



## SoundPoint® IP/SoundStation® IP Family Technical Bulletin – TB 46440 Notice of Product Shipping Configuration Change - Update<sup>1</sup>

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This information applies to:

- SoundPoint IP 320, 330, 430, 501, 550, 560, 650, 650, and 670 and SoundStation IP 4000, 6000, and 7000 phones shipping with SIP software.

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### BACKGROUND

From time to time, Polycom will update the shipping configuration of the SoundPoint IP and SoundStation IP family of products. This is done to ensure that a recent software release is loaded onto the phones shipped from the factory to suit the needs of customers.

The next such change is planned for February 2009.

The products are designed with the ability to upgrade or downgrade the phone software based on the software version that is hosted on a Provisioning Server by the service provider. Typically service providers will use this mechanism to control the software running on phones on their network. Any restrictions on upgrade or downgrade capability will be listed in this document. The changes detailed in this bulletin will also be applied to units returned to Polycom for RMA repair.

An additional product change resulting from a change in the memory device used on the SoundPoint IP 550, 560, and 650 products will affect the supported software versions for products manufactured in February 2009 and beyond (see the [DOWNGRADE LIMITATION](#) section of this document for more details).

### NEW SHIPPING CONFIGURATION

BootROM Version: 4.1.1

Platform	Currently Ships With BootROM Version
SoundPoint IP 320, 330, 430, 550, and 650	3.2.3RevB
SoundPoint IP 560	4.0.1
SoundPoint IP 670	4.1.1

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<sup>1</sup> This Technical Bulletin has been updated from the February 2009 release. It was modified due to update the console and shipping box part numbers and to record the date code where available.



BootROM Version: 4.1.2

Platform	Currently Ships With BootROM Version
SoundStation IP 6000	4.1.1
SoundStation IP 7000	4.1.1

SIP Software Version: 3.0.4

Platform	Currently Ships With SIP Version
SoundPoint IP 320, 330, 430, 550, and 650	2.1.2
SoundPoint IP 560	2.2.2
SoundPoint IP 670	3.0.2RevB
SoundStation IP 6000	3.0.2RevC

SIP Software Version: 3.1.2

Platform	Currently Ships With SIP Version
SoundStation IP 7000	3.1.2

See [http://downloads.polycom.com/voice/voip/sip\\_sw\\_releases\\_matrix.html](http://downloads.polycom.com/voice/voip/sip_sw_releases_matrix.html) for a maintained list of current phone shipping configurations.

**Note:** Currently, the SoundStation IP 6000 is being shipped with BootROM 4.1.2 and SIP 3.0.2 . It will be updated to SIP 3.1.2 in the near future.

### **Factory Defaults for Device Parameters**

Parameter/Options	New SIP Defaults	Previous Defaults
DHCP Client	Enabled	Enabled
DHCP Menu		
TimeOut	3	3
Boot Server	Custom+Option66	Custom+Option66
BootSrvOpt	160	160
BootSrvType	String	String
VLAN Disc	<b>Fixed</b>	Disabled
VLAN Disc Opt	129 <sup>2</sup>	129
IP Gateway	000.000.000.000	000.000.000.000
<b>Server Menu</b>		
Server Type	FTP	FTP
Server Address	<b>&lt;Null&gt;</b>	0.0.0.0
Server User	PlcmSplp	PlcmSplp
Server Password	PlcmSplp	PlcmSplp
File Tx Tries	3	3
Retry Wait	1	1
Tag SN to UA	Disabled	Disabled
Prov. Method	Default	Default
SNTP Address	0.0.0.0	0.0.0.0
GMT Offset	0	0
DNS Server	000.000.000.000	000.000.000.000
DNS Alt Server	000.000.000.000	000.000.000.000
DNS Domain		

<sup>2</sup> Option 129 is not utilized by the phone in the factory default configuration since the **VLAN Disc** setting is set to Fixed.



Ethernet Menu		
Parameter/Options	New SIP Defaults	Previous Defaults
CDP-Compatibility	Enabled	Enabled
VLAN ID	<Null>	<Null>
LAN Port Mode	Auto	Auto
VLAN Filtering	Disabled	Not Applicable
Storm Filtering	Enabled	Not Applicable
PC Port Mode	Auto	Auto
EM_Power (650/670)	Enabled	Enabled

### Notes related to the changes:

#### *VLAN Discovery*

The use of DHCP for VLAN Discovery is now enabled as a factory default. If the phone does not find VLAN information using the CDP Compatibility signaling it will look in DHCP Options 128,144, 157 and 191 (in that order) for a valid DVD string.

See the section titled “Assigning a VLAN ID Using DHCP” in the latest Administrator’s Guide for more information on this feature.

#### *Denial of Service*

Some features to guard against common DoS attacks were added in the SIP 2.2.0 release. These were not part of the shipping code previously, but would have been included if the software was upgraded. These settings should not impact phone provisioning.

#### *Boot Server Address change from 0.0.0.0 to Null*

The use of a Boot Server address of Null will result in faster boot times in certain cases where a provisioning (boot) server is not available.

### DOWNGRADE LIMITATIONS

Phones shipped from the factory may be downgraded as far back as the following software revisions.

A memory device change on the SoundPoint IP 550, 560, and 650 products will result in a more restricted backward compatibility requirement than with earlier shipping versions. This change will be applied at the same time as the software configuration changes – February 2009. If these 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 prior to SIP 3.0.0 is being used).



**BootROM:**

- IP 330/320 – BootROM 3.2.3RevB
- IP 430 – BootROM 3.1.3RevB
- IP 501 – BootROM 3.0.0
- IP 550 – BootROM 4.1.1
- IP 560 – BootROM 4.1.1
- IP 650 – BootROM 4.1.1
- IP 670 – BootROM 4.1.1
- IP 4000 – BootROM 3.1.2
- IP 6000, 7000 – BootROM 4.1.1

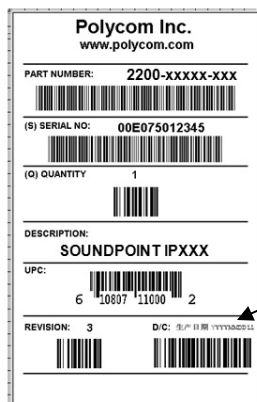
**SIP Software:**

- IP 320/330 – SIP 2.1.1RevC
- IP 430 – SIP 1.6.6RevB
- IP 501 – SIP 1.5.3
- IP 550 – SIP 3.0.2RevC
- IP 560 – SIP 3.0.2RevC
- IP 650 – SIP 3.0.2RevC
- IP 670 – SIP 3.0.2RevC
- IP 4000 – SIP 1.5.3
- IP 6000, 7000 – SIP 3.0.2RevC

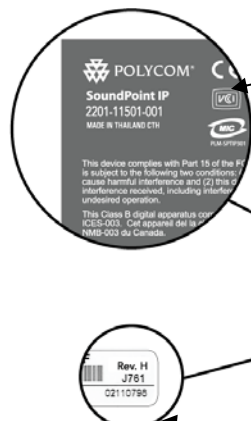
**IMPLEMENTATION DATE**

Phones with the new changes detailed in this bulletin are expected to start to arrive at customers and distributors in February 2009. 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 2009.

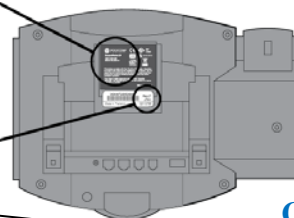
The new software is included in the product if the date code on the rear of the product and on the outside of the shipping and product boxes is as follows (location shown in figures below). This information is not yet available and will be added to this technical bulletin closer to the effective date.



**Date Code**



**Product Name**



**Console Label**



Date Code

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 codes based on the console part number or product identification number:

Platform	Console Part Number	Date Code
SoundPoint IP 320	2201-12320-001	20090204
	2201-12320-107	20090204
	2308-12320-001	20090204
	2308-12320-015	20090204
	2308-12320-122	20090204
SoundPoint IP 330	2201-12330-001	20090204
	2201-12330-107	20090204
	2201-12331-001	20090204
	2201-12332-001	20090204
	2201-12333-001	20090204
	2201-12334-001	20090204
	2302-12330-012	20090301
	2308-12330-001	TBD
2308-12330-025	TBD	
SoundPoint IP 430	2201-11402-001	No change
	2201-12420-001	No change
	2201-12424-001	No change
SoundPoint IP 501	2201-11501-001	No change
	2201-11524-001	No change
	2201-11541-001	No change
SoundPoint IP 550	2201-12550-001	20090201
	2201-12550-002	20090201
	2201-12551-001	20090201
	2201-12552-001	20090201
	2302-12550-012	20090201
	2308-12550-001	20090201
SoundPoint IP 560	2201-12560-001	20090201
SoundPoint IP 650	2201-12630-001	20090201
	2201-12630-107	20090201
	2201-12651-001	20090201
	2201-12660-001	20090201
	2302-12651-012	20090201



Platform	Console Part Number	Date Code
	2308-12651-001	20090201
SoundPoint IP 670	2201-12670-001	20090201
SoundStation IP 4000	2201-06642-001	No change
SoundStation IP 6000	2201-15600-001	No change
SoundStation IP 7000	2201-40000-001	20090421

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

Platform	Box Part Number	Date Code
SoundPoint IP 320	2200-12320-001	20090204
	2200-12320-002	20090204
	2200-12320-012	20090204
	2200-12320-015	20090204
	2200-12320-025	20090204
	2200-12320-107	20090204
	2200-12320-122	20090204
	2200-12321-016	20090204
	2200-12321-022	20090204
	2200-12321-025	20090204
SoundPoint IP 330	2200-12330-001	20090204
	2200-12330-002	20090204
	2200-12330-012	20090204
	2200-12330-015	20090204
	2200-12330-025	20090204
	2200-12330-107	20090204
	2200-12330-122	20090204
	2200-12330-207	20090204
	2200-12331-016	20090204
	2200-12331-022	20090204
2200-12331-025	20090204	
SoundPoint IP 430	2200-12430-001	No change
	2200-12430-002	No change
	2200-12430-012	No change
	2200-12430-016	No change
	2200-12430-022	No change
	2200-12430-122	No change
SoundPoint IP 501	2200-11531-001	No change
	2200-11531-002	No change
	2200-11531-012	No change
	2200-11531-015	No change
	2200-11531-025	No change
	2200-11531-122	No change
SoundPoint IP 550	2200-12550-001	20090201
	2200-12550-002	20090201
	2200-12550-015	20090201
	2200-12550-016	20090201
	2200-12550-022	20090201



Platform	Box Part Number	Date Code
	2200-12550-120	20090201
SoundPoint IP 560	2200-12560-001	20090201
	2200-12560-002	20090201
	2200-12560-012	20090201
	2200-12560-015	20090201
	2200-12560-025	20090201
	2200-12560-122	20090201
SoundPoint IP 650	2200-12651-001	20090201
	2200-12651-002	20090201
	2200-12651-012	20090201
	2200-12651-015	20090201
	2200-12651-015	20090201
	2200-12651-016	20090201
	2200-12651-022	20090201
	2200-12561-107	20090201
2200-12651-122	20090201	
SoundPoint IP 670	2200-12670-001	20090201
	2200-12670-002	20090201
	2200-12670-012	20090201
	2200-12670-015	20090201
	2200-12670-025	20090201
	2200-12670-122	20090201
SoundStation IP 4000	2200-06642-001	No change
	2200-06640-012	No change
	2200-06640-015	No change
	2200-06640-022	No change
	2200-06640-122	No change
SoundStation IP 6000	2200-15600-001	No change
	2200-15660-001	No change
	2200-15660-002	No change
	2200-15660-012	No change
	2200-15660-015	No change
	2200-15660-119	No change
2200-15660-122	No change	
SoundStation IP 7000	2200-40000-001	20090421
	2200-40300-001	20090421
	2200-40300-002	20090421
	2200-40300-012	20090421

**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.