

November 2021 Product Shipping Configuration Change Notice

Engineering Advisory 69709

November 2021 | 3725-47165-001

This engineering advisory provides information about changes to default configuration of Poly® UC Software and Poly products being shipped.

This engineering advisory applies to the following Poly products:

- CCX 400
- CCX 500
- CCX 600
- CCX 700

The topics in this advisory include:

- [Background](#)
- [New Shipping Configurations](#)
- [Downgrade Limitations](#)
- [Implementation Date](#)

Background

The shipping configuration on Poly CCX phones is periodically updated to ensure that corrections for service functionality and security updates are available.

Beginning Nov 2021, Poly is making a configuration change to the following products:

- CCX 400

These changes will also be applied to units returned to Poly for Return Merchandise Authorization (RMA) repair. For a list of the earliest software build you can downgrade a phone to and other limitations on downgrading software versions see the section [Downgrade Limitations](#).



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. Poly strongly recommends that you test a single phone configured with the new shipping configuration before planning a full deployment.

Poly CCX Shipping Configuration Changes

The following table includes the shipping configuration changes for Poly CCX business media phones.

Shipping Configuration Software Changes for Poly CCX Business Media Phones

<i>Product¹</i>	<i>New Software Version</i>	<i>Current Software Version</i>
Poly CCX 400 Business Media Phone	UC Software 7.1.3.0991	UC Software 7.0.3.0228
Poly CCX 500 Business Media Phone	No Change	UC Software 7.0.3.0228
Poly CCX 600 Business Media Phone	No Change	UC Software 7.0.3.0228
Poly CCX 700 Business Media Phone	No Change	UC Software 7.0.3.0228

Factory Device Setting Changes

There are no factory device setting changes with this configuration change. The following table includes the current default factory device settings applied during manufacturing.

Device Settings Applied at Manufacture (Factory Defaults)

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

<i>Configuration Setting</i>	<i>Value</i>
Server Address	<Null>
Server User	PlcmSplp
Server Password	PlcmSplp
File Tx Tries	3
Retry Wait	1
Tag SN to UA	Disabled
Upgrade Server (UCS 4.0.x)	<Null>
ZTP	Enabled
Prov. Method	Default
SNTP Address	<Null>
GMT Offset	0
DNS Server	000.000.000.000
DNS Alt Server	000.000.000.000
DNS Domain	<Null>
Ethernet Menu	
LLDP	Enabled
CDP-Compatibility	Enabled
VLAN ID	<Null>
VLAN Filtering	Disabled
Storm Filtering	Enabled
AN Port Mode	Auto
PC Port Mode	Auto
EM Power (650/670)	Enabled
Syslog Menu	
Syslog Server Address	<Null>
Quick Setup	<i>Disabled</i>

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

The following table lists the earliest compatible software versions you can downgrade to on CCX business media phones. Please note that even if earlier versions may be found, Poly UC Software has limited downgrades due to known security exploits in older versions. Attempts to downgrade below the version listed here may result in your phone rejecting the software.

Earliest Software Versions for Poly CCX Business Media Phones

<i>Product</i>	<i>Software Version</i>
Poly CCX 400 Business Media Phone, revisions A – L	UC Software 6.2.23.0396
Poly CCX 400 Business Media Phone, revisions M1 or later	UC Software 6.2.23.0442
Poly CCX 500 Business Media Phone	UC Software 6.2.23.0387
Poly CCX 600 Business Media Phone	UC Software 6.2.23.0387
Poly CCX 700 Business Media Phone	UC Software 6.2.23.0387

Implementation Date

Poly 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 due to inventory movement through distribution channels.

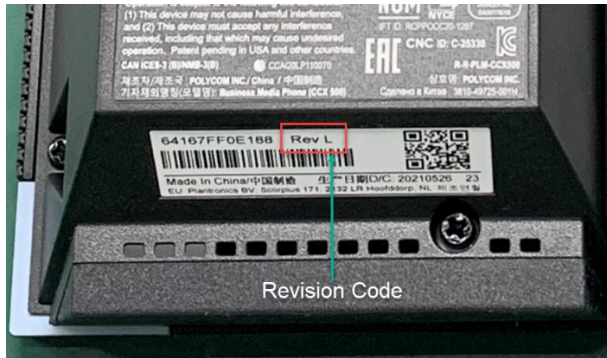
You may determine whether your phone includes the new software by examining the date code listed on back of the phone and on the shipping boxes, as shown in the following two example figures. This notice will be updated to reflect the actual codes as information becomes available.

Date code formats will be either *YYYYMMDD* or *YYYYMMDDL* where the suffix LL indicates the manufacture location.

CCX Console and Shipping Box Label

The images below depict the locations where the revision code may be found on the phone or its shipping box label. For the minimum revision code implementing these changes, refer to the table in the next section.

Console Label



Shipping Box Label



Revision Codes on Console Part Numbers

This table lists the minimum SKU revision codes where the changes in this guide are implemented.

Product	Part Number	Revision Code	
CCX 400	2201-49700-001, 2201-49700-002, 2201-49700-016, 2201-49700-216	Rev P	← New Minimum
CCX 500	2201-49710-001, 2201-49710-002	Rev L Rev K	
	2201-49720-001, 2201-49720-002	Rev L Rev K	

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 600	2201-49770-001, 2201-49770-002;	Rev K Rev H
	2201-49780-001, 2201-49780-002	Rev K Rev H
CCX 700	2201-49740-001, 2201-49740-002	Rev H1 Rev A
	2201-49750-001 2201-49750-002	Rev H Rev A

Revision Codes on Shipping Box Part Numbers

This table lists the minimum SKU revision codes where the changes in this guide are implemented.

Revision Codes on Shipping Box Part Numbers

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 400	2200-49700-001, 2200-49700-016, 2200-49700-019, 2200-49700-021, 2200-49700-025, 2200-49700-114;	Rev P ← New Minimum
	2200-49704-114	Rev P
CCX 500	2200-49710-019, 2200-49710-025;	Rev L Rev K
	2200-49720-001, 2200-49720-019, 2200-49720-025, 2200-49720-114	Rev K Rev L Rev K Rev K
CCX 600	2200-49770-019, 2200-49770-025;	Rev J Rev G
	2200-49780-001, 2200-49780-019, 2200-49780-025, 2200-49780-114;	Rev G Rev J Rev G rev E
	2200-49784-114	Rev D

November 2021 Product Shipping Configuration Change Notice

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 700	2200-49740-025	Rev G
	2200-49750-001,	Rev G
	2200-49750-025,	Rev G
	2200-49750-114	Rev E

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Online Support Center](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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