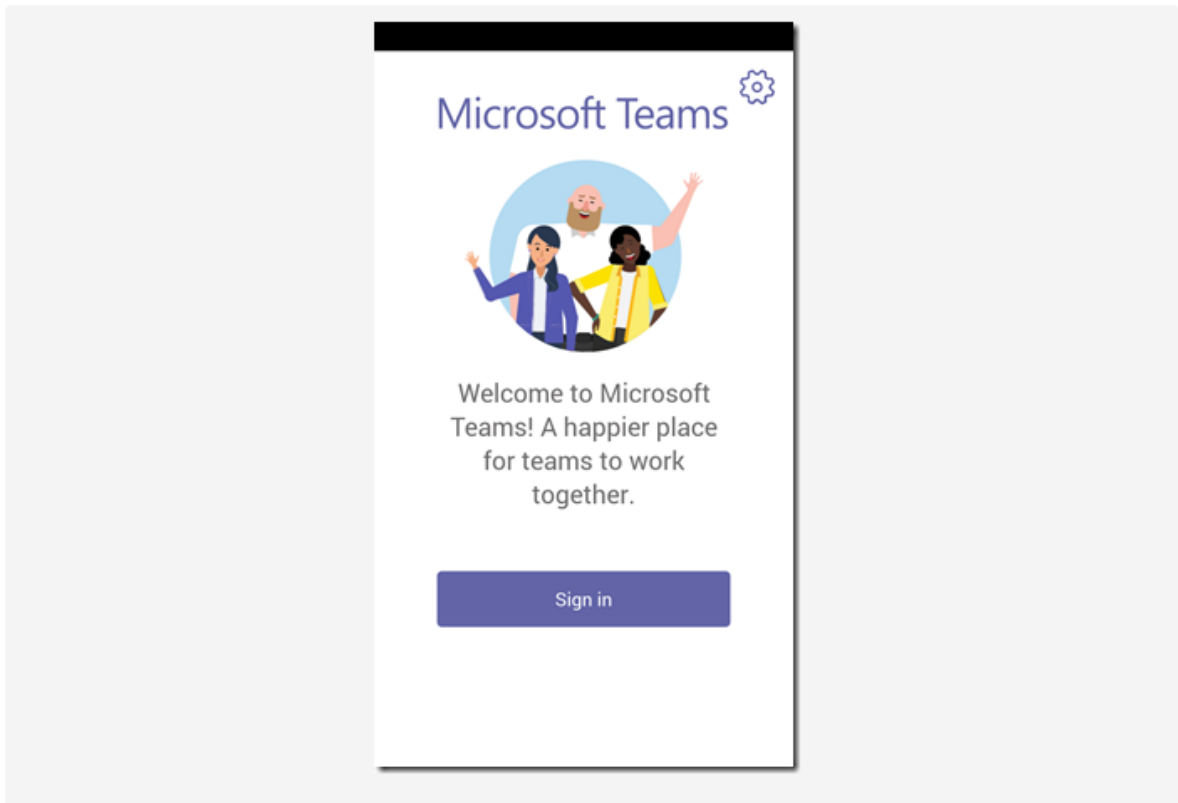
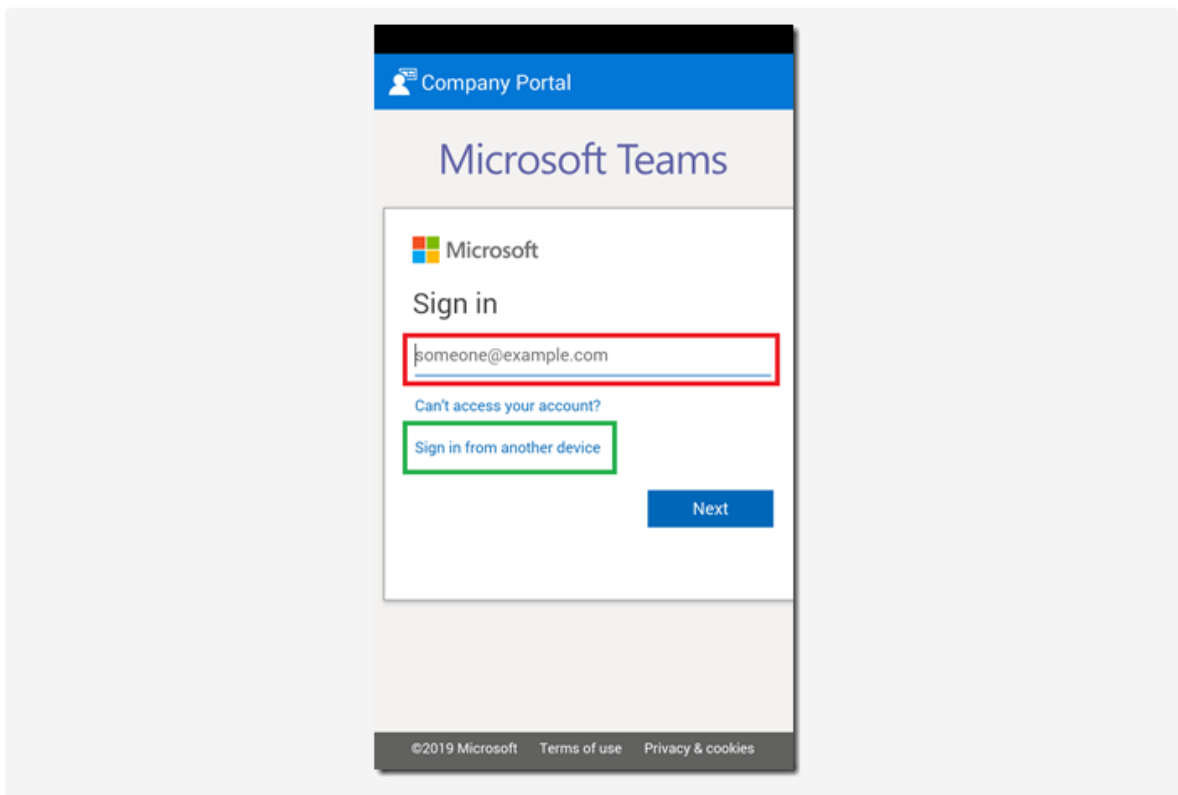


POLY TRIO WITH TEAMS: General Guide

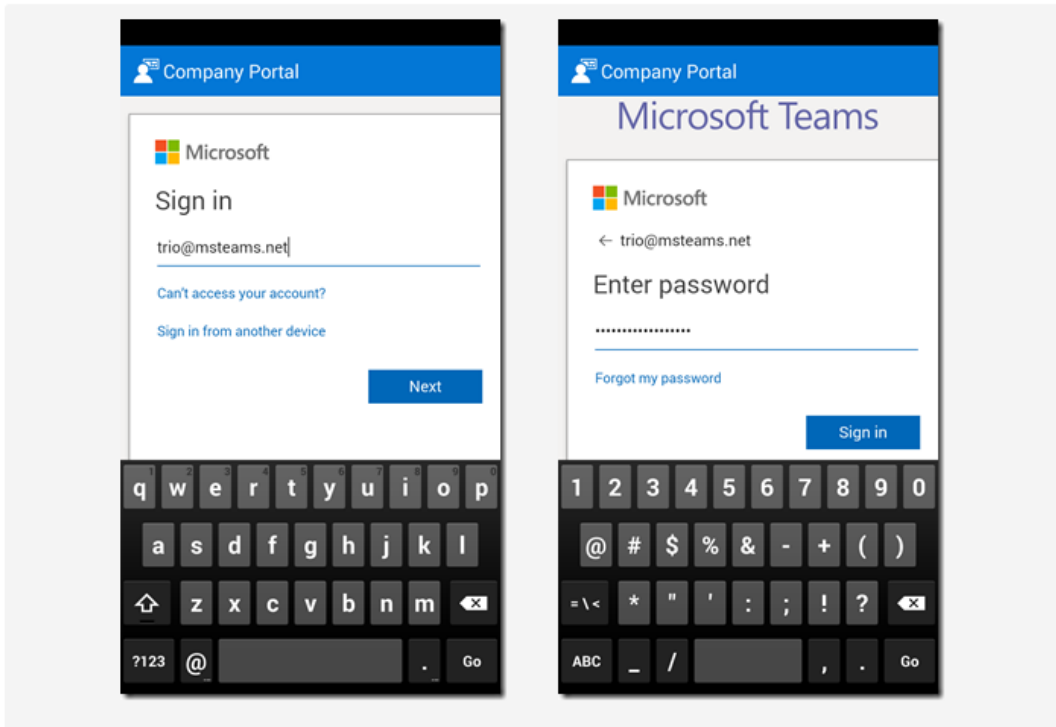


A *Company Portal* screen may be seen while the client software attempts to connect to the Microsoft Teams services. When the *Microsoft Sign In* screen appears it will provide two different user authentication methods: one option to **directly enter the credentials into the phone** using the soft keyboard and another to utilize the **Web Sign In process** to enter the credentials in a web page on another computer.



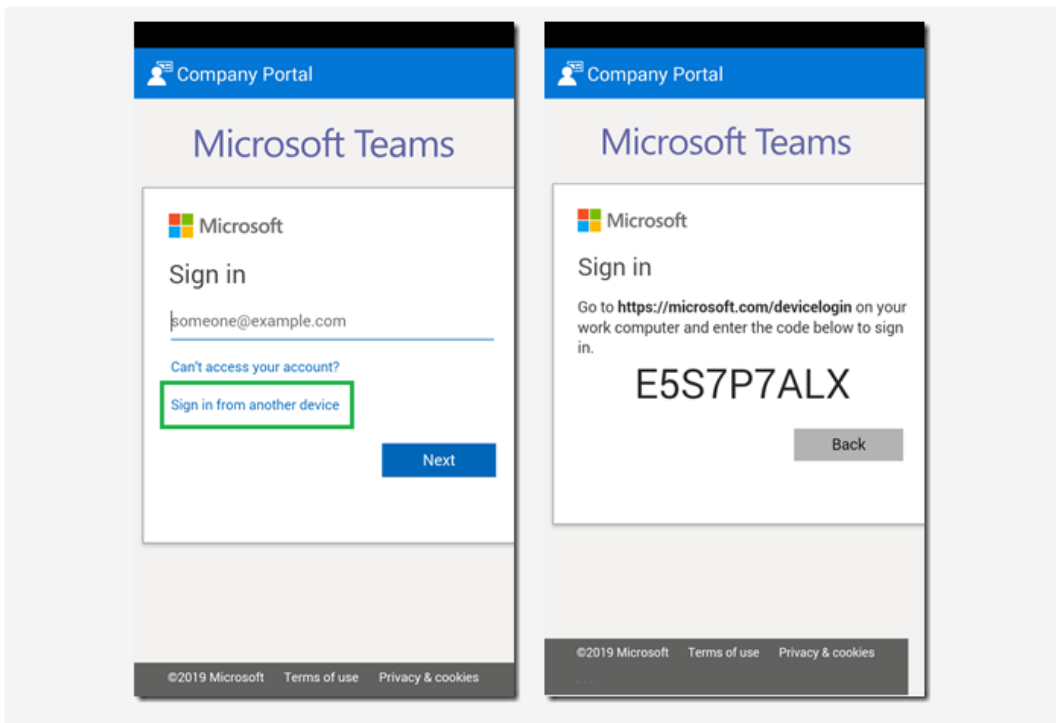
If it is desired to enter the account credentials directly on the phone then follow this step, otherwise skip to the next step to alternatively use a web browser on another device to enter the account credentials for the phone.

- Tap on the **username field** to bring up the on-screen keyboard and then type in the username for the desired Teams user account (e.g. `trio@msteams.net`) and select **Next**.
- Enter the password for the provided account name and then select **Sign In**.

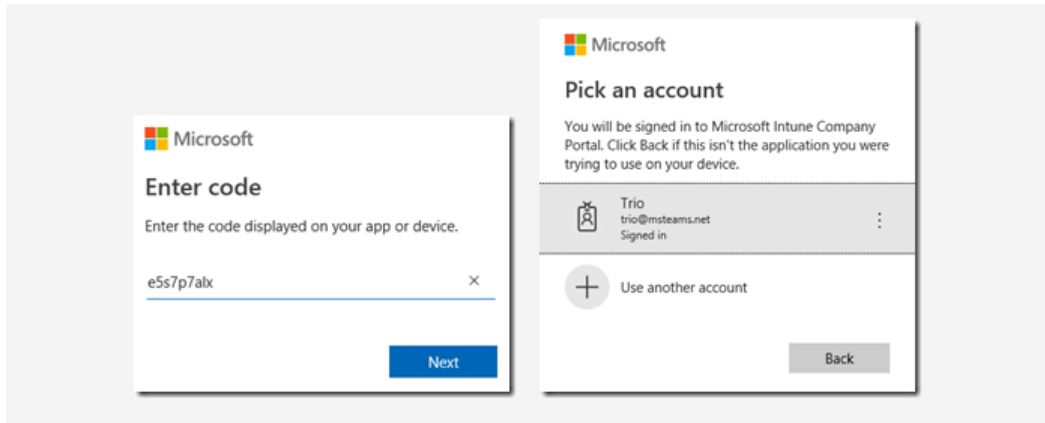


Alternatively this step can be used to sign into the phone by using a web browser on a computer or other mobile device.

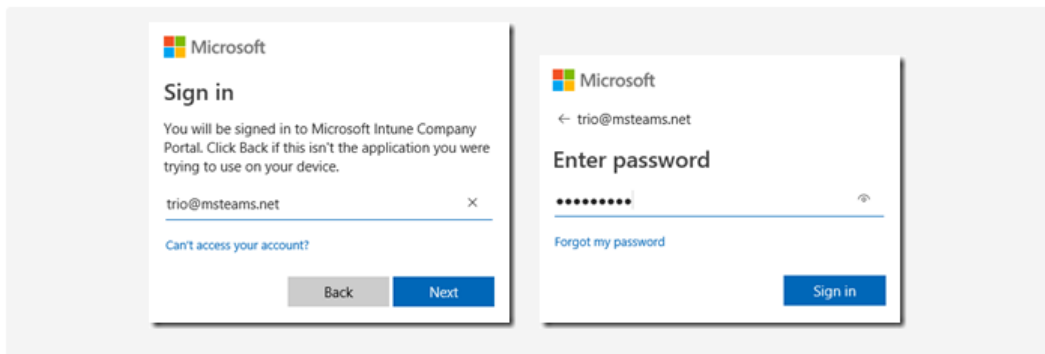
- Tap the "Sign in from another device" option



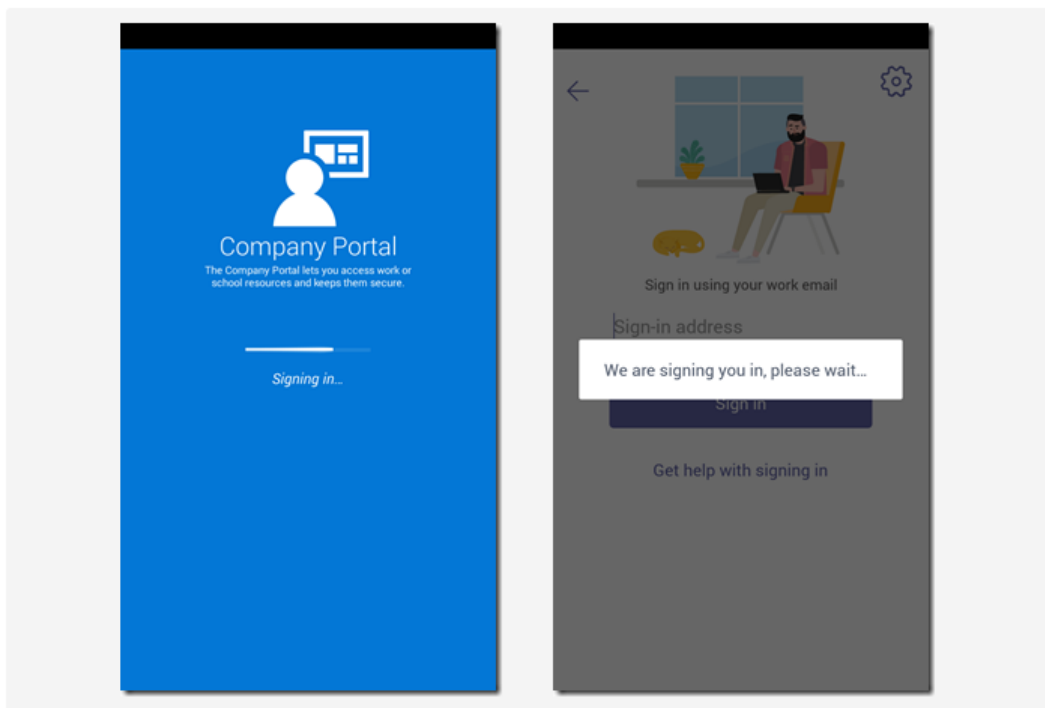
- From a web browser on another device or computer go to <https://microsoft.com/devicelogin> and then enter the alphanumeric code currently displayed on the Trio (e.g. e5s7p7a1x) in the *Enter Code* field and then click **Next**. (As demonstrated in this example the code is not case-sensitive.)
- If the *Pick an account* window appears and the desired account appears in the list then select that account. If not, then select the **Use another account** option.



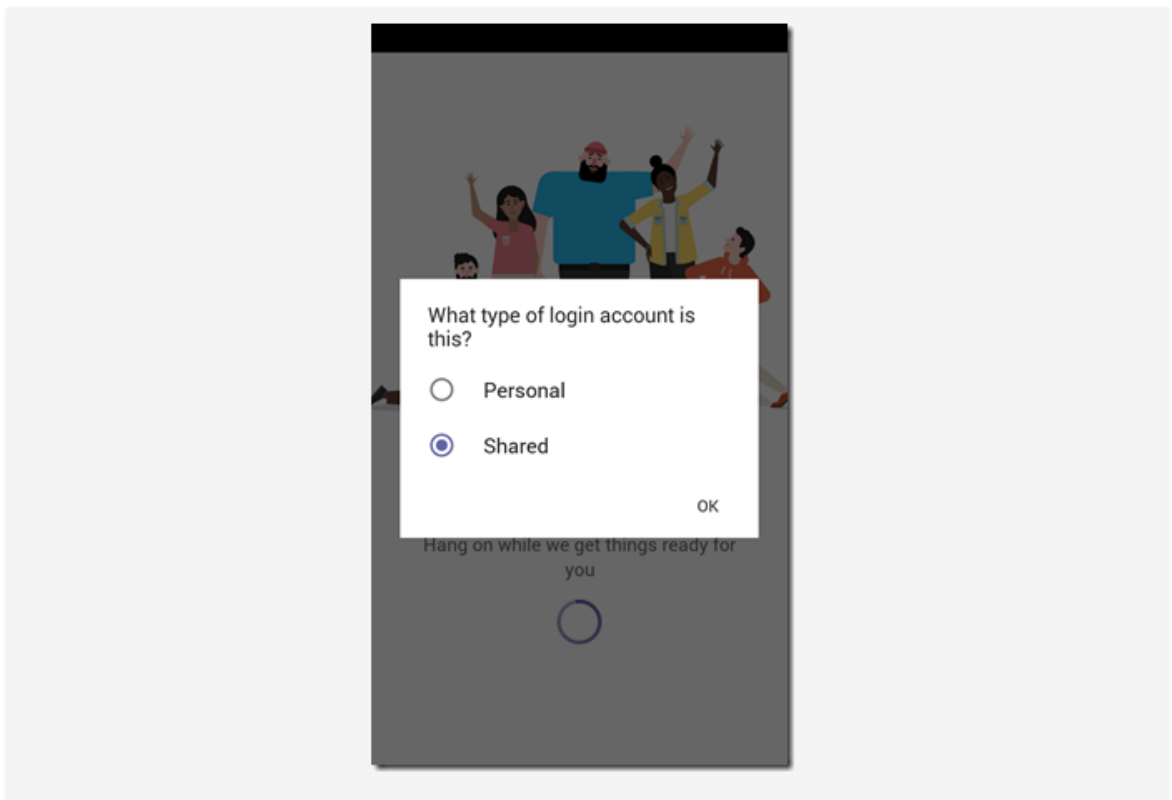
- If prompted to sign in then enter the username for the desired Teams user account (e.g. trio@msteams.net) and select **Next**. Then enter the password and select **Sign In**.



Regardless of which sign-in approach was used the remainder of the process is the same, as are the resulting capabilities and experience. The phone may briefly display the Company Portal page as the Microsoft 365 tenant is located and then the Teams client will appear once completed.

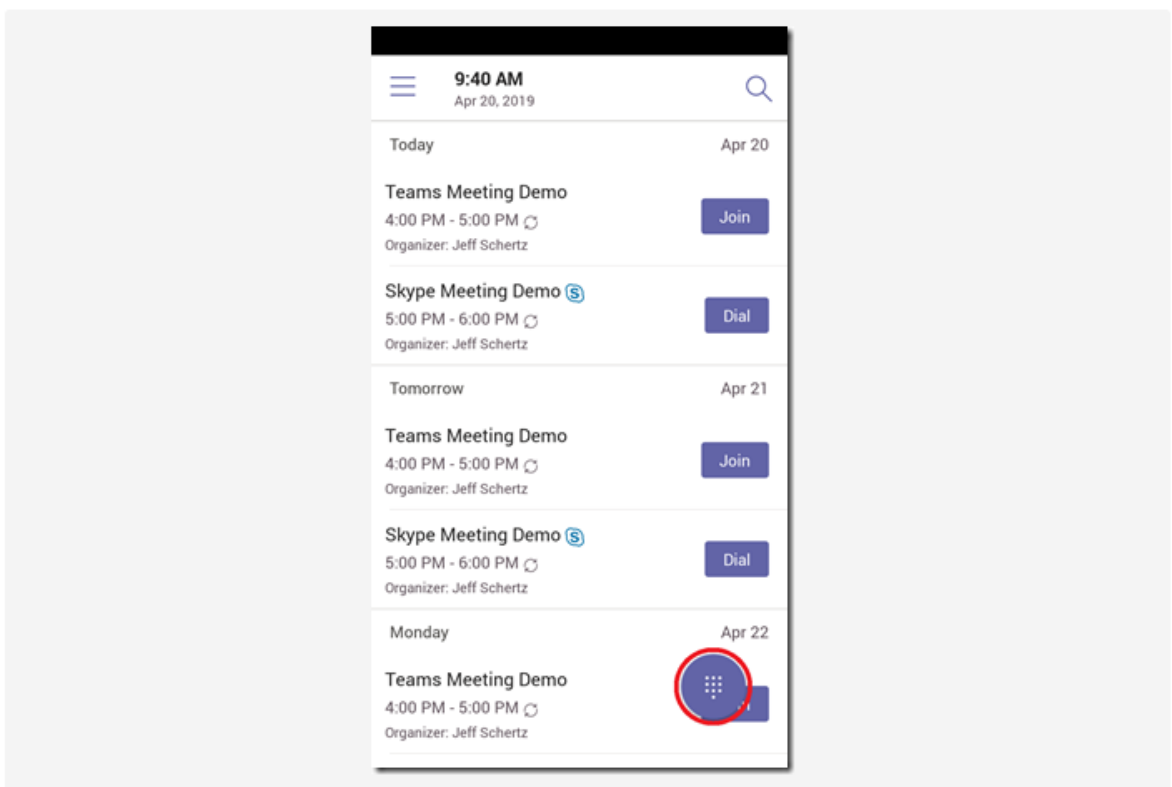


- If prompted to select a login account type select **Shared**. (This is the only mode that will be supported on the Trio, so while *Personal* can be selected it is not recommended, nor supported.)



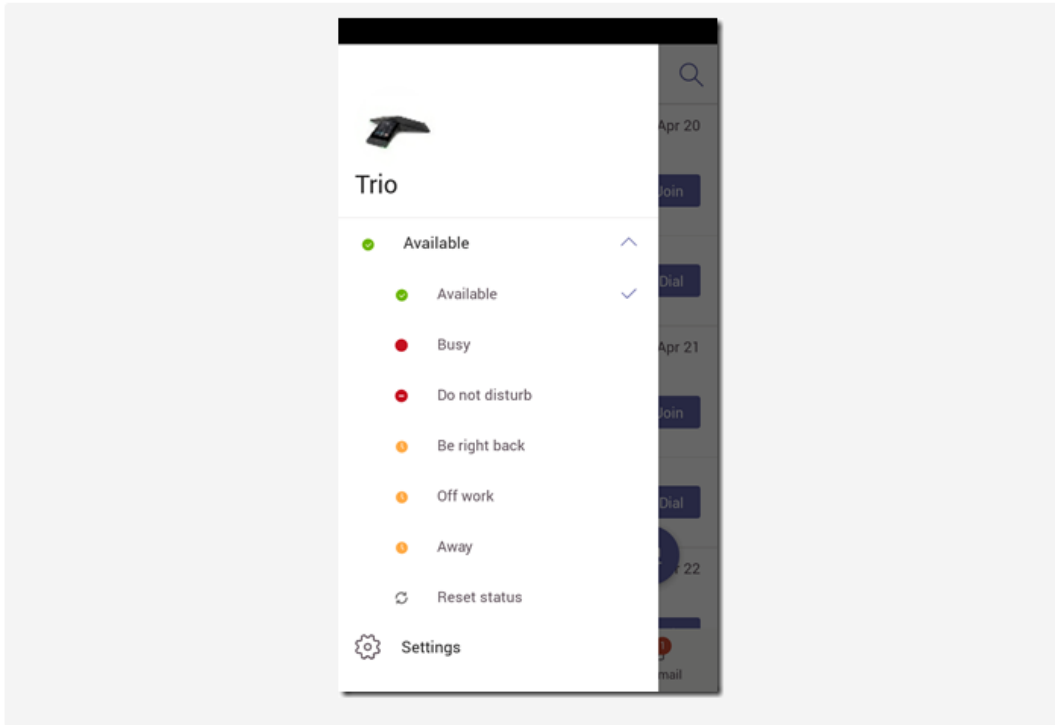
Behavior

The *Shared* option is meant for common area use-cases like conference rooms where only scheduled meetings on the room's calendar are displayed, along with the **dial pad button** used to place an outgoing PSTN call. The *magnifying glass* icon in the upper right corner can also be used to search for other Teams users or devices to place outbound peer calls to.



In the example shown above there are both Teams and Skype for Business scheduled meetings on the Trio's calendar. Note that the action button on Teams meetings says 'Join' while the button on a Skype meeting (denoted by the Skype for Business logo) says 'Dial'. This is a very important distinction to understand as the Teams client does not have any native support for Skype for Business; it does not speak MS-SIP and cannot talk to a Skype for Business platform. The only way this client can join a Skype meeting is if the meeting organizer is configured for Dial-In Conferencing or is licensed for Audio Conferencing and the meeting invitation includes the necessary PSTN dial-in number(s). Also, the Teams user registered to the Trio must be enabled with Phone Calling using either Direct Routing or with a Microsoft Phone Calling Plan assigned to it. In short, the Trio must be able to place an outbound call to the PSTN via Microsoft Teams in order to connect to the Skype meeting via basic audio conferencing.

The Teams presence state for the account can manually be set directly on the phone by tapping the 'hamburger' menu in the upper-left corner of the client and selecting the desired presence state.



For comparison the *Personal* option can be selected during sign in if prompted, but this mode is more resource-intensive and as previously stated is not supported on the current Trio models. This mode is intended for personal handsets like the upcoming [Poly CCX](#) devices and will not only show scheduled *Meetings*, but also provide additional capabilities in the client applicable to individual users like the history of *Calls* and *Voicemail* along with Search and Call Park retrieval options. From the *Calls* screen the **Make a Call** button can be used to either search for other Teams users or bring up a dial pad to place a PSTN call. The **New event** button on the *Meetings* screen allows the user to create a new Teams meeting directly from the phone and then invite other participants.

