

Factory Reset Your Polycom Phone

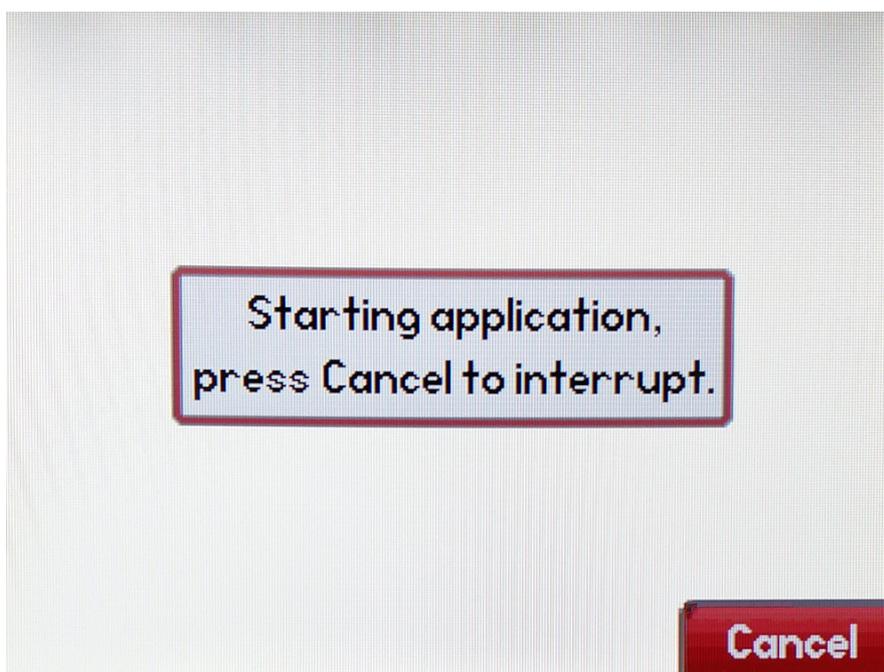
How to Factory Reset Any Polycom Phone and Reboot it to the Reynwood Platform.

1 Power cycle the phone

Unplug Ethernet and any external power source.
Confirm screen is completely dark.
Plug Ethernet and any external power source back in.

2 Starting application press cancel to interrupt

Screen will say " Starting application press cancel to interrupt.Press **CANCEL** to interrupt.



While it's counting down, hold down:

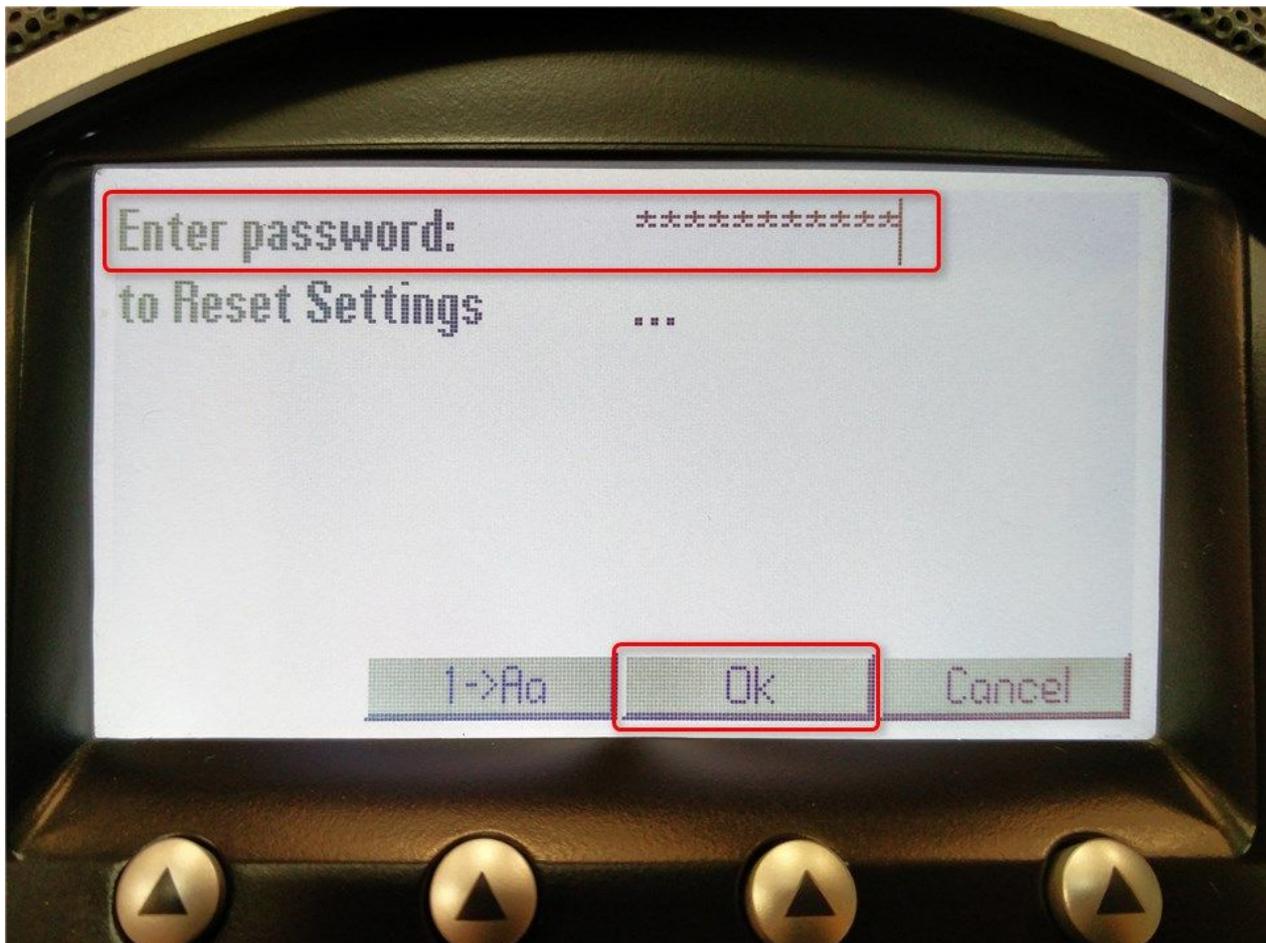
- For SoundPoint IP 320, 321, 330, 331, 335, 430, and 450 press and hold the 1, 3, 5, and 7 on the dial pad at the same time.
- For SoundPoint IP 301, 501, 550, 600, 601, and 650 press and hold the 4, 6, 8, * on the dial pad at the same time.
- For Soundstation IP 4000 and 6000: press and hold the 6, 8 and * on the dial pad at the same time.

- For Soundstation IP 7000: 1, 3, 5, and 7 on the dial pad at the same time.
- For All VVX Series Phones press and hold 1,3,5 on the dial pad at the same time.

3 Entering password



For password use the phone's MAC address(which is located on the back of the phone) in **LOWER** case and press "OK."



Note: You have to select number or lower case when switching between types. For the letter "f" you would select lower case entry and then press the 3 key three times. If selecting two letters that use the same key on the dial pad, enter the first one, then wait a few seconds until the cursor on the display moves to the right before entering the second letter.

4 Your Polycom Phone Should be Factory Reset



Proceed to the next step to Point Your Device to the Reynwood Platform

5 Point Device to Reynwood Platform



Once the device powers back up and loads to the main screen, you should do the following:

1. Press the home or menu key
2. Select "Settings" then "Advanced"
3. Enter "456" as the password
4. Select "Admin Settings" then "Network Configuration" then "Prov Server"
5. Set the following Parameters:

Server Type = HTTPS

Server Address = plcm.sipflash.com

Server User = <blank> (Edit and blank out the field)

Server Password = <blank> (Edit and blank out the field)

6. Once these fields have been saved, press "Back" twice then "Save"

If everything was entered correctly, device will reboot and reconfigure itself.