



SoundPoint[®] IP Family Technical Bulletin – TB41374

A small number of SoundPoint IP phones shipped between January 2007 and April 2008 may have incorrect factory settings for certain provisioning parameters.

This information applies to:

- A small number of SoundPoint IP phones shipped between January 2007 and April 2008

BACKGROUND

In January 2007, a change was made to the shipping configuration of SoundPoint IP products shipped with SIP software. These changes are detailed in Technical Bulletin 18778, “SIP Factory Configuration Change SoundPoint IP”.

It was recently discovered that a small number of the phones did not have the changes correctly applied.

SYMPTOMS

For the affected phones, the following Device Parameters will be incorrectly set when the phone is first powered up or when the settings are reset to factory defaults. (Resetting to factory defaults can be performed into two ways: by pressing the **Menu** key and then selecting **Settings > Advanced > Admin Settings > Reset to Default > Reset Device Setting** or using the “Reset Configuration” multiple key combination as described in Quick Tip 18298, “Resetting and Uploading Log Files from SoundPoint IP and SoundStation IP Phones”. You will be prompted for the administrative password after you select the **Advanced** menu entry, which is “456” by default.)

The incorrect settings may cause issues in situations where VLANs are used with auto-discovery and/or DHCP is being used to inform the phone of the provisioning server address.

Parameter	Correct Setting	Setting on affected units
Boot Server	Custom+Option 66	Option 66
BootSrvOpt	160	150
BootSrvOptType	String	IP Address
CDP	Enabled	May be Enabled or Disabled



If the setting of the above parameters is required for phone installation, they may be manually configured from the phone by selecting the **Menu** key and then selecting **Settings > Advanced > Admin Settings > Network Configuration** and updating the appropriate parameters in the **DHCP Menu** and **Ethernet Menu**.

IDENTIFICATION OF PHONES

A small number of phones shipped during the period January 2007 to April 2008 are affected by this issue. The issue was addressed once it was discovered. Phones with MAC addresses higher than 0004F21AF16D will not be affected by this issue.

RESOLUTION

The issue has been addressed. Customers that are affected by this issue may contact their Polycom sales channel if they have further questions.