



Software Upgrade of Polycom[®] RealPresence Trio[™] 8800 SKUs (-018) for Microsoft Lync

Engineering Advisory 111066

This engineering advisory explains an issue upgrading software on Polycom[®] RealPresence Trio[™] 8800 phones registering with Microsoft Lync Server.

This engineering advisory applies to RealPresence Trio 8800 phones with part number 2201-65290-018 running Polycom UC Software 5.4.0 Rev AA (5.4.0.12541) or earlier.

About this Issue

The software upgrade process for a RealPresence Trio 8800 system with Part Number 2201-65290-018 fails due to an incorrect hardware ID that causes the phone to reject the correct Polycom UC Software image 3111-65290-001.sip.id.

Identifying Affected Phones

This issue is observed on RealPresence Trio 8800 phones with part number 2201-65290-018 running Polycom UC Software 5.4.0 Rev AA (5.4.0.12451) or earlier. To see if your phone has the issue, check if your phone has this part number.


Locating the Phone's Part Number

The phone's part number is located on the back of the phone, on the label with the bar codes, as shown next.



Part Number

Determine the Phone's Software Version

To determine the phone's installed software version tap  on your phone, and select **Status > Platform > Application > Main**. Or, log in to the Polycom Web Configuration Utility for your phone, and go to the **Home** page which lists the UC Software version. For help using the utility, see the Polycom Web Configuration Utility User Guide on [Polycom Voice Support](#).

Issue Workaround

Use the following procedure as a workaround to the issue.

To use Polycom UC Software 5.4.0 Rev AA to work around the issue:

- 1 Download Polycom UC Software 5.4.0 Rev AA.
- 2 Rename Polycom UC Software 5.4.0 Rev AA image to '**Trio8800.sip.ld**' or '**sip.ld**' before upgrading your phones.
- 3 Install the renamed Polycom UC Software release 5.4.0 Rev AA image.

Issue Solution (Recommended)

Complete the procedure in this section only once to correct the phone's hardware ID – you do not need to repeat it for future updates. RealPresence Trio Visual+ connected and paired with an affected RealPresence Trio 8800 phone upgrades automatically after you successfully upgrade the RealPresence Trio 8800.

To correct the phone's hardware ID number:

- 1 Download the Polycom UC Software 5.4.0 Rev AB.
- 2 Rename the Polycom UC Software 5.4.0 Rev AB image from '3111-65290-001.sip.ld' to '**Trio8800.sip.ld**' or '**sip.ld**' before upgrading software on the phones.
- 3 Install the renamed Polycom UC Software release 5.4.0 Rev AB image. You can install the software to your phone using a USB flash drive or provisioning server.

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