The Poly Trio solution supports the following Poly products and peripherals with the current firmware Poly Trio UC Software 5.9.3AB.

Supported Poly Product	Supported Product Peripherals
Poly Trio 8800 and 8500	Poly Trio Visual+ accessory Poly Trio VisualPro system Poly Trio Expansion Microphone accessory
Poly Trio 8300	Poly Trio Visual+ accessory Poly Trio Expansion Microphone accessory
Poly Trio C60	Poly Trio C60 Expansion Microphone accessory
Poly Trio Visual+ accessory	Polycom EagleEye IV USB camera (Poly Trio 8500 and 8800 only) Polycom EagleEye Mini USB camera Poly EagleEye Cube USB camera Polycom Logitech C930e Webcam
Poly Trio VisualPro system (Poly Trio 8500 and Poly Trio 8800 only)	Polycom EagleEye IV 4x and 12x cameras Polycom EagleEye Director II camera system Polycom EagleEye Producer camera system Polycom EagleEye Acoustic camera Poly EagleEye Cube HDCI camera

Some hardware revisions of the Poly Trio Visual+ accessory may not be compatible with earlier hardware revisions of the Poly EagleEye Cube USB camera.

Early versions of the Poly Trio Visual+ accessory may be incompatible with early versions of the Poly EagleEye Cube USB camera. If you have an early version of the EagleEye Cube USB camera, revision A-D, use it with a Poly Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later. Later versions of the EagleEye Cube USB camera is supported with any Visual+ accessory hardware.

Poly Trio C60 systems do not support use with Poly Trio Visual+ accessories.

Multiple Cameras with Poly Trio Visual+

You can connect more than one camera to a Poly Trio system paired with one or more Poly Trio Visual+ accessories. Users can choose which camera to use during a call using the Camera Controls option.

You can also save presets for each connected camera and use the presets to switch between cameras. However, selecting the Home preset option only resets the currently selected camera.

Install Poly Trio Visual+ Software for Trio 8800, Trio 8500, and Trio 8300

The Poly Trio Visual+ accessory provisions and updates automatically from the Trio 8500 or Trio 8800 it is paired with—users do not have to interact with the system for manual provisioning and software updates.

The UC Software for Trio 8500 and Trio 8800 download does not include a dedicated executable file for the Poly Trio Visual+.

Limitations
Power over Ethernet Negotiation in Cisco Discovery Protocol Environments

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

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

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

Audio on Trio 8500 and Trio 8800 Systems

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

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

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

Third-Party Cable Compatibility with Trio 8500 and Trio 8800 Systems

Using a third-party HDMI cable may inhibit the Poly 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 Poly Trio Visual+ fails to properly execute video settings:

➢ A portion of the video or content displays off screen.

➢ When the system is idle, black spaces or white boxes display on the monitor.

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

Screen Mirroring with Miracast

Poly cannot guarantee connectivity between the Trio 8800 solution and all Miracast-certified devices due to variances in the implementation of the Miracast technology on vendors' devices.

Some devices cannot establish direct connection to a Trio 8800 solution if they are already connected to a 5GHz-only Wi-Fi Access Point. If experiencing this issue, disconnect the device from the Access Point while sharing content or by reconfiguring the Access Point to operate on 2.4GHz-only or 2.4Ghz + 5GHz bands.

Video Color Reproduction

When a Trio 8500 or Trio 8800 system is paired with a Poly Trio VisualPro, the color reproduction accuracy can vary depending on environmental conditions and camera sensor capabilities.

H.323 Support and Audio-Only Trio 8500 and Trio 8800 Systems

H.323 works best between two or more video-enabled Poly Trio systems with a paired Poly Trio Visual+ or VisualPro accessory. H.323 is not supported when Poly Trio systems are joined in with a Poly Trio system that is not video-enabled.

Camera Compatibility

Early versions of the Poly Trio Visual+ accessory may be incompatible with early versions of the Poly EagleEye Cube USB camera. If you have an early version of the EagleEye Cube USB camera, revision A-D, use it with a Poly Trio Visual+ accessory manufactured in 2018 or later with hardware revision C or later. Later versions of the EagleEye Cube USB camera are supported with any Visual+ accessory hardware version.

Note: the Poly Trio C60 systems do not support use with Poly Trio Visual+ accessories.

Content Sharing on Poly Trio 8300

The following limitations apply when sharing content:

➢ USB-hosted People + Content over IP (PPCIP) executable is not supported – use the Polycom Content App instead.

➢ Content Sharing via USB with Polycom Content App is not supported – share content via IP instead.