



The Network Access Company

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Polycom SIP 2.1.2 Release Notes

**Note that the link to download the new firmware
and config files are included in the document
below.**

Required AOS Version

In order for this version of phone firmware to operate properly with the NetVanta 7100, AOS 15.06.00.SA or higher is required. For versions of AOS previous to 15.06.00.SA, please use phone firmware version 2.0.3.

Issues resolved that pertain to operation with the NetVanta 7100

- Phone interpretation of key presses can fail if phone CPU is busy. This can result in misdialed or incomplete numbers.
- Phone may continuously reboot if a configuration change is made then power is disconnected and the provisioning server is unavailable
- Phone may reboot if several voicemail NOTIFY messages are received from the server in a short interval.
- A call is dropped if a blind transfer to an invalid number is attempted

Link to Polycom Firmware and Files

- **Polycom application version 2.1.2 and bootrom version 3.2.3 -**
<http://kb.adtran.com/PolycomFirmware212/Version2.1.2.zip>
 - **This zip file contains: sip.ld, sip.cfg, and bootrom.ld**
 - **All files are necessary to upgrade the phones**

Upgrade Instructions (using NetVanta 7100)

Note: Upload the firmware and config files prior to connecting the phones to the NetVanta 7100.

- 1) Upload the sip.ld, sip.cfg, and bootrom.ld to the Polycom folder on CFLASH via FTP.
- 2) Enter "copy cflash Polycom/sip.cfg flash sip.cfg" to update the sip.cfg file on flash.
- 3) Configure and connect the phones. They will automatically download the files and update.

Connecting and Booting Phones

AOS 15.06.00.SA now caches the phone firmware and configuration files in RAM during the first 30 minutes after boot-up. This is done to speed the boot process for the phones especially when they are being upgraded. In order to take full advantage of this new feature, be sure to have all phones connected to the NetVanta 7100 at the time of boot-up.

For systems that have additional PoE Switches such as the NetVanta 1224 PoE, you can follow this procedure to boot the phones connected there and still take advantage of the firmware and config caching.

1. Disconnect or shut down the port feeding the additional PoE switch.
2. Boot all phones directly connected to the NetVanta 7100.
3. Reconnect or “no shut” the port feeding the additional PoE switch.
4. Issue the command “sip check-sync firmware-upgrade” at the command prompt on the NetVanta 7100. There may be a short delay after entering this command (see below for details).

The “sip check-sync firmware-upgrade” command will re-cache the firmware files for an additional 15 minutes. This may take up to a minute to complete. This command will also issue a SIP Check-sync to each of the phones on the system which will tell the phones to check for a new version of firmware or config files. The phones on the additional PoE switch should see a new version of the firmware files and reboot to download them.

Related Documents

The following publications may be found in Adtran’s knowledge base at <http://kb.adtran.com>.

- Polycom Phone Operation - <http://kb.adtran.com/article.asp?article=2049&p=2>
- ADTRAN/Polycom Phone Admin Guide Version 2.0 – <http://kb.adtran.com/article.asp?article=2189&p=2>
- ADTRAN/Polycom Phone Admin Guide Addendum – <http://kb.adtran.com/article.asp?article=2190&p=2>