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From Bicom Systems Wiki



Polycom phones need additional manual intervention from the deployment technician due to the way these phones work.

To provision Polycom phones successfully, Polycom firmware files need to be downloaded and extracted to the tftp folder on the server. Polycom firmware packs can be downloaded from:

<https://downloads.bicomsystems.com/polycom/>

List of Polycom firmware compatibility with PBXware:

PBXware 4.1+ = 5.4 firmware

PBXware 4.1.3+ = 5.6 firmware

PBXware 5.1.2+, 5.2.0+ = 5.7 firmware

PBXware 5.2.6+, 5.3.2+ = 5.9 firmware (last version for VVX300, VVX400, VVX500 and VVX600)

PBXware 5.2.8+, 5.3.4+ = 6.1 firmware (added support for VVX150, VVX250, VVX350 and VVX450)

This User Guide is written as general guide on how to set up Polycom Firmware pack on Your server.

1.Connect to server via SSH:

```
ssh root@your-server-ip -p2020
```

where **your-server-ip** is ip address of the server.

2.Navigate to tftp folder

```
cd /opt/pbxware/pw/tftp
```

3.Download firmware pack for VVX series phones:

```
wget http://downloads.bicomsystems.com/polycom/polycom-latest-vvx.tar.bz2
```

Once you press enter, you should see something like this

```
wget http://downloads.bicomsystems.com/polycom/polycom-latest-vvx.tar.bz2
--2018-02-06 09:15:21-- http://downloads.bicomsystems.com/polycom/polycom-latest-vvx.tar.bz2
Resolving downloads.bicomsystems.com... 193.93.153.138
Connecting to downloads.bicomsystems.com|193.93.153.138|:80... connected.
HTTP request sent, awaiting response... 200 OK
Length: 744382031 (710M) [application/x-bzip]
Saving to: 'polycom-latest-vvx.tar.bz2'

polycom-latest-vvx.tar.bz2          11%[=====>] 84.58M
177KB/s   eta 61m 0s
```

Once download is completed, you must unpack the firmware archive.

```
tar xvjf polycom-latest-vvx.tar.bz2
```

▪ Version 4.1.6 for IP series phones:

```
wget http://downloads.bicomsystems.com/polycom/polycom-latest-ip.tar.bz2
```

Once you press enter, you should see something like this

```
wget http://downloads.bicomsystems.com/polycom/polycom-latest-ip.tar.bz2
--2018-02-06 09:15:21-- http://downloads.bicomsystems.com/polycom/polycom-latest-ip.tar.bz2
Resolving downloads.bicomsystems.com... 193.93.153.138
Connecting to downloads.bicomsystems.com|193.93.153.138|:80... connected.
HTTP request sent, awaiting response... 200 OK
Length: 744382031 (710M) [application/x-bzip]
Saving to: 'polycom-latest-ip.tar.bz2'
```

```
polycom-latest-ip.tar.bz2          23%[=====>] 124.58M
177KB/s    eta 51m 10s
```

Once download is completed, you must unpack the firmware archive.

```
tar xvf polycom-latest-ip.tar.bz2
```

NOTE: *If needed, both firmware packs can be downloaded, overwriting some files on prompt. Just download first firmware pack for IP series phones.*

4.Navigate to Polycom folder

```
cd polycom
```

5.Move all files and folders to the root of the tftp folder

```
mv * ../
```

Polycom firmware files are now ready for provisioning. If you are not sure how to prepare Polycom firmware package please contact our support and we will be glad to help you.

Retrieved from "http://wiki.bicomsystems.com/Polycom_Firmware_Installation"