

Poly-Upgrading IP 33x Firmware from 3.x to 4.0.15.x

Support Information

The Polycom SoundStation IP line has reached End of Life, (EOL) Status. This means Poly is no longer releasing software updates for this series. Please make sure your phone is upgraded to the latest software before upgrading to our new system.



Use the arrow keys to move and the checkmark to Select.

1. Press the Menu button
2. Go to Settings and Select
3. Go to Advanced and Select
4. Enter the telephones password. and press Enter. Default password 456.
5. Select Admin Settings
6. Select Network Configuration
7. Press the check mark when you see Provisioning Server
8. Next you will see DHCP Menu, press the down arrow.
9. Next you will see Server Type
10. Press the check mark to select FTP
11. Press the right arrow to change the option from FTP to TFTP.
12. Press OK
13. Press the Down Arrow to Server Addr: and Select
14. Using the dial pad enter the TFTP server address using

the * key for the dot.

1. xxx*xxx*xxx*xxx.

2. If you are using the TFTP from Fireline they will provide you with the IP address you need to use.

15. Press OK

16. Press the down arrow to go to Server User and Select

17. Use the << key to erase the username then press OK

18. Press the down arrow to go to Server Password and Select

19. use the << key to erase the password then press OK

20. Press the back arrow 2 times until you see Save Config?

21. Press Yes

22. Press the Menu key again

23. Go to Settings and select

24. Press select on Basic

25. Press the down arrow until you get to Restart Telephone and Select

26. The phone will prompt you to Restart Phone, select Yes

27. The phone will reboot and if all is well your telephone will begin the upgrade process.

The upgrade process will take anywhere from 5 to 15 minutes, please be patient. Once it is complete the phone will return to the default home screen.

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