

May 2015 Product Shipping Configuration Change Notice

Engineering Advisory 75429

This engineering advisory provides details about configuration changes planned for May and June 2015 to the Polycom® UC Software. This notice is updated as new information becomes available.

This configuration change notice applies to the following phones.

Beginning June 2015, shipping configuration changes will apply to the following Polycom phones:

- Microsoft® Lync® Edition VVX 300, 310, 400, 410, 500, and 600 business media phones

Beginning July 2015, shipping configuration changes will apply to the following Polycom phones:

- SoundPoint® IP 321, 331, 335, 450, 550, 560, 650, and 670 phones

Background

To ensure that phones are equipped with the most up-to-date software release, Polycom periodically updates the configuration of Polycom UC Software on certain phone products shipped from the factory. Polycom is planning the following configuration change updates:

- Beginning June 2015, Polycom is making a configuration change to:
 - Microsoft Lync Edition VVX 300, 310, 400, 410, 500 and 600 business media phones
- Beginning July 2015, Polycom is making a configuration change to:
 - SoundPoint IP 321, 331, 335, 450, 550, 560, 650, and 670 phones

A service provider or system administrator can upgrade or downgrade the phone UC Software version that is currently hosted on a provisioning server and distributed to the phones over a network. This advisory outlines restrictions on UC Software compatibility when upgrading or downgrading. These changes apply to units returned to Polycom for Return Merchandise Authorization (RMA) repair. For information on the earliest software build compatible with your phone or limitations on downgrading software versions, see the section [Downgrade Limitations](#).

Polycom also offers the Zero Touch Provisioning (ZTP) solution, a cloud-based service that enables you to download a set of configuration settings—specifically a provisioning server address—to your devices from a Polycom-hosted server. Note that phones invoke this feature only if the provisioning server address is not configured on the device or set using a DHCP option. Contact your Polycom sales representative for more details about this service.



Note: Carefully review shipping configuration changes

If you are a system administrator, be sure to review these shipping configuration changes in detail as they might impact your phone deployment and the method you use to provision phones. Polycom strongly recommends that you test a single phone configured with the new shipping configuration before planning a full deployment.

New Shipping Configurations

The following tables provide information about the upcoming configuration updates:

- [Microsoft Lync Edition VVX Phone Shipping Configuration](#) lists the configuration changes planned in May 2015 for the Polycom Microsoft Lync Edition VVX 300, 310, 400, 410, 500 and 600 business media phones.
- [SoundStation IP and SoundStructure VoIP Interface Shipping Configurations](#) lists the shipping configuration changes planned in May 2015 for the Polycom SoundStation IP 5000, 6000, 7000, SoundStation Duo, and the SoundStructure VoIP Interface Card.



Web Info: See current phone shipping configurations

See the [Polycom UC Software Release Matrix For VVX Phones](#) for an up-to-date list of current phone shipping configurations for all Polycom VVX business media phones. See [Polycom UC Software Release Matrix For SoundPoint IP and SoundStation IP Phones](#) for an up-to-date list of current phone shipping configurations for all Polycom SoundPoint IP and SoundStation IP Phones.

Microsoft Lync Edition VVX Phone Shipping Configuration

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>	<i>New BootROM Version</i>	<i>Current BootROM Version</i>
MS LE VVX 300/310	UC Software 5.3.0.12074	UC Software 5.1.2	5.5.0	5.3.2
MS LE VVX 400/410	UC Software 5.3.0.12074	UC Software 5.1.2	5.5.0	5.3.2
MS LE VVX 500	UC Software 5.3.0.12074	UC Software 5.1.2	5.5.0	5.3.2
MS LE VVX 600	UC Software 5.3.0.12074	UC Software 5.1.2	5.5.0	5.3.2

SoundPoint IP Shipping Configurations

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>	<i>New BootROM Version</i>	<i>Current BootROM Version</i>
IP 321/331	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1
IP 335	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1
IP 450	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1
IP 550	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1
IP 560	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1
IP 650	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1
IP 670	UC Software 4.0.7	UC Software 3.3.3	5.0.7	4.3.1



Note: Changes to the upgrade and downgrade process in UC Software 4.0.x

As of UC Software 4.0.0, the build structure for UC Software is now an integrated software package that includes the BootROM combined with the application. This change also requires an additional step when either upgrading to UC Software 4.0.x or later from a pre-UC Software 4.0.0 build or downgrading from UC Software 4.0.x or later to a pre-UC Software 4.0.0 build. This change only affects upgrades and downgrades across UC Software 4.0.0. See [Engineering Advisory 64731: Polycom UC Software 4.0.x Upgrade and Downgrade Methods](#) for details on how to upgrade and downgrade UC Software on your Polycom phones.

The following table lists the current factory settings for each configuration.

Current Factory Settings

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
DHCP Client	Enabled	Enabled
DHCP Menu		
TimeOut	3	3
Boot Server	Custom+Option66	Custom+Option66
BootSrvOpt	160	160
BootSrvType	String	String
VLAN Disc	Fixed	Fixed
VLAN Disc Opt	129 ¹	129
Option 60 Format²	ASCII String	ASCII String
Phone IP Address	000.000.000.000	000.000.000.000
Subnet Mask	255.000.000.000	255.000.000.000

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
IP Gateway	000.000.000.000	000.000.000.000
Server Menu		
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
Upgrade Server (UCS 4.0.x)	<Null>	<Null>
ZTP	Enabled	Enabled
Prov. Method	Default	Default
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>
Ethernet Menu		
LLDP	Enabled	Enabled
CDP-Compatibility	Enabled	Enabled
VLAN ID	<Null>	<Null>
VLAN Filtering	Disabled	Disabled
Storm Filtering	Enabled	Enabled
AN Port Mode	Auto	Auto
PC Port Mode	Auto	Auto
EM Power (650/670)	Enabled	Enabled
CMA Menu (VVX 1500)		
CMA Mode	Disabled	Disabled
Server Address	<Null>	<Null>
Login Credentials		

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
Domain	<Null>	<Null>
User	<Null>	<Null>
Password	<Null>	<Null>
Syslog Menu		
Syslog Server Address	<Null>	<Null>
Quick Setup	Disabled	Disabled

¹ Option 129 is not used by the phone in the factory default configuration because the VLAN Disc setting is set to Fixed.

² For more information, see [Technical Bulletin 54041: Using DHCP Vendor Identifying Options](#).

Downgrade Limitations

You can downgrade phones shipped from the factory to the earliest version compatible with your phone. SoundPoint IP 550, 560, 650, and 670 phones manufactured since May 2009 were shipped with a new memory device. As a result, the backward-compatibility requirements are more restricted than with earlier shipping configurations. The phones will ignore SIP 3.0.1, BootROM 4.1.1, or earlier versions of either software on the provisioning server and run the factory-installed software instead 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 tables list the earliest software and BootROM versions you can downgrade to on Polycom phones:

- [V VX Phones - Earliest Software Versions](#) lists the earliest compatible software and BootROM versions you can downgrade to for V VX business media phones.
- [SoundPoint IP, SoundStation IP, SoundStation Duo, and SoundStructure VoIP Interface – Earliest Software Versions](#) lists the earliest compatible software and BootROM versions you can downgrade to for SoundPoint IP, SoundStation IP, and SoundStation Duo phones.
- [Microsoft Lync Edition V VX Phones - Earliest Software Versions](#) lists the earliest compatible software and BootROM versions you can downgrade to for Microsoft Lync Edition V VX business media phones.

V VX Phones - Earliest Software Versions

<i>Product</i>	<i>Software Version</i>	<i>BootROM Version</i>
V VX 300/310	UC Software 4.1.4	5.1.4
V VX 400/410	UC Software 4.1.4	5.1.4

VVX 500	UC Software 4.0.1 Rev. P	5.0.1
VVX 600	UC Software 4.1.2	5.1.2
VVX 1500/1500D/1500G	SIP 3.1.2 Rev. B	4.2.2



Note: VVX 500 downgrade limitations

VVX 500 phones manufactured as of May 2014 are shipped with a driver for the touchscreen from a secondary component vendor. See [Engineering Advisory 92278: May 2014 Product Shipping Configuration Change Notice](#) to assess potential impact to your deployments.

SoundPoint IP, SoundStation IP, SoundStation Duo, and SoundStructure VoIP Interface - Earliest Software Versions

<i>Product</i>	<i>Software Version</i>	<i>BootROM Version</i>
IP 321/331	SIP 3.1.3 Rev. C1	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 3.3.3	4.3.1
IP 6000	SIP 3.3.3	4.3.1
IP 7000	SIP 3.3.3	4.3.1
SoundStation Duo	UC Software 4.0.2	5.0.1
SoundStructure VoIP Interface	UC Software 4.0.1B	5.0.1

Microsoft Lync Edition VVX Phones - Earliest Software Versions

<i>Product</i>	<i>Software Version</i>	<i>BootROM Version</i>
MS LE VVX 300/310	UC Software 4.1.5	5.1.5
MS LE VVX 400/410	UC Software 4.1.5	5.1.5
MS LE VVX 500	UC Software 4.1.5	5.1.5

Implementation Date

Polycom anticipates that phones shipping with the new configuration will reach customers and distributors soon after the implementation date. However, some phones with the new configuration might arrive prior to this date and phones with the old configuration may continue to be received by customers for several months after.

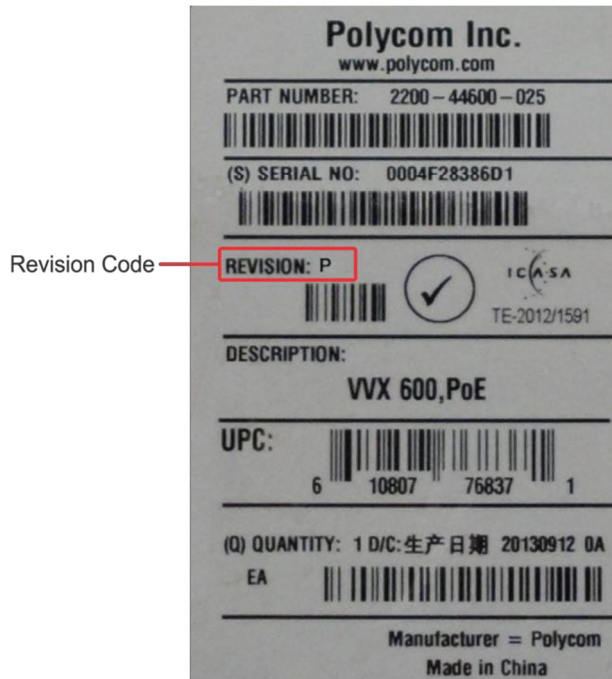
You can determine whether your phone includes the new software by examining the date code listed on the back of the phone and on the shipping boxes, as shown in the following two example figures [VVX 600 Console Label and Revision Code](#) and [VVX 600 Shipping Box Label and Revision Code](#). This notice will be updated to reflect the actual codes as information becomes available.

In the two figures, 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.

VVX 600 Console Label and Revision Code



VVX 600 Shipping Box Label and Revision Code



The following table lists date codes for the console part number or product identification number of Polycom phones.

Revision Codes Based on Console Part Number

<i>Platform</i>	<i>Console Part Number</i>	<i>Revision Code*</i>
VVX 300	2201-46135-001	P
	G2201-46135-001	
VVX 310	2201-46161-001	P
	G2201-46161-001	
VVX 400	2201-46104-001	T
	G2201-46104-001	
VVX 410	2201-46162-001	T
	G2201-46162-001	
VVX 500	2201-44500-001	AC
	G2201-44500-001	
VVX 600	2201-44600-001	AD
	G2201-44600-001	

<i>Platform</i>	<i>Console Part Number</i>	<i>Revision Code*</i>
VVX 1500	2201-18061-001	AE
	2201-18064-001	Y
	G2201-18061-001	M
	G2201-18064-001	M
SoundStation IP 5000	2201-30900-001	To be determined
SoundStation IP 6000	2201-15600-001	To be determined
SoundStation IP 7000	2201-40000-001	To be determined
SoundStation IP 7000 (HDX Models Only)	2230-40600-001	To be determined
SoundStation Duo	2201-19000-001	To be determined
SoundStructure VoIP Interface	2200-35005-001	To be determined
SoundPoint IP 321	2201-12360-001	To be determined
SoundPoint IP 331	2201-12365-001	To be determined
SoundPoint IP 335	2201-12375-001	To be determined
	G2201-12375-001	
SoundPoint IP 450	2201-12450-001	To be determined
	G2201-12450-001	
SoundPoint IP 550	2201-12550-001	To be determined
	G2201-12550-001	
SoundPoint IP 560	2201-12560-001	To be determined
	G2201-12560-001	
SoundPoint IP 650	2201-12630-001	To be determined
	G2201-12630-001	
SoundPoint IP 670	2201-12670-001	To be determined
	G2201-12670-001	
MS LE ¹ VVX 300	2200-46135-018	To be determined
MS LE ¹ VVX 310	2200-46161-018	To be determined
MS LE ¹ VVX 400	2200-46157-018	To be determined
MS LE ¹ VVX 410	2200-46162-018	To be determined
MS LE ¹ VVX 500	2200-44500-018	To be determined
MS LE ¹ VVX 600	2200-44600-018	To be determined

*Revision codes are provided at the time of the shipping configuration change, and this notice will be updated at that time.

¹Microsoft Lync Edition.

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

Revision Codes Based on Shipping Box Part Number

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
VVX 300	2200-46135-025	R
	2200-46135-001	P
	2200-46135-114	P
	G2200-46135-025	H
VVX 310	2200-46161-025	N
	2200-46161-001	N
	2200-46161-114	P
	G2200-46161-025	H
VVX 400	2200-46157-025	W
	2200-46157-001	T
	2200-46157-114	T
	G2200-46157-025	J
VVX 410	2200-46162-025	R
	2200-46162-001	R
	2200-46162-114	T
	G2200-46162-025	J
VVX 500	2200-44500-025	AK
	2200-44500-001	AG
	2200-44500-114	AD
	G2200-44500-025	J
VVX 600	2200-44600-025	AD
	2200-44600-001	AC
	2200-44600-114	Y
	G2200-44600-025	F
VVX 1500	2200-18061-001	
	2200-18061-025	
	2200-18064-025	
	2200-18064-114	
	D2200-18064-001	
	G2200-18064-025	
	G2200-18061-001	
	G2200-18061-025	
	2200-18062-025	
	2230-18062-025	
	2230-18069-025	
	2230-18064-025	

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
SoundStation IP 5000	2200-30900-022	To be determined
	2200-30900-025	
	2200-30900-114	
SoundStation IP 6000	2200-15600-022	To be determined
	2200-15660-001	
	2200-15660-002	
	2200-15660-012	
	2200-15660-015	
	2200-15660-022	
	2200-15660-119	
	2200-15660-122	
SoundStation IP 7000	2200-40000-022	To be determined
	2200-40000-114	
	2230-40300-001	
	2230-40300-002	
	2230-40300-012	
	2230-40300-015	
	2230-40300-022	
	2230-40300-119	
	2230-40300-122	
	2230-40500-001	
	2230-40500-002	
	2230-40500-012	
	2230-40500-015	
	2230-40500-022	
	2230-40500-119	
2230-40500-122		
SoundStation IP 7000 (HDX Models Only)	2230-40600-022	To be determined
	2230-40600-025	

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
SoundStation Duo	2200-19000-002	To be determined
	2200-19000-009	
	2200-19000-012	
	2200-19000-015	
	2200-19000-016	
	2200-19000-022	
	2200-19000-036	
	2200-19000-102	
	2200-19000-107	
	2200-19000-114	
	2200-19000-119	
	2200-19000-120	
	2200-19000-122	
	G2200-19000-001	
SoundStructure VoIP Interface Card	2200-35005-015	To be determined
	2200-35005-022	
	2200-35005-101	
SoundPoint IP 321	2200-12360-001	To be determined
	2200-12360-022	
	2200-12360-025	
	2200-12360-114	
SoundPoint IP 331	2200-12365-001	
	2200-12365-022	
	2200-12365-025	
	2200-12365-114	
SoundPoint IP 335	2200-12375-001	To be determined
	2200-12375-022	
	2200-12375-025	
	2200-12375-114	
	G2200-12375-025	

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
SoundPoint IP 450	2200-12450-001	To be determined
	2200-12450-002	
	2200-12450-012	
	2200-12450-015	
	2200-12450-016	
	2200-12450-022	
	2200-12450-025	
	2200-12450-114	
	2200-12450-122	
SoundPoint IP 550	2200-12550-001	To be determined
	2200-12550-002	
	2200-12550-012	
	2200-12550-015	
	2200-12550-016	
	2200-12550-022	
	2200-12550-025	
	2200-12550-114	
	2200-12550-122	
SoundPoint IP 560	2200-12560-001	To be determined
	2200-12560-002	
	2200-12560-012	
	2200-12560-015	
	2200-12560-022	
	2200-12560-025	
	2200-12560-114	
	2200-12560-122	
SoundPoint IP 650	2200-12651-001	To be determined
	2200-12651-002	
	2200-12651-012	
	2200-12651-015	
	2200-12651-016	
	2200-12651-022	
	2200-12651-025	
	2200-12651-107	
	2200-12651-114	
	2200-12651-122	
	G2200-12651-001	
	G2200-12651-025	

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
SoundPoint IP 670	2200-12670-001	To be determined
	2200-12670-002	
	2200-12670-012	
	2200-12670-015	
	2200-12670-016	
	2200-12670-022	
	2200-12670-025	
	2200-12670-114	
	2200-12670-122	
	G2200-12670-001	
G2200-12670-025		
MS LE ¹ VVX 300	2200-46135-018	To be determined
MS LE ¹ VVX 310	2200-46161-018	To be determined
MS LE ¹ VVX 400	2200-46157-018	To be determined
MS LE ¹ VVX 410	2200-46162-018	To be determined
MS LE ¹ VVX 500	2200-44500-018	To be determined
MS LE ¹ VVX 600	2200-44600-018	To be determined

*Revision codes are provided at the time of the shipping configuration change, and this notice will be updated at that time.

¹ Microsoft Lync Edition



Note: Determining revision or date code

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

Trademarks

©2015, Polycom, Inc. All rights reserved.

POLYCOM®, 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.

Customer Feedback

We are constantly working to improve the quality of our documentation, and we would appreciate your feedback. Please send email to DocumentationFeedback@polycom.com.



Visit support.polycom.com for software downloads, product document, product licenses, troubleshooting tips, service requests, and more.