

# June 2022 Product Shipping Configuration Change Notice For Poly VVX Phones

Engineering Advisory 210826

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This engineering advisory provides detailed information about product shipping configuration changes to Poly UC Software and Poly OBi Edition (OE) Software affecting Poly VVX x50 series phones, including some models with new hardware revisions shipping from Poly warehouses as early as June 2022. Revision E of this Engineering Advisory documents changes to Poly OBi Edition Software support for Poly VVX x50 series phones. This notice is updated as new information becomes available and was last updated as of September 20, 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

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 and Poly OBi Edition 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 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 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 with Poly UC Software

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>
VVX 150	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 250	UC Software 5.9.6.2996	UC Software 5.9.6.2996
VVX 250 new hardware revision	UC Software 6.4.3.5059	n/a
VVX 350	UC Software 6.4.3.5156	UC Software 5.9.6.2996
VVX 350 new hardware revision	UC Software 6.4.3.5059	n/a
VVX 450	UC Software 6.4.3.5156	UC Software 5.9.6.2996
VVX 450 new hardware revision	UC Software 6.4.3.5059	n/a
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 following table lists the current and planned factory settings for each configuration.



**Note: No configuration parameter changes**

UC Software 6.4.3 supports the same configuration parameters as in UC Software 5.9.6.2996.

**Default Factory Settings for Poly UC Software based Poly VVX Phones**

<i>Configuration</i>	<i>Planned Factory Setting (no changes from Current)</i>	<i>Current Factory Setting</i>
DHCP Client	Enabled	Enabled
<b>DHCP Menu</b>		
TimeOut	3	3
Boot Server	Custom+Option66	Custom+Option66
BootSrvOpt	160	160
BootSrvType	String	String
VLAN Disc	Fixed	Fixed
VLAN Disc Opt <sup>1</sup>	129	129
<b>Option 60 Format<sup>2</sup></b>	<b>ASCII String</b>	<b>ASCII String</b>
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
<b>Server Menu</b>		
Server Type	FTP	FTP
Server Address	<Null>	<Null>
Server User	PlcmSplp	PlcmSplp
Server Password	PlcmSplp	PlcmSplp
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>

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

2 For more information, see [Technical Bulletin 54041: Using DHCP Vendor Identifying Options](#).

### VVX x50 Series Shipping Configurations with Poly OBi Edition (OE) Software

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>
VVX 150 OE	OE Software 6.4.5	OE Software 6.4.3
VVX 250 OE	n/a	OE Software 6.4.3
VVX 250 OE new hardware revision	OE Software 6.4.5	n/a

<i>Product</i>	<i>New Software Version</i>	<i>Current Software Version</i>
VVX 350 OE	n/a	OE Software 6.4.3
VVX 350 OE new hardware revision	OE Software 6.4.5	n/a
VVX 450 OE	n/a	OE Software 6.4.3
VVX 450 OE new hardware revision	OE Software 6.4.5	n/a

#### Default Factory Settings for Poly OBi Edition Software based Poly VVX x50 Phones

<i>Configuration</i>	<i>Planned Factory Setting (no changes from Current)</i>	<i>Current Factory Setting</i>
<b>WAN Settings</b>		
Addressing Type	DHCP	DHCP
IP Address	<Null>	<Null>
Subnet Mask	<Null>	<Null>
Default Gateway	<Null>	<Null>
DNS Server 1	<Null>	<Null>
DNS Server 2	<Null>	<Null>
VLAN Discovery	Disabled	Disabled
VLAN Discovery Option	129	129
NTP Server 1	ntp.polycom.com	ntp.polycom.com
NTP Server 2	<Null>	<Null>
Local Time Zone	GMT-08:00(Pacific Time)	GMT-08:00(Pacific Time)
LLDP-MED	Enabled	Enabled
CDP	Enabled	Enabled
VLAN ID	<Null>	<Null>
PC Port Mode	Auto	Auto
<b>Auto Provisioning</b>		
PDMS-SP Zero Touch	Enabled	Enabled
ITSP Provisioning Method	System Start	System Start

<i>Configuration</i>	<i>Planned Factory Setting (no changes from Current)</i>	<i>Current Factory Setting</i>
ITSP Provisioning ConfigURL	<i>fttp://\$DHCPOPT66/\$DM.xml; \$DHCPOPT66;</i>	<i>fttp://\$DHCPOPT66/\$DM.xml; \$DHCPOPT66;</i>
<b>HTTP Client</b>		
User Agent	\$DM	\$DM
<b>Syslog</b>		
Server	<Null>	<Null>
<b>TLS</b>	1.2	1.2

## Downgrade Limitations and Exceptions

### Downgrade Limitations for Poly VVX xx1 Series Phones

You can downgrade phones shipped from Poly warehouses to the earlier versions of software. Poly recommends minimum versions based on identified security vulnerabilities and quality improvements. The earliest version recommended is outlined below.

#### Poly VVX xx1 Series – Earliest Recommended Software Versions

<i>Product</i>	<i>Earliest Software Version</i>
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 (UCS) 6.4.3 and OBi Edition (OE) Software 6.4.5 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 and Poly OBi Edition Software have 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**

<i>Product</i>	<i>Console Part Number</i>	<i>Console Revision Code<sup>2</sup></i>	<i>Shipping Box Part Number</i>	<i>Shipping Box Revision Code<sup>2</sup></i>	<i>Earliest Software Version</i>
VVX 150 <sup>1</sup>	2201-48810-001 2201-48810-006 2201-48810-007 2201-48810-016 2201-48810-025 G2201-48810-001	Rev ZM Rev ZM Rev ZM Rev ZM Rev ZM Rev ZM	2200-48810-001 2200-48810-016 2200-48810-025 2200-48810-114  G2200-48810-025 2314-48810-001 2314-48810-025 2322-48810-001 2322-48810-025	Rev ZM Rev ZM Rev ZM Rev ZM  Rev ZM Rev ZM Rev ZM Rev ZM	UCS 5.9.6.2996
VVX 150 OE	2201-48810-001 2201-48810-003	Rev ZM Rev ZM	2200-48812-001 2200-48812-025 2200-48812-125	Rev ZM Rev ZM Rev ZM	OE 6.4.0.2
VVX 250	2201-48820-001 2201-48820-003  G2201-48820-001 2201-48820-006 2201-48820-007 2201-48820-016	Rev ZM Rev ZM  Rev ZM Rev ZM Rev ZM Rev ZM	2200-48820-001 2200-48820-016 2200-48820-025 2200-48820-114  G2200-48820-025 2314-48820-001 2314-48820-025 2322-48820-001 2322-48820-025	Rev ZM Rev ZM Rev ZM Rev ZM  Rev ZM Rev ZM Rev ZM Rev ZM	UCS 5.9.6.2996
VVX 250 new hardware revision	2201-48820-021 2201-48820-121  G2201-48820-021  2201-48820-126 2201-48820-127	Rev A Rev A  Rev A  Rev A Rev A	2200-48820-001 2200-48820-016 2200-48820-025 2200-48820-114  G2200-48820-225  2314-48820-001 2314-48820-025 2322-48820-001 2322-48820-025	Rev ZZA Rev ZZA Rev ZZA Rev ZZA  Rev A  Rev ZZA Rev ZZA Rev ZZA Rev ZZA	UCS 6.4.3
VVX 250 OE new hardware revision	2201-48820-021 2201-48820-121	Rev A Rev A	2200-48822-001 2200-48822-025 2200-48822-125	Rev ZZA Rev ZZA Rev ZZA	OE 6.4.5

<i>Product</i>	<i>Console Part Number</i>	<i>Console Revision Code<sup>2</sup></i>	<i>Shipping Box Part Number</i>	<i>Shipping Box Revision Code<sup>2</sup></i>	<i>Earliest Software Version</i>
VVX 350	2201-48830-001 2201-48830-010 2201-48830-101  2201-48830-106 2201-48830-107	Rev ZM Rev ZM Rev ZM  Rev ZM Rev ZM Rev ZM	2200-48830-001 2200-48830-025 2200-48830-114 G2200-48830-025  2314-48830-001 2314-48830-025 2322-48830-001 2322-48830-025	Rev ZM Rev ZM Rev ZM Rev ZM  Rev ZM Rev ZM Rev ZM Rev ZM	UCS 5.9.6.2996
VVX 350 new hardware revision	2201-48830-021 2201-48830-121  2201-48830-126 2201-48830-127	Rev A Rev A  Rev A Rev A	2200-48830-001 2200-48830-025 2200-48830-114 G2200-48830-225  2314-48830-001 2314-48830-025 2322-48830-001 2322-48830-025	Rev ZZA Rev ZZA Rev ZZA Rev A  Rev ZZA Rev ZZA Rev ZZA Rev ZZA	UCS 6.4.3
VVX 350 OE new hardware revision	2201-48830-021 2201-48830-121	Rev A Rev A	2200-48832-001 2200-48832-025 2200-48832-125	Rev ZZA Rev ZZA Rev ZZA	OE 6.4.5
VVX 450	2201-48840-001 2201-48840-101  2201-48840-026 2201-48840-027	Rev ZM Rev ZM  Rev ZM Rev ZM	2200-48840-001 2200-48840-025 2200-48840-114 G2200-48840-025  2314-48840-001 2314-48840-025 2322-48840-001 2322-48840-025	Rev ZM Rev ZM Rev ZM Rev ZM  Rev ZM Rev ZM Rev ZM Rev ZM	UCS 5.9.6.2996
VVX 450 new hardware revision	2201-48840-021 2201-48840-121  2201-48840-126 2201-48840-127	Rev A Rev A  Rev A Rev A	2200-48840-001 2200-48840-025 2200-48840-114 G2200-48810-225  2314-48840-001 2314-48840-025 2322-48840-001 2322-48840-025	Rev ZZA Rev ZZA Rev ZZA Rev A  Rev ZZA Rev ZZA Rev ZZA Rev ZZA	UCS 6.4.3
VVX 450 OE new hardware revision	2201-48840-021 2201-48840-121	Rev A Rev A	2200-48842-001 2200-48842-025 2200-48842-125	Rev ZZA Rev ZZA Rev ZZA	OE 6.4.5
VVX EM50	2201-48890-001	Rev ZM	2200-48890-025 G2200-48890-025	Rev ZM Rev ZM	UCS 5.9.6.2996
VVX EM50 new hardware revision	2201-48890-021	Rev A	2200-48890-025 G2200-48890-225	Rev ZZA Rev A	UCS 6.4.3

<sup>1</sup> No hardware changes with VVX 150; factory installed software version aligned with all other VVX x50 series phone models.

<sup>2</sup> 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 as well as OBi Edition Software 6.4.0.2 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

- a. in a Split UC Software package in ZIP file format. The Split UC Software package contains sip.ld files for each phone model. The new UC Software file will be available for download as of the earliest compatible software version outlined above and as early as mid-May 2022.
- b. In a Split OBi Edition Software package in ZIP file format. The Split UC Software package contains sip.ld files for each phone model. The new OBi Edition Software file will be available for download as of the earliest compatible software version outlined above and as early as November 2022.

There are new sip.ld files ending in -021 for the VVX 250, VVX 350, and VVX 450 for the new VVX x50 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 or OBi Edition 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 for UC Software and OBi Edition Software

<i>Product</i>	<i>Distributed Files (Hardware Identifier)</i>
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 350/450 – Separate USB Port Lock Down

The new VVX350 and VVX 450 hardware revision ZZA and newer supports locking down both USB ports together only. Locking down each USB port individually is not supported.

### 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.

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



**\* Note: New OBi Edition Software does not support the new VVX EM50 hardware revision**

The new OBi Edition Software 6.4.5 does not support the use of the new VVX EM50 hardware revision. Poly is reviewing support of OBi Edition software for the new VVX EM50 Hardware Revision 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.



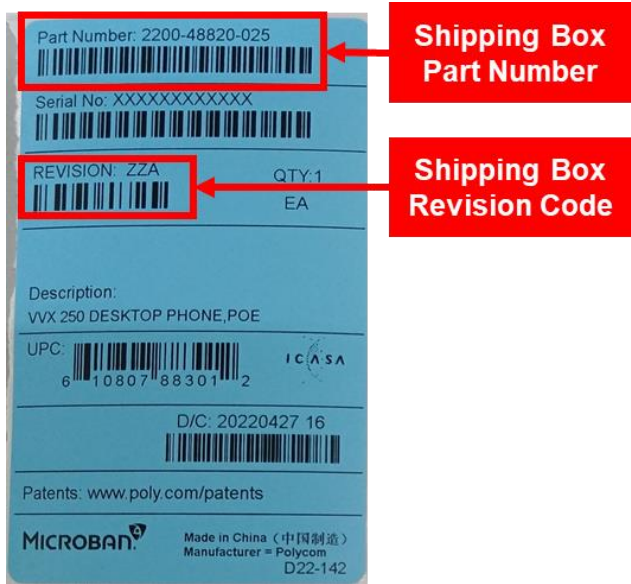
## Note: New VVX x50 hardware revision

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

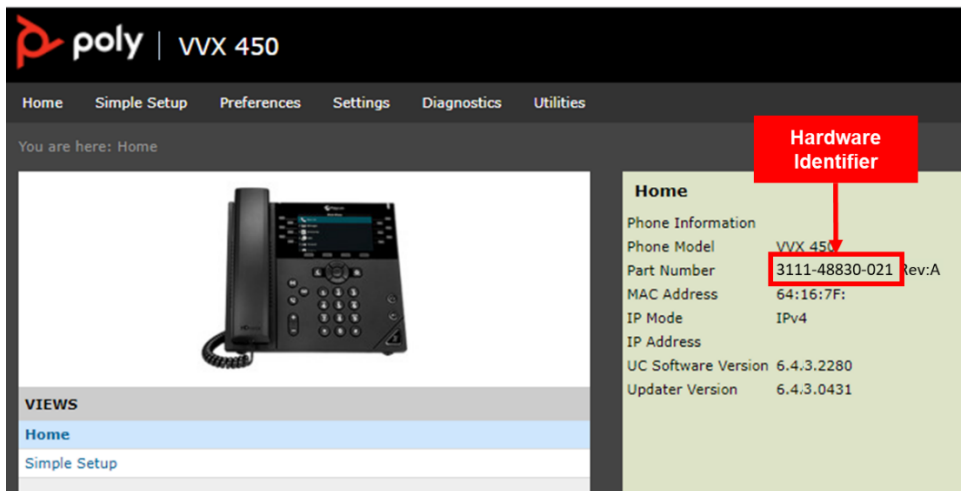


### Example VVX 250 Colored Shipping Box Label and Revision Code



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

Phone	
Model	VX 450
Assembly	Hardware Identifier → 3111-48840-021 Rev:C
S/N	
DHCP	Enabled
IPv4 Addr	
BootBlock	6.4.3.5199 (48840-001)
BootL1	3.0.7.0015 (48840-001)
<a href="#">Back</a>	



**Note: Determining revision or date code**

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

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