



Polycom® SoundPoint® IP 335 Technical Bulletin – TB 55874 Notice of Product Shipping Configuration Change

This information applies to:

- Polycom® SoundPoint® IP 335 shipping with BootROM 4.2.0RevB and SIP 3.2.1RevB
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BACKGROUND

An issue was found in the SoundPoint IP 335 factory default BootROM. The issue relates to the reporting of an incorrect User Agent in HTTP and DHCP requests. This issue has been fixed in BootROM 4.2.1. For more information, refer to the BootROM 4.2.1 [Release Notes](#) available from the Polycom Support web site.

NEW SHIPPING CONFIGURATION

The SoundPoint IP 335 factory default BootROM will be changed from BootROM 4.2.0RevB to BootROM 4.2.1 as of January 2010. In future, the SoundPoint IP 335 BootROM will be downgradable only as far as BootROM 4.2.1.

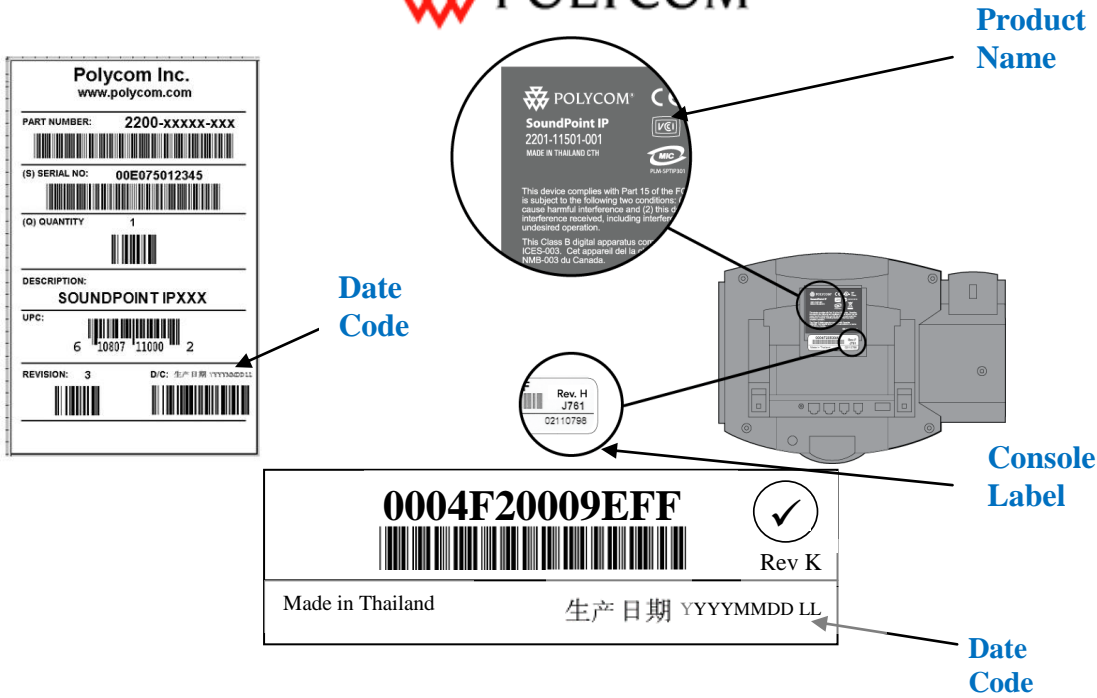
The SoundPoint IP 335 factory default SIP software will not be changed. It will continue as SIP 3.2.1RevB.

See http://downloads.polycom.com/voice/voip/sip_sw_releases_matrix.html for a maintained list of current phone shipping configurations.

IMPLEMENTATION DATE

SoundPoint IP 335 phones with the new changes detailed in this bulletin are expected to start to arrive at customers and distributors in February 2010. Due to the distribution network, it is possible that some phones with the new configuration could arrive sooner than this date and phones with the old configuration will continue to be received by customers for several months after February 2010.

The new software is included in the product if the date code on the rear of the product and on the outside of the shipping and product boxes is as follows (location shown in figures below). This information is not yet available and will be added to this technical bulletin closer to the effective date.



The date code starts with the following Chinese characters 生产日期 followed by the Date Code format **YYYYMMDDL**. This will identify when the unit was built. (The suffix LL indicates location code.)

This table shows the relevant date code based on the console part number or product identification number:

Platform	Console Part Number	Date Code
SoundPoint IP 335	2201-12375-001	TBD

This table shows the relevant date code based on shipping box part number:

Platform	Box Part Number	Date Code
SoundPoint IP 335	2200-12375-001	TBD

Note: Polycom Product Management should be contacted if you have difficulty determining the revision or date code of the phone from the shipping or product boxes.

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