June 2022 Product Shipping Configuration Change Notice For Poly VVX Phones

Engineering Advisory 210826   April 2022 | 3725-47130-013B

This engineering advisory provides detailed information about product shipping configuration changes to Poly UC Software affecting Poly VVX x50 series phones, including some models with new hardware revisions shipping from Poly warehouses as early as June 2022. The supporting Poly UC Software release 6.4.3 will be made available as early as mid-May 2022. This notice is updated as new information becomes available and was last updated as of April 29, 2022.

> **Note: This Shipping Configuration Notice is the latest version**
>
> This revision of the Engineering Advisory is the latest product shipping configuration notice and supersedes all previous shipping configuration notices for Poly VVX business media phones.
>
> Also note that the changes to the shipping configurations described in this notice do not apply to the following:
>
> - VVX phone SKUs purchased for use in a Microsoft Skype for Business environment
> - VVX x50 series, OBi Edition SKUs.
>
> Poly will issue a notification for these phones ahead of any changes.

This notice applies to the following Poly phones:

- VVX 150, 250, 350 and 450 business IP phones
- VVX 101, 201, 301, 311, 401, 411, 501 and 601 business media phones

The topics in this advisory include:

- Background
- New Shipping Configurations
- Downgrade Limitations and Exceptions
- Implementation Date

Background

New Factory Installed Software for VVX x50 Business IP Phones

Poly periodically updates the configuration of Poly UC Software on certain phone products shipped from the factory to ensure that they are delivered with the most up to date software. Poly's goal is to ensure that all phones within the VVX portfolio ship with the same version of software, except for products or product models that have reached End of Sale or have been announced to go End of Sale.

This engineering advisory also provides advanced notice for a VVX 250, VVX 350, VVX 450, and VVX EM50 hardware and software change planned for as early as June 2022 with the intention to improve the supply profile of the affected product models. It also outlines restrictions on UC Software compatibility when upgrading or downgrading.

These changes will also be applied 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.

The hardware changes planned are not anticipated to impact the product performance, feature set or life-expectancy.

New Shipping Configurations

The following table provides information about the shipping configuration changes planned for the Poly VVX family of phones expected to start shipping from Poly warehouses as early as June 2022:

VVX Shipping Configurations

Product	New Software Version	Current Software Version
VVX 150	UC Software 6.4.3.xxxx*	UC Software 5.9.6.2996
VVX 250	UC Software 6.4.3.xxxx*	UC Software 5.9.6.2996
VVX 350	UC Software 6.4.3.xxxx*	UC Software 5.9.6.2996
VVX 450	UC Software 6.4.3.xxxx*	UC Software 5.9.6.2996
VVX 101	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 201	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 301	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 311	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 401	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 411	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 501	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 601	UC Software 5.9.6.2996	UC Software 5.9.6.2996

*The final UCS 6.4.3.xxxx build ID will be determined and updated closer to the targeted release of the software as early as mid-May 2022.

Note: No configuration parameter changes
UC Software 6.4.3.xxxx* supports the same configuration parameters as in UC Software 5.9.6.2996.

The following table lists the current and planned factory settings for each configuration.

Default Factory Settings

Configuration	Planned Factory Setting (no changes from Current)	Current Factory Setting
DHCP Client	Enabled	Enabled
DHCP Menu		
TimeOut	3	3
Boot Server	Custom+Option66	Custom+Option66
BootSrvOpt	160	160
BootSrvType	String	String
VLAN Disc	Fixed	Fixed
VLAN Disc Opt[1]	129	129
Option 60 Format[2]	**ASCII String**	**ASCII String**
Phone IP Address	000.000.000.000	000.000.000.000
Subnet Mask	255.000.000.000	255.000.000.000
IP Gateway	000.000.000.000	000.000.000.000
Server Menu		
Server Type	FTP	FTP
Server Address	*<Null>*	*<Null>*
Server User	PlcmSpIp	PlcmSpIp
Server Password	PlcmSpIp	PlcmSpIp
File Tx Tries	3	3
Retry Wait	1	1
Tag SN to UA	Disabled	Disabled
Poly ZTP	Disabled	Disabled
Polycom 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

Configuration	Planned Factory Setting (no changes from Current)	Current Factory Setting
DNS Domain	*<Null>*	*<Null>*
Ethernet Menu		
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	Enabled	Enabled
Login Credential		
Domain	<Null>	<Null>
User	<Null>	<Null>
Password	<Null>	<Null>
Syslog Menu		
Syslog Server Address	<Null>	<Null>
Quick Setup	*Disabled*	*Disabled*
TLS	*1.2*	*1.2*

1 Since the VLAN Disc is set to Fixed, Option 129 is not used by the phone in the factory default configuration. For more information, see Technical Bulletin 54041: Using DHCP Vendor Identifying Options.

Downgrade Limitations and Exceptions

You can downgrade phones shipped from Poly warehouses to the earliest version compatible as outlined below.

Poly VVX xx1 Series – Earliest Software Versions

Product	Earliest Software Version
VVX 101	UC Software 5.9.6
VVX 201	UC Software 5.9.6
VVX 301	UC Software 5.9.6
VVX 311	UC Software 5.9.6
VVX 401	UC Software 5.9.6
VVX 411	UC Software 5.9.6
VVX 501	UC Software 5.9.6
VVX 601	UC Software 5.9.6

Downgrade Limitations for Poly VVX x50 Series Phones

VVX x50 series phones shipped from Poly warehouses starting as early as June 2022 cannot be downgraded below the factory loaded UC Software 6.4.3 or any other of the earlier compatible versions depending on the device's hardware revision.

The following table lists the earliest compatible software versions you can downgrade to on the VVX x50 series phones affected by the new hardware revision and software changes. Please note that even if earlier software versions may be found, Poly UC Software has limited recommended 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.

VVX x50 Series with Latest Hardware or Software Changes - Earliest Software Versions

Product	Console Part Number	Console Revision Code[2]	Shipping Box Part Number	Shipping Box Revision Code[2]	Earliest Software Version
VVX 150[1]	2201-48810-001	Rev ZM	2200-48810-001	Rev ZM	5.9.6.2996
	2201-48810-006	Rev ZM	2200-48810-016	Rev ZM	
	2201-48810-007	Rev ZM	2200-48810-025	Rev ZM	
	2201-48810-016	Rev ZM	2200-48810-114	Rev ZM	
	2201-48810-025	Rev ZM	2314-48810-001	Rev ZM	
	G2201-48810-001	Rev ZM	2314-48810-025	Rev ZM	
			2322-48810-001	Rev ZM	
			2322-48810-025	Rev ZM	
			G2200-48810-025	Rev ZM	

Product	Console Part Number	Console Revision Code[2]	Shipping Box Part Number	Shipping Box Revision Code[2]	Earliest Software Version
VVX 250	2201-48820-001 2201-48820-003	Rev ZM Rev ZM	2200-48820-001 2200-48820-016 2200-48820-025 2200-48820-114	Rev ZM Rev ZM Rev ZM Rev ZM	5.9.6.2996
	G2201-48820-001	Rev ZM	G2200-48820-025	Rev ZM	
	2201-48820-006 2201-48820-007 2201-48820-016	Rev ZM Rev ZM Rev ZM	2314-48820-001 2314-48820-025 2322-48820-001 2322-48820-025	Rev ZM Rev ZM Rev ZM Rev ZM	
VVX 250 new hardware revision	2201-48820-021	Rev A Rev A	2200-48820-001 2200-48820-016 2200-48820-025 2200-48820-114	Rev ZZA Rev ZZA Rev ZZA Rev ZZA	6.4.3 or higher
	G2201-48820-021	Rev A	G2200-48820-225	Rev A	
	2201-48820-126 2201-48820-127	Rev A Rev A	2314-48820-001 2314-48820-025 2322-48820-001 2322-48820-025	Rev ZZA Rev ZZA Rev ZZA Rev ZZA	
VVX 350	2201-48830-001 2201-48830-010 2201-48830-101	Rev ZM Rev ZM Rev ZM	2200-48830-001 2200-48830-025 2200-48830-114 G2200-48830-025	Rev ZM Rev ZM Rev ZM Rev ZM	5.9.6.2996
	2201-48830-106 2201-48830-107	Rev ZM Rev ZM Rev ZM	2314-48830-001 2314-48830-025 2322-48830-001 2322-48830-025	Rev ZM Rev ZM Rev ZM Rev ZM	
VVX 350 new hardware revision	2201-48830-021 2201-48830-121	Rev A Rev A	2200-48830-001 2200-48830-025 2200-48830-114 G2200-48830-225	Rev ZZA Rev ZZA Rev ZZA Rev A	6.4.3 or higher
	2201-48830-126 2201-48830-127	Rev A Rev A	2314-48830-001 2314-48830-025 2322-48830-001 2322-48830-025	Rev ZZA Rev ZZA Rev ZZA Rev ZZA	
VVX 450	2201-48840-001 2201-48840-101	Rev ZM Rev ZM	2200-48840-001 2200-48840-025 2200-48840-114 G2200-48840-025	Rev ZM Rev ZM Rev ZM Rev ZM	5.9.6.2996
	2201-48840-026 2201-48840-027	Rev ZM Rev ZM	2314-48840-001 2314-48840-025 2322-48840-001 2322-48840-025	Rev ZM Rev ZM Rev ZM Rev ZM	

Product	Console Part Number	Console Revision Code[2]	Shipping Box Part Number	Shipping Box Revision Code[2]	Earliest Software Version
VVX 450 new hardware revision	2201-48840-021 2201-48840-121	Rev A Rev A	2200-48840-001 2200-48840-025 2200-48840-114 G2200-48810-225	Rev ZZA Rev ZZA Rev ZZA Rev A	6.4.3 or higher
	2201-48840-126 2201-48840-127	Rev A Rev A	2314-48840-001 2314-48840-025 2322-48840-001 2322-48840-025	Rev ZZA Rev ZZA Rev ZZA Rev ZZA	
VVX EM50	2201-48890-001	Rev ZM	2200-48890-025 G2200-48890-025	Rev ZM Rev ZM	5.9.6.2996
VVX EM50 new hardware revision	2201-48890-021	Rev A	2200-48890-025 G2200-48890-225	Rev ZZA Rev A	6.4.3 or higher

[1] No hardware changes with VVX 150; only the factory installed software version is changed to align with all other VVX x50 series phone models.

[2] Revision codes are provided at the time of the shipping configuration change, and this notice may be updated at that time.

Note: Software support of older VVX x50 revision codes

VVX x50 series phones and VVX EM50 expansion modules with revision codes below the ones listed in the table above will work with all released UC Software versions 5.9.x and later. For more detailed information, see previous versions of this Shipping Configuration Notice on Poly Support.

Software Distribution Files for the New VVX x50 Revision Codes

For the VVX x50 series with new hardware revision codes, software will be available together with the software for the original VVX x50 hardware revision in a Split UC Software package in ZIP file format. The new software file will be available for download as of the earliest compatible software version outlined above and as early as mid-May 2022. The Split software package contains sip.ld files for each phone model. There are new sip.ld files ending in -021 for the VVX 250, VVX 350, and VVX 450 with new hardware revisions as identified in the following table. This enables you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

Note: No combined UC software distribution file

For the new VVX x50 series with new hardware revision, Poly will not be making available a combined UC Software package that contains a single software file for all phone models. The size of a Combined US Software file does not allow for an efficient software upgrade process.

For general use, Poly recommends using the split resource file that corresponds to the phone models for your deployment. To match the correct UC Software resource file to your phone model, see the Split ZIP Files table. If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

Split ZIP files

Product	Distributed Files (Hardware Identifier)
VVX 250 new hardware revision	3111-48820-021
VVX 350 new hardware revision	3111-48830-021
VVX 450 new hardware revision	3111-48840-021
VVX 150	3111-48810-001
VVX 250	3111-48820-001
VVX 350	3111-48830-001
VVX 450	3111-48840-001

Exceptions

The following exceptions apply:

VVX 150 – No Hardware Changes

The VVX 150 model is not subject to hardware changes unlike the VVX 250, VVX 350, and VVX 450 models as well as the VVX EM50. However, the VVX 150 shipping configuration, including the respective software version, is aligned with all other VVX x50 series phone models as documented in this notice.

This allows older UC Software and OBi Edition software to be used even though Poly recommends upgrading to the latest release software for the best experience, performance, and security.

VVX 250/350/450 – JITC Certification

The new TAA compliant SKUs of the VVX 250, VVX 350, and VVX 450 models created for the new hardware revision will not be JITC certified initially. Poly intends to pursue JITC certification upon availability of the new VVX 250, VVX 350, and VVX 450 hardware revisions.

VVX EM50 and VVX 450 – Supported Combinations

As of the new VVX EM50 hardware revision, only the combinations with VVX 450 hardware revisions as per the following table are supported.

A mix of multiple VVX EM50 modules with new and older hardware revisions is not supported with VVX 450; only multiple VVX EM50 modules of the same hardware revisions can be used with the VVX 450 aligned with the supported combinations of a single VVX EM50 with VVX 450, as documented in the following table.

Product Combinations	New UC Software Version(s)	Current/Older UC Software Version(s)	OBi Edition Software Versions*
NEW VVX EM50 Hardware Revision NEW VVX 450 Hardware Revision	YES	NO	NO*
NEW VVX EM50 Hardware Revision OLDER VVX 450 Hardware Revision	YES	NO	NO*
OLDER VVX EM50 Hardware Revision NEW VVX 450 Hardware Revision	YES	NO	NO*
OLDER VVX EM50 Hardware Revision OLDER VVX 450 Hardware Revision	YES	YES	YES

* Poly is reviewing support of OBi Edition software on the new hardware revision of VVX 250, VVX 350, VVX 450 and VVX EM50 and will issue a notification ahead of any changes.

VVX x50 OBi Edition Series – No Changes

The hardware, software, and shipping configuration changes described in this engineering advisory are not applicable to VVX x50 series, OBi Edition models and SKUs.

Upgrading from UC Software to OBi Edition software is not supported on the new hardware revision of VVX 250, VVX 350, VVX 450, and VVX EM50 documented in this notice.

Product	Current Software Version	New Software Version
VVX 150 OBi Edition	OBi Edition 6.4.3	No Change
VVX 250 OBi Edition	OBi Edition 6.4.3	No Change
VVX 350 OBi Edition	OBi Edition 6.4.3	No Change
VVX 450 OBi Edition	OBi Edition 6.4.3	No Change

Note: OBi Edition support for new VVX x50 hardware revision

Poly is reviewing support of OBi Edition software on the new hardware revision of VVX 250, VVX 350, and VVX 450 and will issue a notification ahead of any changes.

Implementation Date

Poly anticipates that phones shipping with the new configuration will reach customers and distributors shortly after the implementation date. However, phones with the old configuration may continue to be received by customers for several months after the planned implementation as early as June 2022.

You can determine whether your phone includes the new hardware changes and software by examining the color of the shipping label, the part number and console revision listed on back of the phone, and the part number and console revision listed on the shipping boxes, as shown in the following figures.

Note: New VVX x50 hardware revision

If the information on your VVX x50 series phone console and shipping box does not match the information in the table in the section Downgrade Limitations for Poly VVX x50 Series Phones, it is not a VVX x50 series model with the new hardware revision.

Example VVX 350 Console Label and Revision Code

Example VVX 250 Colored Shipping Box Label and Revision Code
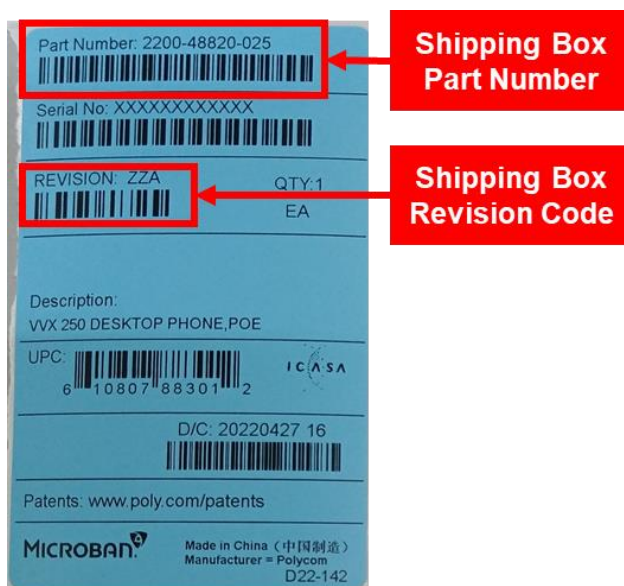
You can also identify a phone with the new hardware revision by examining the Hardware Identifier displayed in the phone's Web Configuration Utility and Phone UI as shown in the following figures.

Example VVX 450 Web Configuration Utility
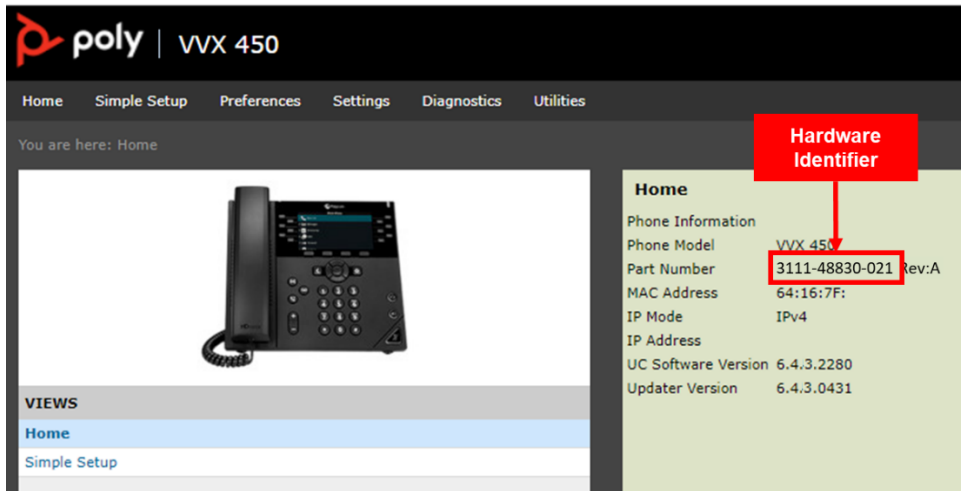
Example VVX 450 Phone UI
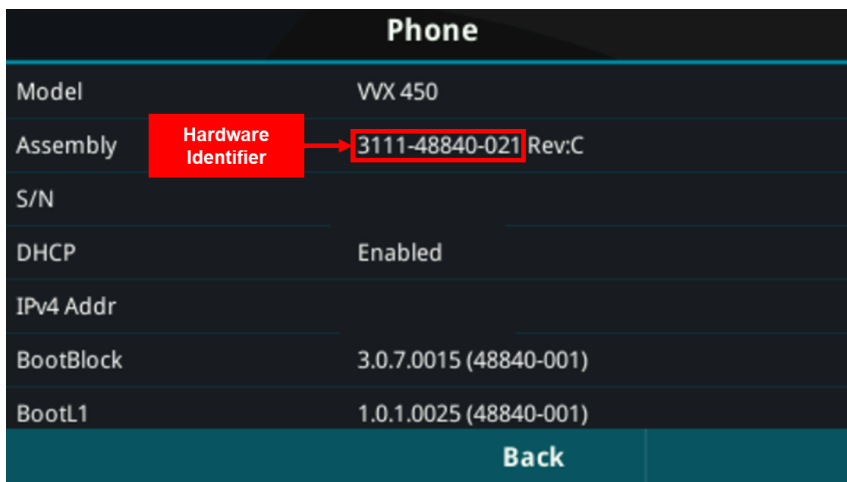
Note: Determining revision or date code

Contact your Poly Channel Partner or representative if you have difficulty determining the hardware revision of the phone.

Customer Feedback

We are constantly working to improve the quality of our documentation, and we would appreciate your feedback. Please send email to VoiceDocumentationFeedback@poly.com