

## **Polycom SoundPoint IP 5000 Provisioning Guide**

### **DOWNGRADE FIRMWARE**

To Downgrade SoundPoint IP Phones and SoundStation IP 5000 Phones:

1. Visit the Voice Support page and select your phone from the list.
2. Locate BootROM 4.5.0 B Downgrader under the Downloads section and save the files onto your computer.
3. Unzip BootROM 4.5.0 B Downgrader.
4. Copy the <partNumber>.sip.ld files from the Downgrader onto your provisioning server. These <partNumber>.sip.ld files contain both Downgrader and UC Software 3.3.2 images.
5. Reboot your phone.

Your phone will downgrade and do the following:

- Reformat the file system
- Install a new UCS 3.3.2 image — contained in the <partNumber>.sip.ld image

Your phone is now downgraded to BootROM 4.5.0 and UC Software 3.3.2.

If you would like to use application software earlier than 3.3.2, continue by following these steps:

6. Visit the Voice Support page and select your phone from the list.
7. Locate the application software you wish to install under the Downloads section and save the files onto your computer.
8. Copy the <partNumber>.sip.ld files from the application software onto your provisioning server.
9. Reboot your phone.

Your phone is now downgraded to your chosen application software.

Caution: Loss of File System Settings during Future Upgrades

- Installing future BootROM upgrades will cause all settings in the file system to be lost. This behavior is the same as previous BootROM versions.

### **PROVISION PHONE**

1. Power up the phone
2. As the phone boots up press the **Setup** soft key to go into the setup section.
3. Enter password **456**
4. Go into **Server Menu**
5. Server Type is **FTP**
6. Server Address is the **Provisioning Host: sipregistration.com**
7. Server User is the **Provisioning User** as noted above.
8. Server Password is the **Provisioning Password** as noted above.
9. Hit Exit, Exit, and then Select **Save & Reboot**.
10. The phones will come up peered to the server.