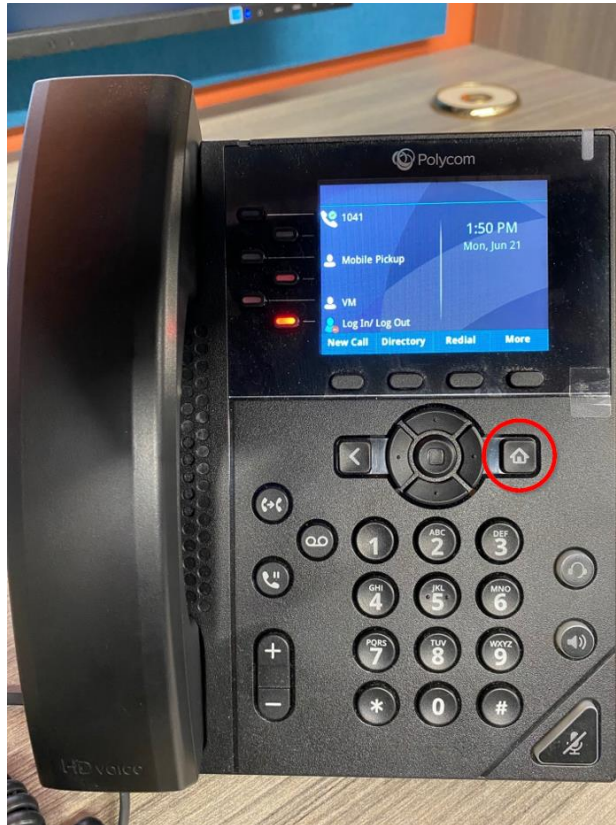


Reset Polycom Phone to Factory Default

If you are experiencing connectivity issues with your Polycom phone, here are step by step instructions on how to reset the device to factory default, upgrade the firmware, and pull an updated configuration. We suggest contacting the Helpdesk prior to doing a factory reset on your device.

1. Hit the **Home** button to the right of the round selection keys in the middle of your phone



2. Go to **Settings**



3. Go to **Advanced**



4. Use 649 as the passcode when prompted and then choose the enter option



5. Choose **Administration Settings**



6. Choose **Reset to Defaults**



7. Choose **Reset to Factory**



Your phone will reboot several times and should have a valid configuration once completed.