



---

# Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> Solution

This document covers the following products:

- Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> 8800 system
- Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> 8500 system
- Polycom<sup>®</sup> RealPresence Trio<sup>™</sup> Visual+ video and content accessory

## Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

## Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

All rights reserved under International and Pan-American Copyright Conventions. No part of the contents of this manual may be copied, reproduced, or transmitted in any form or by any means, or translated into another language or format, in whole or part, without written consent from Polycom, Inc. Do not remove (or allow anybody else to remove) any product identification, copyright, or other notices.

## Limitations of Liability

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

## **Polycom Limited Warranty and Limitation Liability**

LIMITED WARRANTY. Polycom warrants to the end user (“Customer”) that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom’s sole obligation under this express warranty is at Polycom’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

## **Exclusions**

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom’s installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer’s control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

## **Warranty Exclusive**

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER’S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM’S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

## **Safety, Compliance, and Disposal Information**

### **Part 15 FCC Rules**

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference
- This device must accept any interferences received, including interference that may cause undesired operation.

### **Class B Digital Device or Peripheral - RealPresence Trio 8800 and RealPresence Trio 8500**

This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### **Class A Digital Device or Peripheral - RealPresence Trio Visual+**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### **Modifications**

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

### **Installation Instructions**

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

## Plug Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

In addition, all POE sources must meet the Limited Power Source requirements of IEC 60950-1:2005 (2nd Edition); Am1:2009 or IEC 60950-1:2005 (2nd Edition); Am1:2009; Am2:2013.

En outre, toutes les sources d'entrée doivent obligatoirement répondre aux exigences Source d'alimentation limitée de la CEI 60950-1: 2005 (2e édition); Am1:2009 ou IEC 60950-1: 2005 (2e édition); Am1:2009; AM2:2013.

## Industry Canada

This device complies with RSS210 of the Industry Canada rules. Operation is subject to the two following conditions:

- 1 This device does not cause harmful interference.
- 2 This device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable5

## Industry Canada (IC) - RealPresence Trio 8800 and RealPresence Trio 8500

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

## Industry Canada (IC) - RealPresence Trio Visual+

This Class [A] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [A] est conforme à la norme NMB-003 du Canada.

## CE Mark

The RealPresence Trio 8800 and RealPresence Trio 8500 are marked with the CE mark. This mark indicates compliance with 2014/53/EU (Radio Equipment Directive), EC 1275/2008 (Standby Requirements Regulation), EU 801/2013 (Networked Standby Regulation), EC 278/2009 (External Power Supply Regulation), and EN 2011/65 (EC RoHS Directive).

The RealPresence Trio Visual+ is marked with the CE mark. This mark indicates compliance with 2006/95/EC (LV Directive), 2004/108/EC (EMC Directive), EC 1275/2008 (Standby Requirements Regulation), EU 801/2013 (Networked Standby Regulation), EC 278/2009 (External Power Supply Regulation), and EN 2011/65 (EC RoHS Directive).

TA full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

## South Korea

RealPresence Trio 8800 System

RealPresence Trio Visual+ System

주 의 사 항 :

1. 고장시 임의로 분해하지 마시고 A/S 센터로 연락하십시오
2. 통풍이 잘되는 곳에서 사용하십시오
3. 습기 및 수분이 많은 장소에서는 사용을 금합니다.

## Japan VCCI

### VCCI - A

The following VCCI - A is for RealPresence Trio Visual+.

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。VCCI-A

### VCCI - B

The following VCCI - B is for RealPresence Trio 8800 and RealPresence Trio 8500.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。  
取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

## WARNING Electrical Safety

### RealPresence Trio 8800 and RealPresence Trio 8500

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 55Vdc, 0.35amps. When used with the optional external POE injector, the POE injector shall be a Listed POE injector with a LPS output.

Pour éviter un choc électrique, ne pas brancher sécurité supplémentaires circuits basse tension (SELV) pour la téléconférence réseau de la station (TNV). Les ports LAN contiennent un circuit SELV et les ports WAN contiennent des circuits TNV. Certains ports LAN et WAN utilisent tous les deux connecteurs RJ-45. Faites preuve de prudence lors de la connexion des câbles.

Ce produit est classé 55Vdc, 0.35amps. Lorsqu'il est utilisé avec l'injecteur de POE externe en option, l'injecteur POE est un injecteur de POE vente avec une sortie de LPS.

## New Zealand Telepermit



## Australia

Warning: This equipment will not operate when main power fails.


### **Warning for all Polycom phones that use handsets**

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006

## Russia

Russia Regulatory Information		
<b>Type</b>	<b>Certificate Number</b>	<b>Expiry</b>
RP Trio 8800	Д-СПД-7336	4/12/2018

### Customs Union (Russia, Belarus, Kazakhstan) Regulatory Information

		
<b>Type</b>	<b>Certificate Number</b>	<b>Expiry</b>
RP Trio 8800	RU C-US.AП55.B.00352	28/12/2020
RP Trio Visual	RU C-US.AП55.B.00355	24/1/2021

## India

Product	NR Number	Approval Number
RP Trio 8800	NR-ETA-/3457 NR-ETA-/3458 NR-ETA-/3459	J-22022/02/2016-RLO-NR/0007 J -22022/02/2016-RLO-NR/0006 J5-22022/02/2016-RLO-NR/0007

## Singapore



### Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 95%, noncondensing
- Storage temperature: -40 to +160°F (-40 to +70°C)

### Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

## Waste Electrical and Electronic Equipment (WEEE)



All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheelie bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

## Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting [TypeApproval@polycom.com](mailto:TypeApproval@polycom.com).

## Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at <http://www.polycom.com/company/about-us/recycle-program.html>.

## Radiation Exposure Statements for RealPresence Trio 8800 and RealPresence Trio 8500

**Radiation Exposure Statement:** The antenna used for this transmitter must be installed to provide a separation distance of at least 20 centimeters from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

**FCC Radiation Exposure Statement:** This portable device with its antenna complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. FCC registration number: M72-P008 and M72-8500.

This device complies with RSS-210 of Industry Canada. Operation is subject to the following two conditions: 1) This device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this telephone. Certification Number IC: 1849C-P008 and 1849C-8500.



## Taiwan

### RealPresence Trio 8800 System

The following table identifies the allowable frequencies of use in Taiwan.

Use	Allowable Frequencies
Wi-Fi	2.4GHz 18.52dBm - 5GHz 20.68dBm <ul style="list-style-type: none"> <li>• 2400MHz to 2483.5MHz</li> <li>• 5150MHz to 5250MHz</li> <li>• 5250MHz to 5350MHz</li> <li>• 5470MHz to 5725MHz</li> <li>• 5725MHz to 5825MHz</li> </ul>
Bluetooth	7.15dBm <ul style="list-style-type: none"> <li>• 2400MHz to 2483.5MHz</li> </ul>
NFC	12.7dBuA/m 13.56MHz

## Brazil

### RealPresence Trio 8800 System

The following table identifies the allowable frequencies of use in Brazil.

Use	Allowable Frequencies
Wi-Fi	20.24dBm - 2.40 - 2.4835GHz - 802.11 b/g/n - (only HT20) 22.53dBm - 5.15 - 5.850GHz - 802.11a/n (HT20 and HT40) Internal Antenna - Gain: 2.9dBi Maximum Data Rate: 150MB/s
Bluetooth	Bluetooth (BT) 4.0 + Bluetooth low energy (BLE) - 9.05dBm Internal Antenna - Gain: 2.5dBi Maximum Data Rate: 3MB/s
NFC	Near Field Communication (NFC): 13.56MHz - 1.8MHz bandwidth - 12.7dBuA/m Modulation: ASK Internal Antenna - Gain: 0dBi Maximum Data Rate: 424Kbps

## Copyright Information

© Polycom, Inc. 2017. All Rights Reserved.

No part of this work may be copied for any purpose without the prior written permission of Polycom, Inc.

Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision.

## 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.

## Trademark Information

Polycom®, the Polycom logo design, and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common-law marks in the United States and various other countries.

All other trademarks are the property of their respective owners.