Poly Trio Solutions

Poly announces the new release of Poly Unified Communications (UC) Software 7.0.3C for the Poly Trio 8300, 8500, and 8800 systems. The build IDs for UC Software 7.0.3C are:

- Poly Trio 8300: **UCS 7.0.3.0508**
- Poly Trio 8500 and Poly Trio 8800: **UCS 7.0.3.0516**

Contents

UC Software 7.0.3C Supported Products

Poly UC Software 7.0.3C for the Poly Trio solution supports the following Poly products and peripherals.

Supported Poly Products and Peripherals

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

Note the following about hardware versions and compatibility.

- When using a Polycom RealPresence Group Series system with a Trio 8500 or Trio 8800 system:
  - ➤ Use RealPresence Group 310 or Group 500 hardware models.
  - ➤ Use RealPresence Group Series system software version 6.2.0 or later.
  - ➤ Use RealPresence Group Series system hardware version 20 or later.
  - ➤ Configure your RealPresence Group Series system to run in Trio Pairing mode.
- Some hardware revisions of the Poly Trio Visual+ accessory may not be compatible with earlier hardware revisions of the Poly EagleEye Cube USB camera.

What's New for UC Software 7.0.3C

This release of UC Software for the Poly Trio solution is for OpenSIP and Zoom Room deployments. It includes all the features of previous releases and important fixes.

Poly frequently provides software updates with new features and recommends that you regularly update the software on your Poly Trio devices for the best performance and experience.

Important: When you upgrade your Poly Trio system to UC Software version 7.0.3C, you can no longer downgrade it to versions earlier than UC Software 5.8.0AA.

Poly Experimental Features

Poly sometimes releases experimental features that administrators can enable and evaluate in nonproduction 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 Poly Community.

Using Multiple Cameras with Trio Visual+

You can connect more than one camera to a Trio system paired with one or more Trio Visual+ accessories. Users can choose which camera to use during a call using the **Camera Controls** option.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the **Home** preset option only resets the currently selected camera.

Configure Multi-Camera Support

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

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

- (Optional) `mr.pair.maxDevices=<integer equal to 1 + (the number of Trio Visual+ and Trio VisualPro devices paired with the Poly Trio system)>`

Switch Between Cameras

You can switch between two or more cameras connected to a Trio system with a paired Trio Visual+ accessory.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the **Home** preset option only resets the currently selected camera.

1 Do one of the following:

  ➢ During a call, select **Camera**.

> ➢ Select **Menu** ☰ > **Camera**.

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

> ➢ Select **Switch Camera** 🔲.

> ➢ Select a preset saved for the camera.

Support for Poly Studio USB Video Bar

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

Version History

This following table shows the release history of the Poly Trio solution.

Version History

Release	Release Date	Features
7.0.3C	July 2021	Maintenance release for Poly Trio systems
7.0.3B	June 2021	Maintenance release for Poly Trio systems
7.0.2	April 2021	Maintenance release for Poly Trio systems
7.0.1	March 2021	OpenSIP-only maintenance release for Poly Trio systems
7.0.0	December 2020	OpenSIP-only release. Includes the following features: • Zoom Room Controls

Security Updates

Refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

UC Software Distributed Files

You can download the software package for Trio systems 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 Trio system.

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

- Trio 8300: `3111-66800-001.sip.ld`
- Trio 8500: `3111-66700-001.sip.ld`

- Trio 8800: `3111-65290-001.sip.ld`

If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure to maintain the folder hierarchy in the ZIP file.

Installing UC Software

You can install UC Software for Trio systems using a provisioning server. You can also install UC Software on Trio 8500 and Trio 8800, using a USB flash drive.

You can configure features for the Trio system using configuration files on a provisioning server, using the system web interface (Web Configuration Utility), or on the phone's local interface. See the *Poly Trio Solution Administrator Guide* for more information on configuring features.

Install Trio Visual+ Software for Trio 8500 and Trio 8800

The Trio Visual+ accessory provisions and updates automatically from the Trio 8500 or Trio 8800 it's paired with—users typically don't have to interact with the system for manual provisioning and software updates.

The UC Software for the Trio 8500 and Trio 8800 download doesn't include a dedicated executable file for the Trio Visual+.

Procedure

» Delete the part number from the Trio `sip.ld` file and do one of the following:

➢ Use the renamed `sip.ld` file to install software for both the Trio system and Trio Visual+ accessory.

➢ Copy the Trio file and rename it using the Trio Visual+ part number (`3111-66420-001.sip.ld`).

Installing Trio Visual+ Software for Trio 8300

To use Trio Visual+ with Trio 8300, you **MUST** provision and update the Trio Visual+ accessory when it's paired with the Trio 8300 system. You must configure the Trio 8300 and stage the software for the Trio Visual+ using a supported provisioning or boot server.

The standard UC software for Trio 8300 download doesn't include a dedicated executable file for the Trio Visual+. You can download the separate Trio 8300 software that includes Trio Visual+ from the Poly Online Support Center, then update the Trio 8300 software with the paired Trio Visual+.

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

- Manual update via a USB flash drive.
- Provisioning or boot server via Trio 8300 as a proxy.

Provision and Update Trio Visual+ Paired with Trio 8300 with a USB Flash Drive

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

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

If you use a USB flash drive to provision while a centralized provisioning server is in use, the USB configuration files override server settings. When you remove the USB flash drive, the Trio 8300 system returns to settings you configured on the server. Note, however, that the original server settings are subject to device parameter changes initiated by the USB flash drive. The device parameter changes can alter parameters on the provisioning server and change basic provisioning settings.

Procedure

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

   If you're using a flash drive that is already formatted, ensure that previous files are deleted from the USB flash drive. The update may fail if the flash drive contains any files other than the update files.

2 Download the latest Trio 8300 software download from the [Trio 8300 support page](). The file name format is:

   `Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip`

3 Extract the ZIP file and move the contents to the USB flash drive's root folder. The minimum required configuration files are:

   ➢ Primary configuration file: `000000000000.cfg`

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

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

Pairing the Trio Visual+ via Trio 8300 Configuration

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

Products Tested with This Release

Trio systems and Trio Visual+ accessories are tested with other products. The following list indicates only the products tested for compatibility with this release and isn't a complete inventory of compatible equipment.

Update all your Poly systems with the latest software before contacting Poly support to ensure the issue has not already been addressed by software updates. To view the latest software for your product, see the Current Poly Interoperability Matrix at Service Policies in the Poly Online Support Center.

Note: If you are using Trio systems with a Polycom RealPresence DMA system, Poly recommends setting the parameter `voIPProt.SIP.supportFor100rel="1"`. For parameter details, see the *Poly Trio Solution Administrator Guide* at the Poly Online Support Center.

Products Tested with This Release

Product	Tested Versions
Poly Trio VisualPro system	6.2.2.4
Poly Studio X30 system	3.2.0 3.3.0
Poly Studio X50 system	3.2.0 3.3.0
Poly G7500 system	3.2.0 3.3.0
Polycom Content App	1.3.3
Polycom RealPresence Collaboration Server (RMX)	8.9.0
Polycom RealPresence DMA 7000 system	10.0.0
Polycom RealPresence Group Series system	6.2.2.4

Interoperability

This section includes information on Trio system server interoperability with partner solutions.

Trio Optimized for Zoom Rooms

Trio 8500 and Trio 8800 systems optimized for Zoom Rooms act as a controller for Zoom Rooms via the system's touch user interface and provide audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.4.0 (275)** as embedded software. For more information on this Zoom release, see the Zoom Help Center.

For the latest setup instructions, see the *Integrating Poly Trio Systems with Zoom Rooms Solution Guide* at Poly Solutions for Zoom Environments.

Poly Partner Solution Support

The following table lists solution partners supported by Trio and the UC Software version required to support each partner solution. For more information about Poly partner environments, see Strategic Partner Solutions.

Recommended Third-Party USB Cable Extenders

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

- Icron USB 2.0 Ranger 2301

Trio System Server Interoperability

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

Trio Solution Interoperability with Polycom RealPresence Platform

Trio Feature	Polycom RealPresence Platform
Basic SIP telephony	SIP trunk to a supported call platform
Advanced telephony	SIP trunk to a supported call platform
Provisioning	Supported with Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)
Video (H.264 AVC)	Supported
Content	Supported

Trio Solution Interoperability with Microsoft Skype for Business and Lync

Trio Feature	Microsoft Skype for Business, Lync 2013 (Trio 8500 and Trio 8800 only)
Basic SIP telephony	Supported
Advanced telephony	Supported
Provisioning	Supported
Video (H.264 AVC)	Supported with limitations (SVC)

Trio Feature	Microsoft Skype for Business, Lync 2013 (Trio 8500 and Trio 8800 only)
Content	Supported

Trio Solution Interoperability with BroadSoft

Trio Feature	BroadSoft R20 and R21
Basic SIP telephony	Supported
Advanced telephony	Supported with limitations
Provisioning	Supported
Video (H.264 AVC)	Supported
Content	Supported with limitations • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported

Trio Solution Interoperability with Cisco Unified Communications Manager

Trio Feature	Cisco Unified Communications Manager 12.0, 10.5 and 9.1
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations Requires Polycom RealPresence Resource Manager software version 9.0 or later (10.7 recommended)
Video (H.264 AVC)	Supported with limitations Trio 8300, Trio 8500, Trio 8800, and TriC60 systems don't support Cisco's Telepresence Interoperability Protocol (TIP) 2
Content	Supported with limitations

Trio Solution Interoperability with Avaya Aura Communication Manager

Trio Feature	Avaya Aura Communication Manager 8 and 7
Basic SIP telephony	Supported
Advanced telephony	Not supported
Provisioning	Supported with limitations • Polycom RealPresence Platform is required • BroadSoft UC-One client and server are not supported
Video (H.264 AVC)	Supported with limitations
Content	Supported with limitations

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

Microsoft Support

Poly support for Microsoft features varies by product.

Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, the Trio VisualPro accessory, and the Trio Visual+ accessory are not supported or qualified by Microsoft. As determined by Microsoft and Poly, the only supported way to connect Trio 8800 Collaboration Kits, Trio 8500 Collaboration Kits, Trio Visual+ accessories, or Trio VisualPro systems with Microsoft Teams or Skype for Business is through Poly RealConnect.

> **Note:** When you set a Trio system's base profile to `MSTeams`, Microsoft controls the software experience and performance on the Trio system.
>
> Send all feedback and queries to Microsoft. For any issues regarding Microsoft Teams on your Trio system, go to the Microsoft Teams User Feedback Forum.

Microsoft Environment Interoperability

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

> **Important:** Poly doesn't support Microsoft features in this release. The Microsoft Teams application loaded with this release is for testing purposes only.

Supported Microsoft Environments

Microsoft Environment	Trio 8500, Trio 8800	Trio 8500 and Trio 8800 Collaboration Kit
Teams	Microsoft qualified	N/A
Skype for Business on-premises	Microsoft qualified	Poly supported Not Microsoft qualified
Office 365 / Skype for Business online	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Office 365D	Microsoft qualified	Poly supported (sustaining) Not Microsoft qualified
Lync 2013 on-premises	Microsoft qualified	Poly supported Not Microsoft qualified
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Client Feature Support

The following table provides the features supported by Trio systems using the Microsoft client versions listed.

Note the following:

- Trio 8500 and Trio 8800 systems don't support presenting PowerPoint and whiteboard content sharing.
- Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft documents support of Lync and Skype for Business on Microsoft's website. See Microsoft Support for more information.

Microsoft Client Feature Support

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
Skype for Business 2016	Yes	Yes	Yes	No
Skype for Business 2016 on Mac	Yes	Yes	Yes	No
Skype for Business Mobile	Yes	Yes	Yes	No
Skype for Business 2015	Yes	Yes	Yes	No

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
Microsoft Surface Hub	Yes	Yes	Yes	No
Microsoft Skype Room System v2	Yes	Yes	Yes	No
Microsoft Teams Room System (requires Polycom RealConnect)	Yes	Yes	Yes	No
Skype for Business Web Application	Yes	Yes	Yes	No
Lync 2013	Yes	Yes	Yes	No
Lync 2013 Mobile	Yes	Yes	No	No

Microsoft Teams Support

Trio 8500 and Trio 8800 systems support Microsoft Teams, which provides a high-quality audio experience in the conference room for subscribers of Microsoft Teams. Trio systems act as a controller for Microsoft Teams Rooms via the system's touch user interface and provide audio for Teams meetings through the built-in speakers and microphones.

To check your software version, go to **Settings** > **Device Settings** > **Status** > **Platform** > **Microsoft Components** while in the Teams base profile.

The following tables list the supported Microsoft component version included in this release.

> **Note:** Poly doesn't support Microsoft features in this release. The Microsoft Teams application loaded in this release is for testing purposes only.

Microsoft Teams Component Versions in Trio 8500 and Trio 8800

Microsoft Component	Version
Microsoft Teams App	1449/1.0.94.202005601
Microsoft Admin Agent	1.0.0.202006290446.product (216)
Microsoft Intune Company Portal	5.0.4801.0

Skype for Business Feature Support

Trio 8500 and Trio 8800 systems support all features documented in the *Poly Trio Solution in Microsoft Environments Administrator Guide* available at Poly Trio Support. All supported features are Microsoft qualified.

For the latest qualification status, see Skype for Business and Teams Certified Phones and Devices.

Poly Trio with Skype for Business Online and On-Premises Feature Support

Feature	On-Premises Support	Online Support (Sustaining)
Attendant console	Yes	No
BToE manual pairing	N/A	N/A
Call admission control	Yes	No
Call forward	Yes	Yes
Call handling	Yes	Yes
Call park	Yes	Yes
Call transfer	Yes	Yes
Common area phone (CAP)	N/A	N/A
Conference calls	Yes	Yes
Cross pool	Yes	No
Delegates	N/A	N/A
Device lock	Yes	Yes
Device update	Yes	Yes
Distribution lists	N/A	N/A
DTMF	Yes	Yes
Emergency 911	Yes	Yes
Enhanced 911 (E.911)	Yes	Yes
Enhanced feature line key (EFLK)	N/A	N/A
Exchange calendar	Yes	Yes

Feature	On-Premises Support	Online Support (Sustaining)
Exchange call logs	Yes	Yes
Exchange integration	Yes	Yes
Extended presence	Yes	Yes
Federated calls	Yes	Yes
Hot-desking	N/A	N/A
In-band provisioning	Yes	Yes
Local call logs	Yes	Yes
Media bypass	Yes	No
Message waiting indicator	Yes	Yes
Monitoring (device inventory)	Yes	Yes
Multiple emergency number	Yes	Yes
Photo integration	Yes	Yes
PIN authentication	Yes	No
Private line	Yes	No
PSTN failover fail-back	Yes	Yes
Quality of Experience (QoE)	Yes	Yes
Quality of Service for audio calls	Yes	Yes
Resiliency - branch office	Yes	No
Resiliency - data center outage	Yes	No
Response groups	Yes	No
Reverse name lookup	Yes	Yes
Separate sign-in	Yes	Yes
Simultaneous ring	Yes	Yes
Team calls	Yes	Yes

Feature	On-Premises Support	Online Support (Sustaining)
User log upload	Yes	Yes
Visual voicemail	Yes	Yes
Web proxy auto discovery	Yes	Yes
Web sign in	Yes	Yes

Skype for Business Video and Content Support

The following table indicates Skype for Business video and content features supported by Trio 8500 and Trio 8800 systems. Supported video and content features listed in this table are **not Microsoft qualified**.

Skype for Business Video and Content Support

Video or Content Feature	Skype for Business On-Premises	Skype for Business Online / O365 / Cloud PBX (Sustaining)
Receive Video-based Screen Sharing (VbSS) format	Yes	Yes
Receive single-stream video	Yes	Yes
Point-to-point video calls	Yes	Yes
Multiparty video calls	Yes	Yes
Active-speaker-only video	Yes	Yes
Gallery view	Yes	Yes
Receive Remote Desktop Protocol (RDP) content	Yes	Yes
Present desktop	Yes	Yes
Present programs	Yes	Yes
Present PowerPoint files	No	No
Present whiteboard	No	No

Resolved Issues

The following table lists resolved issues in this release for Poly Trio systems.

Note: These release notes do not provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements 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.

Resolved Issues

Category	Issue ID	Found in Release	Description
Network Configuration	EN-201298	7.0.0	Trio has the incorrect default value for `device.sec.TLS.profile.caCertList3`, which causes an 802.1x authentication failure.
Device Management	EN-200094	7.0.2	You can't use screen capture after enabling it in the **Device Settings** administrator menus or Teams Administration Center.
Network	EN-198625	7.0.0	The phone's `caCertList3` factory configuration now updates from **Platform 3** to **All**.
Network	EN-200801	7.0.0	Poly Trio doesn't include BSSID information when providing the HELD location query to the SIP server during registration.

Known Issues

The following table lists known issues and suggested workarounds included in this release for Poly Trio systems.

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

Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

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

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Audio	EN-190335	5.9.5AC	A Trio system configured with in a Zoom Room PC Base base Profile profile and paired to a Zoom Room PC may not provide audio (speakers, or microphones) to a Zoom call that uses the Zoom Room PC 3rd third-partyParty **Join** feature to join a Microsoft Teams call.	Until a fix is available from Zoom, ensure the Zoom Room PC has the Trio system set as the default microphone and speaker at the Windows OS level.
Audio	EN-188223	5.9.5AB	When you daisy-chain Trio 8800 systems, meeting attendees that speak softly into the Modular Room device (secondary system) the may have trouble breaking in to the conversation when others on the far end are speaking.	Attendees can do one of the following: • Move closer to the Modular Room device. • Use the Modular Room Hub phone (primary system). • Speak louder.
Audio	EN-187412	5.9.5AB	On Poly Trio phones, the ringback tone may not play for the first several outgoing Teams calls placed immediately following a reboot, even when the calls place successfully. This doesn't affect any other calling functions.	Hang up and redial until the tone plays.
Calendar	EN-187816	5.9.5AB	When using OTD for calendaring and you schedule a BlueJeans Network meeting, sometimes meetings scheduled for **All Day** show the wrong meeting time.Sometimes when scheduling BJN All day meetings and device is using OTD, calendar shows wrong meeting time.	Manually set start and end times for the meeting.Manually set start and end time of meeting.
Device Management	EN-189999	7.0.0	The system web interface doesn't show the correct time if you change the device time zone.	Log out and log in to the system web interface two times.

Category	Issue ID	Found in Release	Description	Workaround
Directories	EN-200644	7.0.0	Pause characters programmed into saved contact information don't display in Recent Calls, preventing users from calling the contacts back from the Recent Calls list.	Manually dial the contact number, including the pause characters.
Hardware	EN-188445	5.9.5AA, 5.9.5AB	If a user joins a Skype for Business conference call and quickly hangs up, the green LEDs on the Poly Trio phone may remain illuminated.	No workaround.
Logs	EN-203328	7.0.0	Occasionally, the phone logs scheduled informational messages at the higher than intended log levels. For example, default or minorError messages log at event and debug levels. This error may interfere with the boot logs.	No workaround.
Network	EN-204102	7.0.0	While using Wi-FI, the phone uses an IP address obtained from the DHCP server, even if a preferred static IP address was already configured.	Configure a static IP address using an Ethernet connection.
Network	EN-204101	7.0.0	When Wi-Fi is enabled and a static IP address is configured, the device fails to connect to the Web UI.	Configure a static IP address using an Ethernet connection.
Network	EN-203512	7.0.0	Phone fails to obtain specific country IP addresses over wi-fi, where the country code setting leads to a selection of a 2.4Ghz Wifi band.	Select a specific contry where 5GHz is a default band. If the phone is on 2.4GHz Wifi band reboot the phone after the upgrade to re-connect.
Network	EN-188108	5.9.5AA	When you configure the phone to use a VLAN, the Trio system may also receive broadcast packets from the default VLAN.	No workaround.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-198574	7.0.1	When enabling Wi-Fi, the phone reboots. When joining a Wi-Fi network for the first time, the phone's display gets stuck on the waiting screen with the message *Obtaining IP address*.	The connection is successful. Select the **Back** button from the stuck screen and begin using the phone.
User Interface	EN-193001	7.0.0	The Wi-Fi connection status always reports as not connected to the cloud server even when Wi-Fi is connected.	Hang up and redial until the tone plays.
User Interface	EN-189999	7.0.0	The system web interface doesn't display the correct time if you change the device time zone.	Log out and log in to the system web interface two times.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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