

# November 2018 Polycom Trio 8800/8500 Product Shipping Change Notice

Engineering Advisory 106116

3725-85778-001

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This engineering advisory provides details about product shipping changes planned for November 2018 to Polycom® Trio® 8800 and Polycom® Trio® 8500 conference phones. This notice is up to date as of October 26, 2018.

This engineering advisory applies to the following conference phones to be shipped from the warehouse facility starting in November 2018 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 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 November 2018.

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 5.7.1AC as the new software load shipping from the factory which also includes 'out of the box' support for the Polycom® EagleEye Mini camera when used with Trio 8800 or Trio 8500 and Trio Visual+.

This product shipping change notice is related to Engineering Advisory EA 106128 that provides advanced notice and software support ahead of a Trio 8800 and Trio 8500 hardware change, planned to introduce a new LCD display timing controller chip.



### **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 November 2018.

## New Shipping Configurations for Trio 8800 and Trio 8500

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>
Polycom Trio 8800 <sup>1</sup>	Trio Software 5.7.1.4145 (AC)	Trio Software 5.4.5.9658 (AG)
Polycom Trio 8500 <sup>1</sup>	Trio Software 5.7.1.4145 (AC)	Trio Software 5.5.2.11338 (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.

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.

Polycom recommends to always use the latest Trio Software.

## Implementation Date

Polycom anticipates that the Trio 8800 and Trio 8500 systems with the Trio software 5.7.1.4145 (AC) will reach customers and distributors in November 2018.

You can confirm that your Trio 8800 and Trio 8500 phone includes the new display component by viewing the revision code listed on the colored shipping box label, as shown in the following figures.

**Trio 8800 and Trio 8500 Colored (blue) Shipping Box Label and Revision Code**



The following table lists the minimum revision codes for the Trio 8800 and Trio 8500 phones shipping in November 2018 based on the colored (blue) shipping label on the box.

**Revision Codes Based on Shipping Box Label Part Number**

<i>Product</i>	<i>Shipping Box Part Number</i>	<i>Minimum Revision Code</i>
Trio 8800	2200-66070-001	AM
	2200-66070-009	E
	2200-66070-019	AJ
	2200-66070-022	AC
	2200-66070-114	AB
	2200-66070-219	E
	2200-66070-701	G
	G2200-66070-001	AJ
Trio 8500	2200-66700-019	L
	2200-66700-025	L
	2200-66700-114	D
	G2200-66700-025	L
Trio Visual+	2200-21540-001	G
	2200-21540-114	G
	G2200-21540-001	G
	2200-13339-001	AC
	2200-13339-022	M
	2200-13339-114	L
	G2200-13339-001	P



**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 box, contact your Polycom channel partner or representative.

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