

July 2017 Product Shipping Configuration Change Notice

Engineering Advisory 124139

3725-47130-005

This engineering advisory provides details about configuration changes planned for July 2017 to Polycom® UC Software. Additionally, this advisory provides important information regarding the Voice Quality Monitoring feature license that will be provided free of charge on all new VVX phones manufactured after the date of this notice. This notice is updated as new information becomes available.



Note: This Shipping Configuration Notice is the latest version

This revision of Engineering Advisory 106961 is the latest product shipping configuration notice and supersedes all previous shipping configuration notices for VVX business media phones. Note that this notice does not apply to VVX phones with SKUs ending with 019, purchased for use in a Skype for Business environment.

This configuration change notice applies to the following phones.

Beginning July 2017, shipping configuration changes apply to the following Polycom phones:

- VVX 300, 310, 400, 410, 500, and 600 business media phones
- VVX 101, 201, 301, 311, 401, 411, 501 and 601 business media phones

Please note that VVX 1500, 1500D, 1500C business media phones and SoundStructure VoIP Interface card are NOT impacted by this change.

Background

Factory Installed Software for VVX Business Media Phones

Polycom periodically updates the configuration of Polycom UC Software on certain phone products shipped from the factory to ensure that they are delivered with the most up to date software. In addition to significant bug fixes and feature enhancements, support for the new VVX 500 LCD display component (see EA 92279) will be included in this firmware upgrade.



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 or updating a full deployment.

Voice Quality Monitoring Feature License Support

Polycom sees the value in the ability for our partners to monitor the quality of the audio experience. Previously, this required a paid license to be purchased to activate the feature on most VVX phones. As

of the date of this notice, phones manufactured and shipped with UCS 5.5.2 will no longer require this license as all VVX manufactured after this date will come with a lifetime free license that enables the Voice Quality Monitoring (VQMon) feature.

Note that phones manufactured before the date of this notice running software older than UCS 5.5.2 will still require a paid license to use the Voice Quality Monitoring feature.



Note: This permanent license is not retroactive

Phones manufactured before the date of this notice will still require a paid license to use the Voice Quality Monitoring feature. The hardware revision number on your phone will allow you to determine whether the phone has the built-in license or not.

New Shipping Configurations

The following tables provide information about the various upcoming configuration updates:

- [VVX Shipping Configurations](#) lists shipping configuration changes planned in July 2017 for the VVX 101, 201, 300, 301, 310, 311, 400, 401, 410, 411, 500, 501, 600 and 601 business media phones. .



Web Info: See current phone shipping configurations

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

The following configuration changes will be implemented for the VVX family of phones.

VVX 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>
VVX 101	UC Software 5.5.2.9374	UC Software 5.4.0.5841	5.7.2.21930	5.6.0.8213
VVX 201	UC Software 5.5.2.9374	UC Software 5.4.0.5841	5.7.2.21930	5.6.0.8213
VVX 300	UC Software 5.5.2.9374	UC Software 4.1.7.1428 G	5.7.2.21930	5.1.7.1368
VVX 301	UC Software 5.5.2.9374	UC Software 5.4.1.17954 F	5.7.2.21930	5.6.1.23318
VVX 310	UC Software 5.5.2.9374	UC Software 4.1.7.1428 G	5.7.2.21930	5.1.7.1368
VVX 311	UC Software 5.5.2.9374	UC Software 5.4.1.17954 F	5.7.2.21930	5.6.1.23318
VVX 400	UC Software 5.5.2.9374	UC Software 4.1.7.1428 G	5.7.2.21930	5.1.7.1368
VVX 401	UC Software 5.5.2.9374	UC Software 5.4.1.17954 F	5.7.2.21930	5.6.1.23318
VVX 410	UC Software 5.5.2.9374	UC Software 4.1.7.1428 G	5.7.2.21930	5.1.7.1368

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>	<i>New BootROM Version</i>	<i>Current BootROM Version</i>
VVX 411	UC Software 5.5.2.9374	UC Software 5.4.1.17954 F	5.7.2.21930	5.6.1.23318
VVX 500	UC Software 5.5.2.9374	UC Software 4.1.7.1428 G	5.7.2.21930	5.1.7.1368
VVX 501	UC Software 5.5.2.9374	UC Software 5.4.1.17954 F	5.7.2.21930	5.6.1.23317
VVX 600	UC Software 5.5.2.9374	UC Software 4.1.7.1428 G	5.7.2.21930	5.1.7.1368
VVX 601	UC Software 5.5.2.9374	UC Software 5.4.1.17954 F	5.7.2.21930	5.6.1.23317

Default Factory Settings

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
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

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

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
Quick Setup	Disabled	Disabled

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

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.

With the change in MAC address, VVX phones manufactured after July 2016 when the new MAC address range cuts in are limited in the versions of UC Software that they can run. Please see Engineering Advisory 1308 for details of approved UC software versions.

The following table lists the earliest compatible software and BootROM versions you can downgrade to on the VVX, SoundPoint IP, SoundStation IP, and SoundStation Duo phones that have the original MAC address.

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

<i>Product</i>	<i>Software Version</i>	<i>BootROM Version</i>
VVX 1500/1500D/1500G	SIP 3.1.2 Rev. B	4.2.2
VVX 600	UC Software 4.1.2	5.1.2
VVX 500	UC Software 4.0.1 Rev. B	5.0.1
VVX 400/410	UC Software 4.1.4	5.1.4
VVX 300/310	UC Software 4.1.4	5.1.4
VVX 101	UC Software 5.4.0	5.6.0
VVX 201	UC Software 5.4.0	5.6.0
VVX 301	UC Software 5.4.1F	5.6.1
VVX 311	UC Software 5.4.1F	5.6.1
VVX 401	UC Software 5.4.1F	5.6.1
VVX 411	UC Software 5.4.1F	5.6.1
VVX 501	UC Software 5.4.1F	5.6.1
VVX 601	UC Software 5.4.1F	5.6.1
SoundStructure VoIP Interface Card	UC Software 4.0.1B	5.0.1

Implementation Date

Polycom anticipates that phones shipping with the new configuration will reach customers and distributors shortly after the implementation date. However, some phones with the old configuration may continue to be received by customers for several months after implementation in July 2017.

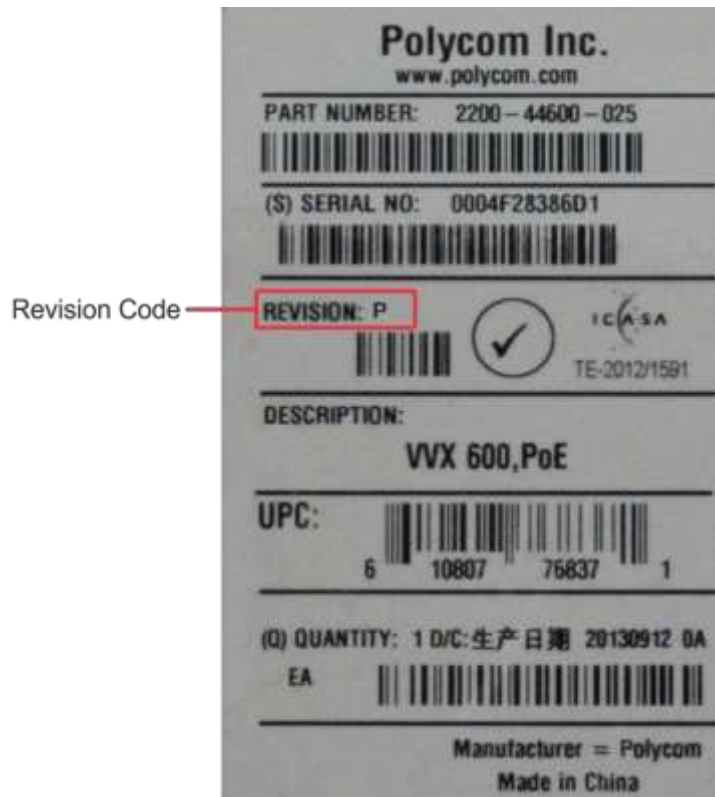
You can determine whether your phone includes the new software by examining the date code listed on back of the phone and on the shipping boxes, as shown in the following two example figures [VVX 600 Console Label and Revision Code](#) and [VVX 600 Shipping Box Label and Revision Code](#). This notice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

Note that in the two figures the date code starts with the following Chinese characters 生产日期 followed by the date code format YYYYMMDDL, 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 for the various phone models.

Revision Codes Based on Console Part Number

<i>Platform</i>	<i>Console Part Number</i>	<i>Revision Code*</i>
VVX 600	2201-44600-001	AJ
	G2201-44600-001	J – No Change
VVX 500	2201-44500-001	AJ
	G2201-44500-001	K – No Change
VVX 410	2201-46162-001	AG
	G2201-46162-001	M – No Change
VVX 400	2201-46104-001	AF
	G2201-46104-001	N – No Change
VVX 310	2201-46161-001	AD
	G2201-46161-001	N – No Change
VVX 300	2201-46135-001	AC
	G2201-46135-001	M – No Change

<i>Platform</i>	<i>Console Part Number</i>	<i>Revision Code*</i>
VVX 601	2201-48600-001	L
VVX 501	2201-48500-001	M
VVX 411	2201-48450-001	P
VVX 401	2201-48400-001	N
VVX 311	2201-48350-001	P
VVX 301	2201-48300-001	N
VVX 201	2201-40450-001	F
VVX 101	2201-40250-001	F

*Revision codes may change at the time of the shipping configuration change. This notice will be updated at the time of this change.

The following table lists 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 600	2200-44600-025	AP
	2200-44600-001	AM
	2200-44600-114	AG
	G2200-44600-025	R
VVX 500	2200-44500-025	BE
	2200-44500-001	AY
	2200-44500-114	AN
	G2200-44500-025	AA
VVX 410	2200-46162-025	AJ
	2200-46162-001	AJ
	2200-46162-114	AH
	G2200-46162-025	AD
VVX 400	2200-46157-025	AM
	2200-46157-001	AJ
	2200-46157-114	AG
	G2200-46157-025	AC
VVX 310	2200-46161-025	AG
	2200-46161-001	AG
	2200-46161-114	AE
	G2200-46161-025	AC

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
VVX 300	2200-46135-025	AK
	2200-46135-001	AF
	2200-46135-114	AD
	G2200-46135-025	AB
VVX 601	2200-48600-001	N
	2200-48600-025	N
	G2200-48600-025	F
VVX 501	2200-48500-001	P
	2200-48500-025	N
	G2200-48500-025	E
VVX 411	2200-48450-001	L
	2200-48450-025	N
	G2200-48450-025	J
VVX 401	2200-48400-001	L
	2200-48400-025	M
	G2200-48400-025	J
VVX 311	2200-48350-001	L
	2200-48350-025	M
	G2200-48350-025	H
VVX 301	2200-48300-001	L
	2200-48300-025	N
	G2200-48300-025	H
VVX 201	2200-40450-001	H
	2200-40450-025	L
	G2200-40450-025	F
VVX 101	2200-40250-001	G
	2200-40250-025	J
	G2200-40250-025	F

*Revision codes may change at the time of the shipping configuration change. This notice will be updated at the time of this change.



Note: Determining the revision or date code

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.

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