Calls from a Polycom® SoundStation IP 6000 with a 64:16 MAC Address Prefix Fail

Engineering Advisory 1305

This engineering advisory provides a solution to an issue that causes calls made from Polycom® SoundStation IP 6000 phones with MAC addresses (also called serial numbers) starting with “64:16:xx:xx:xx:xx” to fail.

This engineering advisory applies to SoundStation IP 6000 phones with MAC addresses in the range from 64167f050000 to 64167F0538CF running UC Software 4.0.5.4233, 4.0.5.4853 (RevC), 4.0.6.0711, 4.0.7.2514, 4.0.8.1608 (RevC), 4.0.9.0509, 4.0.10.0568 GA versions or any patched versions of these.

About This Issue

The SoundStation IP 6000 with MAC addresses starting with “64:16” and on specific versions of Polycom UC Software fail to make calls as expected. This issue results from a dependency of a software feature on the MAC address that causes the phone to generate non-unique SIP call-IDs, tags, and branch-ID. Phones with this issue experience call failures (immediate or partial), registration, and transfer and hold problems.

Identifying Affected Phones

This issue is observed on SoundStation IP 6000 phones with MAC addresses ranging from 64167f050000 to 64167F0538CF **AND** running one the following Polycom UC Software GA or patched versions:

- 4.0.5.4233
- 4.0.5.4853 (RevC)
- 4.0.6.0711
- 4.0.7.2514
- 4.0.8.1608 (RevC)
- 4.0.9.0509
- 4.0.10.0568

To see if your phone has the issue, check if your phone has a MAC Address in the identified range and if it is running an affected Polycom UC Software version.

Locating the Phone's MAC Address

The phone's MAC Address—also called a serial number (SN)—is located on the back of the phone, on the label with the bar code, as shown next.

Alternatively, you can determine the MAC Address using the phone's Web Configuration Utility. Log in to the Polycom Web Configuration Utility for your phone, and go to the **Home** page. The MAC Address is listed under **Home**. For help using the utility, see the Polycom Web Configuration Utility User Guide on Polycom Voice Support.

Determine the Phone's Software Version

To determine the phone's installed software version tap the **Menu** button at left of the phone's display screen and select **Status** > **Platform** > **Application** > **Main**. Or, log in to the Polycom Web Configuration Utility for your phone, and go to the **Home** page which lists the installed UC Software version. For help using the utility, see the Polycom Web Configuration Utility User Guide on Polycom Voice Support.

Issue Solution

To solve the issue, Polycom recommends upgrading your phone's software to one of the following Polycom UC Software releases or later GA releases: 4.0.7 Rev[tbd], 4.0.8 Rev[tbd], 4.0.9.1191 (RevN) and 4.0.10 Rev[tbd]. The new software will be released in stages and will be available on the SoundStation IP 6000 support page as well as on the Polycom Hosted Server.

The issue can also be resolved by downgrading your phone's software to UC Software 4.0.4 or earlier.

If your affected SoundStation IP 6000 unit still cannot be used in the target environment after upgrading to a recommended Polycom UC Software release, Polycom allows you to exchange these units at no cost until June 30th, 2016. After June 30th, 2016 exchanging units is no longer available and this issue can be resolved via software update. Lead-times for exchanged units may vary by availability and are expected to take up to six weeks initially—confirm with your Polycom Partner or Polycom when submitting an RMA request.

Only certified/authorized Polycom Partners can submit an RMA/DOA requests via http://support.polycom.com. If you are not an authorized/certified Polycom Partner please work with the Polycom partner you purchased the affected SoundStation IP 6000 phone from or contact Polycom Support.

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