Factory Default and Provision Polycom VVX Phone

First press the **Home** button (the one that looks like a house) and use the arrow keys to navigate to **Settings**.

Press the button in the middle of the arrows to get into the Settings menu.
Use the down arrow to navigate to Status and press **Select**.
Navigate to Network and press **Select**.
Navigate to TCP/IP Parameters and press **Select**.
The second line down should be IP:, write down that number. It should look like 192.168.1.***

Once you have noted the IP address hit the **Back** button until you are back in the Settings menu, navigate to Advanced and press **Select**. Type in the password (4456) and press **Enter**.

Navigate to Administration Settings and press **Select**.
Navigate to Reset to Defaults and press **Select**.
Navigate to Reset to Factory and press **Select**.

When it says "Are you sure?" take a deep breath and press **Yes**.

The phone will reboot and when it comes back on there won't be much on the screen, the names and button labels will be gone. Once it's fully rebooted it's time for the next step.

Go to the browser on your pc (that is on the same network as your phone) and in the address bar at the top type in **https://192.168.1.*** (the IP address you wrote down earlier) and hit **Enter**.

You should come up with a site that is titled Polycom VVX ***.
Go to the Settings drop down menu and choose **Provisioning Server**.

Once in there you can make the changes needed.

For the **Server Address** enter **sipregistration.com.**
For the **Server User** enter **hrt****. For the **Server Password** enter ********.

Then click on the **+** button next to **DHCP Menu**, in the drop down menu next to **Boot Server** choose **Static**.

After making all of those changes go to the bottom of the page and choose **Save**.

It will prompt you asking if you want to save the configuration changes, choose **Yes**.

At this point the phone will reboot again. It may take a little while for it to fully reboot but once it's fully back up it should be good to go.