

Polycom® UC Software 4.0.x

Upgrade and Downgrade Methods

This engineering advisory provides you with general information on upgrading to, and downgrading from, Polycom® UC Software 4.0.x and the methods you will need to follow.

This engineering advisory applies to system administrators who plan to upgrade the following Polycom phones to UC Software 4.0.x: Polycom® SoundPoint® IP 321, 331, 335, 450, 550, 560, 650, and 670 desktop phones; Polycom® SoundStation® IP 5000, 6000, and 7000 conference phones; and Polycom® VVX® 1500 business media phones.

About Polycom UC Software 4.0.0 and 4.0.1

UC Software 4.0.0 incorporates several new features and enhanced capabilities on the SoundPoint IP phones, SoundStation Duo phones, and SpectraLink 8400 Series handsets. After you upgrade your software, you'll have access to the following new features:

- The Web Configuration Utility
- User Profiles
- Push-to-Talk and Group Paging
- Faster Boot-up Speed
- Improved Security (support for 802.1x authentication)

UC Software 4.0.1 extends UC Software 4.0.0 to include support for SoundPoint IP, SoundStation, VVX, and SpectraLink products and adds further new features, including:

- Microsoft Lync Integration
- Microbrowser enhancements
- Polycom Desktop Connector
- Flexible Line Key Assignment (SoundPoint IP only)

Terminology

Take a moment to familiarize yourself with the following definitions used in this document:

- **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 a software application you need to install on your phones to enable you to upgrade to UC Software 4.0.x.
- **Downgrader** The Downgrader is a software application you need to install on your phones to enable you to downgrade from UC Software 4.0.x.
- **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.x, you automatically install the Updater files. In UC Software 3.3.x and earlier, the BootROM and application software were available separately.

**Note: SoundStation IP 6000 and 7000 Use Separate Updater and UCS Files**

SoundStation IP 6000 and 7000 conference phones running UC Software 4.0.1 won't have an integrated software package. These phones will continue to use separate Updater and UC Software files.

Important Upgrade Procedure Changes

To upgrade to Polycom UC Software 4.0.x, you will need to install the new Upgrader files in addition to the new UC Software (*sip.ld*) files. The new upgrade procedure only applies when you upgrade phones from UC Software 3.3.x or earlier to UC Software 4.0.x. Upgrading to UC Software 4.0.x preserves all phone settings stored in the flash configuration including network settings, provisioning server settings, and user passwords. However, upgrading will delete settings stored in the phone's file system, which includes:

- 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

You can only upgrade SoundStation and VVX phones to UC Software 4.0.1. If you are upgrading a SoundPoint IP phone, you can choose to upgrade to UC Software 4.0.0 or 4.0.1.

**Admin Tip: Updating Products from UC Software 4.0.0 to 4.0.1**

If you want to update SoundPoint IP phones, SpectraLink Series handsets, or SoundStation Duo phones that run UC Software version 4.0.0 to 4.0.1, you will need to replace the UC Software 4.0.0 software files (*sip.ld*) with the newer UC Software 4.0.1 software files.

How to Upgrade to UC Software 4.0.x

Each of the following phone models has a different upgrade procedure:

- SoundStation IP 6000 or 7000 phones
- SoundPoint IP phones or SoundStation IP 5000 phones
- VVX 1500 phones



Admin Tip: Ensure There Are Provisioning Files on Your Provisioning Server

Before you begin upgrading your phones, ensure that you have a 000000000000.cfg or <MACaddress>.cfg file on your provisioning server. This will enable your phones to locate the software files.

To Upgrade SoundStation IP 6000 and 7000 Phones:

- 1 Visit the [Voice Support](#) page and select your phone from the list.
- 2 Locate **BootROM 4.4.0 B Upgrader** and **UC Software 4.0.1** under the **Downloads** section and save the files onto your computer.
- 3 Unzip BootROM 4.4.0 B Upgrader and UC Software 4.0.1.
- 4 Copy the <partNumber>.bootrom.ld files from the Upgrader onto your provisioning server. These <partNumber>.bootrom.ld files contain both Upgrader and Updater 5.0.1 images.



Admin Tip: Using Later Updater Versions

If you want the phone to use an Updater version later than 5.0.1, copy the <partNumber>.updater.ld files from the later Updater version onto your provisioning server.

- 5 Copy the <partNumber>.sip.ld files from UC Software 4.0.1 onto your provisioning server.
- 6 Reboot your phone.

Your phone will upgrade and do the following:

- Upgrade the previous BootROM version to BootROM 4.4.0 and reboot
- Install a new BootBlock, if the phone has never previously used UC Software 4.0.0 or 4.0.1, and reboot again
- Reformat the file system
- Install the Updater 5.0.1 image — contained in the <partNumber>.bootrom.ld image

- Reformat the file system again
 - Install the new UC Software 4.0.1 images — contained in the *<partNumber>.sip.ld* image
- 7** Optionally, you can delete the *<partNumber>.bootrom.ld* files from your provisioning server. Keeping these files on the provisioning server will have no effect on future upgrades. Your phone is now upgraded to Updater 5.0.1 and UC Software 4.0.1.



Caution: Loss of File System Settings During Future Upgrades

Installing future Updater upgrades will cause all settings in the file system to be lost. This behavior is the same as previous BootROM versions.

To Upgrade SoundPoint IP Phones and SoundStation IP 5000 Phones:

- 1** Decide which software version you want to upgrade to. Note that you can only upgrade SoundStation IP 5000 phones to UC Software 4.0.1.

If you are upgrading to UC Software 4.0.0, go to step **a**. If you are upgrading to UC Software 4.0.1, go to step **b**.

 - a** Visit the [Polycom Partner Resource Center](#) and log in.
 - b** Visit the [Voice Support](#) page and select your phone from the list.
- 2** Locate **BootROM 4.4.0 B Upgrader** and **UC Software 4.0.x** and save the files onto your computer.

If you are upgrading to UC Software 4.0.0, go to step **a**. If you are upgrading to UC Software 4.0.1, go to step **b**.

 - a** To locate the files, click **Service & Support > Support Services > Voice** as shown next.



- b** To locate the files, scroll to the **Downloads** section.

- 3 Unzip BootROM 4.4.0 B Upgrader and UC Software 4.0.x.
- 4 Copy the *<partNumber>.bootrom.ld* files from the Upgrader onto your provisioning server.
- 5 Copy the *<partNumber>.sip.ld* files from UC Software 4.0.x onto your provisioning server.
- 6 Reboot your phone.

Your phone will upgrade and do the following:

- Upgrade the previous BootROM version to BootROM 4.4.0 and reboot
 - Install a new BootBlock, if the phone has never previously used UC Software 4.0.0 or 4.0.1, and reboot again
 - Reformat the file system
 - Install the Updater 5.0.x image — contained in the *<partNumber>.sip.ld* image
 - Install the new UC Software 4.0.x images — contained in the *<part number>.sip.ld* image
- 7 Optionally, you can delete the *<partNumber>.bootrom.ld* files from your provisioning server.

Keeping these files on the provisioning server will have no effect on future upgrades.

Your phone is now upgraded to Updater 5.0.x and UC Software 4.0.x.



Note: Future Upgrades Will Not Delete File System Settings

Installing future Updater upgrades will not cause all settings in the file system to be lost. This behavior is new for Updater 5.0.x.

To upgrade VVX 1500 phones:

- 1 Visit the [Voice Support](#) page and select the VVX 1500 from the list.
- 2 Locate **UC Software 4.0.1** under the **Downloads** section and save the file onto your computer.
- 3 Unzip UC Software 4.0.1.
- 4 Copy the *<partNumber>.sip.ld* files from UC Software 4.0.1 onto your provisioning server.
- 5 Reboot your phone.

Your phone is now upgraded to UC Software 4.0.1.

Important Downgrade Procedure Changes

If you install UC Software 4.0.x on your phone, then wish to downgrade to UC Software 3.3.x or earlier, you will need to install the new Downgrader to convert the phone's flash configuration into a previous form. The new downgrade procedure only applies when you downgrade phones from UC Software 4.0.x to UC Software 3.3.x.

Downgrading from UC Software 4.0.x 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

You can downgrade a VVX 1500 phone running UC Software 4.0.1 only to UC Software 3.3.2 or later. If you want to use earlier application software, you'll need to first downgrade your phone to UC Software 3.3.2 or later then install the earlier application software. Downgrading your VVX 1500 will preserve the settings stored in the file system.

For SoundStation IP 6000 and 7000 phones, you have the option to downgrade to any version of UC Software 3.3.x.



Admin Tip: Downgrading Products from UC Software 4.0.1 to 4.0.0.

If you want to downgrade the software running on your SoundPoint IP phones, SpectraLink Series handsets, or SoundStation Duo phones from UC Software 4.0.1 to 4.0.0, you will need to replace the UC Software 4.0.1 software files (*sip.ld*) with the older UC Software 4.0.0 software files.

How to Downgrade from UC Software 4.0.x

Each of the following phone models has a different downgrade procedure:

- SoundStation IP 6000 or 7000 phones
- SoundPoint IP phones or SoundStation IP 5000 phones
- VVX 1500 phones



Admin Tip: Ensure There Are Provisioning Files on Your Provisioning Server

Before you begin downgrading your phones, ensure that you have a 000000000000.cfg or <MACaddress>.cfg file on your provisioning server. This will enable your phones to locate the software files.

To Downgrade SoundStation IP 6000 and 7000 Phones:

- 1 Visit the [Voice Support](#) page and select your phone from the list.
- 2 Locate **BootROM 4.5.0 B Downgrader** and **UC Software 3.3.x** under the **Downloads** section and save the files onto your computer.
- 3 Unzip BootROM 4.5.0 B Downgrader and UC Software 3.3.x.
- 4 Copy the `<partNumber>.updater.ld` files from the Downgrader onto your provisioning server.



Caution: Avoid Upgrading and Downgrading At The Same Time

Ensure that the BootROM 4.4.0 B Upgrader `<partNumber>.bootrom.ld` and BootROM 4.5.0 B Downgrader `<partNumber>.updater.ld` files are not simultaneously on the provisioning server, otherwise you'll be stuck in an infinite upgrade/downgrade cycle.

- 5 Copy the `<partNumber>.sip.ld` files from UC Software 3.3.x onto your provisioning server.
- 6 Reboot the phone.

Your phone will downgrade and do the following:

- Reformat the file system
- Install a new UCS 3.3.x image — contained in the `<partNumber>.sip.ld` image

- 7 Optionally, you can delete the `<partNumber>.updater.ld` files from the provisioning server.

Keeping these files on the provisioning server will have no effect on future downgrades.

Your phone is now downgraded to BootROM 4.5.0 and UC Software 3.3.x.

If you would like to use application software earlier than 3.3.x, continue by following these steps:

- 8 Visit the [Voice Support](#) page and select your phone from the list.
- 9 Locate the application software you wish to install under the **Downloads** section and save the files onto your computer.
- 10 Copy the `<partNumber>.sip.ld` files from the application software onto your provisioning server.
- 11 Reboot your phone.

Your phone is now downgraded to your chosen application software.



Caution: Loss of File System Settings During Future Upgrades

Installing future BootROM upgrades will cause all settings in the file system to be lost. This behavior is the same as previous BootROM versions.

To Downgrade SoundPoint IP Phones and SoundStation IP 5000 Phones:

- 1 Visit the [Voice Support](#) page and select your phone from the list.
- 2 Locate **BootROM 4.5.0 B Downgrader** under the **Downloads** section and save the files onto your computer.
- 3 Unzip BootROM 4.5.0 B Downgrader.
- 4 Copy the `<partNumber>.sip.ld` files from the Downgrader onto your provisioning server.
These `<partNumber>.sip.ld` files contain both Downgrader and UC Software 3.3.2 images.
- 5 Reboot your phone.
Your phone will downgrade and do the following:
 - Reformat the file system
 - Install a new UCS 3.3.2 image — contained in the `<partNumber>.sip.ld` imageYour phone is now downgraded to BootROM 4.5.0 and UC Software 3.3.2.

If you would like to use application software earlier than 3.3.2, continue by following these steps:

- 6 Visit the [Voice Support](#) page and select your phone from the list.
- 7 Locate the application software you wish to install under the **Downloads** section and save the files onto your computer.
- 8 Copy the `<partNumber>.sip.ld` files from the application software onto your provisioning server.
- 9 Reboot your phone.
Your phone is now downgraded to your chosen application software.



Caution: Loss of File System Settings During Future Upgrades

Installing future BootROM upgrades will cause all settings in the file system to be lost. This behavior is the same as previous BootROM versions.

To downgrade VVX 1500 phones:

- 1 Visit the [Voice Support](#) page and select the VVX 1500 from the list.
- 2 Locate **UC Software 3.3.2** or later under the **Downloads** section and save the file onto your computer.
- 3 Unzip the UC Software file.
- 4 Copy the `<partNumber>.sip.ld` files from the UC Software file onto your provisioning server.
- 5 Reboot your phone.



If you would like to use application software earlier than 3.3.2 or later, continue by following these steps:

- 6 Visit the [Voice Support](#) page and select the VVX 1500 from the list.
- 7 Locate the application software you would like to install under the **Downloads** section and save the file onto your computer.
- 8 Copy the *<partNumber>.sip.ld* files from the application software onto your provisioning server.
- 9 Reboot your phone.

Your phone is now downgraded to your chosen application software.



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