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Scope:

The following steps will allow you to factory reset the following SIP phones.

Requirements:

Some phones & firmware may require admin password to reset. It is recommended to ask your service provider or phone vendor to provide these password prior to resetting them.

Polycom VVX without Admin Password

1. Reboot the phone
2. When you see **Starting Application**, press **cancel** to interrupt press **Cancel**
3. Immediately press and hold the 1, 3, and 5 keys until **Enter password to reset settings** appears
4. Use the MAC address as the password. This can be found on the back of the phone
5. Your phone is now factory reset and the default admin password should be 456.

Polycom VVX with Admin Password

1. Reboot the phone by press and hold the dial pad keys 0, 1, and 3 all at once for around three seconds or until you hear a confirmation tone.
2. Next press and hold the dial pad keys 1, 3, and 5 simultaneously until you are prompted to enter a password.
3. Then enter your administrator password to factory reset. Once this is done, the default admin password will be 456.

Polycom IP with Admin Password

Polycorn IP without Admin Password

1. Press **Menu**
 2. Navigate to **Settings > Advanced**.
 3. Once prompted for a password, enter your admin password.
 4. Select **Admin Settings**
 5. Navigate to **Reset to Default** then select **Reset to Factory**
 6. Your phone is now factory reset and the default admin password should be 456.
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Polycom IP without Admin Password

1. Reboot Phone
 2. Immediately press and hold these buttons simultaneously:
 - If your phone is either a SoundPoint IP 320, 321, 330, 331, 335, 430, and 450, SoundStation IP 5000 or 7000 or Soundstation Duo, press and hold **1, 3, 5, and 7** keys.
 - If your phone is either a SoundPoint IP 301, 501, 550, 600, 601, and 650 and VVX 1500, press and hold **4, 6, 8, and *** keys.
 - If your phone is a SoundStation IP 6000, press and hold **6, 8, and *** keys.
 3. Hold buttons until prompted for a password, then enter the MAC address of the phone.
 4. Select **Admin Settings**
 5. Navigate to **Reset to Default** then select **Reset to Factory**
 6. Your phone is now factory reset and the default admin password should be 456.
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Grandstream

1. Navigate to **Menu > System > Factory Reset**
2. Press **Yes** when prompted

Firmware Flash / Reset

1. Unplug the phone from power (PoE or DC)
2. Hold down all of the buttons on the LEFT-hand side of the screen.
3. While continuing to hold the buttons, plug power back into the phone.
4. When you see "firmware update" on the screen, you can let go.

The phone should reinstall its firmware from here.

Cisco SPA

1. From the handset press the **Setup** button
 2. Scroll to **Factory Reset (14)**
 3. Press **Select**
 4. Press the **OK** button
 5. The phone will reboot in a factory reset state.
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Yealink

1. Press and hold the **OK** button until the message **Reset to factory?** appears
 2. Press **Yes**
 3. Once it restarts, the phone will be factory reset. The default password will be admin.
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SNOM D Series

1. Log in to the Phone UI
2. Navigate to **Advanced** -> click **Update** tab
3. Click the **Reset** button, then click **Yes**