

March 2019 Product Shipping Configuration Change Notice

Engineering Advisory 206112

March 2019 | 3725-47164-001C

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.

Beginning March 2019, Poly is making a configuration change to the following products:

- Trio 8300
- Trio 8500
- Trio 8800
- Trio C60

These changes will also 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 strongly 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	No Change	UC Software 5.9.2
Poly Trio 8500 Conference Phone	UC Software 5.7.1.4179 AF	UC Software 5.7.1.4145
Poly Trio 8800 Conference Phone	UC Software 5.7.1.4179 AF	UC Software 5.7.1.4175
Poly Trio C60 Conference Phone	No Change	UC Software 5.9.5.3153

Factory Device Setting Changes

There are no factory device setting changes with this configuration change. The following table includes the current default factory device settings applied during manufacturing.

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
Phone IP Address	000.000.000.000

<i>Configuration</i>	<i>Value</i>
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	
Syslog Server Address	<Null>

<i>Configuration</i>	<i>Value</i>
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

You can downgrade phones shipped from the factory to any available software versions. However, Poly recommends you always use the latest Poly Trio software. In some cases, downgrades are limited due to known security exploits in older versions or limitations in either the phone or in support of connected peripherals.

The following downgrade limitations occur on the Trio 8500 and Trio 8800 systems paired with Trio Visual+ and connected to the EagleEye Mini camera:

- For software version 5.5.4, the EagleEye Mini firmware will be downgraded by the connected Trio system, and you may experience a lower video quality experience at the far-end.
- EagleEye Mini is not supported 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 new software 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 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 the phone or its shipping box label. 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 minimum SKU revision codes where the changes in this guide are implemented.

Revision Codes Based on Console Part Number

Product	Part Number	Revision Code
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	F
	2201-66850-001	F
Trio C60	2201-86240-001	F
	2201-86240-009	C

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
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 minimum SKU revision codes where the changes in this guide are implemented.

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	B
	2200-66800-025	G
	2200-66800-114	B
	2200-66850-025	F
	2200-66850-114	B
		G2200-66800-025
	G2200-66850-025	F
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 get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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