# Poly Trio Pass-through Application

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# Introducing Poly Trio Pass-through

Poly is pleased to announce the release of Poly Trio Pass-through v1.0.2 for Windows 10.

Using the Poly Trio Pass-through application, you can connect a Windows 10 computer to a Poly Trio 8500 or 8800 system via a USB 2.0 cable and use the system's microphones, speakers, and connected cameras as USB devices for your various communication clients. Using the passthrough application you can also mirror your computer screen onto any monitors connected to a paired Poly Trio Visual+ or VisualPro system.

# Install the Application

You must install Poly Trio Pass-through onto your computer before connecting the computer to the phone. Installing, upgrading, or uninstalling the Poly Trio Pass-through application requires administrative rights.

**To download and install Poly Trio Pass-through:**

1  Go to [Poly Products Support](#).

2  Select **Conference Phones** and either the **Polycom Trio 8500** or **Polycom Trio 8800**.

3  From the Current Releases tab, use the dropdown box to select and download **Poly Trio Pass-Through 1.0.2.0035**

4  Unzip the file, then locate and run **PolyTrioPass-throughSetup.exe** and follow the onscreen instructions.

5  Once you install the application, ensure that **Settings** > **Administrative Settings** > **USB Computer Connection** > **Component Pass-through** is enabled on your Poly Trio system.

   The Poly Trio Pass-through application is now ready for use.

When you connect a USB 2.0 cable between your Windows 10 PC and a Poly Trio 8800 or 8500 system which is paired to a Poly Trio Visual+ or Poly Trio VisualPro, the camera, microphone and speaker of the Poly Trio Visual+ or VisualPro will be "passed through" to your PC as a USB camera device labeled "Poly Trio Pass-through" or as speaker labeled as "Polycom RealPresence Trio"

# Hardware Requirements

The following are the recommended minimum hardware requirements for Windows 10 computers for use with Poly Trio Pass-through:

- Intel® Core™ i7-5600U CPU @ 2.60GHz

- 8 GB of RAM

Your system's actual performance may vary based on software or hardware configurations.

# Minimum Software Versions for use with Poly Trio Pass-through Application

Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates.

| Product | Tested Versions |
|---|---|
| Poly Trio 8500 | 5.9.2 AA |
| Poly Trio 8800 | 5.9.2 AA |
| Poly Trio Visual+ | 5.9.2 AA |
| Poly Trio VisualPro | 6.2.2.1 |

# Limitations

Poly Trio Pass-through is not supported with the Poly Trio 8300 system, Trio C60 systems or with Virtual Desktop Infrastructure (VDI) environments.

# Resolved Issues

> **Note:** These release notes do not provide a complete listing of all resolved issues that are included in the software. User experience updates, performance fixes, and enhancements may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

| Issue | Description |
|---|---|
| VOICE-69422 | While Poly Trio Pass-through is running, some windows applications have been observed to close while in their authentication screens due to repeated calls to desktop switching APIs |
| VOICE-69485 | The Trio USB Pass-through application consumes a high level of CPU after waking the system from sleep |

| Issue | Description |
|---|---|
| VOICE-69461 | When exporting diagnostic data from the Poly Trio Pass-through app, the file "Poly Trio Pass-through Connector_diags*.tgz" may appear as a 0 byte file due to a corrupted header. |

# Known Issues

**Note:** These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

| Issue | Description | Workaround |
|---|---|---|
| VOICE-70401 | Using the Collect Diagnostics option after right clicking the Poly Trio Pass-through task bar agent can take a long time with no visible activity if there are several crash dumps stored in C:\Windows\ServiceProfiles\LocalService\AppData\Local\CrashDumps | Wait for the task to complete or remove all previous dump records |
| VOICE-61571 | The Poly Trio Pass-through icon is not shown in the Windows Start menu immediately following its installation. | None. The application starts automatically upon installation and can be started from the desktop icon. |
| VOICE-62584 | The Poly Trio Pass-through-Connector service may take approximately five minutes to fully close when stopped using the End Task function in Windows Task Manager. Afterwards, the service may or may not start again. | Stop the Poly-Trio-Pass-through-Connector service from the Services tab in Windows Task Manager. |
| EN-139593 | Sometimes, cameras accessed via the Poly Trio Pass-through application produce an unstable video feed on a PC. | Stop the Camera Pass-through session and restart it using the Start Pass-through button to stabilize the video feed. |

# Security Updates

Please refer to the Poly Security Center for information about known and resolved security vulnerabilities.

# Get Help

For more information about installing, configuring, and administering Poly products or services, go to Poly Support.

## *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 including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The Poly Document 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.

- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.

- 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.

- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

## *Patent Information*

The accompanying product may be protected by one or more U.S. or foreign patents and/or pending patent applications held by Polycom, Inc.

## *Disclaimer*

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.

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