Poly Trio Solution

Poly announces the new release of Poly Unified Communications (UC) Software 5.9.4AB for the Poly Trio solution. The UC Software build IDs for 5.9.4AB are:

- Trio 8300: **5.9.4.7035**
- Trio 8500 and Trio 8800: **5.9.4.7038**
- Trio C60: **5.9.4.7036**

> **Important:** When you upgrade your Poly Trio system to UC Software version 5.9.4AB, you can no longer downgrade it to versions earlier than UC Software 5.8.0AA.

Contents

UC Software 5.9.4AB Supported Products

Poly UC Software 5.9.4AB 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 C60	Poly Trio C60 Expansion Microphone accessory
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. See the Camera Compatibility section for more details.

What's New for UC Software 5.9.4AB

This release of UC Software for the Poly Trio solution is for OpenSIP, Microsoft Skype for Business, Microsoft Teams, and Zoom Room deployments. It includes all the features of previous releases, important fixes, and the following new feature:

- Zoom Room Controller 5.0.5 Support

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.

Zoom Room Controller 5.0.5 Support

Trio 8500, Trio 8800, and Trio C60 systems support Zoom Room Controller (ZRC) 5.0.5 (898.0703). This version of ZRC contains the latest security updates from Zoom. For more information on ZRC 5.0.5, visit the Zoom Help Center.

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 Polycom Support Community.

Switching Between Call Applications in Hub and Device Modes

The Trio C60 system enables you to switch between the configured controller application and the configured call applications according to the following table:

Call and Controller Application Switching Combinations

System Mode	Base Profile	Call Application	Controller Application
Hub Mode	Generic	Poly OpenSIP	Zoom Rooms Controller
Hub Mode	Skype for Business	Poly OpenSIP	Zoom Rooms Controller

System Mode	Base Profile	Call Application	Controller Application
Hub Mode	Skype for Business	Poly OpenSIP Microsoft Teams	N/A
Device Mode	Generic	Poly OpenSIP	PolyVideo Controller Microsoft Teams Controller Zoom Rooms Controller
Device Mode	Skype for Business	Poly OpenSIP	PolyVideo Controller Microsoft Teams Controller Zoom Rooms Controller

Call Application Switching Configuration Examples

The following examples show how to configure the Trio C60 system to switch between call and controller applications.

Generic Base Profile in Hub Mode with Zoom Rooms Controller

Set the following parameter values to switch between the Poly OpenSIP call application and Zoom Rooms Controller application while the system is in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Generic"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.ZoomRooms.enabled="1"`

Skype for Business Base Profile in Hub Mode with Zoom Rooms Controller

Set the following parameter values to switch between the Poly OpenSIP call application with a Skype for Business line registration and Zoom Rooms Controller while it's in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.ZoomRooms.enabled="1"`

You can't enable the system to switch to Zoom Rooms Controller and Microsoft Teams simultaneously.

Skype for Business Base Profile in Hub Mode with Microsoft Teams

Set the following parameter values to switch between the Poly OpenSIP call application with a Skype for Business line registration and Microsoft Teams while it's in Hub Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `apps.android.appSwitcher.enabled="1"`
- `apps.android.appSwitcher.MSTeams.enabled="1"`

You can't enable the system to switch to Zoom Rooms Controller and Microsoft Teams simultaneously.

Generic Base Profile in Device Mode with a Controller Application

Set the following parameter values to switch between the system's configured controller application (Zoom Rooms Controller, Microsoft Teams Controller or PolyVideo Controller), and the Poly OpenSIP call application while it's in Device Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Generic"`
- `apps.android.appSwitcher.enabled="1"`

Skype for Business Base Profile in Device Mode with a Controller Application

Set the following parameter values to switch between the system's configured controller application (Zoom Rooms Controller, Microsoft Teams Controller or PolyVideo Controller), and the Poly OpenSIP call application with a Skype for Business line registration while it's in Device Mode:

- `device.set="1"`
- `device.baseProfile.set="1"`
- `device.baseprofile="Lync"`
- `apps.android.appSwitcher.enabled="1"`

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 Visual+ and 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.

Release History

Release	Release Date	Features
5.9.4AB	July 2020	This release includes important field fixes and support for: ● Zoom Rooms Controller 5.0.5
5.9.4AA	July 2020	This release includes support for: ● Switching Call Applications on Trio C60 ● Zoom Rooms Direct Sharing ● IPv6 Protocol Support ● Microsoft USB Audio Mode for Trio C60 ● Microsoft Controller UI Enhancements ● Phone Lock in Teams Mode for Trio C60 ● Wi-Fi Connection in Teams Mode for Trio C60

Release	Release Date	Features
		• Web Proxy Enhancements for Trio C60
		• Mute and Unmute Event Notification
5.9.3AB	May 2020	This release includes important field fixes and support for:
		• Zoom Rooms Controller 5.0.0 support
		• AES-256 encryption for certain Zoom Phone configuration support requirements
5.9.3AA	April 2020	This release includes support for:
		• Initial release of the Poly Trio C60 system
		• Completing Poly Trio Initial System Setup
		• Manual Web Proxy Configuration for Microsoft Teams on Trio C60
		• Pairing a Poly Trio System with a Poly Video System
		• Poly Lens Support
		• Voice Over Secure IP
		• NAPTR Record Matching for Duplicate Protocols
		• Improved DNS Caching Based on TTL
5.9.2AB	February 2020	This release includes important field fixes and support for:
		• 5GHz-based Wi-Fi is no longer supported for Indonesia systems.
5.9.2AA	December 2019	This release includes support for:
		• FIPS 140-2 Compliance Support
		• California SB-327 Compliance
		• USB Pass-through for Windows 10
		• Exchange Impersonation for Calendaring
		• Processing Non-English Polycom RealConnect Invites
		• Default SNTP Server for Microsoft Teams Base Profile
		• Bluetooth Device Audio Settings
		• Limit for Paired Bluetooth Devices
		• Click-to-Join Support for Cisco Webex Meetings
		• Exchange Server Credentials via System Web Interface on Trio 8300
5.9.1AC	November 2019	This release includes important field fixes and support for:
		• Allow OTD Exchange services to use basic authentication
5.9.1AB	October 2019	This release includes important field fixes.

Release	Release Date	Features
5.9.1AA	September 2019	This release includes support for: • Introducing Poly Trio 8300 • Third-Party Application ID Implementation on Skype for Business Phones • Camera tracking on the Poly EagleEye Cube USB camera • Camera Recalibration • Removal of the Restart feature • Wi-Fi Settings in Basic Settings • H.323 Protocol • Daisy-chaining up to three Poly Trio systems • Global Camera Tracking Parameters • Bluetooth Device Name Parameter • Microsoft Teams IP Phone Policy • Dimmed Custom Background Image • Documentation Updates
5.9.0AD	July 2019	This release includes important field fixes.
5.9.0AB	June 2019	This release includes support for: • Zoom Rooms Base Profile Enhancements • Polycom EagleEye Cube USB Camera Support • Important field fixes
5.9.0AA	April 2019	This release includes support for: • Amazon Alexa for Business Integration • Microsoft Teams Certification • Polycom RealConnect Click-To-Join • Polycom EagleEye Cube HDCI Camera Support • On-Premises Web Sign-in • Remote Web Sign-In • Outlook Contact Photo Integration • Video Call Overlays • Video and Content Layouts • Answer Incoming Calls with Mute buttons • Calendar Display on the Idle Screen • Display Avatars in Voice Calls • Automatic Content Display when Idle • Automatic HDMI Content Display • Reboot Network Devices • Default In-Call Screen Options • Custom Call Options

Release	Release Date	Features
5.7.2AD	February 2019	This release includes important field fixes.
5.7.1AF	February 2019	This release includes important field fixes.
5.8.0AC	February 2019	This release includes important field fixes.
5.8.0AA	January 2019	This release includes support for: • Polycom EagleEye IV USB Camera with Polycom Trio 8500 • Bluetooth Discovery on Polycom Trio with the Polycom Content Application • Custom Icons for Contacts and Line Registrations • Reverse Name Lookup • PSTN Gateway on Failover • Upload Logs to a USB Flash Drive • Daisy-Chaining Polycom Trio Systems

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`
- Trio C60: `311-86240-001.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, maintaining the folder hierarchy in the ZIP file.

Poly Trio Pass-through Application

The Poly Trio Pass-through application build ID is **1.0.0.0067**. This version of the application supports UC Software version 5.9.4AB for Trio systems and Windows 10.

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 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 drive that is already formatted, ensure that previous files are deleted from the USB flash drive.

2 Download the `Poly_UC_Software_<version ID>_Trio8300_with_Visual+_release.zip` file from the [Trio 8300 support page](#).

3 Unpack the .zip file and move the contents to the root of the USB flash drive. The minimum required configuration files are:

   ➢ The master configuration file: `000000000000.cfg`

   ➢ The 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 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 products that have been 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 Polycom Support Service Policies.

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 Poly Trio Support.

Products Tested with Trio 8300, Trio 8500, and Trio 8800 for This Release

Product	Tested Versions
Poly EagleEye Cube HDCI camera	1.0.0.187 1.0.0.827
Poly EagleEye Cube USB camera	1.1.0.996
Poly Trio VisualPro system	6.2.2.3
Poly Virtual USB Connector for Zoom Rooms	1.0.0.54 – 1.0.0.56
Poly Studio USB video bar	1.1
Poly Studio X30 system	3.1.1
Poly Studio X50 system	3.1.1
Poly G7500 system	3.1.1
Polycom Content App	1.3.2.71755
Polycom EagleEye Acoustic camera	1.7
Polycom EagleEye Director II camera	2.1.0.1 2.2.0.39
Polycom EagleEye IV 4x/12x camera	1.2.0-462
Polycom EagleEye IV USB camera	1.2.1-467
Polycom EagleEye Mini USB camera	9.0.22
Polycom EagleEye Producer camera	1.2.2.2 1.2.2
Polycom People + Content IP	1.4.2

Product	Tested Versions
Polycom RealPresence Collaboration Server (RMX)	8.9.0.2695
Polycom RealPresence Desktop application	3.10.4.72927
Polycom RealPresence DMA 7000 system	10.0.0.6
Polycom RealPresence Group Series system	6.2.2.3
Polycom RealPresence Mobile for tablets	3.10.1 – Android 3.11.1 – iOS
Polycom VVX business media phones	UC software 5.9.0 UC software 6.1.0
Logitech C930e Webcam	8.0.875

Products Tested with Trio C60 for This Release

Product	Tested Versions
Poly Studio USB video bar	1.1
Poly Studio X30 system	3.1.1
Poly Studio X50 system	3.1.1
Poly G7500 system	3.1.1
Polycom RealPresence Collaboration Server (RMX)	8.9.0.2695
Polycom RealPresence Desktop application	3.10.4.72927
Polycom RealPresence DMA 7000 system	10.0.0.6
Polycom RealPresence Mobile for tablets	3.10.1 – Android 3.11.1 – iOS
Polycom VVX business media phones	UC software 5.9.0 UC software 6.1.0

Limitations

The following sections provide information on limitations when using the Trio 8300, Trio 8500, Trio 8800, Trio C60, Trio VisualPro, and Trio Visual+ systems.

802.1X Encryption with IPv6 Protocol

Poly Trio systems don't support 802.1X Encryption used in conjunction with IPv6 network configurations.

Skype for Business for Mac on Trio C60

When you connect a Trio C60 system to a Mac computer with an active call in the Skype for Business client, users can't hold or resume calls from the Trio system, and the call status doesn't match what the desktop client displays. Use the Skype for Business client on the Mac computer to hold a call, resume a call, and view the status of the call.

Microsoft Teams Audio on Trio C60

Due to a known issue with the Microsoft Teams application, Trio C60 systems may transmit degraded audio during Microsoft Teams calls for the first 5 to 10 seconds of the call.

Microsoft Teams Personal Mode

Personal mode on Microsoft Teams isn't supported.

Time Zone for Microsoft Teams

When Trio systems receive a UTC (GMT) offset from the Microsoft Teams admin center, they map UTC to an Olson time zone ID.

However, the offsets that the Microsoft Teams admin center sends don't match up exactly with the Olson time zones. Use the following table to find the closest UTC offset match to your time zone. You can't currently configure all of these UTC offsets in the Microsoft Teams admin center, but you can use this table for reference.

If your time zone is different than the information in this table, check your applied daylight savings rules.

> **Important:** Caracas is currently offset as UTC-04:00, but it was previously offset as UTC-04:30. The Microsoft Teams admin center still labels this location as "(UTC-04:30) Caracas".

UTC Offset	Olson Time Zone ID
-12:00	Etc/GMT+12
-11:00	Pacific/Samoa
-10:00	Pacific/Honolulu
-09:30	Pacific/Marquesas

UTC Offset	Olson Time Zone ID
-09:00	America/Anchorage
-08:00	America/Los_Angeles
-07:00	America/Boise
-06:00	America/Chicago
-05:00	America/New_York
-04:30	America/Caracas
-04:00	America/Halifax
-03:30	America/St_Johns
-03:00	America/Sao_Paulo
-02:00	Brazil/DeNoronha
-01:00	Atlantic/Azores
00:00	Europe/London
+01:00	Europe/Paris
+02:00	Europe/Athens
+03:00	Europe/Moscow
+03:30	Asia/Tehran
+04:00	Asia/Dubai
+04:30	Asia/Kabul
+05:00	Asia/Karachi
+05:30	Asia/Kolkata
+05:45	Asia/Kathmandu
+06:00	Asia/Dhaka
+06:30	Asia/Rangoon
+07:00	Asia/Bangkok

UTC Offset	Olson Time Zone ID
+08:00	Asia/Shanghai
+08:30	Asia/Pyongyang
+08:45	Australia/Eucla
+09:00	Asia/Tokyo
+09:30	Australia/Darwin
+10:00	Australia/Sydney
+10:30	Australia/Lord_Howe
+11:00	Pacific/Guadalcanal
+12:00	Pacific/Auckland
+12:45	Pacific/Chatham
+13:00	Pacific/Tongatapu
+14:00	Pacific/Kiritimati

Software Downgrade with FIPS Enabled

Before you downgrade your Trio system to a software version without FIPS support, disable the FIPS feature.

Pass-through Application Support

Poly doesn't support the ASUS X750J laptop computer with Trio Pass-through.

Using Polycom RealPresence Resource Manager with Trio 8300

You can use Polycom RealPresence Resource Manager 10.7 or later to manage a Trio 8300 system, but RealPresence Resource Manager incorrectly shows the device name for Trio 8300 as **RealPresence Trio 8300**.

Content Sharing on Trio 8300

The following limitations apply when sharing content:

- The USB-hosted People + Content IP (PPCIP) executable is not supported. Use the Polycom Content App instead.

- Content sharing via USB with the Polycom Content App is not supported. Share content via IP instead.

Camera Compatibility

Early versions of the Trio Visual+ accessory may be incompatible with early versions of the Poly EagleEye Cube USB camera.

- If you have an early version of the EagleEye Cube USB camera (revision A-D), use it with a Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later.

- Later versions of the EagleEye Cube USB camera are supported by any Trio Visual+ hardware version.

Note: Poly Trio C60 systems don't support Trio Visual+ accessories.

H.323 Support for Trio 8500 and Trio 8800

H.323 is not supported when you join Trio 8500 and Trio 8800 systems with a Trio system that is not video-enabled. H.323 works best between two or more video-enabled Trio systems with a paired Trio Visual+ or Trio VisualPro accessory.

Video Color Reproduction with Trio VisualPro

When you pair a Trio 8500 or Trio 8800 system with Trio VisualPro, the color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

Screen Mirroring with Miracast

Poly can't guarantee connectivity between Trio 8800 systems and all Miracast-certified devices due to variances in the implementation of the Miracast technology on vendors' devices.

Some devices can't establish direct connection to a Trio 8800 system if they already connect to a 5 GHz-only Wi-Fi access point. If you experience this issue, disconnect the device from the access point while sharing content or by reconfiguring the access point to operate on 2.4 GHz-only or 2.4 Ghz + 5 GHz bands.

Third-Party Cable Compatibility with Trio Visual+

Using a third-party HDMI cable may prevent Trio Visual+ from properly executing video settings during video calls. This may occur if the cable is broken or if it doesn't meet general HDMI requirements.

You might experience the following issues:

- 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 you experience these issues, replace the HDMI cable with a Poly-supplied HDMI cable recommended for use with your Trio system.

Video and Content on Trio 8500 and Trio 8800

Trio 8500 and Trio 8800 systems' embedded Poly People + Content IP application is supported on Windows and Mac computers to a maximum of 1080p 30fps.

In OpenSIP- and BFCP-compliant environments, Trio systems can't send or receive content on the content video channel in conferences held on RealPresence Collaboration Servers that have the content protocol set to **H.264 Cascade Optimized** and **H.264 High Profile** enabled.

Audio on Trio 8500 and Trio 8800

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

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

When you pair a Bluetooth-capable device with a Trio 8500 or Trio 8800 system, audio quality that plays through the system's speaker is lower for the far side.

Microsoft Teams Room System and Surface Hub

When you set the Trio 8500 and Trio 8800 system base profile to **SkypeUSB** and connect the system to a Microsoft Teams Room or Microsoft Surface Hub with a USB cable, the following limitations apply:

- When connected to a Microsoft Surface Hub via USB, the Surface Hub uses automatic gain control (AGC), not the Trio 8500 or Trio 8800 system.

- When connected to a Microsoft Teams Room or Skype Room System via USB, the Trio 8500 or Trio 8800 system uses acoustic echo cancellation (AEC).

- The system web interface (Web Configuration Utility) of the Trio 8500 and Trio 8800 systems is disabled by default. You can enable the system web interface from the phone's local interface at **Settings > Advanced > Administration Settings > Web Server Configuration** or using the configuration parameters `httpd.enabled=1` and `httpd.cfg.enabled=1.`

Skype for Business and Lync 2013

The following is a list of constraints and limitations when using Trio 8500, Trio 8800, or Trio C60 systems in a Microsoft Skype for Business or Lync 2013 environment:

- Skype for Business (online and on-premises) federation is not tested with Skype for consumer.

- Trio systems with Skype for Business Online– and Exchange Online–based voicemail are not supported for use in Russia, Belarus, and Kazakhstan.

- Trio systems with Skype for Business and Exchange on-premises-based voicemail with media encryption disabled are not tested for use in Russia, Belarus, and Kazakhstan.

- Trio systems can't join Skype for Business meeting broadcasts.

- Trio systems don't support content and video for Lync for Mac 2011 desktop client.

- Trio systems don't receive content sent from supported Skype for Business and Lync clients when presenting PowerPoint files or using the whiteboard.

- Trio systems can't join remote Skype for Business meetings scheduled by third parties that are not configured for federation.

Power over Ethernet Negotiation in CDP Environments

Trio 8500 and Trio 8800 systems don't support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

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

If you are powering your Trio 8800 system using an IEEE 802.3af Power over Ethernet Plus (PoE+) switch, power budget is negotiated through a combination of a hardware handshake and LLDP.

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

The Skype for Business Audio/Video Multipoint Control Unit (AVMCU) collects all the participant video source requests (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, Trio 8500 or Trio 8800 systems send the lowest common resolution requested to ensure that all endpoints can display the Trio system video. The resolution of the lower quality stream can't be higher than 360p.

The video simulcast feature enables Trio systems 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 that determines the video resolution that best serves all the endpoints. As a result, some endpoints receive a lower resolution stream than the resolution requested.

Interoperability

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

Trio Optimized for Zoom Rooms

Trio 8500, Trio 8800, and Trio C60 systems optimized for Zoom Rooms provide a reliable, high-quality meeting experience in the conference room for subscribers of Zoom Rooms in an affordable, consolidated solution. Trio systems act as a controller for Zoom Rooms via the system's touch user interface and provides audio for Zoom Room meetings through the built-in speakers and microphones.

This software release runs Zoom Rooms Controller software **5.0.5 (898.0703)** as embedded software.

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. To view support documentation for these solutions, see Strategic Partner Solutions at the Poly Online Support Center.

Poly Trio Partner Solutions

Partner Solution	Trio 8300, 8500, & 8800 UC Software Version	Trio C60 UC Software Version
Cisco Webex	UC Software 5.7.2AA or later	UC Software 5.9.3AA or later
BlueJeans	UC Software 5.5.3AA or later	UC Software 5.9.3AA or later
BroadSoft	UC Software 5.4.0AA or later	UC Software 5.9.3AA or later
Microsoft	UC Software 5.4.0AA or later	UC Software 5.9.3AA or later
Zoom	UC Software 5.7.1AA or later	UC Software 5.9.3AA or later

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.

> **Note:** Trio C60 systems don't support video and content features.

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)
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

Trio Feature	BroadSoft R20 and R21
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 8500 and Trio 8800 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 Poly Trio VisualPro system, and the Poly Trio Visual+ system 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, Trio 8800 and Trio C60 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.

Supported Microsoft Environments

Microsoft Environment	Trio 8500, Trio 8800 and Trio C60	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 8500, Trio 8800 and Trio C60 systems using the Microsoft client versions listed.

Note that Trio systems don't support presenting PowerPoint and whiteboard content sharing.

> **Note:** 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 (Trio 8300, 8500, and 8800 only)	Content Sharing (Trio 8300, 8500, and 8800 only)	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
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, Trio 8800, and Trio C60 systems support Microsoft Teams, which provides a high-quality 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.

The following tables list the supported Microsoft component versions.

Microsoft Component Versions in Trio 8500 and Trio 8800

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2020040801
Microsoft Admin Agent	1.0.0.202005060552.product
Microsoft Intune Company Portal	5.0.4801.0

Microsoft Component Versions in Trio C60

Microsoft Component	Version
Microsoft Teams	1449/1.0.94.2020051601
Microsoft Admin Agent	1.0.0.202005060552.product
Microsoft Intune Company Portal	5.0.4771.0

Skype for Business Feature Support

Trio 8500, Trio 8800 and Trio C60 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

Feature	On-Premises Support	Online Support (Sustaining)
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
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

Feature	On-Premises Support	Online Support (Sustaining)
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
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**.

> **Note:** Trio C60 systems don't support video and content features.

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

Video or Content Feature	Skype for Business On-Premises	Skype for Business Online / O365 / Cloud PBX (Sustaining)
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. This release also includes several other user experience and performance fixes and enhancements not listed below.

Resolved Issues

Category	Issue ID	Found in Release	Description
Security	EN-181211	5.9.4AA	SRTP encryption fails when FIPS is enabled.

Known Issues

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

Upgrade the Poly Trio system with the latest software before contacting Polycom 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	Description	Workaround
Audio	EN-150819	The far end experiences poor call quality when Trio systems use the built-in microphone with a separate microphone and someone places a physical audio obstruction (such as a laptop computer) between the speaker and the Trio system.	Avoid placing audio obstructions between the speakers and the Trio system.
Calendar	EN-177477	On Trio systems enabled with One Touch Dial, cancelled meetings continue to display the **Calendar** screen for up to 30 minutes.	Swipe downward on the **Calendar** screen to manually refresh the calendar.
Calendar	EN-182153	On Trio systems enabled with One Touch Dial, meetings added to the calendar don't automatically appear in the **Calendar** screen.	Swipe downward on the **Calendar** screen to manually refresh the calendar.
Interoperability	EN-158141	On certain laptops and mobile devices, Miracast may intermittently fail.	Attempt to connect to Miracast until successful.
Interoperability	EN-158983	In some circumstances, Trio systems can't accept subsequent Miracast connections after the first Miracast connection is terminated.	No workaround.
Interoperability	EN-173838	In certain scenarios, Trio systems may intermittently log out of Skype for Business accounts.	No workaround.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, click Support, and choose the option best suited to your needs.

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 Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

- The Polycom 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 are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

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

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