

# April 2016 Product Shipping Configuration Change Notice

## Engineering Advisory 106961

---

This engineering advisory provides details about configuration changes planned for April 2016 to Polycom® UC Software. 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 rev A of this document.

This configuration change notice applies to the following phones.

Beginning May 2016, shipping configuration changes apply to the following Polycom phones:

- SoundStation IP 5000, 6000, 7000, and SoundStation Duo phones
- SoundStructure VoIP Interface Card

Beginning May 2016, shipping configuration changes apply to the following Polycom phones:

- SoundPoint IP 321/331, 335, 450, 550, 560, 650, 670

Beginning May 2016, shipping configuration changes apply to the following Polycom phones:

- VVX 300, 310, 400, 410, 500, 600, 1500, 1500D, 1500G

## Background

With the change of MAC address serial number range starting with 0004F2 to a range starting with 64167F, the shipping configuration of Polycom phones must be updated to take this change into account. There will be no functional change, but to ensure that phones will run correctly out of the box, this change at short notice is required:

- Beginning May 2016, Polycom is making a configuration change to:
  - SoundStation IP 5000, 6000, 7000, and SoundStation Duo conference phones
  - SoundStructure VoIP Interface Card accessory for SoundStructure installed audio systems
  - SoundPoint IP 321/331, 335, 450, 550, 560, 650, and 670
  - VVX 300, VVX 310, VVX 400, VVX 410, VVX 500, VVX 600, VVX 1500, 1500D, and 1500G

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. However, the version of software that is selected as the new version must also be compatible with the new MAC

range. Please see Engineering Advisory 1308 for details of approved UC software versions and for additional background to this change.

This advisory outlines restrictions on UC Software compatibility when upgrading or downgrading. These changes will also be applied to units returned to Polycom 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](#).

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. For more details about this service contact your Polycom 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. Polycom strongly recommends that you test a single phone configured with the new shipping configuration before planning a full deployment. In this case it is also recommended that you test phones with both the original MAC address range and the new MAC address range.

## New Shipping Configurations

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

- [SoundStation IP and SoundStructure VoIP Interface Shipping Configurations](#) lists the shipping configuration changes planned for May 2016 for the Polycom SoundStation IP 5000, 6000, 7000, SoundStation Duo, and the SoundStructure VoIP Interface Card.
- [SoundPoint IP Shipping Configurations](#) lists shipping configuration changes planned in May 2016 for the SoundPoint IP phones.
- [V VX Shipping Configurations](#) lists the shipping configuration changes planned in May 2016 for the Polycom V VX 300, 310, 400, 410, 500, 600, 1500, 1500D, and 1500G 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 SSIP and SPIP phones.

### SoundStation IP and SoundStructure VoIP Interface Shipping Configuration

<i>Product<sup>1</sup></i>	<i>New Software Version</i>	<i>Current Software Version</i>	<i>New BootROM Version</i>	<i>Current BootROM Version</i>
SoundStation IP 5000	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8

<i>Product<sup>1</sup></i>	<i>New Software Version</i>	<i>Current Software Version</i>	<i>New BootROM Version</i>	<i>Current BootROM Version</i>
SoundStation IP 6000	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
SoundStation IP 7000	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
SoundStation IP 7000 (HDX Models Only <sup>1</sup> )	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
SoundStation Duo	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
SoundStructure VoIP Interface Card	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8

<sup>1</sup> SoundStation IP 7000 models for HDX are sold with a specific SKU that includes a required CLink interconnect cable. However, the phones are identical to the standard models.

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

#### **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 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
IP 335	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
IP 450	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
IP 550	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
IP 560	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
IP 650	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8
IP 670	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8

The following configuration changes will be implemented for the VVX 1500 phones. No other VVX phones are affected.

#### **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 300	UC Software 4.1.7G	UC Software 4.1.7	5.1.7	5.1.7
VVX 310	UC Software 4.1.7G	UC Software 4.1.7	5.1.7	5.1.7

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>	<i>New BootROM Version</i>	<i>Current BootROM Version</i>
VVX 400	UC Software 4.1.7G	UC Software 4.1.7	5.1.7	5.1.7
VVX 410	UC Software 4.1.7G	UC Software 4.1.7	5.1.7	5.1.7
VVX 500	UC Software 4.1.7G	UC Software 4.1.7	5.1.7	5.1.7
VVX 600	UC Software 4.1.7G	UC Software 4.1.7	5.1.7	5.1.7
VVX 1500/1500D/1500G	UC Software 4.0.8H	UC Software 4.0.8	5.0.8	5.0.8



**Note: Configuration parameter changes in UC Software 3.3.3**

If you are upgrading to UC Software 3.3.3 from a previous software version, note that configuration parameters differ substantially. Be sure to refer to [Technical Bulletin 60519: Simplified Configuration Improvements in Polycom® UC Software 3.3.0](#) to assess potential impact to your deployments.



**Note: Changes to upgrade/downgrade process in UC Software 4.0.x**

If you are downgrading from UC Software 4.0.0 or above from a software version lower than UC Software 4.0.0, or upgrading in the opposite direction, note that as of UC Software 4.0.0, there is a change in the way phones are upgraded and downgraded. Please see [Engineering Advisory 64731: Polycom® UC Software 4.0.x Upgrade and Downgrade Methods](#) for details on how to upgrade/downgrade UC Software.

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
<b>DHCP Menu</b>		
TimeOut	3	3
Boot Server	Custom+Option66	Custom+Option66
BootSrvOpt	160	160
BootSrvType	String	String
VLAN Disc	Fixed	Fixed
VLAN Disc Opt	129 <sup>1</sup>	129
<b>Option 60 Format<sup>2</sup></b>	<b>ASCII String</b>	ASCII String
Phone IP Address	000.000.000.000	000.000.000.000

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
Subnet Mask	255.000.000.000	255.000.000.000
IP Gateway	000.000.000.000	000.000.000.000
<b>Server Menu</b>		
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>
<b>Ethernet Menu</b>		
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
<b>CMA Menu (VVX 1500)</b>		
CMA Mode	Disabled	Disabled
Server Address	<Null>	<Null>

<i>Configuration</i>	<i>Planned Factory Setting</i>	<i>Current Factory Setting</i>
<b>Login Credentials</b>		
Domain	<Null>	<Null>
User	<Null>	<Null>
Password	<Null>	<Null>
<b>Syslog Menu</b>		
Syslog Server Address	<Null>	<Null>
<b>Quick Setup</b>	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. SoundPoint IP 550, 560, 650, and 670 phones manufactured as of May 2009 were shipped with a new memory device. As a result, the backward-compatibility requirements are more restricted than with earlier shipping configurations. If these phones encounter SIP 3.0.1 or BootROM 4.1.1 (or earlier versions of either software) on the provisioning server, they will ignore the software and run the factory-installed software 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.

With the change in MAC address, VVX, SPIP and SSIP phones manufactured after June 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.

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 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

<i>Product</i>	<i>Software Version</i>	<i>BootROM Version</i>
VVX 300/310	UC Software 4.1.4	5.1.4
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 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 May 2016.

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 1500	2201-18061-001	To be determined
	2201-18064-001	
	G2201-18061-001	
	G2201-18064-001	
VVX 600	2201-44600-001	To be determined
	G2201-44600-001	
VVX 500	2201-44500-001	To be determined
	G2201-44500-001	
VVX 410	2201-46162-001	To be determined
	G2201-46162-001	
VVX 400	2201-46104-001	To be determined
	G2201-46104-001	
VVX 310	2201-46161-001	To be determined
	G2201-46161-001	
VVX 300	2201-46135-001	To be determined
	G2201-46135-001	
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 Card	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	

<i>Platform</i>	<i>Console Part Number</i>	<i>Revision Code*</i>
SoundPoint IP 560	2201-12560-001 G2201-12560-001	To be determined
SoundPoint IP 650	2201-12630-001 G2201-12630-001	To be determined
SoundPoint IP 670	2201-12670-001 G2201-12670-001	To be determined

\*Revision codes will be provided 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 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	To be determined
VVX 600	2200-44600-025 2200-44600-001 2200-44600-114 G2200-44600-025	To be determined
VVX 500	2200-44500-025 2200-44500-001 2200-44500-114 G2200-44500-025	To be determined
VVX 410	2200-46162-025 2200-46162-001 2200-46162-114 G2200-46162-025	To be determined

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
VVX 400	2200-46157-025 2200-46157-001 2200-46157-114 G2200-46157-025	To be determined
VVX 310	2200-46161-025 2200-46161-001 2200-46161-114 G2200-46161-025	To be determined
VVX 300	2200-46135-025 2200-46135-001 2200-46135-114 G2200-46135-025	To be determined
SoundStation IP 5000	2200-30900-022 2200-30900-025 2200-30900-114	To be determined
SoundStation IP 6000	2200-15600-001 2200-15600-022 2200-15660-001 2200-15660-002 2200-15660-012 2200-15660-015 2200-15660-022 2200-15660-119 2200-15660-122	To be determined

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
SoundStation IP 7000	2200-40000-001	To be determined
	2200-40000-022	
	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	
SoundStation Duo	2200-19000-001	To be determined
	2200-19000-002	
	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	2200-35005-001	To be determined
	2200-35005-015	
	2200-35005-022	
	2200-35005-101	

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
SoundPoint IP 321	2200-12360-001	To be determined
	2200-12360-022	
	2200-12360-025	
	2200-12360-114	
SoundPoint IP 331	2200-12365-001	To be determined
	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	
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	
	2200-12450-207	
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	

<i>Platform</i>	<i>Shipping Box Part Number</i>	<i>Revision Code*</i>
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	
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	

\*Revision codes will be provided 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.

**Trademarks**

©2016, 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 [VoiceDocumentationFeedback@polycom.com](mailto:VoiceDocumentationFeedback@polycom.com).



Visit [support.polycom.com](http://support.polycom.com) for software downloads, product document, product licenses, troubleshooting tips, service requests, and more.