Steps for upgrade as follows:

Software can be downloaded from this link: <http://support.polycom.com/PolycomService/support/us/support/voice/soundstation_ip_series/soundstation_ip6000.html>

Once, you get it to UCS v4.0 and above, you can do the upgrade procedure using the phone’s web browser itself. **Attached is the user guide containing procedure to upgrade to UCS 4.0**. **Kindly refer to that for the files to be sent. Part number for** IP 6000: 3111-15600-001.sip.ld

Download the split version for all the software versions needed and send only the required files specified in the guide.

While sending the files you need to send the above .sip.ld and all other files to the phone.

Steps for sending via FileZilla are as follows:

1. Make sure that both the user name and password on the phone is PlcmSpIP (l - Small L after P) 2. The phone and laptop must be connected to a POE switch and the phone must point to the laptop's IP address as its provisioning server.

3. In the FileZilla server, click on users and add the same username/password combination.

4. Now add the directory inside which are the files that needs to be transferred to the phone.

5. Once the connection is established, the files will be sent automatically to the phone. Just make sure you read the messages to check for errors.

6. Once all the files are sent, the phone will reboot automatically (like normal reboot process).

7. Once all reboots are finished, check for the file version.

Then through the web browser export config from working phone and then import it to the other phone.