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# Poly Voice Software

## Poly Trio C60 in Microsoft Environments

### Administrator Guide

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# Before You Begin

This guide describes how to configure and administer Poly Trio C60 in Microsoft Environment.

The information in this guide applies to Poly Trio C60 except where noted.

## Audience, Purpose, and Required Skills

This guide is written for a technical audience.

You must be familiar with the following concepts before beginning:

- Current telecommunications practices, protocols, and principles
- Telecommunication basics, video teleconferencing, and voice or data equipment
- OpenSIP networks and VoIP endpoint environments

## Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation 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 [Poly 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 [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com)

# Getting Started

This guide provides general guidance on installing and provisioning with Poly Voice Software (PVOS) and shows you how to deploy Poly devices in Microsoft environments.

Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. Microsoft does not currently support IP phones on Lync 2010. For information, see [IP Phones](#) on [Microsoft Support](#).

## Product Overview of Poly Trio C60 Systems

Poly Trio C60 systems support audio-only conference calls with Microsoft Teams voice platforms or Skype for Business 2013/2015 Server environments along with point-to-point and bridge calls.

Trio C60 systems support the following features in slightly different sets depending on the platform you enable:

- Placing, answering, and managing audio calls
- Switching call applications on the fly
- Initiating, joining, and managing audio conference calls
- Recording audio calls with USB flash drives
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories
- Adjusting call and phone settings
- Checking voicemail messages
- Connecting to computers over USB
- Pairing with Bluetooth-enabled devices
- Connecting to wireless networks

## Microsoft Qualified Phones

Poly offers Poly Trio systems already configured for use with Skype for Business on-premise deployments or Skype for Business Online. Poly Trio systems include Microsoft-qualified PVOS with a Poly feature license that enable you to start up and register with default Microsoft settings.

## Feature Licenses

Poly devices purchased and shipped with a Skype or Lync Base Profile include a Poly feature license to register with Skype for Business, Lync Server, and Office 365.

If you do not purchase devices with a configured Skype or Lync Base Profile, you can use Poly phones in a Skype for Business, Lync Server, or Office 365 environment for trial purposes, without purchasing a license, for a maximum of 30 days.

For information about purchasing a Poly feature license, talk to your reseller or sales representative.

## Poly Trio C60 System Interoperability with Microsoft

Poly Trio C60 systems support integration with several Microsoft products.

- Skype for Business on-premises
- Skype for Business Online including Microsoft Skype for Business Cloud PBX in Microsoft Office 365
- The migration of users from Skype for Business on-premises to Office 365
- Microsoft Exchange on-premises 2013 and 2010
- Exchange Online services
- Lync Server 2013 and Lync Server 2010 (audio only) for on-premise deployments

For full lists of supported Microsoft environments, features, client versions, and products tested, see the *Poly Trio C60 - Release Notes* on Polycom Support.

## Prerequisites - On-Premises Deployments

You need to modify some settings of Skype for Business before you set up Poly devices for an on-premises Skype for Business deployment.

Ensure that you complete the following tasks:

- Set the server log levels to capture only low-level events. For information on setting logging levels, see [Set-CsUCPhone Configuration](#) on Microsoft Docs.
- Disable automatic device update by setting:

- `Set-CsIPPhonePolicy -EnableDeviceUpdate $False`

For more information see [Set-CsIPPhonePolicy](#) on Microsoft TechNet.

- `device.prov.lyncDeviceUpdateEnabled.set="1"`
- `device.prov.lyncDeviceUpdateEnabled="0"`

## Setting the Base Profile

Set the correct base profile to enable the platform you need.

### Setting the Base Profile for the First Time

When you power on the Poly Trio system for the first time, or following a factory restore, the system displays a setup wizard.

The setup wizard helps you set up your administrator password, choose the system language, and choose a base profile. You can choose from Microsoft Teams, Skype for Business, and Microsoft USB Optimized base profiles for your system.

After you set up your system with the initial setup wizard, the system boots to the **Home** screen when it powers on after each restart. If your system accesses and applies configurations through a centralized provisioning server, the setup wizard doesn't display.

### Set the Base Profile Using the System Web Interface

You can use the system web interface to manually set a phone's Base Profile to **Skype for Business** or **Microsoft Teams**.

The system web interface is disabled by default when the phone registers with Skype for Business Server. You must manually enable the system web interface to configure phone settings. You cannot configure sign-in credentials using the system web interface.

#### Task

- 1 Power on your phones and allow them to complete the power-up process.
- 2 Get the IP address of each phone in your deployment by going to **Settings > Status > Platform > Phone**.  
The IP address displays in the **IP** field.
- 3 Enter the phone's IP address in the address bar of a web browser.  
The system web interface login screen displays.
- 4 Choose **Admin** to log in as an administrator, and then enter the administrator password and click **Submit**.
- 5 On the Home page, navigate to the **Simple Setup** menu.
- 6 From the **Base Profile** drop-down list, choose **Skype for Business** or **Microsoft Teams**, and click **Save** at the bottom of the page.
- 7 In the confirmation dialog, choose **Yes**.

The phone automatically restarts, and users can now sign in.

#### Related Links

[Accessing the Web Configuration Utility](#) on page 41

## Change the Base Profile from the Settings Menu

You can set the Base Profile to from the phone **Settings** menu.

**Note:** The setting location differs on a Poly phone with Microsoft Teams.

### Task

- 1 Go to **Settings > Advanced > Administration Settings > Network Configuration > Base Profile** and select **Skype for Business**.
- 2 Select **Back > Save Configuration**.

The phone automatically restarts and displays the **Sign In** screen. Users can now sign in.

### Related Links

[Change the Base Profile from Poly Trio C60 with Microsoft Teams](#) on page 7

## Change the Base Profile from Poly Trio C60 with Microsoft Teams

You can access the Base Profile from the Poly Trio system with Microsoft Teams.

**Note:** The setting location differs on a Poly phone with Skype for Business.

### Task

- 1 On the Poly Trio system screen, press the menu icon at top left.
- 2 Press **Settings > Device Settings**.
- 3 On the **Device Settings** screen, select **Advanced** and enter the administrator password.
- 4 Go to **Administrator Settings > Network Configuration > Base Profile**, and select a Base Profile.

### Related Links

[Change the Base Profile from the Settings Menu](#) on page 7

## Set the Base Profile with device.\* Parameters

This section shows you how to provision multiple devices using parameters in the device.cfg template configuration file included in your UC Software download.

Poly recommends using device.\* parameters to configure multiple devices and only if you're familiar with centralized provisioning and configuration files.

The parameter values correspond to the options in the phone menu or the system web interface as follows:

- **Skype—Skype for Business**
- **USBOptimized—Microsoft USB Optimize**
- **MSTeams—Microsoft Teams**

### Task

- 1 Locate the device.cfg template configuration file and place the device.cfg file on your provisioning server.
- 2 Locate and change the values of the following parameters:
  - `device.baseProfile= <Base Profile value>`
  - `device.set=1`
  - `device.baseProfile.set=1`
- 3 Rename and save the file.
- 4 Power on the phones.
- 5 Once bootup is complete, remove device.set from the template configuration file and save the file again after removing device.set.

# Microsoft Exchange Integration

If you have a Skype for Business, Office 365, or Lync Server 2013 deployment, you can integrate with Microsoft Exchange Server.

After you connect phones with the Exchange Server, you can do the following:

- Verify the status of Exchange Server services on each phone
- View the status of each service in the system web interface

## Integrating with Microsoft Exchange

The phone offers several methods to integrate with Microsoft Exchange.

Use one of the following methods:

- Exchange Server auto-discover
- Provision the phone with the Microsoft Exchange address
- System web interface

### Provision the Microsoft Exchange Calendar

You can provision your systems with the Microsoft Exchange calendar.

When you connect a Poly Trio system to Skype for Business, a Calendar icon displays on the phone **Home** screen that enables users to access features. Users can view and join Outlook calendar events directly from the Poly Trio system that displays the day and meeting view for scheduled events. Users can't schedule calendar events or view email from the phone.

#### Task

- » Add the following parameters to one of your configuration files:
  - `feature.exchangeCalendar.enabled=1`
  - `exchange.server.url=https://<example URL>`

### Enable Microsoft Exchange Calendar Using the System Web Interface

You can use the system web interface to manually enable your phones with the Microsoft Exchange calendar. This option is useful for troubleshooting faulty auto-discovery.

You can enable the Microsoft Exchange calendar through the system web interface for only one phone at a time.

#### Task

- 1 Log in to the system web interface using admin credentials.
- 2 Go to **Settings > Applications > Exchange Applications**.
- 3 In the **Exchange Calendar** field, select **Enable**.
- 4 Enter the exchange web services URL using a Microsoft Exchange Server URL.  
For example `https://<mail.com>/ews/exchange.asmx`.
- 5 Select **Save**.
- 6 Select **Yes**.

The Calendar icon displays on your phone screen.

#### Related Links

[Accessing the Web Configuration Utility](#) on page 41

### Calendar Meeting Details

You can use the `exchange.meeting.show*` parameters to show or hide the following meeting details from the calendar display on the Poly Trio system screen:



- Subject
- Location
- Invitee(s)
- Agenda/Notes - When you hide Agenda/Notes, a message indicates the meeting is private.
- Meeting Organizer - The organizer doesn't display for meetings displayed on the monitor.
- Show More Actions - If users can dial multiple numbers to join a meeting, the **Show More Actions** option displays in **Meeting Details** to enable users to choose the dial-in number.

### Calendar Meeting Details Parameters

Use the following parameters to configure calendar meeting details.

#### **exchange.meeting.showAttendees**

- 1 (default) - Show the names of the meeting invitees.
- 0 - Hide the names of the meeting invitees.

#### **exchange.meeting.showDescription**

- 1 (default) - Show Agenda/Notes in Meeting Details that display after you tap a scheduled meeting on the Poly Trio system calendar.
- 0 - Hide the meeting Agenda/Notes.

#### **exchange.meeting.showLocation**

- 1 (default) - Show the meeting location.
- 0 - Hide the meeting location.

#### **exchange.meeting.showMoreActions**

- 1 (default) - Show More Actions in Meeting Details to allow users to choose a dial-in number.
- 0 - Hide More Actions in Meeting Details.

#### **exchange.meeting.showOnlyCurrentOrNext**

- 0 (default) - Disable the limitation to display only the current or next meeting on the Calendar.
- 1 - Display only the current or next meeting on the Calendar.

#### **exchange.meeting.showOrganizer**

- 1 (default) - Show the meeting organizer in the meeting invite.
- 0 - Hide the meeting organizer in the meeting invite.

#### **exchange.meeting.showSubject**

- 1 (default) - Show the meeting Subject.
- 0 - Hide the meeting Subject.

#### **exchange.meeting.showTomorrow**

- 1 (default) - Show meetings scheduled for tomorrow as well as for today.
- 0 - Show only meetings scheduled for today.

## Meeting Reminder Messages

Poly Trio systems display several meeting reminder messages.

A meeting reminder displays on the system screen at 5 minutes and 1 minute before the start of a meeting. The five-minute reminder disappears after 30 seconds if you don't dismiss it. If you don't dismiss the one-minute reminder, the reminder message displays on the Poly Trio system **Home** screen during the duration of the meeting. The one-minute reminder disappears when the meeting ends or when the next meeting reminder pops up, whichever comes first.

When a time slot contains multiple meetings due to scheduling overlap, the meeting reminder message displays all available meetings. Users can select the message to display the calendar day view and choose which meeting to join.

You can also show or hide all-day events, configure the maximum number of future meetings, or configure a user requirement to enter the Skype for Business conference ID when a meeting organizer marks a meeting as Private. When meeting organizers mark a meeting invitation as Private in Outlook, the Poly Trio system displays the meeting invite on the Poly Trio system calendar with Private Meeting in the subject line and a lock icon. Users can find the conference ID in the Outlook invitation.

## Verify the Microsoft Exchange Integration

Verify that all of the Exchange services work properly.

### Task

- » Do one of the following:
  - On the phone's local interface, go to **Settings > Status > Diagnostics > Warnings**.

## Poly Trio Solution with Skype for Business

You can deploy a Poly Trio system with Skype for Business Online, Skype for Business 2013, and Lync 2010 on-premises.

For a list of available features and instructions on deploying Poly Trio solution with Skype for Business and Lync Server, see the latest at [Poly Trio Support](#).

When you register a Poly Trio system with Skype for Business, a Calendar icon displays on the phone **Home** screen that enables users to access features. Users can view and join Outlook calendar events directly from the Poly Trio system. This displays the day and meeting view for scheduled events; the month view isn't currently available. Users can't schedule calendar events or view email from the phone.

## Private Meetings in Microsoft Exchange

When you set a Skype for Business meeting to **Private**, you can choose which meeting information to show or hide.

### Skype for Business Private Meeting Parameters

Use the following parameters to configure Skype for Business private meetings.

#### **exchange.meeting.private.showAttendees**

0 (default) - Meetings marked as private in Outlook don't show the list of meeting attendees and invitees on the Poly Trio calendar.

1 - Meetings marked as private in Outlook show the list of meeting attendees and invitees on the Poly Trio calendar.

#### **exchange.meeting.private.showDescription**

0 (default) - Meetings marked as private in Outlook don't display a meeting description on the Poly Trio calendar.

1 - Meetings marked as private in Outlook display a meeting description on Poly Trio calendar.

**exchange.meeting.private.showLocation**

- 0 (default) - Meetings marked as private in Outlook don't display the meeting location on the Poly Trio calendar.
- 1 - Meetings marked as private in Outlook display the meeting location on the Poly Trio calendar.

**exchange.meeting.private.showSubject**

- 0 (default) - Meetings marked as private in Outlook don't display a subject line on Poly Trio calendar.
- 1 - Meetings marked as private in Outlook display a subject line on Poly Trio calendar.

**exchange.meeting.private.showMoreActions**

- 1 (default) - Meetings marked as private in Outlook display the **More Actions** button, when applicable.
- 0 - Meetings marked as private in Outlook don't display the **More Actions** button.

**exchange.meeting.private.showOrganizer**

- 1 (default) - Meetings marked as private in Outlook display the name of the meeting organizer on the Poly Trio calendar.
- 0 - Meetings marked as private in Outlook don't display the name of the meeting organizer on the Poly Trio calendar.

**exchange.meeting.private.enabled**

- 1 (default) - The Poly Trio system considers the private meeting flag for meetings marked as private in Outlook.
- 0 - Treat meetings marked as private in Outlook the same as other meetings.

**exchange.meeting.private.promptForPIN**

- 0 (default) - Disable the Skype for Business Conference ID prompt that allows users to join meetings marked as private.
- 1 - Enable the Skype for Business Conference ID prompt that allows users to join meetings marked as private.

## Configuring the Microsoft Exchange Server

You can configure the following settings to use Microsoft Exchange services on your phones.

### Visual Voicemail

On the Exchange Server, enable unified messaging and enable messages to play on the phone for each user.

### Synchronizing Call Logs

On the Exchange Server, you can enable the option to save calls logs to each user's conversation history in Outlook.

### ABS Adaptive Search

You can enable the Address Book Service (ABS) on the Exchange server.

There are three possible configurations.

- Outlook and ABS are both enabled by default. When both are enabled, the phone displays the Skype for Business Directory.
- If you disable Outlook and enable only ABS, the phone displays the Skype for Business Directory.
- If you enable Outlook and disable ABS, the Outlook Contact Search displays in Directories.

Phones registered with Skype for Business server display a one-touch **Join** button that allows you to join a Skype for Business conference in a federated environment, even if you haven't configured Transport Neutral Encapsulation Format (TNEF).

## Microsoft Exchange Parameters

The following parameters configure Microsoft Exchange integration.

### **exchange.meeting.alert.followOfficeHours**

1 (default) - Enable audible calendar alerts during business hours.

0 - Disable audible calendar alerts.

### **exchange.meeting.alert.tonePattern**

positiveConfirm (default) - Set the tone pattern of the reminder alerts using any tone specified by `se.pat.*`.

### **exchange.meeting.alert.toneVolume**

10 (default) - Set the volume level of reminder alert tones.

0 - 17

### **exchange.meeting.allowScrollingToPast**

0 (default) - Do not allow scrolling up in the Day calendar view to see recently past meetings.

1 - Allow scrolling up in the Day calendar view to see recently past meetings.

### **exchange.meeting.hideAllDayNotification**

0 (default) - All-day and multi-day meeting notifications display on the **Calendar** screen.

### **exchange.meeting.parseOption**

Select a meeting invite field to fetch a VMR or meeting number from.

All (default)

Location

LocationAndSubject

Description

Change causes a reboot.

### **exchange.meeting.parseWhen**

NonSkypeMeeting (default) - Disable number-searching on the Calendar for additional numbers to dial while in Skype Meetings.

Always - Enable number-searching on the Calendar for additional numbers to dial while in Skype Meetings.

### **exchange.meeting.phonePattern**

NULL (default)

string

The pattern used to identify phone numbers in meeting descriptions, where "x" is a digit or an asterisk(\*) and "|" separates alternative patterns (for example, xxx-xxx-xxxx|604.xxx.xxxx).

**exchange.meeting.realConnectProcessing.outboundRegistration**

Choose a line number to use to make calls on Polycom RealConnect technology.

2 (default)

1 - 34

Change causes system to restart or reboot.

**exchange.meeting.realConnectProcessing.prefix.domain**

Define the One-Touch Dial meeting invite prefix domain. Example: "mypolycom.com"

**exchange.meeting.realConnectProcessing.prefix.value**

Define the One-Touch Dial meeting invite prefix value.

**exchange.meeting.realConnectProcessing.skype.enabled**

0 (default) - Disable the Skype for Business meeting on Polycom RealConnect technology.

1 - Enable the Skype for Business meeting on Polycom RealConnect technology.

Change causes system to restart or reboot.

**exchange.meeting.reminderEnabled**

1 (default) - Meeting reminders are enabled.

0 - Meeting reminders are disabled.

**exchange.meeting.reminderInterval**

Set the interval at which phones display reminder messages.

300 seconds (default)

60 - 900 seconds

**exchange.meeting.reminderSound.enabled**

1 (default) - The phone makes an alert sound when users receive reminder notifications of calendar events. Note that when enabled, alert sounds take effect only if `exchange.meeting.reminderEnabled` is also enabled.

0 - The phone does not make an alert sound when users receive reminder notifications of calendar events.

**exchange.meeting.reminderType**

Customize the calendar reminder and tone.

2 (default) - The reminder is always audible and visual.

1 - The first reminder is audible and visual reminders are silent.

0 - All reminders are silent.

**exchange.meeting.reminderWake.enabled**

1 (default) - The phone wakes from low power mode after receiving a calendar notification.

0 - The phone stays in low power mode after receiving a calendar notification.

**exchange.meeting.showAttendees**

- 1 (default) - Show the names of the meeting invitees.
- 0 - Hide the names of the meeting invitees.

**exchange.meeting.showDescription**

- 1 (default) - Show Agenda/Notes in Meeting Details that display after you tap a scheduled meeting on the Poly Trio system calendar.
- 0 - Hide the meeting Agenda/Notes.

**exchange.meeting.showLocation**

- 1 (default) - Show the meeting location.
- 0 - Hide the meeting location.

**exchange.meeting.showMoreActions**

- 1 (default) - Show More Actions in Meeting Details to allow users to choose a dial-in number.
- 0 - Hide More Actions in Meeting Details.

**exchange.meeting.showOnlyCurrentOrNext**

- 0 (default) - Disable the limitation to display only the current or next meeting on the Calendar.
- 1 - Display only the current or next meeting on the Calendar.

**exchange.meeting.showOrganizer**

- 1 (default) - Show the meeting organizer in the meeting invite.
- 0 - Hide the meeting organizer in the meeting invite.

**exchange.meeting.showSubject**

- 1 (default) - Show the meeting Subject.
- 0 - Hide the meeting Subject.

**exchange.meeting.showTomorrow**

- 1 (default) - Show meetings scheduled for tomorrow as well as for today.
- 0 - Show only meetings scheduled for today.

**exchange.menu.location**

- Features (default) - Displays the Calendar in the global menu under **Settings > Features**.
- Administrator - Displays the Calendar in the **Admin** menu at **Settings > Advanced > Administration Settings**.

**exchange.pollInterval**

- The interval, in milliseconds, to poll the Exchange server for new meetings.
- 30000 (default)
- 4000 minimum
- 60000 maximum

**exchange.reconnectOnError**

- 1 (default) - The phone attempts to reconnect to the Exchange server after an error.
- 0 - The phone does not attempt to reconnect to the Exchange server after an error.

**exchange.server.url**

- NULL (default)
- string
- The Microsoft Exchange server address.

**feature.EWSAutodiscover.enabled**

If you configure `exchange.server.url` and set this parameter to 1, preference is given to the value of `exchange.server.url`.

- 1 (default) - Exchange autodiscovery is enabled and the phone automatically discovers the Exchange server using the email address information.
- 0 - Exchange autodiscovery is disabled on the phone and you must manually configure the Exchange server address.

**feature.exchangeCalendar.enabled**

Generic Base Profile default is 0.

- 0 - The calendaring feature is disabled.
- 1 - The calendaring feature is enabled.

You must enable this parameter if you also enable `feature.exchangeCallLog.enabled`. If you disable `feature.exchangeCalendar.enabled`, also disable `feature.exchangeCallLog.enabled` to ensure call log functionality.

**exchange.multipleCalendarEvents.enabled**

- 1 (default) - Multiple calendar events display if at least two events begin within 15 minutes of each other.
- 0 - Only the next calendar event displays.

**feature.exchangeContacts.enabled**

Generic Base Profile default is 0.

- 1 - The Exchange call log feature is enabled and users can retrieve the call log histories for missed, received, and outgoing calls.
- 0 - The Exchange call log feature is disabled and users cannot retrieve call logs histories.

You must also enable the parameter `feature.exchangeCallLog.enabled` to use the Exchange call log feature.

**feature.exchangeVoiceMail.enabled**

Generic Base Profile default is 0.

- 1 - The Exchange voicemail feature is enabled and users can retrieve voicemails stored on the Exchange server from the phone.
- 0 - The Exchange voicemail feature is disabled and users cannot retrieve voicemails from Exchange Server on the phone.

You must also enable `feature.exchangeCalendar.enabled` to use the Exchange contact feature.

#### **`feature.exchangeVoiceMail.skipPin.enabled`**

0 (default) - Enable PIN authentication for Exchange Voicemail. Users are required to enter their PIN before accessing Exchange Voicemail.

1 - Disable PIN authentication for Exchange Voicemail. Users are not required to enter their PIN before accessing Exchange Voicemail.

#### **`feature.lync.abs.enabled`**

Generic Base Profile default is 0.

1 - Enable comprehensive contact search in the Skype for Business address book service.

0 - Disable comprehensive contact search in the Skype for Business address book service.

#### **`feature.lync.abs.maxResult`**

Define the maximum number of contacts to display in a Skype for Business address book service contact search.

12 (default)

5 - 50

#### **`feature.wad.enabled`**

Do not disable this parameter if you are using Skype Online or Web Sign-In.

1 (default) - The phone attempts to use Web auto-discovery and if no FQDN is available, falls back to DNS.

0 - The phone uses DNS to locate the server FQDN and does not use Web auto-discovery. Do not disable this parameter when using Skype for Business Online and Web Sign In.

#### **`feature.contacts.readonly`**

0 (default) - Skype for Business Contacts are editable.

1 - Skype for Business are read-only.

#### **`up.oneTouchVoiceMail`**

Generic Base Profile default is 0.

0 - The phone displays a summary page with message counts. The user must press the Connect soft key to dial the voicemail server.

1 - The phone dials voicemail services directly (if available on the call server) without displaying the voicemail summary.

## **Join a Meeting with a SIP URI**

When you set up a meeting in the Calendar, the Poly Trio system displays a meeting reminder pop up.

If a dial-in number is available for the meeting, the reminder pop-up presents a **Join** button that joins you to the meeting. If a meeting lists multiple dial-in numbers or URIs for the meeting, by default the **Join** button automatically dials the first number.

The following list includes dial-in options that present a **Join** button in meeting reminders:

- SIP URI
- Tel URI



- PSTN number
- IP dial

## Meeting SIP URI Parameters

The following table lists the parameters that configure dial-in information.

### **exchange.meeting.join.promptWithList**

Specifies the behavior of the Join button on meeting reminder pop-ups.

0 (default) - Tapping Join on a meeting reminder should show a list of numbers to dial rather than immediately dialing the first one.

1 - A meeting reminder does not show a list of numbers to dial.

### **exchange.meeting.parseWhen**

Specifies when to scan the meeting's subject, location, and description fields for dialable numbers.

NonSkypeMeeting (default)

Always

Never

### **exchange.meeting.parseOption**

Select a meeting invite field to fetch a VMR or meeting number from.

All (default)

Location

LocationAndSubject

Description

Change causes a reboot.

### **exchange.meeting.parseEmailsAsSipUris**

List instances of text like user@domain or user@ipaddress in the meeting description or subject under the More Actions pane as dialable SIP URIs.

0 (default) - it does not list the text as a dialable SIP URI

1 - it treats user@domain

### **exchange.meeting.parseAllowedSipUriDomains**

List of comma-separated domains that will be permitted to be interpreted as SIP URIs

Null (default)

String (maximum of 255 characters)

## Microsoft Exchange Advanced Login

You can configure your phone to support the Advanced Login feature which enables a dual sign-in mode for users to make calls and join meetings separately.

When you enable the Advanced Login feature, users can log in to multiple phones using one account to access the Exchange calendar and another account for making calls.

## Microsoft Exchange Advanced Login Parameters

Use the following parameters to configure Microsoft Exchange Advanced Login.

### **exchange.showSeparateAuth**

0 (default) - Phone disables the dual user sign-in mode.

1 - Phone enables the dual user sign-in mode.

### **exchange.auth.email**

This parameter configures the email address of the Exchange account.

NULL (default)

String (maximum of 255 characters)

### **device.loginAltCred.domain**

This parameter configures the domain of the Exchange account.

NULL (default)

String (maximum of 255 characters)

### **device.loginAltCred.user**

This parameter configures the User ID of Exchange account.

NULL (default)

String (maximum of 255 characters)

### **device.loginAltCred.password**

This parameter configures the password of Exchange Account.

NULL (default)

String (maximum of 32 characters)

### **device.loginAltCred.domain.set**

This parameter overrides the value set for `device.loginAltCred.domain` using other configuration methods like the phone menu or the Web Configuration Utility.

0 (default)

### **device.loginAltCred.user.set**

This parameter overrides the value set for `device.loginAltCred.user` using other configuration methods like the phone menu or the Web Configuration Utility.

0 (default)

### **device.loginAltCred.password.set**

This parameter overrides the value set for `device.loginAltCred.password` using other configuration methods like the phone menu or the Web Configuration Utility.

0 (default)

## Troubleshooting Microsoft Exchange

If you experience issues with Microsoft Exchange integration, try the following solutions to resolve certain issues.

### No Voicemail Audio with G.722 Configuration

**Symptom:**

Your Poly phones are configured with G.722 and you don't hear audio when retrieving voicemail from the Microsoft Skype for Business Server.

**Workaround:**

**Task**

» Change the following parameters:

- Change voice.codecPref.G7221.24kbps from 0 to 5.
- Change voice.codecPref.G7221.32kbps from 5 to 0.
- Add voice.audioProfile.G7221.24kbps.payloadType and set it to 112.

# Microsoft Teams for Poly Trio Systems

You can configure the Poly Trio system to run Microsoft Teams in Shared mode with the integrated Microsoft Teams user interface. In Shared mode, users can initiate and join audio-only Teams calls and meetings.

You can set the Poly Trio system's Base Profile to Microsoft Teams from the system's **Settings** menu or by setting the parameter `device.baseProfile` to `MSTeams`.

**Note:** When you set the Poly Trio system's base profile to `MSTeams`, Microsoft controls the Microsoft Teams software experience and performance on the Poly Trio system. Send all feedback and queries to Microsoft.

Keep in mind that Microsoft's Teams IP Phone policies has the default, or Global, policy configured for "Personal Mode." Make sure you enable your Office 365 tenant and assign a **Shared Mode** policy to all accounts used on Poly Trio systems. Refer to documentation provided by Microsoft for details on setting IP Phone policies.

## Limitations on Poly Trio with Microsoft Teams

The following features aren't available on Poly Trio with Microsoft Teams:

- Microsoft Teams isn't supported in on-premises deployments.
- Poly Trio doesn't support Microsoft Teams in Personal mode.

## Microsoft Teams for Poly Trio Parameters

Use the following parameters to set the base profile to Microsoft Teams for the Poly Trio system.

For details on using Poly device parameters, see the *Poly Trio C60 - Administrator Guide* on Polycom Support.

### `device.baseProfile`

NULL (default)

Generic —Sets the base profile to Generic for Open SIP environments.

Lync —Sets this base profile for Skype for Business deployments.

SkypeUSB —Sets the base profile for connecting the Poly Trio solution to a Microsoft Room System or a Microsoft Surface Hub.

MSTeams —Sets the base profile for Microsoft Teams deployments.

### `tcpIpApp.sntp.address`

Specifies the SNTP server address.

NULL (default)

time.windows.com (default when the base profile is set to Microsoft Teams)

Valid hostname or IP address.

### `exchange.meeting.ignorePhoneNumbersForTeams`

Set to determine whether the Poly Trio system looks for phone numbers in a meeting invite.

0 (default) - The system looks for phone numbers in the meeting invite.

1 - The system ignores phone numbers listed in the meeting invite.

## Change the Base Profile from Poly Trio C60 with Microsoft Teams

You can access the Base Profile from the Poly Trio system with Microsoft Teams.

**Note:** The setting location differs on a Poly phone with Skype for Business.

## Task

- 1 On the Poly Trio system screen, press the menu icon at top left.
- 2 Press **Settings > Device Settings**.
- 3 On the **Device Settings** screen, select **Advanced** and enter the administrator password.
- 4 Go to **Administrator Settings > Network Configuration > Base Profile**, and select a Base Profile.

## Related Links

[Change the Base Profile from the Settings Menu](#) on page 7

## Access Poly Trio System Settings in Microsoft Teams

After you set the Poly Trio system base profile to Microsoft Teams, you can access and modify device settings from the Microsoft Teams Portal or from the phone menu. The Poly Trio system offers a subset of settings when in Microsoft Teams Base Profile.

See [Manage your devices in Microsoft Teams](#) on Microsoft Office Support for more information.

## Task

- 1 On the Poly Trio system screen, tap the menu icon at top left.
- 2 Go to **Settings > Device Settings**.
- 3 Choose a Poly Trio system setting to configure.

## Microsoft Teams Support for Poly Trio System Feature Settings

The Microsoft Teams Administrator Portal enables you to configure settings for some Poly Trio system features. The table in this section lists the supported Poly Trio features, with configuration notes where applicable.

### General Settings

Feature	Supported?
Device Lock	No
Device Lock Timeout	No
Device Lock PIN	No
Language	Yes
Time zone	Yes The Poly Trio system converts the GMT offset (Timezone) to the closest Olson Time Zone ID, which the system uses to configure the device time zone.
Date format	No
Time format	Yes

### Device Settings

Feature	Supported?
Display backlight brightness	Yes The value for this setting maps to the Poly Trio system's three discrete brightness levels.

Feature	Supported?
Display backlight timeout	Yes Poly Trio systems support a minimum timeout of 60 seconds.
Display high contrast	Yes
Silent mode	No
Office hours	Yes Control how quickly the system display screen turns off after no user activity, as set by the display backlight timeout value. Outside of office hours, the display screen turns off after one minute.
Power saving	Yes Control whether the display backlight turns off as set by the office hours.
Screen capture	Yes If enabled, the <b>Screen Capture</b> menu displays on the Poly Trio system at <b>Device Settings &gt; Basic &gt; Preferences &gt; Screen Capture</b> .

## Network Settings

Feature	Supported?
DHCP enabled	Yes
Logging enabled	Yes
Host name	Yes
Domain name	Yes
IP address	Yes
Subnet mask	Yes
Default gateway	Yes
Primary DNS	Yes
Secondary DNS	Yes
Device default admin password	Yes
Network PC port	Yes

# Microsoft USB Audio with Poly Trio Systems

You can configure the Trio C60 system to connect to a Mac or Windows computer or a Microsoft Surface Hub via USB and enable users to use the system as a microphone and speaker for the Microsoft Teams client, Skype for Business client, Skype Rooms, or Microsoft Teams Rooms.

When you set the Poly Trio system to the MSTeams or SkypeUSB Base Profile, the Poly Trio system is automatically set as the audio device for a USB-connected device running Microsoft Teams or Skype for Business. You can use the Poly Trio system as a speaker and microphone with a Skype Room System, Microsoft Teams Room System, or Microsoft Surface Hub to answer and end calls, mute and unmute the microphones, and adjust the call volume for the USB-connected device.

**Note:** When you run the Skype for Business client and the Microsoft Teams client at the same time on the connected computer, the Poly Trio system cannot control call functions. For more information, refer to [Microsoft Office Support](#).

## Feature Limitations

When you set the base profile to `MSTeams`, users can control the mics and volume from the Poly Trio system. However, the following features and functions are not available on the Poly Trio system:

- Answer a call
- Call Appearance
- Call Hold
- Mute/unmute

When you set the Base Profile to `SkypeUSB`, the following features and functions are not available on the Poly Trio system:

- Dial a number
- Contacts
- Meetings
- Recent Calls
- Meet Now
- Automatic Gain Control (AGC)
- Bluetooth

The Polycom Acoustic Echo Cancellation (AEC) feature is not available when the Poly Trio system is connected to Microsoft Surface Hub.

## Connect a Poly Trio System to a Microsoft Teams or Skype Room System

Complete the following steps before connecting a Poly Trio system to a Skype Room System or Microsoft Teams Room system:

- Update to the latest version of UC Software.

### Task

- 1 Power the Poly Trio system.
- 2 Set the Poly Trio system's Base Profile to `SkypeUSB`.
- 3 Connect the Poly Trio system to a Room System via USB cable.  
When you connect the USB cable while the Room System is in a call, both systems go on hold until you rejoin the call from either system.
- 4 On the Room System, configure the Poly Trio system as the audio device - microphone and speaker.

### Related Links

[Accessing the Web Configuration Utility](#) on page 41

## Connect a Poly Trio System to a Microsoft Surface Hub

Complete the following steps before connecting a Poly Trio system to a Microsoft Surface Hub:

- Ensure the Microsoft Surface Hub has the latest software version.
- Update to the latest version of UC Software.

#### Task

- 1 Power the Poly Trio system.
- 2 Set the Poly Trio system's Base Profile to `SkypeUSB`.
- 3 Connect the Poly Trio system to the Microsoft Surface Hub via USB cable.  
When you connect the USB cable while the Microsoft Surface Hub is in a call, both systems go on hold until you rejoin the call from either system.
- 4 On the Microsoft Surface Hub, configure the Poly Trio system as the audio device - microphone and speaker.

#### Related Links

[Accessing the Web Configuration Utility](#) on page 41

## Microsoft USB Audio Parameters

Use the following parameters to configure the Poly Trio system with Skype Room System, Microsoft Teams Room System, or Microsoft Surface Hub.

#### **device.baseProfile**

Generic (default) - Disables the Skype for Business graphic interface.

Skype - Use this Base Profile for Skype for Business deployments.

SkypeUSB - Use this Base Profile when you want to connect Poly Trio to a Skype Room System, Microsoft Teams Room system, or Surface Hub.

MSTeams - Use this Base Profile for Microsoft Teams deployments.

#### **voice.usb.holdResume.enable**

This parameter applies only when the Poly Trio system Base Profile is set to **SkypeUSB**.

0 (default) - The Hold and Resume buttons do not display during USB calls.

1 - The Hold and Resume buttons display during USB calls.



# Hardware and Power for Poly Trio C60 Systems

This section provides information on hardware and power for Poly Trio systems and accessories, as well as information on power management.

## Related Links

[Powering the Trio C60 System](#) on page 25

## Powering Poly Trio C60 Systems

Read the powering requirements and options carefully to understand powering for your Poly Trio system. For more information, see the Setup Sheet for your Poly Trio system model at [Polycom Support](#).

### Powering the Trio C60 System

You can power the Trio C60 system with Power over Ethernet (PoE) or PoE+ (IEEE 802.3 at Type 2). When the system is booting up, an on-screen message indicates the available power supply type.

**Note:** PoE+ provides Poly Trio systems with full functionality.

The following features aren't available on Trio C60 systems when using PoE:

- The Trio C60 system LAN OUT port doesn't provide PoE+ power.
- You can't charge USB devices (mobile phones, tablets) connected to the Trio C60 system USB port.
- Maximum peak power to the loudspeaker is limited.

## Related Links

[Hardware and Power for Poly Trio C60 Systems](#) on page 25

### Power the Poly Trio System with the Optional Power Adapter

If your building isn't equipped with PoE+ you can use the optional power adapter to provide PoE+ and full functionality to your Poly Trio C60 system.

Place the power injector in a clean and dry area out of a walkway, and provide sufficient space around the unit for good ventilation. Do not cover or block airflow to the power injector. Keep the power injector away from heat and humidity and free from vibration and dust.

**Important:** When using the power adapter to power your system, you must connect the cables in the following sequence.

## Task

- 1 Plug the AC power cord of the power adapter into the wall and use a network cable to connect the power adapter to the Poly Trio C60 system.
- 2 Connect the power adapter to the network with a CAT-5E or CAT-6 Ethernet cable.  
The power adapter LED glows green when the system is correctly powered.  
If the power adapter LED glows yellow, the adapter is bypassed, and the system is drawing PoE power from the outlet.
- 3 Optional: Turn off the PoE network port or connect the Poly Trio system in the following sequence:
  - A Power up Poly Trio C60 using the power adapter, but don't plug the devices into the network wall port.
  - B Wait for the system to boot up.
  - C Plug the devices into the network wall port.
  - D Ensure the LED indicator on the power adapter is green.

## Poly Trio System Power Management

Power available to Poly Trio systems is limited. You must choose how to power the system and which features to enable or disable.

Power management options vary between Poly Trio system models. Read the power requirements and options carefully to understand power for your Poly Trio system.

The Poly Trio C60 system supports powering the following types of devices:

- USB devices consuming < 2.5 W power
- USB port over current detection

## USB Port Power Management

Device charging with the USB port on the Poly Trio C60 system is disabled by default. When disabled, the USB host port provides 100 mA of power for peripheral devices.

To enable USB charging, you must power your Poly Trio system with an IEEE 802.3at Power over Ethernet Plus (PoE+) compliant power source. When you enable USB charging, you can power and charge USB 2.0 compliant devices with a power draw up to 1.500 mA / 7.5 W.

## Using POE Class 0 with Poly Trio C60

Powering the Poly Trio C60 system from a PoE Class 0 source provides full core functionality. The only limitation is that the LAN Out port doesn't provide PoE power.

## Power-Saving on Poly Trio Systems

Power-saving automatically puts the phone into a low-power state to conserve energy when not in use.

When the phone is in power-saving mode, a steady yellow LED indicator displays. The phone returns to a full-power state after detecting user movement (based on changes in lighting), a button press, screen touch, or incoming call.

You can configure the following power-saving options for Poly Trio systems:

- Power-saving during workdays
- Power-saving during nonworking days
- Idle or inactivity time after which the phone enters power-saving mode

**Note:** Poly Trio systems can't enter power-saving mode while idle in the **Bluetooth** menu. To ensure the phone can enter power-saving mode, don't leave the phone idle in the **Bluetooth** menu.

You can configure the behavior of the LED indicator (see LED Behavior Patterns).

## Power-Saving Parameters

Use the following parameters to configure power-saving features and feature options.

### **powerSaving.Enable**

0 (default) - The paired device does not enter power-saving mode.

1 - When the Poly Trio system enters power-saving mode, the paired device display switches to standby mode and powers up when the system exits power-saving mode.

### **powerSaving.idleTimeout.offHours**

The number of idle minutes during off hours after which the phone enters power saving.

1 (default)

1 - 10

### **powerSaving.idleTimeout.officeHours**

The number of idle minutes during office hours after which the phone enters power saving.

30 (default)

1 - 600

#### **`powerSaving.idleTimeout.userInputExtension`**

The number of minutes after the phone is last used after which the phone enters power saving.

10 (default)

1 - 20

#### **`powerSaving.officeHours.duration.x`**

Append the day of the week for x. For example, `powerSaving.officeHours.duration.Monday`.

Set the duration of the office working hours by weekday.

Monday - Friday = 12 (default)

Saturday - Sunday = 0

0 - 24

#### **`powerSaving.officeHours.startHour.x`**

Specify the starting hour for the day's office working hours.

7 (default)

0 - 23

Set x to Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday (see `powerSaving.officeHours.duration` for an example).

## **Rebooting the Phone at a Scheduled Time**

You can configure Poly phones to reboot at a scheduled time, period, or days. With this feature, you can schedule phones to reboot daily.

### **Scheduled Reboot Parameters**

Use the following parameters to configure scheduled reboot times for Poly phones.

#### **`prov.scheduledReboot.enabled`**

0 (default)— Disables scheduled reboot.

1—Enables scheduled reboot.

#### **`prov.scheduledReboot.periodDays`**

Specify the time in days between scheduled reboots.

1 day (default)

1-365 days

#### **`prov.scheduledReboot.time`**

Specify a time to reboot the Poly phone. Use the 24 hour time format (hh:mm).

03:00 (default)

**prov.scheduledReboot.timeRandomEnd**

If this parameter is set to a specific time, the scheduled reboot occurs at a random time between the time set for `prov.scheduledReboot.time` and `prov.scheduledReboot.timeRandomEnd`. The time is in 24-hour format.

0-5 hours

hh:mm

# Poly Trio System Port Usage with Skype for Business

This section lists ports used by Poly phones and ports you can configure.

## Inbound and Outbound Ports for Poly Phones with Skype for Business

This section provides port usage information when configuring network equipment to support Poly phones with Skype for Business.

For more information on port usage, visit the following articles on Microsoft TechNet:

- [Port and protocol requirements for servers](#)
- [Skype for Business Online and Microsoft Teams](#)

### Inbound Ports for Poly Phones with Skype for Business

The following table lists the inbound IP ports currently used by Polycom UC Software running on the Poly phones with Skype for Business.

#### Inbound IP Ports

Inbound Port	Type	Protocol	Function	Default	Configurable Port Number
22	Static	TCP	SSH Administration	Off	No
80	Static	TCP	HTTP Pull Web interface, HTTP Push	Off	Yes
443	Static	TCP	HTTP Pull Web interface, HTTP Push	On	Yes
1023	Static	TCP	Telnet Diagnostics	Off	No
1024 - 65535	Dynamic	TCP/UDP	RTP media packets	On	Yes
1024 - 65535	Dynamic	TCP/UDP	RTCP media packets statistics	On	Yes
5060	Static	TCP/UDP	SIP signaling	On	No
5061	Static	TLS		On	No
8001	Static	TCP	SIP over TLS signaling	On	Yes mr.deviceMgmt.port
8150 - 8153	Static	TCP	Airplay audio control	On	No
8150 - 8153	Static	UDP	Airplay audio data	On	No

### Outbound Ports on Poly Phones with Skype for Business

The following table lists the outbound IP ports currently used by Polycom UC Software running on the Poly phones with Skype for Business.

## Outbound IP Ports

Outbound Port	Type	Protocol	Function	Default	Configurable Port number
21	Static	TCP	FTP Provisioning, Logs	On	No
22	Static	TCP	SSH	On	No
53	Static	UDP	DNS	On	No
67	Static	UDP	DHCP Server	On	No
68	Static	UDP	DHCP Client		No
69	Static	UDP	TFTP Provisioning, Logs		No
80	Static	TCP	HTTP Provisioning, Logs, Web Interface		No
123	Static	UDP	NTP time server		No
389	Static	TCP/UDP	LDAP directory query		No
443	Static	TCP	HTTPS Provisioning, Logs, Web Interface		No
514	Static	UDP	SYSLOG		No
636	Static	TCP/UDP	LDAP directory query		No
1024 - 65535	Dynamic	TCP/UDP	RTP media packets	On	Yes
1024 - 65535	Dynamic	TCP/UDP	RTCP media packets statistics	On	Yes
5060		TCP/UDP	SIP signaling	On	
5061		TCP	SIP over TLS signaling	On	
5222	Static	TCP	Polycom RealPresence Resource Manager: XMPP	On	No
8001	Static	TCP	HTTPS for modular room provisioning	On	Yes mr.deviceMgmt.port
8150 - 8153	Static	TCP	Airplay audio control	On	No

## Real-Time Transport Protocol (RTP) Port Parameters for Skype for Business

Use the following parameters to configure RTP packets and ports for the phones registered with Skype for Business.

**tcpIpApp.port.rtp.lync.audioPortRangeStart**

Determines the start port for the audio port range.

5350 (default)

1024 - 65436

**tcpIpApp.port.rtp.lync.audioPortRangeEnd**

Determines the end port for the audio port range.

5389 (default)

Min - 1024

Max - 65485

## Client Media Port Ranges for QoE

To help deploy QoE, you can enable client media ports and configure unique port ranges on the Skype for Business Server.

**Task**

- » Enable client media ports as shown in [Configuring Port Ranges for your Microsoft Lync Clients in Lync Server 2013](#).

# Phone Display Features

This section explains features you can configure for the phone's screen display and lists parameters you can use to configure these features.

## Time and Date Wizard

Users signing into Skype for Business on the phone for the first time are prompted to set the time zone, time format, and date format before they start using the system.

This feature is enabled by default.

### Poly Trio System Time and Date Wizard Parameters

Use the following parameters to enable or disable the Time and Date Wizard.

#### **device.set**

0 (default) - Do not use any **device.xxx** fields to set any parameters.

1 - Use the **device.xxx** fields that have `device.xxx.set=1`. Set this to 1 only for the initial installation and set back to 0 after the initial installation.

#### **device.lync.timeZone.set**

0 (default) - Do not use the `device.xxx` value.

1 (default) - Use the `device.xxx` value.

For example, if `device.lync.timeZone.set = 1`, then use the value set for `device.lync.timeZone`.

#### **device.lync.timeZone**

1 (default) - Skype for Business Time Zone Control is enabled.

0 - Skype for Business Time Zone Control is disabled.

## Setting up the Phone Theme

You can set the phone theme, labels, and colors that display on the user interface.

When the phone's Base Profile is set to Skype, the Skype for Business theme displays by default.

### Theme Parameter

The following parameter configures the phone's theme.

#### **up.uiTheme**

Specifies the colors and icons used in the phone user interface. By default, the theme changes based on the set base profile. Poly doesn't recommend you change the default themes.

Default (default) - The phone displays the default Poly theme. Available for Generic and Skype for Business base profiles.

SkypeForBusiness - The phone displays the Skype for Business theme. Available for Generic and Skype for Business base profiles.



## Poly Trio System Display Name

The system name displays in the Global menu of the Poly Trio systems and on monitor(s) connected to a paired accessory.

The system name also displays on any devices connected with the system wirelessly, such as Bluetooth-enabled or AirPlay-certified devices.

By default, the system name displays as Trio<*model number*>\_xxxx where xxxx is the last four digits of the phone's MAC address.

You can configure the name that displays on the system, the connected monitor, and any devices wirelessly connected to the system. The name you configure for the system, using any of the following parameters, displays in the subsequent priority order:

- system.name
- reg.x.displayname
- reg.x.label
- reg.x.address
- Default system name

If you set the system name using the system.name parameter, the value you set displays for the system unless you configure a name to display for a specific feature.

### Display Name Parameters

Set the phone name using one or more of following parameters.

#### **bluetooth.device.name**

Enter the name of the system that broadcasts over Bluetooth to other devices.

NULL (default)

UTF-8 encoded string

#### **reg.x.address**

The user part (for example, 1002) or the user and the host part (for example, 1002@poly.com) of the registration SIP URI or the H.323 ID/extension for registration x.

Null (default)

string address

#### **reg.x.displayname**

The display name used in SIP signaling and/or the H.323 alias used as the default caller ID for registration x.

Null (default)

UTF-8 encoded string

#### **reg.x.label**

The text label that displays next to the line key for registration x.

The maximum number of characters for this parameter value is 256; however, the maximum number of characters that a phone can display on its user interface varies by phone model and by the width of the characters you use. Parameter values that exceed the phone's maximum display length are truncated by ellipses (...). The rules for parameter `up.cfgLabelElide` determine how the label is truncated.

Null (default)

UTF-8 encoded string

#### **system.name**

The system name that displays at the top left corner of the monitor, and at the top of the Global menu of the phone.

Enter a string, maximum 96 characters.

### **Number or Custom Label**

You can choose to display a number, an extension, or a custom label on the Home Screen below the time and date.

#### **Configure the Number or Label from the System**

You can configure the display of the number or label on the Home screen from the system menu.

##### **Task**

» Go to **Settings > Advanced > Administration Settings > Home Screen Label**.

#### **Number and Label Parameters**

You can configure display of the phone number or label on the Home screen using centralized provisioning parameters.

#### **homeScreen.placeACall.enable**

0 - Does not display the label on the home screen.

#### **homeScreen.customLabel**

Specify the label to display on the phone's Home screen when `homeScreen.labelType="Custom"`. The label can be 0 to 255 characters.

Null (default)

#### **homeScreen.labelLocation**

Specify where the label displays on the screen.

StatusBar (default) - The phone displays the custom label in the status bar at the top of the screen.

BelowDate - The phone displays the custom label on the Home screen only, just below the time and date.

#### **homeScreen.labelType**

Specify the type of label to display on the phone's Home screen.

PhoneNumber (default)

- When the phone is set to use Lync Base Profile, the phone number is derived from the Skype for Business server.

Custom - Enter an alphanumeric string between 0 and 255 characters into the `homeScreen.customLabel` parameter.

PrimaryPhoneNumber - The status bar displays only the first phone number rather than all of the phone numbers.

None - Don't display a label.

### **reg.1.useteluriAsLineLabel**

- 1 - If `reg.x.label="Null"` the tel URI/phone number/address displays as the label of the line key.
- 0 - If `reg.x.label="Null"` the value for `reg.x.displayName`, if available, displays as the label. If `reg.x.displayName` is unavailable, the user part of `reg.x.address` is used.

### **up.formatPhoneNumbers**

- 1 (default) - Enables automatic number formatting.
- 0 - Disables automatic number formatting and numbers display separated by "-".

## **Direct Inward Dialing Number**

The Direct Inward Dialing (DID) number assigned to the user on the Skype for Business server displays on the Lock, Home, and Incoming Call screens.

You can configure the format of the DID number to display on phones using parameter. You can also configure the phone to display DID numbers on phone screens of your choice with parameter.

### **Direct Inward Dialing Number Parameters**

Use the following parameters to configure DID number.

#### **up.DIDFormat**

- NumberAndExtension (default) – Display the DID number and extension.
- NumberOnly – Display the DID number on the phone screen.

#### **up.showDID**

- AllScreens (default) – Display the DID number on all the screens.
- None – Disable DID number on phone.
- LockedScreen – Display the DID number on the lockscreen.
- StatusScreen – Display the DID number on the Statusscreen/Idle screen.
- LockedAndStatusScreen – Display the DID number on the lock and Status/Idle screen.

## **Time Zone Location Description**

There are two parameters that configure a time zone location description for their associated GMT offset.

- `device.sntp.gmtOffsetcityID` If you are not provisioning phones manually from the phone menu or Web Configuration Utility and you are setting the `device.sntp.gmtOffset` parameter, then you must configure `device.sntp.gmtOffsetcityID` to ensure that the correct time zone location description displays on the phone menu and Web Configuration Utility. The time zone location description is set automatically if you set the `device.sntp.gmtOffset` parameter manually using the phone menu or Web Configuration Utility.
- `tcplpApp.sntp.gmtOffsetcityID` If you are not provisioning phones manually from the Web Configuration Utility and you are setting the `tcplpApp.sntp.gmtOffset` parameter, then you must configure `tcplpApp.sntp.gmtOffsetcityID` to ensure that the correct time zone location description displays on the Web Configuration Utility. The time zone location description is set automatically if you set the `tcplpApp.sntp.gmtOffset` parameter manually using the Web Configuration Utility.

### **Time Zone Location Parameters**

The following parameters configure time zone location.

## Time Zone Location Parameter Values

Permitted Value	Time Zone Description
0	(GMT -12:00) Eniwetok,Kwajalein
1	(GMT -11:00) Midway Island
2	(GMT -10:00) Hawaii
3	(GMT -9:00) Alaska
4	(GMT -8:00) Pacific Time (US & Canada)
5	(GMT -8:00) Baja California
6	(GMT -7:00) Mountain Time (US & Canada)
7	(GMT -7:00) Chihuahua,La Paz
8	(GMT -7:00) Mazatlan
9	(GMT -7:00) Arizona
10	(GMT -6:00) Central Time (US & Canada)
11	(GMT -6:00) Mexico City
12	(GMT -6:00) Saskatchewan
13	(GMT -6:00) Guadalajara
14	(GMT -6:00) Monterrey
15	(GMT -6:00) Central America
16	(GMT -5:00) Eastern Time (US & Canada)
17	(GMT -5:00) Indiana (East)
18	(GMT -5:00) Bogota,Lima
19	(GMT -5:00) Quito
20	(GMT -4:30) Caracas
21	(GMT -4:00) Atlantic Time (Canada)
22	(GMT -4:00) San Juan
23	(GMT -4:00) Manaus,La Paz
24	(GMT -4:00) Asuncion,Cuiaba
25	(GMT -4:00) Georgetown
26	(GMT -3:30) Newfoundland
27	(GMT -3:00) Brasilia
28	(GMT -3:00) Buenos Aires
29	(GMT -3:00) Greenland
30	(GMT -3:00) Cayenne,Fortaleza
31	(GMT -3:00) Montevideo
32	(GMT -3:00) Salvador
33	(GMT -3:00) Santiago
34	(GMT -2:00) Mid-Atlantic
35	(GMT -1:00) Azores
36	(GMT -1:00) Cape Verde Islands
37	(GMT 0:00) Western Europe Time
38	(GMT 0:00) London,Lisbon
39	(GMT 0:00) Casablanca
40	(GMT 0:00) Dublin

Permitted Value	Time Zone Description
41	(GMT 0:00) Edinburgh
42	(GMT 0:00) Monrovia
43	(GMT 0:00) Reykjavik
44	(GMT +1:00) Belgrade
45	(GMT +1:00) Bratislava
46	(GMT +1:00) Budapest
47	(GMT +1:00) Ljubljana
48	(GMT +1:00) Prague
49	(GMT +1:00) Sarajevo,Skopje
50	(GMT +1:00) Warsaw,Zagreb
51	GMT +1:00) Brussels
52	(GMT +1:00) Copenhagen
53	(GMT +1:00) Madrid,Paris
54	(GMT +1:00) Amsterdam,Berlin
55	(GMT +1:00) Bern,Rome
56	(GMT +1:00) Stockholm,Vienna
57	(GMT +1:00) West Central Africa
58	(GMT +1:00) Windhoek
59	(GMT +2:00) Bucharest,Cairo
60	(GMT +2:00) Amman,Beirut
61	(GMT +2:00) Helsinki,Kyiv
62	(GMT +2:00) Riga,Sofia
63	(GMT +2:00) Tallinn,Vilnius
64	(GMT +2:00) Athens
65	(GMT +2:00) Damascus
66	(GMT +2:00) E.Europe
67	(GMT +2:00) Harare,Pretoria
68	(GMT +2:00) Jerusalem
69	(GMT +2:00) Kaliningrad (RTZ 1)
70	(GMT +2:00) Tripoli
71	(GMT +3:00) Moscow
72	(GMT +3:00) St.Petersburg
73	(GMT +3:00) Volgograd (RTZ 2)
74	(GMT +3:00) Kuwait,Riyadh
75	(GMT +3:00) Nairobi
76	(GMT +3:00) Baghdad
77	(GMT +3:00) Minsk, Istanbul
78	(GMT +3:30) Tehran
79	(GMT +4:00) Abu Dhabi,Muscat
80	(GMT +4:00) Baku,Tbilisi

Permitted Value	Time Zone Description
81	(GMT +4:00) Izhevsk,Samara (RTZ 3)
82	(GMT +4:00) Port Louis
83	(GMT +4:00) Yerevan
84	(GMT +4:30) Kabul
85	(GMT +5:00) Yekaterinburg (RTZ 4)
86	(GMT +5:00) Islamabad
87	(GMT +5:00) Karachi
88	(GMT +5:00) Tashkent
89	(GMT +5:30) Mumbai,Chennai
90	(GMT +5:30) Kolkata,New Delhi
91	(GMT +5:30) Sri Jayawardenepura
92	(GMT +5:45) Kathmandu
93	(GMT +6:00) Astana,Dhaka
94	(GMT +6:00) Almaty
95	(GMT +6:00) Novosibirsk (RTZ 5)
96	(GMT +6:30) Yangon (Rangoon)
97	(GMT +7:00) Bangkok,Hanoi
98	(GMT +7:00) Jakarta
99	(GMT +7:00) Krasnoyarsk (RTZ 6)
100	(GMT +8:00) Beijing,Chongqing
101	(GMT +8:00) Hong Kong,Urumqi
102	(GMT +8:00) Kuala Lumpur
103	(GMT +8:00) Singapore
104	(GMT +8:00) Taipei,Perth
105	(GMT +8:00) Irkutsk (RTZ 7)
106	(GMT +8:00) Ulaanbaatar
107	(GMT +9:00) Tokyo,Seoul,Osaka
108	(GMT +9:00) Sapporo,Yakutsk (RTZ 8)
109	(GMT +9:30) Adelaide,Darwin
110	(GMT +10:00) Canberra
111	(GMT +10:00) Magadan (RTZ 9)
112	(GMT +10:00) Melbourne
113	(GMT +10:00) Sydney,Brisbane
114	(GMT +10:00) Hobart
115	(GMT +10:00) Vladivostok
116	(GMT +10:00) Guam,Port Moresby
117	(GMT +11:00) Solomon Islands
118	(GMT +11:00) New Caledonia
119	(GMT +11:00) Chokurdakh (RTZ 10)
120	(GMT +12:00) Fiji Islands
121	(GMT +12:00) Auckland,Anadyr
122	(GMT +12:00) Petropavlovsk-Kamchatsky (RTZ 11)
123	(GMT +12:00) Wellington
124	(GMT +12:00) Marshall Islands
125	(GMT +13:00) Nuku'alofa
126	(GMT +13:00) Samoa

## Reverse Name Lookup

You can configure the phone to display incoming caller names, outgoing recipient names, and the source location where the phone obtains names.

The phone displays all Skype for Business participant names for the following functions:

- CCCP conference calls
- Response group calls
- Team calls
- Voicemail
- Placed, Received, and Missed call lists

If the phone cannot match the number of the incoming or outgoing name to a name in your organization, the phone displays the name given in the SIP signaling.

If a user saves a contact to the phone's local contact directory, the call list displays that name regardless of the priority you configure.

### Reverse Name Lookup Parameter

The following parameter configure Reverse Name Lookup.

#### `up.rnl.priority`

Outlook,SIP,ABS,Local (default)

This parameter overrides `up.useDirectoryNames` in the Skype Base Profile.

Enter a comma-separated string, no spaces, for components you want to enable with Reverse Name Lookup. If you misconfigure the string, the parameter value falls back to the default priority order. The string isn't case-sensitive and can include any of the following values, listed here in the default priority order the phone looks for a matching name:

For example, if you configure "ABS,SIP,Outlook,Local", the phone tries to match the incoming number with contact names in the order of components you list.

If you don't configure the value SIP as one of the values, and the phone doesn't obtain the contact name using any one of the others values you configure, the phone uses the name given in the SIP signaling.

If you configure this parameter as disabled to avoid look up from Outlook, ABS, and local sources, then the phone uses the contact name given in the SIP signaling.

## Administrator Menu on Poly Trio Systems

On the Poly Trio systems, you can add the **Advanced** menu containing a subset of administrator settings.

The **Advanced** menu item does not require a password but one can be assigned to it.

After enabling this feature, the **Advanced** menu provides access to all administrator features except:

- Line Configuration
- Call Server Configuration
- TLS Security
- Test Automation

### Administrator Menu Parameters

Use the following parameters to enable the **Administrator** or **Advanced** menu.

#### **device.auth.localAdvancedPassword.set**

Set a password for the **Advanced** menu.

0 (default) - You cannot set a password for the **Advanced** menu.

1 - You can set a password for the **Administrator** menu.

#### **device.auth.localAdvancedPassword**

Enter a password for the **Administrator** menu.

Null (default)

String (0 to 64 characters)

#### **feature.advancedUser.enabled**

0 (default) - The password-protected **Advanced** menu displays.

1 - Renames the **Advanced** menu item to **Admin** and adds a menu item **Advanced** that contains a subset of administrator features.

#### **feature.advancedUser.web.enabled**

Display the **Advanced** menu in the system web interface.

0 (default) - The system web interface provides login options for **Admin** or **User** only.

1 - Enable the **Advanced** user login option on the system web interface.

#### **ui.menu.advancedUser.networkConfiguration.**

Set whether to display the **Network** option under **Settings** for advanced users.

1 - (default) Displays the **Network** option.

0 - The **Network** option doesn't display.

#### **ui.menu.advancedUser.networkConfiguration.tls**

Set whether to display the **TLS** option under **Settings > Network** for advanced users.

1 - (default) Displays the **TLS** option.

0 - The **TLS** option doesn't display.

This parameter requires **ui.menu.advancedUser.networkConfiguration** to be set to 1.



# Poly Trio System Security

Polycom UC Software enables you to optimize Microsoft security settings.

## Locking Phone Ports and Interface

You can make the Poly phone more secure by disabling Wi-Fi, Bluetooth, USB host, and USB device ports.

### Phone Port Lock and Interface Parameters

The following parameters lock the phone ports and disable phone interface features.

#### **feature.usb.host.enabled**

Use the host port for USB headset, memory sticks, mouse, keyboards, and charging your devices.

1 (default) - The USB host port is enabled.

0 - The USB host port is disabled.

#### **feature.usb.device.enabled**

The device port allows you to use the phone as an audio device for your laptop.

1 (default) - The USB device port is enabled.

0 - The USB device port is disabled. When you disable the USB device port, the USB Connections settings do not display on the phone at **Settings > Advanced > Administration Settings > USB Computer Connections**.

#### **feature.bluetooth.enabled**

1 (default) - The Bluetooth feature is enabled. When enabled, the Bluetooth menu shows in the phone user interface.

0 - The Bluetooth feature is disabled.

#### **device.wifi.enabled**

0 - Wi-Fi is disabled.

1 - Wi-Fi is used instead of wired Ethernet for VoIP calls.

## Accessing the Web Configuration Utility

When the Base Profile of a phone is set to **Skype for Business** or **SkypeUSB**, access to the Web Configuration Utility is disabled by default.

Administrators must enable access to a phone's system web interface from the phone menu system or using configuration parameters.

If a phone Base Profile is set to **Skype for Business** or **SkypeUSB**, or you use the centralized provisioning method to enter user credentials to the configuration files, the phone displays a screen prompting an administrator to change the default Admin password. This password is not the Skype for Business Sign In password. The password you enter here is the same password administrators use to access the advanced settings on the phone menu and to log in to a phone's Web Configuration Utility as an administrator.

### Related Links

[#unique 86](#)

[#unique 87](#)

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[Enable Microsoft Exchange Calendar Using the System Web Interface](#) on page 8

[Set the Base Profile Using the System Web Interface](#) on page 6

[Connect a Poly Trio System to a Microsoft Surface Hub](#) on page 23

[Connect a Poly Trio System to a Microsoft Teams or Skype Room System](#) on page 23

## Enable Access to the System Web Interface From the Phone Menu

When the phone's Base Profile is set to Skype, you can enable access to a phone's system web interface form the phone's menu system.

### Task

- 1 On the phone, go to **Settings > Advanced**.
- 2 Enter the administrator password .
- 3 Select **Administration Settings > Web Server Configuration**.  
Web Server and Web Config Mode display.
- 4 Set **Web Server** to **Enabled**.
- 5 Set **Web Config Mode** to **HTTP Only**, **HTTPS Only**, or **HTTP/HTTPS** and tap the back button..
- 6 Select **Save Config** to save the web server configuration on the phone.

## Configuring the System Web Interface

The security update for Skype for Business includes a device parameter and a corresponding device.set parameter.

Poly recommends using device.\* parameters only if you are familiar with the centralized provisioning method and with Polycom UC Software.

Use the following parameters to enable and configure the system web interface.

### **device.sec.coreDumpEncryption.enabled**

0 (default)

1

### **device.sec.coreDumpEncryption.enabled.set**

0 (default)

1

### **httpd.cfg.enabled**

Base Profile = Skype

0 (default) - The system web interface is disabled.

1 - The system web interface is enabled.

### **httpd.cfg.secureTunnelRequired**

1 (default) - Access to the system web interface is allowed only over a secure tunnel (HTTPS) and non-secure (HTTP) is not allowed.

0 - Access to the system web interface is allowed over both a secure tunnel (HTTPS) and non-secure (HTTP).

### **httpd.enabled**

Base Profile = Skype

0 (default) - The web server is disabled.

- 1 - The web server is enabled.

## Device Lock for Skype for Business

You can configure phones to be protected with a lock code that enables users to access personal settings from different phones.

You must enable Device Lock on the Skype for Business server. After you enable Device Lock, you can enable or disable Device Lock and configure options for your phones using Poly parameters. You cannot enable or disable Device Lock using the Web Configuration Utility.

Device Lock is enabled by default for Skype for Business. If you enable Phone Lock and Device Lock for Skype for Business at the same time on a phone with the Base Profile set to Skype, the Device Lock feature takes precedence over Phone Lock.

Administrators can configure phone behavior after six unsuccessful user unlock attempts. If users forget their lock code, they can reset it from the phone when signed in to their Skype for Business account. If users sign in to their Skype for Business account using the Web Sign-In method, they cannot reset their lock code from the phone.

Users must sign into the phone before using Device Lock. If a phone restarts or reboots after a user sets the lock code, the phone is locked after the restart or reboot. Users can lock the phone from the phone screen or Skype for Business client when the phone and computer are connected using BToE. If Device Lock is used in conjunction with BToE, the phone and computer always remain synchronized if either the phone or computer restarts or reboots. If the BToE connection is broken between phone and computer, the phone is locked.

You can also:

- Define authorized outbound emergency numbers from a locked device
- Set up a minimum lock code length on the Skype for Business server

### Profile Photo on Device Lock Screen

When a user is signed in to their Skype for Business account, that user's Microsoft Exchange or public website profile photo displays on the Lock screen.

The profile photo appears when the Device Lock feature and the Microsoft Exchange Service are enabled. Profile photos set using Active Directory are not supported and do not display on the phone.

### Adding Authorized Emergency Contacts on a Locked Device

You can configure emergency contact numbers that users can call on a locked device in one of two ways.

- Create a policy for emergency numbers on the Skype for Business Server. Note that this method must be supported by a voice routing trunk configuration.
- Create an authorized list for a line by configuring the value of the parameter `phoneLock.authorized.x.value` to a Tel URI or SIP URI, for example, `phoneLock.authorized.1.value="cwi57@cohovineyard.com"`.

When the Base Profile of the phone is set to Skype for Business, you can configure the phone to set the order of display for the authorized emergency numbers when the device is locked.

### Device Lock for Skype for Business Parameters

The following parameters configure the Skype for Business Device Lock feature.

#### **`feature.deviceLock.enable`**

Enables or disables the Device Lock feature on the phone.

1 (default) - Device Lock is enabled.

0 - Device Lock is disabled.

### **phoneLock.authorized.x.value**

Specify a registered line for 'x' and an authorized call list when the device is locked using a Tel URI or SIP URI, for example, `phoneLock.authorized.1.value="cwi57@cohovineyard.com"`.

### **up.btoeDeviceLock.timeOut**

Configure a time delay after which the phone locks when the user locks the computer paired with the phone.

10 seconds (default)

0 - 40 seconds

### **up.configureDeviceLockAuthList**

EmergencyNumberAtTop (default) - The E911 emergency number will be displayed followed by authorized numbers when the phone is locked.

EmergencyNumberAtBottom - The authorized numbers will be displayed followed by the E911 number when the phone is locked.

EmergencyNumberDisabled - Only the authorized numbers will be displayed when the phone is locked.

### **up.deviceLock.createLockTimeout**

Specify the timeout in minutes after which the Create Lock Code screen disappears and the user is signed out.

0 (default) - No timeout for the Create Lock Code prompt.

0 - 3 minutes - If the user does not provide input to the Create Lock Code within the time you specify, the Create Lock Code screen disappears and the user is signed out of the phone.

### **up.deviceLock.signOutOnIncorrectAttempts**

Specify whether to sign out the user from the phone after six unsuccessful attempts to unlock the phone.

0 (default) - After six unsuccessful unlock attempts, the phone displays a message indicating a countdown of 60 seconds after which the user can attempt to unlock the phone.

1 - After six unsuccessful unlock attempts, the user is signed out of the phone, must sign in again, and is prompted to create a new lock code.

## **Smart Login on Poly Phones**

Smart Login determines if a network environment is capable of PIN Authentication.

If the STS-URI is not configured via DHCP Option43 or manually through configuration files, then PIN Authentication will not be enabled for the phone or in the Web Configuration Utility for a Skype for Business sign in.

## **Administrator and User Passwords**

Administrator and user passwords control two levels of access to certain configuration menus in your Poly Trio system.

The administrator password grants full access to all configuration settings available on your system, and the user password grants limited access to configuration settings.

When you first power on a new Poly Trio system or following a factory reset, the system displays a message prompting you to change the default administrator password. You must change the default administrator password to a unique password to access the Poly Trio local interface and system web interface. You can't use the default administrator password again.

You must have a user or administrator password before you can access certain menu options on the phone and in the system web interface. The default passwords are:

- Administrator password: 456

- User password: 123

You can change the default password using any of the following methods:

- The pop-up prompt when the phone first registers
- Phone menu
- System web interface (default user password only)
- Use the parameter reg.1.auth.password

You can use an administrator password where a user password is required to see all the user options. While you can use the user password where the administrator password is required, the phone displays a limited set of menu options. Note that the system web interface displays different features and options depending on which password you use.

When you set the **Base Profile** to **USBOptimized**, you can set the keyboard entry mode for the password in the **Advanced** menu on the phone.

## Change the Administrator Password on the Phone Menu

If the Poly Trio system uses the default administrator password, you can't use the local interface or the system web interface until you change it.

### Task

- 1 On the phone, go to **Settings > Advanced** and enter the current administrator password.
- 2 Select **Change Admin Password**.
- 3 Enter the current password, enter a new password, and confirm the new password.  
 Passwords can contain uppercase and lowercase letters, numerals, and special characters (!, #, %, \$, etc.).  
 Passwords cannot contain non-ASCII characters (Ã, ç, ë, etc.) or chevrons (<, >).

## Change the User Password on the System

You can change the user password at any time from the **Advanced** settings menu.

### Task

- 1 On the phone, go to **Settings > Advanced**.
- 2 Enter your user password and select **Enter**.
- 3 Select **Change User Password**.
- 4 On the **Change User Password** screen, enter your old and new user password and select **Enter**.  
 Passwords can contain uppercase and lowercase letters, numerals, and special characters (!, #, %, \$, etc.).  
 Passwords cannot contain non-ASCII characters (Ã, ç, ë, etc.) or chevrons (<, >).

## Change the Administrator Password in the System Web Interface

You can change the administrator password on a per-phone basis using the system web interface.

If the default administrator password is in use, you can't use the system web interface.

### Task

- 1 Enter your phone's IP address into a web browser.
- 2 Select **Admin** as the login type, enter the administrator password, and click **Submit**.
- 3 Select **Settings > Change Password**.
- 4 Select **Admin**.
- 5 Enter the current password into the **Old Password** field.
- 6 Enter the **New Password** and confirm it.  
 Passwords can contain uppercase and lowercase letters, numerals, and special characters (!, #, %, \$, etc.).  
 Passwords cannot contain non-ASCII characters (Ã, ç, ë, etc.) or chevrons (<, >).
- 7 Select **Save**.

## Change the User Password in the System Web Interface

You can change the user password on a per-phone basis using the system web interface.

### Task

- 1 Enter your phone's IP address into a web browser.
- 2 Select **Admin** as the login type, enter the administrator password, and click **Submit**.
- 3 Select **Settings > Change Password**.
- 4 Select **User**.
- 5 Enter the **New Password** and confirm it.

Passwords can contain uppercase and lowercase letters, numerals, and special characters (!, #, %, \$, etc.).

Passwords cannot contain non-ASCII characters (Ã, ç, ë, etc.) or chevrons (<, >).

- 6 Select **Save**.

## Administrator and User Password Parameters

Use the following parameters to set the administrator and user password and configure password settings.

### **sec.pwd.length.admin**

The minimum character length for administrator passwords changed using the phone. Use 0 to allow null passwords.

1 (default)

0 - 32

Change causes system to restart or reboot.

### **sec.pwd.length.user**

The minimum character length for user passwords changed using the phone. Use 0 to allow null passwords.

2 (default)

0 - 32

Change causes system to restart or reboot.

### **up.echoPasswordDigits**

1 (default) - The phone briefly displays password characters before masking them with an asterisk.

0 - The phone displays only asterisks for the password characters.

### **device.auth.localAdminPassword**

Specify a local administrator password.

0 - 32 characters

You must use this parameter with: `device.auth.localAdminPassword.set="1"`

### **device.auth.localAdminPassword.set**

0 (default) - Disables overwriting the local admin password when provisioning using a configuration file.

1 - Enables overwriting the local admin password when provisioning using a configuration file.

## Securing Audio Using an MKI

For secure audio communications, phones offer support for the crypto header with or without an MKI in the SDP offer.

The following optional parameter allows you to include the crypto header in the SDP that uniquely identifies the SRTP stream within an SRTP session. The far end can choose to include a crypto with or without MKI.

### **sec.srtp.mki.enabled**

1 (default) - The phone offers two cryptos in the SDP offer: one without an MKI, and one with a four-byte MKI parameter in the SDP message of the SIP INVITE / 200 OK.

0 - The phone offers only one non-MKI crypto in the SDP offer.

## Simple Certificate Enrollment Protocol

The Simple Certificate Enrollment Protocol (SCEP) enables you to automatically and securely provision multiple phones with a digital device certificate.

### Simple Certificate Enrollment Protocol Parameters

Use the following parameters to configure Simple Certificate Enrollment Protocol (SCEP).

#### **SCEP.CAFingerprint**

Configure the CA certificate fingerprint to confirm the authenticity of the CA response during enrollment.

null (default)

0 - 255 characters

#### **SCEP.certPoll.retryCount**

Specify the number of times to poll the SCEP server when the SCEP server returns a Certificate Enrollment Response Message with `pkiStatus` set to `pending`.

12 (default)

1 - 24

#### **SCEP.certPoll.retryInterval**

Specify the number of seconds to wait between poll attempts when the SCEP server returns a Certificate Enrollment Response Message with `pkiStatus` set to `pending`.

300 (default)

300 - 3600

#### **SCEP.certRenewalRetryInterval**

Specify the time interval to retry certificate renewal.

86400 seconds (default)

28800 - 259200 seconds

#### **SCEP.certRenewalThreshold**

Specify the percentage of the certificate validity interval to initiate a renewal.

80 (default)

50 - 100

#### **SCEP.challengePassword**

Specify the challenge password to send with the Certificate Signing Request (CSR) when requesting a certificate.

null (default)

0 - 255 characters

#### **SCEP.csr.commonName**

Specify the common name to use for CSR generation.

**Note:** If you use the default setting, the phone uses its own MAC address for the CN value in the generated CSR.

null (default)

0 - 64

#### **SCEP.csr.country**

Specify the country name to use for CSR generation.

null (default)

0 - 2

#### **SCEP.csr.email**

Specify the email address to use for CSR generation.

null (default)

0 - 64

#### **SCEP.csr.locality**

Specify the phone's locality (L) to use for CSR generation.

null (default)

0-64 characters

#### **SCEP.csr.organization**

Specify the organization name to use for CSR generation.

null (default)

0 - 64

#### **SCEP.csr.organizationUnit**

Specify the phone's organizational unit (OU) to use for CSR generation.

null (default)

0-64 characters

#### **SCEP.csr.state**

Specify the state name to use for CSR generation.



null (default)  
0 - 128 characters

#### **SCEP.enable**

0 (default) - Disable the SCEP feature.  
1 - Enable the SCEP feature.

#### **SCEP.enrollment.retryCount**

Specify the number of times to retry the enrollment process in case of enrollment failure.  
12 (default)  
1 - 24

#### **SCEP.enrollment.retryInterval**

Specify the time interval to retry the enrollment process.  
300 seconds (default)  
300 - 3600 seconds

#### **SCEP.http.password**

Specify the password that authenticates with the SCEP server.  
null (default)  
string, max 255 characters

#### **SCEP.http.username**

Specify the user name that authenticates with the SCEP server.  
null (default)  
string, max 255 characters

#### **SCEP.url**

Specify the URL address of the SCEP server accepting requests to obtain a certificate.  
null (default)  
0 - 255 characters

#### **SCEP.verifyWithScepCaCert**

Connect to the SCEP server with TLS verified with a CA cert provided by the server.  
1 (default)  
0 - Use settings from TLS Provisioning Profile.