Polycom IP 5000 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
 - o 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
 - o 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

	Software Upgrade
	Phone Details
	Current software version : 4.0.4.2906
	Clear Upgrade Server
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	Server Type Polycom Hosted Server Custom Server Check for Updates
	Available software versions Install

• Click Check for Updates and wait for the process to complete

Server Type 💿 Polycom Hosted Server	O Custom Server	Check for Updates
Software available at Polycom server 4.1	.0.85402 ▼ Instal	I

- 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

Phone Backup & Restore		
Phone Backup		
Export Phone Backup File Phone Backup		
Note: The backup file contains all source configurations.		
Restore Phone		
Global Settings		
Restore phone to factory settings Restore		

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