Polycom® Trio 8800

The Polycom® Trio™ 8800 (also known as the Polycom® RealPresence Trio™ 8800) is the conference phone reimagined. Marrying our legendary voice quality with the additional capabilities of content sharing, and business-class videoconferencing. Trio can be flexibly deployed anywhere, from huddle rooms to boardrooms.

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

Yes. The Polycom Trio 8800 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 Polycom Trio Visual+ accessory and supported USB camera options can easily be added without the need to replace the conference phone.

How does Polycom Trio 8800 share content and make video calls?

Polycom Trio 8800 has the unique capability of expanding audio conferencing into full collaborative meetings including content sharing and video calling. When paired with the Polycom Trio Visual+ accessory, which gives you connectivity to a display and USB camera, it allows you to share content from a personal device as well as offering business-class video conferencing.

Here are a few examples of Trio's flexibility:

- Easily pair your personal devices or laptop for content sharing or speakerphone capabilities using Bluetooth/NFC, USB or IP

- Begin your meetings quickly with one-touch-join. Integration with Microsoft Exchange calendaring makes it simple.

- Business-class HD video conferencing provides a consistent, reliable video experience

- Legendary voice quality includes Polycom's advanced HD Voice, our patented NoiseBlock™ technology, 20"/6m pick up and is the first and only certified Microsoft Skype for Business conference phone on the market.

What is the Polycom Trio 8800 Collaboration Kit (also known as the Polycom RealPresence Trio 8800 Collaboration Kit)?

The Polycom Trio 8800 Collaboration Kit consists of the Polycom Trio 8800 conference phone, Polycom Trio Visual+ accessory and a USB 2.0 and UVC 1.5 compliant compression camera with Microsoft Skype for Business specific H.264 SVC support. The Polycom 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. The Trio Visual+ accessory is plug and play. It automatically pairs to Polycom Trio 8800 conference phone via the IP network to enable content sharing and videoconferencing in minutes.

Is Polycom Trio 8800 a Power over Ethernet (PoE) device or does it require an external power supply?

Polycom Trio 8800 features built-in auto sensing IEEE 802.3at Power-over-Ethernet (Class4) backwards compatible with IEEE 802.3af (PoE) and does not require an external power supply to operate. Charging of USB connected devices and powering the Polycom Trio Visual+ via Polycom Trio 8800'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 Polycom Trio Visual+ be purchased individually?

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

What accessories are available with Polycom Trio 8800?

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

Is NoiseBlock enabled when Polycom Trio expansion microphones are connected?
Yes. NoiseBlock works with and without expansion microphones connected.

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

Polycom Trio 8800 supports Microsoft Exchange calendaring, recognizes scheduled Skype for Business meetings and can be configured to recognize other meeting dial-in information patterns e.g. SIP URIs for joining cloud based meeting services including Zoom and BlueJeans Networks.

Can I use Polycom Trio 8800 with a regular or Smart TV screen?

Yes. However, Trio 8800 does not support touch screen experiences.

Can multiple mobile devices be connected to Polycom Trio 8800 at the same time?

No. Only one mobile device can be connected to Trio 8800 at a 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 Polycom Trio 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 Polycom Trio work with Microsoft Skype for Business?

Yes. Polycom Trio 8800 works with Skype for Business and Lync 2013 on-premises as well as the Microsoft Office 365 Cloud PBX powered by Skype for Business. Polycom Trio 8800 is the first and only 3PIP certified conference phone for Skype for Business on-premises and online*. The Microsoft Skype for Business certification program requires best of breed vendors to meet higher standards for reliability and quality than simple interoperability. The latest Microsoft certification information can be found in the Microsoft Skype for Business Solutions Catalog.

* Microsoft Skype for Business certification only applies to the Polycom Trio Conference Phone. The Polycom Trio Collaboration kit which supports video and content sharing, although not certified through the Microsoft program, is interoperable and is supported by Polycom.

Can I use any kind of USB compression camera?

No. At this time the Logitech WebCam C930e is the only supported USB compression camera.

The light on the USB camera connected to the Trio Visual+ is always on, even when the Polycom 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 Polycom Trio 8800 support Polycom EagleEye cameras?

No. The only camera supported is the Logitech WebCam C930e.

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

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

How many displays does Polycom Trio support?

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

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

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

Can you connect the USB camera to Polycom 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?

Polycom 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 Polycom Trio 8800?

Yes. Polycom Trio 8800 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 Polycom Trio 8800. This is also true for laptops. If your laptop supports Bluetooth, simply pair it and use Polycom Trio 8800 for soft-client or browser based calls. You can also perform this using a USB cable.

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

Polycom Trio 8800 has a pick-up range of 20-feet /6 meters 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 can cover an area of up to 230sq. ft.

Does Polycom Trio support wireless expansion microphones?

No. The Polycom Trio expansion microphones are wired.

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

No. Only the Trio Expansion Microphones are supported.

Does Polycom Trio 8800 support ceiling microphones?

No. Only the Trio tabletop expansion microphones are supported.

Does Polycom Trio 8800 support Acoustic Fence technology?

No. Acoustic fence is a technology that works with the RealPresence Group Series and RealPresence Ceiling Microphones. Polycom Trio 8800 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 Polycom Trio 8800 to my RealPresence Group Series to be used as an audio peripheral?

No. Polycom Trio 8800 does not support this configuration.

Can I connect Polycom Trio 8800 to Polycom SoundStructure Installed audio solutions?

No. Polycom Trio 8800 does not integrate with Polycom SoundStructure.

Does Polycom Trio 8800 use its own echo cancellation capabilities when used with Skype for Business and Lync clients over USB?

No. When connected via USB Polycom Trio 8800 does not use its own echo cancellation capabilities, it relies on the echo cancellation capabilities of the Skype for Business client. Trio is recognized as a USB speakerphone.

When connected with a Microsoft Rigel system like the Polycom MSR Series, Trio 8800's echo cancelling capabilities are used.

Can I use Polycom Trio 8800 as an audio device (mic and speaker) for other audio and video clients or applications such as Zoom, WebEx, YouTube and iTunes, on a mobile device or computer?

Yes. Polycom Trio 8800 features USB and Bluetooth connectivity and can be used as a speakerphone for a wide variety of applications. The level of features interoperability may vary depending on the application used. Polycom Trio 8800 supports standard HID commands volume up/down, mute/un mute and accept/hang-up.

Does Polycom Trio 8800 support voice over Wi-Fi?

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

Does the customer need any specific "Voice-over-Wi-Fi" gateways in their network to route the Trio 8800 voice calls both internally and externally?

We recommend deploying Trio 8800 in a VoIP ready wireless LAN network. Roaming capabilities are not required because Trio 8800 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?

Polycom Trio software version 5.4.4 and above supports 4 display layout options. You can select from Auto, PiP, Full Screen or in a Skype for Business environment you can also select Gallery View. To see for yourself, please check the Polycom Trio landing page for the [demonstration video](#).

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

Polycom Trio 8800 is exceptionally flexible. Content can be shared in a few ways depending on your platform and device.

	Local Content Presentation (not in a call)	Content Sharing (in a call)
Skype for Business/ Office 365 **(Wireless)**	- Open IM session with Trio and share desktop - Present via AirPlay enabled device - Present via Miracast enabled device	- Using your Skype for Business client on a laptop or tablet, join the ongoing conference call OR add the individual who will be sharing content using the Trio interface (add participant) and share content just as you would share with an individual using Skype for Business
Skype for Business/ Office 365 **(USB/wired)**	- Connect USB cable from Trio to laptop. The Polycom People+Content IP (PPCIP) application will automatically launch. Press the play button to present content.	- Content sharing via USB is not supported in a Skype for Business environment.
SIP **(Wireless)**	- Present content from a laptop or tablet using Polycom's free application, People+Content IP (PPCIP) for PC or for Mac. Enter the IP address of Trio and press play. - Present via AirPlay enabled device - Present via Miracast enabled device	- Present content from a laptop or tablet using Polycom's free application, People+Content IP (PPCIP) for PC or for Mac. Enter the IP address of Trio and press play. - When using the Polycom platform, join the call from RealPresence Desktop or RealPresence Mobile for Tablets with SmartPairing. You may want to turn off video and audio. With ultrasonic pairing enabled, Polycom Trio will be detected automatically. If SmartPairing is not enabled, manually enter the IP address of the Polycom Trio select the "share content" icon on the RealPresence Desktop or Mobile for Tablets client.
SIP **(USB/wired**	- Connect USB cable from Trio to laptop. The Polycom People+Content IP (PPCIP) application will automatically launch. Press the play button to present content.	- Connect USB cable from Trio to laptop. The Polycom People+Content IP (PPCIP) application will automatically launch. Press the play button to present content.

Is a license required to present content using Apple AirPlay and Miracast certified devices?

Yes. When Polycom Trio Visual+ is connected, or when a Trio 8800 Collaboration Kit is purchased, a license is required to present content using Apple AirPlay or Miracast certified devices. (p/n 5150-84981-001)

What kind(s) of content can I share with Polycom Trio 8800 using the Skype for Business client?

When using the Skype for Business client to share content, select "Present Desktop"/"Share your Desktop" or "Present Application"/'Share a Window". "Present PowerPoint Files"/"Share PowerPoint File" 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 Polycom 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 RDP based content. Polycom Trio 8800 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?

Yes. Polycom Trio 8800 supports content presentation (screen mirroring) locally (not in a call) from Apple AirPlay and Miracast certified devices.

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

No. Only one Polycom Trio Visual+ is supported.

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

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

Can I connect Polycom Trio 8800 to an external source such as a DVD player?

No. Polycom Trio 8800 and Polycom Trio Visual+ do not support connecting external video sources.

How secure is content sharing on Polycom Trio 8800? 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. Skype for Business 2015 clients support secure connections that also includes RDP content streams. Polycom Trio 8800 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. Polycom Trio 8800 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.

Can I install Polycom Trio 8800 in a dual (hybrid) platform environment (e.g. Skype for Business and open SIP)?

Yes. Polycom Trio software version 5.5.2AC and above enables up to 3 lines registered to different voice platforms simultaneously (e.g. one line for Skype for Business, one line for a SIP platform and one line

for solutions such as Zoom or BlueJeans). Note a maximum of one Skype for Business line is supported (must be line 1).

Will I need an additional Skype for Business license when I deploy a Trio 8800 on my network?

Yes. Polycom Trio 8800 registers as a Skype for Business endpoint on your network. Polycom Trio 8800 has a Skype for Business edition SKU which includes the Polycom UC Software for Skype for Business license. If you purchased and open SIP edition and wish to switch to Skype for Business, a Polycom UC Software for Skype for Business license is available for purchase.

Will I require an additional Polycom license to use Polycom Trio 8800 with Skype for Business, Office 365 Cloud PBX?

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

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

Polycom 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 Polycom Trio?

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

Can I leverage click to join (calendaring) 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 8800?

Polycom Trio 8800 is qualified for integration with Skype for Business and Office 365 Cloud PBX and registration with these platforms is recommended.

Does Polycom Trio 8800 work with the Zoom Connector for Polycom?

Polycom Trio interoperates with Zoom conferencing, but it does not use the Zoom Connector software. Connecting to a Zoom meeting room from Polycom Trio is possible by dedicating one of the three available SIP lines to a Zoom lobby. A second way is through Microsoft Exchange calendar integration. Polycom Trio will parse the SIP URI to join the Zoom meeting which allows the user to simply use one-touch- join to initiate the conference.

Is Polycom Trio 8800 interoperable with the Skype for Business client for Mac OS?

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

Is Polycom Trio 8800 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 8800 need to be configured for separate VLANs when used for audio only conferences and video or audio conferences?

No, Trio 8800 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.

Can I manage and provision Polycom Trio 8800 using Polycom RealPresence Resource Manager?

Yes. With the release of RealPresence Resource Manager 10.1 or newer, you can now manage, provision and configure Polycom voice solutions, including Polycom Trio 8800 and Polycom video solutions from one dashboard.

There are over 100 configuration templates available in RealPresence Resource Manager for configuring Trio. This gives administrators the ability to tailor the user interface to adhere to internal security policies and user preferences as well as run analytics for gathering usage data.