Polycom Trio™ Solution

Contents

Supported Polycom Products

UC Software 5.9.0AA for the Polycom Trio solution supports the following Polycom products and peripherals.

Supported Polycom Products and Peripherals

Supported Polycom Product	Supported Product Peripherals
Polycom Trio™ Visual+ accessory	Polycom® EagleEye™ IV USB camera Polycom® EagleEye™ Mini USB camera
Polycom Trio™ VisualPro system	Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera system Polycom® EagleEye™ Producer camera system Polycom® EagleEye™ Acoustic camera Polycom® EagleEye™ Cube HDCI Camera
Polycom® RealPresence® Group Series system	Polycom® EagleEye™ IV camera Polycom® EagleEye™ Director II camera system Polycom® EagleEye™ Producer camera system Polycom® EagleEye™ Acoustic camera
Polycom Trio 8800 systems when connected by USB to Polycom® MSR Dock or Microsoft Surface Hub	Polycom® EagleEye™ Director II camera system

> When using a Polycom RealPresence Group Series system with a Polycom Trio system, you must:
> - Use Group Series Group 310 or Group 500 hardware models
> - Use Group Series system software version 6.2.0 or later
> - Use Group Series system hardware version 20 or later
> - Configure your Group Series system to run in Trio Pairing mode

What's New for UC Software 5.9.0AA

This release of Polycom® Unified Communications (UC) Software 5.9.0AA for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments and includes all the features of previous releases and important fixes.

Microsoft Teams Integration

You can configure the Polycom Trio system to natively run Microsoft Teams in Shared mode with the native Microsoft Teams user interface. In Shared mode, users can initiate and join audio-only Teams meetings and calls.

Polycom Trio does not support Microsoft Teams in Personal mode or with Polycom Trio Visual+.

Note: At the time of this release, the Microsoft Teams application on Polycom Trio is still pending certification. Poly will update the release notes once certification is complete.

Amazon Alexa Integration with Polycom Trio

You can configure the Polycom Trio system to integrate with the Amazon Alexa for Business service and enable the Polycom Trio system to perform tasks initiated by voice commands, similar to Amazon Echo devices.

When enabled, users can use voice commands to place, join, or end point-to-point calls, audio conference calls, and video calls. With Polycom's One Touch Dial integrated with Polycom Trio, users can also use voice commands to join scheduled meetings from the calendar. Users can either say "Alexa" to start a command or press the onscreen Alexa icon to start a command.

For more information on using Polycom Trio with Alexa for Business, refer to the *Polycom Trio Systems with Alexa for Business Solution Guide* on the [Polycom Documentation Library](#).

Polycom RealConnect Click-To-Join Support

With Polycom RealConnect, you can "click-to-join" Microsoft Teams-hosted meetings and Skype for Business meetings from your Polycom Trio system.

Web Sign-In for On-Premise Skype for Business Deployments

Web Sign-In is enabled by default on Polycom phones registered with the Skype for Business server and is available for Skype for Business Online and On-Premise deployments.

Web Sign-In for Skype for Business server is supported only when the Hybrid Modern Authentication (HMA) environment is enabled. To use HMA with Skype for Business On-Premise, Active Directory should be federated with Azure Active Directory (AAD). For more information on configuring HMA in your environment, refer to [Hybrid Modern Authentication for Skype for Business](#).

Remote Web Sign-In for Skype for Business

You can sign in to Skype for Business remotely from the Web Configuration Utility using the Web Sign-In method. This feature is helpful if you need to sign in but can't access the Polycom Trio system directly.

Outlook Contact Photo Integration

You can configure the Polycom Trio system to display profile photos for the registered line and all Skype for Business contacts, if a photo is set for the Skype for Business or Microsoft Exchange account.

When enabled, a profile photo shows for contacts on all contact-related screens, including the Call, Recent Calls, and Directory search screens, as space permits. Set the parameter `feature.photoIntegration.enable` = 1 to enable Outlook photos to display on the system.

Polycom® EagleEye™ Cube HDCI Camera Support

Polycom EagleEye Cube HDCI is supported with the Polycom Trio 8500 and 8800 systems when paired with the Polycom Trio VisualPro accessory.

Video Call Overlays

When using the Polycom Trio Visual+ system for video calls, you can configure where and for how long the video overlay displays on the monitor.

The video overlay displays call details including participant names and a call timer. By default, the call overlay displays at bottom of the monitor screen with no timeout.

Video and Content Layouts

When a Polycom Trio Visual+ or Trio VisualPro system is paired with a Polycom Trio system, you can set how participants and content display during video calls.

Answering Incoming Calls with the Mute Button

You can answer incoming calls using the three **Mute** buttons found on each side of the Polycom Trio system hardware.

By default, you answer incoming calls using the touchscreen on the Polycom Trio system hardware. With this feature enabled, you can also press the **Mute** buttons to accept incoming calls. If the phone is muted prior to the incoming call, accepting the call via the Mute buttons or the touchscreen automatically unmutes the phone. The phone can be muted once in the call using existing Mute functions.

Displaying Content Automatically While Idle

You can configure Polycom Trio to automatically display certain content while it is idle. This feature requires a connection via HDMI to a paired Polycom Trio VisualPro or RealPresence Group Series system. You can display content on a monitor at all times when the Polycom Trio system isn't in a call. For example, you can display instructions to help users understand the features of the conference room.

After the Polycom Trio system enters an idle state, the content displays. You can stop the content from displaying. The content displays again after a configurable idle time.

Rebooting Network Devices

You can reboot devices paired and connected with a Polycom Trio system from the **Network Devices** menu.

You can reboot the following devices from Polycom Trio:

- Polycom Trio Visual+
- Polycom Trio VisualPro
- Polycom EagleEye IV USB camera
- Polycom EagleEye Director II camera system
- Polycom EagleEye Producer camera system

Default In-Call Screen Options

You can select the default screen that displays when your Polycom Trio system is in a call. For calls between two parties, you can display call controls or the dial pad. For conference calls (calls with more than two parties), you can display call controls or the roster view. You can also configure the default screen display per registered line.

Use the following parameters to configure the default in-call screen:

- `up.callStateView`
- `reg.X.callStateView` for per-line configuration
- `up.callStateView.conference`
- `reg.X.callStateView.conference` for per-line configuration

Custom Call Control Options

You can remove the Transfer and Mute call options from the call control menu to free up space onscreen in the call control menu for other options. If you remove these options, the Transfer option is still accessible in the global menu, and users can use the Mute buttons on the system to mute the call.

You can use the following parameters to control the display of the Mute and Transfer call options:

- `up.callStateView.controlRelegation.transfer`
- `up.callStateView.controlRelegation.mute`

Polycom Experimental Features

Polycom sometimes releases experimental features that administrators can enable and evaluate in non-production environments.

Note: Experimental features are neither tested nor supported. These features might, or might not, become official features in a future release. For more information about experimental features or to provide feedback on your experience, visit the Polycom Support Community.

Device Analytics Support for Polycom Cloud Services

You can configure Polycom phones to accept commands from Polycom Cloud Services to perform specified operations on the device and retrieve device details.

The following device details are sent to the cloud:

- Device Asset Details
- Device Network Details
- Device Diagnostics

Polycom phones send the device details to the cloud when the following occurs:

- Phone restarts or reboots.
- On-demand request from the cloud.
- Device details are updated or changed.

See the *Polycom Trio Solution Administrator Guide* for information on configuring Device Analytics for your cloud service.

Polycom Studio Video Bar

This release provides experimental support for the Polycom Studio video bar as a USB camera when connected to a Polycom Trio Visual+ accessory that is paired with a Polycom Trio 8500 or 8800 system.

Security Updates

There are no security updates in this release.

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

Release History

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

Release History

Release	Release Date	Features
5.9.0AA	April 2019	This release includes support for: • Amazon Alexa for Business Integration • Microsoft Teams Integration • Polycom RealConnect Click-To-Join • Polycom EagleEye Cube HDCI Camera Support • On-Premises Web Sign-in • Remote Web Sign-In • Outlook Contact Photo Integration

Release	Release Date	Features
		• 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
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
5.7.2AB	November 2018	This release includes the following enhancements: • Microphone Synchronization Between Paired Systems • Audio from an HDMI Connection • Click-to-Join Support for Polycom RealConnect Services
5.7.2AA	October 2018	This release includes support for: • Cisco WebEx • Simple Certificate Enrollment Protocol (SCEP)
5.7.1AC	September 2018	This release for the Polycom Trio solution includes several important field fixes.
5.7.1AB	August 2018	This release for the Polycom Trio Solution includes support for the following: • Polycom Trio solution integration with RealPresence Group Series systems • Polycom Trio system integration with Zoom Rooms

Release	Release Date	Features
5.7.1AA	July 2018	This release for the Polycom Trio Solution includes support for the following: • Polycom EagleEye Mini USB camera support • Pairing with the Polycom EagleEye Director II camera system • Firmware updates for Polycom EagleEye IV USB camera • Scheduled Reboot • Two-Way Active Measurement Protocol (TWAP) • Assured Services - Session Initiation Protocol (AS-SIP) • Enhanced 911 (E.911) • Reset Polycom Trio system to default settings • Remote Party Caller ID from SIP Messages • Calling Line Identification • Static DNS Cache • Direct Inward Dialing Number • Storing Images to a Sub-Directory • Resetting the phone without an admin password • Forwarding incoming Skype for Business calls • Multiple Emergency Number Dial Plan • Siren7 Audio Codec • Skype for Business Device Lock • Microsoft Exchange Integration • Direct Inward Dialing Number • Web Proxy Auto Discovery
5.5.4AA	April 2018	This release for the Polycom Trio Solution includes support for the following: • Localization of virtual keyboard in sync with phone language • Two server redundancy parameters added • Per-camera video configurations • Camera controls and presets • Session header parameter updates • Polycom interoperability with BlueJeans • Changes to the display of scheduled meetings
5.5.3AB	February 2018	This release for the Polycom Trio solution includes several important field fixes.

Release	Release Date	Features
5.5.3AA	December 2017	This release for the Polycom Trio Solution includes support for the following:
		- Transport Layer Security (TLS) version 1.2 - Skype for Business Video-Based Screen Sharing - Polycom EagleEye IV USB camera - Polycom Trio 8500 system with the Polycom Trio Visual+ accessory - SILK audio codec - Airplay discovery over Bluetooth on Polycom Trio 8800 system
5.5.2AE	December 2017	This release for the Polycom Trio 8800 and 8500 systems includes several important fixes.
5.5.2AC	September 2017	This release for the Polycom Trio 8800 and 8500 systems includes the following:
		- Screen Mirroring on Polycom Trio Solution - Software Update using Windows Server - Trio 8800 System Media Keepalive - Toggle Content and People Video Streams - Skype for Business User Experience Enhancements - Viewing a Different Calendar in Skype for Business Mode - Dynamic Port Ranges for Video and Content - Adding a PSTN Participant to a Call - Displaying Multiple Calendar Meetings on Connected Monitor - Web Sign in for Skype for Business Online - Secure Single Sign-On (SSO) with Third-Party Supporting Solutions - Managing Skype for Business Conference Participant Level in the Call Roster Screen - Device Lock - Client Media Port Ranges for Quality of Experience (QoE) - Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE) - Exchange Web Services Discovery - Unified Contact Store - Alert Tones for Mute Status - Dial Plan Normalization - Dial Plan for SIP URI Dialing - Join a Meeting using SIP URI - Hybrid Line Registration - User Log Upload

Release	Release Date	Features
		• Audio, Video, and Content Port Ranges
		• Media Transport Ports for audio, video, and content
		• Experimental: Support for SILK Audio Codec
5.4.5AG	July 2017	This release includes important field fixes and introduces support for compliance of the Polycom® Trio ™ 8800 system with the Radio Equipment Directive (2014/53/EU) applicable to the European Economic Area (EEA).
5.4.5AC	May 2017	This release addresses the following issues: • Large Skype for Business Meetings with 100+ participants • Connectivity with Gigabit Ethernet switches • Microsoft Exchange Online authentication failure
5.4.5AA	March 2017	This release includes support for the following features: • Enhancements to the Polycom Trio 8800 and Trio Visual+ system interfaces • Enhancements to the Polycom Trio solution diagnostics • Set the display language from the Polycom Trio 8800 system menu • Experimental hybrid and dual-line registration
5.4.4 AB | AD	December | January 2016	This release includes support for the following features: • Hide Meeting Details This release Includes important field fixes.
5.4.4AA	November 2016	This release includes support for the following features: • New Skype for Business UI Design • Skype for Business optimized USB Audio Device Base Profile • Picture-in-Picture and Picture-in-Content • Skype for Business Gallery View-like layouts • Calendar improvements • Customization and configuration Options • This release resolves several known issues
5.4.3AB	August 2016	This release includes support for the following features: • Reset Video Mute • Synchronized volume control with a USB-connected computer • Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings

Release	Release Date	Features
5.4.3AA	May 2016	This release includes support for the following features: • 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: • Powering Polycom 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: • 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: • Microsoft Office 365 and Skype for Business Online • Office 365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup • People + Content over USB for Windows® • USB Skype for Business or Lync 2013 audio calls with user interface controls This release also resolved some known issues.
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	Added feature to hide Sign Out option Added an avatar that displays during a conference call when an audio-only participant is the active speaker. Resolved some known issues
5.4.0.12197	November 2015	Resolved some known issues
5.4.0.12107	November 2015	Initial release for Polycom Trio 8800 and Polycom Trio Visual+

Resolved Issues

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

Resolved Issues

Issue	Release	Description
EN-111210	5.7.2	The Polycom Trio system paired with a RealPresence Group Series system transmits and receives poor video in Cisco Meeting Server calls.
EN-111216	5.7.2	The Polycom Trio system takes up to 10 seconds to resume far-end video after you hold and resume a Cisco Meeting Server call.
EN-116822	5.7.2	Far-end audio drops out on the Polycom Trio system after about 20 minutes.
EN-118009	5.7.2	The call timer on the monitor connected to Polycom Trio Visual+ skips by 2-3 seconds.
EN-120457	5.7.2	The Polycom Trio system doesn't map DTMF clock rate for the Opus codec.
EN-122640	5.8.0	When the active speaker changes in Skype for Business meetings on a Polycom Trio system, the speaker's video freezes.
EN-123677	5.8.0	The Polycom Trio crashes and reboots after a local or remote call is put on hold then resume.
EN-124016	5.5.4	Made improvements to logging security posture.
EN-124656		The phone's lines become unregistered due to a DNS resolution failure.
EN-124664	5.7.0	The phone becomes unregistered when using SRV instead of NAPTR due to the contact header of the SIP 200 OK message.
EN-124729	5.9.0	When enabling or disabling the Amazon Alexa for Business setting on the Polycom Cloud Services portal, some device parameters may be missing.
EN-125191	5.9.0	When a room is double booked, asking Alexa to dial to the second meeting may not work.
EN-125476	5.8.0	Unable to remove the Contacts icon on the Polycom Trio system.
EN-125677	5.7.1	Polycom Trio is not refreshing the access token as per the expiry value received by the Exchange server.
EN-126879	5.9.0	In rare cases, a Polycom Trio may lose connectivity to the Amazon Web Service cloud.
EN-126912	5.8.0	The Polycom Trio system shows the call log date as February 7th, 2036 when the SNTP server responds with the value 0x00000000 or 0xFFFFFFFF.
EN-126965	5.9.0	The phone is unable to get an IP address if voice and data VLAN are configured as equal VLAN IDs

Issue	Release	Description
EN-127137	5.9.0	Call ring tones signaling incoming calls from Zoom Rooms to Polycom Trio systems are distorted.
EN-127297	5.9.0	The Polycom Trio can't drop from a call using Alexa for Business when content is shared.
EN-127624	5.9.0	Some public Amazon Alexa skills may not playback properly.
EN-128173	5.7.1	The Polycom Trio system stops sending DNS refresh queries and REGISTER messages after several failover or failback events.
EN-128214	5.8.0	Call ring tones signaling incoming calls from Zoom Rooms to Polycom Trio systems are distorted.
EN-129064	5.8.0	Unable to change SNTP settings because of hard-coded Time Zone ID parameter.
EN-129214	5.8.0	The resolution of transmitting video drops when the Polycom Trio system is connected to a single monitor display and content is shared or received on the system.
EN-129248	5.8.0	TLS 1.0 and 1.1 are not recommended with Polycom Trio Visual+ and Polycom Trio VisualPro connections; use only TLS 1.2.
EN-129859	5.9.0	Audio artifacts may be observed during Alexa's response.
EN-91180	5.5.4	The Polycom Trio system ends the active Skype for Business call when a user logs out of a Windows computer.

Known Issues

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

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

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

Known Issues

Issue	Release	Description	Workaround
EN-118869	5.7.1	TLS-DSK fails with SHA1 cipher with TLS v1.2.	None.

Issue	Release	Description	Workaround
EN-121691	5.9.0	Pop-up messages fluctuate in and out of focus during an invocation of Amazon Alexa.	None.
EN-122323		Polycom Trio only attempts device discovery for cloud registration on boot-up, so the system does not regenerate a registration code every 24 hours after the previous code expired.	Reboot the system then use the registration code that displays to add the system to PDMS using the registration code.
EN-122909	5.9.0	When Amazon Alexa is invoked for the first time on a Polycom Trio system that has been reset to factory defaults, an immersive mode pop-up message displays.	None.
EN-123798	5.8.0, 5.9.0	URL dialing does not work in the Generic Base Profile.	Set the parameter `dialplan.impossibleMatchHandling` to "2".
EN-126598	5.9.0	A core file may show on the provisioning server when a Polycom Trio system's device role is changed from a modular room device to a modular room hub.	None.
EN-126940	5.9.0	Occasionally, Amazon Alexa wakes up and starts responding to a previous session that didn't end properly.	Give a voice command to stop.
EN-127637	5.9.0	Audio artifacts may be observed during Amazon Alexa's response.	None.
EN-127836	5.9.0	The Polycom Trio system is a new Alexa Voice Certified device, so there are some third-party skills that may not work as expected.	None.
EN-127996		User photos configured via commands executed on the Active Directory server do not display on Polycom Trio.	Upload a photo via the skype for Business client.
EN-128110	5.9.0	The Amazon Alexa icon does not display on the second daisy-chained Polycom Trio system when mirroring is enabled, and the Push-to-Talk feature does not work.	None.
EN-128136	5.9.0	When a user photo is specified using the Skype for Business client set to the "Show a picture from website" option, the user photo does not display on a Polycom Trio system signed in with the same user account.	None.
EN-129560	5.9.0	In Daisy Chain mode, call logs are sometimes not available on the primary Polycom Trio system, but the call logs display on the secondary system.	Reboot the primary Polycom Trio system.

Issue	Release	Description	Workaround
EN-131020	5.9.0	If Amazon Alexa is invoked within two minutes after the Polycom Trio system is disconnected from the Internet, the system will display the "Listening" screen until a user taps the screen or the Internet connection is restored.	None.
EN-131068	5.9.0	If a camera preset (other than the home preset) is saved with a zoom position of 0, selecting that preset at a later time causes the camera to zoom to its default zoom position rather than to 0.	None.
EN-131163	5.9.0	The volume scale for the Amazon Alexa doesn't match up with on the Polycom Trio system volume scale, so when the volume is adjusted using Alexa voice commands, the volume level indicator in the app doesn't reflect the actual volume level on the system.	None.
EN-131563	5.9.0	When a Polycom Trio system (Hub role) is paired with a Polycom Trio VisualPro system (Device role) and a second Polycom Trio system (Device role), the Recent Calls list fails to display on the second Polycom Trio system.	View the call log on the Polycom Trio system set in the Hub role.
EN-123417	5.9.0	If the parameter `voIpProt.SIP.dtmfViaSignaling.rfc2976` is set to "1", Alexa for Business-initiated DTMF calls fail to connect.	If DTMF dialing is required via Alexa For Business, set `voIpProt.SIP.dtmfViaSignaling.rfc2976` to "0".

UC Software Distributed Files

You can download the software package for Polycom Trio solution in ZIP file format and place the package on a provisioning server to provision your devices. Each software package contains configuration files and a sip.ld file for each Polycom Trio device.

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

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

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

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

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 UC Software 5.9.0AA build ID for the sip.ld and resource files is **5.9.0.10869**.

Installing UC Software

Administrators can install UC software for the Polycom Trio 8800 and 8500 systems using a provisioning server or a USB flash drive. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the phone. See the *Polycom* Trio *Solution Administrator Guide* for more information on configuring features.

Limitations

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

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

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

For one stream, the Polycom Trio 8800 or 8500 system sends the lowest common resolution requested to ensure that all endpoints can display the Polycom Trio system video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows Polycom Trio system to send a second higher resolution video stream when there are multiple resolutions requested. The resolution of the higher quality stream depends on the number of endpoints requesting specific resolutions and an algorithm determines the video resolution that best serves all the endpoints. As a result, some endpoints receive a lower resolution stream than the resolution requested.

Power over Ethernet Negotiation in CDP Environments

The Polycom Trio 8800 and 8500 systems do not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

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

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

Skype for Business and Lync 2013

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

- Audio-only for Lync 2010 environments; content and video are not supported.

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

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

- Trio systems are unable to join Skype for Business meeting broadcasts.

- The Polycom Trio system does not support content and video for Lync for Mac 2011 desktop client.

- The Polycom Trio system does not receive content sent from supported Skype for Business and Lync clients using Present PowerPoint Files and Whiteboard.

- The Polycom Trio cannot join remote Skype for Business meetings scheduled by third parties that are not configured for Federation.

Microsoft Skype Room System and Surface Hub

When the Polycom Trio 8800 and 8500 system Base Profile is set to **SkypeUSB** and connected via USB cable with a Skype Room System or Microsoft Surface Hub, the following limitations apply:

- When the Polycom Trio 8800 or 8500 systems is connected to a Microsoft Surface Hub via USB, the Surface Hub performs Automatic Gain Control (AGC) and not the Polycom Trio 8800 and 8500 systems.

- When connected to a Skype Room System via USB, the Polycom Trio 8800 or 8500 system performs Acoustic Echo Cancellation (AEC).

- The Web Configuration Utility of the Polycom Trio 8800 and 8500 systems is disabled by default. The Web Configuration Utility can be enabled by an administrator from the phone menu at

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

Audio

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

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

When a Bluetooth-capable device is paired with the Polycom Trio 8800 and 8500 systems, audio quality that plays through the system's speaker is lower for the far-side.

Video and Content

The Polycom Trio system's embedded Polycom People + Content IP application is supported on Microsoft Windows® and Mac computers to a maximum of 1080p with up to 30fps.

In Open SIP and Binary Floor Control Protocol (BFCP)-compliant environments, the Polycom Trio system cannot send or receive content on the content video channel in a conference held on Collaboration Server that has content protocol set to **H.264 Cascade Optimized** and **H.264 High Profile** enabled.

Third-Party Cables

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

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

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

If either of these behaviors occurs, replace the HDMI cable with a Polycom supplied HDMI cable recommended for use with the Polycom Trio 8800 system.

Screen Mirroring with Miracast

Polycom cannot guarantee connectivity between the Polycom Trio solution and all Miracast-certified devices due to variances in the implementation of the Miracast technology on vendors' devices.

Interoperability

This section includes products tested with this release and Polycom Trio system server interoperability.

Polycom Trio Optimized for Zoom Rooms

The Polycom Trio system optimized for Zoom Rooms provides a reliable, high-quality meeting experience in the conference room for subscribers of Zoom Rooms in an affordable, consolidated solution. The Polycom Trio system acts 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 4.3.6 (40253.0127) as embedded software.

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

Polycom Partner Solution Support

The following table lists solution partners supported by Polycom Trio and the UC Software version required to support each partner solution. For documentation, see Strategic Partner Solutions on Polycom Support.

Polycom Trio Partner Solutions

Partner Solution	*Polycom Trio UC Software Version*
Cisco WebEx	UC Software 5.7.2AA or later
BlueJeans	UC Software 5.5.3 or later
BroadSoft	UC Software 5.4.0 or later
Microsoft	UC Software 5.4.0 or later
Zoom	UC Software 5.7.1 or later

Products Tested with this Release

The Polycom Trio 8800 and 8500 systems and Polycom Trio Visual+ systems are tested with other products. The following list indicates products that have been tested for compatibility with this release and is not a complete inventory of compatible equipment.

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

> Note: If you are using Polycom Trio systems with Polycom RealPresence DMA system, Polycom recommends setting the parameter voIPProt.SIP.supportFor100rel="1". For parameter details, see the *Polycom Trio Solution - Administrator Guide* on Polycom Trio Support.

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.875
Polycom® Content App	1.3.0.70843
Polycom® EagleEye™ Acoustic camera	1.70
Polycom® EagleEye™ Cube HDCI camera	1.0.0.179
Polycom® EagleEye™ Director II camera	2.1.0.1
Polycom® EagleEye™ IV camera	1.2.0-462
Polycom® EagleEye™ IV USB camera	1.2.0-462
Polycom® EagleEye™ Mini USB camera	9.0.21
Polycom® EagleEye™ Producer camera	1.2.2.2
Polycom® HDX®	3.1.12
Polycom® People + Content IP for Mac	1.4.2
Polycom® People + Content IP for PC	1.4.2
Polycom® RealPresence® Collaboration Server (RMX)	8.7.4
Polycom® RealPresence® Desktop	3.9.1.70422
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® RealPresence® Mobile for Tablets	3.9.0
Polycom® Trio™ VisualPro system	6.2.1
Polycom® VVX® Business Media Phones	UC Software 5.9.0

Polycom Trio 8500 and 8800 System Server Interoperability

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

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

Trio Solution Server Interoperability

	Microsoft Skype for Business, Lync 2013	BroadSoft R20 and R21	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5 and 9.1	Avaya Aura Communication Manager 7
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◖	SIP Trunk to a supported call platform	○	○
Provisioning	●	●	●[1]	◖[1]	◖[3]
Video (H.264 AVC)	◖ (SVC	●	●	◖[2]	◖
Content	●	◖[3]	●	◖	◖

● - Mature interoperable

◖ - Interoperable with limitations

○ - Not supported

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

[2] Polycom Trio 8800 and 8500 systems do not support Cisco's Telepresence Interoperability Protocol (TIP).

[3] Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

Microsoft Support

Polycom support for Microsoft features varies by product.

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

Microsoft Environment Interoperability

The following table lists Microsoft environments supported by the Polycom Trio 8800 and 8500 systems and the Polycom Trio 8800 or 8500 Collaboration Kit that includes the Polycom Trio Visual+ system and a supported camera.

Supported Microsoft Environments

Microsoft Environment	Trio 8800 / 8500	Trio 8800 and 8500 Collaboration Kit
Skype for Business on-premises	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Office 365 / Skype for Business online	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Office 365D	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Lync 2013 on-premises	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Lync 2010 on-premises	Microsoft qualified	N/A

Microsoft Client Feature Support

The following table lists the features supported by the Polycom Trio 8800 and 8500 systems using the Microsoft client versions listed.

Note that Polycom Trio systems do not support Present PowerPoint and Whiteboard content sharing.

> Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. Microsoft does not currently support IP phones on Lync 2010. For information, see IP Phones on Microsoft Support.

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 2016 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
Skype for Business Web Application	Yes	Yes	Yes	No

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
Skype for Business 2015 Mobile	Yes	Yes	No	No
Lync 2013	Yes	Yes	Yes	No
Lync 2013 Mobile	Yes	Yes	No	No
Lync 2010	Yes	No	No	No
Lync 2010 Mobile	No	No	No	No
Lync Phone Edition	Yes	No	No	No
Communicator for Mac 2011	Yes	No	Yes	No
Lync for Mac 2011	Yes	No	Yes	No

Skype for Business Feature Support

Polycom Trio systems support all features documented in the *Polycom Trio Solution with Skype for Business - Deployment Guide* available on Polycom Trio Support. All supported features are Microsoft qualified.

For the latest qualification status see Skype for Business Solution Catalog.

Polycom Trio systems do not support the following features with Skype for Business Online:

- Resiliency - Branch Office
- Resiliency - Data Center Outage
- PIN Authentication
- Attendant Console
- Cross Pool
- Media Bypass
- Private Line
- Response Groups
- Call Park
- Shared Line Appearance

Polycom Trio System Support for Skype for Business Video and Content

The following table indicates Skype for Business video and content features supported by the Polycom Trio 8800 and 8500 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
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
Remote Desktop Protocol (RDP) content receive	Yes	Yes
Present Desktop	Yes	Yes
Present Programs	Yes	Yes
Present PowerPoint Files	No	No
Present Whiteboard	No	No

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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