Polycom® RealPresence Trio™ Solution

Applies to the Polycom® RealPresence Trio™ 8800 system and the Polycom® RealPresence Trio™ Visual+ accessory

Contents

What's New for UC Software 5.4.0.12856

UC Software 5.4.0.12856 is a maintenance release for the Polycom® RealPresence Trio™ solution in Open-SIP call platforms, Polycom® RealPresence® Platform, and Microsoft® Lync® 2013 on-premise environments.

UC Software 5.4.0.12856 supports the following Polycom products:

- RealPresence Trio 8800
- RealPresence Trio Visual+

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

RealPresence Trio Solution Features

The RealPresence Trio solution includes the following features:

- Bluetooth and Near Field Communication
- RealPresence Trio Visual+ Discovery and Pairing
- Content Sharing
- Microsoft Exchange and Calendar Integration
- Wireless Network Connectivity
- Video Capabilities
- Local Conference Calling and Management
- Centralized Conference Calling Protocol
- USB Audio Device Capabilities
- Audio Playout Options
- Polycom NoiseBlock™
- Provisioning and Device Management
- Monitor Power Saving Mode
- Background Software Update
- Polycom Experimental Features

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

Bluetooth and Near Field Communication (NFC)

This feature enables users to place calls on their mobile phone and use the RealPresence Trio 8800 as a speakerphone for the call. Users can also use the system to stream audio from media, such as music or videos, from their mobile phone. This feature is disabled by default.

Administrators can configure the following parameters to enable Bluetooth and NFC:

- `bluetooth.pairedDeviceMemorySize`
- `feature.bluetooth.enabled`
- `bluetooth.radioOn`
- `bluetooth.discoverableTimeout`
- `feature.nfc.enabled`

See the section Configuration File Enhancements for permitted values and descriptions for each parameter.

RealPresence Trio Visual+ Discovery and Pairing

Administrators can discover and pair one RealPresence Trio Visual+ content and video accessory with the RealPresence Trio 8800 system. When a RealPresence Trio Visual+ is paired with a system, administrators can connect a monitor, Logitech Webcam C930e USB camera, and 3.5 mm speakers to the accessory, which users can use for audio calls, video calls, and content sharing.

Administrators can pair the RealPresence Trio Visual+ with the system using configuration files or on the system. Administrators can use the parameter `mr.pair.uid.1` to configure discovery and pairing with one RealPresence Trio Visual+.

Note that the system and accessory must be within the same IP subnet or broadcast domain in order for discovery and pairing to work.

Content Sharing

With a monitor connected to a RealPresence Trio Visual+ paired with the RealPresence Trio 8800, users can show content during in-person meetings, video conference calls, and point-to-point video calls. Users can show content using Polycom® People + Content® IP, Polycom® RealPresence® Desktop, or Polycom® RealPresence® Mobile for Tablets applications.

Users can receive content streams during Lync 2013 video calls placed on the RealPresence Trio 8800, but they cannot show content from the system. To show content in a Lync video call, users must join the meeting from their device and show content in the Microsoft Lync 2013 client.

Administrators can enable the following parameters to configure content sharing:

- `call.autoAnswer.content`
- `smartPairing.mode`
- `smartPairing.volume`
- `content.autoAccept.lyncRdp`

Microsoft Exchange Server and Calendar Integration

This feature enables users to join meetings scheduled with the conference room and view upcoming meetings from the RealPresence Trio 8800. RealPresence Trio 8800 can display the Microsoft Exchange Server 2007, 2010, and 2013 calendar information.

Wireless Network Connectivity

The RealPresence Trio 8800 supports wireless LAN connectivity, and support various wireless modes, security options, radio controls, and Quality of Service monitoring.

When using wireless network connectivity, the RealPresence Trio Visual+ is not supported, the LAN Out port is disabled, and wired network connectivity is not supported.

Video Capabilities

With a RealPresence Trio Visual+ paired with the RealPresence Trio 8800 and connected to a monitor and a Logitech Webcam C930e USB camera, users can place point-to-point, bridge, and Lync 2013 video calls. Users can only view one video stream for a participant at a time and control the video and content layouts on the system.

The RealPresence Trio 8800 supports H.264 AVC Standard-based Profile, H.264 AVC High Profile, and Lync 2013 SVC video streams.

Local Conference Calling and Management

Users can initiate a conference call on the RealPresence Trio 8800 with up to four other contacts. The system can manage a maximum of 12 conference calls at a time with only one active conference call in progress and numerous other conference calls on hold. Users can also add, mute, or remove participants in a conference call. This feature is enabled by default.

Centralized Conference Calling Protocol

Users can initiate Lync 2013 audio and video conference calls, manage conference participants, view a detailed list of participants, enable announcements, lock a conference, and manage conference calls. This feature also enables users to add Lync contacts to a conference call, start a conference with a group, invite participants to the conference, and join a Lync meeting from the calendar.

This feature is enabled automatically when the phone's base profile is set to Lync.

USB Audio Device Capabilities

This feature enables users to connect their computer to the RealPresence Trio 8800 and use the system as a speakerphone for conference calls placed on the computer. When the system is connected to a computer with Lync 2013, users can control Lync audio calls on the system. This feature is enabled by default.

Audio Playout Options

This feature enables administrators to determine where audio plays during audio and video calls. Administrators can set the parameter `up.audio.networkedDevicePlayout` and choose one of the following options to configure audio playout for calls:

- Phone speakers – Audio from audio and video calls play through the speaker on the RealPresence Trio 8800.
- TV speakers – Audio plays through the connected HDMI monitor or 3.5 mm speakers connected to RealPresence Trio Visual+.
- Automatic – Audio automatically plays through the RealPresence Trio 8800 speakers during audio calls or plays automatically through the monitor or external speakers connected to the RealPresence Trio Visual+ during video calls.

Polycom NoiseBlock™

This feature automatically mutes the microphone during video calls to prevent noise, such as paper shuffling, crinkling food wrappers, and keyboard typing, from interrupting conversations. When a user begins to speak, the microphone is automatically unmuted and then mutes again when the user finishes talking.

Administrators can use the parameter `voice.ns.hf.blocker` to configure NoiseBlock.

Provisioning and Device Management

The RealPresence Trio 8800 system supports the same local, remote, and centralized provisioning capabilities as other Polycom® Unified Communication (UC) software devices. The RealPresence Trio Visual+ accessory is provisioned and configured through the RealPresence Trio 8800 system. Administrators can provision and enable features on the system and accessory using configuration files on a provisioning server or on a USB flash drive, using the Web Configuration Utility, or directly on the system.

Monitor Behavior during Power Saving Mode

When a RealPresence Trio Visual+ accessory is connected to a monitor over HDMI, administrators can configure the monitor behavior when the RealPresence Trio 8800 system goes into Power Saving mode.

Administrators can use the following parameters to configure the behavior of the connected monitor when the system goes into Power Saving mode:

- `powerSaving.cecEnable`
- `powerSaving.tvStandbyMode`

Background Software Update

When a new software version is available on the server, the RealPresence Trio 8800 downloads and updates the software in the background on the system. If the RealPresence Trio 8800 is not in use, the

system reboots. When the system is in use, the software downloads and updates in the background, then reboots when the system is no longer in use.

The RealPresence Trio Visual+ downloads and updates the software in the background after the update is complete on the RealPresence Trio 8800. The accessory reboots after the download when the accessory is not in use.

Polycom Experimental Features

There are experimental features available for the RealPresence Trio solution that you can enable and evaluate in a non-production environment. If you decide to try out these features, be aware that they are neither tested nor supported. These features may, or may not, become official features in a future release.

You can enable experimental features in the Polycom Web Configuration Utility.

To enable the experimental features:

1 In the Web Configuration Utility, click **Settings > Polycom Labs**.

2 Select and configure the desired Polycom Lab features to use features.

Polycom Experience Cloud

The Polycom Experience Cloud (PEC) service sends anonymized usage data to Polycom. Administrators can configure this feature using the Web Configuration Utility or configuration parameters.

Configuration

The following table includes configuration enhancements added in this release.

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

Configuration File Enhancements in UC Software 5.4.0.12541

Parameter	Permitted Values	Default
feature.lync.hideSignOut	**0 or 1**	**0**

Hides the Sign Out option from the Home screen and the menu. If 0, the Sign Out option displays. If 1, the Sign Out options does not display.

Release History

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

Release History

Release	Release Date	Features
5.4.0.12856	December 2015	Corrected hardware ID number of RealPresence Trio 8800 Lync-enabled phones shipped with part number 2201-65290-018.
5.4.0.12541	December 2015	Added feature to hide Sign Out option Added an avatar that displays during a conference call when an audio-only participant is the active speaker. Resolved some known issues
5.4.0.12197	November 2015	Resolved some known issues
5.4.0.12107	November 2015	Initial release for RealPresence Trio 8800 and RealPresence Trio Visual+

Products Tested with this Release

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

Note: Supported products

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

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	
Polycom® RealPresence® Mobile for Tablets	3.4.2
Polycom® RealPresence® Desktop	3.4.1
Polycom® RealPresence® Group Series	4.3.1
Polycom® People + Content IP for PC	1.3.1
Polycom® People + Content IP for Mac	1.0.1
Polycom® HDX® 9002	3.0.1
Polycom® SoundStation® IP	4.0.9, 4.1.1 RevAA
Polycom® VVX® Business Media Phones	UC Software 5.4.0

Server Interoperability

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

RealPresence Trio Solution Server Interoperability

	Microsoft Lync 2013	BroadSoft R20	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5	Avaya Aura Communication Manager 7
Basic SIP Telephony	●	●	●	●	●
Advanced Telephony	●	◖	●	○	○
Video	◖	◖	●	◖	◖
Content	●	◖	●	◖	○
Provisioning	●	●	○	◖	○

● - Fully interoperable

◖ - Interoperable with limitations

○ - Not supported

System Constraints and Limitations

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

Microsoft Lync 2013

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

- Limited video quality in low-quality networks

- Low video resolution in Lync AVMCU calls

- Active speaker view only

- Microsoft Lync 2013 on-premise support only.

Audio

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

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

Video and Content

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

Polycom Concierge

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

Third-Party Cables

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

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

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

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

Install RealPresence Trio 8800 Software

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

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

Download the Distribution Files

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

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

The current build ID for the sip.ld and resource files is **5.4.0.12856**.

Files Included in the RealPresence Trio Solution Software Package

Distributed Files	File Purpose and Application
3111-65290-001.sip.ld	SIP application executable for RealPresence Trio 8800
3111-66420-001.sip.ld	SIP application executable for RealPresence Trio Visual+ **Note**: For USB upgrade only.
sip.ver	Text file detailing build-identification(s) for the release
000000000000.cfg	Master configuration template file
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name
applications.cfg	Configuration parameters for microbrowser and browser applications
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
H323.cfg	Configuration parameters for the H.323 signaling protocol
lync.cfg	Contains Lync specific configuration parameters
pstn.cfg	Contains parameters for PSTN use

Distributed Files	*File Purpose and Application*
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings
region.cfg	Configuration parameters for regional and localization settings such as time and date and language
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration
site.cfg	Configuration parameters that are set for each site
video.cfg	Configuration parameters for video connectivity
video-integration.cfg	Configuration parameters for SoundStation IP 7000 and Polycom HDX system integration
VVX-dictionary.xml	Includes native support for the following languages: • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Brazil • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, UAE
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Sample loud ringer sound effect

Distributed Files	File Purpose and Application
Warble.wav	Sample ringer sound effect

Update Software with a USB Flash Drive

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

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

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

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

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

2   From Polycom Voice Support, download the software package.

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

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

5   Enter the administrator password.

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

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

Resolved Issues

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

Resolved Issues

Category	Issue No.	Release	Description
Software Update	VOIP-110955	5.4.0	The software upgrade process for a RealPresence Trio 8800 system with part number 2201-65290-018 fails due to an incorrect hardware ID that causes the phone to reject the correct Polycom UC Software image 3111-65290-001.sip.ld.

Known Issues

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

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

Known Issues

Category	Issue No.	Release	Description	Workaround
Audio	VOIP-108799	5.4.0	When connected via USB to a computer running Windows 10, audio sounds distorted for a few seconds. This distortion occurs when using non-compliant USB cables or USB cable extenders.	
Audio	VOIP-108805	5.4.0	During a Lync USB call, when the volume is increased to the maximum level on the computer and the RealPresence Trio solution, an echo is heard on the far end when the far end speaks.	Reduce the volume on the computer or the RealPresence Trio 8800
BroadSoft	VOIP-107890	5.4.0	In a BroadSoft environment, video does not display in the BroadTouch Business Communication (BTBC) client during a video call between the system and the client on a computer.	
BroadSoft	VOIP-108605	5.4.0	In a BroadSoft UC-One environment, you cannot select a contact's phone number in the Contact card.	
BroadSoft	VOIP-108605	5.4.0	In a BroadSoft UC-One environment, the Back to Call soft key does not work.	
Calling	VOIP-106489	5.4.0	You cannot forward incoming calls.	
Contacts	VOIP-107605	5.4.0	The system only displays one favorite on the Home screen after downloading the directory file.	
Content	VOIP-108961	5.4.0	During a Lync video call between a Lync client and the RealPresence Trio system with content showing, content stops showing after the RealPresence Trio system adds another RealPresence Trio system to the call.	To show content again, tap Toggle People/Content.

Category	Issue No.	Release	Description	Workaround
Content	VOIP-109875	5.4.0	When content is being sent during a bridged video call where the RealPresence Trio system is set to display video instead of content, the view switches to content after an audio only participant is the active speaker.	To show content again, tap Toggle People/Content.
General	VOIP-97345	5.4.0	You cannot use an Ethernet hub with the system.	
Lync	VOIP-105248	5.4.0	If enabled, Lync Call Lists updates are delayed.	
Lync	VOIP-108104	5.4.0	When a Mac computer is connected to the system and a call is placed in the Lync client on the computer, the system does not play the ring back tone after the call is placed.	
Lync	VOIP-109302	5.4.0	During a USB Lync call where the RealPresence Trio system is not registered with Lync, the Hold and Dial Pad soft keys do not display on the system.	
Registration	VOIP-108006	5.4.0	The system fails to register after it is restarted during an outage.	Do not restart the system during an outage.
USB	VOIP-109710	5.4.0	USB call appearances continue to display on the system after the USB cable is disconnected in device mode.	
User Interface	VOIP-102768	5.4.0	You cannot enter a plus sign + using the dial pad.	Use the onscreen keyboard to enter a plus sign +.
User Interface	VOIP-106962	5.4.0	When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter `powerSaving.tvStandbyMode` is set to Black, the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode.	Set the parameter `powerSaving.tvStandbyMode` to NoSignal.
User Interface	VOIP-108574	5.4.0	In a Lync environment, when the dial pad is set as the Idle Screen, the system does not display the dial pad after the system has been inactive for the set amount of time.	

Category	Issue No.	Release	Description	Workaround
Video	VOIP-107807	5.4.0	When the system is set to 1080p and the bandwidth is increased to 4mbps or 6mbps, video freezes frequently.	Ensure that adequate network bandwidth is available for all calls, deploy proper Quality of Service practices, and reduce the Centralized Conference Profile to a lower resolution.
Video	VOIP-109872	5.4.0	When the parameter `mr.srtp.video.require` is set to 1, Self View freezes during AVMCU calls, and the stop video icon displays.	
Video	VOIP109895	5.4.0	In a Lync environment, when a RealPresence Group Series system places a video call to a RealPresence Trio system, the Rx video packets, shown in Media Statistics on the RealPresence Trio, do not increment, unlike the Tx video packets.	
Wi-Fi	VOIP-105461	5.4.0	When you enable Wi-Fi before entering the Access Point details, the system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.

Get Help

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

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

For more information on solution with this Polycom partner, see the partner site at *Polycom Global Strategic Partner Solutions*.

The Polycom Community

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

Copyright and Trademark Information