September 2013 Product Shipping Configuration Change Notice

Engineering Advisory 88981

This engineering advisory provides details about shipping configuration changes planned for September 2013 to Polycom® Unified Communication (UC) software on Polycom® VVX® 600 business media phones. This notice is up to date as of September 2013. This notice is updated as new information becomes available.

This engineering advisory applies to the following phones to be shipped from the manufacturing facility in September 2013 with UC software:

- VVX 600 business media phone

Background

Polycom periodically updates the shipping configuration of the VVX business media phones before the phones are shipped from the factory. This ensures that the phones are equipped with the most up-to-date software release to best suit customers' needs. The most recent update took effect starting in September 2013.

The UC software version on the VVX business media phones can be upgraded or downgraded by service providers or system administrators based on the software version that is hosted on their provisioning server. Service providers and system administrators can use this mechanism to control the software running on the phones on their network. Any restrictions on upgrade or downgrade compatibility are outlined in this bulletin. These changes are applied to units returned to Polycom for Return Merchandise Authorization (RMA) repair.

This shipping configuration change introduces support for a new touchscreen for the VVX 600.

Note: Shipping Configuration Changes

System administrators need to review these shipping configuration changes in detail as these changes can impact the method you are currently using for your phone deployment. Polycom recommends that you verify that the new shipping configuration is compatible with your deployment processes in advance of the date at which the change takes effect.

New Shipping Configurations

The following table lists the new shipping configurations for the VVX 600 business media phones with new touchscreens shipped in September 2013. For a maintained list of current phone shipping configurations, see the Polycom UC Software/Polycom SIP Software Release Matrix.

Table 1: New Shipping Configurations for VVX 600 with New Touchscreen

Product	New Software Version	Current Software Version
Polycom VVX 600	UCS 4.1.2.26872 Rev J[1]	UCS 4.1.2.22625

1 Do not downgrade VVX 600 software to an earlier release.

Note: No Configuration Parameter Changes in UC Software 4.1.2.2678 Rev J

The configuration parameters supported by UCS 4.1.2.26872 Rev J are the same as UCS 4.1.2.22626.

Downgrade Limitations

Phones shipped from the factory can be downgraded according to the software versions available for the phones. VVX 600 business media phones manufactured as of September 2013 are shipped with a new touchscreen. As a result, the backward-compatibility requirements are more restrictive than earlier shipping configurations. If the VVX 600 encounters UC software 4.1.3 or UC software 4.1.2 on the provisioning server, the phone ignores the software and runs the factory-installed software on the phone. If the configuration files on the provisioning server are not compatible with the software version on the phone, the phone displays this on the screen during the startup process and logs the issue in the boot log file. This incompatibility can result in operational issues on the VVX 600 business media phone. VVX 600 business media phones that do not contain the new touchscreen device can be downgraded to UCS 4.1.3 or UCS 4.1.2.

The following table lists the earliest compatible software versions for the VVX 600 with the new touchscreen:

Table 2:Earliest Compatible Versions for VVX 600 Shipping with the New Touchscreen as of September 2013

Product	Software Version
VVX 600	UCS 4.1.2.26872 Rev J
	UCS 4.1.5.3284 Rev E
	UCS 5.0.0.7250 Rev D

Note: UC Software 4.1.2.2678 Rev J

UC software 4.1.2.26872 Rev J is recommended only for the VVX 600 phone with a new touchscreen.
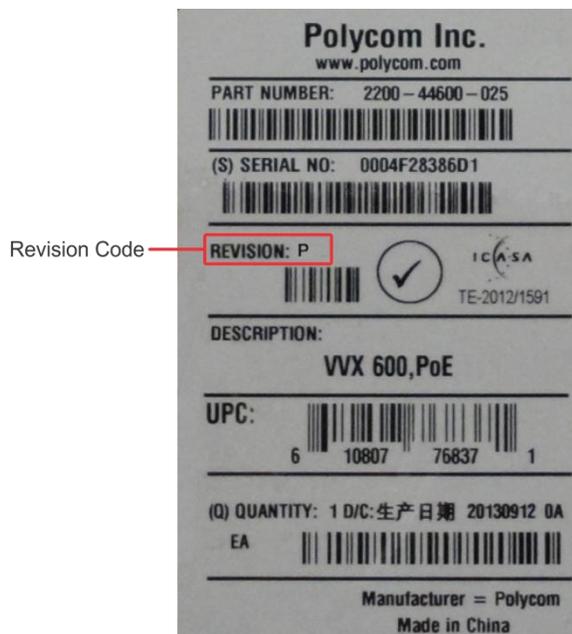
Implementation Date

Polycom anticipates that the VVX 600 with the new touchscreen will reach customers and distributors approximately two weeks after the implementation date. However, it is possible that some phones with the new configuration can arrive prior to this date.

You can confirm that your VVX 600 phone includes the new touchscreen by viewing the revision code listed on the rear of the phone and on the shipping boxes, as shown below. This notice is updated to reflect the actual revision codes as information becomes available.

Figure 1: VVX 600 Console Label and Revision Code

Figure 2: VVX 600 Shipping Box Label and Revision Code

The following table lists the revision codes for the VVX 600 with a new touchscreen based on the console part number or product identification number.

Table 3: Revision Codes Based on Console/Handset Part Number

Product	Console Part Number	Revision Code
VVX 600 with new touchscreen	2201-44600-001	P

The following table shows the date codes for VVX 600 with a new touchscreen based on the shipping box part number:

Table 4: Revision Codes Based on Shipping Box Part Number

Product	Shipping Box Part Number	Revision Code
VVX 600 with new touchscreen	2200-44600-025	P

> **Note: Determining the Revision Code**
>
> If you have difficulty determining the revision code of the phone from the shipping or product boxes, contact your Polycom channel partner or representative.

Optional Software Patches for Single UCS Software for VVX Series Phones

Polycom recommends you upgrade your business media phone's software with the latest UC software or the recommended software patch. The following table lists the current software and recommended software patches for a single release for all VVX series phones.

Table 5: Recommended Software Patches for Single UC Software for VVX Series Phones

Products	Current Software Version	Recommended Software Patch
VVX 300/310/400/410	UCS 4.1.4, UCS 4.1.5	UCS 4.1.5.3284 Rev E UCS 5.0.0.7250 Rev D
VVX 500	UCS 4.0.x, UCS4.1.0B, UCS 4.1.2, UCS 4.1.2B, UCS4.1.3 UCS 4.1.3G, UCS 4.1.5	UCS 4.1.5.3284 Rev E UCS 5.0.0.7250 Rev D

Products	Current Software Version	Recommended Software Patch
VVX 600	UCS 4.1.2, UCS 4.1.2B, UCS 4.1.2 Rev J, UCS4.1.3, UCS 4.1.3G, UCS 4.1.5	UCS 4.1.5.3284 Rev E UCS 5.0.0.7250 Rev D
VVX 500 or VVX 600 support for VVX camera	UCS 4.1.3, UCS 4.1.3G, UCS 4.1.5	UCS 4.1.5.3284 Rev E UCS 5.0.0.7250 Rev D
VVX 1500	UCS 4.0.4, UCS 5.0.0	UCS 5.0.0.7250 Rev D

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