

Technical Bulletin 56408

Backwards Compatibility and Polycom® SoundPoint® IP 320 and 330 Phones



This technical bulletin explains a backwards compatibility issue with the Polycom® SoundPoint® IP 320 and 330 phones.

Overview

Hardware versions of SoundPoint IP 320 and 330 phones shipped after October, 2009 result in a more restricted backward compatibility requirement than with earlier shipping versions. Phones with the new change will be backwards compatible only to the following software versions:

- SIP software version 2.2.2 and later
- BootROM version 4.1.0 and later

If the new phones encounter an earlier version of software on the provisioning server, they will ignore the software and run the load that is shipped with the phone. The phone will report this on the screen during boot-up and log the issue in the 'boot' log file. This may result in operational issues if the configuration files are not properly matched (for example, if a SIP version earlier than SIP 2.2.2 is being used).

SoundPoint IP 320 and 330 phones without the new change are backwards compatible to SIP software version 2.1.1 RevC and BootROM version 3.2.3 RevB.

Implementation Date

Phones with the new change detailed in this bulletin started to arrive at customers and distributors in December, 2009. Due to the distribution network, it is possible that some phones arrived sooner than this date and phones without the change will continue to be received by customers for several months after December, 2009.

You can identify a phone with the new change by looking at the date code on the back of the phone. The date code starts with the following Chinese

characters 生产日期 followed by the Date Code format **YYYYMMDDLL**. This will identify when the unit was built. (The suffix LL indicates location code.)

The following figure shows the location of the date code on the console label (located on the back of the phone).



Phones with the new change will display the following date code on the console label:

Platform	Console Part Number	Date Code
SoundPoint IP 320	2201-12320-001	20091017 and later
SoundPoint IP 330	2201-12330-001	20091001 and later



If you have difficulty determining the date code, contact your Polycom Reseller.