



FREQUENTLY ASKED QUESTIONS

Polycom® RealPresence Trio™

The Polycom® RealPresence Trio™ 8800 is the first smart hub for group collaboration that transforms the iconic three-point conference phone into a voice, video and content sharing system that can fit into any team environment, large or small.

Can I buy the RealPresence Trio 8800 as a conference phone only?

Yes. The RealPresence Trio is the best IP conference phone on the market offering advanced HD Voice™, patented NoiseBlock™ technology, a 5-inch color touch screen display, USB and Bluetooth/NFC audio connectivity with personal devices to name a few of its many features. Should you choose to add content and video at a later date, the RealPresence Trio Visual+ accessory and USB camera can easily be added without the need to replace the conference phone.

What is a smart hub?

The RealPresence Trio can be used as a conference phone, but it is so much more. It is the first solution on the market that not only offers the best audio experience, ever, it is also expandable to allow for rich content sharing and business-grade videoconferencing when combined with the Polycom RealPresence Trio Visual+ accessory. The conference phone is actually the hub making it all happen.

Here are a few examples of how smart it is:

- Easily pair your personal devices or laptop including Bluetooth/NFC, USB or IP
- Our patented NoiseBlock™ technology identifies non-speech noise and mutes all microphones automatically
- Microsoft Exchange calendar based one-touch-join conferencing
- Understands the difference between voice and multimedia audio and optimizes the play-out audio experience either using the RealPresence Trio speakers, or, in a video

call, the sound can be routed through adequate display speakers or external speakers.

What is the RealPresence Trio Collaboration Kit?

The RealPresence Trio collaboration kit consists of the RealPresence Trio 8800 conference phone, RealPresence Trio Visual+ accessory and a USB 2.0 and UVC 1.5 compliant compression camera with Lync H.264 SVC support. The RealPresence Trio Visual+ accessory connects to a customer supplied display via an HDMI cable, is powered using PoE and has a USB port for connecting the camera. Visual+ is plug and play and is automatically detected by the RealPresence Trio 8800 conference phone to enable content sharing and videoconferencing in minutes.

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

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

Can the RealPresence Trio Visual+ be purchased individually?

Yes. However RealPresence Trio Visual+ can only be used with RealPresence Trio 8800 and is not intended to operate standalone.

Does the RealPresence Trio Visual+ require an external power supply?

RealPresence Trio Visual+ is an IEEE 802.3af compliant Power-over-Ethernet (PoE) device and does not require an external power supply. If you do not have an IEEE 802.3af compliant PoE power source, you can purchase a power kit from Polycom. (7200-23490-xxx, 100-240V, 0.8A, 55V/36W, IEEE 802.3at compliant mid-span power injector for 10/100/1000 Mbps Ethernet. Ships with local power cord and Ethernet cable)

What accessories are available with RealPresence Trio?

Accessories available for RealPresence Trio include the RealPresence Trio Visual+ to enhance the audio conference experience with content sharing and videoconferencing capabilities and RealPresence Trio Expansion Microphones (sold in pairs, same microphone pick-up range as RealPresence Trio 8800. Includes two 2.1m/7ft cables) for extending the microphone and speaker pick up range.

Does calendar one-touch-join work on any scheduling platform? Does it work with Calendar Connect?

RealPresence Trio supports Microsoft Exchange calendaring only.

Can I use RealPresence Trio with a regular or Smart TV screen?

Yes. However, Trio does not support touch screen experiences.

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

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

Does the RealPresence Visual+ accessory ship with an HDMI and Ethernet cable?

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

Does RealPresence Trio work with Microsoft Lync and Skype for Business?

Yes. Trio is a Skype for Business 2015 and Lync 2013 on-premises qualified solution. Trio also supports Skype for Business Online 2015. For up to date Microsoft qualification information see the [Microsoft Skype for Business Solutions Catalog](#).

For environments using Lync 2010, Trio is supported for audio only. Lync 2010 does not support H.264 AVC (Advanced Video Coding)

Can I use any kind of USB compression camera?

No. At this time the Logitech WebCam C390e is the only supported USB compression camera.

The light on the USB camera connected to the Trio Visual+ is always on, even when the RealPresence Trio system is not in a call. Can the camera be accessed remotely?

No. The camera is used for the self-view. Video is only sent to the network in an actual point to point or bridge video call.

Does RealPresence Trio support Polycom EagleEye cameras?

No. The only camera supported is the Logitech WebCam C390e.

What kind of display do I need to supply to work with RealPresence Trio?

Customers have the ability to choose whatever kind of display suits their needs and environment. The only requirement is that it has an available HDMI port. RealPresence Trio Visual+ features an HDMI 1.4 compliant video out port. Interactive (touch) displays are not supported.

How many displays does RealPresence Trio support?

RealPresence Trio supports one display connected to the RealPresence Trio Visual+ accessory.

Will Trio Visual+ support HDCI breakout for connecting to other Polycom cameras?

No. RealPresence Trio was specifically designed to leverage and support USB compression cameras.

Can you connect the USB camera to RealPresence Trio Visual+ using a USB extension?

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

What is the local 5-way audio conferencing capability?

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

Can I pair my personal device or laptop to RealPresence Trio?

Yes. RealPresence Trio supports Bluetooth/NFC, USB and IP based connectivity options for a broad variety of devices and user preferences. When using Bluetooth, simply accept the pairing request, and you will be able to augment your mobile device based call with the exceptional audio of RealPresence Trio This is also true for laptops. If your laptop supports Bluetooth, simply pair it and use RealPresence Trio for soft-client or browser based calls. You can also perform this using a USB cable.

What kind of environment is the RealPresence Trio 8800 conference phone ideally suited?

RealPresence Trio has a pickup range of 20-feet and it includes 3 microphones for full 360 degree coverage optimized for medium to large conference spaces. When adding optional

expansion microphones, the pickup range is capable of covering an area of up to 230sq. ft.

Does RealPresence Trio support wireless expansion microphones?

No. The RealPresence Trio expansion microphones are wired.

Does RealPresence Trio support ceiling microphones?

No. Only the Trio tabletop expansion microphones are supported.

Does RealPresence Trio support Acoustic Fence technology?

No. Acoustic fence is a technology that works with the RealPresence Group Series and RealPresence Ceiling Microphones. RealPresence Trio offers Polycom’s patented NoiseBlock™ technology that listens for non-speech noise and mutes it from flowing through to the far end.

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

No. RealPresence Trio does not support this configuration.

Can I connect RealPresence Trio to Polycom SoundStructure Installed audio solutions?

No. RealPresence Trio does not integrate with Polycom SoundStructure.

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

No. When connected via USB RealPresence Trio does not use its own echo cancellation capabilities and relies on the echo cancellation capabilities of the Skype for business and Lync client. Trio is recognized as a USB speakerphone.

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

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

Does RealPresence Trio support voice over Wi-Fi?

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

Does the customer need any specific “Voice-over-Wi-Fi” gateways in their network to route the Trio voice calls both internally and externally?

We recommend deploying Trio in a VoIP ready Wi-Fi or wireless LAN network. Roaming capabilities are not required because Trio was not designed as a portable device.

What do I see on the local display when I’m in a video call and sharing content?

RealPresence Trio supports a single stream, meaning you will either see video or you will see content but not both at the same time. Content will always take precedence over video. Users can toggle between video and content.

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

RealPresence Trio is exceptionally flexible. Content can be shared in a number of ways depending on your platform or device.

In a Skype for Business/Lync or Office 365 Cloud PBX environment:

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

In an open SIP environment (non-Skype for Business/Lync)

Use RealPresence Desktop or RealPresence Mobile for Tablets with SmartPairing. With ultrasonic pairing enabled the RealPresence Trio system will be detected automatically or manually enter the IP address of the RealPresence Trio smart hub displayed on the monitor and select the “share content” icon on the RealPresence Desktop or Mobile for Tablets client.

RealPresence Trio also supports content sharing using Polycom’s free of charge content sharing application, People +Content IP (PPCIP). People + Content over USB supports content sharing from a computer when connected via USB cable.

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

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

Can I share content during an audio conference?

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

Can I send content from my mobile phone?

No. Skype for Business/Microsoft Lync and Polycom RealPresence Mobile do not support sending content from the client on a mobile phone (although you are able to on tablets). You will be able to receive content however.

Can I connect multiple RealPresence Trio Visual+ accessories together with RealPresence Trio 8800 for a multi-screen experience?

Only one RealPresence Trio Visual+ is supported.

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

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

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

No. RealPresence Trio and RealPresence Trio Visual+ do not support connecting external video sources.

How secure is content sharing on Trio? Will it be secured by a third party? For example, if used in healthcare and keeping patient records secure.

Secure content sharing is supported from clients and endpoints that support secure connections. Lync 2013 and Skype for Business 2015 clients do support secure connections that also includes RDP content streams. RealPresence Trio supports secure calls (point-to-point and VMR) with video-based content. Polycom RealPresence Desktop and Mobile for tablets and PPCIP do not support secure content sharing. RealPresence Trio uses industry best practices for network security.

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

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

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

In a Skype for Business, Office 365 or Lync environment, open an IM session with Trio and present your desktop or program you'd like to

share and Trio will display it on the monitor in the room.

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

Trio also supports Polycom People + Content IP (PPCIP) over IP and USB.

Can I install RealPresence Trio in a dual platform environment (e.g. Lync and non-Lync)?

No. At this time RealPresence Trio supports a single registration/platform only.

Will I need an additional Skype for Business or Lync license?

Yes. RealPresence Trio registers as a Skype for Business or Microsoft Lync endpoint on your network.

Will I require an additional Polycom license to use RealPresence Trio with Skype for Business, Office 365 Cloud PBX or Lync?

RealPresence Trio xxx-xxxxx-019 are Skype for Business, Office 365 Cloud PBX and Lync Edition SKUs and do not require an additional Polycom license. Standard non-Lync edition SKUs do require an additional Polycom license only when used with Skype for Business, Office 365 Cloud PBX or Lync.

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

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

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

<https://products.office.com/en-us/business/compare-more-office-365-for-business-plans>

Will I require an additional Polycom license to enable video on RealPresence Trio?

No. You will not need to purchase additional video licenses from Polycom.

Can I leverage click to join (calendar) via Polycom RealConnect™?

No. Trio integrates with Microsoft Exchange calendar to receive Skype for Business meeting information.

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

Polycom is qualified for integration with Skype for Business and Lync Registration with these platforms is recommended.

Is Trio interoperable with the Lync client for Mac OS?

Yes, but for audio only calls. The Lync client for Mac OS that is currently available does not support RDP content and X-H.264UC video.

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

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

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

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

Is the RealPresence Trio smart hub related to the Samsung SmartHub?

No. The RealPresence Trio is referred to a smart hub because it is more intelligent than the traditional conference phone. It is the hub in the conference room or huddle space for group collaboration enabling flawless audio as well as rich content sharing and high definition video. The Samsung SmartHub is an application for television search capabilities.