

Correcting a Reboot Loop on SoundPoint-series Phones

The following step can be used on any Polycom SoundPoint IP Series or the SoundStation IP Series phones to correct a device that has entered in to a reboot loop and will not load the phone's main screen.

1. Power cycle the phone and when the phone displays a "Loading Application" or "Starting Application" screen. Press the Cancel soft key, to stop the boot.
2. Press the **Setup** soft key within 10 seconds of canceling the previous application to enter setup.
3. Enter **456** as the password and press the Enter soft key (try **8675309** if 456 fails).
4. Select **Reset to Defaults** -> **Reset Settings**. Enter the same password again. The phone will reboot.
5. Follow steps 1, 2 and 3 again. Select **Reset to Defaults** --> **Format File System**. Enter password again. The phone will reboot.
6. Follow steps 1, 2 and 3 again. Navigate to **Provisioning Server** and press the select soft key.
7. Navigate to **DHCP Menu**, set the **Boot Server** to **Static**.
8. Press Exit.
9. Navigate to **Server Type** and press the edit soft key. Use the right direction button to select **HTTP**. Press the okay soft key.
10. Navigate to **Server Address** and press the edit soft key. Enter jam.noctel.com/4014 for the address. (the # key will give you a /).
11. Press the Exit soft key twice and choose the **Save & Reboot** option.
12. Once the phone has rebooted a number of times, it will come up as a new device. Follow steps 1, 2 and 3 again.
13. Navigate to **Provisioning Server** >> **Server Type** and press the edit soft key. Use the right direction button to select **HTTPS**. Press the okay soft key.
14. Navigate to **Server Address** and press the edit soft key. Enter noctel.com for the address.
15. Your phone will now reboot and be connected to NocTel.

Related articles

- [Correcting a Reboot Loop on VVX-series Phones](#)
- [Correcting a Reboot Loop on SoundPoint-series Phones](#)