



USER GUIDE

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Polycom Trio with BlueJeans



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Get Help

Topics:

- [Polycom and Partner Resources](#)

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Polycom and Partner Resources

In addition to this guide, the following documentation further describes Polycom endpoints and BlueJeans video conferencing. The Polycom Trio Release Notes, in particular, may include known issues or limitations related to BlueJeans interoperability with Polycom endpoints.

- *Polycom UC Software for Polycom Trio Solution Administrator Guide*
- *Polycom Trio Solution User Guide*
- *Polycom Trio Setup Sheet*
- *Polycom Trio Release Notes*
- *Polycom Interoperability with BlueJeans Solution Guide (for administrators)*
- [BlueJeans Support](#)
- [BlueJeans Relay Documentation](#)

Getting Started with Polycom Trio

Topics:

- [Product Overview of Polycom Trio](#)
- [Navigating Polycom Trio](#)

Before you use the system, 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 along with point-to-point, bridge, and 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

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 system.

Accessing Screens on Polycom Trio

You can access the following screens on the system:

- 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.

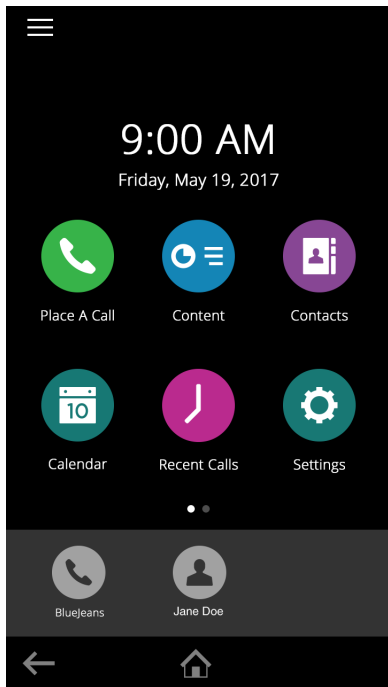
Access the Home Screen

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.

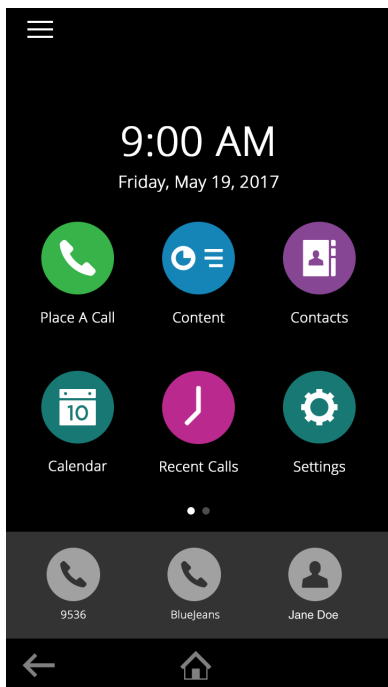
Home Screen

Depending upon how your administrator configured your environment, BlueJeans is available on either line 1 or line 2 on the Polycom Trio home screen.




Home Screen with BlueJeans on Line 1



Home Screen with BlueJeans on Line 2















Procedure

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

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 |

Joining and Starting Meetings

Topics:


- [Join an Ad Hoc Meeting](#)
- [Join a Meeting from the Calendar](#)
- [Join a Meeting from Contacts](#)
- [Changing Meeting Controls in a Call](#)
- [Local Directory](#)

There are a number of ways you can join and initiate BlueJeans meetings on your Polycom Trio system.

Join an Ad Hoc Meeting

You can join an ad hoc meeting through the BlueJeans meeting lobby.

Procedure

1. On the Polycom Trio, select the line key with the **BlueJeans** label .
The Polycom Trio connects to the BlueJeans meeting entry queue and a BlueJeans network image displays.
2. You are prompted to enter the meeting ID. Select the **Dialpad** icon.
3. Enter the meeting ID followed by the # key.
If the meeting requires a passcode, you are prompted to enter either the passcode or the # key again. The passcode format is [10 digits#].

Set the Video Layout for the Meeting in a Call

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.

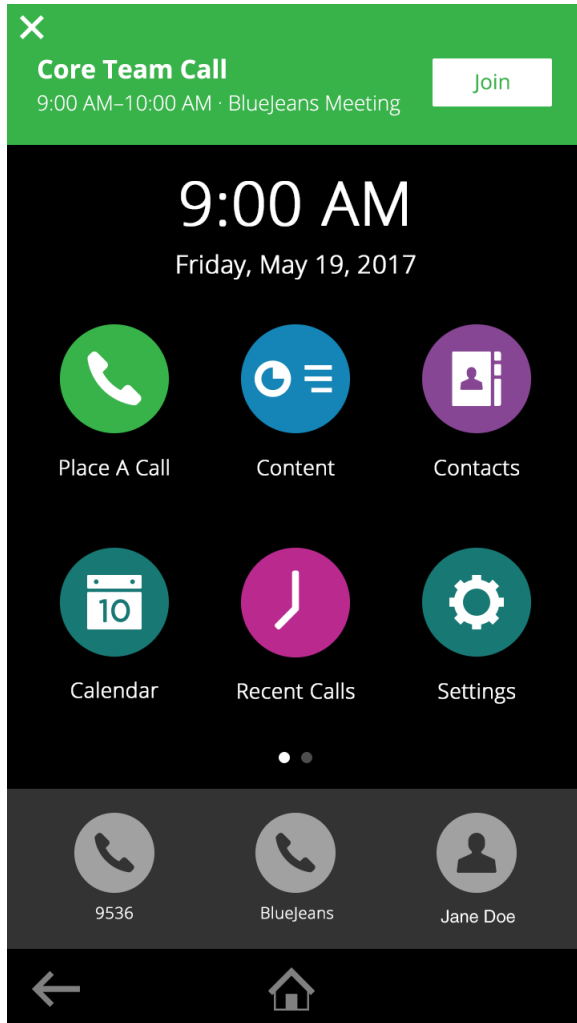
Procedure

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

Join a Meeting from the Calendar

You can use one-touch join from the calendar or from meeting details to enter a scheduled meeting.

Joining a Meeting from the Home Screen



Procedure

1. On the Polycom Trio, do one of the following.
 - In the meeting reminder, tap **Join**.
 - On the home screen, select **Calendar** and select a meeting to **Join**.

Join a Meeting from Contacts

You can join a meeting from the Polycom Trio contact list.

Your administrator must have created a BlueJeans contact so that it appears in your list of contacts.

Procedure

1. Select **Contacts** and choose the **BlueJeans Meeting Room**.
2. Tap the phone icon to dial the call.

Changing Meeting Controls in a Call

You might want to customize the meeting controls on your Polycom Trio using the dialpad.

Refer to the procedure in the [BlueJeans Documentation](#).

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.

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.

Note: You can add local directory favorites for your Polycom Trio. For details, refer to the *Polycom Trio Solution User Guide* at [Polycom Trio](#).

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**.
4. When Polycom Trio is using BlueJeans, and you want to configure the contact format, do one of the following:
 - If the Polycom Trio is using the BlueJeans Relay and BlueJeans is on line 2, the contact format should be `xxxx@sip.bjn.vc`. For more details, refer to the Configuration B topic in the *Polycom BlueJeans Interoperability Solution Guide* at [Polycom Support](#). Note that configuration files are also available on this web page.
 - If the Polycom Trio is not using Exchange for Calendar and BlueJeans is on line 2, the contact format should be `xxxx@bjn.vc`. For more details, refer to the Configuration C topic in the *Polycom BlueJeans Interoperability Solution Guide* at [Polycom Support](#). Note that configuration files are also available on this web page.

Sharing Content

Topics:

- [Share Content with People+Content IP over USB](#)
- [Share Content Using the Polycom Pano App](#)

When a Polycom Trio Visual+ is connected to a TV monitor 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™
- Apple® Airplay® (not supported on Polycom Trio 8500)
- Google® Miracast® (not supported on Polycom Trio 8500)

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 ►.

Share Content Using the Polycom Pano App

To share content from the Polycom® Pano™ App, you must connect to a Polycom Trio IP address.

Procedure

1. After you have installed the Pano App, launch the application.
2. Select a Polycom Trio IP address using the following options.

| Connection Option | Description |
|-------------------------|---|
| Find Other Rooms | Manually locates a system using its IP address or system name. To search for a system, you can enter part of the system name. |
| Recent Rooms | Select from a list of recently connected systems. |

3. Select **Connect**.
4. Do one of the following.
 - To share your desktop, select **Desktop**.
 - To share a running application, select the application's name.

The **Shared Content** toolbar displays at the top of your selected content source.