



# Poly Trio Pass-through Application

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## Introducing Poly Trio Pass-through

Poly is pleased to announce the release of Poly Trio Pass-through for Windows 10.

Using the Poly Trio Pass-through application, you can connect a Windows 10 computer to a Poly Trio 8500 or 8800 system via a USB 2.0 cable and use the system's microphones, speakers, and connected cameras as USB devices. You can then choose to use the Poly Trio system components as USB devices for various communication clients. Lastly, you can mirror your computer screen onto any monitors connected to a paired Poly Trio Visual+ or VisualPro system.

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**Note:** Poly Trio Pass-through is not supported with the Poly Trio 8300 system or with Virtual Desktop Infrastructure (VDI) environments.

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## Install the Application

You must install Poly Trio Pass-through onto your computer before connecting the computer to the phone. Installing, upgrading, or uninstalling the Poly Trio Pass-through application requires administrative rights.

### To download and install Poly Trio Pass-through:

- 1 Go to [Poly Trio Support](#).
- 2 Select either **Polycom Trio 8500** or **Polycom Trio 8800**.
- 3 Click **Poly Trio Pass-through For Windows 10** in the Current Releases tab to download PolyTrioPass-Through\_1.0.0.0067\_Win10.zip.  
The Poly Trio Pass-through application build ID is: **1.0.0.0067**. This version of the application supports use with UC software version 5.9.2AA for Poly Trio systems and Windows 10.
- 4 Unzip the file, then locate and run **PolyTrioPass-throughSetup.exe** and follow the onscreen instructions.
- 5 Once you install the application, ensure that **Settings > Administrative Settings > USB Computer Connection > Component Pass-through** is enabled on your Poly Trio system.  
The Poly Trio Pass-through application is now ready for use.

When you connect a USB 2.0 cable between your Windows 10 PC and a Poly Trio 8800 or 8500 system which is paired to a Poly Trio Visual+ or Poly Trio VisualPro, the camera of the Poly Trio Visual+ or VisualPro will be "passed through" to your PC as a USB UVC camera device labelled "Poly Trio Pass-through".

## Security Updates

Please refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

## Hardware Requirements

The following are the recommended minimum hardware requirements for Windows 10 computers for use with Poly Trio Pass-through:

- Intel® Core™ i7-5600U CPU @ 2.60GHz
- 8 GB of RAM

Your system's actual performance may vary based on software or hardware configurations.

## Products Tested with the Poly Trio Pass-through Application

Poly products are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release. The products listed were tested with their range of supported cameras.

**Note:** Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Poly Interoperability Matrix](#) to match product and software versions.

### Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Poly Trio 8500	5.9.2 AA
Poly Trio 8800	5.9.2 AA
Poly Trio Visual+	5.9.2 AA
Poly Trio VisualPro	6.2.2.1

## Limitations

Poly does not support the ASUS X750J laptop computer for use with Poly Trio Pass-through.

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## Known Issues

The following table lists known issues in this release.

**Note:** These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

### Known Issues

<i>Issue</i>	<i>Description</i>	<i>Workaround</i>
EN-161179	The Poly Trio Pass-through application is not present in the Windows Start menu immediately following its installation.	None. The application starts automatically upon installation and can be started from the desktop icon.
EN-158731	The Poly-Trio-Pass-through-Connector service may take approximately five minutes to fully close when stopped using the End Task function in Windows Task Manager. Afterwards, the service may or may not start again.	Stop the Poly-Trio-Pass-through-Connector service from the Services tab in Windows Task Manager.
EN-139593	Sometimes, cameras accessed via the Poly Trio Pass-through application produce an unstable video feed on a PC.	Stop the Camera Pass-through session and restart it using the Start Pass-through button to stabilize the video feed.

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# Getting Help and Copyright Information

## GETTING HELP

For more information about installing, configuring, and administering Poly products or services, go to [Polycom Support](#).

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