Poly Audio Device MAC Address Serial Number Range Change

Engineering Advisory 189869

This notice is regarding a plan to change the MAC address serial number range of Poly audio devices.

As the current MAC address serial number range starting with "64:16:7F:xx:xx:xx" will be exhausted within the near future, Poly audio devices will adopt a new MAC address serial number range starting with "48:25:67:xx:xx:xx". We expect this to happen within the next 180 days.

> This Engineering Advisory applies to the following Poly audio devices:
> - SoundStation IP 5000, IP 6000 and SoundStation Duo
> - VVX 101, 201, 301, 311, 401, 411, 501, 601
> - VVX 150, 250, 350, 450
> - CCX 400, 500, 600, 700
> - Trio 8300, 8300 NR, 8500, 8800

Implementation

All New Product Introductions will use the new MAC address range immediately. Radio modules such as Bluetooth and Wi-Fi that are supported by the impacted devices will also move to the new range.

> **Note:** Software shipping configurations will remain as is. All existing software version supported by Poly will continue to work with this change in MAC address serial number range.

The following devices will have a MAC address range starting with "48:25:67:xx:xx:xx" within the next 180 days:

Portfolio	Device
SoundStation	SoundStation IP 5000
	SoundStation IP 6000
	SoundStation Duo
VVX	VVX 101
	VVX 201
	VVX 301
	VVX 311

Portfolio	Device
	VVX 401
	VVX 411
	VVX 501
	VVX 601
VVX x50	VVX 150
	VVX 250
	VVX 350
	VVX 450
CCX	CCX 400
	CCX 500
	CCX 600
	CCX 700
Trio	Trio 8300, Trio 8300 NR
	Trio 8500
	Trio 8800

Locating the Phone's MAC Address

The phone's MAC Address—also called a serial number (SN)—is located on the packaging box (Figure 1) and on the back of the phone, on the label with the bar code (Figure 2).

The MAC address is available from the phone's UI by opening the settings menu and choosing Status > Platform > Phone. For phones running MS Teams, you may navigate to this value by selecting Settings > Device Settings > About.

Alternatively, you can determine the MAC Address using the phone's Web Configuration Utility. Log in to the Web Configuration Utility using a web browser and your phone's IP address, then go to the Home page. The MAC Address is listed under Home.

Figure 1: MAC Address Label (Serial No.) on Shipping Box
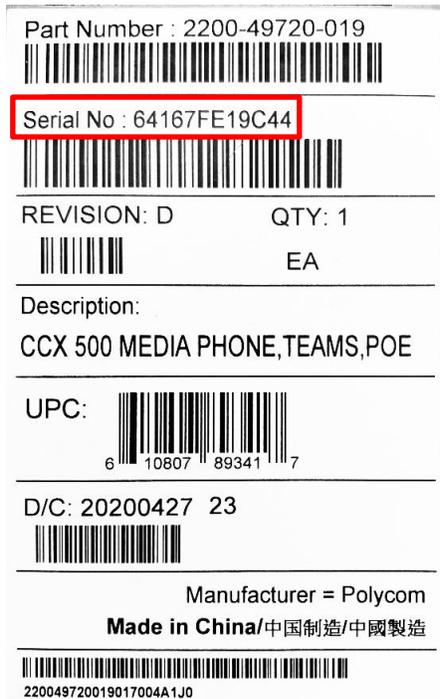
Figure 2: MAC Address Label on Phone Rear