

# December 2022 Product Shipping Configuration Change Notice



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This engineering advisory provides information about changes to the default configuration of Poly® UC Software, Poly Voice Software (PVOS), and Poly products shipping in December 2022.

This engineering advisory applies to the following Poly products:

- CCX 350
- CCX 400
- CCX 500
- CCX 505
- CCX 600
- 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 December 2022, Poly is introducing the new CCX 350 business media phone.

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](#).

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### **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.

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## 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

<b>Product</b>	<b>New Software Version</b>	<b>Current Software Version</b>
Poly CCX 350 Business Media Phone	<b>PVOS 8.0.1.4813</b>	n/a
Poly CCX 400 Business Media Phone		UC Software 7.3.1.0811
Poly CCX 500 Business Media Phone		UC Software 7.3.1.0811
Poly CCX 505 Business Media Phone		UC Software 7.3.1.0811
Poly CCX 600 Business Media Phone		UC Software 7.3.1.0811
Poly CCX 700 Business Media Phone		UC Software 7.3.1.0811

## Factory Device Setting Changes

There are no factory device setting changes with this configuration change. The following table includes the current default factory device settings applied during manufacturing.

### Device Settings Applied at Manufacture (Factory Defaults)

<b>Configuration Setting</b>	<b>Value</b>
DHCP Client	Enabled
<b>DHCP Menu</b>	
TimeOut	3
Boot Server	Custom+Option66
BootSrvOpt	160
BootSrvType	String
VLAN Disc <sup>1</sup>	Fixed
VLAN Disc Opt	129
<b>Option 60 Format<sup>2</sup></b>	
Phone IP Address	000.000.000.000
Subnet Mask	255.000.000.000
IP Gateway	000.000.000.000
<b>Server Menu</b>	
Server Type	FTP
Server Address	<Null>

<b>Configuration Setting</b>	<b>Value</b>
Server User	PlcmSplp
Server Password	PlcmSplp
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	<Null>
GMT Offset	0
DNS Server	000.000.000.000
DNS Alt Server	000.000.000.000
DNS Domain	<Null>
<b>Ethernet Menu</b>	
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
<b>Syslog Menu</b>	
Syslog Server Address	<Null>
<b>Quick Setup</b>	<i>Disabled</i>

<sup>1</sup> 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

<b>Product</b>	<b>Software Version</b>
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



## Shipping Box Label



## Revision Codes on Console Part Numbers

This table lists the minimum SKU revision codes implemented.

### Product Part Number and Revision Codes

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 350	2201-49690-001	Rev A
CCX 400	2201-49700-001, 2201-49700-002, 2201-49700-016, 2201-49700-216	Rev R
CCX 500	2201-49710-001, 2201-49710-002	Rev M Rev L
	2201-49720-001, 2201-49720-002	Rev M Rev L
CCX 505	2201-49730-001 2201-49730-002	Rev A Rev A
	2201-49735-001 2201-49735-002	Rev A Rev A
CCX 600	2201-49770-001, 2201-49770-002;	Rev L Rev J
	2201-49780-001, 2201-49780-002	Rev L Rev J
CCX 700	2201-49740-001,  2201-49750-001	Rev J  Rev J

## Revision Codes on Shipping Box Part Numbers

This table lists the minimum SKU revision codes implemented.

### Revision Codes on Shipping Box Part Numbers

<i>Product</i>	<i>Part Number</i>	<i>Revision Code</i>
CCX 350	2200-49690-019	Rev A
CCX 400	2200-49700-001, 2200-49700-016, 2200-49700-019, 2200-49700-021, 2200-49700-025, 2200-49700-114; 2200-49704-114	Rev R
CCX 500	2200-49710-019, 2200-49710-025; 2200-49720-001, 2200-49720-019, 2200-49720-025, 2200-49720-114	Rev M Rev L Rev L Rev M Rev L Rev L
CCX 505	2200-49730-019 2200-49730-025 2200-49735-019 2200-49735-025 2200-49735-001	Rev A Rev A Rev A Rev A Rev A
CCX 600	2200-49770-019, 2200-49770-025;  2200-49780-001, 2200-49780-019, 2200-49780-025, 2200-49780-114;  2200-49784-114	Rev K Rev H  Rev H Rev K Rev H Rev F  Rev E
CCX 700	2200-49740-025 2200-49750-001, 2200-49750-025, 2200-49750-114	Rev H Rev H Rev H Rev F

## 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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