



Frequently Asked Questions (FAQ)

Polycom Phones and Microsoft Teams

Moving to Microsoft Teams? Need help with understanding how Polycom phones work with Microsoft Teams? Need to trade in your older CX500, CX600 and CX3000 phones? Let us help you. Email TeamMicrosoft@polycom.com to talk to one of our Microsoft experts.

Q: How will phones that work with Skype for Business today work with Microsoft Teams?

A: All 3PIP¹ phones certified for Skype for Business Online will be supported by Microsoft Teams. Microsoft is also supporting new “native Teams” phones that run the Microsoft Teams app in the phone, similar to the way apps run on smartphones. Older Lync Phone Edition (LPE) phones will not be supported running on Microsoft Teams.

Q: Which Polycom Phones 3PIP phones will work with Microsoft Teams?

A: Polycom 3PIP Phones certified for Skype for Business Online that will be supported by Microsoft Teams include:

- Polycom VVX Business Media Phones²
- Polycom Trio 8800 and Trio 8500²

Q: When will the 3PIP phones like Polycom VVX and Polycom Trio be supported with Microsoft Teams?

A: Microsoft is planning to support these phones with Microsoft Teams in the second quarter 2018.

Q: Which Polycom Phones will run Microsoft Teams natively?

A: Polycom phones running Microsoft Teams natively will include:

- Polycom Trio 8800 and Trio 8500. At Enterprise Connect in March 2018, we showed a technology preview of Microsoft Teams running natively on Polycom Trio. Polycom plans to introduce this as a software update in 2H 2018.
- Polycom will introduce new desktop phones for Microsoft Teams in early 2019. We are designing these new phones for a native Teams experience with the next generation features on the [Microsoft Teams Roadmap](#) in mind. The new Polycom desktop phones will provide a similar touch-capable user experience that is consistent with the native Microsoft Teams experience on mobile devices and conference room devices. And the sound?— it’s Polycom’s legendary audio within arm’s reach, with *Polycom® HD Voice™*, industry-leading full duplex echo cancellation, *Polycom Acoustic Fence*, and meticulously crafted quality.

¹ Microsoft 3rd Party Interoperability Program (3PIP)

² When ordering Polycom VVX phones and Polycom Trio, it’s best to order the Skype for Business Edition versions with order codes ending with “-019”. These versions come preconfigured with the correct profile and a required Polycom license.

Q: What should I know about Trio configured as a native Teams device?

A: We look forward to sharing more information with you. Email TeamMicrosoft@polycom.com to talk to one of our Microsoft experts at Polycom.

Q: What 3PIP phone features will be supported on the Polycom VVX phones and Polycom Trio after switching to Microsoft Teams?

A: According to Microsoft, the following Skype for Business Online existing features will be supported with no change in user experience:

- Authentication: All Skype for Business sign-in capabilities will remain unchanged.
- Calling: Skype for Business users will be able to make and receive calls on their phones with no change to their current experience.
- Presence and picture information: Presence information will work.
- Corporate and local directories: Users will still have access to their corporate and local directories.
- Joining Skype for Business scheduled meetings (Online or Server): All existing Skype for Business meeting capabilities will continue to work.

Additionally, Microsoft expects to introduce the following IP phone features when an IP Phone user is enabled for Teams:

- Incoming/outgoing P2P calls (when calling a Teams-enabled Skype for Business phone user)
- In-call controls via UI (mute, hold/resume, transfer, end call)
- Phone notifications about upcoming meetings
- Calendar access and meeting details
- One-click join for prescheduled meetings
- Mute/unmute for conferences
- List of meeting participants
- Hold/resume for conferences
- Hang up from conference calls
- Ability for IP phones to add another Skype for Business user to an ongoing meeting by using the 'Add Participant' feature

Q: Will Polycom phones connected to Skype for Business Server be affected?

A: There will be no change to 3PIP phones connected to Skype for Business Server. They will be able to join Microsoft Teams scheduled meetings and place calls with the experience and features detailed above.

Q: Will Polycom USB connected devices work with Teams?

A: Microsoft Teams is expected to support USB HID in 2Q 2018. Polycom VoxBBox and CX300 R2 USB phones are expected to be supported by Microsoft Teams at that time. Currently, for Polycom CX5100 and CX5500, there is no Microsoft Teams roadmap information detailing support for panoramic video. Without panoramic video, the camera capabilities of the CX5100 and CX5500 will continue to work, but only show the "active speaker" view in a Teams video call when connected to a PC. We look forward to sharing more information with you if this changes.

Q: What about Lync Phone Edition (LPE) devices like CX600 and CX3000?

A: While Microsoft originally planned to support LPE with Teams, there are multiple factors that prevent Microsoft from enabling them to work with Teams:

- Mainstream support for LPE ends with April 10, 2018, see [Lifecycle page for Lync Phone Edition](#)
- Office 365 will enforce TLS 1.2 on October 31, 2018. Since the underlying operating system of LPE does not support TLS 1.2, LPE devices like CX600 and CX3000 will not be able to connect to Skype for Business Online

Q: What is TLS ?

A: Transport Layer Security (TLS) is a cryptographic protocol used to establish secure communications. Lync Phone Edition (LPE) utilizes TLS for all signaling traffic.

Q: Which Polycom Phones run Lync Phone Edition (LPE)?

A: Polycom CX500 and CX600 phones and Polycom CX3000 conference phones run LPE software. The CX500 has never been supported on Skype for Business Online. Polycom CX600 phones and Polycom CX3000 conference phones won't be supported on Skype for Business Online (Office 365) later this year when Office 365 enforces TLS 1.2.

Q: Can I connect CX500, CX600 and CX3000 to on-premises deployments of Skype for Business Server?

A: These LPE devices can continue connecting to on-premises deployments that use TLS 1.0. However, compliance requirements—such as the Payment Card Industry Data Security Standard (PCI DSS)—may force you to upgrade to TLS 1.2. Once TLS 1.2 is deployed, these phones will no longer work.

Q: Does Polycom offer trade-in incentives for CX500, CX600, or CX3000 phones?

A: Absolutely. Contact your Polycom sales representative to learn about our trade in programs to transition your older CX phones to Polycom VVX phones and Polycom Trio. If you own LPE phones from other vendors, our trade in programs apply to these phones too. Email TeamMicrosoft@polycom.com for more information.

Q: What does Polycom offer that is different from other vendors?

A: Just as you experience today, the legendary sound quality of Polycom phones and conference phones make your conversations more productive. Everyone is heard clearly with Polycom HD Voice™ and distracting noises are eliminated with features like Polycom NoiseBlock™ and Acoustic Fence. Polycom offers the broadest portfolio of voice solutions for Microsoft, from the desktop to conference rooms of all sizes. Polycom also offers management solutions that make managing your Polycom phones and video endpoints easy—all from one tool.



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