



## POLYCOM TRIO FAQs

Smart conferencing for all your meeting rooms.



Is Polycom Trio a conference phone or a video solution?

Polycom Trio is designed to work as a conference phone and/or a video solution. Polycom Trio is the smart phone for all your meeting rooms. Marrying legendary voice quality with powerful video and easy content sharing, Polycom Trio transforms conference rooms of any size into hassle-free spaces for team collaboration.

Combine the legendary audio of Polycom Trio 8800 or Trio 8500 with the Polycom Trio Visual+ or Polycom Trio VisualPro and one of the feature-rich Polycom EagleEye cameras to create a video and content sharing solution that is right-sized for your specific environment. Polycom Trio can easily transform conference rooms of all sizes into collaborative, hassle-free team environments.

Find out more:

[Polycom Trio 8800 data sheet](#)

[Polycom Trio 8500 data sheet](#)

[Polycom Trio Video Solutions data sheet](#)

How does Polycom Trio transform from a conference phone into a video conferencing solution?

Polycom Trio has the unique capability to expand from a conference phone into a full, collaborative meeting room solution with videoconferencing and content sharing. Simply pair the Polycom Trio conference phone with either the Polycom Trio Visual+ or Polycom Trio VisualPro accessory. These accessories enable Polycom Trio to connect to single or dual displays and either the EagleEye USB or one of the feature-rich EagleEye (HDCI) cameras.

What is a Polycom Trio Collaboration Kit?

A Polycom Trio Collaboration Kit contains products required for using Polycom Trio as a video solution. There are a variety of kits to choose from for deploying in small, medium and large rooms.

Find out more:

[Polycom Trio Video Solutions Brochure.](#)

## FREQUENTLY ASKED QUESTIONS (FAQ)

Is Polycom Trio a PoE device or does it require an external power supply?

Polycom Trio 8800 features built-in auto sensing IEEE 802.3at Power-over-Ethernet (Class4) backwards compatible with IEEE 802.3af (PoE) and does not require an external power supply to operate. Charging of USB connected devices and powering the Trio Visual+ via Trio's LAN OUT port requires an IEEE 802.3at (PoE+) compliant power source. Polycom Trio 8500 features built-in auto sensing IEEE 802.3af Power-over-Ethernet and does not require an external power supply to operate. If you do not have an IEEE 802.3at or IEEE 802.3af compliant power source, you can purchase a power kit from Polycom. (for Trio 8800 7200-23490-xxx/ for Polycom Trio 8500 2200-66740-xxx, 100-240V, 0.8A, 55V/36W, IEEE 802.3at compliant mid-span power injector for 10/100/1000 Mbps Ethernet. Ships with local power cord and Ethernet cable)

What are the Polycom Trio Visual+ and Polycom Trio VisualPro accessories?

Polycom Trio Visual+ is an accessory that enables the Polycom Trio 8x00 conference phones to connect to a single display and qualified USB camera for a complete video conferencing solution ideal for the huddle room.

The Polycom Trio VisualPro is an accessory for the Polycom Trio 8800/8500 conference phone to connect to single or dual displays, a variety of EagleEye (HDCI) cameras and features wired HDMI content sharing input. This solution is ideal for medium and large rooms.

For more information about Polycom Trio video solutions, refer to the [Polycom Trio Video Solution Brochure](#).

Does the Trio VisualPro require an external power supply?

Yes. Some Polycom VisualPro kits include country specific power cords. If you are purchasing a Polycom Trio VisualPro a la carte, you must order a Group Series 310 power cord separately.

- 2215-10445-001, Americas
- 2215-12310-036, India
- 2215-44342-001, Japan
- 2215-00286-xxx, UK, Euro, Hong Kong, Israel, Brazil, ANZ, Korea, Switzerland

Does calendar [one-touch-join](#) work on any scheduling platform?

Polycom Trio supports Microsoft Exchange calendaring. If you are using other calendars, such as Google Calendar, support is available via [Polycom Cloud](#) One-Touch-Dial (OTD).

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Are there any limitations for the type of display I must use with Polycom Trio video solutions?

No. You may choose a display that suits your environment if it has an HDMI port. An interactive (touch) display may be used, however Polycom Trio doesn't support the interactive features of these displays. When paired with the Polycom Trio Visual+, a single display is supported.

When paired with Polycom Trio VisualPro, up to two displays are supported.

How many displays does Polycom Trio support?

When paired with the Polycom Trio Visual+, a single display is supported.

When paired with Polycom Trio VisualPro, up to two displays are supported.

Can multiple mobile devices be connected to Polycom Trio at the same time?

No. Only one mobile device can be connected to Polycom Trio at a time. If a device is connected via Bluetooth, IP or USB, they must disconnect before a second device will have access.

Does Trio Visual+ and Trio VisualPro ship with an HDMI and Ethernet cable?

Yes. Polycom recommends using the supplied cables with Polycom Trio Visual+ and Trio VisualPro to ensure best performance and regulatory compliance.

Does Polycom Trio work with Microsoft's Skype for Business

Yes. Polycom Trio works with Skype for Business 2015 and newer. Polycom Trio 8800 and Trio 8500 are 3PIP certified conference phones for Skype for Business on-premises and online\*.

The Microsoft Skype for Business certification program (3PIP) requires best of breed vendors to meet higher standards for reliability and quality than simple interoperability. The latest Microsoft certification information can be found in the [Microsoft Skype for Business Solutions Catalog](#).

*\* Microsoft Skype for Business certification applies to the Polycom Trio Conference Phone only. Polycom Trio Video Solutions can connect to Microsoft's Skype for Business and Teams video calls using the [Polycom RealConnect Service](#).*

What cameras are available for use with Polycom Trio video solutions?

Polycom Trio, when paired with Polycom Trio Visual+, supports the EagleEye Mini and the EagleEye IV 12x USB cameras.

When paired with Polycom Trio VisualPro, any of the EagleEye cameras with an HDCI connector are supported. These include the EagleEye IV 12x and 4x, EagleEye Acoustic, and EagleEye Director II.

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Can you connect the EagleEye Mini or EagleEye IV USB cameras to Polycom Trio Visual+ using a USB extension?

No. We recommend directly connecting the camera to Trio Visual+.

What is the local 5-way audio conferencing capability?

Polycom Trio supports up to 5 participants locally on the phone (Polycom Trio + 4 additional audio calls), without the need for an external bridge. However, for specific call platforms including Skype for Business and Broadsoft Broadworks, Polycom Trio does support “server-based” conferencing and the local audio conference is not used.

Can I [pair my personal device](#) or laptop to Polycom Trio?

Yes. Polycom Trio supports Bluetooth/NFC\*, USB and IP based connectivity options for a broad variety of devices and user preferences. This use case is ideal for better audio experiences when using your own device.

*\* NFC is supported with Trio 8800 only*

Does Polycom Trio support wireless expansion microphones?

No. Polycom Trio expansion microphones are wired.

Does the Trio 8800 and 8500 support daisy-chaining?

Yes. With the release of Polycom Trio UCS version 5.8.0. You can daisy-chain (pair) two Polycom Trio systems for enhanced audio performance in large or acoustically challenging rooms. When daisy-chaining Polycom Trio systems, the speakers, microphones and user interface act as a single speaker and microphone array for superior acoustic performance.

Can I daisy-chain a Polycom Trio 8800 with a Polycom trio 8500 or do they need to be the same model?

Yes. It is possible to mix and match Trio models when you daisy-chain. This configuration supports a maximum of 2 systems and must be set to the same base profile. Please refer to the Polycom Trio Administrator Guide for [daisy-chain requirements](#).

Are the Polycom Trio expansion microphones supported when daisy-chaining?

Yes. It is possible to use expansion microphones when in daisy-chain mode. For more information about [daisy-chain scenarios](#), please refer to the Polycom Trio Administrator Guide

How do the Polycom Trio conference phones daisy-chain? Do they require a wire to connect them?

No. Polycom Trio conference phones are paired via ethernet.

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Is there a specific distance the Polycom Trio conference phones must be placed when daisy-chaining?

For optimal performance, follow the guidelines for setting the distance between Polycom Trio systems:

- Set Polycom Trio 8800 systems about 3.0 m (10 ft) apart.
- Set Polycom Trio 8500 systems about 2.5 m (8 ft) apart.

When using RealPresence Resource Manager or PDMS, do I manage them as one system or two?

When 2 Polycom Trio conference phones are configured in daisy-chain mode, they are managed as one solution. If you disable the daisy-chain feature, they will be managed separately.

I have SoundStation expansion mics. Can I use them with Trio?

No. Polycom recommends using the Trio specific expansion mics for best performance.

Does Polycom Trio support ceiling microphones?

Yes. When Polycom Trio is paired with Polycom Trio VisualPro, up to 2 ceiling microphones are supported. Polycom Trio Visual+ does not support ceiling microphones.

Does Polycom Trio support Acoustic Fence technology?

No. Acoustic Fence is a technology that works with the Group Series and ceiling microphones.

Polycom Trio offers Polycom's patented NoiseBlock™ technology that intelligently deciphers the difference between speech and non-speech noise and will automatically mute non-speech noise from flowing through to the other end.

Can I connect Polycom Trio to my Group Series to be used as an audio peripheral?

Yes. Polycom Trio 8800 and Trio 8500 can be paired with Group Series 310 and 500 hardware version 20 or newer. To pair Group Series 310/500 with Trio, Group Series must be configured to operate in 'Trio Pairing Mode'.

Can I connect Polycom Trio to Polycom SoundStructure installed audio solutions?

No. Polycom Trio does not integrate with Polycom SoundStructure.

Does Polycom Trio use its own echo cancellation capabilities when used with Skype for Business and clients over USB?

No. When connected via USB Polycom Trio does not use its own echo cancellation capabilities, it relies on the echo cancellation capabilities of the Skype for Business client. Trio is recognized as a USB speakerphone.

## FREQUENTLY ASKED QUESTIONS (FAQ)

Can I use Polycom Trio as an audio device (mic and speaker) for other audio and video clients or applications such as Zoom, Cisco Webex, YouTube and iTunes, on a mobile device or computer?

Yes. Polycom Trio features USB and Bluetooth connectivity and can be used as a speakerphone for a wide variety of applications.

Does Polycom Trio support voice over Wi-Fi?

Yes. The Polycom Trio 8800 was the first Wi-Fi capable audio conferencing phone on the market. When connected to the network via Wi-Fi connecting the Trio Visual+ accessory is not supported.

Do I need any specific “Voice-over-Wi-Fi” gateways to route Polycom Trio voice calls both internally and externally?

We recommend deploying Polycom Trio 8800 in a VoIP ready wireless LAN network. Roaming capabilities are not required because Polycom Trio was not designed as a portable device.

How do I share content using my laptop or personal device?

Polycom Trio is exceptionally flexible. Content can be shared in several ways depending on your platform or user device.

In a Skype for Business environment:

Share your display or document from the Skype for Business client as you would with any other contact, by entering in the name of Trio in your contacts list and click the “present” icon in the Instant Messaging session window. If you are in a multipoint call, a second option is to have your Skype for Business client join the call and have it share content.

With Trio VisualPro, content can also be shared via HDMI In.

In an openSIP/H.264 environment it is possible to share content wirelessly or wired via USB cable or HDMI IN (only available with Trio VisualPro).

Trio supports [content sharing](#) using Polycom’s free content sharing application, Polycom Content App and People + Content IP (PPCIP). Both applications support both wireless and wired content sharing including audio support. Polycom Content App supports Bluetooth assisted discovery and pairing with Trio systems.

You may also [share content](#) using RealPresence Desktop or Mobile for Tablets with SmartPairing. With ultrasonic pairing, enabled the Trio system will be detected automatically. To pair manually, enter the IP address of the Trio smart hub displayed on the monitor and select the “share content” icon on the Desktop or Mobile for Tablets client.

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What kind(s) of content can I share with Polycom Trio using the Skype for Business client?

When using the Skype for Business client to share content, select “Present Desktop” or “Present Application”. “Present PowerPoint Files” and sharing content from computers with multiple extended displays is not supported.

Can I share content during an audio conference?

Yes. If you have installed Trio Visual+ or Trio VisualPro, content can be shared. There must be a display available for the content to appear. The content and the far-end(s) must support standard compliant BFCP or Skype for Business VbSS and RDP based content capabilities. Trio will connect video if a camera is connected, however, you may simply stop sending video ('mute camera') or close the cover of the camera if video is not required.

Can I send content from my mobile phone?

No. Skype for Business and Polycom RealPresence Mobile do not support sending content from the client on a mobile phone. You will be able to receive content.

Sending content from a tablet is supported.

What ports are available on the Polycom Trio Visual+ accessory?

There are 2x USB 2.0 host ports (one for the USB camera), 1x HDMI 1.4 port for connecting to a display and 1x 3.5mm stereo line-level audio output for connecting external speakers or an audio recording device.

What ports are available on the Polycom Trio VisualPro?

The following ports are available on Trio VisualPro:

- Ethernet 10/100/1000 Base-T
- 1x 3.5mm stereo line level output
- 2x USB 2.0 host ports, Type-A
- 2x HDMI out
- 1x HDMI in (content/no audio in)
- 1x VGA in
- 1x HDCI (camera)
- 1x Polycom ceiling microphone array input port (supporting up to 2 microphone arrays or Group Series tabletop microphone)

Can I connect Polycom Trio to an external source such as a DVD player?

Yes. Trio VisualPro supports connecting external video sources via HDMI IN.

How secure is content sharing on Polycom Trio? Will it be secured by a third party? For example, if used in healthcare

Secure content sharing is supported from clients and endpoints that support secure connections. Skype for Business 2015 clients or newer support secure connections that also includes VbSS and RDP content streams which are encrypted. Trio supports secure calls (point-to-point and VMR) with video-based content. Polycom RealPresence Desktop and

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and keeping patient records secure.

Mobile for tablets, Polycom Content App and PPCIP do not support secure content sharing. Trio uses industry best practices for network security.

When I am sharing content, what happens when a second person tries to share at the same time?

When sharing content, if a second user tries to share, the second user will take over sharing capabilities.

How do you share content locally using Polycom Trio, when not on audio or video conference?

In a Skype for Business environment open an IM session with Trio and present your desktop or program you'd like to share and Trio will display it on the monitor in the room.

In an openSIP environment, it's simple to use Polycom's free content sharing applications, Polycom Content App or People + Content IP (PPCIP) to share content over IP or USB.

In a platform environment, Polycom Trio supports SmartPairing. Open the RealPresence Desktop for Mobile or Tablets client, pair with Trio and share the content.

Can I install Polycom Trio in a hybrid platform environment (e.g. Zoom, Cisco Webex, Polycom Clarity, open SIP call platform)?

Yes. Polycom Trio supports up to three different platforms simultaneously.

Will I need an additional Skype for Business license?

Yes. Trio registers as a Skype for Business endpoint with the Skype for Business server or service.

Will I require an additional Polycom license to use Polycom Trio with Skype for Business?

Trio SKUs (Partner Numbers) ending with -019 are Skype for Business Edition SKUs and do not require an additional Polycom license. Standard Edition (open SIP only) SKUs do require an additional Polycom license only when used with Skype for Business.

Which Skype for Business online, Office 365 licenses do I need for use with Trio?

Trio works with Office 365 Enterprise E5, E3 and E1. If E3 or E1 is the right plan for your business, you must be sure to add the Cloud PBX for PSTN calling service.

More information about Office 365 plans and pricing is available [here](#).

When using Polycom Trio as a video solution, will I require an

No. You will not need to purchase additional video licenses from Polycom for Trio Visual+ and Trio VisualPro.



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additional Polycom license to enable the video?

When Polycom RealConnect is deployed, how do I integrate Trio?

Is Polycom Trio open for third party developers to create vertical solutions?

Does Trio need to be configured for separate VLANs when used for audio only conferences and video or audio conferences?

How is Polycom Trio managed and provisioned?

Polycom Trio 8800 and Trio 8500 are certified for integration with Skype for Business as a conference phone. If you are using Polycom Trio as a video solution with Skype for Business or Microsoft Teams Polycom RealConnect is required.

We do not offer API's and are not currently engaging third party developers.

However we do offer the [REST \(Representational State Transfer\) API](#) feature, which provides a convenient, scalable, portable, and reliable API for interacting with Polycom Trio phones, enables users to execute certain functions and retrieve information.

No, Trio can run on any VLAN. The only requirement is that Trio Visual+ or Trio VisualPro and the Trio 8800/8500 conference phone are on the same IP subnet. It is best practice to separate out PC traffic from voice/video traffic for the best voice/video performance.

Polycom Trio can be managed either on-prem using RealPresence Resource Manager version 10.1 or above, or centrally manage and troubleshoot securely from the cloud using Polycom Device Management Software (PDMS).

