# Addressing Polycom Trio 8500 'Choppy Audio'

This technical advisory addresses an issue impacting the audio quality of some Trio 8500 conference phones. This issue impacts Trio 8500 systems shipped from Poly prior to May 20, 2019.

## Products Affected

Trio 8500 units shipped from Poly warehouses prior to May 20, 2019 may be affected.  This also includes Trio 8500 systems that shipped as part of a Trio 8500 Collaboration Kit.

## Issue

The issue is presented to a Trio 8500 user as 'choppy/wavering/skipping' far end audio played out of the Trio 8500's speaker when in a call. The far end may also experience some audio artifacts. However, this issue does not occur when the Trio 8500 microphones are muted.

## Solution

If you are experiencing the symptoms outlined in this Technical Advisory with a Trio 8500 system, please follow the steps below to confirm the issue:

1. From an isolated area without background noise, place a call from the Trio to a remote individual who is physically in another location.

2. With both ends unmuted and the Trio 8500 speaker volume at ~75% or higher, have the person on the far end speak. The person on the local Trio end should remain silent throughout the test.

3. On the local Trio end, listen to the far end person speak to determine whether the choppy/wavering/skipping audio issue is heard.

4. If the person on the local Trio end is unable to hear the far end person clearly, proceed to the next step to confirm:

   a. Have the person on the local Trio end **mute the Trio**.

   b. On the local Trio end, listen to the far end person again to see whether the audio issue is observed. Again, the person on the local Trio end should remain silent throughout the test.

   c. If the person on the local Trio side can clearly hear the person on the far end speaking (without the choppy/wavering/skipping audio issue) while the local Trio is muted, the issue is confirmed to match this Technical Advisory.

   d. We recommend repeating the steps above to confirm that the issue is only observed when the local Trio is unmuted.

**Note: If distorted audio does not clear up within 10 seconds after muting, the problem may not be related to this Technical Advisory and may be caused by other environmental factors such as network connectivity issue.**

A Trio 8500 system found to be affected by the 'choppy audio' issue should be reported as follows:

- End-customers should report the issue to the Poly Authorized Reseller they purchased the product from; and by

- Poly Authorized Resellers and Distribution Partners should report the issue to Poly directly.

Only certified/authorized Poly Partners can submit a Return Material Authorization (RMA) requests via http://support.polycom.com. If you are not an authorized/certified Poly Partner, please work with the Poly Authorized Partner you purchased the affected Trio 8500 systems from or contact Poly Support via https://support.polycom.com/content/support/contact-us.html.

Poly allows the exchange of Trio 8500 systems confirmed to be affected by the issue documented in this Technical Advisory at no cost if it is within the warranty period.

## FAQ

**How do I know a Trio 8500 is affected?**

With an affected Trio 8500 unit, the far end audio in a call is choppy/skipping when the microphones are not muted.  When the microphones are muted, the issue is not observed.

See steps to identify a Trio 8500 system that has the issue in the Solution section above.

**Which specific SKUs and Part Numbers are affected?**

The following Trio 8500 SKUs/part numbers shipped from Poly warehouses prior to May 20, 2019 may exhibit the issue.

**Note:** There is no impact to the Trio 8800 systems.

**Part Number on Trio 8500 product label**

| Trio 8500 Systems |
| --- |
| 2201-66700-001 |

**Part Number on shipping box label**

| Trio 8500 Systems | Trio 8500 Collaboration Kits |
|---|---|
| 2200-66700-019 | 7200-85330-019 |
| 2200-66700-025 | 7200-85330-022 |
| 2200-66700-114 | 7200-85330-025 |
| 2200-66700-212 | 7200-85330-114 |
| G2200-66700-025 | 7200-85330-212 |
| | 7200-66700-025 |
| | 7200-66779-019 |

**How can I determine if I have affected inventory?**

Trio 8500 systems shipped and received from Poly prior to May 20, 2019 may be affected.
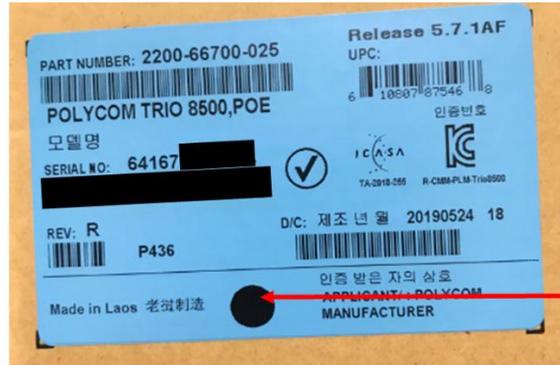
**How can I quickly determine if a Trio 8500 systems shipped after May 20, 2019?**

Trio 8500 system shipped from a Poly warehouse on or after May 20, 2019 have been marked with a **BLUE** or **BLACK** round circle dot sticker on the shipping box label. See examples below.

**Blue or Black Round Circle Dot Sticker on shipping box label**



Blue or black round circle dot sticker

3
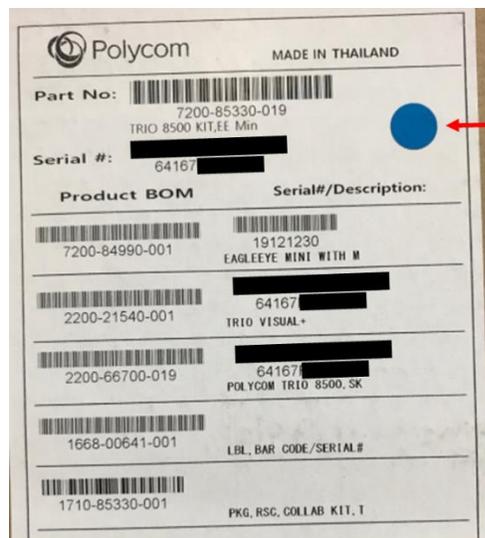
Blue or black round circle dot sticker

**How will faulty product at customer sites be dealt with?**

Customers experiencing the choppy/wavering/skipping audio issue, should report this to the Poly certified reseller they purchased the product from and request a replacement device.  Poly will repair or replace devices confirmed by Poly to be affected by this issue if the product is still within the warranty period.

**What is Poly doing to fix the issue?**

Poly has implemented and verified corrective measures in addition to screening all new Trio 8500 systems for the choppy/wavering/skipping audio issue before they ship from Poly.

For any questions, end-customers please contact the Poly Authorized Reseller you purchased the Trio 8500 systems from.

Poly Authorized Resellers and Poly Authorized Distribution Partners, please contact your Poly Channel or Distribution Manager or contact http://support.polycom.com.

6/25/2019