



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 advance 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. Here are a few examples of how smart it is:

- Our patented NoiseBlock[™] technology which identifies non-speech noise and mutes all microphones automatically
- multiple ways to easily pair your personal devices or laptop including Bluetooth/NFC, USB or IP
- Microsoft Exchange calendar based one-step-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.

- The conference phone is actually the hub making it all happen.

Does RealPresence Trio have a built in audio bridge?

Yes, RealPresence Trio supports local multi-party audio conferencing with up to 4 call legs.

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

RealPresence Trio has a pick up 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 230sqft.

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.

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 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 to hear and be heard. 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.

Can I connect the RealPresence Trio to my RealPresence Group Series?

No. RealPresence Trio does support this configuration at this time.

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

Yes. RealPresence Trio is a Lync 2013 qualified Meeting Room System that can communicate with the Lync 2013 or Skype for Business client. Easily invite RealPresence Trio to a meeting for one-touch-join for meeting initiation or for use as USB/Bluetooth speakerphone for Lync and Skype for Business clients.

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.

Can I use any kind of USB compression camera?

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

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.

What do I see on the 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.

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.

For Microsoft Lync 2013, open your Lync 2013 or Skype for Business client, share your display or document 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 environments other than Lync 2013 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.

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 Microsoft Lync 2013 license?

Yes. RealPresence Trio registers as a Microsoft Lync 2013 endpoint on your network.

Will I require an additional Polycom license to use RealPresence Trio with Microsoft Lync?

RealPresence Trio Microsoft Lync Edition SKUs don't require an additional Polycom license. Standard non-Lync edition SKUs do require an additional Polycom license only when used with Microsoft Lync 2013.

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.

Will RealPresence Trio support Microsoft Office365 and Skype for Business 2015?

Office365 and Skype for Business 2015 Server are not supported. Skype for Business Client is supported.

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) for extending the microphone and speaker pick up range.

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 a 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)

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 to display the content and the far-end(s) must support H.264 or Microsoft Lync RDP based content. RealPresence Trio will connect video if a camera is connected, however, you may simply turn the camera close the cover of the camera.

Can I send content from my mobile phone?

No. 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.

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

No. RealPresence Trio does not integrate with Polycom SoundStructure.

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

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