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Polycom 8500 Real Presence Group Series Software User Manual

**8500 Real Presence Group Series Software
User Manual**

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8500 Real Presence Group Series Software

Polycom ® RealPresence ® Group Series Software
For pairing Polycom ® Trio ™ VisualPro or RealPresence Group Series 310/500 with Polycom Trio ™ 8500/8800

Polycom announces the new release of Polycom ® RealPresence ® Group Series software.

Only use software version 6.1.9 when pairing Polycom Trio VisualPro or RealPresence Group Series 310 and 500 systems with Polycom Trio 8500 and 8800 systems version 5.7.1AB or later. (Your RealPresence Group Series system must also be hardware version 20 or later.)

This document provides the latest information on the following Polycom software:

- Version 6.1.9 of the RealPresence Group Series software
- Version 1.1.0.29 of the Polycom ® EagleEye™ Director II camera software
- Version 1.2.1.5 of the Polycom EagleEye Producer camera software

What's New

Software version 6.1.9 provides new functionality described in the following sections:

- Support for Polycom Trio VisualPro
- Prioritizing the Voice VLAN

Support for Polycom Trio VisualPro

This release includes support for the Polycom Trio visual system. You can use the Trio VisualPro system with Polycom Trio 8500 and 8800 systems UC Software 5.7.1AB and later. For full details and instructions on using the Trio VisualPro with Polycom Trio systems, see available documentation for your product at Polycom Trio.
Pairing your Polycom Trio 8500 or 8800 system with a Trio VisualPro system gives you an advanced content and video solution with the following features:

- More camera options:
  - Polycom ® EagleEye ™ IV camera
  - Polycom ® EagleEye ™ Director II camera
  - Polycom ® EagleEye ™ Producer camera
  - Polycom ® EagleEye ™ Acoustic camera
- Single or dual monitors
- Up to two Polycom tabletop and/or ceiling microphones
- Content sharing through an HDMI or VGA connection
- Ability to send content using Video-based Screen Sharing (VSS) in Skype for Business environments

Pairing the Trio VisualPro with Polycom Trio Systems

Pair the Trio VisualPro system with a Polycom Trio system so users can place video calls and share content.
You can pair only one Trio VisualPro system to a Polycom Trio system. Polycom recommends you plug your systems into a local gigabit switch.
You can pair the Trio VisualPro system using configuration files or from the Polycom Trio system menu. To pair, the systems must be connected to the same subnet and the following network components must be unblocked:

- Multicast Address 224.0.0.200
- Port 2000

You cannot use the Trio VisualPro for video calls when you connect the Polycom Trio system to your network using Wi-Fi. The systems only pair when the Polycom Trio system is connected over Ethernet.

Manually Pair with Polycom Trio Systems

You can manually pair a Trio VisualPro system from the Polycom Trio 8500 or 8800 system menu.

Procedure

1. Set up the system you plan to pair with the Polycom Trio system.

   For instructions, refer to the Polycom Trio VisualPro Setup Sheet.

   The Welcome screen displays on your monitor and indicates steps to pair with a Polycom Trio system.
2. On the phone menu, go to Settings > Advanced > Networked Devices and make sure Notification of New Devices is on.
3. Choose one of the following:

   • If you have not paired the device before, tap Pair with New Device, tap the device you want to pair from the Discovered Devices list, and on the Details screen, tap Pair. All paired devices display under Paired Devices.

   • If the device has been paired before, select the device from the Available Devices list and tap Pair.
4. When you see the message prompting you to complete pairing, tap Complete.

If paired, a success message displays on the monitor(s) along with a self-view window. The LED light on the device paired with your phone is also continuously blue, and a paired icon displays on the phone. If pairing is unsuccessful, you see a message that the devices could not pair. After successful pairing, if your devices disconnect for 60 seconds, a message displays that the devices have temporarily lost connection.

Trio VisualPro Pairing Parameters
You can pair your systems with the Mr.pair.uid.1 Polycom Trio system parameter. Once paired, you can configure some Trio VisualPro system settings (including how its software updates) with the following parameters.

Pairing Parameters

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
ite.cfg	mr.pair.uid.1	Enter the MAC address of the peripheral you want to pair with. Null (default) String (maximum of 64 characters)	No
site.cfci	mr.pair.t1s.enabled	1 (default) – Enable TLS to encrypt communication between the Polycom Trio system and paired peripheral. 0 – Disable TLS for communication between Polycom Trio systems and paired peripheral.	No
site. cfg	mr .deviceMgmt .vc2 .param. sof t w areUpdateUri	Identifies the URI where the paired peripheral gets its software updates. String	No

site. cfg	mr .deviceMgmt . vc2 .param. sof t wa reUpdateProxyServer	Identifies the proxy server where t he paired peripheral gets its softw are updates. String	No
site.cfg	mr .deviceMgmt .vc2 .param. soft upd ateMaintenceWindowEnabled	1 (default) – Enables the mainten ance window for updating the pair ed peripheral's software. 0 – Disables the maintenance win dow for updating the paired peripheral's software.	No
site.cfg	mr .deviceMgmt .vc2 .param. sof t upd ateMaintenceWindowStart	Specifies when the paired periphe ral's maintenance window begins i n 24-hour clock format (e.g., "10:3 0" or "15:00"). String	No
site.cfg	rut .deviceMgmt .vc2 .paramsoftu pdateMaintenceWindowDuration	Specifies how long the paired peri pheral's maintenance window last s. The range is 1-6 hours; default is 3.	No
site.cfg	mr .deviceMgmt .vc2 .param. disp layt ime	Sets the paired peripheral's syste m name. String	No
site. cfg	mr .deviceMgmt . vc2 .param. hostNa me	Sets the paired peripheral's hostn ame. String	No

Video-based Screen Sharing Parameters
The following table lists the parameters for configuring Video-based Screen Sharing (VSS) with Polycom Trio systems.
The content.CBS push. enable and content.vbssPushP2P.enable parameters apply only if you have a paired Trio visual system.
Video-based Screen Sharing Parameters

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
features.cfg	content.CBS push.enable	1 (default) – VbSS content from the paired system is sent on Skype for Business conferences and point-to-point calls. 0 – VbSS content from the paired system is not sent in Skype for Business conferences and point-to-point calls.	No
features.cfg	content.vbssPushP2P.enable	1 (default) – VbSS content from the paired system is sent in Skype for Business point-to-point calls. 0 – VbSS content from the paired system is not sent in Skype for Business point-to-point calls. This parameter is ignored if content.CBS push. enable=0.	No

HDMI and VGA Content with Paired Trio VisualPro Parameters
The parameters in the following table configure HDMI and VGA content sharing with the paired Trio visual system.
HDMI and VGA Content Parameters

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
site.cfg	mr.contentStreamPortStart	Sets where the IP port range begins for content input streams from a network device. 4300 (default) 1024 – 65436	Yes,
site. cfg	mr. contentStreamPortEnd	Sets where the IP port range ends for content input streams from a network device. 4320 (default) 1024 – 65436	Yes

Share Content with an HDMI or VGA Connection
You can share content from a device that's connected to a paired Trio VisualPro system with an HDMI or VGA cable.
This allows you to share content using Video-based Screen Sharing (VSS) in a Skype for Business environment.
Procedure

1. Connect your device to the paired system with an HDMI or VGA cable.

2. (Open SIP) Do one of the following on the phone menu:

    • Out of a call: Select Content > Show Content.

    • In a call: Select Show Content.

3. (Skype for Business) Do one of the following on the phone menu:

    • Out of a call: Select Present > Show Content.

    • In a call: Go back to the previous screen and select Show Content.

Audio Parameters

The following table includes the parameter you can use to set the audio output and routing options for the Polycom Trio solution.

Audio Output Parameter

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
features.cfg	up. audio.networkedDevicePlayout	PhoneOnly (default) – Use the Polycom Trio system speakers and microphone. only – Use the monitor speakers, external speakers (if present), and microphones connected to the paired Trio visual system. Auto – Audio-only calls use the Polycom Trio system speakers and microphone. Video calls use the monitor speakers, external speakers (if present), and microphones connected to the paired Trio visual system.	No

Adjusting Camera Tracking Settings

You can modify the camera tracking settings on your Polycom Trio system menu. When tracking is enabled, for example, your camera can automatically frame the active speaker.
Tracking is available only with the following cameras:

- Polycom EagleEye Director II camera
- Polycom EagleEye Producer camera

Prioritizing the Voice VLAN

You may typically segment your video and audio endpoints using separate VLANs. When you enable LLDP on your RealPresence Group Series system, it prioritizes the voice VLAN on your network instead of the data or video VLAN so you can successfully pair it with a Polycom Trio system.
For more information, see the Polycom Trio with Polycom RealPresence Group Series Integration Guide.

Security Updates

There are no security issues resolved in this release.
For information about known and resolved security vulnerabilities, refer to the Polycom Security Center.

Install

You have two options for installing RealPresence Group Series software 6.1.9.
» Do one of the following:

- Download the 6.1.9 software from the Polycom Trio 8800 or Polycom Trio 8500 page at **support.polycom.com.**
- In the Trio VisualPro or RealPresence Group Series system web interface, go to Admin Settings > General Settings > Software Updates > Software Server and enter this URL:

Hardware and Software Requirements

The following sections list the supported hardware and software versions when integrating accessories and peripherals with Trio VisualPro or RealPresence Group Series systems.

Integrating Polycom Trio with RealPresence Group Series

Your RealPresence Group Series system must be hardware version 20 or later to pair with a Polycom Trio system.

For information on verifying your hardware, see the Polycom Trio with Polycom RealPresence Group Series Integration Guide.

I**ntegrating EagleEye Producer**

Updates to EagleEye Producer software are included with RealPresence Group Series software updates.

To integrate your EagleEye Producer, connect it to the Trio VisualPro or RealPresence Group Series system before you update. The EagleEye Producer camera is detected and updated if necessary. No license number or key code is needed to update the camera.

The camera must run a software version that is compatible with the version on the system to function properly. The EagleEye Producer camera version 1.2 is compatible with version 6.0.0 and later of the endpoint. For more information, refer to the current Polycom Supported Products matrix at Polycom Service Policies.

Version History

Version	Release Date	Description
6.1.9	October 2018	Includes support for the Polycom Trio visual system. Also, the RealPresence Group Series system automatically prioritizes the voice VLAN when you enable LLDP so you can successfully pair it with a Polycom Trio system.
6.1.8	September 2018	Includes integration between RealPresence Group Series 310 and 500 systems and Polycom Trio 8500 and 8800 systems. The location of the Skype Mode setting in the RealPresence Group Series system web interface has changed to the following page: **Admin Settings > General Settings > System Mode**.

Language Support

The Trio VisualPro and RealPresence Group Series system web interface provides support for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- British English
- American English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish

Resolved Issues

There are no resolved issues in this release.

Known Issues

The following table lists the known issues for this release. If a workaround is available, it is noted in the table.

Known Issues in Version 6.1.9

Category	Issue ID	Description	Workaround
Content	EN-98583	Switching content sources often in a call may result in your Trio VisualPro or RealPresence Group Series system and Polycom Trio system unpairing and then automatically pairing within a few seconds.	Stop sending content before sharing from another source.
Content	EN-97289 EN-96620	When your Trio VisualPro or RealPresence Group Series system is paired with a Polycom Trio system, you see a black screen if the content is shared from a device connected through HDMI while RDP content is already being shared.	Stop sharing the RDP content before sharing from the HDMI-connected device.
Interoperability	EN-105966	After a software upgrade or downgrade, the Polycom Trio system diagnostics may still show the previous version that was running on the paired Trio VisualPro or RealPresence Group Series system.	Restart the Polycom Trio system (both systems will reboot).
Interoperability	EN-106010	If you connect a new Polycom camera to a Trio VisualPro or RealPresence Group Series system while the paired system is on, your Polycom Trio system does not detect the camera.	Restart the Polycom Trio system (both systems will reboot).
Peripherals	EN-93073	When a Trio VisualPro or RealPresence Group Series system is paired with a Polycom Trio system, the camera fails to detect after you disconnect and reconnect the camera.	Restart the Trio VisualPro or RealPresence Group Series system with the camera attached.
Video	EN-97283	In point-to-point Skype for Business calls above 2 Mbps, the paired Trio VisualPro or RealPresence Group Series system displays pixelated video.	Place Skype for Business-related calls with a bandwidth lower than 2 Mbps.
Video	EN-96468	When your Trio VisualPro or RealPresence Group Series system is paired with a Polycom Trio system, you may see a blue screen instead of self view if you're using an EagleEye Acoustic camera.	Reconnect the camera.
Video	EN-92998	In a point-to-point call using a paired Trio VisualPro or RealPresence Group Series system, when an audio call is changed to a video call or vice versa, the video fails to display for one of the participants.	Reconnect the call.

Limitations

The following limitations are present in version 6.1.9.

Mixing Audio Sources

Using a Polycom Trio system parameter or the phone menu, you can specify the paired Trio VisualPro or RealPresence Group Series system as your audio input and output. However, this works only if you have a Polycom ® Microphone Array, Polycom ® Ceiling Microphone Array, or EagleEye Acoustic camera connected to the Trio VisualPro or RealPresence Group Series system. If none of these external microphones are connected,

you will not hear audio on the connected monitor(s).
Refer to the following table for more information.

Audio Scenarios for Polycom Trio Paired with Trio VisualPro or RealPresence Group Series

Polycom Trio Setting	Polycom Microphones or EagleEye Acoustic?	Audio Sources
Parameter: up.audio.networkedDevicePlayout=PhoneOnly Phone menu: Phone speakers	No	Polycom Trio system microphones and speakers.
Parameter: up.audio.networkedDevicePlayout=PhoneOnly Phone menu: Phone speakers	Yes	Polycom Trio system microphones and speakers.
Parameter: up.audio.networkedDevicePlayout=TvOnly Phone menu: TV speakers	No	Polycom Trio system microphones and speakers.
Parameter: up.audio.networkedDevicePlayout=TvOnly Phone menu: TV speakers	Yes	Trio VisualPro or RealPresence Group Series system microphones (including the EagleEye Acoustic camera microphone, if connected) and speakers.

Parameter: up.audio.networkedDevicePlayoutAuto Phone menu: Automatic – based on call type	No	Polycom Trio system microphones and speakers.
Parameter: up.audio.networkedDevicePlayout=Auto Phone menu: Automatic – based on call type	Yes	For audio-only calls, Polycom Trio system microphones and speakers. For video calls, Trio visual or RealPresence Group Series system microphones (including the EagleEye Acoustic camera microphone, if connected) and speakers.

3.5mm Audio Input

Connecting a microphone to the 3.5mm input on your paired Trio VisualPro or RealPresence Group Series system works only if you do the following:

- Select TV speakers on your Polycom Trio system phone menu or set up. audio.networkedDevicePlayout="

TvOnly".

- Connect Polycom tabletop and/or ceiling microphones to your paired video and content system.

Audio from an HDMI Connection
You cannot hear audio when sharing content from a device connected by an HDMI cable to the paired Trio VisualPro or RealPresence Group Series system.
Sharing Content Using Polycom Pano App or Polycom People+Content IP
The following limitations are present when sharing content to your paired Polycom Trio system using the Polycom ® Pano ™ App or Polycom ® People+Content ™ IP:

- Neither of these content-sharing technologies works during a Skype for Business call (though you can share when the Polycom Trio system isn't in a call).

- You cannot hear audio from the shared content.

Sharing Content Using AirPlay- and Miracast-Certified Devices
When paired with a Trio VisualPro or RealPresence Group Series system, sharing content to the Polycom Trio system with an AirPlay- or Miracast-certified device is not supported.
Sharing Content Using Video-based Screen Sharing
In Skype for Business environments, you can send content using Video-based Screen Sharing (VSS) only from a device connected to the paired Trio VisualPro or RealPresence Group Series system with an HDMI cable.
People as Second Video Input
Configuring the second video input on your Trio VisualPro or RealPresence Group Series system to People is not supported; only the Content option works.
Single-Monitor Setup
You may encounter display issues if your Trio VisualPro or RealPresence Group Series system is connected to only one monitor.
To avoid these issues, log in to your Trio VisualPro or RealPresence Group Series system web interface and go to Admin Settings > Audio/Video/Content > Monitors. Make sure that the Monitor 2 Enable setting is Off.
Paired RealPresence Group Series Behavior Changes

When your RealPresence Group Series system is paired with a Polycom Trio system, you may notice some changes to what you experience when the system isn't in Polycom Trio Mode.
The following features and peripherals are unavailable when paired:

- Local interface, remote control, touch-monitor capabilities, and the Polycom ® RealPresence Touch ™ device. (The Polycom Trio system controls what you see on the onitor[s].)

- H.323 calls

- Polycom ® SoundStructure ®

- Polycom ® VisualBoard ™

- Polycom ® Acoustic Fence ™

- Integrator API commands

- Extensive monitor layouts

- RS-232 serial port

- Calendar configuration (done instead through the Polycom Trio system)

- Directory configuration (done instead through the Polycom Trio system)

Interoperability

Video-conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a

system might transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products might make different selections. This process should not affect the quality of the call.

Products Tested in this Release

The Trio VisualPro and RealPresence Group Series systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to PolycomService/support/us/support/service_policies.html to see the Current Polycom Interoperability Matrix.

Product	Interoperable Versions
Management Systems, Recorders, Content Servers	
Polycom® ContentConnect™	1.6.2
Polycom® RealPresence® Media Suite™	2.8.2
Polycom® RealPresence® Distributed Media Application™	10.0.0
Polycom® RealPresence® Resource Manager	10.4.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	
Polycom® RealPresence® Collaboration Server 1800//2000/4000	8.8.0.342
Polycom® RealPresence® Collaboration Server 800, Virtual Edition	8.8.0.342
Polycom® RealPresence® Web Suite Meeting Experience Application (MEA) Server	2.2.1
Polycom® RealPresence® Web Suite Web Services Portal (WSP) Server	2.2.1
Polycom® Workflow Server One Touch Dial (OTD)	1.6.1

Endpoints	
Polycom® CX5500	1.3.4
Polycom® RealPresence Centro™	6.1.9
Polycom® RealPresence® Debut™	1.3.2
Polycom® RealPresence® Mobile Android	3.9.0
Polycom RealPresence® Mobile IOS	3.9.0
Polycom® RealPresence® Desktop for Windows®	3.9.0
Polycom® RealPresence® Desktop for Mac®	3.9.0
Polycom® RealPresence Immersive Studio™	6.1.9
Polycom® RealPresence Immersive Studio™ Flex	6.1.9
Polycom® RealPresence® OTX® Studio	6.1.9
Polycom® VVX® Business Media Phones	5.8.0
Polycom Trio™ 8500	5.7.1AB
Polycom Trio™ 8800	5.7.1AB
Peripherals	
Polycom EagleEye Director II	1.1.0.29
Polycom EagleEye Producer	1.2.1.5
Polycom® Pano™	1.2.1
Polycom® Pano™ App	1.2.0

Microsoft Interoperability

The Trio VisualPro and RealPresence Group systems support interoperability with the following Microsoft software versions.

Servers

Product Name	Version
Microsoft Skype for Business Server 2015 (February 2017)	6.0.9319.516
Microsoft Exchange Server 2016	15.1.1466.3

Microsoft Skype for Business Online	Versions are updated regularly and hosted by Microsoft
Microsoft Exchange Server Online	Versions are updated regularly and hosted by Microsoft

Clients

Product Name	Version
Microsoft Skype for Business 2016	16.0.10325.20036
Microsoft Skype for Business – Mac client	16.17.65
Microsoft Skype for Business – Android	6.21.0.17
Microsoft Skype for Business – iOS	6.21.1.2
Polycom Trio™ (with video)	5.7.1AB
Polycom® RealConnect™ Solution	Supported
Skype Room System v2	Not supported

Supported Browsers and Operating Systems
The Trio VisualPro and RealPresence Group Series system web interface is supported on the following browsers and operating systems:

- Windows ® Internet Explorer 10 or 11 on Windows 8
- Apple ® Safari ® 9.0.3 on Mac OS ® X (Yosemite)
- Mozilla Firefox 44 on Windows 8

Supported Peripherals
The Trio VisualPro and RealPresence Group Series systems support the following peripherals:

- Polycom EagleEye Producer camera
- Polycom EagleEye Director II camera
- Polycom EagleEye IV camera
- Polycom EagleEye Acoustic camera
- Polycom ® Microphone Array
- Polycom ® Ceiling Microphone Array

For specific version support information, see Products Tested in this Release.

Polycom Partner Solution Support

Polycom provides interoperability and support resources for partner providers. You can find resources for the following partners at the Strategic Partner Solutions page on Polycom Support:

- Polycom Unified Communications Solution for BlueJeans
- Polycom Unified Communications Solution for BroadSoft Environments
- Polycom Unified Communications Solution for Microsoft Environments
- Polycom Interop Solutions for Zoom Environments

Get Help

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

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Documents / Resources

Polycom 8500 Real Presence Group Series Software [pdf] User Manual
8500 Real Presence Group Series Software, Real Presence Group Series Software, Group Series Software, Series Software, 8800

References

- ⯈ **Support | Poly, formerly Plantronics & Polycom**
- ⯈ **Poly Documentation Library**
- ⯈ **Broadsoft | Poly, formerly Plantronics & Polycom**