



USER GUIDE

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Polycom Trio™ Solution with Skype for Business



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Before You Begin

Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Documentation](#)

This *Polycom Trio Solution for Skype for Business User Guide* contains overview information for navigating and performing tasks with the following Polycom Trio™ Solution products:

- Polycom Trio™ 8500 audio conferencing system
- Polycom Trio™ 8800 audio conferencing system
- Polycom Trio™ Visual+ content and video accessory.

Note: The Polycom Trio 8500 and Polycom Trio 8800 systems and Polycom Trio Visual+ accessory are also known as Polycom RealPresence Trio 8500, Polycom RealPresence Trio 8500, and Polycom RealPresence Trio Visual+.

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn more about the features available with Polycom Trio.

Related Documentation

To find all Polycom partner solutions, see [Strategic Global Partner Solutions](#).

For additional information about the Polycom Trio 8500 or Polycom Trio 8800, view the following documents on [Polycom Support](#).

- Quick Tips—Provides a quick reference on how to use the system's most basic features.
- Setup Sheet—Describes the contents of your package, how to assemble the solution, and how to connect the system to the network.
- Administrator Guide—Provides detailed information about setting up your network and configuring features.
- Regulatory Notice—Provides information for all regulatory and safety guidance.

You can also view Feature Descriptions and Technical Notifications on the [Polycom Voice Support](#) page. These documents describe workarounds to existing issues and provide expanded descriptions and examples for phone settings and features. You can find these documents on the [Polycom Profiled UC Software Features](#) and [Polycom Engineering Advisories and Technical Notifications](#) support pages.

Getting Started with Polycom Trio™

Topics:

- [Product Overview of Polycom Trio](#)
- [Navigating Polycom Trio](#)
- [Enter Information Using the Onscreen Keyboard](#)

Before you use your phone, take a few moments to familiarize yourself with its features and user interface.

Note: As you read this guide, keep in mind that certain features are configurable by your system administrator or determined by your network environment. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your device screen.

Product Overview of Polycom Trio

The Polycom Trio Solution supports audio-only conference calls in a Skype® for Business 2013 or 2015 Server environment along with point-to-point, bridge, and Skype for Business video calls.

The following are the features available on Polycom Trio 8500 and Polycom Trio 8800 systems.

Polycom Trio 8500 Features and Capabilities

The Polycom Trio 8500 system supports the following features:

- Placing, answering, and managing audio calls
- Initiating, joining, and managing audio conference calls
- Recording audio calls
- Viewing and joining scheduled Calendar meetings
- Managing contacts, call lists, and directories
- Adjusting call and system settings
- Pairing with Bluetooth-enabled devices
- Connecting USB devices
- Checking voicemail messages
- Sharing content during video calls
- Placing, answering, and managing video calls
- Connecting to a wireless network
- Pairing with the Polycom Trio Visual+ content and video accessory

Polycom Trio 8800 Features and Capabilities

The Polycom Trio 8800 system supports the following features:

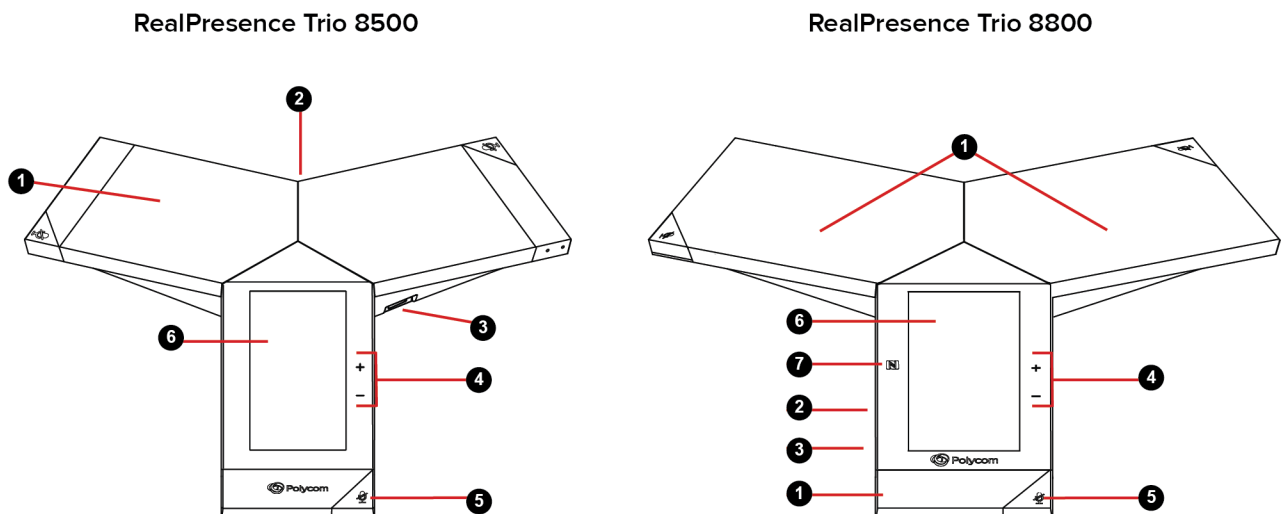
- Placing, answering, and managing audio calls

- Initiating, joining, and managing audio conference calls
- Recording audio calls
- Viewing and joining scheduled Calendar meetings
- Managing contacts, call lists, and directories
- Adjusting call and system settings
- Pairing with Bluetooth-enabled devices
- Connecting USB devices
- Checking voicemail messages
- Sharing content during video calls
- Sharing content from Apple® AirPlay® or Miracast®-certified devices
- Placing, answering, and managing video calls
- Pairing with Bluetooth and Near Field Communication (NFC)-enabled devices
- Connecting to a wireless network
- Pairing with the Polycom Trio Visual+ content and video accessory
- Placing video calls with a Polycom® EagleEye™ IV USB camera
- Adjusting the camera and setting camera presets for a connected Polycom EagleEye IV USB camera

Polycom Trio Hardware

The following figure displays the hardware features on the Polycom Trio 8500 and Polycom Trio 8800 systems. The table lists each numbered feature shown in this figure.

Polycom Trio Hardware Features



Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Speaker and Microphones	Sends your audio to call participants and provides audio output for the ringer and speakerphone.
2	Device Port	Enables you to connect a mobile or tablet device to the system using a USB device cord.
3	USB Port	Enables you to connect a USB flash drive or connect a computer using a USB cable.
4	Volume keys	Adjust the volume of the audio from the speakerphone and ringer.
5	Mute key	Mutes the microphones during calls and conferences. The key glows red when activated.
6	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
7	NFC	Enables you to connect a Bluetooth-capable mobile phone or tablet using Near Field Communication (NFC). NFC is supported on Polycom Trio 8800 only.

Navigating Polycom Trio™

The phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.

Accessing Screens on Polycom Trio™

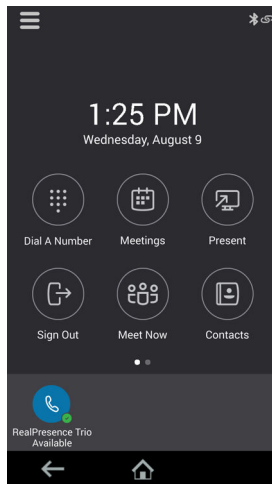
You can access the following screens on the phone:

- Home Screen—Displays your messages, settings, and information.
- Calls Screen—Displays all active and held calls on your line.
- Place a Call screen—Enables quick access to the dial pad, Recent Calls, Contacts, and Calendar.




Access the Home Screen

The Home screen on Polycom Trio displays the icons you can select to access features, settings, and other information; additional registered lines; and favorites you can save to quickly call contacts.

Home Screen



Procedure

1. Do one of the following:
 - Tap 
 - Tap  and tap 

Expand or Contract the Home Screen

You can use the Page Indicator to control how many icons display on the Home screen.

The Page Indicator displays on the Home screen beneath the menu options and indicates the page you are currently viewing.

Procedure

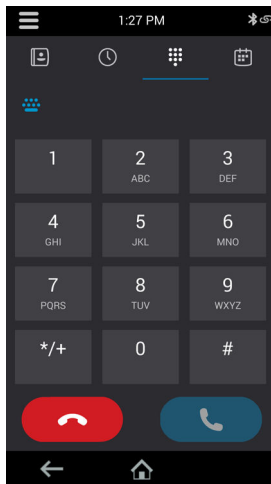
1. On the Home Screen, press and hold the Page Indicator.

Accessing the Place a Call Screen

The Place a Call screen on Polycom Trio is displayed when you tap the Place a Call icon on the Home Screen or when the system is idle and not in use, if set by your system administrator.

From the Place a Call screen, you can access the dial pad, Contacts, Recent Calls, and the Calendar, as shown in the following figure.

Place a Call screen

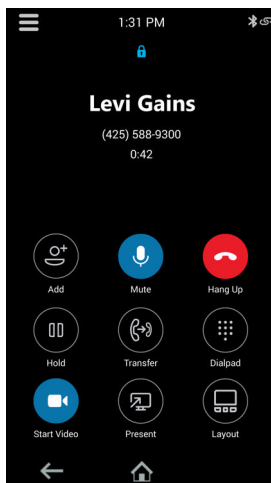


Accessing the Calls Screen

The Calls screen on Polycom Trio is displayed automatically when you place a call and you have an active call in progress.

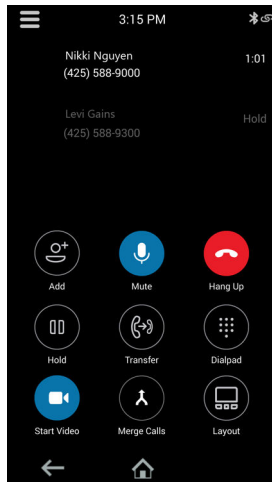
When you have an active call in progress, the name and number of the contact you are talking with and the duration of the call is displayed in the Calls screen, as shown next.

Active call on the Calls screen



You can also view active and held calls in progress on the system, as shown next. If the system has multiple lines, active and held calls display under the associated line.

Multiple calls on the Calls screen



Icons and Status Indicators

The following table displays the icons and status indicators that display on Polycom Trio.

Icons and Status Indicators



Icon	Description	Icon	Description
	Registered Line		Do Not Disturbed enabled
	Unregistered Line		Call Forwarding enabled
	Active Call		Wireless status (Polycom Trio 8800 only)
	USB device attached		Paired Device
	Missed Call		Bluetooth
	Placed Call		Received Call

Enter Information Using the Onscreen Keyboard

The onscreen keyboard enables you to enter information into text fields using the touchscreen.

The onscreen keyboard displays on screen automatically when a text field is shown. When a text field requires only numbers, the onscreen keyboard displays only numbers.

- Displays alphabetical letters
- Shifts to uppercase letters
- Shifts to lowercase letters

-  Displays numbers and punctuation marks
-  Displays special characters

Procedure

1. Tap a text field.
2. Tap each character you want to enter.

Change the Phone Language and Keyboard Layouts

When you set the phone language and country, the phone uses the default keyboard layout for that language. For example, setting the phone language to French sets the phone to the AZERTY keyboard layout. You can enable multiple languages for the phone and switch between keyboard layouts.

Procedure

1. On the phone's keyboard, long-press and release the comma key and choose **Input Languages**.
2. Uncheck **Use System Language**.
3. Select one or more available languages and press the Back arrow. Each language you select is enabled along with its default keyboard layout.

When you enable more than one language, a globe key displays on the phone keyboard.

4. Do one of the following:
 - Long-press the globe key to view and choose from a list of enabled languages. The phone uses the default keyboard layout for the language you choose.
 - Short-press the globe key to rotate through enabled languages. The space bar displays the current language and keyboard layout.

Close the Onscreen Keyboard

When you are done entering information into a text field, or you want to exit the current screen and return to the previous screen, close the onscreen keyboard.

Procedure

1. Tap **Done**.

Logging Into and Locking the System

Topics:

- [Signing in to Skype for Business](#)
- [Locking Polycom Trio](#)

You can log in to and lock a Polycom Trio system with your Skype for Business user credentials provided by your system administrator.

Signing in to Skype for Business

You can use one of the following methods to sign in to a Polycom phone with your Skype for Business credentials:

- **User ID**—Enter your user credentials.
- **PIN**—Enter your PIN Authentication credentials, if enabled.
- **Web Sign In**—Sign in to your Skype for Business Online account on your computer using the web address shown on the phone.

Sign In Using Your Skype for Business User Credentials

You can sign in to your Skype for Business account using your login credentials, which includes your domain, email, username, and password.

Your system administrator provides you with your login credentials.

Procedure

1. Select **Sign In**, or navigate to **Settings > Features > Skype for Business > Sign In**.
2. Select **User ID**.
3. Enter your Skype for Business account user credentials and select **Sign In**
A confirmation message is displayed when the phone successfully signs into Skype for Business.

Note: If you input the wrong credentials and lock your account, contact your system administrator.

Sign In Using Your Skype for Business PIN Authentication

You can sign in to your Skype for Business account using your PIN Authentication credentials, which your system administrator provides.

Procedure

1. Select **Sign In**, or navigate to **Settings > Features > Skype for Business > Sign In**.
2. Select **PIN Authentication**.

3. Enter your PIN Authentication credentials for your Skype for Business account, then select **Sign In**.

A confirmation message is displayed when the phone successfully signs into Skype for Business.

Note: If you input the wrong credentials and lock your account, contact your system administrator.

Sign in to Skype for Business Using Web Sign In

Use the Web Sign In method to sign in to a phone with your Skype for Business Online account using a web browser.

Procedure

1. Select **Sign In**, or navigate to **Settings > Features > Skype for Business > Sign In**.
2. Select **Web Sign In**.
A web address displays.
3. Enter the URL into the web browser on your computer.
4. On the Skype for Business Authentication website, enter your email address then select **Verify Email**.
5. Enter the PIN generated on the phone into the web browser.
A confirmation message is displayed when the phone successfully signs into Skype for Business.

Set the Time and Date Format

After you sign in to your phone with your Skype for Business credentials, you have the option to set the time zone and select a time and date format.

If you choose to not set up your phone when you first sign in, you can set the time and date formats later.

Procedure

1. After you sign in to Skype for Business on your phone, select **Next**.
2. On the Customize Time Zone screen, select your time zone and press **Next**.
3. On the Customize Time Format, choose a time format and press **Next**.
4. On the Customize Date Format screen, choose a date format and press **Next**.

Sign Out of Skype for Business

If you are signed in to Skype for Business on a public phone, make sure you sign out of your account after you finish using it.

After you sign out of Skype for Business, you cannot call or view your Skype for Business contacts. However, you can still use other available features.

Procedure

1. Select **Sign Out** or navigate to **Settings > Features > Skype for Business > Sign Out**.

Locking Polycom Trio™

If your system administrator has set up to system to lock when it is not in use, you will need to unlock it before you can use the system.

Your system administrator provides you with a user password that you can use to unlock Polycom Trio.

When the system is locked, you can:

- Place outgoing calls to emergency and authorized numbers.
- Enter a password to answer incoming calls.

Set a Lock Code

When you sign in to your Skype for Business account, you are prompted to set a lock code. After you set a lock code, you can use the code to unlock your phone.

Note: You cannot dismiss the prompt to create a lock, however, the prompt will disappear if you do not create a lock code in a set amount of time. If you do not create a lock code when prompted, you will be automatically signed out of the phone and must create a lock code the next time you sign in.

Procedure

1. Create and enter a numerical lock code.
2. Confirm your lock code.

Your lock code is set and you can use your lock code to unlock your phone.

Lock Your Phone

After you create a lock code, you can lock your phone anytime you leave your desk. Your phone also automatically locks after being idle for a set amount of time, which is set by your system administrator.

Procedure

1. Do one of the following:
 - From the Home screen, select **Lock**.
 - Navigate to **Settings > Basic > Device Lock** and select **Lock Now**.

Unlock the Phone

You can use your lock code to unlock Polycom Trio systems.

Procedure

1. Enter your lock code and select **Unlock**.

Change Your Lock Code

You can change your lock code at any time while signed in to your Skype for Business account.

Procedure

1. Navigate to **Settings > Basic > Device Lock**.
2. Select **Change Lock Code** and enter your current lock code.
3. Enter a new lock code and confirm your new lock code.
4. Select **Submit**.

Reset Your Lock Code

If you forget your lock code, you can reset the code from a phone using your login password.

Procedure

1. On the Lock screen, select **Forgot**.
2. On the Forgot Lock Code screen, enter your login password or PIN for your Skype for Business account.
3. Enter and confirm your new lock code.

Audio Calls

Topics:

- [Placing Audio Calls](#)
- [Redial a Number](#)
- [Answering Audio Calls](#)
- [Decline an Incoming Call](#)
- [End an Audio Call](#)
- [Holding and Resuming Calls](#)
- [Transferring Calls](#)
- [Rejecting Calls with Do Not Disturb](#)
- [Forwarding Incoming Skype for Business Calls](#)
- [Managing Multiple Calls](#)
- [Mute the Microphones](#)
- [Unmute the Microphone](#)

By default, the Polycom Trio system has one registered line. You can manage a maximum of 12 active, incoming, or held audio calls at a time on the line. However, you can have only one active call in progress with numerous other incoming calls or calls on hold.



Placing Audio Calls

You can place calls on Polycom Trio in numerous ways, including local and international calls, calls from Recent Calls or directories, calls to contacts or favorites, or calls to authorized numbers on a locked phone.

Place an Audio Call

On Polycom Trio, you can call a contact using a number or IP address using the dialpad or onscreen keyboard.


Procedure

1. Select **Place a Call**.
2. Enter your contact's number, or tap the onscreen keyboard  and enter an IP address.
3. Tap .

Place an International Call

You can place calls to international phone numbers on Polycom Trio.



Procedure

1. On the dial pad, quickly press the **star key** * twice.
A plus sign + is displayed.
2. Enter the phone number with the country code and tap .

Place a Call from Recent Calls

You can place calls to contacts from the Recent Calls list, which contains calls that were recently placed, answered, or missed.


Procedure

1. Do one of the following:
 - From the Home screen, select  **Recent Calls**.
 - From the Place a Call screen, tap .
2. Select a contact.
The call is placed automatically after you select a contact.

Place Calls to Skype for Business Contacts

When you are signed into your Skype for Business account on Polycom Trio, any contacts you add as favorites in the Skype for Business client display on the system in the Contacts list. You can call your Skype for Business favorites from the Contacts list on the system.

Procedure

1. Do one of the following:
 - Navigate to **Contacts > Contacts**.
 - Navigate to **Place a Call** and tap .
2. Select a contact and tap **Dial**.

Place a Skype for Business Audio Call over USB

When a Polycom Trio system is connected to a computer with the Skype for Business client, you can use the system as the audio device for your Skype for Business calls.

You can also hold, resume, and mute your audio for Skype for Business calls from the system.

Procedure

1. Connect the USB cable from your computer to the micro USB port on the system.
2. In the Skype for Business client, select a contact.
3. Right-click on the contact and click **Call > Skype for Business Call**.

Place a Call over Bluetooth

When a Polycom Trio system is paired and connected with a Bluetooth-enabled mobile phone or tablet, you can place a call on your device and use the system as a speakerphone for the call.

Procedure

1. Connect your device with the system over Bluetooth.
2. On your device, place a call to a contact and select **Polycom Trio** as your audio source..

Call a Favorite

Contacts you add as favorites display at the bottom of the Home screen with an avatar. You can place a call to favorites by selecting a favorite on the Home screen.

Procedure



1. On the Home screen, tap a favorite.
The call is placed to the favorite automatically.

Calling Contacts from the Directory

Call a Contact from a Directory

You can place a call to a contact directly from your directory or you can select contacts in your directory to call from the Place a Call screen.


Procedure

1. Do one of the following:
 - Navigate to **Contacts** and select a directory.
 - Navigate to **Place a Call**, tap , and select a directory.
2. Select a contact.
3. From the Details screen, tap  next to the number you want to call.

Call a Contact from a Directory Search

You can search for and call contacts from the Search screen in your directory.

Procedure

1. Select **Contacts** and select a directory.
2. In the Search field, enter your contact's first or last name.
3. Select your contact.
4. In the **Details** screen, tap  next to the number you want to call.

Place a Call from a Locked Phone

When the phone is locked, you can place outgoing calls to any contact unless your system administrator restricts your phone to placing calls only to emergency numbers, such as 911, and authorized numbers that your system administrator can set up.

Procedure

1. From the **Place an Authorized Call** screen, select a number and select **Dial**.

Placing Intercom Calls

The Intercom feature enables you to place a call to a contact that is answered automatically on the contact's phone as long as the contact is not in an active call.

If the contact is in an active call, the contact can choose to answer the intercom call, or the intercom call is answered automatically after the active call ends.


Check with your system administrator to find out if this feature is available on your phone.


Place an Intercom Call

You can place an intercom call from Polycom Trio to quickly relay a message to a contact.

Tip: Your system administrator can set up your phone to automatically call a specific contact when you select **Intercom**. If your phone is set up this way, select **Intercom** and wait for your contact to answer before speaking your message.

Procedure

1. From the Home screen, select the **Intercom** icon.
2. Enter a number or select a contact.
3. Tap .


The phone plays a tone and the call is answered automatically on the contact's phone.
4. After the call is answered, speak your message then select  **Hang Up**.


Place an Intercom Call During a Call

You can place an intercom call to another contact during an active call.

Procedure

1. Select **Hold > Intercom**.

The active call is placed on hold and the dialpad is displayed.
2. Enter a number or select a contact.
3. Tap .


The phone plays a tone and the call is answered automatically on the contact's phone.
4. After the call is answered, speak your message and select  **Hang Up**.

5. Select  **Resume**.

Redial a Number

Polycom Trio automatically keep a record of all calls placed. You can recall the last contact you called using Redial, if enabled by your system administrator.

Procedure

1. Do one of the following:
 - Select **Redial** on the Home screen.
 - Tap **Place a Call**, tap , and select the first number in the list.

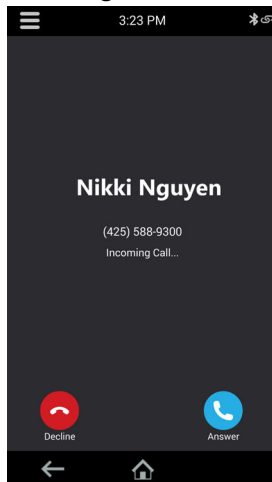
Answering Audio Calls

When you receive an incoming call on Polycom Trio, you can choose to answer the call in various ways, including answering calls automatically, in the Incoming Calls screen, in the Calls screen, and during a call.

Answer an Incoming Call

When you receive an incoming call, the phone rings and an Incoming Call screen is displayed, as shown next. In the Incoming Call screen, you can choose to answer or reject the incoming call.

Incoming Call screen



Note: Your system administrator can enable the screen to flash bright orange when you have an incoming call. The screen continues to flash until the incoming call is displayed in the Home or Calls screen. For more information about this feature, contact your system administrator.

Procedure

1. Tap  **Answer**.

Answer a Call When in a Call

When you are in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call screen is displayed.

Procedure

1. Select  **Answer**.

The active call is placed on hold, and the incoming call becomes active.

Answer Calls Automatically

You can set up Polycom Trio to automatically answer calls using the Auto Answer feature.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before the call is automatically answered.

When Auto Answer is enabled and you receive an incoming call while in a call, the incoming call is not answered until you end or hold the current call.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.
4. Select **Microphone Mute** and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
5. Select **Video Mute** and select **Yes** to mute the video when video calls are auto-answered.
6. Select **Save**.

Answer a Call on a Locked Phone

When you set up your phone to accept incoming calls when it is locked, you can answer the calls by entering a user password.

Procedure

1. On the Incoming Call screen, select **Answer**.
2. Enter your user password and select **Enter**.

The call connects.

Answer an Intercom Call

When you receive an intercom call, the call is answered automatically using the speakerphone.

If the phone is set up to answer intercom calls with your microphone muted, you need to unmute your microphone before responding to the call.

Procedure


1. After the call is answered, press  **Mute** and reply.

Decline an Incoming Call

You can decline an incoming call and send the call directly to voicemail.

Declined calls display in the Missed Calls list in Recent Calls. You cannot reject calls for shared lines.

Procedure





1. In the **Incoming Call** screen, select  **Decline**.

End an Audio Call

You can end an active call on the system at any time.

However, you cannot end calls on hold. You must resume held calls before ending them.

Procedure

1. Do one of the following:
 - Tap  **Hang Up**.
 - In the Calls screen, select the call and tap  **Hang Up**.
 - In the Calls screen, select a held call, tap  **Resume**, and tap  **Hang Up**.

Holding and Resuming Calls



When you are in a call, you can place an active audio call on hold and resume the call.

When you place a call on hold, the Mute key indicators on the system and microphones are red. When you are placed on hold, the Mute key indicators on the system and microphones flash green.

Hold a Call

You can place any active call on hold on Polycom Trio.


Procedure


1. During an active call, select  **Hold**.
If you're in the Calls screen, select the call first.
The Resume  icon is displayed.

Resume a Call

You can view and resume all held calls on the phone.

Procedure

1. Do one of the following:
 - Select  **Resume**.

- From the Calls screen, select the call and select  **Resume**.

Transferring Calls

You can transfer active or held calls to another person using the following transfer types:

- Blind transfer—Transfers the call directly to another line without speaking with the other party first.
- Consultative transfer—Enables you to speak with the other party before completing the transfer.

Choose a Default Transfer Type

You can choose a default transfer type to use for all calls on Polycom Trio.

When you choose a default transfer type, the phone uses the selected transfer type for all calls. Consultative is the default transfer type.

Procedure




1. Navigate to **Settings > Basic > Preferences**.
2. Select **Default Transfer Type** and choose a transfer type.

The selected transfer type is used for all calls.

Transfer a Call

How you transfer a call on Polycom Trio varies depending on the default transfer type.

Procedure






1. During a call, do one of the following:
 - When the default type is Blind, select  **Transfer** and dial a number or select a contact from Recent Calls or Contacts.
 - When the default type is Consultative, tap  and select  **Transfer**. Dial a number or select a contact from Recent Calls or Contacts.

The call is transferred automatically.

Transfer a Call using Consultative Transfer

How you transfer a call using Consultative Transfer varies depending on the default transfer type set on the Polycom Trio system.

Procedure

1. During a call, do one of the following:
 - If the default type is Consultative, select  **Consult** and dial a number or select a contact from Recent Calls or Contacts. Select  **Complete Transfer** after speaking with the contact.
 - If the default type is Blind, tap  and select  **Consult**. Dial a number or select a contact from Recent Calls or Contacts and select  **Complete Transfer** after speaking with the contact.

Cancel a Transfer

If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete.


Procedure

1. Select **Cancel**.
The call is not transferred and becomes active.

Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you do not want to be interrupted.

When you enable Do Not Disturb (DND), the following occurs:

- The DND icon  displays in the status bar.
- When the phone is idle, the DND icon is displayed next to your phone line.
- When your administrator enables hybrid line registration on the phone, you can choose **All** to enable DND on all the registered lines.
- If you have new messages or call forwarding is enabled, the messages or forwarding icon is displayed instead of the DND icon.

Note: When you set your presence status to Do Not Disturb, as well as enable DND for your phone, a message stating that your status is set to Do Not Disturb scrolls under the time display, and the DND icon does not display in the status bar.

Enable Do Not Disturb

You can enable DND to prevent your phone from ringing and to send all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged in the Recent Calls list.

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

Procedure

1. Do one of the following:
 - Tap **DND** on the Home screen, if enabled by your system administrator.
 - Navigate to **Settings > Features > Do Not Disturb**, and select **Enable**.

Disable Do Not Disturb

You can disable DND when you are ready to resume receiving calls again.

Procedure

1. Navigate to **Settings > Features > Do Not Disturb** and select **Disable**.


Forwarding Incoming Skype for Business Calls

You have more options for forwarding calls when your phone is registered with the Skype for Business Server; you can forward calls to contacts, voicemail, or a group of contacts.

Simultaneously Ring a Group of Contacts

In the Skype for Business client, you can choose to simultaneously ring a group of Skype for Business contacts when you receive incoming calls.

Procedure

1. In the Skype for Business client, click  and select **Tools > Call Forwarding Settings**.
2. Select **Simultaneously Ring > My Team-Call Group**.
3. In the **Call Forwarding - My Team-Call Group** dialog box, click **Add**.
4. In the **Choose a Team-Call Group Member** dialog box, select the contacts you want to add and click **OK**.
The contacts you add as group members are displayed in the **Call Forwarding - Team-Call Group** dialog box.
5. Click the **Ring your team-call group after this many seconds** drop-down menu to determine when your contacts' phones ring.
Simultaneous ringing is enabled for all assigned team-call members. If your line receives an incoming call, everyone in the team-call group's phone rings.

Forward a Skype for Business Call to a Contact

You can set up a phone to forward all your calls to one of your Skype for Business contacts.

Procedure

1. Navigate to **Settings > Features > Forward**.
2. Select **Forward to Contact**.
3. Do one of the following:
 - Enter a contact's number and tap **OK**.
 - Tap **Search**, search for and select your contact, and tap **Forward**.
 - Tap **Contacts**, choose a contact, and tap **Forward**.

A scrolling message showing that you have forwarded all incoming calls to your contact is displayed in the status bar.

Forward a Call to Voicemail

When you are signed into Skype for Business, you have the option to forward calls directly to your voicemail.

Note: The Forward to Voicemail option is available only when voicemail is enabled. If voicemail is disabled, you cannot select the Forward to Voicemail option.

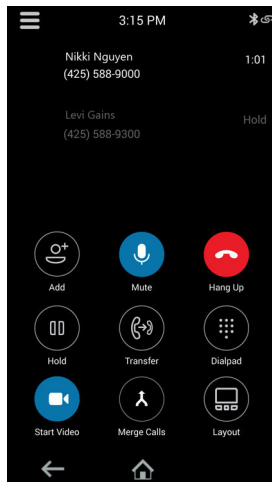
Procedure

1. Navigate to **Settings > Features > Forward**.
2. Select **Forward to Voicemail**.
All incoming calls are sent directly to your voicemail.

Managing Multiple Calls

You can manage multiple calls that are active, incoming, or held on the system.

In the Calls screen, you can view active and held calls, including conference calls. The following figure shows an active call and a held call.



Manage a Call from the Calls Screen

From the Calls screen, you can manage a call by holding, resuming, or transferring the call.




Procedure

1. Select a call.
2. Do one of the following:
 - Select **Hold** to place an active call on hold.
 - Select **Resume** to make a held call active.
 - Select **Hang Up** to end a call with a contact. You can end active calls only, so resume the held call first before ending it.
 - Select **Transfer** to send the call to another contact.

Mute the Microphones

You can mute the microphone so other parties cannot hear you.




Procedure

1. Do one of the following:
 - Tap  **Mute**.
 - Tap the Mute key  on the system.
 - Tap the Mute key  on the microphone.

Unmute the Microphone

Unmute your audio when you are ready to speak and let your contacts hear you.

Procedure

1. Do one of the following:
 - Tap  **Unmute**.
 - Tap the Mute key  on the system.
 - Tap the Mute key  on the microphone.

Conference Calls

Topics:

- [Tips for Conference Calls](#)
- [Initiating a Skype for Business Conference Call](#)
- [Add Contacts to a Skype for Business Conference Call](#)
- [Send Contacts Active Conference Information](#)
- [Viewing a List of Skype for Business Conference Participants](#)
- [Managing Skype for Business Conference Participants](#)

You can initiate and manage a maximum of 24 Skype for Business conference calls on the Polycom Trio™, however, you can have only one active conference call in progress.

You can also manage individual participants, enable announcements, and lock a conference.

Tips for Conference Calls

When you are in a conference call, follow these tips:

- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Initiating a Skype for Business Conference Call

When registered with Skype for Business, you can initiate Skype for Business conference calls on supported Polycom phones.

Initiate a Skype for Business Conference

You can initiate a Skype for Business conference call, add and invite contacts to a conference call, and manage up to 24 conference calls.

You can only select one contact at a time to add to the conference call.

Procedure

1. Select **Meet Now > Add**.
2. Enter a contact's number or select a contact from Contacts or Recent Calls and select **Dial**.
The contact is added to the call after answering.
3. Select **Add Participants** to add additional contacts to the conference call.

Initiate a Conference Call during a Call

During a Skype for Business call, you can add contacts to the call to initiate a conference call.

Procedure

1. Tap **Add** and enter a contact's number or select a contact from **Contacts** or **Recent Calls**.
2. Tap **Add Participants** to add additional participants to the conference call.

Initiate a Group Conference Call

You can initiate a conference call with a group of Skype for Business contacts from a supported Polycom Trio.

Procedure

1. Navigate to **Contacts** and select **Groups**.
2. On the **Groups** screen, select a group.
3. Select **Dial All**.
4. Choose **Yes** to confirm that you want to dial all contacts in the group.
Each contact in the group is called one at a time.

Add Contacts to a Skype for Business Conference Call

During a conference call, any participant can invite additional contacts to the call.

Procedure


1. During a conference call, select **Add Participants**.
2. Select a contact to join the meeting.
An alert tone is played when the contact has joined the conference.

Send Contacts Active Conference Information

If you are a conference participant, you can send the conference dial-in number and conference ID to contacts you want to join the call. You can view the conference contact information during an active conference call.

When a contact dials into a conference using the conference dial-in number and conference ID, the contact is added to the conference call immediately unless the conference call is locked. When the conference call is locked, the contact must wait for the conference presenter to admit them to the call.

Procedure

1. During an active conference call, tap .
- The conference number and conference ID displays.

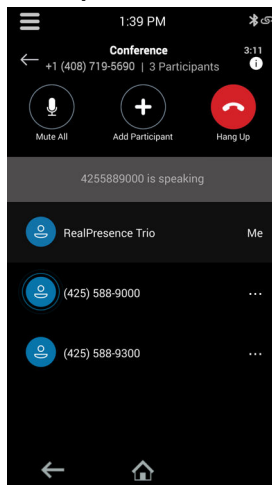
2. Copy the information and send it to the contacts you want to join the conference.

Viewing a List of Skype for Business Conference Participants

When you initiate or join a conference call, the conference participants automatically display in a Participants list.

The list only displays participants in the conference call; it does not display any calls on hold, as shown next.

Participants list for a Skype for Business Conference



Exit the Participants List

You can exit the Participants list to view the Home screen or navigate to menu options.

Procedure

1. Tap ←.


Return to the Participants List

You can return to the Participants list at anytime during an active conference on Polycom Trio.

Procedure

1. Tap  Participants.

Managing Skype for Business Conference Participants

When you initiate a conference call, you and all conference participants are listed as presenters. Conference participants with the Presenter icon  next to their name are presenters and can manage other conference participants.


As a presenter, you can manage call participants in the following ways:

- Mute all participants or individual participants.
- Remove participants from the conference call.
- Demote a presenter to an attendee or promote an attendee to presenter.
- Enable or disable conference announcements.
- Lock or unlock a conference.

These options do not display for attendees.

Muting Conference Participants

Only presenters can mute and unmute conference participants.

If a presenter mutes your audio, a notification is displayed on your device and a Mute icon  is displayed next to each person who is muted. When a presenter mutes your audio in the Skype for Business client, it takes one second for the mute icon to display on your device.

You must wait for the presenter to unmute your audio before you can speak in the conference again.

Mute and Unmute All Conference Participants

Presenters can mute and unmute all conference participants at one time.

Procedure

1. Select **Mute All**.

A notification is displayed on the participants' phones informing them that the presenter has muted the audience.

2. Select **Unmute All** to enable participants to speak in the conference.

A notification is displayed on the participants' phones informing them that the presenter has unmuted the audience.

Mute and Unmute Individual Conference Participants

Presenters can choose to mute and unmute individual participants during conferences.

Procedure

1. Select a participant and select **Mute**.

A notification is displayed on the participant's phone informing him or her that the presenter has muted the participant.

2. Select the muted participant and select **Unmute**.

A notification is displayed on the participant's phone informing him or her that the presenter has unmuted the participant.

Demote or Promote Conference Participants

Presenters can promote conference participants from an attendee to a presenter or demote conference participants from a presenter to an attendee.

Procedure


1. Select a conference participant and do one of the following:
 - Select **Make Presenter** to promote a participant to presenter.
 - Select **Make Attendee** to demote a host to attendee.

The participant is now an attendee or presenter and can manage conference participants.

Enable and Disable Conference Announcements

When enabled, announcements play whenever a host mutes or unmutes the audience, locks or unlocks the conference, removes a conference participant, or when a new person joins the conference. Presenters can choose to enable or disable announcements during a Skype for Business conference call.

Procedure

1. During a conference call, tap  and do one of the following:
 - Select **Enable Announcements** to enable announcements
 - Select **Disable Announcements** to disable announcements.

Remove Conference Participants

A presenter can remove any participant, excluding the conference initiator, from the conference call.

Procedure



1. Select a participant and select **Remove**.
A notification is displayed on the participant's phone informing him or her that the host has removed them from the conference.

Lock and Unlock a Conference Call

Presenters can lock a conference call to prevent people from joining the conference call without approval.

When a conference is unlocked, anyone on the network can join a conference call automatically with the conference dial-in number and ID. When the conference is locked, a contact must wait for the main presenter, the person who initiated the conference call, to admit the contact to the meeting.


Procedure

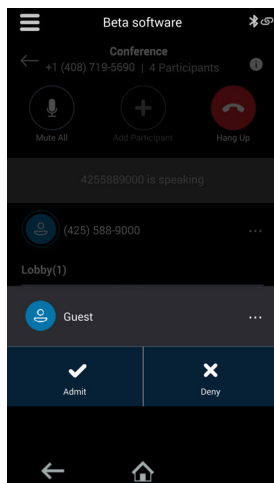
1. During an active conference, tap  and select **Lock**.
The conference is locked, and anyone that tries to join the call must be admitted by the main presenter.
2. When you're ready to enable people to join the conference, tap  and select **Unlock**.

The conference is unlocked, and anyone can join the conference call.

Admit or Deny Participants to a Locked Conference Call

When you lock a conference, you can decide whether to admit or deny any new participants to the call.

Any contacts that are trying to enter a locked conference call are displayed in the Participants list with an alert icon  on the main host's phone, as shown next.



Procedure

1. Select the participant and do one of the following:
 - Select **Admit**.
 - Select **Deny**.

Video Calls on Polycom Trio™

Topics:

- [Tips for Video Calls](#)
- [Video Call Settings](#)
- [Place a Skype for Business Video Call](#)
- [Stop Sending Video](#)
- [Start Video During an Audio Call](#)
- [Adjust the Camera Position During a Call](#)
- [Switch Between Video and Content during Video Calls](#)
- [Handling a Mixture of Audio and Video Calls](#)
- [Camera Presets on Polycom Trio](#)

When the Polycom Trio Visual+ content and video accessory is paired with the Polycom Trio 8500 or 8800 system, you can send video to your contacts with a connected USB camera and view video from contacts on a connected monitor. Polycom Trio systems support the following USB cameras:

- Polycom® EagleEye™ IV USB Camera (Polycom Trio 8800 only)
- Logitech Webcam c930e

If you do not have a USB camera connected to the Polycom Trio Visual+ when you receive video during calls, you can see your contact's video, but your contact cannot see video from you.

Tips for Video Calls

Use these tips when you're in a video call:

- Check your video image to make sure it's clear, bright, and sharp.
- Avoid bright lights or windows behind you. If the camera faces a window or bright lights, adjust the camera settings.
- Avoid wearing bright colors, all-light or all-dark clothing, or busy patterns, such as small checks or narrow stripes. Pastels and muted colors look best on the screen.
- Use natural gestures and speak in a natural tone without shouting.
- Pause between sentences to allow for possible audio delay.
- During a conference call, mute your microphone when not speaking.
- Avoid tapping or rustling papers near the microphone.

Video Call Settings

You can update video settings to change the way video calls display on your Polycom Trio system. Note that if you update settings during a call, the new settings apply to the next call and not the current call.

Note: Some of the features described in this section require access to the Basic settings menu. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance.

Set the Call Rate for Video Calls

You can set the maximum call rate to use for a video call and the selected call rate applies to your next video call.

Your system administrator can set a maximum call rate for video calls, and you cannot select a call rate above this limit. You can choose a call rate between 128 kbps and 768 kbps. The default setting is 512 kbps.

Procedure

1. Navigate to **Settings > Basic > Call Rate**.
2. From the **Call Rate** screen, select the maximum call rate you want to use for video calls.

Change Video Clarity

You can change the Target Frame Rate to improve video clarity.

The Target Frame Rate sets how smoothly your video displays. You can set a rate between 5 (least smooth) and 30 (smoothest). The default rate is 30.

Procedure

1. Navigate to **Settings > Basic > Video**.
2. Select **Camera Settings > Target Frame Rate** and tap **Up** or **Down** to adjust the frame rate.

Set the Video Layout for the Meeting

During a video call, you can choose how video from meeting participants display on the monitor.

You can choose any of the following meeting layout options:

- Auto (default)—The system chooses the best layout for the call.
- Gallery View—Up to five meeting participants display. If content is displayed when the maximum number of participants is active, the content replaces one participant. When there are less than five participants, self-view displays.
- Picture-in-Picture—Only self-view or the active speaker display. The PIP displays in or on the meeting content.
- Fullscreen—The video of the active speaker or the meeting content displays in full screen.

Procedure

1. During a video call, tap **Layout**.
2. Select a layout option.

Change How Far-End Video Displays

You can adjust video settings to control the appearance of video received from the far-end.

You can adjust the appearance of the far-side video so that it displays as one of the following:

- **Normal**—The video image displays with correct proportions. Black bars appear on the top, bottom, or sides of the area to maintain the correct aspect ratio if the aspect ratio of the received video does not match the display area. The portions of the video that are not being received display as black bars.
- **Full**—If the received video image is not the same aspect ratio as the display area, the video image is stretched to fill the area. If the aspect ratios match, no stretching occurs.
- **Crop**—The video image is resized to maintain the correct aspect ratio. Any parts of the image that do not fit within the display area are cropped.

Procedure


1. Navigate to **Settings > Basic > Video**.
2. Select **Video Screen Mode** and select a video screen setting.
3. Select **Save**.

Place a Skype for Business Video Call

Depending on how the system is set up by your administrator, you can place a video call to one contact or add video during an audio call.


When the system is registered with the Skype for Business Server, you can place a video call to your Skype for Business contacts. Video displays automatically for up to six contacts, as long as those contacts have video enabled and are streaming video.

Procedure

1. Tap **Place a Call**.
2. Enter a contact's number or select a contact from **Contacts** or **Recent Calls**.
3. Tap  or tap **Dial**.
4. In the Call screen, tap **Start Video**, if video does not display automatically.

Stop Sending Video

You can stop transmitting video at any time during a call.

Stopping video does not create an audio-only call. Even if you stop video, video information is still transmitted to the far-end and you are still in a video call. When you stop video, the stopped video icon  is displayed and the far-side cannot see you.

Note: You can't start and stop far-end video. If the phone is set up to receive far-side video, the far-end video always displays.

Procedure

1. In the Call screen, tap **Stop My Video**.

Start Video During an Audio Call

You can start sending video at any point during an audio-only call if a camera is connected to the system.

After you start sending video, you can mute your video, but you cannot stop sending video and return to an audio-only call.



Procedure

1. In the Call screen, tap **Start My Video**.

Adjust the Camera Position During a Call

You can control the camera position during or before a video call when a Polycom EagleEye IV USB camera is connected to a Polycom Trio Visual+ accessory paired with the Polycom Trio 8800 system.

Procedure

1. Do one of the following:
 - During a call, select  **Camera**.
 - Tap  and select **Camera**.
2. Select **Near** to adjust your camera or **Far** to adjust a call participant's camera.
3. Do one of the following:
 - Use the onscreen arrows to adjust the camera position.
 - Drag your finger across the onscreen video stream to adjust the camera position.
 - Tap the plus sign to zoom the camera in or tap the minus sign to zoom the camera out.
 - Move the slider to zoom the camera in or out.

Switch Between Video and Content during Video Calls


By default, when you or a video participant starts sharing content during a video call on Polycom Trio, the content automatically displays in place of participant video streams during the call. You can choose to display the video streams for participants or display any content being shared.

Note: You cannot hide content that is shared using Apple AirPlay or the Skype for Business client. If you try to hide content, depending on how the content is shared and the type of call, a message displays stating that you cannot hide content and must stop the content instead.

Procedure

1. In the Calls screen, do one of the following:
 - Tap **Hide Content** to display participants' video instead of content.
 - Tap **Show Content** to display content instead of video.

Handling a Mixture of Audio and Video Calls

When you are in a call with a person who has a video-enabled phone or video conferencing system, the participants' video displays on the connected monitor. For video calls with audio-only contacts, only your video stream displays on the monitor, and an Audio icon  displays on the monitor with the number of contacts on audio.

When you do not have a Logitech Webcam C930e attached to the Polycom Trio Visual+, you can receive video, but you cannot send video. Video always displays when a contact can send video and the system is enabled to receive video.

Camera Presets on Polycom Trio

You can store and modify camera presets on the Polycom Trio 8800 system when an EagleEye IV USB camera is connected to a paired Polycom Trio Visual+ accessory.

Camera presets are stored camera positions that you can create before or during a call. Presets enable you to quickly point a camera at pre-defined locations in a room and persist until you change them. The system uses preset 0 as the default camera position for all preset camera positions. This default camera position is zoomed out, panned straight ahead with horizontal tilt.



If your system camera supports pan, tilt, and zoom movement, you can create up to 10 preset camera positions for the near-end camera. Each preset stores the following information:

- Camera number
- Camera zoom level
- Camera direction

Store Camera Presets

You can store camera presets during a call or when the system is idle on Polycom Trio 8800 with a EagleEye IV USB camera.


Procedure

1. Do one of the following:
 - During a call, select  **Camera**.
 - Tap  and select **Camera**.
 - On the Home screen, select **Camera**.
2. Adjust the camera to your desired position and zoom level.
3. Select **Presets**.
The available and stored preset positions display.
4. Press and hold a preset position numbered 0 to 9.
The new position displays immediately.

Rename Stored Camera Presets

By default, presets are named in the order they are set, starting with "Preset 1". You can rename stored presets with a name that identifies the camera position or zoom level.

Procedure

1. Navigate to **Settings > Basic > Video**.
2. Select **Camera Settings**.
3. Select **Presets**.
The available and stored preset positions display.
4. Select .
5. Select a preset and edit the name of the preset.

Recording Audio Calls

Topics:

- [Guidelines when Recording Calls](#)
- [Record a Call](#)
- [Pause a Recording](#)
- [Resume a Recording](#)
- [Stop Recording](#)
- [Browse Recorded Calls](#)
- [Play a Recorded Call](#)
- [Pause and Resume Played Recordings](#)
- [Stop Playing a Recording](#)
- [Rename a Recording](#)
- [Delete a Recording](#)

You can connect a USB flash drive to a Polycom Trio system and record audio calls onto the drive.

Recordings are stored as .wav files on the USB flash drive, and you can record up to four hours in one file. You can replay recordings on the system or on a Apple or Windows computer.

For a list of supported USB flash drives to record phone audio, see *Technical Bulletin 38084: Supported USB Devices* on [Polycom Support](#).

Note: If your phone does not detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

Guidelines when Recording Calls

The following is a list of guidelines to follow when recording audio calls:

- Inform contacts when you are recording a call.
- Make sure you mute your audio when you are placed on hold while recording the call. When you place a call on hold while recording, the recording pauses. However, when another person places you on hold, the recording continues.
- During an active call, pause your recording before answering incoming calls. All incoming calls you answer after you start recording are also recorded in the same file. For example, on June 22, 2012, at 11:22 a.m., you answer a call from person A. During your call with person A, you answer calls from person B and person C. All three calls are recorded in the same file.



Record a Call

You can record all active audio calls on the phone.

You cannot record calls when there are no connected calls, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call. Make sure to inform your contacts on the call before you begin recording.

Note that some tones made on your contact's phone are recorded. When you mute the microphone while recording, your audio is muted and only other participants' audio in the call is recorded.

Procedure

1. During an active call, select  and select  **Start Recording**.

The recording icon displays at the top of the Call screen.

Pause a Recording

You can pause a recording during a call at any time while the call is active.

Procedure

1. Select  and select  **Pause Recording**.

The pause recording icon displays at the top of the Call screen.

Resume a Recording

When you resume a recording after pausing, the recording continues within the same file.

Procedure



1. Select  and select  **Resume Recording**.

Stop Recording

You can choose to stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.

Caution: Do not remove the USB flash drive while recording. The file being recorded will be incomplete and cannot be played back later. Removing the USB flash drive while recording can also damage the flash drive.

Procedure

1. Do one of the following:
 - Select  and select  **Stop Recording**.
 - Select **Hang Up**.

When you stop recording, the USB icon is displayed in the status bar.

Browse Recorded Calls

You can browse recorded files stored on the USB drive connected to supported Polycom Trio.

Procedure

1. Navigate to **Settings > Features > Removable Storage Media > Browse Recordings**.
A list of recordings display.

Play a Recorded Call

You can play back calls that you recorded on a USB drive connected to supported Polycom Trio.

Note: You cannot open and play recordings when you are in an active call or if you're recording a call. If you try to, a message indicating that the action was canceled is displayed. Place the call on hold before playing the recordings. The recording stops playing when you resume the call.

Procedure

1. Navigate to **Settings > Features > Removable Storage Media > Browse Recordings**.
A list of recordings display.
2. Select a recording.
3. Select **Open > Play**.
The length of the recording and a progress bar is displayed as the recording plays.

Pause and Resume Played Recordings

While playing a recording, you can pause the recording, perform another task on the phone, and resume the recording at any time.

When you receive an incoming call while playing a recording, the recording is paused automatically. If you do not answer or reject the incoming call, the recording remains paused until you select Resume.

Procedure

1. While the recording plays, select **Pause**.
2. Select **Resume** to continue playing the recording.

Stop Playing a Recording

When you are finished listening to a recording, you can stop playing it by exiting the recording.

Procedure

1. Select **Exit**.

Rename a Recording

By default, recordings are labeled with the date of the recording. You can rename recordings to provide them with more meaningful names.

Procedure

1. Navigate to **Settings > Features > Removable Storage Media > Browse Recordings**.
A list of recordings display.
2. Select a recording.
3. Select **Rename**, update the file name, and select **OK**.

Delete a Recording

When you have played a recording or need additional space on your USB drive, you can delete recordings from the phone.

Procedure

1. Navigate to **Settings > Features > Removable Storage Media > Browse Recordings**.
A list of recordings display.
2. Select a recording.
3. Select **Delete**.

Sharing Content on Polycom Trio

Topics:

- [Sharing Content with RealPresence Desktop or Mobile](#)
- [Sharing Content from an Apple Device](#)
- [Sharing Content from a Windows or Android Device](#)
- [Sharing Content with People+Content IP](#)
- [Sharing Content in a Skype for Business Environment](#)

When a Polycom Trio Visual+ is connected to a TV monitor and paired with a Polycom Trio 8500 or 8800 system, you can share content with in-room meeting participants and during audio or video calls. You can use the following applications to share content:

- Polycom® People+Content IP™
- Microsoft® Lync® 2013
- Microsoft® Skype® for Business
- Apple® AirPlay®
- Google Miracast®

Sharing Content with RealPresence Desktop or Mobile

To share content during a call, you can use RealPresence Desktop on your laptop or RealPresence Mobile on your tablet. If you do not have either application, you can download RealPresence Desktop onto your laptop from the [RealPresence Desktop Support](#) page or download RealPresence Mobile from your tablet's application store.

Using RealPresence Desktop on your laptop, you can choose to share your monitor or share an open application.

Using RealPresence Mobile on your tablet, you can choose to share content from local documents, photos, a website, or Dropbox. You can also choose to share annotations you make on the Whiteboard or Blackboard application within RealPresence Mobile.

Sharing Content from an Apple Device

If your system administrator has enabled the Screen Mirroring feature on Polycom Trio 8800, you can share content locally from your Apple® AirPlay®-certified device during in-room meetings. Note that you can share content using AirPlay during calls, but the content will not display for far-end call participants.

In order to share content from your Apple device using AirPlay, your device must be on the same network as the Polycom Trio 8800 system. If your device is on a different network than the Polycom Trio 8800 system, you can connect to Polycom Trio 8800 with AirPlay using Bluetooth, but the network that the Apple device is on must be able to communicate with the Polycom Trio network. Contact your system administrator for additional help connecting with Polycom Trio 8800 using AirPlay.

The Polycom Trio solution supports the following AirPlay-certified Apple devices:

- iPhone®
- iPad®
- iPad Pro™
- MacBook Pro®
- Any other devices that support AirPlay

Sharing content with Polycom Trio using AirPlay works similar to sharing your screen to Apple TV. For more information on using AirPlay, refer to the documentation for your Apple product.

Note: When you answer an incoming call with content while you're sharing content wirelessly with AirPlay, your content stops showing, and the content with the connected call displays instead. After you end the call, you can start sharing content again locally using AirPlay.

Sharing Content from a Windows or Android Device

If your system administrator has enabled the Screen Mirroring feature on Polycom Trio 8800, you can share content locally from your Miracast®-certified Android™ or Microsoft® Windows® device during in-room meetings. You cannot share content from your device wirelessly during point-to-point or conference calls.

The Polycom Trio solution supports the following Android and Windows devices:

- Microsoft Surface® 3 Pro and Surface 4 Pro
- Samsung Galaxy smartphones and tablets with software Android 4.2 or later.
- Devices with Miracast® support with software 4.2 or later
- Microsoft Windows 10 devices with Miracast support

For more information on sharing content wirelessly, refer to the documentation for your Android or Windows product.

Note: When you answer an incoming call with content while you're sharing content wirelessly on a Windows or Android device, your content will stop showing, and the content with the connected call displays instead. After you end the call, you can start sharing content again locally from your Windows or Android device.

Sharing Content with People+Content IP

The People+Content IP application enables you to send content from a computer using the system's IP address.

Keep the following points in mind about People+Content IP:

- While People+Content IP supports any computer desktop resolution, video streamed to the system will be scaled to either 720p or 1080p.
- People+Content IP provides video-only content. No audio is shared.

Download and Install Polycom® People+Content™ Technology

You need to download and install the Polycom® People+Content™ technology on a computer before you can use it to show content.


Procedure

1. On a computer, go to the [Polycom People+Content IP](#) page.
2. Download the People+Content IP software for Mac or PC.
3. Open the zip file and click on the application installation.
4. Follow the instructions in the installation wizard.

Share Content using People+Content IP

After you download and install People+Content IP, you are ready to share content.

Procedure

1. On your computer, do one of the following:
 - On a Windows computer, navigate to **My Computer** and click the **People+Content IP** folder.
 - On a Mac computer, navigate to **Finder** then search for and run the **People+Content IP** application.
2. Enter the IP address or host name of the Polycom Trio system and the meeting password, if one is set.
3. Click **Connect**.
4. Open the content you want to show and click .

Stop Sharing Content with People+Content IP

When you are done showing content, make sure you stop People+Content IP.

Procedure


1. Click  in the People+Content IP application.

Share Content with People+Content IP over USB

You can connect your Windows or Mac computer over USB to the system and show content using the People+Content IP application. Video and data sent using the People+Content IP application is sent over the USB cable and no network connection is required. This is useful for environments where guest IP access is not allowed.

Procedure

1. Connect a USB cable from the USB port on the Polycom Trio to the USB port on your computer. A folder with the People+Content IP application opens automatically.
2. If the application folder does not open automatically, on your computer, do one of the following:

- On a Windows computer, navigate to **My Computer** and click the People+Content IP folder.
 - On a Mac computer, navigate to **Finder** then search for and run the People+Content IP application.
3. Open the content you want to show, and click .


Sharing Content in a Skype for Business Environment

When Polycom Trio is registered with Skype for Business, you can share content during in-person meetings and during video or audio calls using the Skype for Business client.

Share Content in a Skype for Business Video Call

To share content during Skype for Business video calls on Polycom Trio, you need to add your Skype for Business user account to the call and share content using the Skype for Business client on your laptop.


Procedure

1. Tap **Add** on the system and enter your Skype for Business username (username@domain.com).
2. Answer the call in the Skype for Business client on your laptop.
3. In the conversation window, click  and choose how you want to show content.

Share Content in a Skype for Business Online Meeting

When you join a Skype for Business Online Meeting from Polycom Trio, you can share content by joining the meeting from the invite on your laptop.


Procedure

1. On your laptop, open the meeting invite and click **Join Skype for Business Meeting**.
2. In the conversation window, click  and choose how you want to share content.

Share Content Out of a Call using Skype for Business

When you are not in a Skype for Business call, you can share content with the Polycom Trio using the Skype for Business client, or you can use the RealPresence Desktop, RealPresence Mobile, or People + Content IP applications.

Procedure

1. In the Skype for Business client, enter the name of the conference room in the Search field, right-click on the conference room, and click **Send an IM**.
2. In the message window, click  and choose how you want to share content.

Using the Calendar

Topics:

- [Open the Calendar](#)
- [View a Different Exchange Calendar](#)
- [View Meeting Details](#)
- [Meeting Reminders](#)
- [Joining Calendar Meetings](#)

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from Polycom Trio or on the monitor connected to Polycom Trio Visual+ when paired with a Polycom Trio system.

Open the Calendar

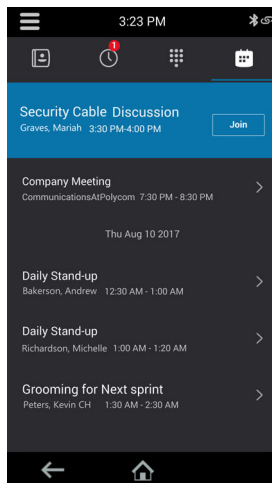
You can access the calendar on Polycom Trio to view and join scheduled meetings.

You can view meetings for the current day and upcoming meetings. You cannot view meetings for previous days.

Procedure

1. On the Home screen, tap **Calendar**.

The Calendar displays scheduled meetings for the day, as shown next.



View a Different Exchange Calendar

If enabled by your system administrator, you can access a Microsoft Outlook calendar that isn't associated with the Skype for Business user account signed into the Polycom Trio system.

To view scheduled meetings on another Outlook calendar, you can sign into a second Exchange Server account on the system.

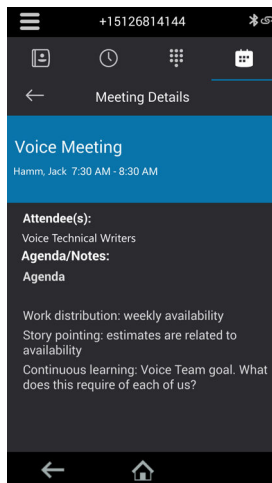
Procedure

1. Tap **Sign In** then tap **User Credentials**, if prompted.
2. Enter your Skype for Business login credentials or extension and PIN.
3. Tap **Advanced** and complete the following fields to log in to the Exchange Server account:
 - **Exchange User**
 - **Exchange Domain**
 - **Exchange Password**
4. Tap **OK** then tap **Sign In**.

After several minutes, the calendar information for the Exchange Server account displays on the system in place of the Skype for Business account associated with the system.

View Meeting Details

When you select a meeting on the calendar, you can view the meeting's start and end time, location, organizer, invitees, and meeting description, as shown next.



Procedure

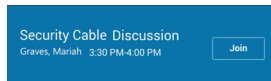
1. On the calendar, select a meeting.

Meeting Reminders

When you have a scheduled meeting on the calendar, a meeting reminder displays and an alert tone plays 5 minutes and 1 minute before a meeting starts.

From the meeting reminder, you can view meeting details and join the meeting. The following figure shows a meeting reminder that displays before a meeting starts.

Meeting Reminder



Note: If you have enabled meeting reminders but the reminders do not display before meetings, make sure that your login credentials are correct.

Choose a Meeting Reminder Type

You can choose a meeting reminder type that determines if an alert tone plays each time a meeting reminder displays.

The following options are available for meeting reminders:

- **Silent**—The meeting reminder displays without an alert tone.
- **Audible Once**—An alert tone plays the first time a meeting reminder displays but does not play for any additional reminders.
- **Audible Always (default)**—An alert tone plays each time a meeting reminder displays.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Calendar Settings > Reminder Settings**.
3. Select **Reminder Type** and choose a meeting reminder type.

Choose a Meeting Alert Tone

You can choose the alert tone that plays for meeting reminders.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Calendar Settings > Alert Tone**.
3. Choose an alert tone and select **Play** to hear the tone.

Disable Meeting Reminders

Meeting reminders are enabled by default and display reminders for all meetings. You can choose to disable meeting reminders so they do not display for any meetings.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Calendar Settings > Reminder Settings**.
3. Select **Reminder > Disable**.

Joining Calendar Meetings

You can join any scheduled meeting from the calendar or from a meeting reminder.

Join a Meeting from the Calendar

You can join meetings from the Calendar or from Meeting Details.

Procedure

1. Do one of the following:
 - From the Calendar, tap **Join**.
 - Tap a meeting and tap **Join** in the Meeting Details screen

Join a Meeting from a Meeting Reminder

You can join a meeting from the meeting reminder when it displays before a meeting, if enabled.

Procedure

1. Tap **Join**.

Join a Meeting with an Alternate Number

If the meeting organizer has provided alternate numbers you can use to join the meeting, you can view and use alternate numbers to join the meeting.

Procedure

1. Tap **Join** on the meeting reminder and select **More Actions**.
2. In the **Meeting Details** screen, choose a number.

Call Lists and Directories

Topics:

- [Recent Calls](#)
- [Local Directory](#)
- [Local Directory Favorites](#)
- [Corporate Directory](#)
- [Skype for Business Contacts](#)

The Polycom Trio systems support a Recent Calls list, a Local Directory, and a Corporate Directory. The system can also support a Skype for Business Directory, depending on your server and if enabled by your system administrator.

Note: The phone may not support all of the features described in this section. Check with your system administrator to find out which features are available.

Recent Calls

The Recent Calls list on Polycom Trio includes missed, received, and placed calls. Each list holds up to 100 entries.

When the phone is registered with the Skype for Business Server, you can view the last 99 Skype for Business calls in the Recent Calls list on the phone, in the Skype for Business client on the Conversations tab, or in Microsoft® Outlook® in the Conversation History folder.

Note: After your administrator enables the hybrid line registration feature, you can view the call information of the selected call for the corresponding line by selecting Info. Moreover, when the Skype for Business user signs out of the phone, call logs and the registered line's information for the Skype for Business server are not available.

You can perform the following tasks from the Recent Calls list:

- Remove calls from the list.
- Select a call record to view call details.
- Select a call record to automatically call a contact.

View Recent Calls

In the Recent Calls list, you can view a list of up to 100 missed, received, and placed call entries.



Procedure

1. On the Home screen, tap **Recent Calls**.

Edit a Recent Call Entry

You can edit a contact's phone number stored in your Recent Calls list before returning the contact's call.

Procedure



1. Tap  next to a call entry.
2. Tap .
3. Edit the number then tap **Dial**.

Delete a Recent Call Entry

You can delete any call entry from the Recent Calls list.

If you delete or move call entries on the system, if enabled, the changes are made on the system only. If you delete call entries in the Skype for Business client, the changes are made on the system and in the Skype for Business client.


Procedure

1. Tap  next to a call entry.
2. Tap  **Delete Call**.

Delete All Recent Call Entries

You can delete all recent call entries or delete a type of call entries, such as Missed Calls.

Procedure

1. Tap .
2. Select one of the following:
 - **All**
 - **Missed Calls**
 - **Placed Calls**
 - **Received Calls**

Local Directory

You can add and save contacts in the system's Local Directory, if allowed access by your system administrator.

Your system administrator can set the Local Directory as read-only or require a password for access to the directory. Contact your system administrator for assistance accessing or updating the Local Directory.

Search for a Local Directory Contact

In the Local Directory, you can enter a search criteria to find your desired contact.

Procedure

1. Navigate to **Contacts > Local Directory**.
2. In the Search field, enter your contact's name.
Results matching your search display automatically.

Add a Contact to the Local Directory

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to only enter a contact number for each new contact.

Procedure

1. In the Local Directory, tap **+**.
2. From the **Add Contact** screen, enter your contact's information in the available fields.
3. Select **Save**.

View Contact Details

From your Local Directory, you can view information for any contacts saved to the directory.


Procedure

1. Navigate to **Contacts > Local Directory**.
2. In the Local Directory, select a contact.
The Details screen is displayed with the contact's name, number, and any additional information, such as a job title or email address.

Update a Local Directory Contact's Information

After you add a contact to your Local Directory, you can update the contact's information.

Procedure

1. From the Local Directory, select a contact.
2. On the Details screen, tap .
3. On the Edit Contact screen, update the contact's information.
4. Select **Save**.

Delete a Local Directory Contact

You can delete any contact from the Local Directory.

Procedure

1. From the Local Directory, select a contact.
2. On the Details screen, tap **Delete Contact**.

3. Select **Yes** to delete the contact.

Local Directory Favorites

Favorites are the contacts in your Local Directory that you will call most often.

Contacts that you add as favorites display on the Home screen. Only three favorites display onscreen at a time, however, you can swipe the screen from right to left to display additional favorites. Favorites also display at the top of the list of contacts in the Local Directory.

Add Favorites

You can add any contact in the local directory as a favorite.

When you add a contact as a favorite, the contact displays on the Home screen.

Procedure

1. Navigate to **Contacts > Local Directory**.
2. Select a contact.
3. On the Details screen, tap ★.

Remove a Favorite

You can remove a favorite contact to make room for a new favorite.

When you remove a contact from your favorites, the contact is removed from the Home screen.

Procedure

1. Navigate to **Contacts > Local Directory**.
2. Select a contact.
3. On the Details screen, tap ★.

Corporate Directory

Your system administrator can set up your phone so that you can access a Corporate Directory, which lists contacts and groups within your company.

However, you cannot update the Corporate Directory, and your system administrator determines which contacts you can see. Check with your system administrator to find out if this feature is available.

Note: You may need to enter your user credentials to access the directory for the first time, if set by your system administrator.

Search the Corporate Directory

You can search for contacts in the Corporate Directory using either their first name or last name.

Procedure

1. Navigate to **Contacts > Corporate Directory**.
2. In the search field, enter your search criteria and select **Submit**.
3. Select a contact and select **View** to view the contact's information.

Perform an Advanced Search of the Corporate Directory

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

Optionally, use a prerequisite.

Procedure

1. Navigate to **Contacts > Corporate Directory**.
2. In the **Corporate Directory**, select **AdvFind**.
3. In the search field, enter your search criteria and select **Submit**.
4. Select a contact and select **View** to view the contact's information.

Add Corporate Directory Contacts to the Local Directory

You can add contacts in the Corporate Directory to the Local Directory.

When you save a Corporate Directory contact to the Local Directory, the first name, last name, and phone number of the contact are automatically saved to the directory. You can add additional contact information after the contact is saved to the directory.

Procedure

1. In the **Corporate Directory**, search for a contact.
2. From the search results, select the contact and select **View**.
3. Select **Save**.
4. Enter any additional contact information and select **Save**.

Skype for Business Contacts

When you're signed into your Skype for Business account on a Polycom Trio system, up to 3,000 contacts and groups created in your Skype for Business client display in the Contacts list on the system.

You can view Skype for Business contacts, search for contacts, add additional contacts, call contacts, and view presence information for all Skype for Business contacts on the system.

Unified Contact Store

After your administrator unifies your contacts on the Skype for Business Server, you can access and manage your contacts from any application or device you are signed into with your Skype for Business account, including a Polycom phone, Skype for Business client, Outlook, or Outlook Web Application.

When the Unified Contact Store is enabled, you can add or delete contacts and distribution lists or copy and move contacts across groups. Any changes made to your contacts is synchronized across all devices and applications. For example, if you delete a contact from your phone, the contact is also deleted in the Skype for Business client.

Note: You can copy and move contacts across groups only in the Skype for Business client. Any contacts copied or moved across groups in the client are automatically updated on the phone. You cannot copy or move contacts across groups on the phone.

View Skype for Business Contacts

You can view a list of up to 200 Skype for Business contacts in the Contacts list on a Polycom Trio system.

Note: During a network outage, the Contacts menu option does not display, and you can view only the Local Directory. If the Local Directory or another server-based directory is not enabled, a message displays indicating that only limited functionality is available during an outage when you try to access the Contacts menu.

Procedure

1. From the Home screen, navigate to **Contacts > Contacts**.


View a Skype for Business Contact's Information

You can view contact information for each of your Skype for Business contacts on supported Polycom phones, and make calls directly to any of the available numbers for your contact, including directly to a contact's voicemail.

You can view the following detailed information for Skype for Business contacts, depending on the privacy relationship:

- Name
- Presence Status
- Organization
- Email address
- Work number
- Mobile number
- Home number
- Voicemail

Procedure


1. From the Home screen, navigate to **Contacts > Contacts**.
2. From the Contacts list, select a contact.
3. Tap  and select **Info**.

Your contact's presence status and information displays.

Update a Skype for Business Contact's Information

You can update a Skype for Business contact's information from the system, if enabled by your administrator.

Procedure

1. From the Home screen, navigate to **Contacts > Contacts**.
2. From the Contacts list, select a contact.
3. Tap  and select **Info**.
Your contact's presence status and information displays.
4. Update the contact's information.
5. Select **Save**.

View Skype for Business Contact Groups

You can view groups created in your Skype for Business client on a Polycom Trio system.

Procedure





1. From the Home screen, navigate to **Contacts > Contacts**.
2. Select **Groups**.




Skype for Business Contact Presence Information

You can view a contact's presence information on the Home screen or in the Contacts list on Polycom Trio.

Presence information includes your contact's availability and an activity description. The following table shows the presence icons and descriptions that display for Skype for Business contacts.

Presence Icons

Icons	Description
	Available
	Busy, In a Call, In a Meeting, In a Conference Call
	Away, Be Right Back, Inactive, Off Work
	Do Not Disturb, Presenting, In Presentation

	Offline
<hr/>	
	Unknown
<hr/>	
	Out of Office
<hr/>	

Search for Skype for Business Contacts

When the Skype for Business Address Book Service (ABS) is enabled on the Polycom Trio system, you can search for Skype for Business and Microsoft Outlook contacts in the Skype for Business Directory.

Procedure

1. Navigate to **Contacts**.
2. In the Search field, enter your contact's name.
Results matching your search display automatically.

Add Skype for Business Contacts to the Contact List

You can search for Skype for Business contacts on the system and add those contacts to the Contacts list.

When you add a contact, you can view contact and presence information for that contact on the system.

Procedure

1. Navigate to **Contacts**.
2. In the Search field, enter your contact's name.
Results matching your search display automatically.
3. Select your contact and tap **Add to Contacts**.
The contact is added to the Contact list on the system.

Voicemail and Pages

Topics:

- [Access Skype for Business Voicemail Messages](#)
- [Managing Skype for Business Voicemail Messages](#)
- [Receiving Messages with Group Paging](#)


You can send, broadcast, and access a variety of audio messages on the system.

Note: Your system may not support all of the features described in this section. Check with your system administrator to find out which features are available on the system

Access Skype for Business Voicemail Messages

You can view individual voicemail messages for Skype for Business calls on the phone. For each voicemail message, you can view the contact who left the message, the contact's presence status, and the status of the voicemail message.

Procedure

1. Tap  and select **Voicemail** or navigate to **Settings > Features > Voicemail**.
A list of voicemail messages with status of each message displays.
2. Select a message and select **Play**.

Managing Skype for Business Voicemail Messages

From the Skype for Business Voicemail screen, you can call a contact, delete messages, or mark messages as read.

Call a Contact from Voicemail

After you listen to a contact's voicemail, you can call the contact from the Voicemail screen.

Procedure

1. Select a message and select **Call**.

Delete Voicemail Messages

After you listen to a message, you can delete the message.

Procedure

1. Select a message and select **Delete**.

Mark Message as Read

You can choose to mark unread messages that you do not want to listen to as read. Marking a message as read removes the message alert.

Procedure

1. Select a message and select **Mark As Read**.

Receiving Messages with Group Paging

You can receive pages from any paging groups you are subscribed to. By default, you are subscribed to groups 1, 24, which is designated for Priority pages, and 25, which is designated for Emergency pages.

How you receive a page depends on the priority of the page, whether you are in an active call, and whether the phone is set to receive a page during an active call. When you receive a page, the page is always played through the speakerphone.

Your system administrator can define up to 25 paging groups and assign a label to each group to identify the phones in the group, such as All, HR Dept, Shipping Staff, or Executives.

Each group has one of the following priorities:

- Normal—By default, broadcasts sent to groups 1 to 23 are considered Normal broadcasts. By default, all phones are configured to receive broadcasts sent to group 1.
- Priority—By default, broadcasts sent to group 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled.
- Emergency—By default, broadcasts sent to group 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

When you enable Do Not Disturb, you receive only Emergency broadcasts, and non-emergency broadcasts do not play or display.

Listen to a Page during an Active Call

How you handle a page when you are in an active call depends on the page priority and whether the phone is set up to receive a page during active calls.

The following occurs when you receive a page during a call:

- For Normal pages, the page immediately plays, and you hear audio from both the active call and the page.
- For Priority or Emergency page, the page immediately plays. You hear audio from the active call and the page.
- If the phone is not set up to receive Normal pages during active calls, the page is displayed as Pending.

Note: You adjust the volume of a Normal, non-emergency page while it plays, and the phone uses the adjusted volume for all subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Procedure

1. Do one of the following:
 - For pages that play automatically during a call, hold the call to hear only the page.
 - For Pending pages, select **Accept** or hold the call.

Receiving Pages When You're Not in an Active Call

When you receive a page and you are not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Connecting Bluetooth and USB Devices

Topics:

- [Connecting Devices using Bluetooth](#)
- [Connecting a Device using a USB Cable](#)

You can connect a USB or Bluetooth-enabled laptop or mobile device to a Polycom Trio 8500 or Polycom Trio 8800 system. You can also connect Bluetooth-enabled devices to Polycom Trio 8800 systems using Near Field Communication (NFC) .

When you connect a device to the phone, you can use it as your microphone for audio and video calls and as a speaker for calls, music players, and videos.

Connecting Devices using Bluetooth

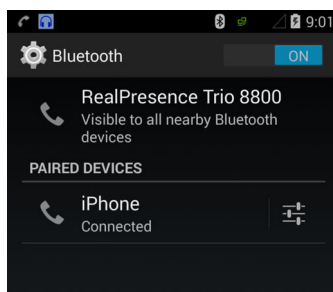
The Bluetooth feature on Polycom Trio systems enables you to place calls on your mobile phone and use the system as a speakerphone for the call. You can also use the system to play audio from media, such as music or videos, from your mobile phone or tablet.

Make the System Visible to Nearby Bluetooth Devices

Before you connect a Bluetooth device to a Polycom Trio system or NFC device to a Polycom Trio 8800 system, make sure the system is visible to nearby devices.

Procedure

1. On the Home screen, tap **Bluetooth**.
2. Make sure the statement **Visible to all nearby Bluetooth device** is displayed below the system's name, as shown next.



3. If the statement **Only visible to paired devices** is displayed, tap the system's name. The system is now visible to all nearby Bluetooth devices.

Connect a Bluetooth Device

You can connect a Bluetooth-capable mobile phone or tablet to a Polycom Trio system, if your system administrator has enabled Bluetooth on the system.

The system can remember up to 10 previously paired devices. You cannot connect to a Bluetooth device when you are in a call.

Procedure

1. On your device, turn on Bluetooth and select the name of the system in available devices.

Connect a Bluetooth Device Using Near Field Communication

You can connect Polycom Trio 8800 to a Bluetooth-capable mobile phone or tablet using Near Field Communication (NFC).

Connecting the mobile phone or tablet to the system with Bluetooth using NFC enables you to play the audio from calls or media, such as music or videos, on the system.

The Polycom Trio 8500 system does not support pairing with Bluetooth devices using NFC.

Procedure

1. Enable NFC on your device.
2. Tap and hold your device for two seconds above the NFC symbol on the left side of the phone.
3. Confirm that your device is paired and connected to the phone.

Play Audio from a Bluetooth Device

You can use a Polycom Trio system as a Bluetooth speaker for music or videos played on your mobile phone or tablet.

Procedure

1. Connect your mobile phone or tablet with the system.
2. On your mobile phone or tablet, choose the music or video you want to hear.
3. Make sure that **Polycom Trio** is set as your audio device.

The audio plays through the system's speakers.

Connecting a Device using a USB Cable

You connect your computer, mobile phone, or tablet directly to a Polycom Trio system using a USB cable that connects to the micro USB port on the system. When you connect your device to the system, you can use it as a microphone for calls and as a speaker for audio calls or media played on your device.

When you connect a Microsoft® Windows® computer to the system, you can control the volume of audio and video calls from the computer or on the Polycom Trio system. While connected, the call volume is synchronized on both devices.

Minimum Hardware and Software Laptop Requirements

Before you connect your laptop to a Polycom Trio system, make sure your laptop meets the minimum hardware and software requirements.

Minimum Hardware and Software Requirements for the Connected Laptop

Category	Requirement
Operating System	<ul style="list-style-type: none"> • Windows 8.1 (32-bit or 64-bit) • Windows 8 (32-bit or 64-bit) • Windows 7 (32-bit or 64-bit) • OS X 10.9.x (Maverick) • OS X 10.10.x (Yosemite) • OS X 10.11.x (El Capitan) • OS X 10.12.x (Sierra)
Desktop client or application	<ul style="list-style-type: none"> • Polycom RealPresence Desktop • Skype for Business

Connect a USB Device or Laptop

When connected to a laptop or mobile device, you can use the Polycom Trio™ as a microphone and speaker for audio and video calls, including Skype for Business calls, and to play media including music and videos.

Procedure

1. Connect a USB cable from your computer or device to the micro USB port on the phone.

Setting Polycom Trio as Your Audio Device

In order to use a Polycom Trio system to play audio from calls or media on your connected laptop, you need to set the system as your audio communication device.

The following sections provide information on setting the system as your audio device for your laptop and communication and collaboration clients such as RealPresence Desktop or the Skype for Business client.

Setting the System as Your Audio Device for Communication Clients

When your laptop is connected to a Polycom Trio system, you can set the system as your microphone and speakers for communication and collaboration clients, like RealPresence Desktop, BroadSoft BroadTouch Communicator, or Skype for Business.


Depending on the capabilities of the client, you can use the system to accept, hold and resume, and end calls placed and received in the client. Note that the status of the calls may differ between the client and the system depending on the capabilities of the client.

Set the System as Your Audio Device in RealPresence Desktop

When your laptop is connected to a Polycom Trio system, you can set the system as your audio device input and output device in the RealPresence Desktop application to play audio from the meeting using the system speakers and use the system as your microphone.

If you do not have the RealPresence Desktop application, download the application from the [RealPresence Desktop Support](#) page.


Procedure

1. In RealPresence Desktop, click  and click **Audio Device**.
2. For **Audio input device (microphone)**, click **Polycom Trio** from the drop-down list.
3. For **Audio output device (speakers)**, click **Polycom Trio** from the drop-down list.
4. Click **OK**.

Set the System as Your Audio Device for Skype for Business

When your laptop is connected to a Polycom Trio system, you can set the system as your microphone and speakers for Skype for Business calls you place on your laptop.

Procedure

1. In the Skype for Business client, click  and click **Tools > Audio Device Settings**.
2. Select **Polycom Trio** from the drop-down list as the device you want to use for audio calls.

Set the System as the Default Device for Your Laptop

When your laptop is connected to a Polycom Trio system, you can set the system as the default device for your laptop and play audio from music and videos using the system's speakers.

Procedure

1. On your laptop, click **Start > Control Panel**.
2. In the **Control Panel**, click **Hardware and Sound > Sound**.
3. Click **Polycom Trio** and click **Set as Default Device**.
4. Click **OK**.
Any audio from music or videos plays on the system.

Polycom Trio™ Settings

Topics:

- [Password Required to Access Basic Settings](#)
- [Time and Date Display](#)
- [Set the Language](#)
- [Backlight Intensity and Timeout](#)
- [Format Numbers](#)
- [Power-Saving Mode](#)
- [Control Where Audio Plays](#)
- [Set a Ringtone for Incoming Calls](#)
- [Update Your Skype for Business Presence](#)

You can make some basic customizations on the phone, which includes changing the time and date format, setting a language, and adjusting the screen brightness.

Password Required to Access Basic Settings

Many of the features available on Polycom Trio can be enabled or customized from the Basic settings menu. However, if your system administrator has set up the phone to require a password to access the Basic settings menu, you cannot change settings without the permission of your system administrator. Contact your system administrator for assistance enabling or customizing features.

Time and Date Display

The time and date display in the status bar on Polycom Trio. When the phone cannot obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

Change the Time and Date Format

You can customize the time and date by choosing between a variety of time and date formats, including options to display the day, month, or year.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Time & Date** and select one of the following:
 - Select **Clock Date** to change the date format.
 - Select **Clock Time** to change the time format.
 - Select **Clock Order** to change the order of the time and date display.

3. From the **Clock Date**, **Clock Time**, or **Clock Order** screen, select the format you want.

Disable the Time and Date Display

You can turn off the time and date display so that they do not display at all.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Time & Date** and select **Disable**.

Set the Language

Polycom phones support several languages that you can choose to display on the phone.

Check with your system administrator to find out exactly which languages are supported on your phone.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Language** and select a language.
The language on the phone updates immediately.

Backlight Intensity and Timeout

You can change settings for the following backlight components:

- **Backlight Intensity**—The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout**—The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On**—The brightness of the screen when there is activity.
- **Backlight Idle**—The brightness of the screen when there is no activity.
- **Maximum Intensity**—The brightness scale that applies to both Backlight On and Backlight Idle intensities.

Set the Backlight Intensity

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can also choose a high, medium, or low intensity, or turn off the backlight entirely. When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Backlight Intensity > Backlight On Intensity**.

3. Select the intensity you want, and select **Back**.
4. From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity you want, and select **Back**.
6. From the **Backlight Intensity** screen, select **Maximum Intensity**.
7. Select **Up** or **Down**, or drag your finger along the slider to increase or decrease the maximum intensity.

Set the Backlight Timeout

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, the backlight dims after the phone is idle for 40 seconds.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Backlight Timeout**.
3. Select the number of seconds the phone is idle before the backlight dims.

Format Numbers

By default, the phone automatically formats phone numbers based on the amount of numbers entered. For example, 17235439078 is reformatted as +1 (713) 543-9078.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Number Formatting**.
3. Select **Enable** or **Disable**.

Power-Saving Mode

By default, Polycom phones are set to enter power-saving mode and turn off the screen after being idle for a certain period of time to conserve energy.

You can determine the period of time that the phone is idle before the screen turns off, and you can set different idle timeouts for office hours and off hours, such as evenings and weekends. When power-saving mode is activated, the phone exits power-saving mode if an event occurs—for example, if there is an incoming call or message. If a screen saver is enabled, power-saving mode still occurs.

You can update the following power-saving settings:

- **Office Hours**—When you start work and how long you're in the office each day.
- **Timeouts**—The period of time the phone should be idle before the screen turns off.

Note: By default, the Polycom Trio 8500 and 8800 systems enter power-saving mode after a period of idle time to conserve energy. However, Polycom Trio systems do not enter power-saving mode while idle in the Bluetooth or Wi-Fi (Polycom Trio 8800 only) menus. To ensure the system enters power-saving mode, exit the Bluetooth or Wi-Fi menu using the Home or Back key.

Change Your Office Hours for Power-Saving Mode

When you update your office hours, you specify when you start and how long you work each day. After your work hours, the phone is idle and goes into power-saving mode.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Power Saving > Office Hours** and select **Start Hour**.
3. Select a day of the week, and using the 24-hour clock, enter a start time from 0 to 23.
4. Select **Save**.
5. From the **Office Hours** screen, select **Duration**.
6. Select a day of the week and enter a duration of 0 to 12 hours per day.
7. Select **Save**.

Change Idle Timeouts for Power-Saving Mode

You can update the period of time the phone is idle before the screen turns off.

You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key or tap the screen. This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you're actively using the phone, power-saving mode doesn't initiate as often.

Tip: If you press a key or tap the screen, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) is the timeout with the highest value.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Power Saving > Timeouts**.
3. Select **Office Hours Idle Timeout** and enter the number of minutes (1 to 600 minutes) the phone should wait during office hours before starting power-saving mode.
4. Select **Off Hours Idle Timeout** and enter the number of minutes (1 to 10 minutes) the phone should wait during off-hours before starting power-saving mode.
5. Select **User Input Idle Timeout** and enter the number of minutes (1 to 10 minutes) the phone should wait after a key press or screen select before starting power-saving mode.

6. Select **Save**.

Control Where Audio Plays

When a Polycom Trio system is paired with Polycom Trio Visual+, you can choose to have audio play from the speakers on a Polycom Trio system or from the monitor or external speakers connected to Polycom Trio Visual+.

You can also choose one of the following options to control where to play audio from audio and video calls:

- **Phone Speakers**— The system plays audio on the system only.
- **TV Speakers**— The system plays audio from the connected monitor or external speakers.
- **Automatic**— The system automatically chooses where to play audio based on the call type.

This feature is not available when the system is not paired with Polycom Trio Visual+.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Audio Output** and choose an output option.

Set a Ringtone for Incoming Calls

A simple way to personalize your phone is to change the ringtone. You can pick unique ringtones for the different lines on the phone. The default ringtone is Low Trill.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Ring Type**.
3. From the **Ring Type** screen, select a ringtone.
4. Select **Play** to hear the ringtone.

Update Your Skype for Business Presence

You can update your Skype for Business presence status and presence information on the phone. When you change your presence on any device, the information is automatically updated in the Skype for Business client.

Procedure

1. Navigate to **Settings > Features > Presence > My Status**
2. Choose your desired presence status.

You can change your status to Available from any other status by pressing **Reset Status**.

Maintaining Polycom Trio™

Topics:

- [Investigate Warnings](#)
- [Restart Your Phone](#)
- [Update the Phone's Configuration](#)
- [Test the Hardware](#)
- [Clean the Touchscreen](#)

When the phone is not operating properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

Investigate Warnings

When a phone is unable to perform certain tasks, a Warning icon displays in the status bar and on the Settings icon on the Home screen.

The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen.

Procedure

1. Navigate to **Settings > Status > Diagnostics**.
2. Select **Warnings**.
The **Warnings** screen is displayed listing any issues.

Restart Your Phone

Your system administrator may ask you to restart the phone if it malfunctions or to assist in troubleshooting.

Caution: Before you restart the phone, contact your system administrator. If the phone is malfunctioning, you may be able to restore normal operation without restarting it. Additionally, your system administrator may want to troubleshoot the phone before you restart it. You do not need to restart the phone to update its configuration.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Restart Phone**.
A confirmation message is displayed.
3. Select **Yes**.
The restart process begins, and the process ends when the Home screen is displayed.

Update the Phone's Configuration

Your system administrator may ask you to update the configuration for your phone to apply any changes to system settings, which you can do without restarting it.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Update Configuration**.
A confirmation message is displayed.
3. Select **Yes**.
The configuration is updated. The phone may restart, depending on which settings have changed.

Test the Hardware

If your phone is having any issues, your system administrator may ask you to access a diagnostics menu on the phone to test its hardware.

You can test the display, microphones, and speaker. Contact your system administrator for instructions on how to perform these tests.

Procedure

1. Navigate to **Settings > Status > Diagnostics**.
2. Select **Test Hardware** and select one of the following:
 - **Audio Diagnostics**
 - **Display Diagnostics**
 - **Touch Screen Diagnostics**

Clean the Touchscreen

The touchscreen requires minor maintenance, but you may need to clean the touchscreen periodically. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen. Do not use chemicals to clean the touchscreen.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Screen Clean**.
3. Wipe the screen with a clean, dry, microfiber cloth.
4. Press any key on the phone dial pad to enable the touchscreen again.

Note: If the touchscreen is dirty after cleaning, dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50 then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly because it could seep inside the screen or stain the system. Additionally, do not use chemicals to clean the touchscreen.

Accessibility Features

Topics:

- [Features for Hearing-Impaired Users](#)
- [Features for Mobility-Impaired Users](#)
- [Features for Vision-Impaired and Blind Users](#)

Polycom products include a number of features to accommodate hearing, vision, or mobility-impaired users.

Features for Hearing-Impaired Users

Polycom phones include many features that enable users with hearing impairments to use various features on the phone.

The following table lists the accessibility features for hearing-impaired users.

Accessibility Features for Hearing-Impaired Users

Accessibility Feature	Description
Visual message indicators	Icons on the screen indicate when the system has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for the phone. You can also change the volume of the ringer to suit your needs and choose different ring tones for contacts.
Adjustable Call Volume	While in a call, you can raise or lower the volume of the audio from the far end and of any other sounds on the device.
Visual notifications	Status and icon indicators let you know when calls are incoming, outgoing, active, or held. Indicators can also indicate the device's status and if features are enabled.
Headset Memory Mode	If you use a headset, you can set up your phone to use your headset for all calls.
TTY support	The phones supports commercial TTY devices such as Ultratec Superprint. Additionally, the phones provide acoustic coupled TTY support.

Features for Mobility-Impaired Users

Polycom phones include features that enable users with mobility impairments to perform various functions on the phone.

The following table lists the accessibility features for mobility-impaired users.

Accessibility Features for Mobility-Impaired Users

Accessibility Feature	Description
Auto-answer feature	You can enable the phone to auto-answer calls so you don't have to choose an option to answer a call.
Touchscreen	With a large touchscreen, you can select, swipe, and press to perform functions and activate features.
Built-in speakerphone	A built-in speakerphone allows you to hear audio on the device without having to use headset.

Features for Vision-Impaired and Blind Users

Polycom phones include various features that enable users with visual impairments to use many of the features on the phone.

The following table lists the accessibility features for visually-impaired and blind users.

Accessibility Features for Vision-Impaired and Blind Users

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answer feature	You can enable the phone to auto-answer calls so you don't have to choose an option to answer a call.
Plastic overlay	A plastic overlay is available for placement on the touchscreen for the volume keys to assist with adjusting the volume.
Illuminated feature keys	Many feature keys are illuminated when activated so you're alerted when a feature is enabled.
Microphone mute feature	The system plays an alert tone when the microphones are muted or unmuted using any of the Mute keys on the device or far-end system. The system plays an alert tone periodically if the device is muted for a set period of time.

Troubleshooting

Topics:

- [Check the Status of Polycom Trio Visual+](#)
- [Check the Status of the Calendar](#)
- [Tips for Resolving Content Sharing Issues](#)
- [Tips for Resolving Camera Issues](#)
- [Set Log Levels](#)
- [Send Log Files to the Skype for Business Server](#)
- [Send Log Files to the Skype for Business Server Using the Web Configuration Utility](#)

If you are having issues with your Polycom phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

Check the Status of Polycom Trio Visual+

If yours or the far-end's video stream or content is not displaying on the monitor, you need to check the status of the Polycom Trio Visual+ and make sure the accessory is on and paired with the Polycom Trio system.

Procedure

1. On the system, navigate to **Settings > Status > Networked Devices**.
2. Make sure that the Paired Device is **Connected**.
If the paired device is not connected, contact your system administrator.

Check the Status of the Calendar

When you do not see the Calendar icon on the Home screen, or if you are not receiving meeting reminders, it is possible that the phone is not connected to the Microsoft Exchange Server.

Procedure

1. Navigate to **Settings > Status > Calendar**.
2. On the Calendar screen, make sure the **Status** field includes **Connected to Server**.
If the status reads that it is not connected to the server, contact your administrator.

Tips for Resolving Content Sharing Issues

If your content is not showing when sharing content on a Polycom Trio system, try one of the following solutions:

- Make sure your device is on the same network as the room system.
- Contact your system administrator for additional help.

Tips for Resolving Camera Issues

If the USB camera is not working during a video call, try one of the following solutions:

- Check that the Polycom Trio Visual+ accessory is paired and connected with the Polycom Trio system.
- Disconnect the USB camera from the Polycom Trio Visual+ then reconnect the camera.
- Make sure the USB camera is a supported camera, which is a Logitech Webcam C930e.
- Contact your system administrator for additional help.

Set Log Levels

Your system administrator uses log files to understand any issues with your phone and may ask you to set the level for log files to reduce the amount of logs produced.

Contact your system administrator before setting a log level for your phone.

Procedure

1. Navigate to **Settings > Basic > Diagnostic Logs > Server Log Level**.
2. Choose a log level.

Send Log Files to the Skype for Business Server

You can send log files for your phone to the Skype for Business server directly from your phone.

Procedure

1. On the phone, navigate to **Settings > Basic > Diagnostic Logs > Upload Logs**.
The log files are uploaded to the server and your system administrator can access the logs to determine any issues with your phone.

Send Log Files to the Skype for Business Server Using the Web Configuration Utility

You can send log files for your phone to the Skype for Business server using the Web Configuration Utility.

Procedure

1. Enter the IP address of your phone into a web browser. For example, enter `https://10.223.4.54`.
2. Select **User** and enter your user password.

The default user password is 123.

3. In the Web Configuration Utility, navigate to **Diagnostics > Upload Logs**.

The log files are uploaded to the server and your system administrator can access the logs to determine any issues with your phone.