

Polycom® RealPresence Trio™ Solution

Applies to the Polycom® RealPresence Trio™ 8800 System and the Polycom® RealPresence Trio™ Visual+ Accessory

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What's New for UC Software 5.4.4AA

This section lists new features and enhancements, Polycom® RealPresence Trio™ solution compatibility with Microsoft products, and configuration parameter enhancements for this release of UC Software.

UC Software 5.4.4AA supports the following Polycom products:

- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

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

New Features and Enhancements

This section describes new features and enhancements for this release. Parameters that configure the features are listed in the section [Configuration File Enhancements](#).

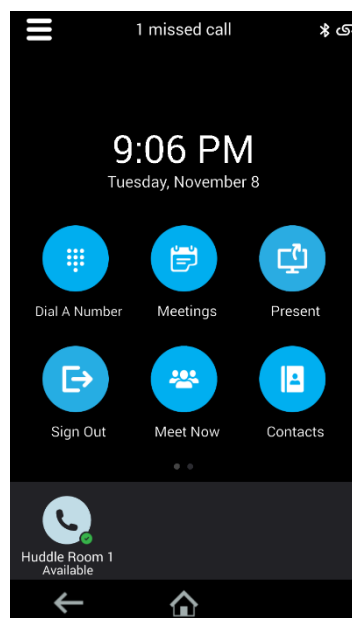
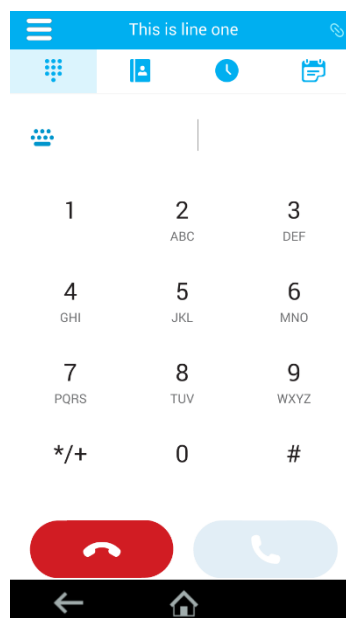
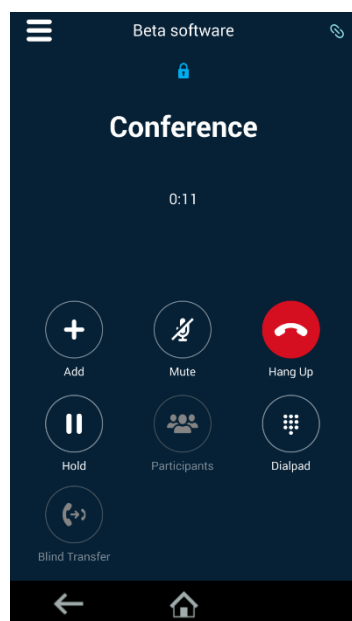
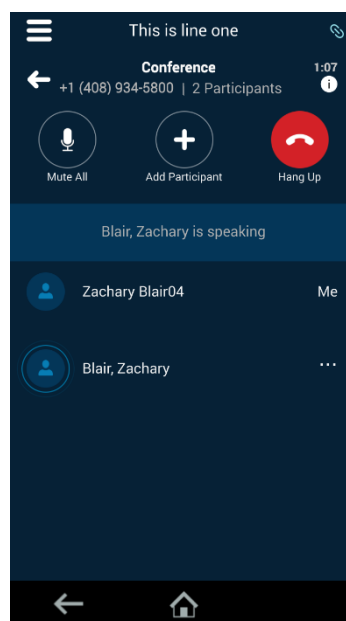


Web Info: Available user and administration documentation

For all RealPresence Trio documentation support, see [RealPresence Trio](#) on Polycom Voice Support.

Skype for Business Theme

When the RealPresence Trio 8800 system's Base Profile is set to Lync, the RealPresence Trio system displays the Skype for Business theme by default, which includes color and label changes. The following figures illustrate the Home, Dialer, Conference, and Conference Roster screens.

Home Screen**Dialer****Conference****Conference Roster*****Configuring a Skype for Business Theme***

The following parameters configure the Skype for Business theme on RealPresence Trio solution:

- `up.uiTheme`

USB Mode for Microsoft Skype Room Systems and Surface Hub

Calls and call controls display on the RealPresence Trio 8800 and Microsoft Skype Room System or a Microsoft Surface Hub when you connect RealPresence Trio 8800 via USB. To use this feature, you must set the RealPresence Trio 8800 Base Profile to 'SkypeUSB'.

You can use the RealPresence Trio 8800 as a speaker and microphone with a Microsoft Skype Room System and Surface Hub to:

- Answer calls
- End calls
- Mute/unmute audio (microphones)
- Adjust loudspeaker volume



Note: Polycom recommends using the RealPresence Trio 8800 in 'SkypeUSB' Base Profile when connected to Microsoft Skype Room System and Microsoft Surface Hub as a playback speaker and microphone recording device.

When you set the Base Profile to SkypeUSB, the following functions are not available:

- Dial a Number
- Contacts
- Meetings
- Recent Calls
- Meet Now
- Polycom NoiseBlock™
- Automatic Gain Control (AGC)
- Bluetooth

USB Mode parameters:

- `device.baseProfile`
- `voice.usb.holdResume.enable`

RealPresence Trio Solution Content Display

This release includes content display enhancements.

Accepting Skype for Business Meeting Content

Administrators can enable or disable the automatic accept and display of content when a far end user shows content on a RealPresence Trio solution registered with Skype for Business Server.

Meeting content parameters:

- `content.autoAccept.rdp`

Presenting Programs to RealPresence Trio from a Multiscreen Computer

You can present a program using a Skype for Business or Lync client on a computer connected to multiple monitors to a RealPresence Trio solution. Content from the shared program displays on the monitor connected to the RealPresence Trio solution.

One-Click Content Share with Polycom® People+Content™ IP Technology over USB

When you install the Polycom® People+Content™ over IP (PPCIP) technology version 1.4.2 to your Windows or Mac computer and connect via USB cable to the RealPresence Trio 8800 solution, the PPCIP application pops up to send content immediately.

Configuring Skype for Business User Call Controls

This release includes the following RealPresence Trio systems enhancements:

- Escalate a point-to-point Skype for Business content session to a Skype for Business conference call by adding a participant.
- Initiate audio-video or audio-only calls. You can start each new call with audio and video or audio-only using the parameter `up.homeScreen.audioCall.enabled`. If you set to audio-only, users can add video during a call if the far-end is video capable.

Call control parameters:

- `up.homeScreen.audioCall.enabled`
- `video.callMode.default`

Skype for Business Video Layouts

This enhancement provides video layout options for users on the RealPresence Trio Visual+ TV screen. These layout options are available on RealPresence Trio systems registered with Open SIP servers and Skype for Business.

Video meeting layout parameters:

- `video.conf.displayLayout.PIP.peopleMode`
- `video.conf.displayLayout.gallery.allowContent`
- `video.conf.galleryView.overlayTimeout`

Gallery View in Standard Open SIP/H.264 Calls

In a standard H.264 video meeting or point-to-point call, the Gallery View layout is not supported.

Audio Enhancements

This release includes audio enhancements.

Configuring Polycom NoiseBlock

The Polycom NoiseBlock feature is now enabled by default on RealPresence Trio solution.

Polycom NoiseBlock parameters:

- `voice.ns.hf.blocker`

Record and Play Audio Calls Locally

Use the following parameter to configure the RealPresence Trio 8800 system to record audio calls to a USB device that you plug into the phone. You can play back recorded audio files in .wav format on the phone as well as on other devices that run applications like Windows Media Player® or iTunes® on a Windows®- or Apple®-based computer.

Record and play parameters:

- `feature.callRecording.enabled`

RealPresence Trio Solution Audio Codec Support with Skype for Business

The RealPresence Trio system supports Siren 7 (at 16kbps) audio codec and all of the following audio codecs when registered with Skype for Business. Siren 7 is disabled by default and must be enabled for use. For details of RealPresence Trio system audio codec support with Skype for Business, see the *Polycom UC Software, for Skype for Business* on RealPresence Trio Support.

RealPresence Trio System Audio Codec Priority with Skype for Business

Phone	Supported Audio Codec	Priority
RealPresence Trio system	Siren 7 (16 kbps)	0
	G.722.1 (24 kbps)	0
	G.722	4
	G.711 μ -law	6
	G.711 a-law	7

The following table details the audio codecs supported on RealPresence Trio system with Skype for Business.

RealPresence Trio System Audio Codec Support with Skype for Business

<i>Algorithm</i>	<i>Reference</i>	<i>Raw Bit Rate</i>	<i>IP Bit Rate</i>	<i>Sample Rate</i>	<i>Default Payload Size</i>	<i>Effective Audio Bandwidth</i>
G.722.1	RFC 3047	24 Kbps	40 Kbps	16 Ksps	20 ms	7 KHz
Siren 7	SIREN7	16 Kbps	32 Kbps	16 Ksps	20 ms	7 KHz
G.722 ¹	RFC 3551	64 Kbps	80 Kbps	16 Ksps	20 ms	7 KHz
G.711 μ -law	RFC 1890	64 Kbps	80 Kbps	8 Ksps	20 ms	3.5 KHz
G.711a-law	RFC 1890	64 Kbps	80 Kbps	8 Ksps	20 ms	3.5 KHz

Configure Siren 7

You can configure Siren 7 (at 16kbps) and audio codecs using centralized provisioning. After you enable Siren 7, the RealPresence Trio system uses Siren 7 when users select Meet Now.

Use the parameter `voice.codecPref.<nameOfCodec>` to configure audio codec priority. Replace the variable part of the parameter with the audio codec name you want to use, for example, `voice.codecPref.Siren7.16kbps="2"`.

For more information about configuring audio codecs, see Audio Codec Support in the Polycom RealPresence Trio Solution – Administrator Guide.

Contact Directory Enhancements

This release includes enhancements to the contact directory.

Accessing Skype for Business Contacts and Search

When the RealPresence Trio system's Base Profile is set to Lync, the local contact directory is disabled and users can access the Skype for Business contact list which provides a search bar and results navigation.

If the RealPresence Trio solution Base Profile is set to 'USBSkype', no contact directory is available.

Administrators have the option to enable the local contact directory when RealPresence Trio 8800 solution is set to Skype for Business Base Profile using the following parameter.

Local contact directory parameters:

- `feature.directory.enabled`

Configuring the Maximum Number of Contacts in Local Contact Directory

RealPresence Trio supports up to 2,000 contacts in the local Contact Directory by default and can be configured to support up to a maximum number of 3,000 contacts.

Note that configuring more than about 1,000 contacts results in slow phone performance for the first minute or two after reboot.

Maximum number of local contact parameters:

- `dir.local.contacts.maxNum`

Making Skype for Business Contacts Read-Only

Administrators can make Skype for Business contacts on the RealPresence Trio system read-only or editable.

Read-only Skype contact parameters:

- `feature.contacts.readonly`

Password Protecting the Local Contact Directory

Administrators can protect the Local Contact Directory on RealPresence Trio solution with a password.

Password protect local contact directory parameters:

- `dir.local.passwordProtected`
- `dir.local.readOnly`

Calendar Enhancements

This section describes several calendar enhancements for this UC Software release for the RealPresence Trio solution.

Overdue Meeting Reminders

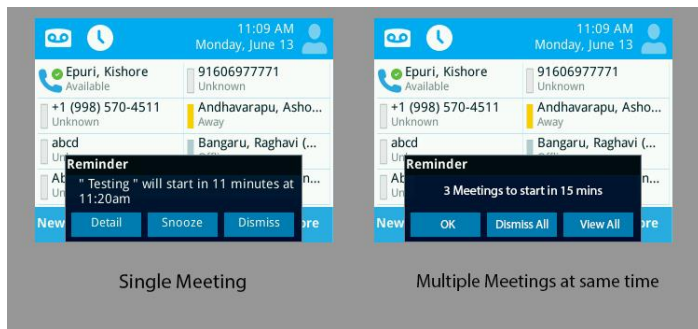
The meeting reminder displays on the RealPresence Trio 8800 system Home Screen during the duration of a meeting if the reminder has not been dismissed. If you arrive to a meeting that has already started, the reminder informs you of the meeting. Tap the Join button on the reminder to join the meeting or tap the Home screen anywhere to dismiss the reminder.

Meeting Reminders

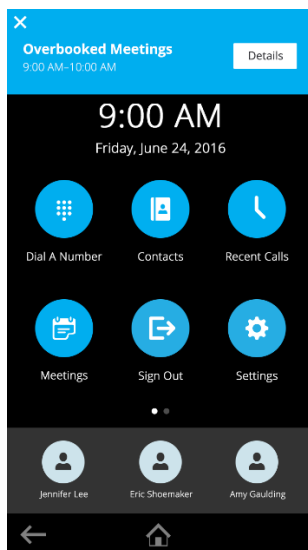
A meeting reminder displays on the RealPresence Trio solution at five minutes and one minute before the start of a meeting.

The five minute reminder disappears after 30 seconds if not dismissed. The one minute reminder disappears when the meeting ends or when the next meeting reminder pops up, whichever comes first.

Meeting Reminder for Overlapping Meetings



When multiple meetings are booked at the same time or partially overlap, an 'Overbooked Meetings' pop-up window displays. Users can choose what meeting to join.



Excluding All-Day Events from the Calendar

You can show or hide all day events on the RealPresence Trio solution calendar.

All day event parameters:

- `exchange.meeting.hideAllDayNotification`

Configuring the Number of Future Meetings

You can configure the number of future meetings to show on the RealPresence Trio solution calendar.

Future meeting parameters:

- `exchange.meeting.showOnlyCurrentOrNext`
- `exchange.meeting.showTomorrow`

Setting a Skype for Business Conference ID to Access Private Skype for Business Meetings

When an administrator configures a requirement for private conference ID numbers, users are required to enter the Skype for Business Conference ID on the RealPresence Trio 8800 system interface to join a Skype for Business Meeting that was marked as 'private' by the meeting organizer. The conference ID number is included in the Outlook meeting invite sent to users but is not displayed on the RealPresence Trio solution.

Private conference ID parameters:

- `exchange.meeting.private.promptForPIN`

RealPresence Trio User Interface Customization

This release includes options to customize the RealPresence Trio system user interface.

Changing the Menu Location of the Calendar

By default, the Skype for Business Calendar displays in the phone's global menu accessible to users. Administrators can move the location of the Calendar menu to the administrator menu to prevent users from signing out of the RealPresence Trio from the Microsoft Exchange Server in on-premises or Office 365 deployments.

Calendar menu location parameters:

- `exchange.menu.location`

Configuring a Status Message

Administrators can choose to display a maximum of five multi-line messages in the RealPresence Trio Visual+ Status Bar. Each message can contain a maximum of 64 characters. If the length of the message exceeds the size of the status bar, the message wraps into multiple lines.

When you configure multiple messages, you can adjust the number of seconds each message displays.

This feature is available for Open SIP and Skype for Business deployments.

Status message parameters:

- `up.status.message.flash.rate`
- `up.status.message.1`
- `up.status.message.2`

- `up.status.message.3`
- `up.status.message.4`
- `up.status.message.5`

Hiding the IP Address from the RealPresence Trio Interface

Administrators can choose to hide the IP addresses of the RealPresence Trio 8800 and RealPresence Trio Visual+ from the graphic interfaces accessible to the user.

Hide IP address parameters:

- `up.hideSystemIpAddress`

Using an API to Launch a Skype for Business Meeting

This feature allows third-party application developers to join the RealPresence Trio solution to a scheduled Skype for Business meeting using an API. The third-party application requires independent access to the Skype for Business meeting information.

The following example API illustrates how you can use a third-party application on your computer or mobile device to join the RealPresence Trio solution to a Skype for Business meeting.

REST API Command: `WebCallControl.Dial`

Structure

```
{
  "data":api/v1/callctrl/dial
  {
    "data":
    {
      "Dest": «<SIP URI of meeting
organizer>;gruu;opaque=app:conf:focus:id:<SfB Meeting Focus ID>",
      "Line": "1",
      "Type": "SIP"
    }
  }
}
```

Supported Microsoft Deployments

The following table lists Microsoft deployments supported by the RealPresence Trio 8800 and collaboration kit that includes the RealPresence Visual+ system.

Microsoft Deployments Supported by RealPresence Trio Solution

Feature / Capability	RealPresence Trio 8800	RealPresence Trio 8800 Collaboration Kit
Skype for Business on-premises	•	•

Feature / Capability	RealPresence Trio 8800	RealPresence Trio 8800 Collaboration Kit
O365 / Skype for Business online	•	• ¹
O365D	•	• ¹
Lync 2013 on-premises	•	•
Lync 2010 on-premises	•	

¹ Polycom supported (not Microsoft qualified/supported)

Microsoft Compatibility

The following table indicates features and capabilities supported on the RealPresence Trio solution using the Microsoft Skype for Business client versions listed.

Microsoft Supported Client Features and Capabilities

Feature / Capability	Audio	Video	Content Sharing ¹	Instant Messaging
Skype for Business 2016	•	•	•	
Skype for Business 2015	•	•	•	
Skype for Business Web Application	•	•	•	
Skype for Business 2015 Mobile	•	•		
Lync 2013	•	•	•	
Lync 2013 Mobile	•	•		
Lync 2010	•			
Lync 2010 Mobile				
Lync Phone Edition	•			
Communicator for Mac 2011	•		•	
Lync for Mac 2011	•		•	

¹ 'Present PowerPoint File' and Whiteboard are not supported.

Skype for Business Support

The following table indicates support for Skype for Business Online features:

- Supported Microsoft-qualified features
- Polycom supported and not Microsoft-qualified features

Polycom with Skype for Business Online Feature Support

<i>Skype for Business Online Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
Not Microsoft Qualified		
Single-stream video receive	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
Microsoft Qualified		
Resiliency - Branch Office	Yes	No
Resiliency - Data Center Outage	Yes	No
Device Update	Yes	Yes
In-band Provisioning	Yes	Yes
PIN Authentication	Yes	No
Call Handling	Yes	Yes

<i>Skype for Business Online Feature</i>	<i>Skype for Business On-premises</i>	<i>Skype for Business Online / O365 / Cloud PBX</i>
Call Forward	Yes	Yes
Call Transfer	Yes	Yes
Conference Calls	Yes	Yes
Local Call Logs	Yes	Yes
Exchange Call Logs	Yes	Yes
Federated Calls	Yes	Yes
Simultaneous Ring	Yes	Yes
Attendant Console	Yes	No
Cross Pool	Yes	No
Dual Tone Multi Frequency	Yes	Yes
Emergency 911	Yes	Yes
Media Bypass	Yes	No
Monitoring (Device Inventory)	Yes	Yes
Private Line	Yes	No
Response Groups	Yes	No
Message Waiting Indicator	Yes	Yes
Call Park	Yes	No
Shared Line Appearance	Yes	No
Exchange Contact Integration	Yes	Yes
Exchange Calendar	Yes	Yes
Extended Presence	Yes	Yes
Visual Voicemail	Yes	Yes

Configuration File Enhancements

The following table includes configuration enhancements added in this release including new parameters, parameters having changed value(s), and removed parameters no longer in use with UC Software.

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 5.4.4AA

Parameter Template	Permitted Values
New	
<code>content.autoAccept.rdp</code> <code>new.cfg</code>	1 (default) - Content shown by far-end users is automatically accepted and displayed on the RealPresence Trio solution. 0 - Near-end users are prompted to accept meeting content sent to RealPresence Trio solution from a far-end user.
<code>dir.local.passwordProtected</code> <code>features.cfg</code>	0 (default) – Disables password protection of local Contact Directory. 1 – Enables password protection of local Contact Directory.
<code>dir.local.readOnly</code> <code>features.cfg</code>	0 (default) – Disables 'read only' protection of the local Contact Directory. 1 – Enables the local Contact Directory to be read only.
<code>exchange.meeting.hideAllDayNotification</code> <code>applications.cfg</code>	0 (default) – All day meeting notifications display on the Calendar screen. 1 – All day meeting notifications are hidden from the Calendar screen.
<code>exchange.meeting.private.promptForPIN</code> <code>applications.cfg</code>	0 (default) - The phone does not prompt users to enter a Skype for Business Conference ID in order to join meetings marked as 'private'. 1 - The phone prompts users to enter a Skype for Business Conference ID in order to join meetings marked as 'private'.
<code>exchange.meeting.showOnlyCurrentOrNext</code> <code>applications.cfg</code>	0 (default) – Disabled the limitation to display only the current or next meeting on the Calendar. 1 – Enables the limitation to display only the current or next meeting on the Calendar.
<code>exchange.meeting.showTomorrow</code> <code>applications.cfg</code>	1 (default) – Show meetings scheduled for tomorrow as well as meetings scheduled for today. 0 – Do not show meetings scheduled for tomorrow.

Parameter Template	Permitted Values
exchange.menu.location applications.cfg	Features (default) – Displays the Calendar in the global menu under Settings > Features. Administrator – Displays the Calendar in the admin menu under Settings > Advanced > Administration Settings.
feature.callRecording.enabled features.cfg	0 (default) – Enables audio call recording. 1 – Disables audio call recording.
feature.contacts.readonly features.cfg	0 (default) – Skype for Business Contacts are editable. 1 – Skype for Business are read-only.
feature.directory.enabled features.cfg	0 (default) – Disable the local contact directory when the RealPresence Trio 8800 solution Base Profile is set to Skype. 1 – Enable the local contact directory when the RealPresence Trio 8800 solution Base Profile is set to Skype.
feature.usb.device.hostOs new.cfg	Windows (default) - The computer connected by USB to the RealPresence Trio uses a Windows operating system. Other – The operating system of the computer connected via USB to the RealPresence Trio system is other than Windows or Mac. Mac – The computer connected by USB to the RealPresence Trio uses a Mac operating system. Confirm - The user is prompted the computer's operating system each time a USB cable is used to connect the RealPresence Trio 8800 system.
homeScreen.diagnostics.enable features.cfg	0 (default) - A Diagnostics icon does not show on the Home screen. 1 – A Diagnostics icon shows on the Home screen to provide quick access to the Diagnostics menu.
lcl.ml.lang.japanese.font.enabled	0 (default) - The phone does not use Japanese Kanji character font. 1 - The phone displays Japanese Kanji character font.
qos.ethernet.tcpQosEnabled site.cfg	0 (default) – The phone does not send configured QoS priorities for SIP over TCP transport. 1 – The phone sends configured QoS priorities for SIP over TCP transport.
reg.x.srtp.simplifiedBestEffort sip-interop.cfg	1 (default) - Negotiation of SRTP compliant with Microsoft Session Description Protocol Version 2.0 Extensions is supported. This parameter overrides <code>sec.srtp.simplifiedBestEffort</code> . 0 – No SRTP is supported.

Parameter Template	Permitted Values
<code>up.homeScreen.audioCall.enabled</code> <code>features.cfg</code>	0 (default) – The initial call type includes video and audio. 1 – The initial call is audio only. On systems that support video calling, shows an 'Audio Call' item on the home screen for initiating audio-only calls
<code>up.status.message.1</code> <code>up.status.message.2</code> <code>up.status.message.3</code> <code>up.status.message.4</code> <code>up.status.message.5</code>	<message line one> <message line two> <message line three> <message line four> <message line five>
<code>up.status.message.flash.rate</code> <code>features.cfg</code>	Specify the number of seconds to display a message before moving to the next message. 2 seconds (default) 1 – 8 seconds
<code>up.uiTheme¹</code> <code>features.cfg</code>	SkypeForBusiness (default) – Sets the phone to use the Skype for Business interface skin. 1 – Disables the Skype for Business interface skin.
<code>usb.charging.enabled</code> <code>new.cfg</code>	Connect your smartphone via USB to RealPresence Trio with up to 1.5A current. 0 (default) – Disable charging. 1 – Enable charging.
<code>video.conf.displayLayout.gallery.allowContent</code> <code>new.cfg</code>	1 - Users can choose if content shows as full screen when Auto Layout Mode is selected. 0 – Users cannot choose if content shows as full screen when Auto Layout Mode is selected.
<code>video.conf.displayLayout.PIP.peopleMode</code> <code>new.cfg</code>	Choose what the PIP screen displays. selfView (default) – Display your own video. recentTalker – Display video from the current or most recent talker.
<code>video.conf.galleryView.overlayTimeout</code> <code>video.cfg</code>	Set the timer for the participant name overlay on the Visual+ monitor when using the Gallery View. 0 (default) – The overlay does not time out. 0 – 60000 ms
<code>voice.usb.holdResume.enable</code> <code>features.cfg</code>	0 (default) - The Hold and Resume buttons do not display during USB calls. 1 – The Hold and Resume buttons display during USB calls. This parameter applies only when RealPresence Trio is in USB Mode.

Parameter Template	Permitted Values
voIpProt.SDP.answer.useLocalPreference s.video sip-interop.cfg	1 (default) 0 – Allows you to reset the parameter voIpProt.SDP.answer.useLocalPreferences to the default 0 for audio only.
voIpProt.SIP.looseContact device.cfg	0 (default) – The port parameter is omitted from the contact header of SIP messages. 1 – The port parameter is added to the contact header of SIP messages.

Changed Parameters

device.baseProfile device.cfg	Generic (default) – Disables the Skype for Business graphic interface. Lync – Use this Base Profile for Skype for Business deployments. SkypeUSB – Use this Base Profile when you want to connect RealPresence Trio to a Microsoft Room System or a Microsoft Surface Hub.
dir.local.contacts.maxNum features.cfg	2,000 (default) - Number of contacts that can be stored by default in the local Contact Directory. 3,000 – Maximum number of contacts that can be stored in the local Contact Directory.
mr.bg.selection features.cfg	Set the background image for the paired RealPresence Trio Visual+ display. - HallstatterSeeLake (default) - Auto - Automatically cycles through background images 2, 3, 4. The background image changes each time a video call ends. - BlueGradient - BavarianAlps - ForgetMeNotPond - Custom - Use a custom background specified by <code>mr.bg.url</code>.
mr.pair.tls.enabled new.cfg	1 (default) – Use TLS for communications between the RealPresence Trio 8800 and RealPresence Trio Visual+. 0 – Do not use TLS for communications between the RealPresence Trio 8800 and RealPresence Trio Visual+.

Changed Parameters

<code>sec.srtp.simplifiedBestEffort</code> <code>sip-interop.cfg</code>	1 (default) – Negotiation of SRTP compliant with Microsoft Session Description Protocol Version 2.0 Extensions is supported. 0 - SRTP is not supported.
<code>sec.TLS.cipherList</code> <code>site.cfg</code>	The global cipher list parameter. The format for the cipher list uses OpenSSL syntax found here: http://www.openssl.org/docs/apps/ciphers.html. ALL:!aNULL:!eNULL:!DSS:!SEED:!ECDSA:!IDEA:!MEDIUM:!LOW:!EXP:!ADH:!ECDH:!PSK:!MD5:!RC4:@STRENGTH
<code>sec.TLS.webServer.cipherList</code> ¹ <code>site.cfg</code>	The cipher list for a web server profile. ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW! EXP:!ADH:!ECDH:!PSK:!MD5! RC4:@STRENGTH 1 - 1024
<code>up.hideSystemIpAddress</code> <code>features.cfg</code>	Specify where the IP address of the RealPresence Trio 8800 and Visual+ are hidden from view. Nowhere (default) – The IP addresses display on all user interfaces. TV – IP addresses are hidden from the TV monitor. HomeScreen – IP addresses are hidden from the TV monitor and phone menu. Menus – IP addresses are hidden from the TV monitor, phone Home screen, and menu. Everywhere - IP addresses are hidden from the TV monitor, phone Home screen, and menu.
<code>up.numOfDisplayColumns</code> <code>features.cfg</code>	4 (default) 1 - 4
<code>up.ringer.minimumVolume</code> <code>site.cfg</code>	This parameter controls the ringer's minimum volume. 16 (default) 0 - 16
<code>video.callMode.default</code> <code>video.cfg</code>	video (default) – Sets the initial call mode to video. audio – Sets the initial call mode to audio and video may be added during a call. You can combine this parameter with <code>video.autoStartVideoTx</code>.

Changed Parameters

<code>video.conf.profile</code>	Set the video resolution requested for the large video window in all layouts.
<code>video.cfg</code>	540p (default) 1080p 720p 360p 240p 180p
<code>voice.ns.hf.blocker</code>	1 (default) – Enables the NoiseBlock feature. 0 – Disables the NoiseBlock feature.

Deprecated Value(s)

<code>audioVideoToggle.callMode.persistent</code>	Replaced <code>video.callMode.default</code>
<code>feature.audioVideoToggle.enabled</code>	Replaced by <code>video.callMode.default</code>

Release History

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

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.4 AA	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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.3.AB	August 2016	This release includes support for the following features: • Reset Video Mute • Synchronized volume control with a USB-connected computer • RealPresence Trio 8800 system as a USB audio speakerphone for Mac computers • Dialpad shows digits entered during a call • Join future Skype for Business Meetings
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 RealPresence 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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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

<i>Product</i>	<i>Tested Versions</i>
Logitech C930e USB Webcam	8.0.891
Polycom® RealPresence® Mobile for Tablets	3.5.1
Polycom® RealPresence® Desktop	3.6.0
Polycom® RealPresence® Collaboration Server (RMX)	8.6.3
Polycom® RealPresence® DMA 7000	6.3.1
Polycom® RealPresence® Group Series	5.1-0-250527 / 5.1.1.300113
Polycom® RealPresence Immersive Studio™	Na
Polycom® People + Content IP for PC	1.4.2
Polycom® People + Content IP for Mac	1.4.2
Polycom® HDX® 9002	3.1.9
Polycom® SoundStation® IP	4.0.11, 4.1.1
Polycom® VVX® Business Media Phones	UC Software 5.4.3

Server Interoperability

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

For complete and up-to-date details on RealPresence Trio solution compatibility, see [Polycom RealPresence Trio and SoundStation IP Platform Compatibility](#).

RealPresence Trio Solution Server Interoperability

	<i>Microsoft Skype for Business 2015, Lync 2013</i>	<i>BroadSoft R20 and R21</i>	<i>Polycom® RealPresence® Platform</i>	<i>Cisco Unified Communications Manager 10.5 and 9.1</i>	<i>Avaya Aura Communication Manager 7</i>
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◐	SIP Trunk to a supported call platform	○	○
Video (H.264 AVC)	◐ (SVC)	●	●	◐ ⁴	◐
Content	●	◐ ¹	●	◐	◐
Provisioning	●	●	● ²	◐ ²	○ ³

● - Fully interoperable

◐ - Interoperable with limitations

○ - Not supported

¹ Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

² Requires integration of Polycom® RealPresence® Resource Manager software version 9.0+, with Cisco Unified Communications Manager 9.x or later.

³ Polycom RealPresence Trio 8800 supports XML-based centralized provisioning but is not integrated with Avaya Aura System Manager.

⁴ Polycom RealPresence Trio 8800 system does not support Cisco's Telepresence Interoperability Protocol (TIP).

System Constraints and Limitations

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

Simulcast Video Streams in Skype for Business AVMCU Meetings

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 RealPresence Trio system sends the lowest common resolution requested to ensure that all endpoints can display the RealPresence Trio system's video. The resolution of the lower quality stream cannot be higher than 360p. The video simulcast feature allows RealPresence Trio 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 will receive a lower resolution stream than the resolution requested.

Power over Ethernet Negotiation in CDP Environments

The RealPresence Trio system does not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering RealPresence Trio 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 RealPresence Trio using an IEEE 802.3at power over Ethernet Plus (PoE+) switch, the RealPresence Trio power budget is negotiated through a combination of hardware handshake and LLDP.

Skype for Business or Lync 2013

The following is a list of constraints and limitations when using RealPresence Trio solution in a Microsoft Skype for Business or Lync 2013 environment:

- Audio-only for Lync 2010 environments; content and video are not supported
- Content and video are not supported for the Lync for Mac desktop client
- Skype for Business 2016 on Mac desktop client is not supported
- Receive content sent from supported Skype for Business and Lync clients using 'Present PowerPoint Files' and Whiteboard is not supported
- Skype for Business federation with Skype for consumer
- Skype for Business Online in Russia

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's speaker is lower for far-site audio during calls or from music and videos.

Video and Content

People + Content IP is supported on Microsoft Windows® and Mac computers to a maximum of 1080p.

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

Polycom Concierge

The 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.

**Admin Tip: Provisioning the RealPresence Trio Visual+**

The UC Software for RealPresence Trio download does not include a dedicated executable file for the RealPresence Trio Visual+. To provision the RealPresence Visual+, delete the part number from the RealPresence Trio 8800 3111-65290-001.sip.ld file and do one of the following:

- Use the renamed sip.ld file for both the RealPresence Trio and Visual+.
- Copy the RealPresence Trio 8800 file and rename it using the RealPresence Visual+ part number 3111-66420-001.sip.ld.

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 **5.4.4.7511**

Files Included in the RealPresence Trio Solution Software Package

<i>Distributed Files</i>	<i>File Purpose and Application</i>
3111-65290-001.sip.ld	SIP application executable for RealPresence Trio 8800
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
pstn.cfg	Contains parameters for PSTN Use.
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

<i>Distributed Files</i>	<i>File Purpose and Application</i>
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
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
Warble.wav	Sample ringer sound effect

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

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-106160	5.4.4	Video calls are now established when using RealPresence Trio to add a video-capable Skype for Business endpoint via extension dialing to a Skype for Business AVMCU call.
VOIP-107890	5.4.4	In a BroadSoft environment, video now displays in the BroadTouch Business Communication (BTBC) client during a video call with the RealPresence Trio 8800 system.
VOIP-108006	5.4.4	The RealPresence Trio 8800 system now registers after it is restarted during an outage.
VOIP-108027	5.4.4	When you place a call on hold and place another call from the Place a Call screen, the incoming call notification is now displayed to the far end.
VOIP-108478	5.4.4	During point-to-point video calls between a RealPresence Trio 8000 system and HDX system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content send from RealPresence Trio 8800 via the Polycom People + Content IP application now displays at the HDX system.
VOIP-108691	5.4.4	In a Lync environment during point-to-point video calls between RealPresence Trio 8000 system and Groups Series system, video no longer stops to the Group Series system after the call is held and resumed on the Group Series system.
VOIP-108961	5.4.4	When showing content during a video call between a Lync client and the RealPresence Trio system, the content now shows when another RealPresence Trio system joins the call.
VOIP-110214	5.4.4	When using the RealPresence Trio system to show content during a video call with an Avaya Scopia XT5000, the content now displays correctly on the Avaya system.
VOIP-110357	5.4.4	A problem was resolved that caused a participant's ID to display incorrectly in the roster.
VOIP-110659	5.4.4	When the RealPresence Trio system is in an active call, it can now drop content in a conference.
VOIP-111525	5.4.4	After the maximum number of participants in a conference display on the RealPresence Trio 8800 system, the Add Participant option no longer displays in the roster.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-111778	5.4.4	When sending or receiving a USB call from a RealPresence Trio connected to a computer by USB, sometimes the first USB call after a RealPresence Trio reboot does not display.
VOIP-112091	5.4.4	When using the Skype for Business client with the RealPresence Trio 8800 system to invite far-end participants to a Meet Now video conference, video sent to far-end participants no longer freezes.
VOIP-112507	5.4.4	VVX phones with Edge registrations through an AudioCodes gateway now negotiate Interactive Connectivity Establishment (ICE) correctly.
VOIP-112760	5.4.4	The label on call appearances for PSTN calls no longer shows the "@" symbol or the domain name as part of the phone number.
VOIP-113116	5.4.4	Setting the <code>device.snmp.gmtOffset</code> parameter using the Web Configuration Utility's Import Configuration feature now works.
VOIP-113594	5.4.4	PSTN user is able to join a conference call on Office 365 (O365).
VOIP-113931	5.4.4	When you add Outlook Contacts that have only PSTN numbers as Skype for Business Favorites, the Name and Number now display correctly.
VOIP-114034	5.4.4	When using RealPresence Trio 8800 in Generic Base Profile and configured with shared line and multiple call appearances, an incoming call to the shared line can now be accepted from the user interface.
VOIP-114232	5.4.4	The software state is now displayed correctly at Settings->Status->Platform->Software Update after a software update.
VOIP-114255	5.4.4	The Add to Call option now displays for each call when you receive multiple incoming calls during an active call.
VOIP-114393	5.4.4	When content is sent from the Skype for Business client to the monitor connected to RealPresence Trio solution, content is correctly displayed.
VOIP-114548	5.4.4	The GMT offset selection dialog now automatically scrolls to the selected offset when opened.
VOIP-114797	5.4.4	When an audio-only conference participant shared content and the Trio system user toggled between content and people video, the idle screen no longer displays instead of the audio-only participant's avatar.
VOIP-114870	5.4.4	Previously, after toggling between content and received video several times while in a call, the caller ID might not display on the received video window on the monitor when you stopped showing content. This has been resolved.
VOIP-115128	5.4.4	RealPresence Trio system now sends the <code>media_stream_id</code> parameter in the picture fast update message when sharing content during a point-to-point call with another RealPresence Trio.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-115200	5.4.4	During point-to-point video calls between a RealPresence Trio 8000 system and Group Series system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content sent from RealPresence Trio 8800 via the Polycom People + Content IP application no longer displays on the Group Series system after the call is held and resumed on the RealPresence Trio 8800 system.
VOIP-115210	5.4.4	The Avaya 1000 Series Video Conferencing system can now receive video in a point-to-point call with RealPresence Trio Collaboration system if you set the following parameters for RealPresence Trio: <pre> codec video.codecPref.H264="3" video.codecPref.H264HP="5" video.codecPref.H264.packetizationMode0="2" video.codecPref.H264HP.packetizationMode0="4" </pre>
VOIP-115223	5.4.4	In a point-to-point video call between a RealPresence Trio 8800 system and a Polycom CX8000 system, content that is shared by the CX8000 system is not displayed on the RealPresence Trio 8800 system.
VOIP-116125	5.4.4	When the RealPresence DMA system is used to manage RealPresence Collaboration Server (RMX) conferences that require the MCU and RealPresence Trio to refresh the SIP session, you must enable SIP session timers on the RealPresence Trio by setting <pre>voIpProt.SIP.keepalive.sessionTimers="1"</pre>
VOIP-116401	5.4.4	When you end a conference hosted on the Skype for Business client by selecting 'End Meeting', future conferences that include client content sharing now set up correctly.
VOIP-116452	5.4.4	FEC video decodes more reliably after identifying several non-fatal logic issues that can cause the FEC decoded video to freeze or show other artifacts, especially when the bit rate is above 4 Mbps or when high profile H.264 is in use.
VOIP-116467	5.4.4	In a call between two RealPresence Trio phones registered with Skype for Business, when you unmute audio while sharing content the audio correctly sends and the unmute status updates on the far end.
VOIP-116580	5.4.4	The RealPresence Trio 8800 system notifies users when the system is not charging as expected.
VOIP-116681	5.4.4	When CEC is enabled by setting the parameter <pre>powerSaving.cecEnable="1"</pre> , the TV display connected to the RealPresence Trio Visual+ correctly wakes up when you wake up the RealPresence Trio 8800 system from power-saving mode.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-116843	5.4.4	When using digit dialing to add a participant to a Skype for Business conference call, the participant no longer loses audio after performing a mute and unmute. This issue occurred only when <code>video.conf.addVideoWhenAvailable="1"</code>, the non-default value. When <code>video.conf.addVideoWhenAvailable="0"</code>, the default value, the participant has audio but no video. Set <code>video.conf.addVideoWhenAvailable="0"</code>, the default value, to avoid this issue.
VOIP-117037	5.4.4	The RealPresence Trio system now sends a FloorStatus message after receiving a Floor Query request from Cisco endpoints, enabling the RealPresence Trio system to send content to Cisco endpoints.
VOIP-117414	5.4.4	A problem was resolved that caused the system to display a blank screen when the user entered a user name and password.
VOIP-117451	5.4.4	The RealPresence Trio system displays entered DTMF digits when in a call.
VOIP-117473	5.4.4	The RealPresence Trio system no longer fails to start audio after a reboot.
VOIP-117864	5.4.4	Audio playing through the RealPresence Trio 8800 system speakers from a device connected via Bluetooth no longer degrades when the RealPresence Trio system enters power-saving mode.
VOIP-117867	5.4.4	On a system with a Logitech C930e camera used as the video device for a PC Skype for Business client with a Trio 8800 system used as the audio device, ending a video call from the Trio 8800 system when the call was on hold now consistently ends the call. This problem has been resolved.
VOIP-117925	5.4.4	Volume is synchronized when the RealPresence Trio 8800 is connected via USB to a Mac computer.
VOIP-118132	5.4.4	Long meeting titles are now shown in the calendar by wrapping text across two lines or by scrolling horizontally.
VOIP-118162	5.4.4	If the RealPresence Trio 8800 system is connected to a computer via USB when the system upgrades and reboots, the status of the volume correctly updates on the computer when changed on the RealPresence Trio 8800 system.
VOIP-118200	5.4.4	When sending content using Polycom People+Content over IP version 1.4 or later on RealPresence Trio system, content resolution is adjusted to the capabilities of the far end.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-118291	5.4.4	RealPresence Trio handles content data and correctly shares content from applications when interoperating with CUCM when you set the following parameters for RealPresence Trio: <code>video.codecPref.H264HP="0"</code> <code>video.codecPref.H264HP.packetizationMode0="0"</code> <code>video.codecPref.H264="0"</code>
VOIP-118430	5.4.4	A new parameter <code>lcl.ml.lang.japanese.font.enabled</code> was added to ensure correct display of some Simplified Chinese characters.
VOIP-118692	5.4.4	Entries under More Actions now appear correctly.
VOIP-118962	5.4.4	The SIP stack uses a random function which generates two identical random numbers. Use SSL random function to generate a unique number.
VOIP-118985	5.4.4	Cancelled meetings now appear on the system as "Cancelled: <Meeting Title>".
VOIP-119031	5.4.4	After changing the RealPresence Trio system's time zone, calendar events are now updated correctly. You might see the entries disappear for a few seconds during the update.
VOIP-119282	5.4.4	In the Visual Voicemail menu on RealPresence Trio systems, voice mail entries with durations longer than one minute now list the correct duration.
VOIP-119459	5.4.4	RealPresence Trio systems invited to a meeting with a subject line containing one or more commas no longer reboot and upload a core file to the provisioning server.
VOIP-119709	5.4.4	A new parameter <code>voIpProt.SIP.looseContact</code> was added to allow you to add the port parameter to the contact header for SIP messages.
VOIP-119711	5.4.4	A new parameter <code>qos.ethernet.tcpQosEnabled</code> allows you to configure the phone to send configured QoS priorities for SIP on TCP.
VOIP-119713	5.4.4	The caller ID for outbound calls on GENBAND MADN lines will now be displayed instead of the message "Unknown".
VOIP-119714	5.4.4	The parameter <code>voIpProt.SIP.callinfo.precedence.overAlertinfo</code> was introduced to set the priority between call-info header with answer-after string and alert-info.
VOIP-119737	5.4.4	A new parameter <code>feature.usb.device.hostOs</code> has been added to notify the RealPresence Trio system of the USB host device operating system.
VOIP-119771	5.4.4	A new parameter <code>call.shared.preferCallInfoCID</code> was added to configure display of the caller ID in SCA scenarios.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-119772	5.4.4	Blind transfer of the call to Exchange auto attendant in Skype for Business online environment now works without issue.
VOIP-119777	5.4.4	The parameter <code>reg.x.lineaddress</code> now applies to private lines as well for the BroadSoft call park and retrieve scenarios. If the address set in <code>reg.x.address</code> is different from the actual call address of the number, you must also configure the <code>reg.x.lineaddress</code> .
VOIP-119778	5.4.4	Intermittent losses of speed dial contacts are fixed on VVX101 phone when the parameter <code>lineKey.reassignment.enabled</code> is enabled.
VOIP-119779	5.4.4	In a rare condition where two VVX 500 systems with BToE place a call off hook for the Response Group, the call now connects to the first user and the other user goes to the ideal state smoothly.
VOIP-119780	5.4.4	In Skype for Business environments, the message displayed upon sign-in is now properly displayed
VOIP-119784	5.4.4	A rare condition was resolved in which two VVX 500 participants from a single Response Group place a call off-hook at almost the same time, resulting in an incorrect missed call notification at the participant who placed the call off-hook last is fixed. This issue is resolved.
VOIP-119786	5.4.4	The issue that causes the phone to failover when re-registration on failover (RROFO) is enabled and mode is set to registration is fixed.
VOIP-119787	5.4.4	In the event of a server outage, the phone will now attempt to obtain presence information from a backup server.
VOIP-119790	5.4.4	The issues that causes the phones to play the local ring back tone after receiving 183 Session Progress response code with SDP is fixed.
VOIP-119844	5.4.4	The issue that causes phones to not show the PIN Authentication option after upgrade in specific environments is fixed.
VOIP-119851	5.4.4	VVX keys are now optimized for the responsiveness, speed, and stability after long periods of continuous operation.
VOIP-119853	5.4.4	The issue causing the Busy Lamp Field (BLF) update on the phone to fail after the first reboot is fixed.
VOIP-119856	5.4.4	The issue that causes a random Enhanced 911 (E.911) call failure when the phone is set to a static IP address is fixed.
VOIP-121097	5.4.4	The RealPresence Trio solution correctly displays video sent from a Skype for Business client after switching the client call from audio only to an audio-video call.
VOIP-121098	5.4.4	An endpoint that leaves a Skype for Business AVMCU conference call correctly receives content from RealPresence Trio solution after re-joining the call.
VOIP-121100	5.4.4	The Skype for Business Mobile client correctly receives video from RealPresence Trio solution during an AVMCU call.

<i>Issue Number</i>	<i>Release</i>	<i>Description</i>
VOIP-121236	5.4.4	RealPresence Trio handles content data and correctly shares content from applications when interoperating with CUCM when you set the following parameters for RealPresence Trio: <code>video.codecPref.H264HP="0"</code> <code>video.codecPref.H264HP.packetizationMode0="0"</code> <code>video.codecPref.H264="0"</code>
VOIP-121283	5.4.4	Added a new configuration parameter <code>up.hideSystemIpAddress</code> to hide from user interfaces IP addresses assigned to the RealPresence Trio 8800 or Trio Visual+ systems.
VOIP-121530	5.4.4	When the CSR file (<MACAddress>.csr) is uploaded to the provisioning server, the public key is included in the CSR.
VOIP-121603	5.4.4	Polycom People+Content IP running on the Mac OS now automatically detects the RealPresence Trio 8800 system.
VOIP-121663	5.4.4	Creating a Certificate Signing Request (CSR) creation now supports the use of a SHA2 (SHA-256) signature algorithm.
VOIP-121716	5.4.4	The RealPresence Trio system correctly displays panoramic video received from the Polycom CX5100 or CX5500 systems.
VOIP-122268	5.4.4	Distorted incoming video to RealPresence Trio, especially from a mobile phone or tablet set to portrait mode, is corrected.
VOIP-99145	5.4.4	The UDP port 5001 used by Polycom® People+Content™ on RealPresence Trio conflicts with the default port used by Group Paging when enabled <code>ptt.pageMode.enable="1"</code> . Since the port used by People+Content is fixed and cannot be configured, there are two workarounds.

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

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-105248	If you enable updates to RealPresence Trio system Call Lists, updates are delayed.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-105461	When you enable Wi-Fi on the RealPresence Trio 8800 system before entering your access point details, the Trio system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.
VOIP-106489	You cannot forward incoming calls to the RealPresence Trio system.	
VOIP-106591	You cannot join two calls into a conference call on the RealPresence Trio system.	
VOIP-106596	You cannot use the dialpad to send a DTMF signal.	
VOIP-106962	When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter <code>powerSaving.tvStandbyMode</code> 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.	
VOIP-107039	You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a paired smartphone.	
VOIP-108027	When you place a call on hold and place another call from the Place a Call screen, the incoming call notification does not display to the far end.	Exit the Place a Call screen and answer the incoming call.
VOIP-108104	When calling from a Lync client on a Mac® computer connected to the RealPresence Trio 8800 system, the Trio system does not play the ringback tone after the call is placed.	
VOIP-108574	When the dial pad is set as the idle screen, the RealPresence Trio 8800 system does not display the dial pad after the system has been inactive for the set amount of time.	
VOIP-108805	When the RealPresence Trio 8800 system is connected as a USB audio device to a computer, far end users' voices echo when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
VOIP-109710	USB call appearances do not clear from the RealPresence Trio 8800 screen after the USB cable is disconnected from the computer.	Hang up the call on the Real Presence Trio 8800 system.
VOIP-109892	In secured Skype for Business calls using the RealPresence Trio 8800 system, the call screen moves down and up during SRTP key negotiation.	

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-110016	When a Bluetooth audio call is placed on hold on the RealPresence Trio system, the Trio system displays the call as on hold but audio continues to be heard by both parties, and the Resume soft key doesn't display.	Hold and resume the call on the Bluetooth connected device instead of on the Trio system.
VOIP-110063	You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
VOIP-110209	When the RealPresence Trio system is connected by USB cable to a computer and is used as a speaker/microphone for Skype for Business calls, the RealPresence Trio system's dialpad does not send DTMF tones to the remote caller.	
VOIP-110267	Content does not display when using Polycom® People+Content™ IP technology on a Mac® computer to send content to RealPresence Collaboration Server.	
VOIP-110294	If the USB cable connecting the RealPresence Trio 8800 and a computer is disconnected and reconnected during a Skype for Business call, the Resume soft key might not resume the call.	Use the computer Skype for Business client to resume the call.
VOIP-110666	When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content unless the Lync client is dialed into the conference.	Have the party trying to send content join the call.
VOIP-111327	In a Lync or Skype for Business environment, when an active speaker leaves a conference call, the next available participant doesn't display for 10-15 seconds.	
VOIP-111779	Turning the self view on and off during a RealPresence Trio system Lync video call temporarily displays the Welcome screen or a black screen.	
VOIP-112048	The voicemail icon disappears from the line key after the RealPresence Trio system restarts or reboots.	
VOIP-112354	When the RealPresence Trio 8800 system is connected as a USB audio device to a computer, far end users' voices echo when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
VOIP-112358	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.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-112645	RealPresence Trio and RealPresence Trio Visual+ might drop incoming network packets when connected to a 1000 Mbps (Gigabit) Ethernet line rate on some Ethernet switches leading to video quality artifacts and stalling video displayed on the display connected to the RealPresence Trio Visual+.	
VOIP-112999	When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders.	
VOIP-113116	Setting the <code>device.snmp.gmtOffset</code> parameter using the Web Configuration Utility's Import Configuration feature does not work.	Set <code>device.snmp.gmtOffset</code> using another configuration method such as the Preferences > Date & Time page or Simple Setup page of the Web Configuration Utility or a central provisioning server.
VOIP-114058	You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
VOIP-114220	In an active call, Bluetooth and USB audio quality is degraded while running a software update.	
VOIP-114563	When the camera target frame rate is reduced from the default 30 FPS, self-view may disappear while the RealPresence Trio is idle.	
VOIP-114661	When RealPresence Trio is in a point-to-point SIP call with a Group Series system and camera set to 'Motion' (60fps), video is not displayed properly at both ends. The RealPresence Trio Visual+ system does not support 60fps.	
VOIP-114704	When a user places a call on hold, the RealPresence Trio system places a priority on a content type stream. This results in the previous video stream becoming lower priority than the content and the priority windows are replaced with content.	
VOIP-114714	When disconnecting/unpairing Trio Visual+ from RealPresence Trio 8800, the Trio 8800 does not advertise its new capabilities (audio only) to the Skype for Business server.	Reboot the Trio 8800 after disconnecting/unpairing the Trio Visual+.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-114848	When desktop or application sharing is started and stopped quickly from a supported Skype for Business or Lync client during a Skype for Business or Lync AVMCU based video call, sometimes video does not automatically resume on RealPresence Trio.	
VOIP-114915	When you set the Skype for Business client 'Lock the Video Spotlight' on a RealPresence Trio conference participant, the RealPresence Trio Visual+ displays the welcome screen with a small self view video window.	
VOIP-115118	When RealPresence Trio solution is in a Polycom Media Suite VRR, content transmitted from the RealPresence Trio is not recorded.	
VOIP-115421	If a RealPresence Trio registered with a Skype For Business user is connected via USB to a computer using a Skype For Business client registered to the same user, the incoming USB call may not be shown.	Answer the initial incoming call on the RealPresence Trio and use the Trio call controls; this call will not be a USB call. Or, answer the call on the computer's Skype For Business client and use the client call controls.
VOIP-115450	After you start a software update while the RealPresence Trio system is in low-power mode, and do not initiate the update from the Trio's screen, touching the screen correctly wakes up the Trio system.	
VOIP-116603	When a RealPresence Trio system connected to a RealPresence Visual+ without a camera joins a Skype for Business point-to-point call or is the active speaker in an AVMCU video call, the TV of other RealPresence Trio systems with RealPresence Visual+ and camera in the call lose video and do not display the 'no far-end video' message.	
VOIP-116746	Increasing the Centralized Conference Profile or lowering the call rate sometimes stops video sending from RealPresence Trio solution to Skype for Business conference participants.	Recover RealPresence Trio video by selecting Hold > Resume. Mitigate the issue by lowering the Centralized Conference profile setting and increasing the call rate setting.
VOIP-117048	When the RealPresence Trio 8800 and RealPresence Trio Visual+ systems are configured with CEC enabled (<code>powerSaving.cecEnable="1"</code>) and/or the no-signal TV standby mode (<code>powerSaving.tvStandbyMode="noSignal"</code>), a Sharp Aquos TV will not be taken out of standby mode when the RealPresence Trio system is awakened.	Use the default settings <code>powerSaving.cecEnable="0"</code> and <code>powerSaving.tvStandbyMode="black"</code> .

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-117131	New parameter <code>exchange.meeting.hideAllDayNotification</code> was added to allow you to show or hide all-day meetings on the RealPresence Visual+.	
VOIP-117868	A consultative and blind transfer between RealPresence Trio systems in a PSTN call are now successfully transferred and established.	
VOIP-118430	Japanese Kanji characters display as Simplified Chinese characters on the RealPresence Trio system.	
VOIP-118473	Special characters entered when searching for a directory entry on the RealPresence Trio system using BroadSoft Directory over Xsi do not display correctly or not at all.	
VOIP-118509	If you search the RealPresence Trio system call list, Favorites, or Directory during an active call and press any digit, the screen exits and passes the dialed digit as DTMF.	
VOIP-119251	A keyboard may unexpectedly appear on the RealPresence Trio screen during a USB call if the USB cable is unplugged and re-plugged.	Press 'Done' on the phone's on-screen keyboard to remove the keyboard from the screen.
VOIP-119469	RealPresence Trio cannot send or receive content on the content video channel in a conference held on RealPresence Collaboration Server that has content protocol set to 'H.264 Cascade Optimized' and 'H.264 High Profile' enabled.	
VOIP-120051	The RealPresence Trio 8800 and RealPresence Trio Visual+ do not synchronize when paired and connected to a switch that has Internet Group Management Protocol (IGMP) snooping enabled.	For switches with IGMP snooping enabled, either set interfaces connected to a RealPresence Trio system as static members of multicast group IP addresses 224.0.0.107 and 224.0.1.129 or disable IGMP snooping for the interface(s).
VOIP-120695	The Bluetooth A2DP audio performance degrades during a software update.	
VOIP-121076	USB call recordings accessed from the Browse Recordings menu do not play out correctly after being paused.	
VOIP-121309	When the RealPresence Trio is connected to a Windows 10 computer, sometimes a USB call does not display on the RealPresence Trio screen.	Reboot the RealPresence Trio 8800 system.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
VOIP-121314	When the RealPresence Trio is connected to a Windows 10 computer, sometimes volume changes made on the RealPresence Trio do not update the computer volume.	Reboot the RealPresence Trio 8800 system.
VOIP-121323	The RealPresence Trio does not automatically disconnect after a DNS failure during a point-to-point call with a Group Series system.	
VOIP-121510	When the RealPresence Trio is connected to a Windows 10 computer, sometimes volume changes made on the computer do not update the RealPresence Trio volume.	Reboot the RealPresence Trio 8800 system.
VOIP-121886	When the RealPresence Trio is connected to a computer by USB, sometimes an incoming USB call does not display on the screen.	Answer the call on the connected computer Skype For Business or Lync client.
VOIP-121897	When the RealPresence Base Profile is set to SkypeUSB, the Android navigation bar at the bottom of the screen is disabled unless Bluetooth is enabled, preventing users from accessing the menu to switch the keyboard entry mode between number and alphanumeric.	
VOIP-121930	When a user sets the computer Skype for Business client's USB audio device to RealPresence Trio while the far end has the call on hold, the call drops after 60 seconds.	Do not change the Skype for Business or Lync audio device to a RealPresence Trio 8800 while the far end has the call on hold.
VOIP-122172	USB call audio may be affected if the RealPresence Trio is communicating with the provisioning server simultaneously.	
VOIP-97345	You cannot use an Ethernet hub with the RealPresence Trio system.	

Get Help

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To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

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