



Minimum UC Software Requirements for Phones In New MAC Address Range

Engineering Advisory 1308 Rev E

This engineering advisory outlines specific UC Software version requirements for phones manufactured with MAC addresses (also called serial numbers) starting with **64:16:xx:xx:xx:xx**.

This engineering advisory applies to:

- VVX 300/310, 400/410, 500, 600, and 1500
- SoundPoint IP 321/331, 335, 450, 550, 560, 650, and 670
- SoundStation IP 5000, 6000, 7000, and SoundStation Duo phones
- SoundStructure VoIP Interface Card

About This Issue

Polycom is introducing a new MAC address range for VVX, SoundPoint IP, and SoundStation phones and SoundStructure Installed Audio products due to exhaustion of the current "00:04:xx:xx:xx:xx" MAC address range.

Phones belonging to the new MAC address range that are running an older or legacy UC Software version may fail to consistently establish calls as expected. Polycom recommends checking the MAC address of your phones and updating software on phones that fall within the affected MAC address range.

Unaffected Models and Software Versions

Phone models requiring a minimum release stream of UC Software 5.4.x or later are not affected by this engineering advisory due to inclusion of software support for the new MAC address range in this release stream. These phone models include:

- VVX 101, 201, 301/311, 401/411, 501 and 601
- RealPresence Trio 8800 and RealPresence Trio Visual+

Similarly, any manufactured phones in the **00:04:xx:xx:xx:xx** MAC prefix range do not require a software patch regardless of model.

Locating the Phone's MAC Address

Each phone has a unique a-f hexadecimal digit called a MAC address, also known as the serial number (SN). You can use the MAC address to create variables in the name of the master configuration file, or to specify phone-specific configuration files. There are three ways to find a phone's MAC address:

- On a label on the back of the phone
- On the phone's menu system at **Settings (Menu if using a VVX 1500) > Status > Platform > Phone > S/N:**
- Use a multikey shortcut by simultaneously pressing **1-4-7**

The phone's MAC Address—also called a serial number (SN)—is located on the back of the phone, on the label with the bar code, as shown next.



Alternatively, you can determine the MAC Address using the phone's Web Configuration Utility. Log in to the Polycom Web Configuration Utility for your phone, and go to the Home page. The MAC Address is listed under Home. For help using the utility, see the Polycom Web Configuration Utility User Guide on [Polycom Voice Support](#).

Determine the Phone's Software Version

To determine the phone's installed software version enter the Settings menu on your phone, and select **Status > Platform > Application > Main**. Or, log in to the Polycom Web Configuration Utility for your phone, and go to the **Home** page which lists the UC Software version. For help using the utility, see the Polycom Web Configuration Utility User Guide on [Polycom Voice Support](#).

Issue Solution

If your phone is affected, Polycom recommends upgrading your phone's software to one of the following Polycom UC Software releases or later GA releases:

<i>UCS release stream</i>	<i>Phone model</i>	<i>All compatible releases</i>
5.x	VVX 300/310, 400/410, 500, 600, 1500 SoundStructure	5.4.0.5841 5.4.0.10182 A 5.4.1.14510/16215 5.4.2.2834 D 5.4.3.1014 5.3.0.13357 L 5.3.3.0662 C 5.2.2.1522 R 5.2.4.0155 D 5.2.5.0987 C
4.1.x	VVX 300/310, 400/410, 500, 600, 1500	4.1.6.5734 R 4.1.7.1428 G 4.1.8.0938 G
4.0.x	VVX 500, 1500 SoundPoint IP 321/331/335, 450, 550/560, 650/670 SoundStation IP 5000, 6000, 7000, and Duo SoundStructure	4.0.7.4180 I 4.0.8.1972 H 4.0.9.1191 N 4.0.10.0689 D

As additional patches become available to GA releases, they will be posted on the [Polycom Voice Support](#). For additional information on supported software releases, please contact your Polycom representative.

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