

## Poly Trio 8300 LCD Faint Vertical Lines

This technical advisory is a notification of an issue impacting the LCD of some Trio 8300 and Trio 8300 NR (no radio) conference phones. This issue impacts Trio 8300 and Trio 8300 NR systems manufactured in 2019.

### Products Affected

Some Poly Trio 8300 and Poly Trio 8300 NR units manufactured in 2019 may be affected.

### Issue

The issue is presented to a Trio 8300/Trio 8300 NR users as faint vertical lines on the phones display at some display contrast levels. The issue may not be observed at lower display contrast levels.

Please reference picture below:



### Solution

If you are experiencing the symptoms outlined in the Technical Advisory with Trio 8300/Trio 8300 NR system, please follow the steps below to address the issue:

- **WORKAROUND:** From the Trio 8300/Trio 8300 phone menu Settings > Basic > Contrast adjust the contrast level until the faint vertical lines disappear.
- **Recommended Solution:** Upgrade the Trio 8300/8300 NR systems affected to Poly Trio Software 5.9.2 Rev AA that will be released later in December 2019 to accept a display driver optimization that will correct the appearance of faint vertical lines on the Trio 8300 LCD.

# FAQ

**What devices are affected?**

Some Poly Trio 8300 and Poly Trio 8300 NR (no radio) manufactured in 2019 may be affected.

**What specific SKUs and part numbers are affected?**

The following Trio 8300 and Trio 8300 NR SKUs/part numbers manufactured in 2019 may exhibit the issue:

**Part Numbers and revision on Trio 8300/Trio 8300 NR product label**

Trio 8300 Systems	Trio 8300 NR Systems
2201-66800-001, Rev A-C	2201-66850-001, Rev A-C

**Part Numbers and revision on shipping box label**

Trio 8300 Systems	Trio 8300 NR Systems
2200-66800-025, Rev A-D	2200-66850-025, Rev A-B
G2200-66800-025, Rev A-C	G2200-66850-025, Rev A-B

Trio 8300 Collaboration Kits
7200-83330-025, Rev A-C

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

Trio 8300 and Trio 8300 NR systems manufactured in 2019 may be affected. See affected SKUs and part number above.

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

Poly has implemented and verified a software fix that will be released with Trio Software 5.9.2 Rev AA later in December 2019. Any new Poly Trio 8300 and Trio 8300 NR manufactured in January 2020 and later with newer hardware revision numbers than listed above will ship with Poly Trio Software 5.9.2 Rev AA and will not have the issue.

For any questions, end-customers please contact the Poly Authorized Reseller you purchased the Trio 8300 systems from.

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

