



SoundPoint® IP Family Technical Bulletin – TB 35311 Supporting SoundPoint IP 300/301/500/501/600/601 and SoundStation IP 4000 phones with SIP 2.2.0 or SIP 3.2.0 and later releases

This information applies to:

- SoundPoint IP 300 and 500 phones used in SIP installations running SIP software release 2.2.0 or later
- SoundPoint IP 301, 501, 600, and 601 and SoundStation IP 4000 phones used in SIP installations running SIP software release 3.2.0 or later.

BACKGROUND

The SIP2.2.0 Release did not include support for the SoundPoint IP 300, 500, and 600 products. These products were discontinued in May 2006 (*Refer to Product Bulletin Number 532.PB available from the [Polycom Resource Centre](#)*).

The upcoming SIP3.2.0 Release will not include support for the SoundPoint IP 301, 501, and 601 desktop phones and the SoundStation IP 4000 conference phone. The IP 301 and 601 products were discontinued in March 2008 (*Refer to Product Bulletin Number 803.PB*). The IP 501 and 4000 products were discontinued in February and March 2009 (*Refer to Product Bulletin Numbers 970.PB and 993.PB respectively*).

BootROM Release 4.2.0 and future releases will not include support for the SoundPoint IP 300, 301, 500, 501, 600, and 601 and SoundStation IP 4000 products. These products will be supported on the BootROM 4.1.y stream as needed for critical issue fixes.

The replacement models are shown below:

Model	Last SIP Release Supported	Replaced By
IP 300	SIP 2.1.3	IP 320/330
IP 301	SIP 3.1.3	IP 320/330
IP 500	SIP 2.1.2	IP 450
IP 501	SIP 3.1.3	IP 450
IP 600, 601	SIP 3.1.3	IP 650/670
IP 4000	SIP 3.1.3	IP 6000/7000

Installations that have a mixture of IP 300/301/500/501/600/601/4000 phones deployed along with other newer models will require changes to the phone



configuration files to continue to support these phones when newer software releases are deployed.

Any Critical issues that affect IP 300 and IP 500 phones will be addressed by a maintenance patch on the SIP 2.1.x stream until the End of Life date for the products. Any Critical issues that affect IP 301, 501, 600, 601, and 4000 phones will be addressed by a maintenance patch on the SIP 3.1.x stream until the End of Life date for the products.

Note: *All IP 300 and 500 phones should be upgraded to BootROM 4.0.0 for these changes to be effective. All IP 301, 501, 600, 601, and 4000 phones should be upgraded to BootROM 4.0.0 or later for these changes to be effective.*

CONFIGURATION SYSTEM CHANGES TO SUPPORT SOUNDPOINT IP 300/301/500/501/600/601/4000 PHONES WITH SIP 3.2.0 AND NEWER

Enhancements have been added in the BootROM 4.0.0 and SIP 2.2.0 releases to allow the deployment of phones using different software versions using a common provisioning server and configuration file set..

The following procedure must be used for upgrading to SIP 3.2.0 for installations that have SoundPoint IP 300/301/500/501/600/601/4000 phones deployed. It is also recommended that this same approach is followed even if SoundPoint IP 300/301/500/501/600/601/4000 phones are not part of the deployment as it will simplify management of phone systems with future software releases.

Note: *The instructions here are representative of how Polycom plans to support SoundPoint IP 300/301/500/501/600/601/4000 phones in SIP 3.2.0 . Polycom reserves the right to make changes to the final design in SIP 3.2.0 .This technical bulletin will be updated to reflect any such changes.*

1. Ensure that all phones are running BootROM 4.0.0 or later.
2. Copy **sip.ld**, **sip.cfg**, and **phone1.cfg** from the SIP3.2.0 release distribution onto the boot server. These are the relevant files for all phones except the SoundPoint IP 300/301/500/501/600/601/4000 phones.
3. Download the SIP 2.1.x 'legacy' phone release file from the Polycom Customer Support site, or rename the **sip.ld** or **<MODEL_NUMBER>-sip.ld** files from the preferred 'legacy' release for the SoundPoint IP 300 and 500 phones.
4. Copy or rename the **sip.cfg** and **phone1.cfg** files as **sip_21x.cfg** and **phone1_21x.cfg** on the provisioning server (if necessary). These will be used by the SoundPoint IP 300 and 500 phones.

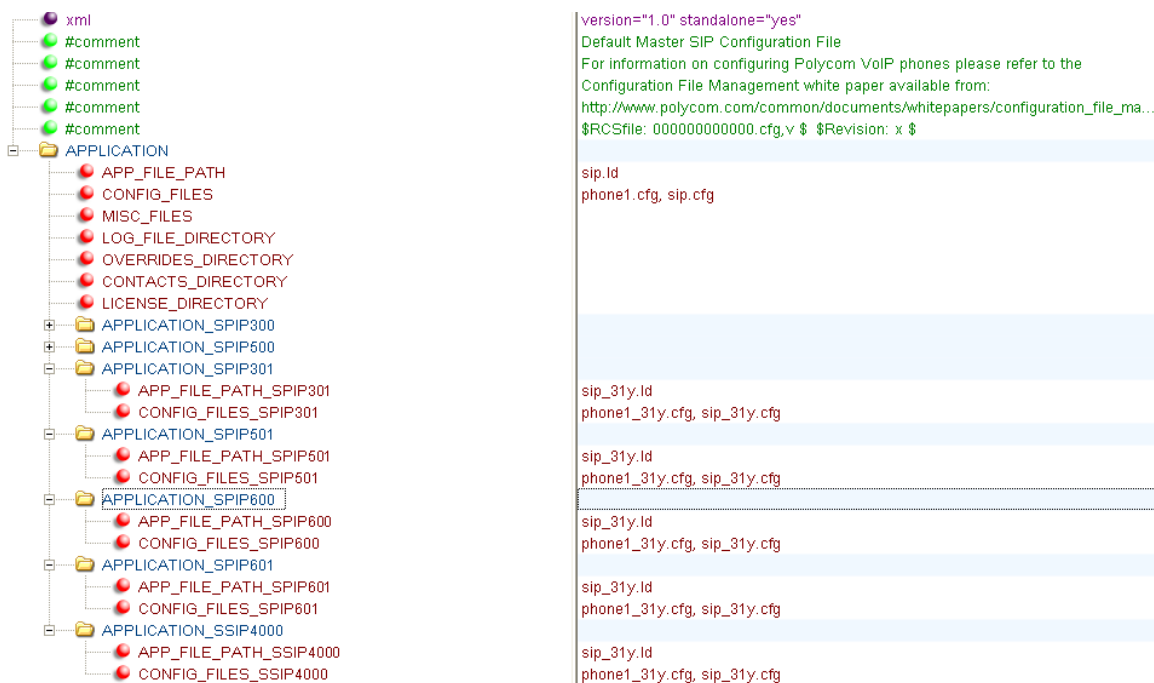


Note: “x” refers to the particular patch level for the SIP 2.1.x release that is being used.

5. Download the SIP 2.1.y ‘legacy’ phone release file from the Polycom Customer Support site, or rename the **sip.ld** or **<MODEL_NUMBER>-sip.ld** files from the preferred ‘legacy’ release for the SoundPoint IP 301, 501, 600, 601 and SoundStation IP 4000 phones.
6. Copy or rename the **sip.cfg** and **phone1.cfg** files as **sip_31y.cfg** and **phone1_31y.cfg** on the provisioning server (if necessary). These will be used by the SoundPoint IP 301, 501, 600, 601 and SoundStation IP 4000 phones.

Notes: “y” refers to the particular patch level for the SIP 3.1.y release that is being used.

7. Modify the **000000000000.cfg** file, if required, to match your configuration file structure – the template is detailed below



8. Remove any **<Ethernet address>.cfg** files that may have been used with earlier releases from the boot server.

Notes:

1. The above approach takes advantage of an enhancement that was added in SIP2.1.2 and BootROM 4.0.0 that allows for the substitution of certain parameters in the configuration files (refer to Technical Bulletin TB35361 for more information). This avoids the need to create unique **<Ethernet**



address>.cfg files for each phone such that the default **000000000.cfg** file can be used for all phones in a deployment.

2. If this approach is not used, then changes will need to be made to all the **<Ethernet address>.cfg** files for SoundPoint IP 300/301/500/501/600/601/4000 phones; or all of the **<Ethernet address>.cfg** files if it is not explicitly known which phones are SoundPoint IP 300/301/500/501/600/601/4000.

UPGRADING BOOTROM WHEN A MIXTURE OF PHONES ARE DEPLOYED

Since the BootROM 4.2.0 and future releases will not include an image for the SoundPoint IP 300, 301, 500, 501, 600, and 601, and the SoundStation IP 4000 phones, it is recommended that the 'split images' be used for maintenance and upgrade of BootROM releases. The BootROM does not allow for renaming of the release files as documented for SIP releases in the previous section. Thus the relevant **<PHONE-PART-NUMBER>-bootrom.ld** files will need to be placed on the provisioning server for each phone model, for example, the download and unzip the BootROM 4.1.2 release. Then download and unzip the BootROM 4.2.0 release. The images for each of the phones included in the BootROM 4.2.0 release will over-write the BootROM 4.1.2 versions, and the BootROM 4.1.2 images will remain for phones not included in the BootROM 4.2.0 release.

HOW TO DETERMINE IF SOUNDPOINT IP 300/301/500/501/600/601 AND SOUNSTATION IP 4000 PRODUCTS ARE DEPLOYED

Note: *If the steps in this technical bulletin are followed it is not necessary to know whether the phones in question are deployed.*

The following methods may be used to determine the phone models deployed.

If it is possible to physically access the phones:

1. Read the model number from the label on the back of the phone.
2. Read the part number from the product label on the back of the phone.
Refer to Technical Bulletin TB35361 for a mapping of product model to part number.

If it is not possible or desirable to physically access the phones, then the phone log files may be examined and the phone model number extracted. This may be used to generate an inventory of the phones that have been deployed. The phone will log the model number following a phone reboot. The log files can be 'parsed' to look for a 'Platform' string:

```
0406003403|so    |3|00|Platform: Model=SoundPoint IP
501, Assembly=2345-11500-030 Rev=C
```



TROUBLESHOOTING

What are the consequences if the changes shown in this technical bulletin are not made and SIP 3.2.0 is deployed using the 'old model'?

*The IP 300/301/ 500/501/600/601/4000 phones will not 'understand' the new configuration parameters, and will attempt to load the new application. This attempt will fail since there is no 300/301/500/501/600/601/4000 image contained within the **sip.ld** file, so the phone will continue on and run the current version of application that it has in memory. It will, however, use the new configuration files, which could cause incorrect behavior.*

What are the consequences if the configuration file changes are made but the IP 300/301/500/501/600/601/4000 phones are not running SIP 2.1.2 or later?

*The IP 300/301/500/501/600/601/4000 phones will not 'understand' the new configuration parameters, and will attempt to load the new application. This attempt will fail since there is no 300/301/500/501/600/601/4000 image contained within the **sip.ld** file, so the phone will continue on and run the current version of application that it has in memory. It will, however, use the new configuration files, which could cause incorrect behavior.*