# Poly Trio Solution - Skype for Business

**Getting Help**

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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# Contents

# Before You Begin

**Topics:**

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)

The information in this guide applies to the following Poly devices except where noted:

- Poly Trio C60 system
- Poly Trio 8500 system
- Poly Trio 8800 system
- Poly Trio Visual+ system
- Poly Trio VisualPro system

## Audience, Purpose, and Required Skills

This guide is written for a technical audience.

You must be familiar with the following concepts before beginning:

- Current telecommunications practices, protocols, and principles
- Telecommunication basics, video teleconferencing, and voice or data equipment
- Open SIP networks and VoIP endpoint environments

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Poly Partners](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

# Getting Started

**Topics:**

This provisioning guide provides an overview of UC software, network requirements, and Poly provisioning methods.

Specifically, this guide provides guidance on:

- The configuration and resource files included in the UC software download.
- Poly phone network requirements and supported network configurations.
- Supported Poly provisioning methods, including guidance on setting up a central provisioning server.

For information on available UC software features and parameters you can configure, see the administrator or deployment guide for your Poly phone model on the [Voice - Poly Documentation Library](#):

- For Polycom Trio systems and accessories, see [Polycom Trio Conference Phones](#).
- When registering Poly phones with a Microsoft server, see [Polycom UC Software for Skype for Business Deployment Guide](#).

# Setting the Base Profile

Set the correct base profile to enable the platform you need.

## Setting the Base Profile for the First Time

When you power on the Poly Trio system for the first time, or following a factory restore, the system displays a setup wizard.

The setup wizard helps you set up your administrator password, choose the system language, and choose a base profile. You can choose from Microsoft Teams, Skype for Business, and Microsoft USB Optimized base profiles for your system.

After you set up your system with the initial setup wizard, the system boots to the **Home** screen when it powers on after each restart. If your system accesses and applies configurations through a centralized provisioning server, the setup wizard doesn't display.

## Set the Base Profile Using the Web Configuration Utility

You can use the Web Configuration Utility to manually set a phone's Base Profile to **Skype for Business** or **Microsoft Teams**.

The Web Configuration Utility is disabled by default when the phone registers with Skype for Business Server. You must manually enable the Web Configuration Utility to configure phone settings. You cannot configure sign-in credentials using the Web Configuration Utility.

**Procedure**

1. Power on your phones and allow them to complete the power-up process.
2. Get the IP address of each phone in your deployment by going to **Settings** > **Status** > **Platform** > **Phone**.

   The IP address displays in the **IP** field.
3. Enter the phone's IP address in the address bar of a web browser.

   The Web Configuration Utility login screen displays.
4. Choose **Admin** to log in as an administrator, and then enter the administrator password (default `456`) and click **Submit**.
5. On the Home page, navigate to the **Simple Setup** menu.
6. From the **Base Profile** drop-down list, choose **Skype for Business** or **Microsoft Teams**, and click **Save** at the bottom of the page.
7. In the confirmation dialog, choose **Yes**.

The phone automatically restarts, and users can now sign in.

## Change the Base Profile from the Settings Menu

You can set the Base Profile to from the phone **Settings** menu.

**Note:**   The setting location differs on a Poly phone with Microsoft Teams.

**Procedure**

1. Go to **Settings** > **Advanced** > **Administration Settings** > **Network Configuration** > **Base Profile** and select **Skype for Business**.
2. Select **Back** > **Save Configuration**.

   The phone automatically restarts and displays the **Sign In** screen. Users can now sign in.

## Change the Base Profile from Poly Trio with Microsoft Teams

You can access the Base Profile from the Poly Trio system with Microsoft Teams.

**Note:**   The setting location differs on a Poly phone with Skype for Business.

**Procedure**

1. On the Poly Trio system screen, press the menu icon at top left.
2. Press **Settings** > **Device Settings**.
3. On the **Device Settings** screen, select **Advanced** and enter the administrator password (default `456`).

4.  Go to **Administrator Settings** > **Network Configuration** > **Base Profile**, and select a Base Profile.

## Set the Base Profile with `device.*` Parameters

This section shows you how to provision multiple devices using parameters in the `device.cfg` template configuration file included in your UC Software download.

Poly recommends using `device.*` parameters to configure multiple devices and only if you're familiar with centralized provisioning and configuration files.

The parameter values correspond to the options in the phone menu or the system web interface as follows:

- `Skype`—**Skype for Business**
- `SkypeUSB`—**Microsoft USB Optimize**
- `MSTeams`—**Microsoft Teams**

**Procedure**

1.  Locate the `device.cfg` template configuration file and place the `device.cfg` file on your provisioning server.
2.  Locate and change the values of the following parameters:
    - `device.baseProfile=` *`<Base Profile value>`*
    - `device.set=1`
    - `device.baseProfile.set=1`
3.  Rename and save the file.
4.  Power on the phones.
5.  Once bootup is complete, remove `device.set` from the template configuration file and save the file again after removing `device.set`.

# Configure the Network

Configure the following network settings to register Poly devices with Skype for Business.

**Procedure**

1.  Set up or verify Domain Name System (DNS) service (SRV) records to allow the devices to discover Skype for Business servers automatically.

    For information on creating and verifying DNS SRV records, see the latest documentation on Microsoft TechNet. If you're setting Microsoft Call Admission Control (CAC), refer to Microsoft Plan for call admission control in Skype for Business Server 2015 for required bandwidth guidelines.
2.  Obtain a root certificate authority (CA) security certificate using one of the following methods:

| Certificate Method | Description |
| --- | --- |
| Lightweight Directory Access Protocol (LDAP) Domain Name System (DNS) | Phones you register with Skype for Business are enable with this feature by default. |

| Certificate Method | Description |
|---|---|
| Dynamic Host Configuration Protocol (DHCP) Option 43 | When provisioning phones from within an enterprise, you can use DHCP Option 43 to download a private CA root security certificate used by Skype for Business. The security certificate is required to support secure HTTPS and TLS connections. Along with DHCP Option 43, ensure that your devices can access Skype for Business Server Certificate Provisioning Web Service over HTTP (TCP 80) and HTTPS (TCP 443). <br><br> **Note:** If you configure DHCP Option 43 in on-premises Skype for Business deployments, the phone displays only the PIN Authentication menu to users. <br><br> For more details and troubleshooting information on DHCP Option 43, see Microsoft TechNet. |
| DHCP Option 66 | Use this method if you're using a provisioning server or setting DHCP options using the following: <br><br> • DHCP Option 161. If you're using devices with a Skype or Lync Base Profile, use Option 161 with the address (URL or IP address) of the provisioning server. You can set the provisioning server address or URL on the device menu. |

3. Set up each user with a Skype for Business account and credentials.

# Skype for Business DHCP Options and Sub-Options on Poly Trio Solution

The following table lists the Skype for Business options and sub-options for DHCP Option 43 supported on Poly Trio systems.

For more detailed information on sub-options and URL formats for Microsoft, see Microsoft TechNet.

**DHCP Options**

| Option | Result |
|---|---|
| Option 1 - Subnet mask | The phone parses the value from Option 43. |
| Option 2 - Time offset | The phone parses the value. |
| Option 3 - Router | The phone parses the value. |
| Option 4 - Time server | The phone parses the value. |
| Option 6 - Domain Name Server | The phone parses the value. |
| Option 7 - Domain Log server | The phone parses the value. |
| Option 15 - Domain Name | The phone parses the value. |
| Option 42 - Network Time Protocol server | The phone parses the value. |
| Option 66 - TFTP Server Name | The phone parses the value. |

**DHCP Sub-Options**

| Sub-Option | Example Values |
|---|---|
| Sub-option 1 - UC Identifier | UC client name |
| Sub-option 2 - URL Scheme | https |
| Sub-option 3 - Web Server FQDN | lyncsvrWebPoolFQDN |
| Sub-option 4 - Port | 443 |
| Sub-option 5 - Relative Path for Certificate Provisioning Web Service | /CertProvisioningService.svc |

The system assembles the sub-option values into a single URL, like the following example: `https://lyncsvrWebPoolFQDN:443/CertProv/CertProvisioningService.svc`.

# Set Up Polycom UC Software

After you power on your Poly Trio system and set up the network, set up the Polycom UC Software.

Make sure you have an XML editor, such as XML Notepad, installed on your computer to update the provisioning. Your provisioning or boot server must support one of the FTP, FTPS, TFTP, HTTP, or HTTPS protocols, while FTP being the most common. FileZilla Server is a free FTP solution.

You can find the latest UC Software for Poly Trio systems registered with Microsoft deployments at the Poly Trio C60 page on [Polycom Support Site](#).

**Note:** To avoid placing the phone in a continuous reboot cycle, don't provision phones with UC Software from both a Microsoft server and your own provisioning server.

**Procedure**

1. Set up a provisioning server on your computer and create a root directory to hold all of the required UC Software, configuration files, and subdirectories. Name the directory to identify it as containing the UC Software release.
2. Decide if you are provisioning your phones from Skype for Business Server or using your own provisioning server.

   Deploying UC Software in CAB file format provisions the phones and enables default feature functionality, including the automatic software update feature. However, if you want to change or customize default functionality of the phone features, you need to set up and edit UC Software configuration files on your own provisioning server and send the custom settings to the phones.
3. Download, save, and extract UC Software to the root directory you created.
   - If you are deploying UC Software from Skype for Business Server, download the CAB file version of UC Software.
   - If you are deploying phones from your own provisioning server, download the split or combined version of UC Software in XML format.
4. After the UC Software directory is extracted, open the folder in your root directory.
5. Configure a Call Park Orbit Policy.

You must configure a call park orbit policy to enable the call park feature. See Configuring Call Park on Microsoft TechNet.

# Primary Configuration File

The primary configuration file provides flexibility in large deployments to customize features and settings for your phones.

You can use the primary configuration file to configure features and apply settings for all the phones in your deployment, including groups of phones, specific phone models, or a single phone.

The default name for the primary configuration file is `00000000000.cfg`. You can use the default name or rename the primary configuration file. The file name must contain at least five characters and end with `.cfg`.

You can also specify the location of the primary configuration file you want the phones to use, for example, `http://usr:pwd@server/dir/example1.cfg`.

The primary configuration file applies settings from the component configuration files listed in the `CONFIG_FILES` XML attribute in the following ways:

- Phones read the files you enter from left to right.
- Duplicate settings are applied from the configuration file in the order you list them.

The following table describes the XML field attributes in the primary configuration file and the `APPLICATION` directories.

**Primary Configuration File XML Field Attributes**

| Attribute | Description |
|---|---|
| APP_FILE_PATH | The path name of the UC software application executable. The default value is `sip.ld`. Note that the phone automatically searches for the `sip.ld` and `<part number>.sip.ld` files. This field can have a maximum length of 255 characters. |
| | If you want the phone to search for a `sip.ld` file in a location other than the default or use a different file name, or both, modify the default. For example, you can specify a URL with its own protocol, user name, and password: `http://usr:pwd@server/dir/sip.ld` . |
| CONFIG_FILES | Enter the names of your configuration files in this attribute as a comma-separated list. Each file name has a maximum length of 255 characters and the entire list of file names has a maximum length of 2047 characters, including commas and spaces. If you want to use a configuration file in a different location or use a different file name, or both, you can specify a URL with its own protocol, user name, and password, for example `ftp://usr:pwd@server/dir/phone2034.cfg`. The files names you enter to the CONFIG_FILES field write are read from left to right. Duplicate settings are applied from the configuration file in the order you list them. |

| Attribute | Description |
|---|---|
| MISC_FILES | A comma-separated list of files. Use this to list volatile files that you want phones to download, for example, background images and ringtone.wav files. The phone downloads files you list here when booted, which can decrease access time. |
| LOG_FILE_DIRECTORY | An alternative directory for log files. You can also specify a URL. This field is blank by default. |
| CONTACTS_DIRECTORY | An alternative directory for user directory files. You can also specify a URL. This field is blank by default. |
| OVERRIDES_DIRECTORY | An alternative directory for configuration overrides files. You can also specify a URL. This field is blank by default. |
| LICENSE_DIRECTORY | An alternative directory for license files. You can also specify a URL. This field is blank by default |
| USER_PROFILES_DIRECTORY | An alternative directory for the <user>.cfg files. |
| CALL_LISTS_DIRECTORY | An alternative directory for user call lists. You can also specify a URL. This field is blank by default. |
| COREFILE_DIRECTORY | An alternative directory for Poly device core files to use to debug problems. This field is blank by default. |
| CAMERA_PRESETS_DIRECTORY | Specify a sub-directory to store the camera preset thumbnail images on the provisioning server. By default, this field is blank and thumbnail images are stored in the root directory of the provisioning server. However, if you set the attribute CAMERA_PRESETS_DIRECTORY="presets", the images are stored to an existing sub-directory called Presets. |

**Note:** The directories labeled APPLICATION_SPIPXXX indicate phone models that are not compatible with the latest UC software version. If you are using any of the phone models listed in these directories, open the directory for the phone model you are deploying, and use the available fields to provision and configure your phones.

# Configuring In-Band Provisioning Settings

You must provision phones using either in-band provisioning or your provisioning server and not both.

Where settings conflict, Skype for Business in-band provisioning device settings take precedence over the same settings configured on your provisioning server. If you are using your own provisioning server, avoid phone update loops by configuring lync.provisionDeviceParams.enabled=0 to disable the following in-band provisioning device settings sent from the Skype for Business Server or Skype for Business Online:

- EnableDeviceUpdate

- `IPPhoneAdminPasswd`
- `LocalProvisioningServerAddress`
- `LocalProvisioningServerUser`
- `LocalProvisioningServerPassword`
- `LocalProvisioningServerType`
- `ucDiffServVoice`

**`lync.provisionDeviceParams.enabled`**

  1 (default) - Enable (accept) in-band provisioning device settings sent from Skype for Business.

  0 - Disable (block) in-band provisioning device settings sent from Skype for Business.

# Parameter List Conventions

For each feature, Poly provides a list of parameters in XML that you can use to configure feature settings.

This guide documents parameters using parameter lists. Be sure to familiarize yourself with basic XML and parameter list conventions to successfully change configurations.

# Provisioning Skype for Business Phones

**Topics:**

- [Centralized Provisioning](#)
- [Manual Provisioning Methods](#)

The method labeled `device.set` is an advanced method for users familiar with configuration files and uses centralized provisioning to set the Base Profile for multiple phones.

The Base Profile is a provisioning option available on Skype for Business-enabled devices. The Base Profile displays in the phone's menu system and varies by phone model.

The Base Profile automates registration with a default set of configuration parameters and settings. You can't modify or customize the Base Profile or feature settings. Use centralized provisioning for deployments of greater than 20 devices requiring only default Skype for Business settings.

After registering the phone with the Skype for Business Server, enable the system web interface to configure the phone using a web browser.

For complete information on provisioning Poly Trio with UC Software, see the *Poly Trio Systems Administrator Guide* on [Poly Trio Support](#).

# Centralized Provisioning

Use a central provisioning server when provisioning multiple phones to:

- Configure multiple devices automatically
- Facilitate automated software updates
- Receive automatic log files
- Add, remove, or manage features and settings to multiple phones simultaneously
- Create phone groups and modify features and settings for each phone group

> **Note:** Using an existing server to deploy your provisioning server can affect performance of your Skype for Business deployment. Misconfiguration or nonstandard deployment of the Microsoft Internet Information Services (IIS) web server may affect your ability to obtain accurate Microsoft support.

## Centralized Provisioning Methods

Use one of the following methods to centrally deploy multiple devices:

- Use Skype for Business Online or Microsoft Exchange Online to set up phones and configure features.
- Download UC Software in CAB file format and place the software on Skype for Business Server. Your phones use the default features settings.

- ◦ This method requires you to set up your own provisioning server. Setting up your own provisioning server enables you to customize feature settings using the template configuration files included in the UC Software download. With this method, users can sign in with their credentials from the phone's interface.
- Use `device.*` parameters to configure multiple devices and only if you're familiar with centralized provisioning and configuration files.

## Set Up Phones with Skype for Business Online and Exchange Online

Skype for Business Online and Microsoft Exchange Online provide applications and services including email and social networking, Exchange Server, SharePoint, Yammer, MS Office web applications, and Microsoft Office software.

Poly offers Skype for Business Online and Exchange Online for Poly Trio.

If you need to configure media ports for Skype for Business Online deployments, see Skype for Business Online for specific port numbers.

When using Skype for Business Online and Microsoft Exchange Online, note the following:

- You must use TLS-DSK to authenticate the phones.
- The phones support use of ZTP staging for software upgrades.

**Procedure**

1. Install and open the Skype for Business Online, Windows PowerShell Module.
2. Type the command: `Import-Module SkypeOnlineConnector`.
3. Connect to the Skype for Business tenancy using the command: `$session=New-CsOnlineSession -Credential $cred`.
4. When the Powershell credential request dialog displays, enter your Skype for Business user name and password.
5. Import the session with the command: `Import-PSSession $session -Verbose -AllowClobber`.
6. Set policies with the command: `CsIPPhonePolicies`.

## Deploy UC Software from Skype for Business Server

If you downloaded UC Software files in CAB format, complete the following procedure to deploy UC Software from Skype for Business Server.

**Procedure**

1. Download and save UC Software in CAB file format to your computer.

   You can obtain UC Software for Poly Trio on Poly Trio Support.
2. Go to Skype for Business Server and copy the CAB file to a C: drive directory.
3. Use the Skype for Business Server Management Shell to go to a particular directory.
4. In the Skype for Business Server Management Shell, run the following import command:

   `Import-CsDeviceUpdate -Identity service:1-WebServices-1 -FileName UCUpdates.cab`
5. In the Skype for Business Control Panel, go to **Clients** > **Device Update** to view UC Software versions available on Skype for Business Server.
6. Go to **Clients** > **Action** > **Approve** to approve the UC Software.

# Deploy UC Software for Poly Trio Systems from a Provisioning Server

Complete the following steps to deploy UC Software from a provisioning server.

**Procedure**

1. Locate the following Skype for Business configuration files templates on Poly Trio Support:
   - `SkypeTrioSharedExample.cfg`. This template file contains all default settings you need to register with Skype for Business Server.
   - `000000000000.cfg`. This is the primary configuration file. In the **CONFIG_FILES** field, enter the names of all the configuration files containing settings you want to apply to the phones.
2. Place these configuration files in your root provisioning directory, create a copy of each file, and rename them keeping the suffix `.cfg`.

   Using edited copies of the template files ensures that you have unedited template files containing the default values.

   If you plan to manually install a root CA security certificate, go to step 3. If not, skip to step 4.
3. Open your renamed file `SkypeTrioSharedExample.cfg`.

   If you plan to manually configure a root CA certificate, configure the following two parameters:
   - Enter the root CA certificate, in Base64 format, in `sec.TLS.customCaCert.1`.
   - Set the application profile in `sec.TLS.profileSelection.SIP`.
4. Open the primary configuration file `000000000000.cfg`.

   In the **CONFIG_FILES** field, enter the name of your Skype for Business configuration file and save.

   Ensure that multiple configuration file names are comma-separated.

   Configuration files you enter in the CONFIG_FILES field read from left to right. If you configured the same setting in two configuration files, the setting listed first on the applies first. Ensure that you don't have the same parameter in more than one configuration file.

   If you don't want to use the Microsoft Autodiscover service, use the following parameters to disable the feature and manually set the Skype for Business server address and SIP signaling port using:
   - Disable Autodiscover: `reg.1.serverAutoDiscovery=0`
   - Server: `reg.1.server.1.address=<server_address>`
   - Port: `reg.1.server.1.port=<port_number>`
5. Power on your phones.

   Your phones display the Skype for Business Sign In screen.

# Set the Base Profile with `device.*` Parameters

This section shows you how to provision multiple devices using parameters in the `device.cfg` template configuration file included in your UC Software download.

Poly recommends using `device.*` parameters to configure multiple devices and only if you're familiar with centralized provisioning and configuration files.

The parameter values correspond to the options in the phone menu or the system web interface as follows:

- `Skype`—**Skype for Business**
- `SkypeUSB`—**Microsoft USB Optimize**
- `MSTeams`—**Microsoft Teams**

**Procedure**

1. Locate the `device.cfg` template configuration file and place the `device.cfg` file on your provisioning server.
2. Locate and change the values of the following parameters:
    - `device.baseProfile=` *`<Base Profile value>`*
    - `device.set=1`
    - `device.baseProfile.set=1`
3. Rename and save the file.
4. Power on the phones.
5. Once bootup is complete, remove `device.set` from the template configuration file and save the file again after removing `device.set`.

# Manual Provisioning Methods

You can use per-phone, manual provisioning methods to register Poly devices with Skype for Business.

All manual provisioning methods set the Base Profile of a phone to **Skype for Business**. The Base Profile is a feature on each phone that, when set to **Skype for Business**, automatically provisions the phone with the default parameters required to work with Skype for Business.

When you use configuration files to provision the phones with Skype for Business, the phone Base Profile is set to **Generic**. You do not need to set the Base Profile to **Skype for Business** when provisioning with configuration files.

## Change the Base Profile from the Settings Menu

You can set the Base Profile to from the phone **Settings** menu.

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**Note:** The setting location differs on a Poly phone with Microsoft Teams.

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**Procedure**

1. Go to **Settings** > **Advanced** > **Administration Settings** > **Network Configuration** > **Base Profile** and select **Skype for Business**.
2. Select **Back** > **Save Configuration**.

    The phone automatically restarts and displays the **Sign In** screen. Users can now sign in.

## Set the Base Profile Using the Web Configuration Utility

You can use the Web Configuration Utility to manually set a phone's Base Profile to **Skype for Business** or **Microsoft Teams**.

The Web Configuration Utility is disabled by default when the phone registers with Skype for Business Server. You must manually enable the Web Configuration Utility to configure phone settings. You cannot configure sign-in credentials using the Web Configuration Utility.

**Procedure**

1. Power on your phones and allow them to complete the power-up process.
2. Get the IP address of each phone in your deployment by going to **Settings** > **Status** > **Platform** > **Phone**.

   The IP address displays in the **IP** field.
3. Enter the phone's IP address in the address bar of a web browser.

   The Web Configuration Utility login screen displays.
4. Choose **Admin** to log in as an administrator, and then enter the administrator password (default `456`) and click **Submit**.
5. On the Home page, navigate to the **Simple Setup** menu.
6. From the **Base Profile** drop-down list, choose **Skype for Business** or **Microsoft Teams**, and click **Save** at the bottom of the page.
7. In the confirmation dialog, choose **Yes**.

The phone automatically restarts, and users can now sign in.

# Provisioning and Updating Poly Trio Systems with a USB Device

**Topics:**

You can store configuration files and settings on a USB flash memory device and provision or update Poly Trio systems during normal functioning or in recovery mode.

Recovery mode enables you to recover the Poly Trio systems or Poly Trio Visual+ systems to a normal provisioning state when other methods are not working or not available.

**Note:** The Poly Trio system automatically provisions and updates a connected and paired Poly Trio Visual+ system. You can, however, provision and update the Poly Trio Visual+ separately, for example, if you need to support IEEE 802.1x or provision on networks without DHCP.

Poly Trio systems support only File Allocation Table (FAT) file systems and Poly recommends using FAT32.

If other USB devices are attached to Poly Trio system, you must remove them and ensure that Poly Trio system correctly recognizes the USB device you want to install from.

If you use a USB device to provision while centralized provisioning server is in use, the USB configuration files override server settings. When you remove the USB device, the device returns to settings you configured on the server. Note, however, that the original server settings are subject to `direct.set` changes initiated by the USB device. The `direct.set` changes can alter parameters on the provisioning server and change basic provisioning settings.

When you attach a USB device, the system prompts you for the administrator password. The Poly Trio system downloads and installs the configuration files and you can remove the USB when complete.

## Provision or Update Poly Trio System Software Manually with a USB Device

You can manually provision a Poly Trio system, one at a time, with a USB during normal phone functioning.

**Procedure**

1. Format a USB flash drive as FAT32.

   Poly recommends that you use a USB 2.0 flash drive. If you are using a drive that is already formatted, ensure that previous files are deleted from the flash drive.

2. Download the UC Software from Poly Trio Support.

3. Copy the configuration files you want to use to the root of the USB device.

   The minimum required configuration files are as follows:

- Primary configuration file: `000000000000.cfg`
- Firmware: `<part number>.sip.ld`

  Poly Trio firmware: `3111-86240-001.sip.ld`.

4. Insert the USB into a USB port on the Poly Trio system, follow the prompt for the administrator password (default `456`), and power cycle the device.

   Allow time for the device to reboot.

# Place the Poly Trio System into Recovery Mode

You can place Poly Trio systems into recovery mode when you want to provision with a USB and the provisioning process is not working during normal phone functioning.

**Procedure**
1. Ensure that the phone is powered off.
2. Plug in a USB device.
3. Power up the phone.
4. When the Poly logo displays, press and hold with four fingers the four corners of the LCD screen until the LEDs blink.

   Blinking rotates between orange/red/green/off.
5. Remove fingers from the LCD screen.

   Recovery process is complete when the device reboots.