

January 2023 Product Shipping Configuration Change Notice



This engineering advisory provides information about changes to the default configuration of Poly® VVX D230 DECT IP Phone, shipping as early as January 2023.

This engineering advisory applies to the following Poly products:

- Poly VVX D230 DECT IP Phone

Background

Poly periodically updates this shipping configuration for Poly VVX D230 DECT IP phones to provide up-to-date information on corrections on software versions and hardware revisions.

Beginning January 2023, Poly is releasing new hardware for the VVX D230 DECT IP phone, supporting software version 7.1.3.9112 and later.

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.

Shipping Configuration Changes

The following table includes the shipping configuration changes for Poly VVX D230 DECT IP phones.

Shipping Configuration Software and Hardware Changes for VVX D230

Part Number	Product Description	Shipping Revision	Hardware Version	Software Version
2200-49230-001	VVX D230 DECT IP PHONE KIT, NA	G	2	7.1.3.9112
2200-49230-002	VVX D230 DECT IP PHONE KIT, JP	G	2	7.1.3.9112
2200-49230-015	VVX D230 DECT IP PHONE KIT, EU/ANZ/UK	G	2	7.1.3.9112

2200-49235-001	VVX D230 DECT IP PHONE HANDSET, NA	G	N/A	0.1.33
2200-49235-002	VVX D230 DECT IP PHONE HANDSET, JP	G	N/A	0.1.33
2200-49235-015	VVX D230 DECT IP PHONE HANDSET, EU/ANZ/UK	G	N/A	0.1.33

Downgrade Limitations

The following table lists the earliest compatible software versions you can downgrade to on the VVX D230 phones affected by the new hardware revision and software changes. Attempts to downgrade below the version listed here may result in your phone rejecting the software.

Earliest Software Versions for Poly VVX D230 DECT IP Phones

Product Description	Earliest Software Version Supported
VVX D230 DECT base station, revision G	7.1.3.9112
VVX D230 DECT IP wireless handset, revision G	0.1.33

Implementation Date

Poly anticipates that phones shipping with the new configuration will reach customers and distributors shortly after the implementation date. However, some customers may continue to receive phones with old configuration 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 revision code on the shipping boxes or the hardware version listed in the system web interface. Poly will update this notice to reflect the actual codes as information becomes available.

Shipping Box Label and Device Hardware Information

The image below depicts the locations where customers can find the revision code on the shipping box label and the hardware version in the system web interface.

Example Product Shipping Label



Example System Web Interface

Product Information ?	
Parameter Name	Value
ModelName	VVX D230
MACAddress	9CADEFA8E058
SerialNumber	88K01NAZYROT
OBiNumber	230 956 668
HardwareVersion	2.0
SoftwareVersion	7.1.3 (Build: 9107)
SystemTime	13:56:26 12/12/2022, Monday
UpTime	0 Days 0:02:07 (0)

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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