | • | |
| Lync 2013 Mobile | | | | |
| Lync 2010 | • | | | |
| Lync 2010 Mobile | | | | |
| Lync Phone Edition | • | | | |
| Communicator for Mac 2011 | • | | • | |
| Lync for Mac 2011 | • | | • | |

¹ 'Present Desktop' and 'Present Application' only are supported from a computer with a single (or duplicated) display. 'Present PowerPoint File' and Whiteboard are not supported.

Skype for Business Support

The following table indicates support for Skype for Business Online features:

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

Polycom with Skype for Business Online Feature Support

| <i>Skype for Business Online Feature</i> | <i>Skype for Business On-premises</i> | <i>Polycom with Skype for Business Online / O365 / Cloud PBX</i> |
|--|---------------------------------------|--|
| Not Microsoft Qualified | | |
| Single-stream video receive | ✓ | ✓ |
| Point-to-point video calls | ✓ | ✓ |
| Multiparty video calls | ✓ | ✓ |
| Active speaker only video (Gallery view not supported) | ✓ | ✓ |
| Gallery View | x | x |
| Remote Desktop Protocol (RDP) content receive | ✓ | ✓ |
| Present Desktop (single display) | ✓ | ✓ |
| Present Programs (single display) | ✓ | ✓ |
| Present PowerPoint Files | x | x |
| Present Whiteboard | x | x |
| Microsoft Qualified | | |
| Resiliency - Branch Office | ✓ | x |
| Resiliency - Data Center Outage | ✓ | x |
| Device Update | ✓ | ✓ |
| In-band Provisioning | ✓ | ✓ |
| PIN Authentication | ✓ | x |
| Call Handling | ✓ | ✓ |
| Call Forward | ✓ | ✓ |
| Call Transfer | ✓ | ✓ |
| Conference Calls | ✓ | ✓ |

| <i>Skype for Business Online Feature</i> | <i>Skype for Business On-premises</i> | <i>Polycom with Skype for Business Online / O365 / Cloud PBX</i> |
|--|---------------------------------------|--|
| Local Call Logs | ✓ | ✓ |
| Exchange Call Logs | ✓ | ✓ |
| 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 5.4.3AA

| <i>Parameter</i> | <i>Permitted Values</i> |
|---|---|
| <i>Template</i> | |
| <code>feature.usb.device.content</code> | <p>1 (default) - Content sharing using the People+Content IP application on a computer connected by USB to RealPresence Trio is enabled.</p> <p>0 - Content sharing using the People+Content IP application on a computer connected by USB to RealPresence Trio is disabled.</p> |
| <code>feature.usb.device.enabled</code> | <p>The USB device port enables you to use RealPresence Trio 8800 as an audio device for your laptop.</p> <p>1 (default) – The USB device port is enabled and USB Connections displays in the phone menu.</p> <p>0 – The USB device port is disabled and USB Connections does not display in the phone menu.</p> |
| <code>homeScreen.customLabel</code> | <p>Specify the label to display on the phone's Home screen when <code>homeScreen.labelType="Custom"</code>. The label can be 0 to 255 characters.</p> <p>Null (default)</p> |
| <code>homeScreen.labelType</code> | <p>Specify the type of label to display on the phone's Home screen.</p> <p>PhoneNumber (default)</p> <ul style="list-style-type: none"> When the phone is set to use Lync Base Profile, the phone number is derived from the Skype for Business server. When the phone is set to use the Generic Base Profile, the phone uses the number you specify in <code>reg.1.address</code>. <p>Custom – Custom alphanumeric string between 0 and 255 characters.</p> <p>None – Don't display a label.</p> |
| <code>homeScreen.labelLocation</code> | <p>Specify where the label displays on the screen.</p> <p>StatusBar (default) – The phone displays the custom label in the status bar at the top of the screen.</p> <p>BelowDate – The phone displays the custom label on the Home screen only, just below the time and date.</p> |
| <code>mr.encoder.muteImage</code> | <p>Enter the name and location of the custom image file you want to display to a maximum of 255 characters. You must use PNG format.</p> |

| <i>Parameter</i> <i>Template</i> | <i>Permitted Values</i> |
|---|--|
| <code>mr.encoder.muteImage.set</code> <code>new.cfg</code> | <p>1 (default) – The RealPresence Trio system downloads and displays a new custom image you refer to with <code>mr.encoder.muteImage</code>.</p> <p>0 – The RealPresence Trio system displays the last custom image you loaded.</p> |
| <code>video.mute.sendCannedVideo</code> <code>new.cfg</code> | <p>1 (default) – The RealPresence Trio system sends a custom image to the far end when you press Stop my video.</p> <p>0 – The RealPresence Trio system sends no video to the far end when you press Stop my video. A default no video graphic displays.</p> |

Release History

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

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|---|
| 5.4.3AA | May 2016 | This release includes support for the following features: <ul style="list-style-type: none">• Simulcast of two video streams in Skype for Business AVMCU meetings• FEC improvements• Share a Mac® Computer Desktop at 1080p Resolution with Polycom® People + Content™ IP• Hide USB Connection from phone menu• Mute video to transmit a still image• Display number/extension or custom label on phone's home screen• Wi-Fi country code settings for India, Indonesia, Saudi Arabia, Singapore, South Africa and South Korea. |
| 5.4.2AB | April 2016 | This release replaces 5.4.2AA and addresses the following issue: <ul style="list-style-type: none">• Powering RealPresence Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP) |
| 5.4.2AA | March 2016 | This release includes support for the following features: <ul style="list-style-type: none">• Forward Error Correction (FEC)• Customize the system interface• 1080p content input from People + Content IP / USB This release resolves several known issues. |
| 5.4.1AA | February 2016 | This release includes support for the following features: <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 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 |

| <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 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

| <i>Product</i> | <i>Tested Versions</i> |
|---|-----------------------------|
| Logitech C930e USB Webcam | 8.0.891 |
| Polycom® RealPresence® Mobile for Tablets | 3.5.1 |
| Polycom® RealPresence® Desktop | 3.5.0 |
| Polycom® RealPresence® Collaboration Server | 8.6.3 |
| Polycom® RealPresence® DMA 7000 | 6.3.1 |
| Polycom® RealPresence® Group Series | 5.1-0-250527 / 5.1.1.300113 |
| Polycom® RealPresence Immersive Studio™ | na |
| Polycom® People + Content IP for PC | 1.4.0.517 |
| Polycom® People + Content IP for Mac | 1.1.0 (10) |
| Polycom® HDX® 9002 | 3.1.9 |
| Polycom® SoundStation® IP | 4.0.9.0509 |
| Polycom® VVX® Business Media Phones | UC Software 5.4.3 |

Server Interoperability

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

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

RealPresence Trio Solution Server Interoperability

| | <i>Microsoft Skype for Business 2015, 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 | ○ | ○ |
| Video (H.264 AVC) | ◐ (SVC) | ● | ● | ◐ | ◐ |
| Content | ● | ◐ ¹ | ● | ◐ | ◐ |
| Provisioning | ● | ● | ● ² | ◐ ² | ○ ³ |

● - Fully interoperable

◐ - Interoperable with limitations

○ - Not supported

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

² Requires integration of Polycom® RealPresence® Resource Manager software version 9.0, with Cisco Unified Communications Manager 9.x or later.

³ Polycom RealPresence Trio 8800 supports XML-based centralized provisioning but is not integrated with Avaya Aura System Manager.

System Constraints and Limitations

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

Simulcast Video Streams in Skype for Business AVMCU Meetings

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

For one stream, the RealPresence Trio system sends the lowest common resolution requested to ensure that all endpoints can display the RealPresence Trio system's video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows RealPresence Trio to send a second, higher resolution video stream when there are multiple resolutions requested. The resolution of the higher quality stream depends on the number of endpoints requesting specific resolutions and an algorithm determines the video resolution that best serves all the endpoints. As a result, some endpoints will receive a lower resolution stream than the resolution requested.

Power over Ethernet Negotiation in CDP Environments

The RealPresence Trio system does not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

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

If powering the RealPresence Trio using an IEEE 802.3at power over Ethernet Plus (PoE+) switch, the RealPresence Trio power budget is negotiated through a combination of hardware handshake and LLDP.

Microsoft Skype for Business or Lync 2013

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

- Single active speaker view only during video calls.
- 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.

- Receive content sent from supported Skype for Business and Lync clients using 'Present Desktop' and 'Present Programs' features ('Present PowerPoint Files' and Whiteboard is not supported)
- Receive content sent from supported Skype for Business and Lync clients using 'Present Programs' with single or duplicated display only (extended displays are not supported).

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® and Mac computers to a maximum of 1080p.

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.



Admin Tip: Provisioning the RealPresence Trio Visual+

The UC Software for RealPresence Trio download does not include a dedicated executable file for the RealPresence Trio Visual+. To provision the RealPresence Visual+, delete the part number from the RealPresence Trio 8800 `3111-65290-001.sip.ld` file and do one of the following:

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

The following table lists all the files included in the RealPresence Trio solution software package. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the `sip.ld` and resource files is **5.4.3.2007**.

Files Included in the RealPresence Trio Solution Software Package

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--|--|
| <code>3111-65290-001.sip.ld</code> | SIP application executable for RealPresence Trio 8800 |
| <code>sip.ver</code> | Text file detailing build-identification(s) for the release |
| <code>000000000000.cfg</code> | Master configuration template file |
| <code>000000000000-directory~.xml</code> | 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 |

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--------------------------|---|
| applications.cfg | Configuration parameters for microbrowser and browser applications |
| device.cfg | Contains Network Configuration device parameters. |
| features.cfg | Configuration parameters for telephony features |
| firewall-nat.cfg | Contains configuration parameters for telephony features |
| lync.cfg | Contains Lync specific configuration parameters |
| pstn.cfg | Contains parameters for PSTN Use. |
| 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 |

| <i>Distributed Files</i> | <i>File Purpose and Application</i> |
|--------------------------|--|
| VVX-dictionary.xml | Includes native support for the following languages: <ul style="list-style-type: none">• Chinese, Traditional• Chinese, Simplified• Danish, Denmark• Dutch, Netherlands• English, Canada• English, United Kingdom• English, United States• French, France• German, Germany• Italian, Italy• Japanese, Japan• Korean, Korea• Norwegian, Norway• Polish, Poland• Portuguese, Brazil• Russian, Russia• Slovenian, Slovenia• Spanish, Spain• Swedish, Sweden• Arabic, UAE |
| Welcome.wav | Startup welcome sound effect |
| LoudRing.wav | Sample loud ringer sound effect |
| Warble.wav | Sample ringer sound effect |

Resolved Issues

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

Resolved Issues

| <i>Issue No.</i> | <i>Release</i> | <i>Description</i> |
|------------------|----------------|---|
| VOIP-116574 | | You can configure the phone's number/extension or a custom label to display below the time and date on the phone's Home screen or in the status bar. |
| VOIP-116532 | | When the parameter <code>feature.usb.device.content</code> is enabled or when you enable Administration Settings > USB Computer Connection > Content sharing device on the phone menu using Generic or Lync Base Profile, the Polycom People+Content IP application displays on a computer connected to RealPresence Trio by USB. |
| VOIP-116453 | | Polycom People+Content technology over USB for Windows now supports Windows 10 dots per inch (DPI) display scaling. |
| VOIP-116401 | | When you end a conference hosted on the Skype for Business client by selecting 'End Meeting', future conferences that include client content sharing now set up correctly. |
| VOIP-116346 | | You can now add a participant to a point-to-point audio and content sharing call between a Skype for Business client and a RealPresence Trio 8800 when the RealPresence Trio is muted. |
| VOIP-116245 | | The RealPresence Trio now correctly interprets values for the parameter <code>voIpProt.server.x.specialInterop</code> and correctly limits the values allowed for the <code>reg.x.server.y.specialInterop</code> parameter. RealPresence Trio adds support for both parameters in the menu for the GENBAND-A2 option. |
| VOIP-116242 | | The default cipher value has been changed from "RSA:!EXP:!LOW:!NULL:!MD5:!RC4:@STRENGTH" to "ALL:!aNULL:!eNULL:!DSS:!SEED:!ECDSA:!IDEA:!MEDIUM:!LOW:!EXP:!ADH:!ECDH:!PSK:!MD5:!RC4:@STRENGTH" You can configure this value using the parameters: <ul style="list-style-type: none"><code>sec.TLS.cipherList</code><code>sec.TLS.webServer.cipherList</code> |
| VOIP-116053 | | The RealPresence Trio Visual+ now updates meeting invite information if you change the start time, end time, subject, or other meeting attribute. |

| <i>Issue No.</i> | <i>Release</i> | <i>Description</i> |
|------------------|----------------|---|
| VOIP-115920 | | After you connect a USB memory stick to RealPresence Trio 8800, the keypad correctly displays to enter the provisioning password. |
| VOIP-115636 | | <p>RealPresence Trio software does not support power negotiations over Cisco Discovery Protocol (CDP). You can use CDP for VLAN negotiation.</p> <p>If you are using a PoE switch, power consumption is negotiated by a hardware handshake at power up.</p> <p>If you are using a PoE+ switch you need to do one of the following:</p> <ul style="list-style-type: none"> • Enable LLDP • Assign a power value statically on the switch side • Rely on a hardware handshake. |
| VOIP-115632 | | The RealPresence Trio correctly indicates that it is connected by Wi-Fi to the network. |
| VOIP-115477 | | When you reset RealPresence Trio to factory settings, Wi-Fi settings are now also reset to factory settings. |
| VOIP-115470 | | When RealPresence Trio is registered with Skype for Business server and is in a call that routes outside the enterprise to a PSTN number and uses media bypass, the call is no longer dropped by the server. |
| VOIP-115436 | | When a user answers an incoming call to RealPresence Trio with the Skype for Business client on a computer connected by USB to RealPresence Trio, the RealPresence Trio displays the active call as answered. |
| VOIP-115150 | | When the parameter <code>feature.usb.device.enabled</code> is disabled the 'USB Computer Connection' menu entry is no longer visible in the phone's menu under Settings > Administration Settings. |
| VOIP-114946 | | When dialing Feature Access Codes (FACs) starting with a '*' (star), the phone sends the correct dialstring. |
| VOIP-112780 | | RealPresence Trio systems registered with Lync Server or Skype for Business can simultaneously send a low resolution video and a second higher-resolution video stream to conference participants in a Skype for Business AVMCU meeting. |
| VOIP-112091 | | When using the Skype for Business client with the RealPresence Trio 8800 system to invite far-end participants to a Meet Now video conference, video sent to far-end participants no longer freezes. |
| VOIP-111882 | | The automatic reboot no longer delays and occurs as expected when triggered by changes to the RealPresence Trio 8800 system Base Profile. |
| VOIP-106160 | | Video calls are now established when using RealPresence Trio to add a video-capable Skype for Business endpoint via extension dialing to a Skype for Business AVMCU call. |

Known Issues

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

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

Known Issues

| <i>Category</i> | <i>Issue Number</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|---------------------|----------------|---|--|
| Ethernet | VOIP-97345 | | You cannot use an Ethernet hub with the RealPresence Trio system. | |
| | VOIP-116746 | | Increasing the Centralized Conference Profile or lowering the call rate sometimes stops video sending from RealPresence Trio solution to Skype for Business conference participants. | Recover RealPresence Trio video by selecting Hold > Resume. Mitigate the issue by lowering the Centralized Conference profile setting and increasing the call rate setting. |
| Lync | VOIP-116603 | | When a RealPresence Trio system connected to a RealPresence Visual+ without a camera joins a Skype for Business point-to-point call or is the active speaker in an AVMCU video call, the TV of other RealPresence Trio systems with RealPresence Visual+ and camera in the call lose video and do not display the 'no far-end video' message. | |
| | VOIP-116546 | | After booting up connected to a computer by USB, the RealPresence Trio system audio speaker has audio artifacts when playing out audio. | Unplug the USB cable from the RealPresence Trio, reboot RealPresence Trio, and plug the USB cable back in. |
| | VOIP-116467 | | In a call between two RealPresence Trio phones registered with Skype for Business, when you unmute audio while sharing content the audio does not send and the unmute status does not update on the far end. | Mute and unmute again to restore audio. |

| <i>Category</i> | <i>Issue Number</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|---------------------|----------------|---|---|
| Lync | VOIP-115421 | | If a RealPresence Trio registered to Lync or Skype For Business is connected via USB to a computer using a Skype For Business client, incoming calls might not ring as an incoming USB call. | Answer the initial incoming call on the RealPresence Trio and use the Trio call controls; this call will not be a USB call. Or, answer the call on the computer's Skype For Business client and use the client call controls. |
| Content | VOIP-115223 | | When in a point to point video call between a RealPresence Trio system and a Polycom CX8000 system, content shared from the CX8000 system is not displayed on the RealPresence Trio 8800 system. | |
| Avaya | VOIP-115211 | | In an Avaya environment, video does not display in the Avaya Flare Desktop and Mobile client during a video call with the RealPresence Trio 8800 system. | |
| Content | VOIP-115200 | | During point-to-point video calls between a RealPresence Trio 8000 system and Groups Series system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content send from RealPresence Trio 8800 via the Polycom People + Content IP application stops to the Group Series system after the call is held and resumed on the RealPresence Trio 8800 system. | |
| Cisco | VOIP-115146 | | When the system shows content during a video call with a Cisco SX20, content does not display on the Cisco system. | |
| Skype | VOIP-114848 | | When desktop or application sharing is started and stopped quickly from a supported Skype for Business or Lync client during a Skype for Business or Lync AVMCU based video call, sometimes video does not automatically resume on RealPresence Trio. | |
| Audio | VOIP-114685 | | When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders. | |

| <i>Category</i> | <i>Issue Number</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|---------------------|----------------|---|--|
| Video | VOIP-114563 | | When the camera target frame rate is reduced from the default 30 FPS, self-view may disappear while the RealPresence Trio is idle. | |
| Audio | VOIP-114220 | | In an active call, Bluetooth and USB audio quality is degraded while running a software update. | |
| Web Interface | VOIP-113116 | | Setting the <code>device.sntp.gmtOffset</code> parameter using the Web Configuration Utility's Import Configuration feature does not work. | Set <code>device.sntp.gmtOffset</code> using another configuration method such as the Preferences > Date & Time page or Simple Setup page of the Web Configuration Utility or a central provisioning server. |
| Audio | VOIP-112999 | | When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders. | |
| Network | VOIP-112645 | | RealPresence Trio and RealPresence Trio Visual+ might drop incoming network packets when connected to a 1000 Mbps (Gigabit) Ethernet line rate on some Ethernet switches leading to video quality artifacts and stalling video displayed on the display connected to the RealPresence Trio Visual+. | |
| Lync | VOIP-112358 | | During a Lync USB call, when the volume is increased to the maximum level on the computer and the RealPresence Trio solution, an echo is heard on the far end when the far end speaks. | Reduce the volume on the computer or the RealPresence Trio 8800. |
| Audio | VOIP-112354 | | When using the RealPresence Trio 8800 system as a USB-connected audio device for a computer, far end users experience an echo of their own voice when the computer and RealPresence Trio system volume is set to maximum. | Reduce the volume on the computer or the RealPresence Trio 8800. |

| <i>Category</i> | <i>Issue Number</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|---------------------|----------------|--|---|
| Camera | VOIP-112343 | | The USB camera plugged into the RealPresence Trio Visual+ system occasionally stops sending video. | Power cycle the Trio Visual+ or reboot the Trio Visual+ from the Trio 8800. |
| User Interface | VOIP-112048 | | The voicemail icon disappears from the line key after the RealPresence Trio system restarts or reboots. | |
| Lync | VOIP-111779 | | Turning the self view on and off during a RealPresence Trio system Lync video call temporarily displays the Welcome screen or a black screen. | |
| Calling | VOIP-111525 | | After the maximum amount of participants in a conference are displayed on the RealPresence Trio 8800 system, the Add Participant option continues to display in the roster. | |
| Lync | VOIP-111327 | | In a Lync or Skype for Business environment, when an active speaker leaves a conference call, the next available participant doesn't display for 10-15 seconds. | |
| Lync | VOIP-110666 | | When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content unless the Lync client is dialed into the conference. | Have the party trying to send content join the call. |
| Calling | VOIP-110294 | | If the USB cable connecting the RealPresence Trio 8800 and a computer is disconnected and reconnected during a Skype for Business call, the Resume soft key might not resume the call. | |
| Content | VOIP-110267 | | Content does not display when using Polycom® People+Content™ IP technology on a Mac® computer to send content to RealPresence Collaboration Server. | |
| Content | VOIP-110214 | | When using the RealPresence Trio system to show content during a video call with an Avaya Scopia XT5000, the content does not display on the Avaya system. | |
| Content | VOIP-110063 | | You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client. | |

| <i>Category</i> | <i>Issue Number</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|---------------------|----------------|---|---|
| Calling | VOIP-110016 | | When a Bluetooth audio call is placed on hold on the RealPresence Trio system, the Trio system displays the call as on hold but audio continues to be heard by both parties, and the Resume soft key doesn't display. | Hold and resume the call on the Bluetooth connected device instead of on the Trio system. |
| User Interface | VOIP-109892 | | In secured Skype for Business calls using the RealPresence Trio 8800 system, the call screen moves down and up during SRTP key negotiation. | |
| Content | VOIP-108961 | | When showing content during a video call between a Lync client and the RealPresence Trio system, the content stops showing when another RealPresence Trio system joins the call. | |
| Audio | VOIP-108805 | | When the RealPresence Trio 8800 system is used as a USB audio device for a computer, far end users experience an echo of their own voice when both the computer and the Trio system volume are set to maximum. | Reduce the volume on the computer or the RealPresence Trio 8800. |
| Lync | VOIP-108691 | | In a Lync environment during point-to-point video calls between RealPresence Trio 8000 system and Groups Series system, video stops to the Group Series system after the call is held and resumed on the Group Series system. | Toggle the People + Content control to see content again. |
| User Interface | VOIP-108574 | | When the dial pad is set as the idle screen, the RealPresence Trio 8800 system does not display the dial pad after the system has been inactive for the set amount of time. | |
| BroadSoft | VOIP-108478 | | During point-to-point video calls between a RealPresence Trio 8000 system and HDX system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content send from RealPresence Trio 8800 via the Polycom People + Content IP application is not displayed at the HDX system. | |
| Lync | VOIP-108104 | | When calling from a Lync client on a Mac® computer connected to the RealPresence Trio 8800 system, the Trio system does not play the ringback tone after the call is placed. | |

| <i>Category</i> | <i>Issue Number</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|---------------------|----------------|---|---|
| Calling | VOIP-108027 | | When you place a call on hold and place another call from the Place a Call screen, the incoming call notification does not display to the far end. | Exit the Place a Call screen and answer the incoming call. |
| Power | VOIP-108006 | | The RealPresence Trio system fails to register after it is restarted after a power outage. | |
| BroadSoft | VOIP-107890 | | In a BroadSoft environment, video does not display in the BroadTouch Business Communication (BTBC) client during a video call with the RealPresence Trio 8800 system. | |
| Bluetooth | VOIP-107039 | | You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a paired smartphone. | |
| User Interface | VOIP-106962 | | When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter <code>powerSaving.tvStandbyMode</code> is set to Black, the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode. | |
| Calling | VOIP-106489 | | You cannot forward incoming calls to the RealPresence Trio system. | |
| Lync | VOIP-106160 | | When adding a video capable Skype for Business endpoint via extension dialing to a Skype for Business AVMCU call from RealPresence Trio an audio only call is established. | |
| Wi-Fi | VOIP-105461 | | When you enable Wi-Fi on the RealPresence Trio 8800 system before entering your access point details, the Trio system restarts. | In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi. |
| Calling | VOIP-105248 | | If you enable updates to RealPresence Trio system Call Lists, updates are delayed. | |

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.

Copyright and Trademark Information

Copyright© 2016, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA



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

End User License Agreement By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product.

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

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

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

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

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



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