

END OF SUPPORT OF TRIO 8800 AND TRIO 8500 FOR MICROSOFT SKU FAQ

This FAQ document provides additional clarifying information about the end of support for Poly Trio 8800 and Trio 8500 in Microsoft Teams mode.

On August 31, 2020, Poly announced plans to discontinue the Trio 8800 and Trio 8500 for Microsoft SKUs to partner with the End-of-Life dates as shown in the below table:

Product SKUs	End of Life Notification Date	End of Sale Date	End of Software Maintenance Date	End of Hardware Service Date	End of Service / Life Date
Trio 8800/8500 for Microsoft SfB/Teams	31-Aug-2020	31-Oct-2020	31-Oct-2021	31-Oct-2022	31-Oct-2022
Trio 8800/8500 Collaboration Kits for Microsoft SfB/Teams	31-Aug-2020	31-Oct-2020	31-Oct-2021	31-Oct-2022	31-Oct-2022

In late January 2021, Microsoft sent the communications regarding the Microsoft Teams end of support announcement for Trio 8800/8500.

MICROSOFT COMMUNICATIONS

June 30, 2021: Poly Trio 8500/8800 Teams Certification will expire, with Microsoft providing certification level support* until this date.

June through August 2021: Microsoft will provide critical bug support* only, provided the solution can be implemented by August 31, 2021.

August 31, 2021: Microsoft will no longer provide support for Trio 8500/8800 running Microsoft Teams. All customer inquiries shall be directed to Poly Customer Support.

- Devices will be removed from MarketPlace and Teams certified devices list on docs.microsoft.com.

*Definitions

Certification level support: Full product and customer support through escalation process as defined by Skype for Business Certification Agreement. From a product perspective, within the 2 years of certification validity, product is part of the joint development efforts of new features and receives all new features and bug fixes part of the product release cycle.

Critical bug level support: Product and customer support is limited to addressing critical bugs. No new features will be developed for or made available as part of the Microsoft product release cycle.

Critical bug: Impacting multiple customers, complete loss of service or a significant feature that is completely unavailable, and no workarounds exist.

Poly FAQs

Q. What does Microsoft Teams end of support announcement for Trio 8800/8500 mean?

A. This means that while Microsoft will stop supporting Trio 8800/8500 as a Microsoft Teams conference phone device after August 31, 2021, Poly will continue software support through October 2021, followed by one additional year of hardware support for use of Trio 8800/8500 with Microsoft Teams. **The Trio 8800/8500 end of support is specific to the Microsoft Teams application running on Trio 8800/8500 for use in 'native' Microsoft Teams mode.**

Poly will continue to offer software support for use of Trio 8800/8500 in Microsoft Teams mode through October 2021, followed by one additional year of hardware support following the [Poly End of Life \(EOL\) Policy](#).

Additionally, Poly will continue to support Trio 8800/8500 when used in other modes including USB optimized, Skype for Business and Open SIP mode but recommends customers move to Poly Trio C60 for use with Microsoft Teams and Skype for Business. Please refer to questions regarding Trio 8800/8500 in other modes.

Trio 8800/8500 for MSFT	Skype for Business [3PIP]	Microsoft Teams	MTRoW Peripheral
Microsoft Certification Expiration Date	Oct 9, 2019	Jun 30, 2021	Mar 1, 2022
Microsoft End of Support Date *	Oct 9, 2020	Aug 31, 2021	Aug 31, 2021
Poly End of Engineering (SW) Support Date	Oct 31, 2021 **	Oct 31, 2021	Oct 31, 2021 **
Poly End of Support Date	Oct 31, 2022 **	Oct 31, 2022	Oct 31, 2022 **

* Microsoft will direct all customer inquiries to Poly Customer Support after this date

** Poly will continue to provide best effort software support aligned with support for Trio 8800/8500 [openSIP](#) devices

Q. Will the Microsoft Teams application on Trio 8800/8500 still work and allow me to sign my Trio into Microsoft Teams after the August 31, 2021 date? How about October 31, 2021?

A. Trio 8800/8500 will still be able to run the Microsoft Teams application software provided by Microsoft but the ability to sign into Microsoft Teams after Microsoft support has ended and it is up to the discretion of Microsoft. Poly recommends upgrading Trio 8800/8500 for Microsoft systems used in 'native' Microsoft Teams mode to the Microsoft Teams certified Trio C60 for Microsoft conference phone or to use Trio 8800/8500 for Microsoft in other supported modes (see FAQ further below).

Frequently Asked Questions (FAQ)

Q. Does Poly have a promotion or program in place to help me move from Trio 8800/8500 for Microsoft to Trio C60 for Microsoft?

A. Yes, Poly offers the [Trio 8800/8500 for Microsoft to Trio C60 Trade-up program](#) available through end of June 2021 (an extension through 2021 is under review) as well as Professional Services to help customers upgrade from Trio 8800/8500 for Microsoft to Trio C60 for Microsoft.

Q. What is the Poly Service cut-off date for any support after August 31, 2021?

A. Poly will provide software support through October 31, 2021 and hardware support through October 31, 2022.

Q. What options do I have for purchasing continued support services from Poly for my Trio 8800/8500 for Microsoft hardware after October 31, 2022?

A. To renew support contracts after October 31, 2022, use the Trio 8800 and Trio 8500 Open SIP Service SKUs for hardware support. You'll receive a Trio 8800/8500 Open SIP phone that can be reconfigured to any supported mode, including Open SIP, Skype for Business and USB.

Q. If a service contract extends beyond October 2021, what happens?

A. Poly will provide hardware support on all existing contracts through the contract end date.

Poly Trio 8800 and Trio 8500 in other IP Phone modes (Skype for Business, Open SIP)

Q. Can my Trio 8800/8500 running Microsoft Teams mode be re-configured to work in other modes?

A. Yes, they can be configured to other modes, including Open SIP and USB. Trio phones configured in Skype for Business mode can connect to Microsoft Teams via gateway, which Microsoft has [announced](#) will be available through July 31, 2023. On March 2, 2021, Microsoft publicly announced [here](#) new SIP Gateway capabilities for enabling core Teams calling features on legacy SIP phones.

Q. If Trio conference phones are configured in Skype for Business mode, what features will be lost compared to Teams mode?

A. Trio in Skype for Business mode UI will look different to Teams mode. Proximity Join available to Trio in Teams mode will not be available in Skype for Business mode. Given the Microsoft Teams mode on

Frequently Asked Questions (FAQ)

Trio 8800 and 8500 is only supported in “Shared Mode”, the loss of functionality is minimal when the 3PIP Gateway is leveraged. For features that are supported please refer to [this Microsoft blog article](#).

Trio 8800 and Trio 8500 as a Microsoft Teams Rooms on Windows Accessory

Q. Does the end of support for Trio 8800 and 8500 for Microsoft conference phones mean that they won't be supported as USB speakerphones (to be used with Teams Rooms and computers)?

A. No, the end of support speaks specifically to Trio 8800/8500 in 'native' Microsoft Teams mode. Trio 8800/8500 as a USB meeting room accessory will continue to be supported by Microsoft until the end of February 2022.

Trio 8800 and Trio 8500 Collaboration Kits with Visual+/VisualPro

Q. How does the end of support for Trio 8800 and Trio 8500 for Microsoft impact my estate of Trio 8800/8500 Collaboration Kits with Visual+ or VisualPro operating in Skype for Business or 'hybrid' mode?

A. The end of support speaks specifically to Trio 8800/8500 in 'native' Microsoft Teams mode. Trio 8800/8500 and Trio 8800/8500 Collaboration Kits operating in Open SIP, Skype for Business (on-prem) and 'hybrid' mode will continue to be supported by Poly beyond October 2021. These systems will need to continue to use the Poly RealConnect service in order to join Microsoft Teams meetings.

