

# FORCED FACTORY RESET FOR POLYCOM PHONES

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Bulk movement of Polycom phones to the RingCentral environment from another provider may be problematical in some instances. A Factory-Reset must be performed to eliminate all prior programming which could potentially conflict with RingCentral settings. Mechanisms to perform a Factory-Reset are provided later in this document.

The Polycom phone, provided it is a model supported by the RingCentral Assisted Provisioning System, must be pointed to the correct provisioning server's URL and the phone (and its MAC address) must be entered into the RingCentral system and assigned to the correct user.

Configuring the provisioning server in the phone may be done manually or via a DHCP Option. DHCP is the best option when you have multiple phones to be configured. If you wish to use DHCP you must implement these changes on the DHCP server prior to issuance of the Factory-Reset.

The document 'Conditional DHCP Option Delivery Based Upon Vendor ID' should be followed to configure your DHCP server to send this value of Option 66 only to Polycom phones.

## FACTORY-RESET MECHANISMS

Ensure the DHCP Server has been properly configured prior to performing a Factory-Reset if you plan to use DHCP to set the provisioning server value.

### RESETTING WHEN ADMIN PASSWORD IS KNOWN

- A factory reset can be initiated from the phone's menu system or a web browser when the password is known.
  1. Click on the Home button
  2. Scroll to the Settings (gear icon) and click on it
  3. Go to Advanced
  4. Enter the admin password (456 by default)
  5. Go to Administration Settings
  6. Go to Reset to Defaults
  7. Go to Reset To Factory
  8. Say Yes when it asks Are you sure?
- Alternately, the PolycomV VXControl utility can be used to factory-reset a single phone or a range of addresses provided you know the admin password and the phone has NOT been LOCKED.

A range of phones can be factory-reset with:

```
PolycomV VXControl -t 1 -r 192.168.0.3 192.168.0.243 -w phonepasswd factoryreset
```

A single phone can be factory-reset with:

```
PolycomV VXControl -t 1 -a 192.168.0.3 -w phonepasswd factoryreset
```

### RESETTING WHEN ADMIN PASSWORD IS UNKNOWN

Before doing anything else, you will need to look at the back of your phone to locate the MAC address. This will be a 12-digit hexadecimal number appearing on a sticker at the back of your phone. Write this down somewhere as you will need to enter it as the reset password later.

Once you have this address, follow these steps to initiate the reset:

1. Power off the phone by unplugging the power or network
2. Plug the phone back in
3. Wait until you see Cancel, then press Cancel button
4. Quickly press and hold down the following keys simultaneously:

Model	Hold Keys
Polycom VVX 101, 201, 300, 301, 311, 400, 401, 410, 411, 500, 501, 600, 601	1, 3, 5
Polycom SoundPoint IP 320, 321, 331, 335, 430, Soundstation IP 5000 and Duo	1, 3, 5, 7
Polycom SoundPoint IP 301, 501, 550, 600, 601, 650, VVX 1500	4, 6, 8, *
Polycom SoundStation IP 6000	6, 8, *

5. After holding down the correct keys during boot, you should be prompted for an admin password.
6. Enter the MAC address of the phone as the password. Use the keypad to enter the password. You will need to switch between numeric and alphanumeric entry modes to enter it correctly.
7. Once the password is entered correctly, you will be prompted a final time whether you would like to reset. Proceed and your phone should now reboot to complete the process.
8. If you get the password wrong, you can simply press Cancel on the next screen and it will return to the password prompt.