

Polycom VVX Business Media Phone not negotiating the right Network speed

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Description

Using a Polycom VVX Business Media Phone may not negotiate the right Network Speed when connected to a Gigabit Ethernet Switch and a PC is connected.

Resolution

Upgrade to VVX UC Software 5.8.3 once released

Product Type

Voice

Products

Business Media Phones

Voice

VVX 500

VVX 501

VVX 600

VVX 601

Applies To (HW and SW versions)

UC Software 5.8.2 or older

Problem Type

Compatibility issue

Root Cause

During booting of the phone the PC may establish a network connectivity prior to the Phone being ready

LOG:

```
000021.606|so |3|01|Link status is Net down, PC down.  
000023.606|so |3|01|Link status is Net down, PC up Speed 10 full Duplex.  
000033.606|so |3|01|Link status is Net up Speed 100 full Duplex, PC up
```

References (SR or Jira ticket number)

Polycom Internal Reference:<https://jira-dev.polycom.com:8443/browse/EN-108072>

Related KB Articles

[VVX Phones Are Negotiating at 10Mbps on the PC Port Rather Than a Gig After a Power Failure](#)

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Author: Steffen Baier
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