



SOLUTION GUIDE

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Integrating Polycom Trio Systems with Zoom Rooms



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Integrating Polycom Trio Systems with Zoom Rooms

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Polycom has teamed with Zoom to offer the integration of Polycom Trio systems with Zoom Rooms. You can integrate the Polycom Trio system with Zoom Rooms as a Zoom Rooms controller, speaker, and microphone. This solution has been enhanced to allow deployment with only a single Ethernet cable connection to the Polycom Trio (Windows PC only).

Polycom Cameras Recommended for Zoom Rooms

Polycom now offers several camera options to integrate Polycom Trio system with Zoom Rooms. Polycom recommends matching a camera for your room size.

For more help and details on Polycom cameras, see [Peripherals](#) on Polycom Support.

Product	Software Version	Room Size
Polycom EagleEye Mini USB camera	9.0.14 or later	Small to medium room
Polycom EagleEye IV USB camera	1.2.1-467 or later	Medium to large room
Polycom EagleEye Director II camera	2.2 or later	Large to very large room

Polycom UC Software and Zoom Rooms Software Integration

The Zoom Rooms controller application is integrated with the Polycom UC Software running on the Polycom Trio system.

Prerequisites

When configuring a Polycom Trio system with Zoom Rooms, there are prerequisites for the Polycom Trio system and for Zoom Rooms.

Polycom Trio System Prerequisites

Polycom Trio system requires UC Software 5.9.0 AB or later to integrate with Zoom Rooms.

If you need to update your UC Software version, install UC Software using one of the following methods:

- Your own provisioning server. For information on setting up your own provisioning server, see the latest Polycom Trio System Administrator Guide on [Polycom Trio](#).
- Polycom RealPresence Resource Manager software. For details, see [RealPresence Resource Manager](#) on Polycom Support.
- Polycom Device Management System. For information, see [Polycom Device Management Service](#).
- The Web Configuration Utility for your Polycom Trio system provides a Software Upgrade feature to update software on a per-device basis. For information, see [Configure Your Polycom Trio System](#) on page 3.

Zoom Rooms Prerequisites

Before you begin configuring the Polycom Trio system with Zoom Rooms, complete the following Zoom Rooms prerequisites:

- To integrate Polycom Trio systems with Zoom Rooms, you must meet minimum Zoom Rooms system and hardware requirements listed on [System Requirements for Zoom Rooms](#) on the Zoom Help Center.
- Ensure the PC/Mac computer is running the latest Zoom Rooms software as Zoom has enhanced their software to work with the Polycom Trio system. In particular, if you are deploying your solution with a single Ethernet cable then Zoom Rooms software version 4.4.0 (1154.0519) or later is required.

Configure Your Polycom Trio System

After completing the Polycom Trio prerequisites, configure the following on your Polycom Trio system:

Procedure

1. To enhance security, change the default administrator password on your Polycom Trio system to a non-default password.
 - a. Get the Polycom Trio system IP address by going to **Settings > Status > System Information**.
 - b. Access the Web Configuration Utility for your Polycom Trio system by entering its IP address to a browser.
 - c. Log in as `Admin`. The default password is `456`.
2. Ensure that the Polycom Trio system is configured with a valid time server and the correct time zone.
3. Set the **Base Profile** to **Zoom Rooms**. If you are using the Web Configuration Utility to configure your Polycom Trio system, set the **Base Profile** as follows:

- a. Go to **Simple Setup > Base Profile** and set the **Base Profile** field to **Zoom Rooms**.
The Polycom Trio system reboots.

Configure the Zoom Room

After completing the Zoom Rooms prerequisites, configure a Zoom Room in the Zoom Rooms web portal before you set up and connect any hardware. For instructions on configuring a Zoom Room, see [Getting Started with Zoom Rooms](#) on the Zoom Help Center.

Connect the Polycom Trio System

If you are deploying on a Mac or Chrome OS, then you must follow the *Connect the Polycom Trio System with a USB Cable* procedure.

If you are otherwise deploying with a Windows PC then we recommend following the *Connect the Polycom Trio System using the Poly Virtual USB Connector for Zoom Rooms* procedure.

Connect the Polycom Trio System with a USB Cable

After you configure your Polycom Trio system, set up and connect your hardware with a USB cable.

Procedure

1. Connect your USB camera to the Zoom Rooms computer (PC/Mac/Chrome OS).
2. Connect the Polycom Trio system to the Zoom Rooms computer with a USB cable.
3. Use a LAN cable with Power over Ethernet (PoE) to connect the Polycom Trio system to a network that allows Polycom Trio to route IP traffic to and from the Internet (Zoom cloud), and the Zoom Rooms computer.

If PoE isn't available, you can use the optional Polycom Trio system power supply/power injector kit to provide PoE+ and full functionality to the Polycom Trio system.

The Polycom Trio system automatically boots up.

4. Turn on your Zoom Room computer.
A pairing code displays on the computer monitor.

Connect the Polycom Trio System using the Poly Virtual USB Connector for Zoom Rooms

After you configure your Polycom Trio system, set up and connect your hardware using the Poly Virtual USB Connector for Zoom Rooms software.

Procedure

1. Connect your USB camera to the Zoom Rooms computer (PC).
2. Install the **Poly Virtual USB Connector for Zoom Rooms** software.
 - a. Go to the [Polycom Trio Support](#) page.
 - b. Open the support page for the Polycom Trio Model ([8500](#) or [8800](#)) you are deploying.
 - c. Locate and download the **Poly Virtual USB Connector for Zoom Rooms** software package.

- d. As an administrator on the Zoom Rooms Windows PC computer, install the **Poly Virtual USB Connector for Zoom Rooms** software package.
3. Use a LAN cable with Power over Ethernet (PoE) to connect the Polycom Trio system to a network that allows Polycom Trio to route IP traffic to and from the Internet (Zoom cloud), and the Zoom Rooms computer.
If PoE isn't available, you can use the optional Polycom Trio system power supply/power injector kit to provide PoE+ and full functionality to the Polycom Trio system.
The Polycom Trio system automatically boots up.
4. Turn on your Zoom Room computer.
A pairing code displays on the computer monitor.

Complete the Zoom Rooms Setup

Once you configure the Zoom Rooms computer, you can pair your Zoom Room with the Polycom Trio system and configure the Zoom Room settings.

Procedure

1. Start the Zoom Rooms software on your computer and sign out so the system displays the pairing code.
2. Pair the Zoom Room controller on Polycom Trio with the Zoom Rooms computer.
3. Sign in on the PC or on the Polycom Trio Zoom Room controller.
4. Select the Polycom Trio system as the microphone and speaker for the Zoom Room using one of the following options.

Note: If you deploy your system using Poly Virtual USB Connector for Zoom Rooms, verify that the **Microphone** and the **Speaker** are set to **Echo Cancelling Speakerphone (Poly V-USB Speakerphone)**.

- **Option 1:** Configure the microphone and speaker settings in the Zoom Rooms controller interface on the Polycom Trio system.
 1. Open the **Settings** menu.
 2. Toggle the **Lock Settings** option and enter the account password to unlock the settings.
 3. Select **Polycom Trio** for the **Microphone** and **Speaker**.
 - **Option 2:** Configure the microphone and speaker settings in the Zoom portal.
 1. In the Zoom portal, go to **Admin > Room Management > Zoom Rooms > Edit [Room Name]**.
 2. In the **Room Settings** tab, select **Polycom Trio** for the **Microphone** and **Speaker**. See <https://support.zoom.us/hc/en-us> for information.
5. Verify that Zoom audio processing is disabled.
 6. In the Zoom Room application on the Polycom Trio system screen, verify that the time shown is correct.

New Features and Capabilities

The Polycom Trio **Settings** menu is now accessible from within the Zoom Rooms Controller application.

To enter the Polycom Trio **Settings** menu navigate to **ZRC Settings** menu, unlock **Zoom** settings with room passcode, then navigate to the **Room** menu and select the **Trio Settings** bar.