



Addressing Poly Trio 8800 Software Downgrade Limitations

This technical advisory provides details about limitations in the ability to run older version of Poly Trio Software on some Poly Trio 8800 conference phones. This advisory is up to date as of February 11, 2020.

This advisory applies to the following conference phones shipped from warehouse facilities starting as early as September 2019:

- Trio 8800 conference phone
- Trio 8800 Collaboration Kits

Background

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 advisory.

This technical advisory provides guidance for addressing limitations in running Trio Software on Trio 8800 devices that have been manufactured with a new display controller chip.

Note: The hardware change is not expected to impact the product performance, feature set or life-expectancy.

Supported Software Version Limitations

Phones with the new display controller chip shipped from the Poly warehouses as early as September 2019 can be downgraded according to the software versions available from the [Poly Trio support website](#).

Trio 8800 conference phones manufactured in Thailand as of September 2019 are shipped with the new display controller chip component. As a result, the backward-compatibility requirements are more restrictive than Trio 8800 devices without the hardware change.

If the phone with the new display controller chip encounters a version of Trio Software on the provisioning server that is not compatible and does not support the new component, the phone will reject and not install the incompatible software. The pre-existing software will continue to operate.

All Trio Software versions, including hotfixes, below build ID 5.7.1.4179 (AF) don't support the new display controller chip. Support for the new display controller chip will only be available with the Trio Software releases identified in the following table.

Software Versions Compatibility

<i>Product</i>	<i>Incompatible Software Versions</i>	<i>Compatible Software Version</i>	<i>Minimum Recommended Software Version</i>
Trio 8800 (Made in Thailand)	5.7.1.4145 (AC) 5.7.1.4133 (AB) 5.7.1.4095 (AA) 5.5.x.xxxx 5.4.x.xxxx	5.7.1.4179 (AF) or newer	5.9.2.7727 (AB) or newer

Poly recommends upgrading to the latest available Trio Software to take advantage of the latest performance, security and feature enhancements. If you do require support of other (older) Trio software releases, please contact your Poly certified reseller or Account Manager. However, Poly cannot guarantee support of all older versions available due to known security vulnerabilities that have been fixed in more recent Trio software releases.

Identifying Impacted Devices

Poly Trio 8800 phones and Trio 8800 Collaboration Kits including the Trio 8800 phone with the new display controller chip started reaching customers and distributors as early as September 2019.

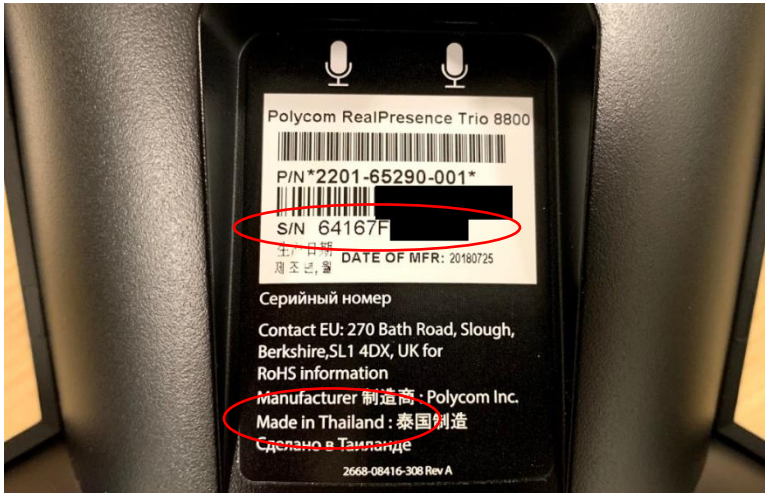
Trio 8800 with the new display controller chip meet BOTH of the following two conditions:

1. Country of Manufacture: Thailand
2. Serial Number (MAC address): 64167FB99E38 and higher

Note: Trio 8800 phones manufactured in Mexico don't have the new display controller chip and are NOT affected.

You can confirm that your Trio 8800 phone includes the new display controller chip by viewing the Country of Manufacture and Serial Number (MAC address) listed on the rear of the phone as well as on the shipping box label, as shown in the following figures.

Trio 8800 Console Label with Country of Manufacture and Serial Number



Trio 8800 Shipping Box Label with Country of Manufacture and Serial Number



FAQ

Which specific SKUs and Part Numbers are affected?

The following Trio 8800 SKUs manufactured in Thailand AND with Serial Number (MAC address) 64167FB99E38 and higher shipped from Poly warehouses starting in September 2019 may exhibit the software version limitation.

Note: There is no impact to Poly Trio 8500 systems, Trio 8800 systems manufactured in Mexico or Trio 8800 systems with Serial Numbers (MAC addresses) below 64167FB99E38.

Part Number on shipping box label

<i>Trio 8800 Systems</i>	<i>Trio 8800 Collaboration Kits</i>
2200-66070-001	7200-85310-001
2200-66070-009	7200-85310-009
2200-66070-019	7200-85310-019
2200-66070-022	7200-85310-114
2200-66070-114	7200-85310-212
2200-66070-219	7200-85310-219
G2200-66070-001	

Part Number on Trio 8800 product label

<i>Trio 8800 Systems</i>
2201-65290-001
2201-65290-009
2201-65290-019
2201-65290-022
2201-65290-114
2201-65290-219

How can I determine if I have affected inventory?

Poly Trio 8800 devices that have the new display controller chip can be identified by country of manufacture and the serial number. Impacted Trio8800 devices meet BOTH of the following two conditions:

1. Country of Manufacture: Thailand
2. Serial Number (MAC address): 64167FB99E38 and higher

How do I know a Trio 8800 is affected?

A Trio 8800 with the new display controller chip will not run and reject incompatible Trio Software versions.

How will faulty product at customer sites be dealt with?

Customers experiencing the software downgrade limitation are encouraged to use a compatible or recommended Trio Software version on Poly Trio 8800.

What is Poly doing to fix the issue?

Poly implemented and released compatible Trio Software available from the Poly Support Website.

For any questions please contact:

Jochen Eidam

Director, Product Management

jochen.eidam@poly.com

