

## Resetting a Polycom to Factory Default and Provisioning

There are two processes that can be followed to reset the Polycom to factory settings

### Method 1

Power down the handset then when the device begins to boot press and hold the phones Restore Factory Default key combo until prompted for a password. In this case it's 468\*

Next enter the Password – This will be the MAC address on the bottom of the Handset this is case sensitive and will require you to change the type of character your are entering with a button at the bottom of the screen.

The alpha-numeric/Ascii soft key should be ready for numeric entry (1->Aa) by default, so enter "0004"

Press alpha-numeric soft key until "a->1A" is displayed to permit lower case letter entry and press the 3/DEF key three times to select the letter "f" (you'd press the same key once for "d" and twice for "e").

Press alpha-numeric soft key until "1->Aa" is displayed to permit numeric entry again and enter remainder of MAC address: "2191664"

Once you have entered this click OK to confirm you wish to reset to factory.

Allow the device to reboot, if once the handset has fully booted and it doesn't display an Extension in the top left corner of the screen you will need to follow the Polycom Provision guide.

## Method 2

Power down the handset then when the device begins to boot, a cancel button will appear in the bottom right corner of the handsets screen. Press cancel then hold keys 153 together for a few seconds, this will then prompt you to enter a Password.

This will be the MAC address on the bottom of the Handset this is case sensitive and will require you to change the type of character your are entering with a button at the bottom of the screen.

The alpha-numeric/Ascii soft key should be ready for numeric entry (1->Aa) by default, so enter "0004"

Press alpha-numeric soft key until "a->1A" is displayed to permit lower case letter entry and press the 3/DEF key three times to select the letter "f" (you'd press the same key once for "d" and twice for "e").

Press alpha-numeric soft key until "1->Aa" is displayed to permit numeric entry again and enter remainder of MAC address: "2191664"

Once you have entered this click OK to confirm you wish to reset to factory.

Allow the device to reboot, if once the handset has fully booted and it doesn't display an Extension in the top left corner of the screen you will need to follow the Polycom Provision guide.