

POLY TRIO C60

SMART CONFERENCING FOR ALL YOUR MEETING ROOMS.



What is the Poly Trio C60?

The Poly Trio C60 is the newest edition to the Poly Trio conference phone portfolio. It sports an all new look, has a more powerful processor and operating system and a breakthrough noise eliminating feature, NoiseBlockAI automatically filtering out non-speech noise while continuing to allow your voice to be heard. All the greatness of the Poly Trio 8800 and more.

What is the difference between the Trio C60 and Trio 8800?

The Poly Trio C60 takes all the greatness of the Poly Trio 8800 and adds some key enhancements.

1. New look: The Trio C60 keeps the iconic triangular shape Poly is known for but adds thoughtful elements such as a textile covering, midnight-blue/gray denim, matching the Poly Studio X family and giving it a softer, more casual style.
2. Volume and mute controls on each leg for easy access around the table.
3. The Trio C60 also includes the breakthrough audio innovation called NoiseBlockAI, blocking distracting noise while allowing your voice to be heard.
4. Proximity sensor for automatically waking when users are within 10 ft/3 m
5. Powerful quad core processor and Android 9 OS for up to 4x faster reaction and connection times as well as the ability to support running native applications such as Microsoft Teams and Zoom.
6. Complements the Poly Studio X50, X30 and G7500 video solutions. Trio C60 can easily be paired with one of these solutions for use as the video solution controller and conference phone.

Can I use Poly Trio as an audio device (mic and speaker) for other audio and video clients or applications such as Zoom, Cisco Webex, YouTube and iTunes, on a mobile device or computer?

Yes. All Trio models feature USB and Bluetooth® connectivity and can be used as a speakerphone connected to a mobile device or laptop for a wide variety of applications.

What is the local 5-way audio conferencing capability?

Poly Trio supports up to 5 participants locally on the phone (Poly Trio + 4 additional audio calls), without the need for an external bridge. However, for specific call platforms including Skype for Business and Broadsoft Broadworks. Poly Trio also supports “server-based” conferencing and in this case, would not use local audio conferencing.

Can multiple mobile devices be connected to the Trio C60 at the same time?

No. Only one mobile device can be connected at a time. If a device is connected via Bluetooth, IP or USB, they must disconnect before a second device will have access.

Does the Poly Trio C60 conference phone support daisy-chaining?

Yes. It is possible to daisy-chain of up to 3 Trio C60's when configured in generic SIP mode. When daisy-chaining, the speakers, microphones and user interface act as a single speaker and microphone array for superior acoustic performance in large spaces. Note: Daisy-chaining is not supported when Trio C60 is paired with a Poly video solution or when deployed in a native Microsoft Teams environment.

How do I connect the Trio C60 if I want to daisy-chain them? Does it require a wire to connect them?

No. The Trio C60 conference phones do not need to be physically connected to daisy-chain (also referred to as cascading). They pair with each other via ethernet. The only cable necessary is a PoE cable or power-supply to power the conference phone. However, the Trio C60 supports PoE+ for powering one Trio C60 off the other for a cleaner cabling solution. Note: If using PoE+ a maximum of two Trio C60's may be daisy-chained. If three Trio C60's are required, the third must be powered by PoE from the wall, PoE switch or power injector.

Is there a specific distance the Poly Trio conference phones must be placed when daisy-chaining?

For optimal performance, follow the guidelines for setting the distance between Poly Trio systems:

- Set Poly Trio C60 systems about 3.0 m (10 ft) apart.
- Set Poly Trio 8800 and Trio C60 systems about 3.0 m (10 ft) apart.
- Set Poly Trio 8500 systems about 2.5 m (8 ft) apart.
- The Poly Trio 8300 does not support daisy-chaining but optional expansion microphones are available.

I currently have the Trio 8800 and the Trio 8500 deployed. Can I mix and match conference phones when daisy-chaining?

It is possible to mix and match the Poly Trio 8800 with 8500's but the conference phones must be using the same hardware revision to pair together. The Trio C60 conference phone can only daisy-chain with the Trio C60 - you cannot mix and match.

Are there expansion microphones available for the Trio C60?

Yes. There are wired Trio C Series microphones available.

Can I use Trio 8x00 expansion microphones with the Trio C60?

No. Only the Trio C60 microphones are designed for use with the Trio C60 conference phone.

Does Poly Trio C60 support voice over Wi-Fi?

Yes. Poly Trio C60 supports 2.4 – 5. GHz Wi-Fi audio conferencing. It is also the only conference phone on the market that supports multiple-in, multiple out wireless technology (MIMO). This means that multiple antennas are used to help reduce disruption in the data signal by using available bandwidth more effectively and providing the best audio experience possible.

Can I connect Poly Trio Conference Phones to SoundStructure installed audio solutions?

No. Poly Trio does not integrate with Poly SoundStructure.

Can I install Poly Trio C60 in a hybrid platform environment (e.g. Zoom, Cisco Webex, Hangouts, open SIP call platform)?

Yes. Trio C60 can register to multiple SIP platforms for audio conferencing. When Trio C60 is the controller, when paired with a Poly Studio X50/X30 or G7500, only one platform is supported at a time.

TRIO C60 PAIRED WITH POLY VIDEO SOLUTIONS

Can the Trio C60 control any Poly Video solution?

The Trio C60 may be used as the conference controller when paired with the Poly Studio X50, X30 and G7500. When configured in this manner, you will no longer require the use of a separate touch control or remote control. The conferencing functions will be controlled directly from the Trio C60 interface. Note: Features and functionality differ by ecosystem.

Does the Trio C60, when paired with the Poly Studio X50/X30 and G7500 work as a controller for any platform?

Upon its initial release, the following configurations are supported:

Zoom Rooms deployments

- 1x Trio C60 with Studio X50/X30 v3.1 or higher
- 1x Trio C60 with G7500

Microsoft Teams Collaboration Bar deployments (not MTR) (COMING SOON – Q2CY20 - Date subject to change)

1x Trio C60 (controller only) with Studio X50/30 is expected to be supported in v3.1.1 or higher

Poly OS

- 1x Trio C60 with Studio X50/X30 v3.1 or higher
 - 1x Trio C60 with G7500
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If I pair the Trio C60 with a Poly Studio X50, X30 or G7500, which mic and speakers do I use?

Upon initial release, when Trio C60 is paired with a Poly Studio X50/X30 or G7500, only the Trio C60 microphones will be used. Your system administrator will determine whether the front of the room video codec speakers will be enabled or whether the Trio C60, center of the table, speaker will be used.

How many displays does the Poly Studio X50/X30 and G7500 support when paired with the Trio C60?

When paired with the Poly Studio X30, a single display is supported.
When paired with Poly Studio X50 and G7500, up to two displays are supported.

Note: When deployed in a Microsoft Teams environment, only a single display is supported.

Are there any limitations for the type of display I must use with Poly Trio video solutions?

No. You may choose a display that suits your environment if it has an HDMI port. An interactive (touch) display may be used, however Poly Trio doesn't support the interactive features of these displays.

Does Trio C60 support USB passthrough?

No. Unlike the Trio 8800/8500, the Trio C60 is not the video codec. USB passthrough would be accomplished by directly connecting to the Poly Studio X50/X30 or G7500. The Trio C60 can be connected via USB to a computer for use as a speakerphone.

In 'Poly Controller' mode, how will the Trio C60, Trio 8800 and Trio 8500 know which supported controller application to launch (e.g. Zoom, Teams or other)?

The Poly Video system will determine which controller application is used on the Trio system.

Is Poly Trio open for third party developers to create vertical solutions?

We do not offer API's and are not currently engaging third party developers. However we do offer the REST (Representational State Transfer) API feature, which provides a convenient, scalable, portable, and reliable API for interacting with Poly Trio phones, enabling users to execute certain functions and retrieve information.

How is Poly Trio managed and provisioned?

Poly Trio can be managed either on-prem using RealPresence Resource Manager version 10.1 or above, or centrally manage and troubleshoot securely from the cloud using Poly Device Management Software (PDMS) or the new Poly Lens.

Does the Poly Trio C60 work with Trio Visual+ and Trio VisualPro?

No. Customers that wish to use video conferencing along with the Trio C60 will need to consider the Poly Studio X30 or Poly Studio X50 for small/medium rooms or the G7500 for larger spaces.

What if I buy a Poly Studio X50/X30 or G7500 and wish to keep my existing Trio 8800/8500, will I be able to still use it?

Yes. Trio 8800/8500, running UCS SW 5.9.3 or higher, can pair with Poly Studio X50/X30 and G7500 for use as a controller, instead of a separate touch display or remote control. This configuration is supported in Poly Video mode and Zoom Rooms mode. For Microsoft customers, Trio 8800/8500 paired with Poly Studio X50/X30 is not a supported configuration for Skype for Business or Teams.

Microsoft Teams support will be available on Poly Studio X50/X30 when version 3.1.1 is released.
