

Polycom SoundPoint IP Phones: Reboot/Factory Reset

Factory resetting your phone restores the device to its factory default state and erase all of your personalized settings and configurations. Learn how to here.



Factory resetting a phone to its defaults is time-consuming and not generally recommended as a troubleshooting step, except as a last resort. You should not factory reset a phone to address call quality issues.

Overview

Factory resetting a phone will restore the device to its factory default state, erasing all personalized settings, speed dials, line keys, and configuration. These procedures specifically concern the Polycom SoundPoint and SoundStation IP series of phones.

To restart or reboot

For each model listed below, press and hold the indicated keys in combination:

- IP 335: 2, 4, 5, 6
- IP 550, 560, and 670: First and third Line Keys, Directories, Applications
- IP 4000 and 6000: 4, 6, Soft Key 2
- IP 5000: 2, 4, Soft Key 2
- IP 7000: 2, 5, Up and Down Arrows

If You Know Your Phone's Administrator Password

To restore phone to factory defaults with the Admin Password:

1. Power cycle the phone.
2. Press **Cancel** soft key during the boot process.
3. During the countdown, press and hold the the following dial pad keys simultaneously until the password prompt appears:
 - IP 335, 560, 5000, and 7000: **1, 3, 5, 7**
 - IP 550, 670: **4, 6, 8, *** (star)
 - IP 4000 and 6000: **6, 8, *** (star)
4. Enter the **administrator password** to initiate the reset.



*Note: For letters in lower case use (a -> 1A) * for the period # for the /*

5. Press OK

If You Don't Know Your Administrator Password

To restore a third-party phone to factory defaults (or when you otherwise can't access the Admin Password):

1. Power cycle the phone.
2. Press **Cancel** soft key during the boot process.
3. During the countdown, press and hold the following dial pad keys simultaneously until the password prompt appears:
 - IP 335, 560, 5000, and 7000: **1, 3, 5, 7**
 - IP 550, 670: **4, 6, 8, *** (star)
 - IP 4000 and 6000: **6, 8, *** (star)
4. Enter the MAC ID of the phone. (The MAC ID/address should be visible on a label on the underside of the phone.)



*Note: For letters in lower case use (a -> 1A) * for the period # for the /*

5. Press OK

Once this is done, the phone should boot up to running sip.lid, and then come online. The whole process may take several minutes to complete.

If the phone gets stuck at Network Initializing or Waiting for Network to Initialize, verify proper network connection.



Note: *Resetting to factory defaults will also reset the administrator password (factory default password is 4 5 6).*

How to Perform a Hard Reset

Use the below steps if the following is met:

- The phone is on a boot loop and no longer going to the home menu
 - The default password or mac password don't work
 - If its a 3rd party phone
 - The account is already canceled and you cannot access the account manager to download the extension CSV
1. Reboot the phone and wait for the starting application.
 2. While the phone is in the starting application wait for the *cancel* button to appear then press it.
 3. The phone will show a 7 seconds count down. This is the only open window to press the key combination to go to the hard reset page.
 - **VVX series (VVX300, 301, 310, 311, etc):** press and hold 1 3 5 within the 7 second count down until it prompts you to the password page
 - **Sound Point IP 335:** press and hold 1 3 5 7 within the 7 second count down until it prompts you to the password page
 - **Sound Point IP series like IP550,560,570, etc.:** press and hold 4 6 8* within the 7 second count down until it prompts you to the password page
 - **Conference Phone IP5000, 6000, 7000:** press and hold 1 3 5 7 within the 7 second count down until it prompts you to the password page
 4. The only password use here it the MAC ID of the phone (e.g 0004f28619dc).
 5. By default, the phone is on number mode (1->abc) which means you will are entering a number when you press any button.
 - To enter a single letter you will need to change the input mode of the phone.
 6. Press the 2nd soft key that corresponds to the mode or (encoding) of the phone and change it to (A->abc or a->abc).
 7. This is not key sensitive so it's ok if you are on (A->abc) which is upper case or (a->abc) which is lower case.
 8. Once you are on the letter mode (A->abc) and you need to enter the letter "F" you will need to press the number "3" 3 times.

You may also use the video references below.

For VVX series

<https://www.youtube.com/watch?v=XsbcyEHjNbg>

or

<https://www.youtube.com/watch?v=bXnjspG4ZLQ>

For SoundPoint IP series

https://www.youtube.com/watch?v=YAisVn_MV1A