March 2019 Polycom Trio 8800/8500 Product Shipping Change Notice

Engineering Advisory 120912   3725-85359-001

This engineering advisory provides details about product shipping changes planned for late March 2019 to Polycom® Trio® 8800 and Polycom® Trio® 8500 conference phones. This notice is up to date as of February 28, 2019.

This engineering advisory applies to the following conference phones to be shipped from the warehouse facility starting in late March 2019 with Polycom Trio Software:

- Trio 8800 conference phone – all SKUs
- Trio 8800 Collaboration Kits – all SKUs
- Trio 8500 conference phone – all SKUs
- Trio 8500 Collaboration Kits – all SKUs

Background

Polycom periodically or as needed updates the shipping configuration of the Trio conference phones before the phones are shipped from the factory. This ensures that the phones are equipped with the most up-to-date software release to best suit customers' needs. The most recent update will take effect starting in late March 2019.

The Trio Software version on the Trio conference phones can be upgraded or downgraded by service providers or system administrators based on the software version that is hosted on their provisioning server. Service providers and system administrators can use this mechanism to control the software running on the phones on their network. Any restrictions on upgrade or downgrade compatibility are outlined in this bulletin. These changes are applied to units returned to Polycom for Return Merchandise Authorization (RMA) repair.

This product shipping change introduces Trio Software 5.7.1AF as the new software load shipping from the factory. The Trio Software 5.7.1AF and related Release Notes are also available from the Trio Support Website.

Note: Shipping Configuration Changes

System administrators need to review these shipping configuration changes in detail as these changes can impact the method you are currently using for your phone deployment. Polycom recommends that you verify that the new shipping configuration is compatible with your deployment processes in advance of the date at which the change takes effect.

New Shipping Configurations

The following table lists the new shipping configurations for the Trio 8800 and Trio 8500 phones shipping in late March 2019.

New Shipping Configurations for Trio 8800 and Trio 8500

Product	New Software Version	Current Software Version
Polycom Trio 8800[1]	Trio Software 5.7.1.4179 (AF)	Trio Software 5.7.1.4145 (AC)
Polycom Trio 8500[1]	Trio Software 5.7.1.4179 (AF)	Trio Software 5.7.1.4145 (AC)

1. To see the earliest software build in which you can downgrade this phone, see the section Downgrade Limitations.

Downgrade Limitation

Phones shipped from the warehouse can be downgraded according to the software versions available for the phones. Polycom recommends to always use the latest Trio Software.

If the Trio 8800 and Trio 8800 when used in conjunction with Trio Visual+ and the EagleEye Mini encounters an older than 5.7.1.4095 (AA) version of the Trio Software on the provisioning server, the phone will install the software,

- Trio Software 5.5.4: downgrade the EagleEye Mini firmware and you may experience a lower video quality experience at the far-end;

- Trio Software 5.5.3 or older: EagleEye Mini is not supported.

Implementation Date

Polycom anticipates that the Trio 8800 and Trio 8500 systems with the Trio software 5.7.1.4179 (AF) will start reaching distributors in late March 2019.

You can confirm that your Trio 8800 and Trio 8500 phone has the Trio software version by viewing the following information listed on the shipping box label, as shown in the figure below:

a. Software Revsision: **Release 5.7.1AF** or

b. the SKU revision revision code: REV 'xx' (see table **Revision Codes Based on Shipping Box Label Part Number** below for the respective minimum revision code).

Trio 8800 and Trio 8500 Colored (blue) Shipping Box Label with Software Release and SKU Revision Code

The following table lists the minimum SKU revision codes for the Trio 8800 and Trio 8500 phones shipping in late March 2019 based on the colored (blue) shipping label on the box.

Revision Codes Based on Shipping Box Label Part Number

Product	Shipping Box Part Number	Minimum SKU Revision Code
Trio 8800	2200-66070-001	AP
	2200-66070-009	G
	2200-66070-019	AL
	2200-66070-022	AE
	2200-66070-114	AD
	2200-66070-219	G
	2200-66070-701	H
	G2200-66070-001	AM
Trio 8500	2200-66700-019	R
	2200-66700-025	R
	2200-66700-114	H
	G2200-66700-025	P
Trio Visual+	2200-21540-001	J
	2200-21540-114	J
	G2200-21540-001	J
	2200-13339-001	AE
	2200-13339-022	N
	2200-13339-114	N
	G2200-13339-001	R

Note: Determining the Revision Code

The revision codes change in alphabetical order. If you have difficulty determining the revision code of the phone from the shipping label on the boxe, contact your Polycom channel partner or representative.

Polycom Inc.