

# Quick Tips for Polycom® RealPresence Trio™ Systems

3725-20759-002A | UC Software 5.5.2AA or later | September 2017

This Quick Tips applies to the Polycom® RealPresence Trio™ 8500 and 8800 systems.

View the *Polycom RealPresence Trio Solution User Guide* on [Polycom Voice Support](#) for more information on available features.

## Enter Data

You can use the onscreen keyboard to enter information.


### To use the onscreen keyboard:

- » Tap a text field or tap .

## Place Calls

You can place a call to contacts from Contacts, Recent Calls, or to a favorite.

### To place a call:

- » Do one of the following from the Home screen:
  - Tap **Place a Call**, enter the phone number, and tap .
  - Tap a Favorite.
  - Tap **Contacts**, select a directory, select a contact, and tap **Dial**.
  - Tap **Recent Calls** and select a contact  
The contact is dialed automatically.

## Answer calls

You can answer or decline incoming calls.

### To answer a call:

- » Tap  **Answer**.

## End Calls

You can only end active calls.

### To end an active call:

- » Tap  **Hang Up**.

To end a held call, resume the call first.

### To end a held call:

- » Tap  **Resume** >  **Hang Up**.

## Hold and Resume Calls

You can place any active audio or video call on hold and resume the call when you are ready.

### To hold a call:

- » Tap  **Hold**.

### To resume a call:

- » Tap  **Resume**.

## Join a Scheduled Meeting

A meeting notification displays on the phone five minutes before a meeting starts. You can join a scheduled meeting from the Calendar or the meeting reminder.

### To join a meeting from the Calendar:

- » Tap **Calendar** and tap **Join** for your meeting.

### To join a meeting from the meeting reminder:

- » When the meeting reminder displays, tap **Join**.

## Initiate a Conference Call


You can initiate a conference call with up to four contacts.

### To initiate a conference call:

- 1 Call a contact.
- 2 Tap **Add** and enter your contact's number or select a contact from **Contacts** or **Recent Calls**.  
The contact is added to the conference after answering.

You can also join an active and held call into a conference call.


### To join two calls into a conference call:

- » On the Calls screen, select two calls and tap  **Merge Calls**.



## Manage Conference Calls

When you initiate a conference call, you can mute all participants, mute individual participants, or remove a participant from the call.

### To mute all conference participants:

- » Tap the conference name and tap  **Mute All** to mute all participants.

### To manage individual participants:

- » Tap a participant, then do one of the following:
  - Tap  **Mute** to mute the participant.
  - Tap  **Hang Up** to remove the participant from the conference.

## View Recent Calls

You can view placed, received, and missed calls.

### To view recent calls:

- » Tap **Recent Calls**.


## View the Contact Directory

You can view and add contacts to the Contact Directory.

### To view the Contact Directory:

- » Navigate to **Contacts > Contact Directory**.


### To add a contact to the Contact Directory:


- 1 In the Contact Directory, tap .
- 2 Enter the contact's information and tap **Save**.

## Add a Favorite

You can add contacts as favorite, and all favorites display on the Home screen.

### To add a favorite:

- 1 Navigate to **Contacts > Contact Directory** and select a contact.
- 2 On the Details screen, tap .


The Favorites icon changes to blue , and the contact is added to the Home screen.


Contacts added as Favorites display first in the Contact Directory.

## Mute the Microphone

You can mute your microphone at any time.

### To mute your microphone:

- » Tap  **Mute** or tap the Mute keys on the system or microphone.

The Mute icon changes to red  and the Mute keys glow red.

## Adjust the Volume

You can adjust the volume of calls or the ringtone for incoming calls using the volume keys.

### To adjust the volume:

- » Tap the **+** volume up or **-** volume down buttons.

## Connect a Bluetooth Device

If Bluetooth is enabled, you can pair and connect your Bluetooth-capable phone or tablet with the conference phone.

### To connect a Bluetooth device:

- » On your device, turn on Bluetooth and select the RealPresence Trio in the list of available systems and devices.

## Connect a Bluetooth Device using NFC

If Bluetooth and NFC are enabled, you can connect your NFC-enabled Bluetooth phone or tablet with a RealPresence Trio 8800 system.

### To connect a Bluetooth device using NFC:

- 1 Enable NFC on your device.
- 2 Tap and hold your device for two seconds above the NFC symbol on the system.
- 3 Confirm that your device is paired and connected to the RealPresence Trio 8800.

## Place a Call over Bluetooth

If your mobile phone is connected to the RealPresence Trio system using Bluetooth or NFC, you can place a call on your mobile phone and use the system as the speakerphone for the call.




### To place a call over Bluetooth:

- 1 On your mobile phone, place a call to a contact.
- 2 On the call screen, select the RealPresence Trio as your audio source.

## Show Content

When a RealPresence Trio Visual+ is connected to a monitor and paired with a RealPresence Trio 8800 system, you can show content using Polycom® RealPresence® Desktop on your laptop or Polycom® RealPresence® Mobile on your tablet. If you do not have either application, you can download RealPresence Desktop from [support.polycom.com/rpd](http://support.polycom.com/rpd) and download RealPresence Mobile from your tablet's application store.

### To show content using RealPresence Desktop or RealPresence Mobile:

- 1 Open the desktop or mobile application.
- 2 Navigate to  **Settings > SmartPairing**.
- 3 Click or tap the check boxes for **Enable SmartPairing** and **Auto Detection** and click **OK** or **Done**.
- 4 Select  and select **Share Content**.
- 5 Select your system's name or IP address and select **Pair**.  
  
If your system is not listed, enter your system's IP address and select **Pair**.  
  
In **RealPresence Mobile**, tap **Manual Pairing** then enter your system's IP address and tap **Go**.
- 6 Choose a monitor or application to share.  
  
In **RealPresence Desktop**, the content is displayed automatically.
- 7 In **RealPresence Mobile**, tap  to show content.