Polycom Trio™ Solution

Applies to the Polycom® Trio™ 8800 and 8500 Systems and the Polycom® Trio™ Visual+ Accessory

Contents

What's New for UC Software 5.7.1AB

This release of Polycom® Unified Communications (UC) Software 5.7.1AB for the Polycom Trio™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Polycom UC Software 5.7.1AB supports the following Polycom products:

- Polycom Trio™ 8500 system
- Polycom Trio™ 8800 system
- Polycom Trio™ Visual+ accessory
  - Polycom® EagleEye™ IV USB camera
  - Polycom® EagleEye™ Mini USB camera
- Polycom® MSR Series solution
  - Polycom® EagleEye™ IV USB camera
  - Polycom® EagleEye™ IV camera
- RealPresence Group Series systems
  - Polycom® EagleEye™ IV camera
  - Polycom® EagleEye™ Director II camera
  - Polycom® EagleEye™ Producer camera
  - Polycom® EagleEye™ Acoustic camera

Polycom Trio 8800 systems support the following devices when used with a Polycom® RealPresence® Group Series system or when connected by USB to Polycom® MSR Dock or Microsoft Surface Hub.

- Polycom® EagleEye™ Director II camera
- Polycom® Pano™ system

Integrating Polycom Trio Systems with RealPresence Group Series Systems

You can now pair your Polycom Trio system with the Polycom RealPresence Group Series system, giving you a video-conferencing solution with camera, audio, content, and display options not available with a standalone Polycom Trio system. Note that you must use the following minimum product versions with this integration:

- UC Software 5.7.1AB or later for Polycom Trio systems
- RealPresence Group Series systems 6.1.8 or later

For information, see the Polycom Trio System with RealPresence Group Series - Integration Guide on the Polycom Documentation Library.

Integrating Polycom Trio Systems with Zoom Rooms

Polycom has teamed with Zoom to offer integration of Polycom Trio systems with Zoom Rooms. You can integrate the Polycom Trio system with Zoom Rooms as a Zoom Rooms controller, speaker, and microphone.

For the latest setup instructions see *Integrating Polycom Trio systems with Zoom Rooms – Solution Guide* at Polycom Interop Solutions for Zoom Environments on Polycom Support.

Security Updates

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Limitations

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

Skype for Business and Lync 2013

* The Polycom Trio system cannot join remote Skype for Business meetings scheduled by third parties not configured for Federation.

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
Polycom RealPresence Group Series	6.1.8
Polycom Pano system	1.1

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.

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 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Polycom Trio 8800 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 8800 `3111-65290-001.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 8800 file and rename it using the Visual+ part number `3111-66420-001.sip.ld`.

The following table lists all the files included in the Polycom 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 UC Software 5.7.1AB build ID for the sip.ld and resource files is **5.7.1.4133**.

Release History

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

Release History

Release	Release Date	Features
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

Release	Issue	Description
UC Software 5.7.1AA	EN-55175	When the Polycom Trio solution is active in a two-way video call and the Polycom Trio Visual+ system is configured with HDMI as the audio output device, the remote party sometimes hears echo.
UC Software 5.7.1AB	EN-76155	After the Polycom Trio system recovers from a network error, the Exchange Calendar widget does not update and the Polycom Trio system displays a calendar service error message.
UC Software 5.7.1AB	EN-76183	911 calls fail when the parameter value of `dialplan.routing.emergency.x.value` is greater than 15 characters.
UC Software 5.7.1AB	EN-79295	Some HDMI devices connected to the Polycom Trio system do not transition to sleep mode.
UC Software 5.7.1AB	EN-80841	On Polycom Trio systems registered to BroadSoft, the call recording menu option should not be displayed.
UC Software 5.7.1AB	EN-83348	The Polycom Trio system sometimes plays no audio in a conference when you enable media encryption on the Skype for Business server.
UC Software 5.7.1AA	EN-83653	The Polycom Trio system sometimes plays no audio in a conference when you enable media encryption on the Skype for Business server.
UC Software 5.7.1AB	EN-83790	After a user signs out of the Polycom Trio system, the sign in screen re-appears.
UC Software 5.7.1AB	EN-87068	Polycom Trio systems fail to localize announcements in Skype for Business conference calls.
UC Software 5.7.1AB	EN-88280	In some signaling scenarios, calls are unexpectedly placed on hold due to an incorrect direction attribute.
UC Software 5.7.1AB	EN-88383	On the Polycom Trio system, outgoing calls to speed dial contacts containing the letter 'p' in the user part of their SIP URI sometimes fail because the 'p' is interpreted as a pause.
UC Software 5.7.1AB	EN-88757	When the Polycom Trio system experiences a lack of system resources, for example, low memory, running applications might crash and produce multiple core files. The log files report the error incorrectly.
UC Software 5.7.1AB	EN-89980	When you enable media bypass on the Skype for Business server and place an outgoing PSTN call on the Polycom Trio system, adding another participant to the call fails.

Release	Issue	Description
UC Software 5.7.1AB	EN-91355	When you change the HDMI input port for a connected Polycom Trio Visual+ system monitor, a black background displays.
UC Software 5.7.1AB	EN-92444	The Polycom Trio system incorrectly displays the Mute state of PSTN participants in AVMCU calls.
UC Software 5.7.1AB	EN-92885	When the ICE protocol is not used, a Polycom Trio system paired with a Polycom Trio Visual+ system sometimes fails to receive content from a Skype for Business conference participant.
UC Software 5.7.1AA	EN-93503	Tap-To-Center and Touch-and-Drag are disabled for the following cameras when used with a Group Series system paired with a Polycom Trio system: • Polycom® EagleEye™ Producer camera • Polycom® EagleEye™ Director II camera • Polycom® EagleEye™ Acoustic camera
UC Software 5.7.1AB	EN-94378	Polycom Trio system WPAD logs are capturing confidential user information.
UC Software 5.7.1AB	EN-95827	When dialing a number on the Polycom Trio system while off-hook, asterisks you enter are not displaying.
UC Software 5.7.1AA	EN-96320	On the Polycom Trio system screen and Web Configuration Utility, the automatic camera tracking feature on a paired Group Series system is incorrectly labelled 'AutoPoint'.
UC Software 5.7.1AB	EN-96326	Polycom Trio systems are sometimes unable to send or receive Ethernet frames.

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	Description	Workaround
EN-100178	When you register the Polycom Trio system with Skype for Business and enable a delegation line, sometimes you are unable to answer an incoming delegate call because the 'Add' and 'Answer' buttons overlap on the screen.	none
EN-100239	When TLS 1.0 is disabled on the Skype for Business server for a Polycom Trio system and the security association fails, subsequent requests are set to TLS-DSK which causes calls to fail.	none
EN-101483	The Polycom Trio system does not receive content in VMR conferences when the VMR server accepts only non-SRTP and you set up the Polycom Trio system to offer SRTP.	none
EN-101769	When TLS 1.0 is disabled on the Skype for Business server, PIN authentication fails.	none
EN-101780	In a Skype for Business conference call, when you share content via RDP using the Skype for Business client while another participant is sharing content via VbSS from a desktop, the Polycom Trio system sometimes does not receive the shared window RDP content.	Press the 'Accept Content' button on the call appearance on the Polycom Trio system. You might need to press the button multiple times.
EN-102763	When two Polycom Trio systems are connected to a Skype for Business Office 365 video conference and one of the systems places a call on hold, the other system occasionally displays two call windows with the same participant.	Wait for the held system to resume the call.
EN-102764	When a Polycom Trio system connected to a Skype for Business Office 365 video conference goes on hold and then resumes the call, the participants on the conference cannot see video from the Polycom Trio system.	none
EN-55317	When the Polycom Trio system is connected by USB to a Mac or Windows host device and the Trio system is not selected as the audio playback device, pressing the Trio system volume control keys might cause the host device volume pop-up to appear and jump around.	Disconnect the Trio system from the host device USB when the Trio system is not selected as the output device.
EN-89414	When the Polycom Trio system paired with a Group Series system is in a call with a Skype for Business client and the Polycom Trio system puts the call on hold, the calls drops.	none
EN-90366	The Polycom Trio system might stop accepting AirPlay mirroring connection requests.	Reboot the Polycom Trio system.

Issue	Description	Workaround
EN-90495	The NTLMv2 format does not work the same on the Polycom Trio system as it does on the Skype for Business PC client.	none
EN-96157	VbSS content received from a Polycom Trio system paired with a Group Series system does not show during a conference.	Use the accept content option to receive the content.
EN-96325	During a call, a Polycom Trio system registered with Skype for Business cannot send RDP content on the first attempt while the Trio system is sending content.	
EN-96336	Sometimes content does not display on the Polycom Trio solution after you escalate a call to a conference.	none
EN-96488	A Polycom Trio system paired with a Group Series system restarts video in a Skype for Business call after you stop sharing HDMI content and then stop video.	Press Stop My Video again to stop video.
EN-97612	When you disable `video.localCameraView.idleState="0"` on the Polycom Trio system, the self-view does not display on the connected Polycom Trio Visual+ system monitor when coming out of standby mode.	none
EN-97735	When you pair a Polycom Trio system with a Group Series system for use in a Skype for Business conference, a participant avatar sometimes shows instead of video.	none
EN-98730	Video from a Group Series system paired to a Polycom Trio system does not display on Skype for Business clients in AVMCU calls.	none

Updates to Previous Software Releases

This release of Polycom Unified Communications (UC) Software 5.7.1AA for the Polycom Trio ™ solution is for Open SIP and Skype for Business deployments, and includes several important fixes.

Polycom UC Software 5.7.1AA supports the following Polycom products:

- Polycom Trio™ 8500 system
- Polycom Trio™ 8800 system
- Polycom Trio™ Visual+ accessory
- Polycom® EagleEye™ IV USB camera
- Polycom® EagleEye™ Mini USB camera

Polycom Trio 8800 systems support the following camera when connected by USB to Polycom ® MSR Dock or Microsoft Surface Hub.

- Polycom® EagleEye™ Director II camera

Polycom UC software 5.7.1AA for the Polycom Trio solutions includes the following new features and enhancements:

- Polycom EagleEye IV USB Camera Firmware Updates from Polycom Trio Systems
- Pairing Polycom EagleEye Director II Camera System with Polycom Trio
- Polycom EagleEye Mini USB Camera with Polycom Trio Systems
- Open SIP Enhancements
- Skype for Business Enhancements

Pairing Polycom EagleEye Director II Camera System with Polycom Trio

Enable users to place video calls by pairing Polycom EagleEye Director II camera with Polycom Trio 8800 system. You can pair the EagleEye Director II camera to the system using `mr.pair.uid.1` parameter or from the Polycom Trio system menu. Make sure to pair correct device with Polycom Trio system.

You can connect the EagleEye Director II camera system with Polycom Trio system using Ethernet cable directly or corporate network. The Polycom Trio connects to MSR Dock and Surface Hub using USB.

> Note: You cannot use the EagleEye Director II camera system when Polycom Trio Visual+ system is paired to the Polycom Trio system. Make sure to unpair Polycom Trio Visual+ system before pairing the EagleEye Director II camera system.

Polycom EagleEye Mini USB Camera with Polycom Trio Systems

The Polycom EagleEye Mini USB Camera is supported on Polycom Trio 8500 and 8800 systems with a paired Polycom Trio Visual+ accessory.

Polycom Trio with a connected EagleEye Mini USB Camera supports point-to-point, bridge, and Skype for Business video calls with resolutions up to 1080p. The EagleEye Mini USB camera supports pan, tilt, and zoom capabilities along with setting camera presets when connected to a Polycom Trio Visual+ accessory paired with a Polycom Trio 8500 or 8800 system.

Open SIP Enhancements

Scheduled System Reboot

You can configure Polycom Trio systems to restart daily or at a scheduled time or period.

Two-Way Active Measurement Protocol

Polycom UC Software supports Two-Way Active Measurement Protocol (TWAMP), which is RFC-5357 compliant, to check network performance by measuring the round-trip time between two devices using TWAMP protocols.

Assured Services - Session Initiation Protocol (AS-SIP)

The Assured Services-Session Initiation Protocol (AS-SIP) feature provides the mechanism that allows outgoing precedence (priority) calls to be created.

Use `dialplan.digitmap` parameter to configure an outgoing call's precedence. You can create Multi-Level Precedence and Preemption (MLPP) for outgoing calls. The precedence levels are automatically assigned to the calls in the initial outgoing signaling. You can configure a call's precedence level to be changed by the Session Initiation Protocol (SIP) server in subsequent signaling.

Enhanced 911 (E.911)

This E.911 feature allows you to configure one of three sources the phone obtains location information from:

- LLDP-MED
- DHCP via option 99
- LIS compliant with RFC 5985

Configuring the source of location information allows the phone to share its location details in the invite sent when a 911 call is made to ensure the 911 operator dispatches emergency services to the correct address.

Resetting Polycom Trio system to Factory Default Settings from Home Menu

You can reset the Polycom Trio 8500 and 8800 systems to the factory default settings from home menu. After the factory reset, the Polycom Trio system reboots twice and displays the default home screen. This is the new reboot behavior of Polycom Trio 8500 and 8800 systems running UC Software 5.7.1 or later.

Remote Party Caller ID from SIP Messages

You can specify which SIP request and response messages to use to retrieve caller ID information.

Calling Line Identification

The Calling Line Identity Presentation (CLIP) displays the phone number of the caller on the phone screen.

Static DNS Cache

You can statically configure a set of DNS NAPTR SRV and/or A records into the phone. You can enter a maximum of 12 record entries for DNS-A, DNS-NAPTR, and DNS-SRV. records.

Failover redundancy can be used only when the configured IP server hostname resolves (through SRV or A record) to multiple IP addresses. Unfortunately, the DNS cache cannot always be configured to take advantage of failover redundancy.

Support for negative DNS caching as described in RFC 2308 is also provided to allow faster failover when prior DNS queries have returned no results from the DNS server. For more information, see RFC-2308.

Storing Thumbnail Images to a Sub-Directory

You can store the camera preset thumbnail images to a sub-directory on the provisioning server. When you set the attribute `CAMERA_PRESETS_DIRECTORY="presets"`, the images are stored to an existing sub-directory called Presets.

Phone Reset without Admin Password

Polycom UC Software allows you to configure this feature using `up.basicSettings.factoryResetEnable` parameter, allowing users to restore the phone to factory default settings without the need to enter the administrator's password.

Skype for Business Enhancements

Forwarding Incoming Skype for Business Calls

When a Polycom Trio system is registered with the Skype for Business Server; users can forward calls to contacts, voicemail, or a group of contacts.

Multiple Emergency Number Dial Plan

You can configure multiple emergency numbers on the Skype for Business server when registering Polycom devices with Skype for Business. When you correctly configure the multiple emergency numbers on the Skype for Business server, users can make calls to the emergency numbers from the Skype for Business client or from a phone, even when the phone is locked.

Support for Siren7 Audio Codec

The following Polycom Trio systems support the Siren 7 audio codec:

- Trio 8500
- Trio 8800

The Siren 7 audio codec is disabled by default.

Skype for Business Device Lock

You can configure phones to be protected with a lock code that enables users to access personal settings from different phones. You can configure Device Lock on the Skype for Business server or using Polycom parameters on a centralized provisioning server. If you enable Device Lock using both methods, centralized provisioning parameters take precedence. You cannot enable or disable Device Lock using the Web Configuration Utility or from the phone menu.

Support for Microsoft Exchange integration

Exchange Integration is available for Skype for Business, Office 365, and Lync Server 2010 and 2013 deployments. This feature enables set up of visual voicemail, call log synchronization, Outlook contact search, and Skype for Business Address Book Service (ABS) adaptive search. Each of these features is enabled by default on Polycom phones registered with Skype for Business.

When you register a Polycom Trio 8800 or 8500 system with Skype for Business, a Calendar icon displays on the phone Home screen that enables users to access features. Users can view and join Outlook calendar events directly from Polycom Trio system. This displays the day and meeting view for scheduled events; the month view is not currently available. Note you cannot schedule calendar events or view email from the phone.

When you pair Polycom Trio 8500 or 8800 with Polycom Trio Visual+, the system automatically displays the Calendar and up to five meetings scheduled within the next 24-48 hours on the Home screen of connected monitor. You can configure whether or not users receive reminder notifications on the display monitor and whether or not an alert sound accompanies reminder notifications.

After the phone is connected, you can:

- Verify which Exchange Server services are not working on each phone by going to Status > Diagnostics > Warnings on the phone.
- View the status of each service in the Web Configuration Utility.

Direct Inward Dialing Number

The Direct Inward Dialing (DID) number assigned to the user on the Skype for Business server displays on the Lock, Home, and Incoming Call screens.

You can now configure the format of the DID number to display on phones using `up.DIDFormat` parameter. You can also configure the phone to display DID numbers on phone screens of your choice with `up.showDID` parameter.

Web Proxy Auto Discovery

The Web Proxy Auto-Discovery Protocol (WPAD) feature enables Polycom phones to locate the URL of a Proxy Auto- Configuration (PAC) file you configure. Microsoft recommends using Blue Coat proxy with this feature.

You can configure WPAD using configuration parameters on your provisioning server, DHCP Option 252, or DNS-A protocol mechanism to discover the PAC file location. When using a provisioning server or DHCP, the phone looks for the file name you specify. If using DNS-A, the phone looks only for the wpad.dat file.

The priority for PAC file searching is as follows, from first to last:

- Provisioning server
- DHCP Option 252
- DNS-A

Polycom phones support Digest and NTLM Authentication mechanisms to authenticate with a proxy server. To allow you to configure proxy-specific credentials common to all users, Basic Authentication is supported only when using the following parameters on a provisioning server:

- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

The following parameters configure WPAD:

- `feature.wpad.enabled`
- `feature.wpad.curl`
- `feature.wpad.proxy`
- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

Polycom supports the following list of HTTP/HTTPS services with Skype for Business:

- Registration Services
- Address Book Service (ABS)
- Location Information Sever (LIS)
- Device Update (Note: To ensure reliable software updates, device update is direct in case a proxy is not available.)
- Server Log Upload
- Core File Upload
- Exchange Services Provisioning

View WPAD Diagnostic Information

You can access important WPAD diagnostic information to track how HTTP and HTTPS traffic is flowing via the proxy you configure for WPAD. You can view diagnostic information on a pre-phone basis by logging into the Web Configuration Utility.

From the WPAD setting, you can:

- View if the WPAD PAC file fetch is successful
- View the configured method used to fetch the PAC file and source URLs
- View the DNS domain if configured
- View PAC file expiry details
- View the Exchange and Upload proxy
- Download the PAC file

To view WPAD diagnostic information:

1   Enter your phone's IP address into a web browser.

2   Select **Admin** as the login type, enter the admin password (the default is 456), and click **Submit**.

3   Go to **Diagnostics >Skype for Business Status > WPAD**.

Polycom Labs 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.

This release includes two Polycom Labs experimental features to make audio conference bridge dialing faster and more convenient.

UC Software 5.7.1AA For Polycom Trio System - Polycom Labs Experimental Features

Issue	Description
EN-55445	This feature allows PAUSE (","/"p") or WAIT (";"/"w") characters to be included in the Contact field when creating or editing an entry in the Local Contact Directory.
	When you dial into a conference, the digits in the Contact field before the first PAUSE or WAIT character are used to dial out and connect to the conference bridge. After you are connected to the conference bridge, the PAUSE or WAIT is initiated.
	PAUSE characters delay the number of seconds equal to the number of PAUSE characters. Subsequent digits in the Contact field are then dialed.
	WAIT characters cause a prompt to display showing subsequent digits in the Contact field. When you select Send, the digits are dialed.
	This experimental feature supports multiple sets of PAUSE/WAIT characters as well as digit sequences within a Contact field.
	To enable this feature, set the following parameters: `feature.enhancedFeatureKeys.enabled="1"` `feature.directory.enabled="1"` `feature.pauseAndWaitDigitEntryControl.enabled="1"`

Issue	Description
EN-55377	To use this experimental feature, you must enable the feature listed in EN-55445 above.
	When you select Join to join a meeting and the meeting invitation Location field is populated in the required format shown below, the access code is automatically dialed one second (each ""/comma entered creates a 1 second pause) after connecting to the conference bridge.
	Required format for the Location field: *<conference bridge number>,<access code>*
	Note: The body of the meeting invitation is not searched for the access code. You must enter the access code in the Location field.

Security Updates

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Security Updates

Category	Issue ID	Description
Security	EN-55742	CVE-2015-3143
		Proper verification of NTLM state is implemented to avoid subsequent reuse of an established NTLM connection without presenting the credentials.

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.

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 8800 it is paired with – user interaction and manual provisioning and software updates are typically not required. The UC Software for Polycom Trio 8800 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 8800 `3111-65290-001.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 8800 file and rename it using the Visual+ part number `3111-66420-001.sip.ld`**.**

The following table lists all the files included in the Polycom 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 UC Software 5.7.1AA build ID for the sip.ld and resource files is **5.7.1.4095**.

Files Included in the Polycom Trio Solution Software Package

Distributed Files	*File Purpose and Application*
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
device.cfg	Contains Network Configuration device parameters.
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
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

Distributed Files	File Purpose and Application
video.cfg	Configuration parameters for video connectivity
VVX-dictionary.xml	Includes native support for the following language files: • Chinese_China • Chinese_Taiwan • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, Canada • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Portugal • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, AE
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Sample loud ringer sound effect
Warble.wav	Sample ringer sound effect

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 and 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 802.3 at 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 and 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 and 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 3.5mm 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

Polycom People + Content IP 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 8800 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 occur, replace the HDMI cable with a Polycom supplied HDMI cable recommended for use with the Polycom Trio 8800 system.

Interoperability

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

Polycom Trio System Interoperability with Zoom

You can integrate Polycom Trio systems as the Zoom Rooms control touch user interface and as the speaker and microphone in Zoom Rooms meetings.

For the latest setup instructions see Polycom Interoperability with Zoom – Solution Guide at Strategic Partner Solutions on Polycom Support.

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
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® EagleEye™ IV camera	1.2
Polycom® RealPresence® Mobile for Tablets	3.9.0
Polycom® RealPresence® Desktop	3.9.0
Polycom® RealPresence® Collaboration Server (RMX)	8.8
Polycom® RealPresence® DMA 7000	9.0.1
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX®	3.1.12
Polycom® VVX® Business Media Phones	UC Software 5.7.1

Polycom Trio 8800 and 8500 System Server Interoperability

The following table lists the server interoperability supported on the Polycom Trio 8800 and 8500 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]	◖[2]

● - Mature interoperable

◖ - Interoperable with limitations

○ - Not supported

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

Polycom Trio 8800 System Server Interoperability

The following table lists the server interoperability supported only on the Polycom Trio 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.

Polycom Trio 8800 System 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*
Video (H.264 AVC)	◖ (SVC)	●	●	◖[1]	◖
Content	●	◖[2]	●	◖	◖

● - Mature interoperable

◖ - Interoperable with limitations

○ - Not supported

[1] Polycom Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).

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

Microsoft Support

Polycom support for Microsoft features varies by product.

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.

Microsoft Environment	Trio 8800 / 8500	Trio 8800 and 8500 Collaboration Kit
Lync 2013 on-premises	Microsoft qualified	Polycom supported. Not Microsoft qualified.
Lync 2010 on-premises	Microsoft qualified	na

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
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

Feature / Capability	Audio	Video	Content Sharing	Instant Messaging
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. 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, O365, or Cloud PBX:

- 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

Video or Content Feature	Skype for Business On-premises	Skype for Business Online / O365 / Cloud PBX
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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