Contents

Alexa for Business Usage with Polycom Trio™

The high-level requirements and steps for using Alexa for Business with Polycom Trio are mentioned below:

Requirements

- A Polycom Cloud Services (PCS) Account.
    - You'll need someone with Enterprise Admin and Device Admin roles in your PCS account to perform the tasks described below.
- An Amazon Web Services (AWS) account with Alexa for Business enabled in it.
    - You'll need someone with administrative rights in this account to set up and manage all aspects of the Alexa for Business service.

With these two accounts, this guide helps you perform the following tasks required to get your Polycom Trio connected to your Alexa for Business service:

- Create permission for your Polycom Cloud Services account to register and manage devices in your Alexa for Business service.
- Enable Alexa for Business in your Polycom Cloud Services account
- Update and configure your Polycom Trio to support Alexa for Business
- Connect your Polycom Trio to your Polycom Cloud Services account
- Add your Polycom Trio into an Alexa for Business "room"

Network Requirements

You require the below mentioned connectivity within your network in order for your Polycom Trio to reach the Polycom Cloud Services and Alexa for Business services:

Polycom Cloud Services API URLs (all connections made to port 443):

- BARhttps://api-global.plcm.cloud/globaldirectory
- BARhttps://api-global.plcm.cloud/api
- BARhttps://api-global-mtls.plcm.cloud/api
- BARhttps://api-orion.plcm.cloud/api
- BARhttps://api-mtls.plcm.cloud/api
- BARwss://iot.plcm.cloud/api

Polycom Cloud Services Administrative Portal URLs (all connections made to port 443):

- BARhttps://console.plcm.cloud
- BARhttps://www.pdms.plcm.cloud

Alexa for Business API URLs (all connections made to port 443):

- BARhttps://avs-alexa-na.amazon.com
- BARhttps://a4b.us-east-1.amazonaws.com

Get Polycom Cloud Services

You'll use your Polycom Cloud Services account to configure use of the Alexa for Business service and register devices to it.

If your company doesn't have a Polycom Cloud Services account yet, please contact your Polycom sales partner to obtain a free 60-day trial license.

The first step in setting up Alexa for Business for use with your Polycom products is to link your AWS Alexa for Business service with your Polycom Cloud Services account. This allows the Polycom Cloud Service to register devices to your Alexa for Business account.

To link your accounts, you must create an IAM Role in your Alexa for Business account and install it into Polycom Cloud Services account. This role grants the necessary permissions to Polycom Cloud Services account to register devices to Alexa for Business account.

Enable Alexa for Business in Polycom Cloud Services

1   Sign into your AWS account and then go to Alexa for Business > AVS Permissions.
2   Select Poly in the AVS device maker pull-down menu.
3   Click Create IAM role, then click Download CSV and save the IAM role file to a safe location.
4   Login to Polycom Cloud Services portal.
5   Click Alexa for Business.
6   Enable Alexa for Business service and upload the IAM Role CSV file downloaded from the Amazon Web Services portal.

Update Polycom Trio™ for Alexa for Business

To use Alexa for Business with your Polycom Trio, ensure that it's running a supported version, as indicated below:

Products Supported	Software Version
Polycom Trio™ 8800	5.9.0 or greater
Polycom Trio™ 8500	5.9.0 or greater

Note: If your Polycom Trio isn't running software version 5.9.0 or greater, you'll need to update it before you can enable Alexa for Business. You can obtain software updates for your Polycom Trio at the Polycom Support website.

Onboard Polycom Trio™ to Polycom Cloud Services

You're ready to add your Polycom Trio device to Polycom Cloud Services account, which connects it to Alexa for Business.

Enable Cloud Connectivity on Your Polycom Trio

The first step of onboarding is to enable cloud connectivity to Polycom Trio. For that, you'll need to load the following configuration settings into your Polycom Trio:

Note: The configuration is mandatory to enable Alex for Business.

```xml
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<PHONE_CONFIG>
<DEVICE_SETTINGS
feature.pcc.enabled="1"
/>
</PHONE_CONFIG>
```

1 Save them into a text file with the name cloud.cfg.
2 Use the Web UI of your Polycom Trio and browse Utilities > Import & Export Configuration.
3 Click + to expand the Import Configuration section, then click Choose File and browse the location of cloud.cfg file saved in the above step.
4 Click Open to load the file.
   In a normal scenario, your Polycom Trio may reboot upon loading the file.

To add your device to Polycom Cloud Services account, you'll need to retrieve its Cloud Service Registration Code, displayed on both its local LCD and Web UIs:

- Local LCD UI: Settings > Status > Cloud Status.
- Web UI: Diagnostics > Cloud Status.

Copy this code to your computer's clipboard so that you can easily enter it when prompted in the Add device procedure below.

- Sign into your Polycom Cloud Services account and, from the home page, click PDMS-E portlet icon.
- Click Device Monitor > Add.
- Set Device Type to RealPresence Trio.
- Select the check box next to Cloud Service Registration.
- Enter the Registration Code retrieved from your Polycom Trio device.

- Select the appropriate Device Model.
- Enter a Device Name (use a relatively short but descriptive name for your device).
- Click Save.

Enable Alexa for Business on Polycom Trio™

The next step enables Alexa for Business on your Polycom Trio. This can be done via its local LCD UI, Web UI or, a provisioning service.

To enable Alexa for Business on Polycom Trio:

- Via the Web UI.

  Settings > Alexa for Business > Enable Alexa for Business

  Click Enable

  Settings > Alexa for Business > Enable Hands free Mode

  Click Enable if you want Alexa to respond when someone in the room says Alexa.

  Click Disable if you want Alexa to respond to voice commands only after a user presses the Alexa icon in the Polycom Trio LCD UI.
- Via the Local LCD UI

  Settings > Advanced > Alexa for Business > Enable Alexa for Business

  Click Enable

  Settings > Advanced > Alexa for Business > Enable Hands Free Mode

  Click Enable if you want Alexa to respond when someone in the room says Alexa.

  Click Disable if you want Alexa to respond to voice commands only after a user presses the Alexa icon in the Polycom Trio UI.
- Via Provisioning Service
- You can use provisioning services such as Polycom RealPresence Resource Manager or Polycom Device Management Service - Enterprise (PDMS-E) to enable Alexa for Business on your devices. These services install a configuration file onto the device that contains the settings for your device, which can include the Alexa for Business settings.

  The following configuration settings control Alexa for Business:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<PHONE_CONFIG>
<DEVICE_SETTINGS
feature.alexaForBusiness.enabled="1"
feature.alexaForBusiness.handsFree.enabled="1"
/>
</PHONE_CONFIG>
```

Add Polycom Trio™ to an Alexa for Business Room

Once you successfully register your device to Alexa for Business service, add it to an Alexa for Business Room. Specify any Alexa Skill group that should be used with it.

You can learn more about these topics from the Getting Started section on the Alexa for Business portal.

There are two ways to associate a room with Polycom Trio:

1 Using the Alexa for Business portal in your Amazon Web Services account.

2 Using the PDMS-E Device Monitor in your Polycom Cloud Services Account.

Note: You can perform the Room Profile definitions only in the Alexa for Business portal. If you haven't created a Room Profile already, go to the Alexa for Business portal, create the profile, and then do the room association there.

To do room association from the PDMS-E Device Monitor:

1 If you haven't already, sign into your Polycom Cloud Service account, click on the PDMS-E portlet icon, then go to the Device Monitor screen.

2 Find your Polycom Trio in the list of devices shown there and click on its Device Name, this opens a section with details about your Polycom Trio.

3 Locate the Alexa for Business tab in the device details section and click on it.

4 If a room is created that should be associated with your Polycom Trio, you can select it from the Assigned Room pull-down menu, and click Save.

5 If no room has been created, click on the Create a Room link and then create the room:

- Specify a Room Name and a Room Profile to use for that room.
- If there's a Room Calendar to link to the room, enter the email address associated with that calendar (see the Integrate Alexa for Business with Your Calendar and Conference Providers section for details).
- If there's a Skill Group that you want to associate with the room, choose it in the Add Skill Groups section. When finished with your selections click Save.

Note: Skill groups are optional. Polycom Trio doesn't require the use of any additional Alexa Skill Groups. See Getting Started with Alexa for Business for information about the use of Skill Groups.

To perform room association using the Alexa for Business portal:

1 Log in through Amazon Web Services and go to the Alexa for Business dashboard.

The number of devices that you've successfully registered to Alexa for Business are visible at the top of this dashboard.

2 Click Rooms in the navigation section on the upper left side of the page, then click Create Room.

3 Under Room Details, specify the Room Name and associate a Room Profile, then click Next (you can learn about Room Profiles from the AWS Alexa for Business portal).

4 Select the Polycom Trio device that you want to associate with this Room and click Next.

5 If you have any Alexa Skill Groups that you want Polycom Trio to have access to in this room, add them and click Create room (you can learn more about Alexa Skill Groups on AWS Alexa for Business portal).

Integrate Alexa for Business with Your Calendar and Conferencing Providers

If you haven't already, consider integrating your company's calendar and conferencing service providers to Alexa for Business service to ask Alexa to control all aspects of your meeting experience. Refer the following documents for details on how to do it:

- Conferencing Provider Integration: BARhttps://docs.aws.amazon.com/a4b/latest/ag/manage-conferencing.html

- Calendar Integration: [BARhttps://docs.aws.amazon.com/a4b/latest/ag/manage-calendaring.html](https://docs.aws.amazon.com/a4b/latest/ag/manage-calendaring.html)

Invoke Alexa for Business

Your Poly Trio is now ready for use with Alexa for Business.

- If you've enabled Hands Free Mode, you can simply say things like, Alexa, call XXX - YYY - ZZZZ. Many such features are available at Alexa for Business. You can refer to the Alexa for Business [website](#) for details.
- If you've not enabled Hands Free Mode, you must push the Alexa icon on the Poly Trio LCD UI before speaking your Alexa commands.

Privacy Aspects of Using Alexa for Business with Poly Trio

You can use Alexa for Business with Poly Trio just like any other Alexa enabled devices.

If you have questions or concerns about privacy or security considerations, please see the Privacy and data security section of the [Alexa for Business FAQs](#).