

# Polycom® SoundStation® IP 5000 Conference Phone Shipping Configuration Notice

This engineering advisory describes a configuration issue with certain factory-shipped Polycom SoundStation IP 5000 conference phone. Information provided in this document will help you to identify if your phones are impacted and the procedure you will need to follow to make the required configuration change.

This engineering advisory applies only to a limited number of factory-shipped Polycom® SoundStation® IP 5000 conference phones.

## Identifying the Issue

Certain SoundStation IP 5000 conference phones were shipped with the DHCP Option 60 Format set to the value **RFC 3925 Binary** instead of the value **ASCII String**. The phones with this issue are listed in Table 1.

**Table 1**

<i>Shipping Box Revision</i>	<i>Console Revision</i>	<i>MAC Address Range</i>
<b>H</b>	<b>H to J</b>	<b>0004F2E73D33 - 0004F2E7585F</b>

SoundStation IP 5000 conference phones with the incorrect DHCP Option 60 Format.



### Web Info: Using DHCP Vendor Identifying Options

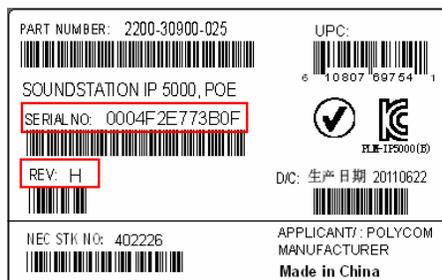
The DHCP Option 60 Format feature was added in SIP 3.2.3 and is described in [Technical Bulletin 54041: Using DHCP Vendor Identifying Options With Polycom SoundPoint IP, SoundStation IP, and VVX Phones](#).

## Determining If Your Phones are Affected

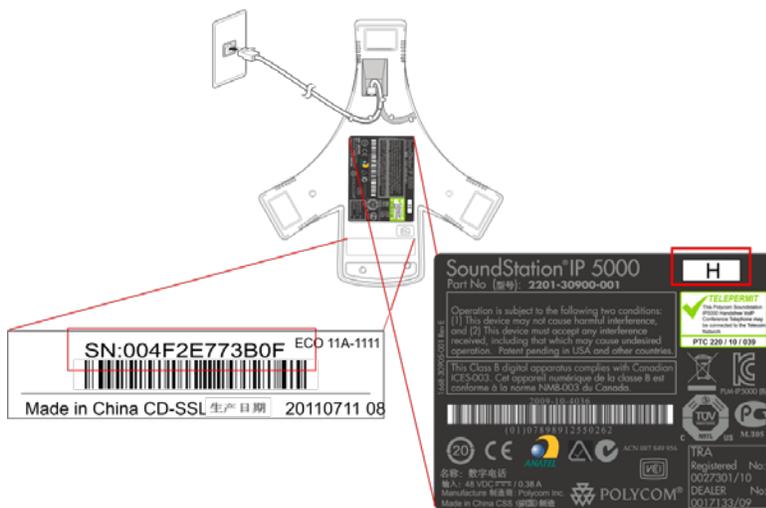
You can check whether your phones are affected by examining the label on the shipping boxes and on back of the phones for a specific model revision and MAC address. If your phone model revision falls within the range H through J, and the phone MAC address falls within the range 0004F2E73D33 through 0004F2E7585F, you will need to perform the required change.

Figure 1 shows the location of the shipping box label revision. Figure 2 shows the location of the console label revision.

**Figure 1: Label on Shipping Box**



**Figure 2: Label on Bottom of SoundStation IP 5000 Conference Phone**



## Making the Required Configuration Change

If your phones fall within the model revision and MAC address range, you will need to follow the simple procedure described next to change the DHCP Option 60 Format change on each affected phone. This can be done using the phone's keypad interface.

### To change the DHCP Option 60 Format:

- 1 Press the **Menu** key.
- 2 Select **Settings > Advanced > Admin Settings > Network Configuration > Provisioning Server > DHCP Menu**.

When prompted for the administrator password, enter your current password. The default value is **456**.



**3 Scroll to Option 60 Format.**

**4 Press the Edit soft key, select ASCII String (by pressing the right arrow key), and press the Ok soft key.**

**5 Press the Back soft key three times.**

**6 Select Save Config.**

The phone reboots.

## Resolution

Polycom advises that this issue will be resolved in the next revision of the SoundStation IP 5000 conference phone that will be shipping from November 2011.

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