



SOLUTION GUIDE

| October 2019 | 3725-84753-002D

Integrating Poly Trio Systems with Zoom Rooms

Getting Help

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

Plantronics, Inc. (Poly — formerly Plantronics and Polycom)
345 Encinal Street
Santa Cruz, California
95060

© 2019 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

Contents

- Integrating Poly Trio Systems with Zoom Rooms..... 2**
- Poly Cameras Recommended for Zoom Rooms..... 2
- Poly UC Software and Zoom Rooms Software Integration..... 2
- Prerequisites..... 3
 - Poly Trio System Prerequisites..... 3
 - Zoom Rooms Prerequisites..... 3
- Configure Your Poly Trio System..... 3
- Configure the Zoom Room..... 4
 - Poly Virtual USB Connector..... 4
 - Network Firewall Information..... 4
- Connect the Poly Trio System..... 5
- Complete the Zoom Rooms Setup..... 5
- Accessing Trio Device Settings..... 6
- Limitations..... 6

Integrating Poly Trio Systems with Zoom Rooms

Topics:

- [Poly Cameras Recommended for Zoom Rooms](#)
- [Poly UC Software and Zoom Rooms Software Integration](#)
- [Prerequisites](#)
- [Configure Your Poly Trio System](#)
- [Configure the Zoom Room](#)
- [Connect the Poly Trio System](#)
- [Complete the Zoom Rooms Setup](#)
- [Accessing Trio Device Settings](#)
- [Limitations](#)

Poly has teamed with Zoom to offer the integration of Poly Trio systems with Zoom Rooms. You can integrate the Poly 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 Poly Trio (Windows PC only).

Poly Cameras Recommended for Zoom Rooms

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

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

| Product | Software Version | Room Size |
|------------------------------|--------------------|--------------------------|
| Polycom EagleEye Cube USB | 1.1.0 or later | Small to medium room |
| Polycom EagleEye Mini USB | 9.0.14 or later | Small to medium room |
| Polycom EagleEye IV USB | 1.2.1-467 or later | Medium to large room |
| Polycom EagleEye Director II | 2.2 or later | Large to very large room |

Poly UC Software and Zoom Rooms Software Integration

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

Prerequisites

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

Poly Trio System Prerequisites

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

Zoom Rooms Prerequisites

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

- To integrate Poly 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 Poly Trio system. Specifically, 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 Poly Trio System

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

Procedure

1. To enhance security, change the default administrator password on your Poly Trio system to a non-default password.
 - a. Get the Poly Trio system IP address by going to **Settings > Status > System Information**.
 - b. Access the Web Configuration Utility for your Poly Trio system by entering its IP address in a browser.
 - c. Log in as `Admin`. The default password is `456`.
2. Verify the Poly Trio system is configured with a valid time server and correct time zone.
3. Verify the local network allows Poly Trio to route IP traffic to and from the Internet (Zoom cloud), and the Zoom Rooms computer.
4. Set the **Base Profile** to **Zoom Rooms**. If you are using the Web Configuration Utility to configure your Poly 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 Poly 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.

Poly Virtual USB Connector

Complete the following procedure only if you are using the Poly Virtual USB Connector instead of a USB cable connection between the Poly Trio and the Windows PC.

Procedure

- » Install the **Poly Virtual USB Connector for Zoom Rooms** software.
 - a. Go to the [Poly Trio Support](#) page.
 - b. Open the support page for the Poly 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.

Network Firewall Information

If the Windows PC has a firewall enabled, use the information in the following table to configure the firewall to enable Virtual USB communication. The Virtual USB communication is initiated when the Zoom Room Controller has paired with the Zoom Room PC.

Virtual USB Connector and Zoom Rooms Firewall Information

| Protocol | Source | Source Port | Destination | Destination Port | Description |
|-----------|---------|-------------|-------------|------------------|---|
| UDP | Trio | Ephemeral | PC | 2080 | Trio sends its IP address to V-USB on PC |
| TCP (TLS) | PC | Ephemeral | Trio | 24804 | V-USB connects to Trio using TLS |
| UDP | PC/Trio | 24802 | Trio/PC | 24802 | Secure audio |
| UDP | PC/Trio | 24803 | Trio/PC | 24803 | RTCP |
| TCP | Trio | Ephemeral | PC | 9090 | Zoom Room Controller to Zoom Room communication |

Connect the Poly Trio System

After you configure your Poly Trio system, set up and connect your hardware.

Procedure

1. Connect your USB camera to the Zoom Rooms computer (PC/Mac/Chrome OS).
2. Connect the Poly Trio system to the Zoom Rooms computer with a USB cable.

Note: If you are using a Virtual USB, skip this step.

3. Use a LAN cable with Power over Ethernet (PoE) to connect the Poly Trio system to a network that allows Poly 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 Poly Trio system power supply/power injector kit to provide PoE+ and full functionality to the Poly Trio system.

The Poly Trio system automatically boots up.

4. Turn on your Zoom Room computer.

A Zoom Room 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 Poly Trio system, sign the Zoom Room into its account, 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. Enter the Zoom Room pairing code into the Zoom Room Controller on the Poly Trio to pair the Zoom Room Controller on Poly Trio with the Zoom Rooms computer.
3. Sign in on the PC or on the Poly Trio Zoom Room controller.
4. Select the Poly 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 Poly Trio system.
 1. Open the **Settings** menu.
 2. Toggle the **Lock Settings** option and enter the account password to unlock the settings.
 3. Select **Poly 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 **Poly 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 Controller application on the Poly Trio system screen, verify that the time displayed is correct.

Accessing Trio Device Settings

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

To enter the Poly 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.

Limitations

This solution is solely designed to be deployed with Poly Trio as the microphone, and speaker for the Zoom Room. If, for example, another device is selected as a speaker, the Poly Trio's LEDs will not behave correctly.