

# Activating Polycom Devices

83 Mon, Feb 12, 2024 Technical

## Polycom

SoundPoint IP 430, 501, 601

SoundStation IP 4000

SoundPoint IP 320, 330

SoundPoint IP 321, 331, 335, 450, 550, 560, 650, 670 and SoundStation IP 5000, 6000, 7000

VVX 101, 150, 201, 250, 300, 301, 310, 311, 350, 400, 401, 410, 411, 450, 500, 501, 600, 601

### SoundPoint IP 430, 501, 601

These devices are not supported on MAXcore.

### SoundStation IP 4000

Press the Home/Menu button on the phone

Navigate to Settings > Advanced...

Enter the password 456 or 8268243

Not working? See Reset to Default Settings below

Navigate to Administration Settings...

Navigate to Network Configuration...

Navigate to Server Menu... and fill in the following fields.

Server Type: HTTP

Server Address: [customerid].vantageip.com/activate

Navigate to DHCP Menu... and update the following fields to match below

Boot Server: Static

### SoundPoint IP 320, 330

Press the Home/Menu button on the phone

Navigate to Settings > Advanced...

Enter the password 456 or 8268243

Not working? See Reset to Default Settings below

Navigate to Administration Settings...

Navigate to Network Configuration...

Navigate to Server Menu... and fill in the following fields.

Server Type: HTTP

Server Address: [customerid].vantageip.com/activate

Navigate to DHCP Menu... and update the following fields to match below

Boot Server: Static

### SoundPoint IP 321, 331, 335, 450, 550, 560, 650, 670 and SoundStation IP 5000, 6000, 7000

Press the Home/Menu button on the phone

Navigate to Settings > Advanced...



Enter the password 456 or 8268243

Not working? See Reset to Default Settings below

    Navigate to Administration Settings...

    Navigate to Network Configuration...

    Navigate to Provisioning Server... and fill in the following fields.

Server Type: HTTP

Server Address: [customerid].vantageip.com/activate

    Navigate to DHCP Menu... and update the following fields to match below

Boot Server: Static

## **VVX 101, 150, 201, 250, 300, 301, 310, 311, 350, 400, 401, 410, 411, 450, 500, 501, 600, 601**

Press the Home/Menu button on the phone

    Navigate to Settings > Advanced...

    Enter the password 456 or 8268243

Not working? See Reset to Default Settings below

    Navigate to Administration Settings...

    Navigate to Network Configuration...

    Navigate to Provisioning Server... and update the following fields to match below

Server Type: HTTP

Server Address: [customerid].vantageip.com/activate

    Navigate to DHCP Menu... and update the following fields to match below

Boot Server: Static

## **Reset to Default Settings**

Locate the MAC address (serial number) of the phone located on under the phone and write it down. It usually starts with 0004F2.

When proceeding below, you must use the numeric keypad equivalent of each character, i. e. for 0004f212ab34, you would have 000432122234.

Restart the phone by removing and applying the power (unplug for a minimum of 10 seconds before applying the power).

While phone is powering back up (you have about 5-10 seconds to complete this step) press the following keys simultaneously:

Note: If you see "loading application" and no countdown on your screen, press "cancel" and you'll be able to see the countdown.

For SoundPoint IP 320, 321, 330, 331, 335, 430, and 450 press and hold the 1, 3, 5, and 7 on the dial pad at the same time

For SoundPoint IP 301, 501, 550, 600, 601, and 650 press and hold the 4, 6, 8, \* on the dial pad at the same time

For SoundStation IP 4000, 5000, and 6000: 6, 8 and \* dial pad keys

For VVX-Series phones press and hold the dial pad keys 1, 3, 5 simultaneously during the Updater process until the password prompt appears

    Continue holding down the numbers for few seconds, until you are prompted to enter the admin password.  
    Enter the numerical equivalent of the MAC address of the phone. To switch between alpha and numeric try one of the following:

    On a Soundpoint IP, press the # key or the pressing the (1/A/a) button

    On a VVX-series press "mode" to switch between alpha and numeric

    You should now be able to log into the phone with the default admin password of "456" and activate your phone using the steps above.



Online URL: <https://help.maxcore.io/article-83.html>