

IP Phone troubleshooting - Reinstalling Software

Reinstalling the software on a Polycom IP phone is sometimes necessary when the phone starts to exhibit certain symptoms. These can include, random reboots, or other inconsistent behavior. In the following we will detail the process for reinstalling the software on an IP phone.

What you will need....

The Phone you are going to reinstall the software on.

A computer with **tfpp server** software installed. We typically use pumpkin tfpp. We last downloaded this here <http://www.softpedia.com/get/Internet/Servers/Other-Servers/PumpKIN.shtml> but if that link breaks it can easily be found with google.

A **crossover cable** or a **switch and two straight through ethernet cables**. (if you don't have an AC adapter or power injector you may need a POE switch to power the phone)

The appropriate **software** for your phone. In some cases you are required by your provider or PBX to use a specific version of software and bootrom. Polycom keeps several revisions available on their website here <http://www.polycom.com/support/voice/index.html>. Just select your phone to find the available versions. Older versions can be found by clicking the Previous Voip Software and Bootrom link. If you need an even older version you can go to <ftp://66.244.181.86>. Username:ftpguest Password:guest

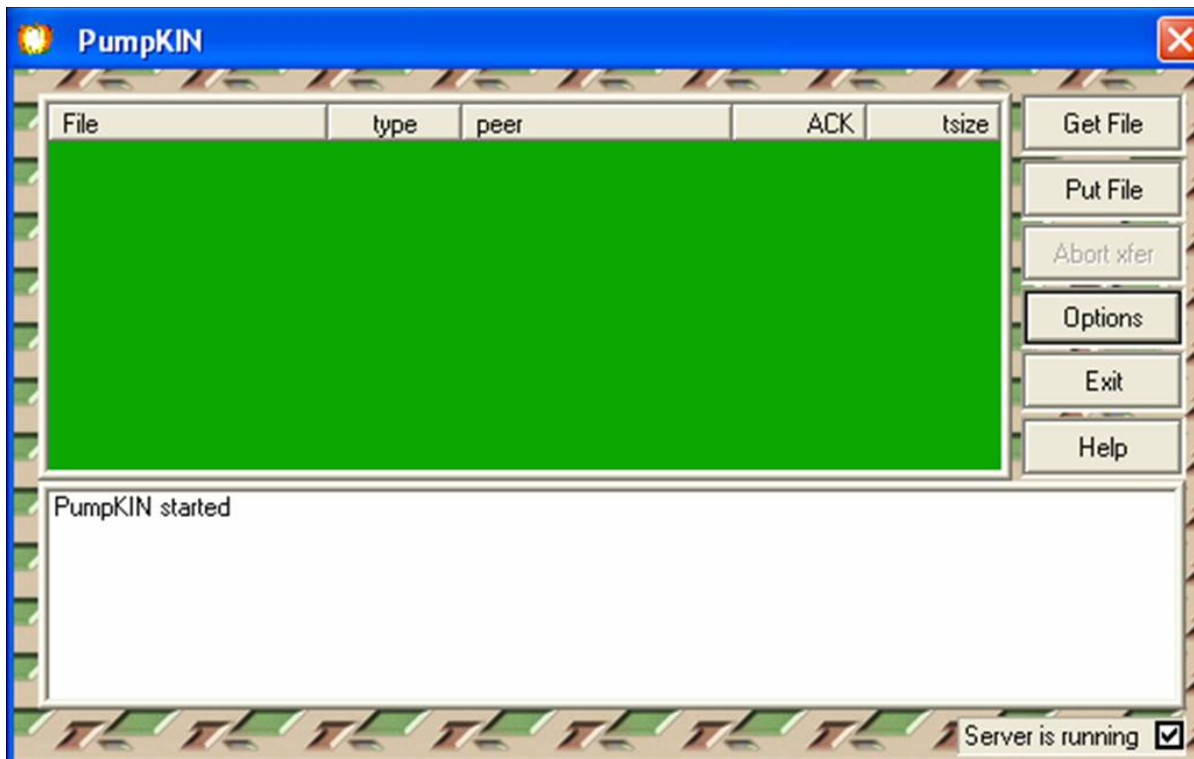
Once you have the toolkit above assembled follow the instructions below.

(A) Prepare your SIP phone software.

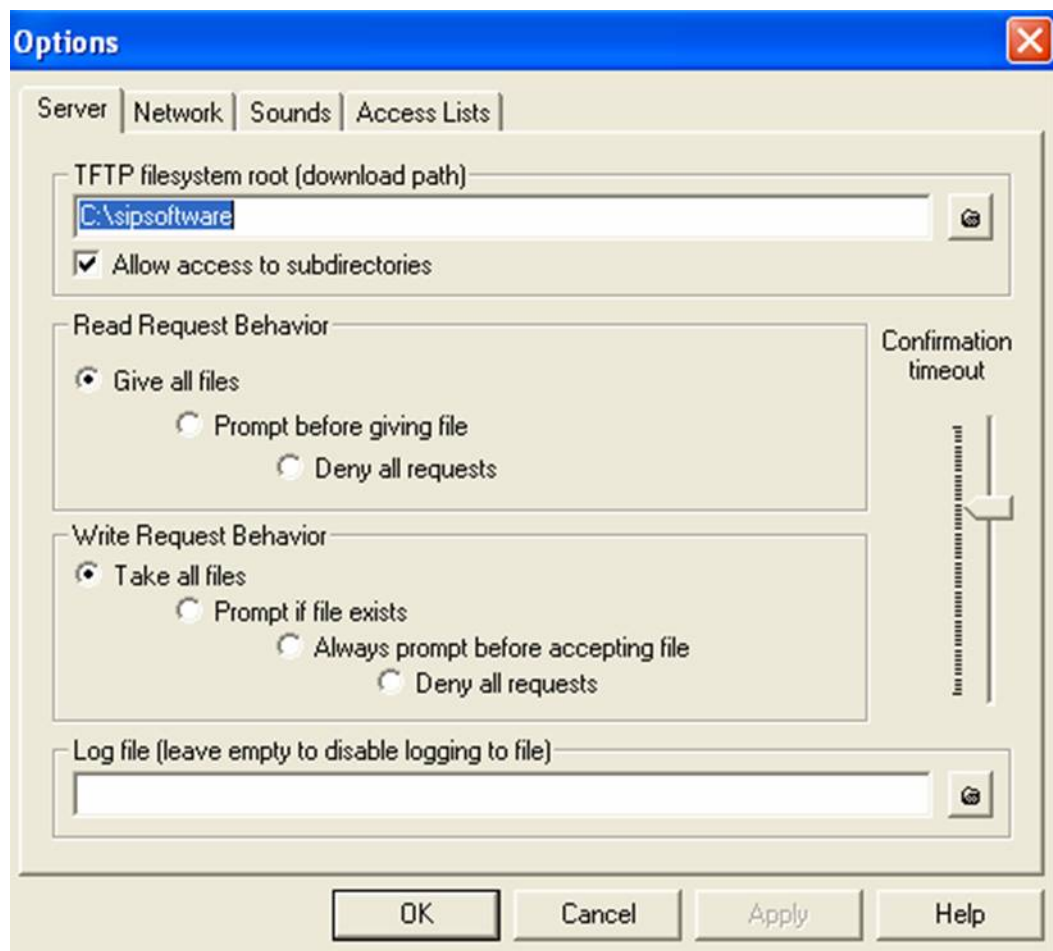
1. Extract the file you downloaded from polycom to a folder somewhere on your computer and make note of the name and location.

(B) Configure Pumpkin TFTP

1. Go to options.



2. Select give all files and take all files, and set the TFTP Root directory to the folder you extracted your SIP software into.

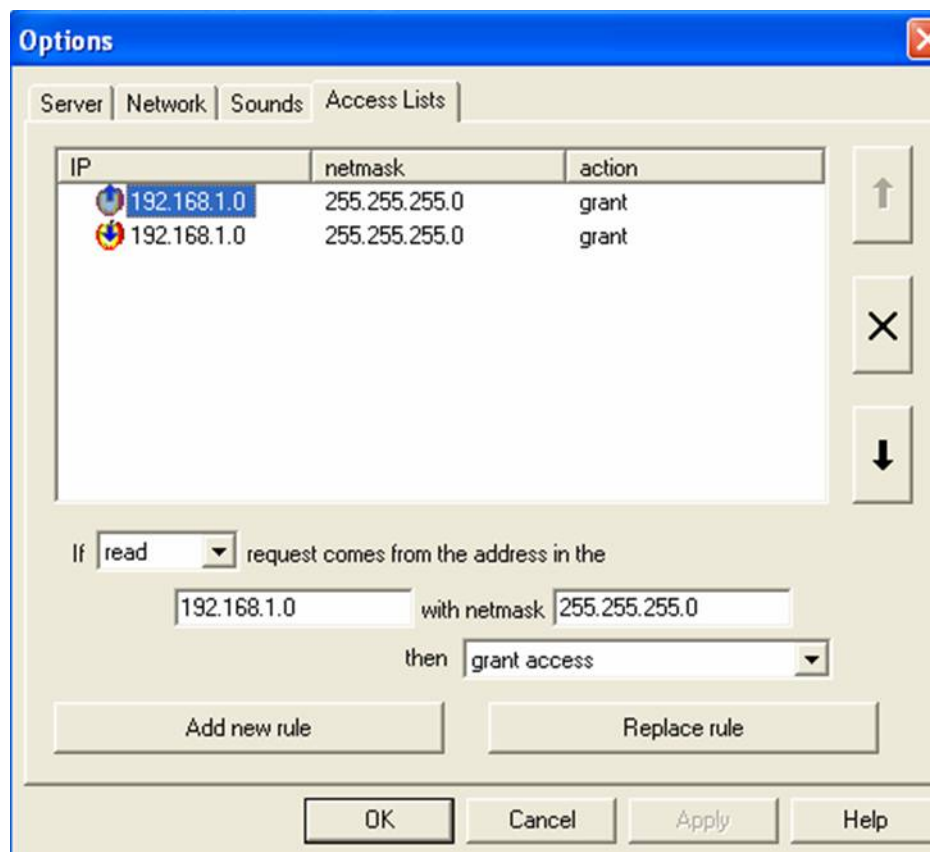


3. Adjust your access settings to allow read and write access to the subnet your phone resides on.

For Example: If your phones address is 192.168.0.50 / 255.255.255.0 you will want to create a rule for both read and write access and set it to grant access for 192.168.0.0 / 255.255.255.0.

Additional Note: Now would be a good time to make sure your phone and PC can communicate. You will need to put them on the same IP range and subnet if they are not already. On your phone you will need to go to menu->settings->advanced "password is 456"->admin->network->set DHCP to disabled->configure your IP and subnet.

Additional Note: To make things easier and determine what IP address and subnet to set your phone to go to start->run->type in cmd and press ok. Type ipconfig and press <enter> If your ip address is 192.168.0.15 set your phone to 192.168.0.16 and use the same subnet mask.



(C) Set the Boot server on the phone.

1. On the phone go to menu->settings->advanced "password is 456"->admin->network->server menu->set the server type to tftp and the server address to the address of your PC.

(D) Format the file system on the phone.

1. On the phone go to menu->settings->advanced "password is 456"->admin->reset to defaults->format file system.

- After the phone reboots and file system formats you will see tftp requests start coming into pumpkin. The phone will pull down the software from the directory you specified in your TFTP server. If the phone is unable to receive the files doublecheck your pumpkin options and make sure the server is active box is checked on the main page.

(E) Redeploy your Phone

- Reconfigure and deploy your phone to see if the issue still exists. If you have exhausted all troubleshooting actions on the provider side and still have the same issue it is possible the phone will need to be replaced.