

May 2017 VVX 500 Product Shipping Change Notice

Engineering Advisory 92279

This engineering advisory provides details about product shipping changes planned for May 2017 to Polycom® VVX® 500 Business Media phones. This notice is up to date as of April 21, 2017.

This engineering advisory applies to the following phones to be shipped from the warehouse facility in May 2017 with UC Software:

- VVX 500 Business Media phone

Background

Polycom periodically updates the shipping configuration of the VVX Business Media phones before the phones are shipped from the factory. This ensures that the phones are equipped with the most up-to-date software release to best suit customers' needs. The most recent update will take effect starting in May 2017.

The UC Software version on the VVX Business Media 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 bulletin. These changes are applied to units returned to Polycom for Return Merchandise Authorization (RMA) repair.

This product shipping change introduces the support for a new timing controller chip for the VVX 500 display from a secondary component vendor.



Note: Shipping Configuration Changes

System administrators need to review these shipping configuration changes in detail as these changes can impact the method you are currently using for your phone deployment. Polycom recommends that you verify that the new shipping configuration is compatible with your deployment processes in advance of the date at which the change takes effect.

New Shipping Configurations

The following table lists the new shipping configurations for the VVX 500 phones shipping in May 2017. For a list of current phone shipping configurations, see the [Polycom UC Software Release Matrix](#).

New Shipping Configurations for VVX 500

| <i>Product</i> | <i>New Software Version</i> | <i>Current Software Version</i> |
|------------------------------|-----------------------------|---------------------------------|
| Polycom VVX 500 ¹ | UC Software 4.1.7.1473 (I) | UC Software 4.1.7.1428 (G) |

1. To see the earliest software build in which you can downgrade this phone, see the section [Downgrade Limitations](#).



Note: Configuration Parameter Changes

The factory set configuration parameters in UC Software 4.1.7.1473 (I) are limited to the new timing controller chip for the VVX 500 display.

Downgrade Limitation

Phones shipped from the warehouse can be downgraded according to the software versions available for the phones. VVX 500 phones manufactured as of May 2017 are shipped with the new display component from a secondary component vendor. As a result, the backward-compatibility requirements are more restrictive than earlier shipping configurations.

If the VVX 500 with a new component encounters a version of UC Software on the provisioning server that is not compatible and does not support the new component, the phone will install the software and you may experience flicker.

All software versions are affected. The support for this new display component will only be available on the UC Software releases identified in the following table.

Recommended Software Versions for VVX 500 Shipping as of May 2017

| <i>Product</i> | <i>Software Version In Use*</i> | <i>Recommended Software Version**</i> |
|----------------|---------------------------------|---------------------------------------|
| VVX 500 | 5.5.1.12442 (E) | 5.5.1.15880 (P) |
| | 5.5.1.11526 | 5.5.1.15937 (Q) |
| | 5.5.0.23374 (V) | 5.5.0.23866 (X) |
| | 5.4.6.4312 | 5.4.6.4588 (A) |
| | 5.4.5.8201 (G) | 5.4.5.8726 (M) |
| | 5.4.5.7386 (E) | 5.4.5.8619 (K) |
| | 5.4.4.7664 (CK) | 5.4.4.7900 (CN) |
| | 5.4.3.2414 (E) | 5.4.3.2469 (F) |
| | 5.4.1.17954 (F) | 5.4.1.18405 (I) |
| | 5.4.0.9641 (A) | 5.4.0.14560 (AF) |
| | 5.3.3.0662 (C) | 5.3.3.0698 (D) |
| | 5.2.5.0987 (C) | 5.2.5.1183 (F) |
| | 4.1.8.0938 (G) | 4.1.8.1146 (M) |
| | 4.1.7.1428 (G) | 4.1.7.1473 (I) |
| | 4.0.11.0583 | 4.0.11.1401 (K) |

Notes:

* All software versions are affected.

** Example: If you are using Software Version 5.4.5.7386 “E”, you will need to move to Software Version 5.4.5.8619 “K”

Implementation Date

Polycom anticipates that the VVX 500 with display component will reach customers and distributors in May 2017.

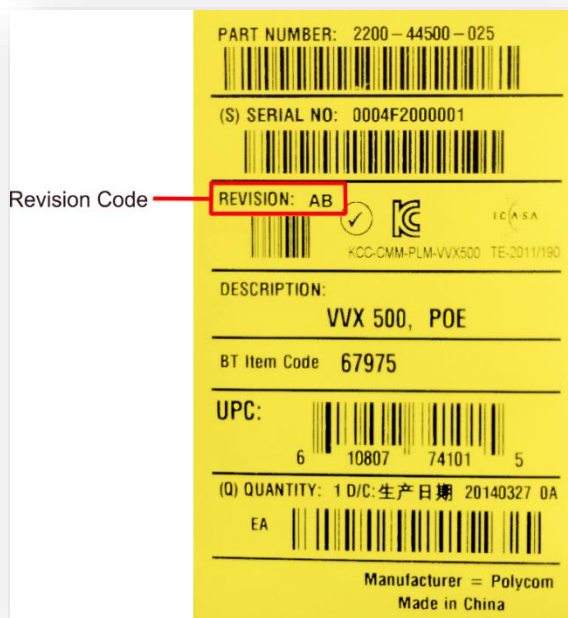
You can confirm that your VVX 500 phone includes the new display component by viewing the revision code listed on the rear of the phone and revision code listed on the colored shipping box label, as shown in the following figures [VVX 500 Console Label and Revision Code](#) and [VVX 500 Shipping Box Label and Revision Code](#). This notice is updated to reflect the actual revision codes as information becomes available.

VVX 500 Console Label and Revision Code



Revision Code

VVX 500 Colored Shipping Box Label and Revision Code



Revision Code

The following table lists the minimum revision codes for the VVX 500 Business Media phones shipping in May 2017 based on the console part number or product identification number.

Revision Codes Based on Console Part Number

| <i>Product</i> | <i>Console Part Number</i> | <i>Minimum Revision Code</i> |
|----------------|----------------------------|------------------------------|
| VVX 500 | 2201-44500-001 | AH |
| | G2201-44500-001 | K |

The following table shows the minimum revision codes for VVX 500 Business Media phones shipping in May 2017 based on the colored shipping box label part number.

Revision Codes Based on Shipping Box Label Part Number

| <i>Product</i> | <i>Shipping Box Part Number</i> | <i>Minimum Revision Code</i> |
|----------------|---------------------------------|------------------------------|
| VVX 500 | 2200-44500-025 | BC |
| | 2200-44500-001 | AT |
| | 2200-44500-114 | AL |
| | G2200-44500-025 | W |
| | 2200-44500-019 | G |



Note: Determining the Revision Code

The revision codes change in alphabetical order. If you have difficulty determining the revision code of the phone from the shipping or product boxes, contact your Polycom channel partner or representative.

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