

# Polycom® Trio™ Systems with Skype for Business Environment - Quick Tips

3725-21618-004A | UC Software 5.5.3AA or later | December 2017

This Quick Tips applies to the Polycom® Trio™ 8500 and 8800 systems registered with Skype for Business or connected to a PC running Skype for Business.

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

## Sign in to Skype for Business

You can sign in to your Skype for Business account on your phone.

### To sign in to your Skype for Business account:

- 1 Tap **Sign In > User Credentials**.
- 2 Enter your Skype for Business credentials:
  - **Sign-in Address** *user@domain.com*
  - **Domain** Leave blank
  - **User** *user@domain.com*
  - **Password**
- 3 Tap **Sign In**.

### To sign out of Skype for Business:

- » Tap **Sign Out**.

## Join a Scheduled Meeting

A meeting notification displays on the phone five minutes and one minute before a scheduled meeting starts. You can join a meeting from the calendar or the meeting reminder on the phone's Home screen.

### To join a meeting from the calendar:

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


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

- » After receiving the meeting reminder, tap **Join**.

## Initiate an Ad-hoc Skype for Business Conference Call

You can initiate a Skype for Business conference call with Skype for Business contacts or a group of contacts on your phone.

### To initiate a Skype for Business conference call:

- 1 Tap **Meet Now > Add**.
- 2 Enter the number for a contact and tap the  Dial icon or select a contact from **Contacts**, or **Recent Calls**.
- 3 Tap **Add** to add additional contacts.

### To initiate a conference call with a group of Skype for Business contacts:

- 1 Tap **Contacts > Groups**.
- 2 Select a group and tap **Dial All**.

## Search a Skype for Business Contact from the Directory

You can search for contacts in the Skype for Business directory from your phone.

### To search the Skype for Business Directory:

- 1 Tap **Contacts > Search contacts**.
- 2 Tap the **Search contacts** file and enter your contact's first or last name. The search automatically displays results.

## Call a Contact from a Directory

You can place a call to a contact directly from your directory or you can select contacts in your directory to call from the Place a Call screen.

### To call a contact from the Skype for Business Directory:

- 1 Navigate to **Contacts** and select a directory.
- 2 Navigate to **Place a Call**, tap, and select a directory.
- 3 Select a contact.
- 4 From the Details screen, tap **Dial** or tap next to the number you want to call.

### To save a contact from the Skype for Business Directory:

- » After you find your contact, tap **Add to Contacts**.

## Add Skype for Business Favorites

You can add Skype for Business contacts as favorites to display on the Home screen.

### To add Skype for Business contacts as favorites:

- » In the Skype for Business client on your computer signed in with the same Skype for Business account as the Polycom Trio solution, right-click on a contact and click **Add to Favorites**.

## Add Skype for Business Contacts

You can add your Skype for Business contacts to a Contacts list on your phone.

### To add Skype for Business contacts to your phone:

- 1 Press **Contacts > Add**.
- 2 Enter your contact's email address and press **Submit**.

## View Skype for Business Contact's Details

You can view details for each of your Skype for Business contacts on Polycom Trio, and make direct calls to available contact numbers, including voicemail.

### To view the contact details:

- 1 From the Home Screen, navigate to **Contacts > Contacts**.
- 2 From the **Contacts** list, select a contact.
- 3 Tap and select **Info**.

Your contact's presence status and information displays.

## Update Your Presence Status

Your presence status information displays your availability and activity to your contacts. Your presence automatically updates when you are actively using your phone and when you are inactive.

### To update your presence status:

- » Navigate to **Settings > Features > My Status** and select your desired status.

You can change your status to Available from any other status by selecting **Reset**.

## Forward Calls

You can forward your incoming calls to another Skype for Business contact or to your voicemail.

### To forward incoming calls to a contact:

- 1 Navigate to **Settings > Features > Forward > Forward to Contact**.
- 2 Enter your contacts number and tap **OK**, or tap **Contacts**. Choose a contact, and tap **Forward**.

### To forward incoming calls to voicemail:


- » Press **Forward > Forward to Voicemail**.

## Present Content During a Call

When a Polycom Trio Visual+ is connected to a TV monitor and paired with a Polycom Trio 8800 system, you can present content locally. To present content, you need to join the call or meeting and present content using the Skype for Business client on your laptop.

**Note:** The Skype for Business client cannot use the same user account as participants in the call.

### To present content during a video call:

- 1 Join the call from your Skype for Business client or add your Skype for Business client to the meeting from Polycom Trio system.
- 2 Select the Present icon  and choose how you want to show content.


## Present Content When Not in a Call

When a Polycom Trio Visual+ is connected to a TV monitor and paired with a Polycom Trio 8800 system, you can present content when not in a Skype for Business call.

### To present content when not in a call:

- 1 In the Skype for Business client, enter the


name of the conference room or Polycom Trio solution in the Search field, right-click on the Contact, and click **Send an IM**.

- 2 In the conversation window, select the Present icon  and choose **Present Desktop** or **Present Application**.

## Connect Audio Call over USB

When the Polycom Trio system is connected to a computer using a USB cable, you can use the system as the audio device for your Skype for Business calls. You can hold, resume, and mute your audio for Skype for Business calls from the system.

### To place a Skype for Business audio call:

- 1 In the Skype for Business client, do one of the following:
  - Select  and scroll to the contact you want to call.
  - Enter the contact's name in the search box.
- 2 Right-click on the contact and click **Call > Skype for Business Call**.

## Change Video Layout

When you are in a video call on your Polycom Trio 8800 system, you can adjust the appearance of far-side video so that it displays as one of the following:

- **Normal** (by default)
- **Full**
- **Crop**.

### To change the Video layout:

- 1 Navigate to **Settings > Basic > Video**
- 2 Select **Video Screen Mode** and select a video screen setting.
- 3 Select **Save**.