



UC Software 7.0.0AA | December 2020 | 3725-49142-004A

USER GUIDE

# Poly Trio with Microsoft Teams

## UC Software 7.0.0

### Getting Help

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

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# Before You Begin

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## Topics:

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

This guide contains overview information for navigating and performing tasks with your Poly Trio system when running Microsoft Teams in Shared Mode.

You must have a Teams-enabled Microsoft Office 365 account to access all of the available features on the Poly Trio with Teams.

## Audience, Purpose, and Required Skills

This guide provides information for Poly Trio systems with Microsoft Teams. Administrators and users can use this guide to configure Poly settings available on the system's local interface.

This guide covers the models listed below:

- Poly Trio 8500 system
- Poly Trio 8800 system
- Poly Trio C60 system
- Poly Trio C60 ND system
- Poly Trio C60 NR system

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.
- 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 [Polycom 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 [Polycom Partner Network](#) 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 [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.
- The [Phones for Microsoft Teams](#) page on the Microsoft Docs website offers information to help with Microsoft Teams-certified phones.

# Getting Started

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## Topics:

- [Product Overview of Poly Trio Systems](#)
- [Entering Information Using the Onscreen Keyboard](#)
- [Call Application Switching Methods](#)
- [Access Microsoft Teams Help](#)

Before you use your phone, familiarize yourself with its features and user interface.

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**Note:** As you read this guide, remember that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

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## Product Overview of Poly Trio Systems

Poly Trio systems support audio-only conference calls with Microsoft Teams voice platforms.

Poly Trio systems support the following features:

- Placing, answering, and managing audio calls
- Initiating, joining, and managing audio conference calls
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories
- Adjusting call and phone settings
- Checking voicemail messages

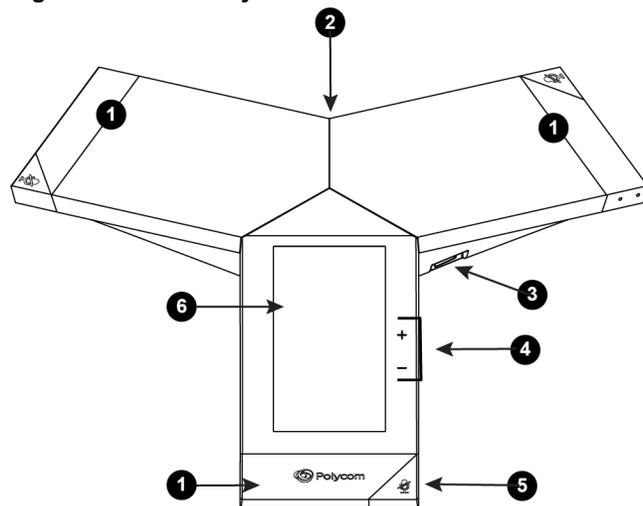
## Poly Trio System Hardware Overview

The following figures and tables provide information about hardware features available on your system.

### Trio 8500 System

The following figure displays the hardware features on Trio 8500 systems. The table lists each featured numbered in the figure.

**Figure 1: Trio 8500 system hardware features**



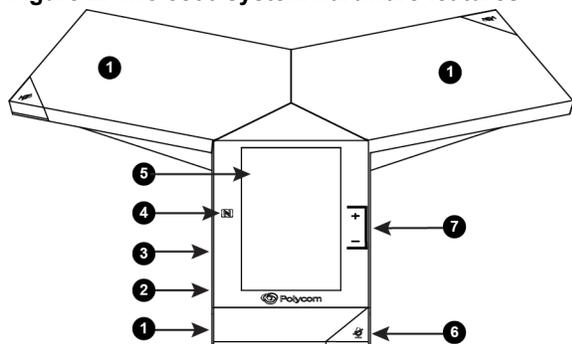
#### Trio 8500 System Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Speaker and microphones	Sends your audio to call participants and provides audio output for the ringer and speakerphone.
2	USB host port	Enables you to connect a USB flash drive to the system to record calls.
3	USB device port	Enables you to connect computer using a USB cable to use the system as a speakerphone for calls or to show content.
4	Volume keys	Adjusts the volume of the audio from the speakerphone and ringer.
5	Mute key	Mutes the microphones during calls and conferences. The key glows red when activated.
6	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.

## Trio 8800 System

The following figure displays the hardware features on Trio 8800 systems. The table lists each featured numbered in the figure.

**Figure 2: Trio 8800 system hardware features**



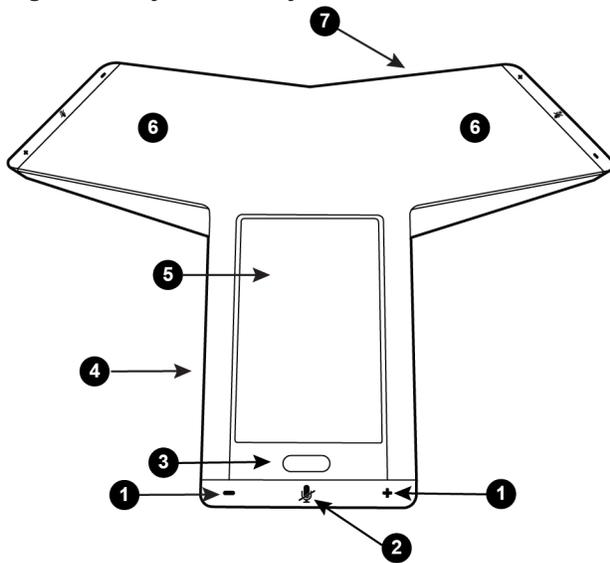
### Trio 8800 System Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Speaker and microphones	Sends your audio to call participants and provides audio output for the ringer and speakerphone.
2	USB host port	Enables you to connect a USB flash drive to the system to record calls.
3	USB device port	Enables you to connect computer using a USB cable to use the system as a speakerphone for calls or to show content.
4	NFC	Enables you to connect a Bluetooth-capable mobile phone or tablet using Near Field Communication (NFC).
5	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.
6	Mute key	Mutes the microphones during calls and conferences. The key glows red when activated.
7	Volume keys	Adjusts the volume of the audio from the speakerphone and ringer.

## Poly Trio C60 System

The following figure displays the hardware features on Poly Trio C60 systems. The table lists each numbered feature shown in the figure.

Figure 3: Poly Trio C60 System hardware features



## Poly Trio System Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Volume keys	Adjusts the volume of the audio from the speakerphone and ringer.
2	Mute key	Mutes the microphones during calls and conferences. The key glows red when activated.
3	Proximity sensor	Wakes the system when it detects user movement nearby.  <b>Note:</b> Don't press on the proximity sensor. Doing so may damage the sensor and the system.
4	USB ports	The USB host port, found on the side of the phone, enables you to connect a USB flash drive to record calls.  The USB device port, found on the bottom of the phone, enables you to connect a computer using a micro USB cable to use the system as a speakerphone for calls.
5	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.

Reference Number	Feature	Feature Description
6	Speaker and microphones	Sends your audio to call participants and provides audio output for the ringer and speakerphone.
7	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.

## Entering Information Using the Onscreen Keyboard

The onscreen keyboard enables you to enter information into text fields using the touchscreen.

The onscreen keyboard displays when a text field displays. When a text field requires only numbers, it displays a numerical keypad instead.

The following icons also display on the keyboard:

- **Letters** : Displays alphabetical letters
- **Uppercase** : Shifts to uppercase letters
- **Lowercase** : Shifts to lowercase letters
- **Numbers and Punctuation** : Displays numbers and punctuation marks
- **Special characters** : Displays special characters

## Change the Keyboard Layout

When you set the phone language and country, the phone uses the default keyboard layout for that language. For example, setting the phone language to French sets the phone to the AZERTY keyboard layout.

You can enable multiple languages for the phone and switch between keyboard layouts.

### Procedure

1. On the phone's keyboard, long-press and release the comma key and choose **Languages**.
2. Toggle **Use system languages** off.
3. Select one or more available languages and press the back arrow.

The phone enables each language you select, along with its default keyboard layout. When you enable more than one language, a globe key displays on the phone keyboard.

4. Do one of the following:
  - Long-press the globe key to view and choose from a list of enabled languages. The phone uses the default keyboard layout for the language you choose.
  - Short-press the globe key to rotate through enabled languages. The space bar displays the current language and keyboard layout.

## Call Application Switching Methods

Switch between Poly OpenSIP and the Microsoft Teams call applications on Trio C60 systems.

By switching the active call application, you can place a call or attend a meeting using the Poly call application switch to Microsoft Teams to place a call or attend a meeting.

Switch call applications using either the Poly Control Panel or cycle between them using the app switching icon.

### Select an Available Call Application

You can switch directly to another available call application on the Trio C60 system.

#### Procedure

1. From the top of the system display, swipe downwards.  
The Poly Control Panel displays with call application icons. You can swipe downwards a second time to expand the panel and display the icon names.
2. To switch to your desired call application, select its icon from the Poly Control Panel.

### Cycle Through Call Applications

You can switch call applications on Trio C60 systems using the Nav Bar at the bottom of the system's screen.

#### Procedure

1. On the Nav Bar, tap the **App Switch**  icon to switch to another call application.
2. Tap the **App Switch**  icon repeatedly until your desired call application displays.

## Access Microsoft Teams Help

You can access the Microsoft Teams help site through the phone's local interface or on the internet.

#### Procedure

- » Do one of the following:
  - On the phone, go to **Menu > Settings > Help**.
  - In a web browser, go to [Microsoft Teams help center](#).

# Signing In to Your Phone

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## Topics:

- [Sign In Using the Phone's Local Interface](#)
- [Sign In Using a Web Browser](#)
- [Sign Out of Your Phone](#)

Use your Microsoft account credentials to sign in to Teams on your phone.

You can sign in to your phone using one of the following methods:

- **User ID:** Sign in with your user credentials on the phone's local interface.
- **Web Sign In:** Sign in with your user credentials on a computer.

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**Note:** You can sign in with only one Microsoft account at a time.

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## Sign In Using the Phone's Local Interface

Sign in to Microsoft Teams using the phone's local interface.

### Procedure

1. Select **Sign in**.
2. Enter your Microsoft account name and select **Next**.
3. Enter your Microsoft password and select **Sign in**.

## Sign In Using a Web Browser

Sign in to Microsoft Teams using a web browser.

### Procedure

1. Select **Sign in**.
2. Select **Sign in from another device**.  
A URL and code display.
3. Enter the URL into a web browser on your computer.
4. Enter the code into the provided **Code** field.
5. Select your Microsoft account and click **Next**.
6. Enter your Microsoft password and select **Sign in**.  
Your phone signs in to Teams.
7. On your phone, select **Got it**.

## Sign Out of Your Phone

If you sign in to Microsoft Teams on a public phone, sign out after you finish using the phone.

After you sign out of Microsoft Teams, you can't make calls or view upcoming meetings. You must sign back in to Microsoft Teams to use the phone.

### Procedure

1. Go to **Menu > Settings**.

If the phone uses a Common Area Phone (CAP) account, go to **Device Settings > Advanced**.

2. Select **Sign out**.
3. Select **OK**.

# Poly Trio with Teams Settings

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## Topics:

- [Lock Your Phone in Microsoft Teams](#)
- [Connecting to Wi-Fi in Microsoft Teams](#)
- [Change the Default System Language](#)
- [Change the Clock Format](#)
- [Adjusting the Backlight Intensity and Timeout](#)
- [Set the Phone Theme to Dark](#)
- [Clean the Touchscreen](#)
- [Power Saving Mode](#)

You can customize basic settings on the phone, including the display language, time and date format, and the backlight settings.

Some changes you make apply automatically. However, some settings require you to select the **Back** button and then select **Save** when prompted.

## Lock Your Phone in Microsoft Teams

You can enable your phone's lock screen in Teams.

Locking your phone prevents unauthorized people from placing or answering calls. It also prevents anyone from viewing or modifying phone information, such as your directory, call lists, or favorites.

When you lock your phone, you can do the following:

- Place outgoing calls to emergency and authorized numbers only
- Answer incoming calls

## Set a Lock PIN

After you set a lock PIN, you can use the code to unlock your phone.

If you forget your PIN, contact your administrator to reset. If you can't contact your administrator, factory restore the phone.

### Procedure

1. Go to **Menu > Settings > Device Settings > Basic > Phone Lock**
2. Select **Change PIN**.
3. Enter your old PIN.
4. Enter a new numerical PIN.

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**Note:** The PIN must be a minimum of six characters.

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5. Confirm your lock PIN.

6. Select **Enter** to save your PIN.

## Enable Phone Lock

Your phone doesn't lock by default. To lock your phone, you must first enable the phone lock feature.

### Procedure

1. Go to **Menu > Settings > Device Settings > Basic > Phone Lock**.
2. Select **Enable Phone Lock**.

## Unlock Your Phone

### Procedure

1. Tap the touchscreen.
2. Swipe up.
3. Enter your PIN.

## Disable Phone Lock

### Procedure

1. Go to **Menu > Settings > Device Settings > Basic > Phone Lock**
2. Enter your lock PIN.
3. Turn off **Enable Phone Lock**.

## Connecting to Wi-Fi in Microsoft Teams

Poly Trio systems support wireless connectivity in Microsoft Teams mode.

Note the following when connecting to Wi-Fi:

- You can't use Wi-Fi and Ethernet simultaneously to connect the Poly Trio system to your network.
- When you connect the system to your network over Wi-Fi, you can only place audio calls.
- Poly Trio systems don't support Wi-Fi captive portals or Wireless Display (WiDi).

## Enable Wi-Fi in Microsoft Teams

Before you can connect to a wireless network, you must first enable Wi-Fi on the phone.

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**Note:** This task reboots your phone.

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### Procedure

1. Go to **Menu > Settings > Advanced > Administration Settings**.
2. Select **Network Configuration > Network Interfaces > WiFi Menu > WiFi**.
3. Select **Enter**.

## Connect to Wi-Fi in Microsoft Teams

After you enable Wi-Fi on your phone, connect to a wireless network.

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**Note:** Using Wi-Fi disables your Ethernet connection.

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### Procedure

1. Go to **Menu > Settings > Advanced > Administration Settings**.
2. Select **Network Configuration > Network Interfaces > WiFi Menu > WiFi > Add Network**.
3. Select the wireless network to connect to.
4. Enter the connection information required by the network.
5. Select **Enter**.

## Change the Default System Language

You can change the language for your phone's local interface when using Microsoft Teams.

### Procedure

1. Select **Settings > Device Settings > Basic > Preferences > Language**.
2. Select a language from the list.

The Microsoft Teams application restarts in the selected language.

## Change the Clock Format

Customize the clock format that displays onscreen.

### Procedure

1. Go to **Settings > Device Settings > Basic > Preferences > Clock Time Format**.
2. Select from either 24-hour or 12-hour clock formats.

## Adjusting the Backlight Intensity and Timeout

You can adjust the display's backlight intensity and set a timer so the screen dims after a certain period of idleness.

If desired, change settings for the following backlight components:

- **Backlight Intensity:** The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout:** The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On:** The brightness of the screen when there's activity.
- **Backlight Idle:** The brightness of the screen when there's no activity.

- **Maximum Intensity:** The brightness scale that applies to both Backlight On and Backlight Idle intensities.

## Set the Backlight Intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on and while idle.

Set the **Backlight On** intensity and the **Backlight Idle** intensity separately. Choose an intensity level or turn off the backlight entirely. When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** intensities decrease.

### Procedure

1. Go to **Settings > Device Settings > Basic > Backlight Intensity**.
2. Select **Backlight On Intensity**.
3. Select the intensity you want, and select **Back**.
4. From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity you want, and select **Back**.
6. From the **Backlight Intensity** screen, select **Maximum Intensity**.
7. Select **Up** or **Down** to increase or decrease the maximum intensity.

## Set the Backlight Timeout

After a certain amount of idle time, the backlight turns off to save power. The backlight automatically turns on with any phone activity.

By setting the **Backlight Timeout**, you can determine how long the phone should sit idle before the backlight dims to its **Backlight Idle** intensity. By default, the backlight dims after the phone is idle for 40 seconds.

### Procedure

1. Go to **Settings > Device Settings > Basic > Backlight Intensity**.
2. Select **Backlight Timeout**.
3. Choose the number of seconds the phone is idle before the backlight dims.

## Set the Phone Theme to Dark

To reduce the brightness of your phone screen, switch to the dark theme.

### Procedure

1. Go to **Menu > Settings**.
2. Select the **Dark Theme** toggle.
3. Select **Restart**.

Before the phone switches to the dark theme, the Teams splash screen displays momentarily.

## Clean the Touchscreen

The phone screens require minor maintenance, but you may need to clean the screen periodically.

Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the screen. Don't use chemicals to clean the screen.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen.

### Procedure

1. Go to **Basic > Screen Clean**.
2. Wipe the screen with the clean, dry, microfiber cloth.

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**Note:** If the screen is still dirty after cleaning, dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly to the screen because the solution could seep inside the screen or stain the phone. Do not use chemicals to clean the screen.

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3. To enable the touchscreen, follow the onscreen instructions.

## Power Saving Mode

By default, Poly phones enter power saving mode. The screen turns off after a certain period of idle time to conserve energy.

You can determine the period of time that the phone is idle before the screen turns off, and you can set different idle timeouts for office hours and off hours. The phone exits power saving mode if an event occurs—for example, if there is an incoming call or message.

You can update the following power-saving settings:

- **Office Hours:** When you start work and how long you're in the office each day.
- **Timeouts:** The period of time the phone is idle before the screen turns off.

## Change Your Office Hours for Power Saving Mode

When you update your office hours, specify when you start and how long you work each day. After your work hours, the phone is idle and goes into power saving mode.

### Procedure

1. Go to **Basic > Power Saving > Office Hours**.
2. Enter a start time from 0 to 23 into the **Start Hour** field (based on a 24-hour clock).  
The phone starts the office hours at this time every day.
3. In the **Duration** field, enter the number of hours (from 0 to 12) you want the phone in office hours.  
Once your office hours end for the day, your phone goes idle and then goes into power saving mode.
4. Select **Save**.

## Change Idle Timeouts for Power Saving Mode

Update the period of time the phone is idle before the screen turns off.

You can specify different timeouts for office hours and nonoffice hours. By default, the setting for office hours is much longer than the setting for nonoffice hours.

You can also specify the amount of time the phone waits to go idle after you press a key or tap the screen (on touchscreen models). You can choose to set this time period longer than the other idle timeouts. This prevents power saving mode initiating when you use the phone.

---

**Tip:** Once you press a key or tap the screen (on touchscreen models), the phone uses the idle timeout period with the highest value.

---

### Procedure

1. Go to **Basic > Power Saving > Timeouts**.
2. Configure the following options:
  - **Office Hours Idle Timeout:** The number of minutes (1 to 600) the phone waits during office hours before starting power saving mode.
  - **Off Hours Idle Timeout:** The number of minutes (1 to 10) the phone waits during nonoffice hours before starting power saving mode.
  - **User Input Idle Timeout:** The number of minutes (1 to 10) the phone waits after you press a key or tap the screen before starting power saving mode.
3. Select **Save**.

# Accessibility Features

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## Topics:

- [Users Who Are Deaf or Hard of Hearing](#)
- [Users with Limited Mobility](#)
- [Users Who Are Blind, Have Low Vision, or Have Limited Vision](#)

Poly products include a number of features to accommodate hearing, vision, mobility, or cognitively impaired users.

## Users Who Are Deaf or Hard of Hearing

Your phone includes accessibility features for users who are deaf or hard of hearing to use the phone.

The following table lists the accessibility features for users who are deaf or hard of hearing.

### Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual message indicators	Icons on the screen indicate when the system has new messages.
Adjustable ringer and call volume	You can change the volume of the ringer to suit your needs. Also, you can separately control the call audio volume.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.

## Users with Limited Mobility

Your phone includes features that enable users with limited mobility to use various features.

The following table lists the accessibility features for users with limited mobility.

### Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.

## Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your phone includes accessibility features for users who are blind, have low vision, or have limited vision to use the phone.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

### Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Large text	You can increase the onscreen text font to a larger size.
Tactile volume keys	Poly Trio C60 volume buttons are raised and discernible to touch.
High contrast mode	You can increase the Poly Trio C60 screen's contrast settings to more easily view objects and text on the screen.
Color correction	You can adjust the Poly Trio C60 screen colors to compensate for certain kinds of color-blindness: <ul style="list-style-type: none"> <li>• Deuteranomaly</li> <li>• Protanomaly</li> <li>• Tritanomaly</li> </ul>

## Turn on High Contrast Mode

Enable high contrast mode on the Poly Trio C60 systems to improve the display's visibility.

### Procedure

1. Select **Basic > Accessibility**.
2. Turn **High Contrast Mode** on.
3. Select **Save**.

## Adjust the Onscreen Text Size

You can adjust the size of the onscreen text to reduce eye strain or improve the visibility of the text.

### Procedure

1. Select **Basic > Accessibility**.
2. Set the **Large Text** as needed to increase or decrease the text size.

3. Select **Save**.
- 

**Note:** On Poly Trio 8500 and Poly Trio 8800 systems, you need to reboot the system. Go to **Basic > Reboot**.

---

## Correct for Color Blindness

On Poly Trio C60 systems, you can offset the color spectrum of the onscreen colors to help compensate for certain types of color blindness.

### Procedure

1. Select **Basic > Accessibility**.
2. Enable **Color Correction** and set the proper color correction from the choices below:
  - Deuteranomaly
  - Protanomaly
  - Tritanomaly
3. Select **Save**.

# Troubleshooting

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## Topics:

- [View System Information](#)
- [Reboot Your Phone](#)

If you're having issues with your Poly phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

## View System Information

You can view system information for your device.

### Procedure

1. Go to **Menu > Settings > Device Settings**.
2. Select **Status > System Information**.

The following information displays on the screen:

- Model
- Part number (P/N)
- MAC
- Wi-Fi MAC
- Bluetooth MAC
- IP address
- Poly Trio software version
- System name

## Reboot Your Phone

Your system administrator may ask you to reboot the phone to assist in troubleshooting.

### Procedure

1. Go to **Basic > Reboot Phone**.
2. When prompted, select **Yes** to reboot the phone.