

AltiGen KB

Polycom VVX: Resetting the Phone and Admin Password to Factory Defaults

This procedure will reset your Polycom VVX phone to its original factory settings, and will reset the Polycom administrator password.

After you perform these steps, you will need to re-enter all provisioning data for this phone.

This process works on the following Polycom phone models:

VVX 300 VVX 310 VVX 400 VVX 410 VVX 500 VVX 600

Procedures:

Write down the MAC address of your phone. Reboot the VVX phone. When you see a message on the phone, "Starting application, press cancel to interrupt," press Cancel. Immediately press and hold the 1, 3, and 5 keys until "Enter password to reset settings" appears. Use the MAC address as the password. The letters in the MAC address must be entered as lowercase letters.

You will not see the characters displayed, so to enter a letter, switch to lower-case input and press the corresponding dialpad key the correct number of times to enter the desired letter.

For example, to enter a MAC address of 1000444fb009, you would use number mode to enter all digits until you get to the letter "f." To enter the letter "f," switch to lower-case letter input and press the 3 dial pad key three times. Then, to enter the letter "b" you would press the 2 key two times. Then you would switch the input back to numbers and enter any remaining digits.

This procedure will reboot the phone with the default admin password as 456.

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