Upgrading Polycom SoundStation2W software to Version 1.605 and CVM to Version 1.85

Installer for **Microsoft® Windows XP** Operating System

NOTE: Two versions of upgrader are available, offering DSP version 1.605 or 1.607. DSP 1.605 and 1.607 functionally identical. Version 1.607 has minor difference that enable it to be used in the upgrade application for Microsoft® Windows® Vista and Windows 7 (32 and 64 bit) Operating Systems.

This document provides instructions for upgrading Polycom SoundStation2W software for DECT (Europe), DECT 6.0 (North America), WDCT models. The instructions are provided in English only.

Required Equipment:
- SoundStation2W conference phone
- USB Cable--A male to mini 5-pin male as used for most digital cameras (Not supplied with SoundStation2W)
- Microsoft® Windows XP based computer capable of running installer with English interface. (There is a separate application and version of instructions for Win7/Vista).

Overview:
The SoundStation2W software upgrade process has the following four main steps:
1. Installation of the SoundStation2W software upgrade application on a computer
2. Installation of USB drivers contained in the upgrade application on the computer
3. Upgrade of firmware on the SoundStation2W console
    - Warning: Do not close the upgrader application during the upgrade process or it could damage the phone.
    - Note: Phones with CVM 1.84 installed it will not upgrade to CVM 1.85 – the versions are equivalent.
4. Re-registration of SoundStation2W console with the base station (manual)

Getting Started:
1. Download SoundStation2W software upgrade application for XP from the Polycom Support Website at (http://support.polycom.com/PolycomService/support/us/support/voice/soundstation/soundstation2w.html) to your computer.

2. Ensure that both the computer and the SoundStation2W conference phone are powered using their AC charger and/or fully charged batteries. It is important that power should not be interrupted during the software upgrade process for both, computer and SoundStation2W.

3. Install the SoundStation2W Software Upgrade application by double-clicking on 'Polycom SoundStation2W Setup.exe' and follow the onscreen instructions to complete the installation.

4. Connect SoundStation2W conference phone to the computer's USB port directly (do not use USB hub) using USB cable and ensure that mini-USB connector is fully inserted in the phone's USB port.

Note: It is recommended to power off SoundStation2W base station so that the incoming calls do not interrupt upgrade process.

5. During the first time installation, the following dialogue (Figure 1) may appear after connecting the SoundStation2W console to the computer.

Select 'No, not this time' and click 'Next'.

Figure 1

6. When prompted for automatic installation as in Figure 2, select 'Install the software automatically' and click 'Next'.

Figure 2

7. After USB driver installation is complete and the following dialogue appears (Figure 3), click finish to exit the USB driver installer.

The upgrade application is now ready to upgrade the SoundStatio*n2*W software.

Figure 3

8. Launch the SoundStation2W upgrade application from *Start>All Programs> SoundStation2W Upgrade> SoundStation2W Upgrade* and you will see Figure 4 on your computer display. From this point onward, please carefully follow all onscreen instructions, which will guide you through the upgrade process.
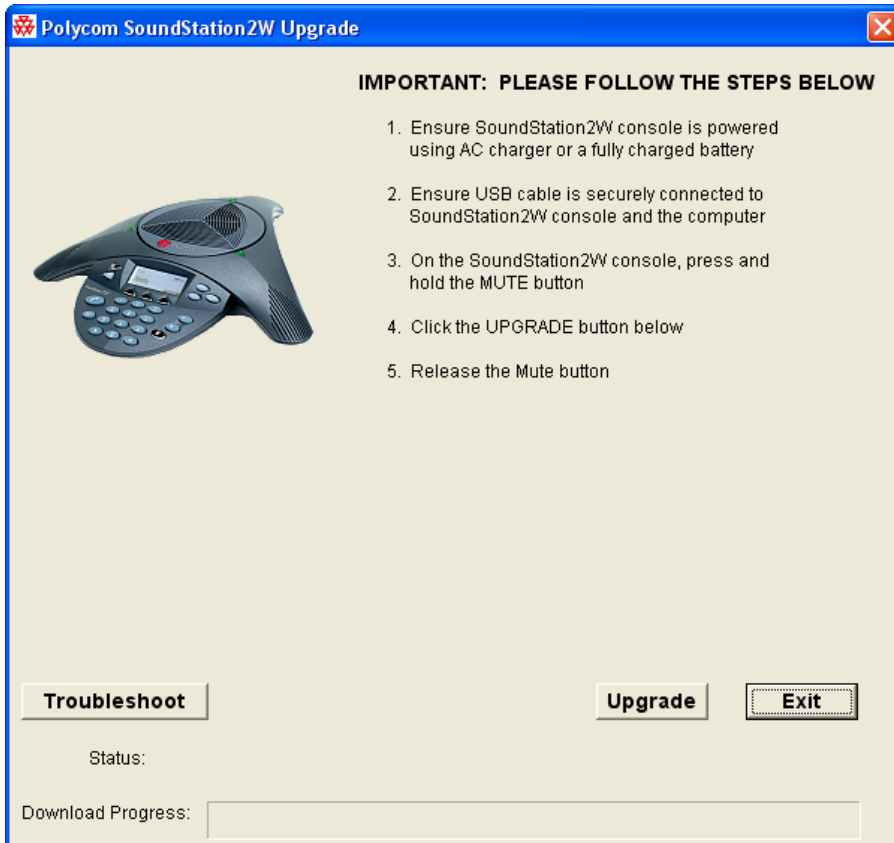
Figure 4

9. After successful upgrade (in approximately 8 minutes), you will see a dialog informing you that the upgrade was successful. Following the upgrade your phone may or may not require re-registration to the base station. Please follow the onscreen instructions if registration of phone to base station is required.

IMPORTANT: If the upgrade process takes longer than 10 minutes and the application window in Figure 4 remains frozen or error message in Figure 6 appears, there is a problem with the upgrade application that requires restarting the upgrade process. Follow the instructions in **Troubleshooting Tips** below according to the failure scenario.

Troubleshooting Tips

SoundStation2W Upgrade Failure Scenarios and Recovery Steps

Failure Scenario 1:

The software upgrade may fail due to USB device detection failure where the following error message (Figure 5) will appear on the computer screen.
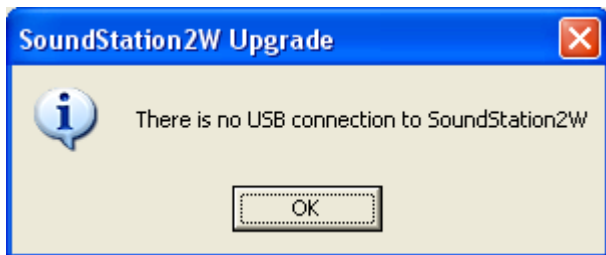

Figure 5

To recover from this failure, follow the steps below:

1. End the task 'Polycom SoundStation2W Upgrade' from the Windows Task Manager (Applications).

2. Reboot the SoundStation2W console using following steps:

   a) Press the MENU button.
   b) Using the down arrow button, scroll to ADMIN SETUP and press the SELECT button.
   c) Scroll to DIAGNOSTICS and press the SELECT button.
   d) Scroll to REBOOT PHONE and press the SELECT button.
   e) Press the REBOOT button.

3. Launch SoundStation2W software upgrade application from *Start>All Programs> SoundStation2W Upgrade> SoundStation2W Upgrade* and continue with the upgrade process.

Failure Scenario 2:

If the upgrade application displays the following error message (Figure 6) on the computer screen, click OK and then close the upgrade application on your PC. Open the application again and restart the upgrade process by clicking Upgrade button as shown in figure 4.
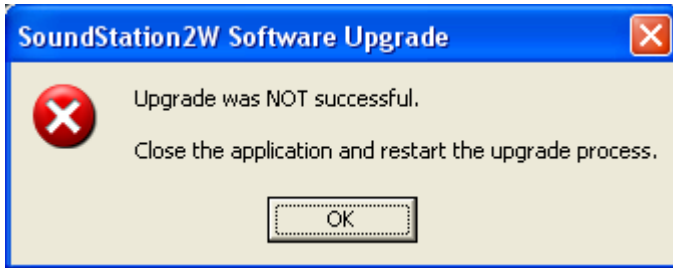

Figure 6

Failure Scenario 3:

If the upgrade application displays the following message (Figure 7) on the computer screen, please carefully review onscreen instructions before clicking the appropriate option, as shown in Figure 8 below.

Figure 7