

June 2021 Product Shipping Configuration Change Notice For Poly CCX and Trio Series

Engineering Advisory 206112

June 2021 | 3725-47164-001B

This engineering advisory shows detailed information about the product shipping default configuration changes planned for June 2021 to Poly® UC Software. This notice is updated as new information becomes available. This notice was last updated as of June 10, 2021.



Note: This Shipping Configuration Notice is the latest version

This Engineering Advisory 206112 is the latest product shipping configuration notice and supersedes previous Shipping Configuration notices for the CCX and Trio series.

This engineering advisory applies to the following Poly solutions:

- Poly CCX 400, 500, 600 Business Media Phones for Teams
- Poly CCX 400, 500, 600, 700 Business Media Phones for OpenSIP
- Poly Trio 8300, 8500, 8800, and C60 Conference Phones

The topics in this advisory include:

- [Background of the Product Shipping Configuration Change Notice](#)
- [New Shipping Configurations](#)
- [Downgrade Limitations](#)
- [Implementation Date](#)

Background

The shipping configuration on Poly CCX and Trio phones has been updated to ensure that all the latest fixes for security and functionality are available. Since the previous shipping configuration update, several important changes and improvements have occurred one of which is the CCX and Trio families of phones now share a common code base.

- Beginning June 2021, Poly is making a configuration change to:
 - CCX 400
 - CCX 500
 - CCX 600
 - CCX 700
 - Trio 8300
 - Trio 8500
 - Trio 8800
 - Trio C60

This advisory outlines restrictions on UC Software compatibility when upgrading or downgrading. 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](#).

Poly 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 Poly-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. For more details about this service contact your Poly sales representative.



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.

New Shipping Configurations

The following table provides information about the shipping configuration changes planned for June 2021 for the Poly CCX 400, 500, 600, 700, Trio 8300, 8500, 8800 and C60:

CCX and Trio Series Shipping Configuration

<i>Product¹</i>	<i>New Software Version</i>	<i>Current Software Version</i>
Poly CCX 400 Business Media Phone	UC Software 7.0.3.0515	UC Software 6.2.23.0304
Poly CCX 500 Business Media Phone	UC Software 7.0.3.0228	UC Software 6.2.23.0304
Poly CCX 600 Business Media Phone	UC Software 7.0.3.0228	UC Software 6.2.23.0304
Poly CCX 700 Business Media Phone	UC Software 7.0.3.0228	UC Software 6.2.23.0304
Poly Trio 8300 Conference Phone	No Change	UC Software 5.9.2
Poly Trio 8500 Conference Phone	No Change	UC Software 5.7.1.4145
Poly Trio 8800 Conference Phone	No Change	UC Software 5.7.1.4179 AF
Poly Trio C60 Conference Phone	No Change	UC Software 5.9.5.3153

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

Current Factory Settings for CCX Business Media Phones

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
DHCP Client	Enabled	Enabled

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
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
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

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
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
Syslog Menu		
Syslog Server Address	<Null>	<Null>
Quick Setup	Disabled	<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](#).

Current Factory Settings for Trio Conference Phones

<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

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

Phones shipped from the warehouse can be downgraded to many software versions available however Poly recommends always using the latest CCX/Trio Software. In some cases there are limitations either to the phone or in support of peripherals:

Trio 8500/8800 used in conjunction with Trio Visual+ and the EagleEye Mini camera.

- Trio Software 5.5.4: EagleEye Mini firmware will be downgraded by the host Trio and you may experience a lower video quality experience at the far-end;
- Trio Software 5.5.3 or older: EagleEye Mini is not supported.

Poly CCX

The following table lists the earliest compatible software versions you can downgrade to on the 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 result in your phone rejecting the software.

CCX Business Media Phones - Earliest Software Versions

<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 in June 2021.

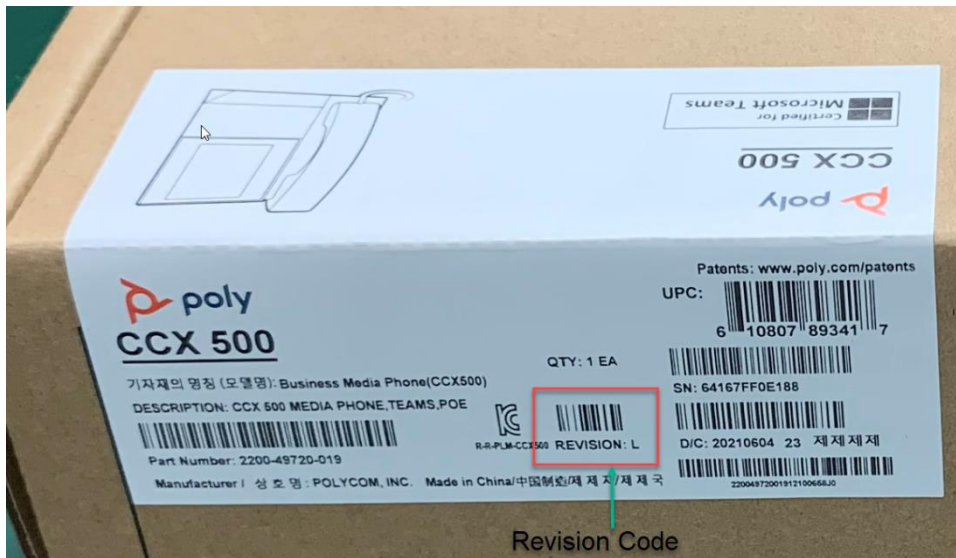
You can determine whether your phone includes the new software by examining the date code listed on back of the phone and on the shipping boxes, as shown in the following two example figures [CCX/Trio Console Label and Revision Code](#) and [CCX/Trio Shipping Box Label and Revision Code](#). This notice 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 YYYYMMDDLL, indicating when the phone was built. (The suffix LL indicates the manufacture location.)

CCX Console Label and Revision Code



CCX Shipping Box Label and Revision Code



Trio 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>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 400	2201-49700-001, 2201-49700-002, 2201-49700-016, 2201-49700-216	Rev M
CCX 500	2201-49710-001, 2201-49710-002	Rev L Rev G
	2201-49720-001, 2201-49720-002	Rev L Rev G
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 H Rev A
	2201-49750-001 2201-49750-002	Rev H Rev A

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

Revision Codes Based on Shipping Box Part Number

<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 M
	2200-49704-114	Rev M

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 500	2200-49710-019,	Rev L
	2200-49710-025;	Rev H
	2200-49720-001,	Rev G
	2200-49720-019,	Rev L
	2200-49720-025,	Rev H
	2200-49720-114	Rev F
CCX 600	2200-49770-019,	Rev J
	2200-49770-025;	Rev G
	2200-49780-001,	Rev G
	2200-49780-019,	Rev J
	2200-49780-025,	Rev G
	2200-49780-114;	rev E
	2200-49784-114	Rev D
CCX 700	2200-49740-025	Rev G
	2200-49750-001,	Rev G
	2200-49750-025,	Rev G
	2200-49750-114	Rev E

Trademarks

©2021, Poly. All rights reserved.

POLY®, and the names and marks associated with Poly's products are trademarks and/or service marks of Poly. 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 Poly

Disclaimer

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

Limitation of Liability

Poly 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 Poly 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 Poly 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 VoiceDocumentationFeedback@poly.com



2021 Plantronics, Inc. All rights reserved. Poly and the propeller design are trademarks of Plantronics, Inc. The Bluetooth trademark is owned by Bluetooth SIG, Inc. and any use of the mark by Plantronics, Inc. is under license. All other trademarks are the property of their respective owners.