

Resetting to Factory Default & Provisioning

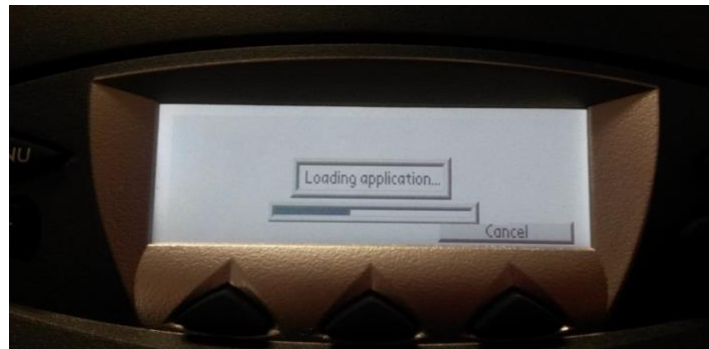
Factory Reset Process:

Resetting the phone to factory defaults clears the flash parameters and removes log files, user data, and cached data.

You can use a multiple key combination to reset your phone to the factory defaults. The keys are determined based on the phone model.

Before starting, please make sure you take note of the phone's twelve-digit MAC address/Serial number, Example: 0004F2F8E6EA. This should be in the back of the phone.

1. After the phone has been properly connected and its loading, you will see a loading application screen almost immediately upon initial reboot. Click cancel at this point for the next step.

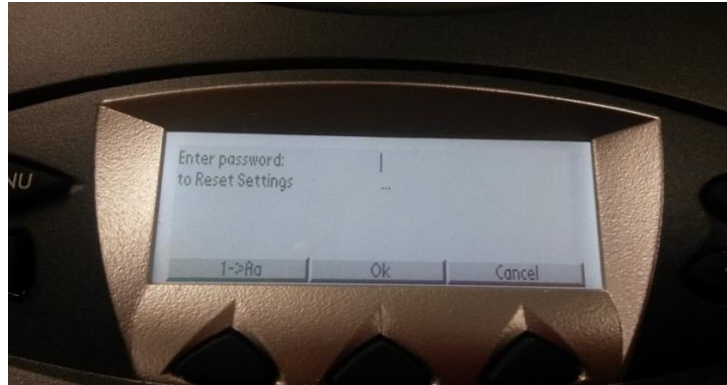


2. Immediately after cancel is selected, press and hold the **multiple key combination** (corresponding to your phone) simultaneously until it asks for a password.

Multiple Key Combinations:

- SoundPoint IP 550, 560, and 650, and VVX 1500: **4, 6, 8, and * dial pad keys**
- SoundPoint IP 321, 331, 335, 450, SoundStation 5000 , 7000 and SoundStation Duo: **1, 3, 5, and 7 dial pad keys**
- SoundStation IP 6000: **6, 8, and * dial pad key**
- VVX 300 , 310, 400, 410 , VVX 500, VVX600 and SpectraLink 8400 Series: **1, 3, and 5 dial pad keys**

NOTE: Please be aware that Polycom does not provide a public guide on how to reset the Administrator password (456) if this has been changed.



3. Enter the MAC address which you previously took note of earlier as your password. Click Ok when done.

Click on A->Aa soft key to change the options from numbers to capital or lower case letters. Make sure all letters are lower case. This can be tricky and when inputting your password because the letters/numbers will be hidden. Make sure that when you enter a letter you change the input to lower case and depending on the letter click on number 1, 2, 3, or 4 times to get to the right letter.

4. If the password is entered correctly, you should see "Resetting Configuration please wait" on the next screen. You should also see a "Configuration Reset" message and shortly after the phone should reboot automatically.

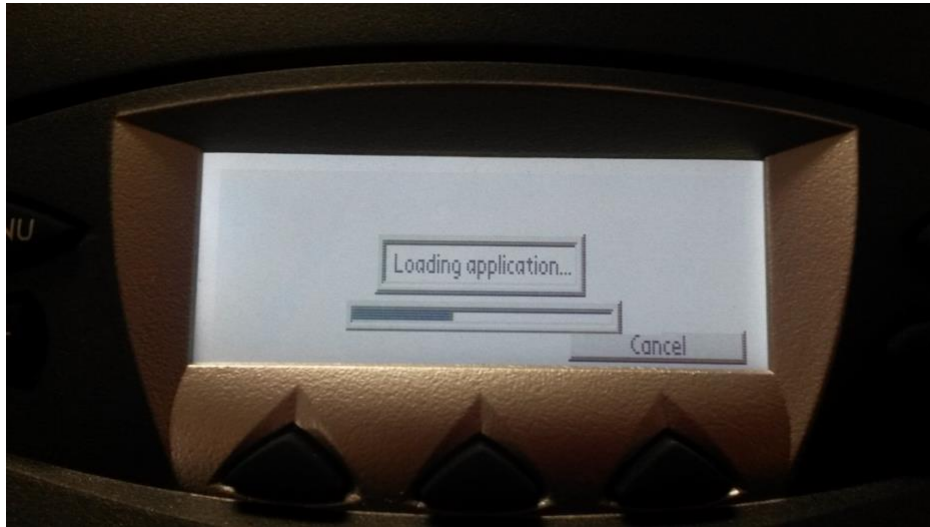


5. Give the phone a few minutes for a second automatic reboot

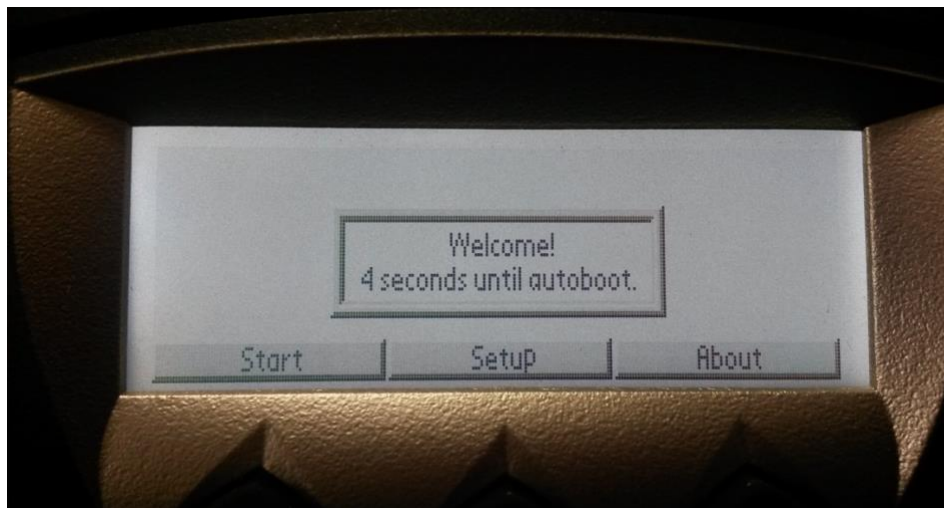
6. This will complete the factory reset process. The next step if applicable, is to provision the phone.

Provisioning Process

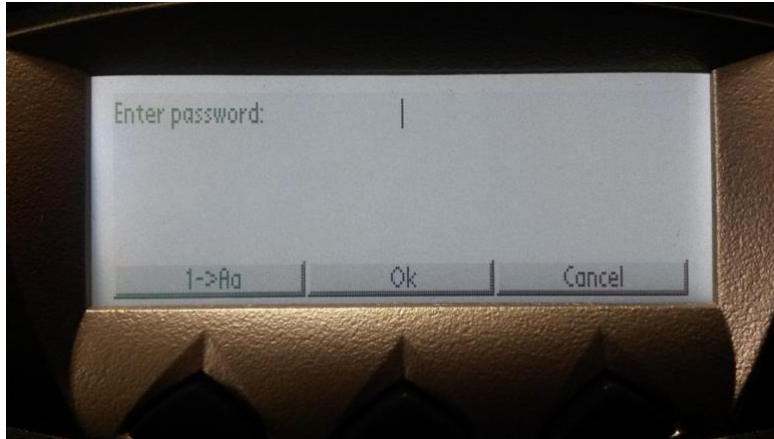
1. After the phone has been factory reset reboot it by unplugging it and plug it back to the power. Click cancel at this point for the next step.



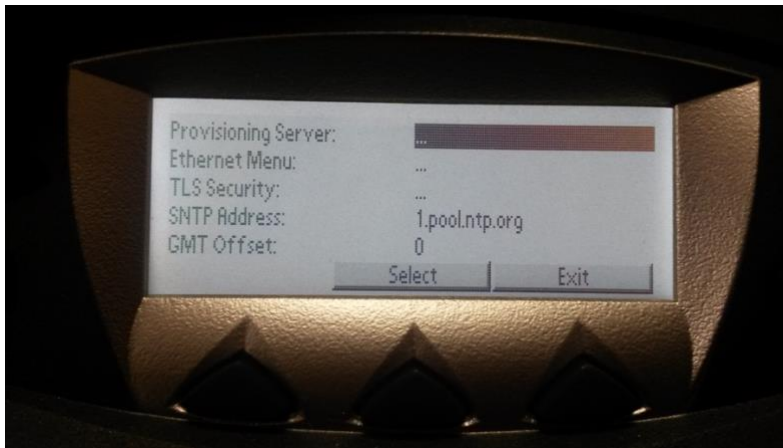
2. On the next "Welcome" window, immediately click on Setup to proceed.



3. You will be prompted to enter a password. Enter 456 (if this doesn't work please try 789 or 1966).



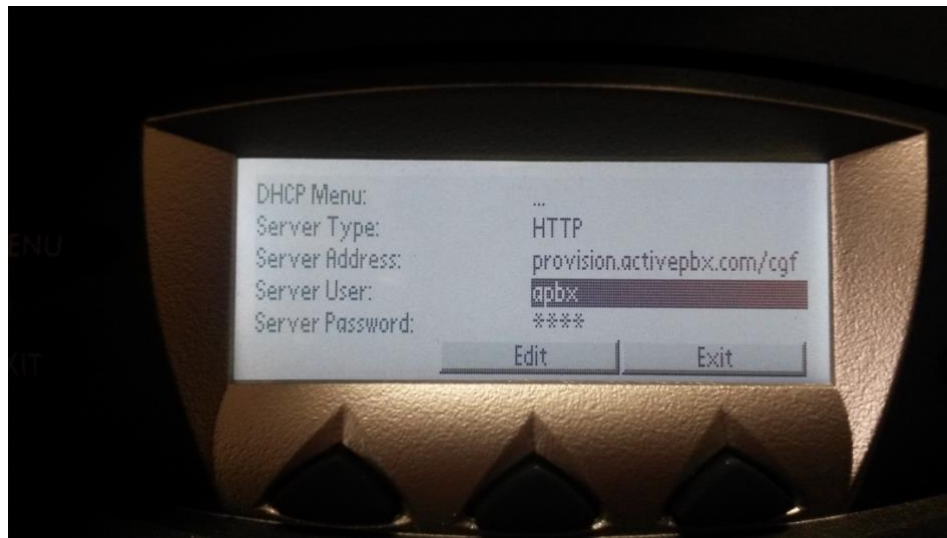
4. From this menu make sure the Provisioning Server option is highlighted using the arrow keys, and then press the Select key.



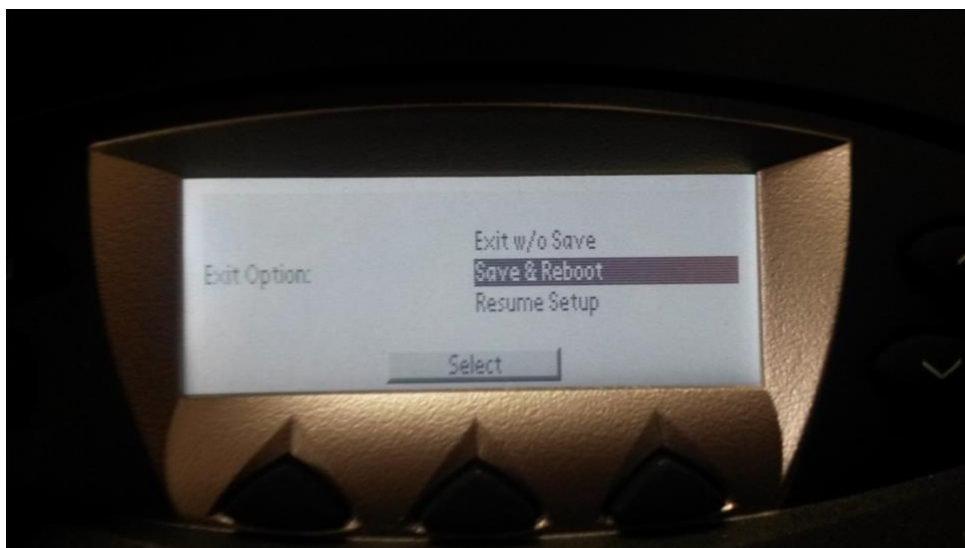
5. You should be now on the provisioning menu. Scroll down to the following options and click on select (on each option) to enter the provisioning information below. Nothing else should be changed.

- Server Type: **HTTP**
- Server Address: **provision.activepbx.com/cfg**
- Server user: **apbx**
- Server password: **apbx**

Note: Use * for . and # for /



6. Once all information is input click on the Exit soft key. Click Exit again on the following screen.
7. On the Exit option screen select "Save & Reboot".



8. The phone will save the configuration and reboot. The phone will be provisioned once these steps are completed.