

Announcing New Polycom® UC Software Installation Changes



This document provides advance notice regarding a new upgrade procedure you will need to follow when you install the upcoming Polycom® UC Software 4.0.0 on your Polycom® phones. UC Software 4.0.0 contains significant changes that will affect the way you install the software on your phones and the way you downgrade your phones from UC Software 4.0.0. Be aware that upgrading to UC Software 4.0.0 may reset certain phone settings to factory default settings.

UC Software 4.0.0 includes new features for end users and administrators. Features such as the Web Configuration Utility and Distributed Polling for Software Upgrades simplify administrator provisioning. Other features, such as Group Paging and User Profiles, improve end user functionality.



Note: New Upgrade and Downgrade Procedures Will Be Available In The Future

Detailed information about the new upgrade and downgrade procedures will be available in a future document. For instructions on upgrade and downgrade procedures prior to UC Software 4.0.0, see the *Administrator's Guide*, which you can access from the Polycom [Voice Support](#) page.

This document provides administrator-level information for upgrading Polycom phones to UC Software 4.0.0 and applies to the following phones: Polycom® SoundPoint® IP 321, 331, 335, 450, 550, 560, 650, and 670 phones; Polycom® SoundStation® IP 5000, 6000, and 7000 conference phones; and the Polycom® VVX® 1500 business media phone.

Terminology

Before you read this bulletin, take a moment to familiarize yourself with the following definitions:

- **Updater** The term *Updater* now describes the application previously named *BootROM*. This new name will now apply to BootROM versions 5.0.0 or later. However, the term *BootROM* will continue to refer to versions earlier than 5.0.0.
- **Upgrader** The Upgrader is the software application you need to install on your phones to enable you to upgrade to UC Software 4.0.0.
- **Downgrader** The Downgrader is the software application you need to install on your phones to enable you to downgrade from UC Software 4.0.0.
- **Integrated Software Package** As of UC Software 4.0.0, the Updater files and the UC Software files will be combined into a single integrated software package. When you install UC Software 4.0.0, you automatically install the Updater files. In UC Software 3.3.x and earlier, the BootROM and application software were available separately.

**Note: Certain Phones Will Not Have An Integrated Software Package**

SoundStation IP 6000 and 7000 conference phones running UC Software 4.0.0 won't have an integrated software package. These phones will continue to have separate Updater and application software.

Upgrading to UC Software 4.0.0

In past releases, upgrading your UC Software to a more recent version required that you replace your current software files (*sip.ld*) with new files. With the release of Polycom UC Software 4.0.0, this is no longer required. Instead, the new Upgrader will modify the phone's flash configuration to the new UC Software 4.0.0 format and install a new BootBlock.

Upgrading to UC Software 4.0.0 preserves all phone settings stored in the flash configuration including network settings, provisioning server settings, and user passwords. However, upgrading will delete old settings stored in the phone's file system, including:

- The configuration files
- Custom phone settings such as background or language
- Contact Directory information such as contact names and numbers
- Speed dials
- Ringtones you've set up for your phone and contacts

If you want to save your phone settings, you'll need to back them up on your provisioning server. They will be re-downloaded from the server after the upgrade is completed.

The file system behavior is the same as pre-4.0.0 when the BootROM software was updated.

**User Tip: Upgrading VVX 1500 Phones to UC Software 4.0.0**

When upgrading VVX 1500 phones to Polycom® UC Software 4.0.0, you will not need to use the Upgrader. You will only need to install the new UC Software 4.0.0 (*sip.ld*) files.

When you upgrade your VVX 1500 phone to UC Software 4.0.0, the settings stored in the phone's file system will be preserved.

Downgrading from UC Software 4.0.0

In previous releases, downgrading to an earlier software release replaced the phone's current software files with earlier software files. Now, if you install UC Software 4.0.0 on your phones, then want to downgrade to UC Software 3.3.x or earlier, you will need to install the Downgrader to convert the phone's flash configuration into an older form.

Downgrading from UC Software 4.0.0 will delete settings stored in the phone's file system, including:

- The configuration files
- Custom phone settings such as background or language
- Contact Directory information such as contact names and numbers
- Speed dials
- Ringtones you've set up for your phone and contacts

If you have backed up these settings on your provisioning server, they will be re-downloaded from the server after the upgrade is completed.

Settings stored in the flash configuration, such as network settings, provisioning server settings, and user password, will be preserved.



User Tip: Downgrading VVX 1500 Phones

You can downgrade a VVX 1500 phone running UC Software 4.0.0 only to UC Software 3.3.2. If you want to use an earlier software application, you'll need to first downgrade your phone to UC Software 3.3.2 then install the earlier software application.

When you downgrade your VVX 1500 phone to UC Software 3.3.2, the settings stored in the Flash File System will be preserved.



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