Polycom Provisioning

The purpose of this document is to detail out the process of factory resetting and provisioning a Polycom device. When transitioning a company to our phone system, the phone will need to be factory reset before being provisioned to our server.

Factory Resetting Polycom Device

1. Turn off phone
2. Power phone back up and wait for the Welcome screen.
3. As soon as Welcome displays, press and hold down
   1. **“1”** **“3”** **“5”** **“7”** (on 320, 321, 330, 331, 450, 560)
   2. **“4”** **“6”** **“8”** **“\*”** (on 301, 501, 550, 600, 601, 650, 670)
4. Only release the combination once the phone prompts you for the password
   1. Password should be the MAC address of the device

The phone will reboot after the password

1. Locate the IP address of the phone by doing the following:
2. Press Menu 🡪 Status 🡪 Network 🡪 TCP/IP Parameters, the IP address will be prefixed with IP:
3. Navigate to the IP address using your preferred web browser.
4. Default password should be 456. (If previously provisioned by LOOP, password = 222222)
5. Once logged in, mouse over Settings and click Provisioning Server
6. Select TFTP for Server Type
7. Input server IP address for Server Address
8. Click SAVE

The phone will automatically reboot.