Polycom IP 331 Firmware Upgrade

Upgrade to firmware version 3.3.5.0247

Menu / Settings / Advanced / Administration Settings / Network Configuration / Server Menu

- Configure the DHCP menu
  3.x firmware: **Menu / Settings / Advanced / Admin Settings / Network Configuration / DHCP Menu**
  - Boot Server: **Static**
  - BootSrv Type: **IP Address**
- Configure the Provisioning Server menu
  - Server Type: **HTTP**
  - Server Address: **140.242.64.35/335**

Upgrade to firmware version 4.0.8.1608

Menu / Settings / Advanced / Administration Settings / Network Configuration / Server Menu

- Configure the DHCP menu
  3.x firmware: **Menu / Settings / Advanced / Admin Settings / Network Configuration / DHCP Menu**
  - Boot Server: **Static**
  - BootSrv Type: **IP Address**
- Configure the Provisioning Server menu
  - Server Type: **HTTP**
  - Server Address: **140.242.64.35/408**

THIS PROCESS TAKES 15-20 MINUTES, THE PHONE WILL REBOOT MULTIPLE TIMES, DON'T PANIC

Upgrade to firmware version 4.1.0.85402

Menu / Settings / Advanced / Administration Settings / Network Configuration / Server Menu

- Configure the DHCP menu
  4.x firmware: **Menu / Settings / Advanced / Admin Settings / Network Configuration / Provisioning Server / DHCP Menu**
  - Boot Server: **Static**
  - BootSrv Type: **IP Address**
- Configure the Provisioning Server menu
  - Server Type: **HTTP**
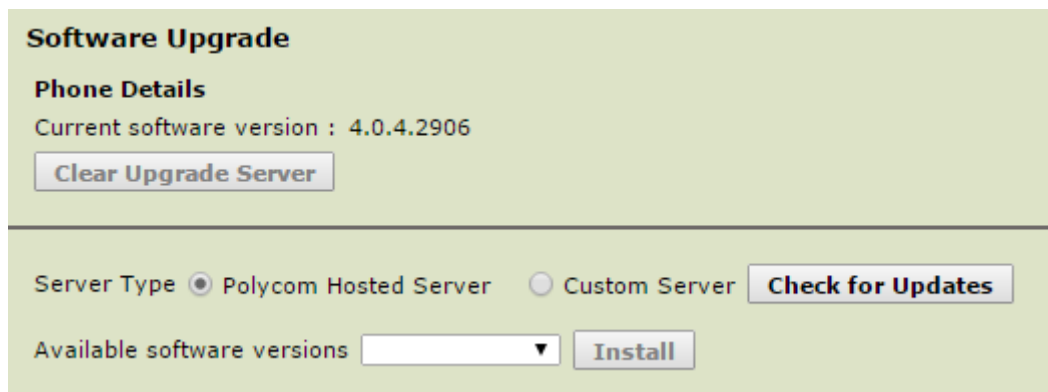 - Server Address: **140.242.64.35/418**

Reset the phone
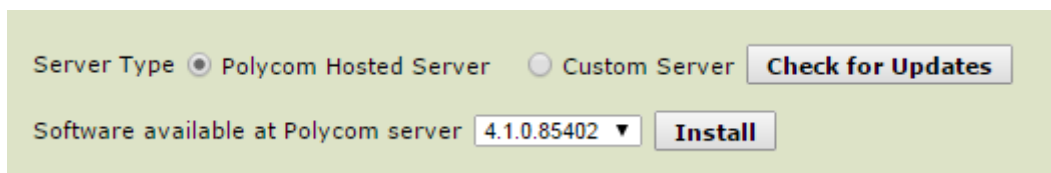Reset the phone when this is complete to set the provisioning details back to default

Menu / Settings / Advanced / Admin Settings / Reset to Defaults / Reset to Factory

Alternative Upgrade from 4.0.8.1608 using the Web Interface

Utilities / Software Upgrade

- Click **Check for Updates** and wait for the process to complete

- Available software versions: **Select 4.1.0.85402**
- **Install**
- Click through the dialogues that pop up, the phone will then reboot and upgrade

Reset to Factory Defaults

It is important to ensure that any phone has been reset to factory before configuring with Spitfire settings, especially when the device has been adopted from a previous provider. This reset also removes the manual configuration entered to perform the firmware update.

Utilities / Phone Backup and Restore / Global Settings

- Click **Restore** and then click through confirmation dialogues, the phone will reboot