

June 2022 Product Shipping Configuration Change Notice

Engineering Advisory 70336

June 2022 | 3725-47164-002

This engineering advisory provides information about changes to the default configuration of Poly® UC Software and Poly products being shipped.

This engineering advisory applies to the following Poly products:

- Trio 8300
- Trio 8500
- Trio 8800
- Trio C60
- Trio Visual+

The topics in this advisory include:

- [Background](#)
- [New Shipping Configurations](#)
- [Downgrade Limitations](#)
- [Implementation Date](#)

Background

The shipping configuration on Poly Trio conference phones is periodically updated to ensure that corrections for service functionality and security updates are available.

As early as July 2022, Poly is making a change to the following product:

- **Trio 8300**

A Wi-Fi/Bluetooth module will see a revision change and requires firmware support. This change will not impact the Wi-Fi/Bluetooth feature set or regulatory compliance; however, this will create restrictions on downgrade to previous software releases for newly manufactured Trio 8300 systems. Any Trio 8300 devices manufactured before these changes will not have downgrade restrictions.

Any software and configuration changes will be applied to units returned to Poly for Return Merchandise Authorization (RMA) repair. For a list of the earliest software build you can downgrade a phone to and other limitations on downgrading software versions see the section [Downgrade Limitations](#).



Note: Carefully review shipping configuration changes

If you are a system administrator, be sure to review these shipping configuration changes in detail as they might impact your phone deployment and the method you use to provision phones. Poly recommends that you test a single phone configured with the new shipping configuration before planning a full deployment.

Poly Trio Shipping Configuration Changes

The following table includes the shipping configuration changes for Poly Trio products.

Poly Trio Shipping Configuration Software Changes

<i>Product¹</i>	<i>New Software Version</i>	<i>Current Software Version</i>
Poly Trio 8300 Conference Phone	UC Software 7.2.2.1224 "B"	UC Software 5.9.2
Poly Trio 8500 Conference Phone	No Change	UC Software 5.7.1.4179 AF
Poly Trio 8800 Conference Phone	No Change	UC Software 5.7.1.4179 AF
Poly Trio C60 Conference Phone	No Change	UC Software 5.9.5.3153

Factory Device Setting Changes

There are no factory device setting changes as part of this revision notice.

Device Settings Applied at Manufacture (Factory Defaults)

<i>Configuration</i>	<i>Value</i>
DHCP Client	Enabled
DHCP Menu	
TimeOut	3
Boot Server	Custom+Option66
BootSrvOpt	160
BootSrvType	String
VLAN Disc	Fixed
VLAN Disc Opt	129 ¹
Option 60 Format²	ASCII String

<i>Configuration</i>	<i>Value</i>
Phone IP Address	000.000.000.000
Subnet Mask	255.000.000.000
IP Gateway	000.000.000.000
Server Menu	
Server Type	FTP
Server Address	<Null>
Server User	PlcmSplp
Server Password	PlcmSplp
File Tx Tries	3
Retry Wait	1
Tag SN to UA	Disabled
Upgrade Server (UCS 4.0.x)	<Null>
ZTP	Enabled
Prov. Method	Default
SNTP Address	<Null>
GMT Offset	0
DNS Server	000.000.000.000
DNS Alt Server	000.000.000.000
DNS Domain	<Null>
Ethernet Menu	
LLDP	Enabled
CDP-Compatibility	Enabled
VLAN ID	<Null>
VLAN Filtering	Disabled
Storm Filtering	Enabled
AN Port Mode	Auto
PC Port Mode	Auto
EM Power (650/670)	Enabled
Syslog Menu	

<i>Configuration</i>	<i>Value</i>
Syslog Server Address	<Null>
Quick Setup	Disabled

1 Since the VLAN Disc is set to Fixed, Option 129 is not used by the phone in the factory default configuration.

2 For more information, see [Technical Bulletin 54041: Using DHCP Vendor Identifying Options](#).

Downgrade Limitations

The following table lists the earliest compatible software versions accepted by Poly Trio Conference phones. Please note that even if earlier versions may be found, Poly UC Software may restrict the downgrade due to known security exploits or due to hardware changes in the phone or connected peripherals. Attempts to downgrade below the version listed here may result in your phone rejecting the software

Earliest Software Versions for Poly Trio Conference Phones

<i>Product</i>	<i>Software Version</i>
Poly Trio 8300, revisions A – I	UC Software 5.9.1
Poly Trio 8300, revisions J or later	UC Software 7.3.0.16951 UC Software 7.2.2.1224 "B" UC Software 7.1.4.0301 "B"
Poly Trio 8500, all revisions	UC Software 5.5.2
Poly Trio 8800	5.7.1.4179 (AF) or newer ¹
Poly Trio C60, all revisions	UC Software 5.9.3

¹ Refer to details in the [September 2019 Trio 8800 Software Downgrade Limitation Advisory \(106128\)](#)

Trio 8500 and Trio 8800 systems paired with Trio Visual+ and connected to the EagleEye Mini camera have additional downgrade limitations:

- EagleEye Mini is not supported with software version 5.5.3 or older.

Implementation Date

Poly anticipates that phones shipping with the new configuration will reach customers and distributors shortly after the implementation date. However, some phones with the old configuration may continue to be received by customers for several months after implementation due to inventory movement through distribution channels.

You may determine whether your phone includes the changes by examining the date code listed on back of the phone and on the shipping boxes, as shown in the following two examples. This notice will be updated to reflect the actual codes as information becomes available.

Date Code (D/C) formats will be either *YYYYMMDD* or *YYYYMMDDL* where the suffix LL indicates the manufacture location.

Poly Trio Console and Shipping Box Label

The images below demonstrate the locations where the revision code may be found on its shipping box label or on the phone (console). For the minimum revision code implementing these changes, refer to the tables in the following section.

Shipping Box Label



Console Label



Revision Codes on Console Part Numbers

This table lists the current console revision codes by part number used at the time of this advisory. For all products receiving changes described in this advisory, the listed revision code represents the earliest letter that incorporates the change.

Revision Codes Based on Console Part Number

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
Trio 8800	2201-65290-001	AF
	2201-65290-009	H
	2201-65290-022	ZB
	2201-65290-101	J
	2201-65290-109	J
	2201-65290-114	ZA
	2201-65290-119	H
	2201-65290-122	K
	2201-65290-214	K
	2201-65290-219	H
2201-65290-701	K	
Trio 8500	2200-66700-001	ZC
	2200-66700-101	B
Trio 8300	2201-66800-001	J
	2201-66850-001	J
Trio C60	2201-86240-001	F
	2201-86240-009	C
Trio Visual+	2201-66420-001	L
	2201-66420-022	L
	2201-66420-114	K

Revision Codes on Shipping Box Part Numbers

This table lists the current shipping box revision codes by part number used at the time of this advisory. For all products receiving changes described in this advisory, the listed revision code represents the earliest letter that incorporates the change.

Revision Codes on Shipping Box Part Numbers

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>	
Trio 8800	2200-66070-001	BD	
	2200-66070-009	R	
	2200-66070-01	C	
	2200-66070-022	AR	
	2200-66070-09	C	
	2200-66070-114	AM	
	2200-66070-19	C	
	2200-66070-701	P	
	G2200-66070-001	AY	
Trio 8500	2200-66700-025	ZB	
	2200-66700-114	P	
	2200-66700-19	B	
	2200-66700-25	B	
	G2200-66700-025		
Trio 8300	2200-66800-009	J	
	2200-66800-025	J	
	2200-66800-114	J	
	2200-66850-025	J	
	2200-66850-114	J	
		G2200-66800-025	J
		G2200-66850-025	J
Trio C60	2200-86240-009	E	
	2200-86240-019	H1	
	2200-86240-025	H	
	2200-86240-114	D	
	G2200-86240-019	K	
	G2200-86240-025	K	
Trio Visual+	2200-21540-001	L	
	2200-21540-114	L	
	G2200-21540-001	L01	

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Online Support Center](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center 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 receive exclusive premium features, insights, and management tools necessary to keep employee devices up, running, and ready for action.

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Poly
345 Encinal Street
Santa Cruz, California
95060