Poly Trio™ Interoperability with Zoom

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Before you Begin

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This guide describes the interoperability of Poly Trio with Zoom and integration with Zoom Conference Room Connector.

Audience, Purpose, and Required Skills

This guide is written for a technical audience. You need to understand basic networking and video-conferencing concepts.

This guide is designed to assist IT administrators to configure Poly Trio systems to join Zoom meetings via Zoom's *Conference Room Connector*. This connector uses open standard-based capabilities to connect customers to Zoom meetings with audio, video, and content.

Getting Help

For more information about installing, configuring, and administering Polycom products, refer to the [Polycom Documentation Library](#) or **Documents & Software** at [Polycom Support](#).

Polycom and Partner Resources

In addition to this guide, the following documentation describes Polycom endpoints and Zoom video conferencing.

Release Notes may include known issues or limitations related to Zoom interoperability with Polycom endpoints.

- *Polycom UC Software for Poly Trio Solution Administrator Guide*
- *Poly Trio Setup Sheet*
- *Poly Trio Release Notes*

For more information, refer to the [Polycom Documentation Library](#) or go to the [Zoom Help Center](#).

Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Introducing Poly Trio Interoperability with Zoom

Topics:

- [Features and Capabilities](#)
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By leveraging the Poly Trio system's hybrid registration capability, Polycom extends the open standards interoperability of Poly Trio to work with Zoom via the Zoom Conference Room Connector.

If your organization intends to deploy Poly Trio Optimized for Zoom Rooms, then refer to the *Integrating Poly Trio Systems with Zoom Rooms Solution Guide* at [Strategic Partner Solutions](#) on Polycom Support.

Features and Capabilities

Poly Trio with the Zoom Conference Room Connector has the following features and capabilities.

When configured for Zoom, Poly Trio Visual+ or VisualPro and a supported camera can seamlessly join and start Zoom meetings with audio, video, and content.

In a Zoom environment, a Poly Trio system performs the following functions:

- Click-to-join meetings directly from your endpoint's calendar.
- Share high-quality content with other Zoom meeting participants.
- Join or start Zoom meetings from speed dial.

Products Tested with this Release

Polycom/Poly products are tested extensively with a wide range of products. You can view a list of the products that have been tested for compatibility with this release.

Poly strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems. Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Note: Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. See [Poly Service Policies](#) for the Current Polycom Intraoperability Matrix.

Products Tested with this Release

Product	Tested Versions
Poly Trio™	5.7.2 and higher
Polycom® Content™ App	1.2.0 and higher

Supported Peripherals

Polycom now offers several camera options for Poly Trio systems. Polycom recommends matching a camera for your room size.

Polycom Peripherals Supported by Zoom

Product	Software Version	Room Size
Polycom® EagleEye™ Mini USB Camera	N/A The Poly Trio system automatically upgrades the camera software.	Small to Medium Rooms
Polycom® EagleEye™ IV USB camera	1.2	Medium to Large Rooms

Integrating Poly Trio with Zoom Conference Room Connector

Topics:

- [Configuring Poly Trio Settings](#)

To integrate Poly Trio system with Zoom Conference Room Connector, you need to configure your Poly Trio settings using one of three configuration methods.

Configuring Poly Trio Settings

Before you select a configuration to create a Poly Trio endpoint, you must determine if you meet the requirements for Poly Trio interoperability.

Requirements for Poly Trio Interoperability

You must meet the following hardware and software requirements before you can use the Poly Trio with Zoom's Conference Room Connector.

Note: You can only join Zoom meetings when using Poly Trio as a SIP phone via Zoom PSTN gateways and not via the Zoom Conference Room Connector.

- **Hardware:** Poly Trio 8800 or Poly Trio 8500 and a Poly Trio Visual+ accessory with a compatible camera.
- **Software Version:** Polycom UC Software 5.7.2 or higher for Poly Trio and up-to-date software on supported peripherals.
- **Zoom Account:** Zoom customers must purchase Conference Room Connector licenses.
- **Account for Poly Trio Calendaring:** Exchange On-Premises or Exchange Online.
- **Zoom Plug-in:** Download a [Microsoft Outlook Plugin](#) at the Zoom Help Center.
- **Network Firewall Configuration:** Consult your network administrator to confirm that your network is configured for Zoom meetings. For information on network requirements, refer to [Strategic Partner Solutions](#) at Polycom Support and [Network Firewall Settings For CRC](#) at the Zoom Help Center.

Set the Date and Time

Configure the Poly Trio system's date and time settings to display properly.

For more information about this setting, refer to the [Poly Trio Solution Administrator Guide](#) or go to [Polycom Support](#).

Selecting a Poly Trio Endpoint Configuration

You can set up Poly Trio to work with Zoom using one of three different configuration methods.

To make the correct decision for your environment, refer to the following flowchart.
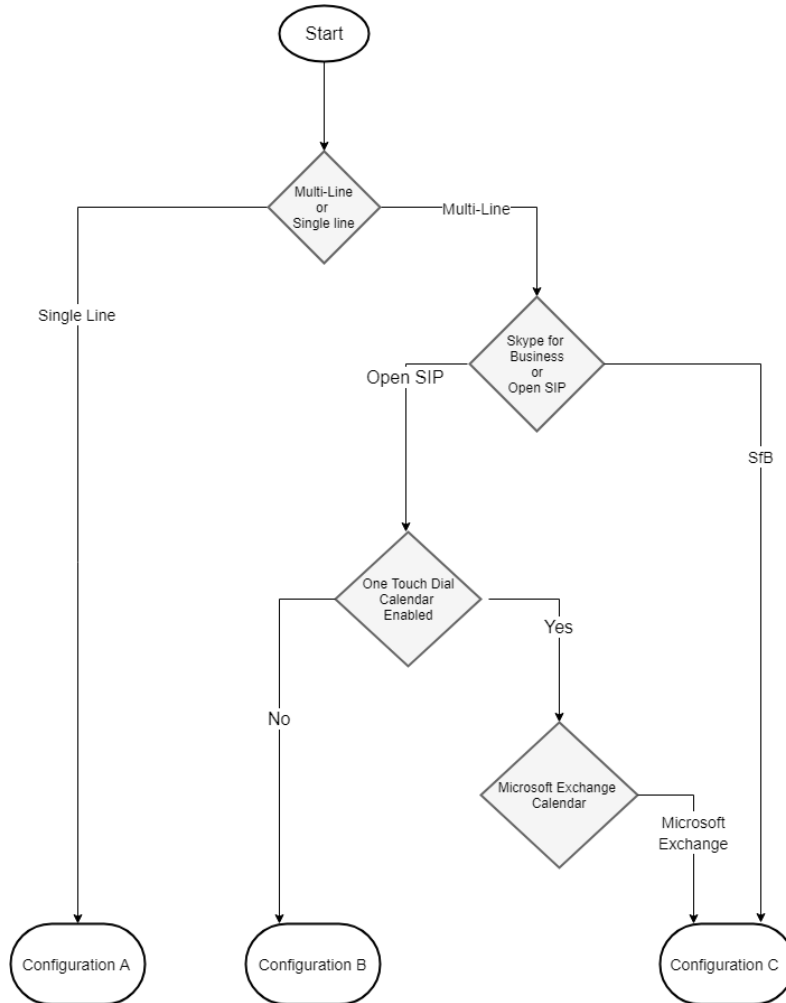
Setup Configuration A: Single Line with Ad Hoc Dialing and Optional One Touch Dial

This configuration supports ad hoc dialing and optional One Touch Dial into Zoom meetings.

Configure optional step 2 of the following procedure to enable One Touch Dial to join scheduled meetings on a single line.

Procedure

1. Configure the Polycom Trio system with the following settings.

   You can customize the values for parameters `reg.1.address` and `reg.1.displayName` for each Poly Trio deployed.

   ```
   <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
   <Zoom>
   <ALL
   call.autoOffHook.1.contact="meeting@zoomcrc.com"
   call.autoOffHook.1.enabled="1"
   nat.keepalive.interval="20"
   tcpIpApp.keepalive.tcp.sip.tls.enable="1"
   ```

```
reg.1.label="Zoom"
reg.1.address="Trio.Zoom"
reg.1.displayName="Trio Zoom"
reg.1.keepalive.sessionTimers="1"
reg.1.server.1.address="zoomcrc.com"
reg.1.server.1.register="0"
reg.1.server.1.transport="TLS"
reg.1.server.1.port="5061"
reg.1.srtp.offer="1"
reg.1.outboundProxy.address="zoomcrc.com"
reg.1.outboundProxy.transport="TLS"
reg.1.outboundProxy.port="5061"
/>
</Zoom>
```

2. (Optional) If you intend to use One Touch Dial to join meetings, include the following parameters.

> **Note:** If you don't have an Exchange calendar service already configured on the Poly Trio system, include `device.set` in the parameters list.

Populate the parameter values in square brackets ([ ]) with customer-specific values.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ZoomCalendar>
<ALL
call.teluri.showPrompt="0"
feature.exchangeCalendar.enabled="1"
exchange.meeting.parseEmailsAsSipUris="1"
exchange.meeting.parseOption="All"
exchange.meeting.parseAllowedSipUriDomains="zoomcrc.com"
device.set="1"
device.loginCred.user.set="1"
device.loginCred.user="[Trio user]"
device.loginCred.password.set="1"
device.loginCred.password="[Trio Password]"
device.loginCred.domain.set="1"
device.loginCred.domain="[Trio Domain]"
feature.exchangeCalendar.enabled="1"
exchange.server.url="[Exchange Server URL]"
/>
</ZoomCalendar>
```

Setup Configuration B: Multi-Line Open SIP with Ad Hoc Dialing

This configuration supports ad hoc dialing into Zoom meetings from line 2 (or additional lines).

To use One Touch Dial to join scheduled meetings in a multi-line environment, refer to Setup Configuration C.

Procedure

» Configure the Polycom Trio system with the following settings.

You can customize the values for parameters `reg.2.address` and `reg.2.displayName` for each Polycom Trio system deployed.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Zoom>
```

```
<ALL
call.autoOffHook.2.contact="meeting@zoomcrc.com"
call.autoOffHook.2.enabled="1"
call.teluri.showPrompt="0"
nat.keepalive.interval="20"
tcpIpApp.keepalive.tcp.sip.tls.enable="1"
reg.limit="2"
reg.2.address="Trio.Zoom"
reg.2.label="Zoom"
reg.2.displayName="Trio Zoom"
reg.2.keepalive.sessionTimers="1"
reg.2.server.1.address="zoomcrc.com"
reg.2.server.1.register="0"
reg.2.server.1.transport="TLS"
reg.2.server.1.port="5061"
reg.2.srtp.offer="1"
reg.2.outboundProxy.address="zoomcrc.com"
reg.2.outboundProxy.transport="TLS"
reg.2.outboundProxy.port="5061"
dialplan.applyToDirectoryDial="1"
dialplan.digitmap.lineSwitching.enable="1"
dialplan.2.applyToDirectoryDial="1"
dialplan.2.digitmap="^.+@zoomcrc\.com$"
dialplan.2.digitmap.mode="regex"
/>
</Zoom>
```

Setup Configuration C: Multi-Line Skype for Business or Open SIP with Exchange Calendaring and One Touch Dial

This configuration supports calendar scheduling and One Touch Dial into Zoom meetings from line 2 (or additional lines).

In this configuration, Poly Trio operates as a multi-line device with a Skype for Business or Open SIP account on line 1. Zoom operates on line 2 (or additional lines) with calendar scheduling from Exchange. After you configure line 1 on the multi-line Poly Trio, you can enter additional values to enable One Touch Dial into Zoom meetings.

Note: To enable speed dialing to a Zoom meeting, you must enable the Local Contacts Directory feature by setting `feature.directory.enabled="1"`. In the Skype for Business profile, this feature is disabled by default.

Procedure

1. Configure the Polycom Trio system with the following settings.

   You can customize the values for parameters `reg.2.address` and `reg.2.displayName` for each Polycom Trio system deployed.

   ```
   <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
   <Zoom>
   <ALL
   call.autoOffHook.2.contact="meeting@zoomcrc.com"
   call.autoOffHook.2.enabled="1"
   call.teluri.showPrompt="0"
   feature.directory.enabled="1"
   feature.exchangeCalendar.enabled="1"
   ```

```
exchange.meeting.parseEmailsAsSipUris="1"
exchange.meeting.parseOption="All"
exchange.meeting.parseAllowedSipUriDomains="zoomcrc.com"
nat.keepalive.interval="20"
tcpIpApp.keepalive.tcp.sip.tls.enable="1"
dialplan.applyToDirectoryDial="1"
dialplan.digitmap.lineSwitching.enable="1"
dialplan.2.applyToDirectoryDial="1"
dialplan.2.digitmap="^.+@zoomcrc\.com$"
dialplan.2.digitmap.mode="regex"
reg.limit="2"
reg.2.address="Trio.Zoom"
reg.2.displayName="Trio Zoom"
reg.2.label="Zoom"
reg.2.server.1.address="zoomcrc.com"
reg.2.server.1.register="0"
reg.2.server.1.transport="TLS"
reg.2.server.1.port="5061"
reg.2.keepalive.sessionTimers="1"
reg.2.srtp.offer="1"
reg.2.outboundProxy.address="zoomcrc.com"
reg.2.outboundProxy.transport="TLS"
reg.2.outboundProxy.port="5061"/>
</Zoom>
```

2. If you don't have an Exchange calendar service already configured on the Poly Trio system, add the following configuration with valid parameter values.

   Populate the parameter values in square brackets ([ ]) with customer-specific values.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ExchangeCredentials>
<ALL device.set="1"
device.loginCred.user.set="1"
device.loginCred.user="[Trio user]"
device.loginCred.password.set="1"
device.loginCred.password="[Trio Password]"
device.loginCred.domain.set="1"
device.loginCred.domain="[Trio Domain]"
feature.exchangeCalendar.enabled="1"
exchange.server.url="[Exchange Server URL]"
/>
</ExchangeCredentials>
```

Making Test Calls

Topics:

- [Making Test Calls with Poly Trio](#)

To troubleshoot any issues, Polycom recommends that you perform test calls to test your configuration.

Making Test Calls with Poly Trio

After completing the provisioning process, create and join a Zoom meeting to verify correct configuration of your Poly Trio system.

Join an Ad Hoc Meeting

You can join an ad hoc meeting through the Zoom meeting lobby.

Procedure

1. On the Poly Trio system, select the line with the **Zoom** label.
   The Poly Trio system connects to the Zoom meeting queue, and a Zoom network image appears.
2. Enter the meeting ID.

Join a Meeting from the Calendar

You can join a meeting from the calendar or from your meeting details to enter a scheduled meeting.

Procedure

» On your Poly Trio system, do one of the following:
  - Tap **Join** if a join key is currently active on the Home screen.
  - Select **Calendar** and then select a meeting to join.

Sharing Content in a Zoom Meeting

You can use several methods to share content in a Zoom meeting.

Refer to the following information to share content in a Zoom meeting:
- [Sharing Content on Poly Trio](#) in the *Poly Trio Solution User Guide*
- [Wireless Screen Share With Share.Zoom.Us](#) at the Zoom Help Center