

May 2014 Product Shipping Configuration Change Notice

Engineering Advisory 92278

This engineering advisory provides details about shipping configuration changes planned for May 2014 to Polycom® Unified Communication (UC) Software on Polycom® VVX® 500 business media phones. This notice is up to date as of April 2014.

This engineering advisory applies to the following phones to be shipped from the warehouse facility in May 2014 with UC Software:

- VVX 500 business media phones

Background

Polycom periodically updates the shipping configuration of the VVX business media phones before the phones are shipped from the factory. This ensures that the phones are equipped with the most up-to-date software release to best suit customers' needs. The most recent update will take effect starting in May 2014.

Service provider and system administrators can upgrade or downgrade the UC Software version on their VVX business media phones using a provisioning server. Service providers and system administrators must set up their own provisioning server to distribute software to phones on their network. Any restrictions on upgrade or downgrade compatibility are outlined in this bulletin. These changes are applied to units returned to Polycom for Return Merchandise Authorization (RMA) repair.

This shipping configuration change introduces support for a driver for the VVX 500 touchscreen from a secondary component vendor.



Note: Shipping Configuration Changes

System administrators need to review these shipping configuration changes in detail as these changes can impact the method you are currently using for your phone deployment. Polycom recommends that you verify that the new shipping configuration is compatible with your deployment processes in advance of the change takes effect.

New Shipping Configurations

The following table lists the new shipping configurations for the VVX 500 phones shipped in May 2014. For a maintained list of current VVX phone shipping configurations, see the [Polycom UC Software Release Matrix for VVX Phones](#).

New Shipping Configurations for VVX 500

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>
Polycom VVX 500 ¹	UC Software 4.0.1P	UC Software 4.0.1

¹ To see the earliest software build you can downgrade this phone to, see the section [Downgrade Limitations](#).



Note: No Configuration Parameter Changes

UC Software 4.0.1P supports the same configuration parameters in UC Software 4.0.1.

Downgrade Limitations

Phones shipped from the warehouse can be downgraded according to the software versions available for the phones. VVX 500 phones manufactured as of May 2014 are shipped with a driver for the touchscreen from a secondary component vendor. As a result, the backward-compatibility requirements are more restrictive than earlier shipping configurations. If the VVX 500 encounters a version of UC software on the provisioning server that is not compatible, the phone ignores the software and runs 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 displays this on the screen during the startup process and logs the issue in the boot log file. This incompatibility can result in operational issues on the VVX 500 phone. VVX 500 phones that do not contain the driver for the touchscreen from a secondary component vendor can be downgraded to a version of UC software not listed in the table [Earliest Compatible Software Versions for VVX 500 Shipping as of May 2014](#), which lists the earliest compatible software versions for the VVX 500 shipping as of May 2014.

Earliest Compatible Software Versions for VVX 500 Shipping as of May 2014

<i>Product</i>	<i>Software Version</i>
VVX 500	5.0.1Y
	4.1.6H
	4.0.5C
	4.0.2AM
	4.0.1P

Implementation Date

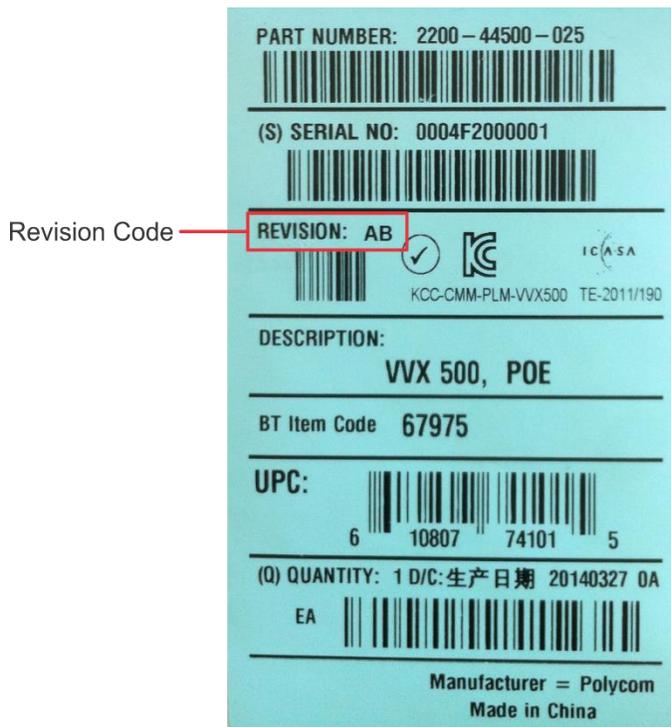
Polycom anticipates that the VVX 500 with the driver for the new touchscreen will reach customers and distributors in June. However, it is possible that some phones with the new configuration can arrive prior to this date.

You can confirm that your VVX 500 phone includes the new touchscreen by viewing the revision code listed on the rear of the phone and revision code listed on the colored shipping box label, as shown in the following figures [VVX 500 Console Label and Revision Code](#) and [VVX 500 Shipping Box Label and Revision Code](#). This notice is updated to reflect the actual revision codes as information becomes available.

VVX 500 Console Label and Revision Code



VVX 500 Colored Shipping Box Label and Revision Code



The following table lists the minimum revision codes for the VVX 500 business media phones shipping in May 2014 based on the console part number or product identification number.

Revision Codes Based on Console Part Number

<i>Product</i>	<i>Console Part Number</i>	<i>Minimum Revision Code</i>
VVX 500	2201-44500-001	AC
	G2201-44500-001	G

The following table shows the minimum revision codes for VVX 500 business media phones shipping in May 2014 based on the colored shipping box label part number:

Revision Codes Based on Shipping Box Label Part Number

<i>Product</i>	<i>Shipping Box Part Number</i>	<i>Minimum Revision Code</i>
VVX 500	2200-44500-025	AF
	2200-44500-001	AC
	2200-44500-114	Y
	G2200-44500-025	F



Note: Determining the Revision Code

The revision codes change in alphabetical order. If you have difficulty determining the revision code of the phone from the shipping or product boxes, contact your Polycom channel partner or representative.

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