



FREQUENTLY ASKED QUESTIONS

Polycom Phones and Microsoft Teams

Frequently Asked Questions (FAQs) for Polycom Partners and Customers

Moving to Microsoft Teams? Need to buy new phones or need help with understanding how the Polycom phones and conference phones you own already work with Microsoft Teams? Need to replace your older CX500, CX600 and CX3000 phones? We are here to help. Email TeamMicrosoft@polycom.com to talk to one of our Microsoft experts.

<p>I'm buying phones for my Microsoft Teams deployment. I want phones with Polycom's legendary sound quality, reliability and innovation. What phones should I buy from Polycom?</p>	<p>We recommend that you ask your Polycom channel partner about the Trade Up to Microsoft Teams with Polycom promotion. Buy a qualifying Polycom VVX phone today along with a special Polycom Premier Services part number and get a brand new native Microsoft Teams-capable phone from Polycom when they ship. See promotion terms for full details and requirements. Better yet, by purchasing this bundle, you have the added benefit of 2 years of Polycom Premier support for each phone purchased.</p>
<p>How will VVX phones that I already own work with Microsoft Teams?</p>	<p>Polycom 3PIP¹ Phones certified for Skype for Business Online² that are supported by Microsoft Teams include:</p> <ul style="list-style-type: none"> • Polycom VVX Business Media Phones (VVX 201, 301/311, 401/411, 501, 601 and similar models)³ • Polycom Trio 8800 and Trio 8500³
<p>When will Polycom Trio be supported "natively" with Microsoft Teams?</p>	<p>Polycom demonstrated a technology preview of Microsoft designed software running the Microsoft Teams IP Phone application at several events in 2018. Microsoft Teams on Polycom Trio is not yet available in generally available software. Microsoft Teams on Polycom Trio is currently available in Microsoft's Technology Adoption Program (TAP). Polycom Trio conference phones can also connect to Microsoft Teams as 3PIP devices running the Skype for Business software profile, so customers do not need to wait for the native Microsoft Teams software release to start using Microsoft Teams.</p>
<p>Which Polycom phones will run Microsoft Teams natively?</p>	<p>Polycom phones expected to run Microsoft Teams natively will include:</p> <ul style="list-style-type: none"> • Polycom Trio 8800 and Trio 8500 <p>At Enterprise Connect in March 2018 and at Microsoft Ignite in September 2018, Polycom and Microsoft showed a technology preview of Microsoft Teams running natively on Polycom Trio. Microsoft Teams on Polycom Trio software is currently available to customers in Microsoft's Technology Adoption Program (TAP).</p> <ul style="list-style-type: none"> • New Polycom phones <p>New Polycom phones planned for 2019 will natively run Microsoft Teams. We are designing these new phones for a native Microsoft Teams experience with the next generation of 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 the full duplex echo cancellation of Polycom HD Voice and the meticulously crafted quality of Polycom Acoustic Fence.</p>

1. Microsoft 3rd Party Interoperability Program (3PIP)

2. Please note that the VVX 250, VVX 350, and VVX 450 models are not certified with Skype for Business Online and therefore will not be officially supported on Microsoft Teams as 3PIP devices.

3. 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.

<p>I'm using Polycom Trio with the Polycom Visual+ accessory and camera for Skype for Business video calls. Will that work with Microsoft Teams?</p>	<p>Once you switch over to running Polycom Trio as a native Microsoft Teams client device, it does not support video. It becomes a "voice-only" conference device. When not running "native Microsoft Teams software," video conference rooms currently equipped with Polycom Trio Collaboration Kit (Visual+ accessory and camera) can connect to Microsoft Teams video calls using Polycom RealConnect Service. Alternatively, customers may repurpose their Polycom Trio hardware and attach Polycom Trio to Polycom + HP Skype Room Systems and benefit fully from a native Microsoft experience in their meeting rooms.</p>
<p>What else should I know about Polycom Trio configured as a native Microsoft Teams device?</p>	<p>We look forward to sharing more information with you when the software release supporting Microsoft Teams on Polycom Trio becomes generally available. Until then, you can email TeamMicrosoft@polycom.com to talk to one of our Microsoft experts at Polycom if you have questions.</p>
<p>What 3PIP phone features will be supported on the Polycom VVX phones and Polycom Trio after switching to Microsoft Teams?</p>	<p>According to Microsoft, the following Skype for Business Online existing features are supported:</p> <ul style="list-style-type: none"> • Authentication <ul style="list-style-type: none"> - Sign in with user credentials/web sign-in - Modern authentication - Phone lock/unlock - Hot desking support • Calling <ul style="list-style-type: none"> - Incoming/outgoing P2P calls from/to Microsoft Teams users - In-call controls via UI - (Mute/unmute, hold/resume, blind transfer, end call) - PSTN calls - Visual voicemail - 911 support • Calendar and presence <ul style="list-style-type: none"> - Calendar access and meeting details - Presence integration - Exchange calendar integration - Contact picture integration - Corporate directory access - Visual voicemail • Meetings <ul style="list-style-type: none"> - One-click join for pre-scheduled teams meeting - Meeting call controls—(mute/unmute, hold/resume, hang up, add/remove participant) - Meeting reminders - Add Skype for Business participant to ongoing meeting • Device update and management <ul style="list-style-type: none"> - Device update - In-band provisioning - QoE & log upload - Common area phone support <p>This above list of the features supported on 3PIP phones is from a Microsoft Technical Community post Skype for Business Certified IP Phones with Microsoft Teams.</p>

<p>Will Polycom phones that remain connected to Skype for Business Server be affected as the customer makes their transition to Microsoft Teams?</p>	<p>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.</p>
<p>Will Polycom USB connected devices work with Microsoft Teams?</p>	<p>Microsoft Teams supports USB HID, with certain limitations in some cases. The Polycom USB-connected devices can work with Microsoft Teams as follows:</p> <ul style="list-style-type: none"> • Polycom VoxBox—Polycom VoxBox, as well as the Plantronics Calisto 7200, are currently listed as Microsoft Teams devices in the Microsoft Teams device online catalog. • Polycom CX300 R2 USB phone—The CX300 is a device with known limitations, which can be reviewed at the Microsoft article titled Control Calls Using a Headset in Teams. • Polycom CX5100 and CX5500—There is no current support for panoramic video on these devices in Microsoft Teams. Without panoramic video, Polycom finds that the camera capabilities of the CX5100 and CX5500 continue to work, but only show the “active speaker” view in a Microsoft Teams video call when connected to a PC. In the Microsoft webpage titled Meeting room devices and solutions, Microsoft states that “All Skype for Business certified devices will work with Microsoft Teams, but they will not be given Teams certification until they meet new requirements. More information about Teams certification will be available in early 2019.”
<p>What about Lync Phone Edition (LPE) devices like CX600 and CX3000? Will they work with Microsoft Teams?</p>	<p>The CX500, CX600 and CX3000 are not supported on Microsoft Teams. These devices do not support TLS 1.2 and Microsoft only supports these end-of-sale devices in Skype for Business and Microsoft Lync environments within the limits of their stated lifecycle support policy.</p>
<p>What is TLS?</p>	<p>Transport Layer Security (TLS) is a cryptographic protocol used to establish secure communications. Lync Phone Edition (LPE) utilizes TLS for all signaling traffic.</p>
<p>Which Polycom phones run Lync Phone Edition (LPE)?</p>	<p>Polycom CX500 and CX600 phones and Polycom CX3000 conference phones run LPE software. Customers who own and still use these devices are strongly advised to budget and plan for replacing them.</p>
<p>Does Microsoft still support LPE devices on Office 365 (Skype for Business Online) after October 31, 2018?</p>	<p>According to Microsoft (as detailed in an online support page titled Preparing to use TLS 1.2 in Office 365)—“As of October 31, 2018, Office 365 will no longer support TLS 1.0 and 1.1. This means that Microsoft will not fix new issues that are found in clients, devices, or services that connect to Office 365 by using TLS 1.0 and 1.1. Note: This doesn’t mean Office 365 will block TLS 1.0 and 1.1 connections. There is no official date for disabling or removing TLS 1.0 and 1.1 in the TLS service for customer connections.”</p>
<p>Can I connect CX500, CX600 and CX3000 to on-premises deployments of Skype for Business Server?</p>	<p>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 in any Microsoft environment.</p>

<p>Does Polycom offer trade-in incentives for CX500, CX600 or CX3000 phones?</p>	<p>The Polycom trade in promotion for CX500, CX600 phones and CX3000 conference phones ended December 21, 2018. For customers currently looking to replace CX500 and CX600 phones, Polycom encourages customers to take advantage of the Trade Up to Microsoft Teams with Polycom promotion.</p>
<p>What do Polycom and Plantronics offer to customers making the journey to Microsoft Teams that is different from other vendors?</p>	<p>Plantronics and Polycom are a leading end-to-end communications solutions provider, offering best-in-class quality and experiences for Microsoft Teams and Skype for Business. Plantronics and Polycom offer flexible products and services that enable organizations to easily migrate to the cloud and support collaboration regardless of location or device. From headsets to desktop phones; from huddle space to large conference rooms, both voice- and video-enabled; and from the software to the services to ensure your ultimate success—we have everything you need and the team you can trust to make your journey to Microsoft Teams a success.</p>

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

Polycom, Inc.
1.800.POLYCOM
www.polycom.com

Polycom Asia Pacific Pte Ltd
+65 6389 9200
www.polycom.com.sg

Polycom EMEA
+44 (0)1753 723282
www.polycom.co.uk

