

# Product Shipping Configuration Change Notice



This technical bulletin provides details about changes planned in March 2011 to the software on Polycom® SoundPoint® IP, SoundStation® IP, and VVX® 1500 phones. This bulletin will be updated as new information becomes available.

The information in this bulletin applies to the following phones that will be shipped in March 2011 with UC Software:

- SoundPoint IP 321/331, 335, 450, 550, 560, 650, and 670 phones
- SoundStation IP 5000, 6000, and 7000 conference phones
- VVX 1500, 1500D, and 1500G business media phones

## Background

Polycom periodically updates the shipping configuration of the SoundPoint IP, SoundStation IP, and VVX 1500 phones before they are shipped from the factory. This is done to update the phones with a recent software release to best suit customer needs.

The next planned implementation is March 2011.

The software version on the SoundPoint IP, SoundStation IP, and VVX 1500 phones can easily be upgraded or downgraded by a service provider or system administrator based on the software version that is hosted on their provisioning server. Typically, service providers and system administrators will 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 bulletin. These changes will also be applied to units returned to Polycom for Return Merchandise Authorization (RMA) repair.

SoundPoint IP 550, 560, 650, and 670 phones manufactured after May 2009 are being shipped with a new memory device. As a result, their downgrade options are limited. For more information, see the [Downgrade Limitations](#) section of this bulletin.



If you are a system administrator, review the shipping configuration changes in detail as they may impact your phone deployment methods. Polycom strongly recommends that you test a phone configured with the new shipping configuration before your planned deployment.

## New Shipping Configurations

The table shown next outlines the new shipping configurations of the SoundPoint IP, SoundStation IP, and VVX 1500 phones shipped after the implementation date. For a maintained list of current phone shipping configurations, see the [Polycom UC Software/Polycom SIP Software Release Matrix](#).

**Table 1: New Shipping Configurations.**

Product	New Software Version	Current Software Version	New BootROM Version	Current BootROM Version
IP 321/331	SIP 3.2.4RevB <sup>1</sup>	SIP 3.1.2RevC	4.3.0	4.1.3
IP 335	SIP 3.2.4RevB <sup>1</sup>	SIP 3.2.1RevB	4.3.0	4.2.0RevB
IP 450	SIP 3.2.4RevB <sup>1</sup>	SIP 3.1.0RevC	4.3.0	4.1.2
IP 550	SIP 3.2.4RevB <sup>1</sup>	SIP 3.0.4	4.3.0	4.1.1
IP 560	SIP 3.2.4RevB <sup>1</sup>	SIP 3.0.4	4.3.0	4.1.1
IP 650	SIP 3.2.4RevB <sup>1</sup>	SIP 3.0.4	4.3.0	4.1.1
IP 670	SIP 3.2.4RevB <sup>1</sup>	SIP 3.0.4	4.3.0	4.1.1
IP 5000	SIP 3.2.4RevB <sup>1</sup>	SIP 3.2.3	4.3.0	4.2.2
IP 6000	SIP 3.2.4RevB <sup>1</sup>	SIP 3.1.2	4.3.0RevC	4.1.2
IP 7000	SIP 3.2.4RevB <sup>1</sup>	SIP 3.1.2	4.3.0RevC	4.1.2
IP 7000 (HDX models only) <sup>2</sup>	UCS 3.3.1RevG <sup>3</sup>	SIP 3.1.2	4.3.0RevC	4.1.2
VVX 1500/1500D/ 1500G <sup>4</sup>	UCS 3.3.1RevG <sup>3</sup>	SIP 3.1.2RevB		

<sup>1</sup> SIP 3.2.4B is planned to be available in March 2011 and is based on SIP 3.2.3. In addition, it includes important fixes to address reported issues.

<sup>2</sup> SoundStation IP 7000 part numbers 2230-40600-022 and 2230-40600-025 are intended for use with Polycom HDX<sup>®</sup> video systems, and ship with a later software version to ensure optimal compatibility with the HDX software.

<sup>3</sup> This software will be available in March 2011.

<sup>4</sup> The VVX 1500 software can be downgraded to an earlier release. However, the earliest supported software version is SIP 3.2.2. As of SIP software version 3.2.2, the UC Software and BootROM are distributed as a single package for the VVX 1500 phones (all versions).

The table shown next highlights (in red) the differences between the current settings and the new planned factory settings for each configuration:

**Table 2: Planned Versus Current Factory Settings.**

Configuration	Planned Factory Setting	Current Factory Setting
DHCP Client	Enabled	Enabled
<b>DHCP Menu</b>		
TimeOut	3	3
Boot Server	Custom+Option66	Custom+Option66
BootSrvOpt	160	160
BootSrvType	String	String
VLAN Disc	Fixed	Fixed
VLAN Disc Opt	129 <sup>5</sup>	129
<b>Option 60 Format<sup>6</sup></b>	<b>ASCII String</b>	RFC3925 Binary
Phone IP Address	000.000.000.000	000.000.000.000
Subnet Mask	255.000.000.000	255.000.000.000
IP Gateway	000.000.000.000	000.000.000.000
<b>Server Menu</b>		
Server Type	FTP	FTP
Server Address	<Null>	<Null>
Server User	PlcmSplp	PlcmSplp
Server Password	PlcmSplp	PlcmSplp
File Tx Tries	3	3
Retry Wait	1	1
Tag SN to UA	Disabled	Disabled
Prov. Method	Default	Default

<sup>5</sup> Option 129 is not used by the phone in the factory default configuration since the **VLAN Disc** setting is set to Fixed.

<sup>6</sup> Previously, RFC 3925 Binary was the only option and was not configurable. For more information, refer to [Technical Bulletin 54041, Using DHCP Vendor Identifying Options.](#)

Configuration	Planned Factory Setting	Current Factory Setting
SNTP Address	<Null>	<Null>
GMT Offset	0	0
DNS Server	000.000.000.000	000.000.000.000
DNS Alt Server	000.000.000.000	000.000.000.000
DNS Domain	<Null>	<Null>
<b>Ethernet Menu</b>		
<b>LLDP<sup>7</sup></b>	<b>Enabled</b>	
CDP-Compatibility	Enabled	Enabled
VLAN ID	<Null>	<Null>
VLAN Filtering	Disabled	Disabled
Storm Filtering	Enabled	Enabled
LAN Port Mode	Auto	Auto
PC Port Mode	Auto	Auto
EM Power (650/670)	Enabled	Enabled
<b>CMA Menu (V VX 1500)</b>		
<b>CMA Mode</b>	<b>Disabled</b>	
<b>Server Address</b>	<b>&lt;Null&gt;</b>	
<b>Login Credentials</b>		
<b>Domain</b>	<b>&lt;Null&gt;</b>	
<b>User</b>	<b>&lt;Null&gt;</b>	
<b>Password</b>	<b>&lt;Null&gt;</b>	
<b>Syslog Menu</b>		
Syslog Server Address	<Null>	<Null>
<b>Quick Setup</b>	Disabled	Disabled

<sup>7</sup> Previously, this setting applied only to the SoundPoint IP 335 and SoundStation IP 5000 phones.

## Downgrade Limitations

Phones shipped from the factory may be downgraded according to their software and BootROM versions.

SoundPoint IP 550, 560, 650, and 670 phones manufactured beginning May 2009 are shipped with a new memory device. As a result, the backward-compatibility requirements are more restricted than with earlier shipping configurations. If these phones encounter SIP 3.0.1 or BootROM 4.1.1 (or earlier versions of either software) on the provisioning server, they will ignore the software and run the factory-installed software on the phone. If the configuration files on the provisioning server are not compatible with the software version on the phone, the phone will report this on the screen during the boot-up process and log the issue in the *boot* log file. This incompatibility may result in operational issues.

Phones that do not contain the new memory device can downgrade to SIP 3.0.1 and BootROM 4.1.1 (or earlier versions of either software).

The following table outlines the earliest compatible software and BootROM versions for the SoundPoint IP, SoundStation IP, and VVX 1500 phones:

**Table 3: Earliest Compatible Versions for Phones.**

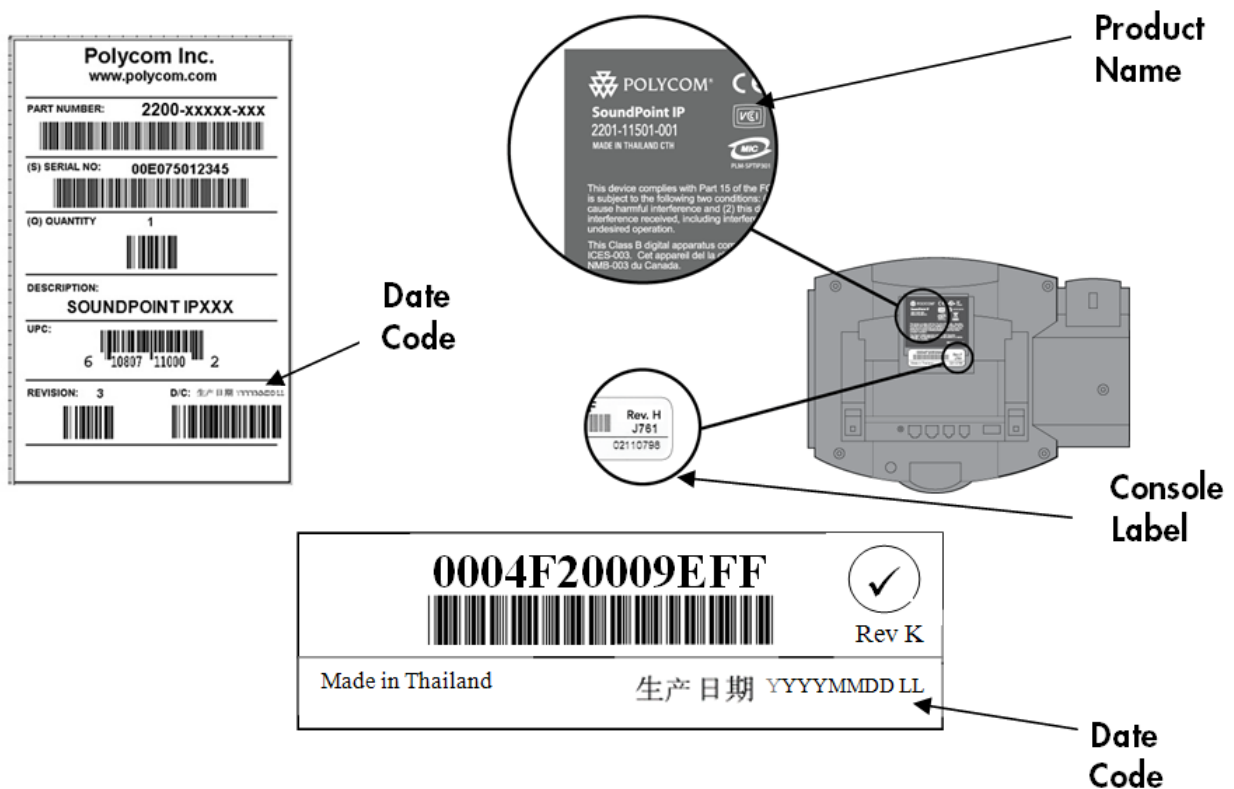
Product	Software Version	BootROM Version
IP 321/331	SIP 3.1.3 Rev.C <sup>8</sup>	4.1.3
IP 335	SIP 3.2.1 Rev.B	4.2.1
IP 450	SIP 3.1.0 Rev.C	4.1.2
IP 550	SIP 3.0.2 Rev.C	4.1.0
IP 560	SIP 3.0.2 Rev.C	4.1.0
IP 650	SIP 3.0.2 Rev.C	4.1.0
IP 670	SIP 3.0.2 Rev.C	4.1.1
IP 5000	SIP 3.2.3	4.2.2
IP 6000	SIP 3.0.2 Rev.C	4.1.1
IP 7000	SIP 3.0.2 Rev.C	4.1.1
VVX 1500/1500D/1500G	SIP 3.1.2 Rev.B	4.2.2

<sup>8</sup> A special software version, SIP 3.1.2 Rev.C, also supports SoundPoint IP 321/331 phones.

## Implementation Date

Polycom expects phones with the new shipping configurations to reach customers and distributors soon after the implementation date. It is possible that some phones with the new configuration could arrive prior to this date and that phones with the old configuration may continue to be received by customers for several months after.

You can determine whether your phone includes the new software by examining the date code listed on the rear of the phone and on the shipping boxes as shown in the following diagrams. This bulletin will be revised to reflect the actual codes as information becomes available.



The date code starts with the following Chinese characters 生产日期 followed by the date code format YYYYMMDDLL, indicating when the phone was built. (The suffix LL indicates the manufacture location.)

The following table lists the relevant date codes based on the console part number or product identification number:

**Table 4: Date Codes Based on Console Part Number.**

Platform	Console Part Number	Date Code
SoundPoint IP 321	2201-12360-001	Coming soon
	2201-12360-022	Coming soon
SoundPoint IP 331	2201-12365-001	Coming soon
	2201-12365-022	Coming soon
SoundPoint IP 335	2201-12375-001	Coming soon
	2201-12375-022	Coming soon
	G2201-12375-001	Coming soon
SoundPoint IP 450	2201-12450-001	Coming soon
	2201-12450-022	Coming soon
	2201-12450-207	Coming soon
	G2201-12450-001	Coming soon
SoundPoint IP 550	2201-12550-001	Coming soon
	2201-12550-022	Coming soon
	G2201-12550-001	Coming soon
SoundPoint IP 560	2201-12560-001	Coming soon
	2201-12560-022	Coming soon
	G2201-12560-001	Coming soon
SoundPoint IP 650	2201-12630-001	Coming soon
	2201-12630-022	Coming soon
	G2201-12630-001	Coming soon
	2201-12630-107	Coming soon

Platform	Console Part Number	Date Code
SoundPoint IP 670	2201-12670-001	Coming soon
	2201-12670-022	Coming soon
	G2201-12670-001	Coming soon
SoundStation IP 5000	2201-30900-001	Coming soon
SoundStation IP 6000	2201-15600-001	Coming soon
	2201-15600-022	Coming soon
SoundStation IP 7000	2201-40000-001	Coming soon
	2201-40000-022	Coming soon
	2200-40000-025	Coming soon
VVX 1500	2201-18061-001	Coming soon
VVX 1500D	2201-18064-001	Coming soon
VVX 1500G	G2201-18064-001	Coming soon

The following table shows the relevant date codes based on shipping box part number:

**Table 5: Date Codes Based on Shipping Box Part Number.**

Platform	Shipping Box Part Number	Date Code
SoundPoint IP 321	2200-12360-001	Coming soon
	2200-12360-022	Coming soon
	2200-12360-025	Coming soon
SoundPoint IP 331	2200-12365-001	Coming soon
	2200-12365-022	Coming soon
	2200-12365-025	Coming soon
SoundPoint IP 335	2200-12375-001	Coming soon
	2200-12375-022	Coming soon
	2200-12375-025	Coming soon
	G2200-12375-025	Coming soon

Platform	Shipping Box Part Number	Date Code
SoundPoint IP 450	2200-12450-001	Coming soon
	2200-12450-002	Coming soon
	2200-12450-012	Coming soon
	2200-12450-015	Coming soon
	2200-12450-016	Coming soon
	2200-12450-022	Coming soon
	2200-12450-025	Coming soon
	2200-12450-122	Coming soon
	2200-12450-207	Coming soon
SoundPoint IP 550	2200-12550-001	Coming soon
	2200-12550-002	Coming soon
	2200-12550-012	Coming soon
	2200-12550-015	Coming soon
	2200-12550-016	Coming soon
	2200-12550-022	Coming soon
	2200-12550-025	Coming soon
	2200-12550-122	Coming soon
	SoundPoint IP 560	2200-12560-001
2200-12560-002		Coming soon
2200-12560-012		Coming soon
2200-12560-015		Coming soon
2200-12560-022		Coming soon
2200-12560-025		Coming soon
2200-12560-122		Coming soon

Platform	Shipping Box Part Number	Date Code
SoundPoint IP 650	2200-12651-001	Coming soon
	2200-12651-002	Coming soon
	2200-12651-012	Coming soon
	2200-12651-015	Coming soon
	2200-12651-016	Coming soon
	2200-12651-022	Coming soon
	2200-12651-025	Coming soon
	2200-12651-107	Coming soon
	2200-12651-122	Coming soon
	G2200-12651-001	Coming soon
	G2200-12651-025	Coming soon
	SoundPoint IP 670	2200-12670-001
2200-12670-002		Coming soon
2200-12670-012		Coming soon
2200-12670-015		Coming soon
2200-12670-016		Coming soon
2200-12670-022		Coming soon
2200-12670-025		Coming soon
2200-12670-122		Coming soon
2200-17670-022		Coming soon
G2200-12670-001		Coming soon
G2200-12670-025		Coming soon
SoundStation IP 5000		2200-30900-025

<b>Platform</b>	<b>Shipping Box Part Number</b>	<b>Date Code</b>
SoundStation IP 6000	2200-15600-001	Coming soon
	2200-15600-022	Coming soon
	2200-15660-001	Coming soon
	2200-15660-002	Coming soon
	2200-15660-012	Coming soon
	2200-15660-015	Coming soon
	2200-15660-022	Coming soon
	2200-15660-119	Coming soon
	2200-15660-122	Coming soon
	SoundStation IP 7000	2200-40000-001
2200-40000-022		Coming soon
2230-40300-001		Coming soon
2230-40300-002		Coming soon
2230-40300-012		Coming soon
2230-40300-015		Coming soon
2230-40300-022		Coming soon
2230-40300-119		Coming soon
2230-40300-122		Coming soon
2230-40500-001		Coming soon
2230-40500-002		Coming soon
2230-40500-012		Coming soon
2230-40500-015		Coming soon
2230-40500-022		Coming soon
2230-40500-119		Coming soon
2230-40500-122		Coming soon
2230-40600-022		Coming soon
2230-40600-025	Coming soon	

Platform	Shipping Box Part Number	Date Code
VVX 1500	2200-18061-025	Coming soon
VVX 1500D	2200-18065-025	Coming soon
VVX 1500 (Demo Kit)	D2200-18064-001	Coming soon
VVX 1500G	G2200-18064-025	Coming soon



If you have difficulty determining the revision or date code of the phone from the shipping or product boxes, contact your Polycom channel partner or representative.

## Trademarks

©2011, Polycom, Inc. All rights reserved.  
POLYCOM®, the Polycom "Triangles" logo and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

## Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

## Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.