March 2023 Product Shipping Configuration Change Notice

This engineering advisory provides information about coming changes to the default shipping configuration of Poly® UC Software, Poly Voice Software (PVOS), and Poly Voice products.

This engineering advisory applies to the following Poly products:

- Poly CCX 350
- Poly CCX 400
- Poly CCX 500
- Poly CCX 505
- Poly CCX 600
- Poly CCX 700

The following are topics included in this advisory:

- Background
- Poly CCX Shipping Configuration Changes
- Factory Device Setting Changes
- Downgrade Limitations
- Implementation Date

Background

Poly periodically updates this shipping configuration for Poly CCX phones to provide up-to-date information on corrections for service functionality and security updates.

Beginning March 2023, the Poly Voice Software (PVOS) installed on CCX phones at the time of manufacture is being updated.

These changes will also apply 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

Product	New Software Version	Current Software Version
Poly CCX 350	PVOS 8.0.2.3267 "D"	PVOS 8.0.1.4813
Poly CCX 400	PVOS 8.0.2.3267 "D"	UC Software 7.3.1.0811
Poly CCX 500	PVOS 8.0.2.3267 "D"	UC Software 7.3.1.0811
Poly CCX 505	PVOS 8.0.2.3267 "D"	UC Software 7.3.1.0811
Poly CCX 600	PVOS 8.0.2.3267 "D"	UC Software 7.3.1.0811
Poly CCX 700	PVOS 8.0.2.3267 "D"	UC Software 7.3.1.0811

Factory Device Setting Changes

The following configuration changes will be implemented on Poly CCX phones at the factory:

- Default Time Server (SNTP) address set to "`pool.ntp.org`" (previously `north-america.pool.ntp.org`)

Device Settings Applied at Manufacture (Factory Defaults)

Configuration Setting	Value
DHCP Client	Enabled
DHCP Menu	
TimeOut	3
Boot Server	Custom+Option66
BootSrvOpt	160
BootSrvType	String
VLAN Disc[1]	Fixed
VLAN Disc Opt	129
Option 60 Format[2]	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

Configuration Setting	Value
Server Address	*\<Null\>*
Server User	PlcmSpIp
Server Password	PlcmSpIp
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	pool.ntp.org
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	*Disabled*

1 Since the VLAN Disc is set to Fixed, Option 129 is not used by the phone in the factory default configuration.

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 are available, Poly UC Software and Poly Voice Software have 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

Product	Software Version
Poly CCX 350 Business Media Phone	Poly Voice Software (PVOS) 8.0.1.4813
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 505 Business Media Phone	UC Software 7.3.1.0811
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 customers may continue to receive phones with old configuration for several months after implementation due to inventory movement through distribution channels.
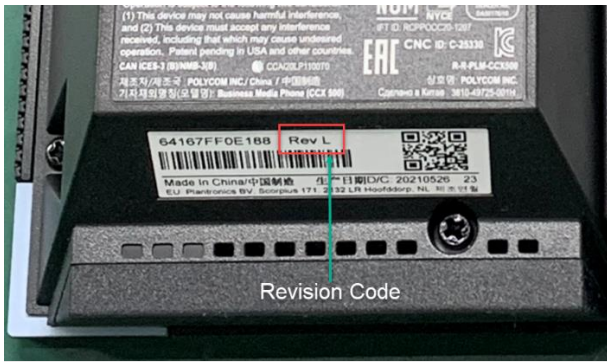
You may determine whether your phone includes the new software by examining the date code listed on the back of the phone and on the shipping boxes, as shown in the following two example figures. Poly will update this notice to reflect the actual codes as information becomes available.

Date code formats are YYYYMMDD or YYYYMMDDLL where the suffix LL indicates the manufacture location.

CCX Console and Shipping Box Label

The images below depict the locations where customers can find the revision code on the phone or its shipping box label. For the minimum revision code implementing these changes, refer to the table in Revision Codes on Console Part Numbers and Revision Codes on Shipping Box Part Numbers.

Console Label

Revision Code

Shipping Box Label

Revision Code

Revision Codes on Console Part Numbers

This table lists the minimum SKU revision codes where the changes from this notice have been implemented.

Product Part Number and Revision Codes

Product	Part Number	Revision Code
CCX 350	2201-49690-001	C
CCX 400	2201-49700-001 2201-49700-002	T
CCX 500	2201-49720-001 2201-49720-002 G2201-49720-001 G2201-49720-002	W
CCX 505	2201-49735-001 2201-49735-002 G2201-49735-001 G2201-49735-002	W

Product	Part Number	Revision Code
CCX 600	2201-49780-001	W
	2201-49780-002	
	G2201-49780-001	
	G2201-49780-002	
CCX 700	2201-49750-001	W
	G2201-49750-001	

Revision Codes on Shipping Box Part Numbers

This table lists the minimum SKU revision codes where the changes from this notice have been implemented.

Revision Codes on Shipping Box Part Numbers

Product	Part Number	Revision Code
CCX 350	2200-49690-019	C
CCX 400	2200-49700-001	W
	2200-49700-016	T
	2200-49700-019	T
	2200-49700-025	T
	2200-49700-114	T
	2200-49704-114	T
	G2200-49700-019	T
	G2200-49700-025	C
CCX 500	2200-49720-001,	W
	2200-49720-019	
	2200-49720-025	
	2200-49720-114	
	2200-49724-114	
	G2200-49720-019	
	G2200-49720-025	
CCX 505	2200-49735-001	W
	2200-49735-019	
	2200-49735-025	
	2200-49735-114	
	2200-49736-114	
	G2200-49735-019	
	G2200-49735-025	
CCX 600	2200-49780-001	W
	2200-49780-019	
	2200-49780-025	
	2200-49780-114	
	2200-49784-114	
	G2200-49780-019	
	G2200-49780-025	

Product	Part Number	Revision Code
CCX 700	2200-49750-001 2200-49750-025 2200-49750-114 G2200-49750-025	W

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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