Factory Resetting a Polycom VVX Phone

Factory Reset:

1. Press and hold **1, 3,** and **5**.
2. When prompted for a password use: **8675309**.
3. Let the reset run. The device will come to the home/idle screen and may have a different ext number displayed.

Once the factory reset is complete you will need to provision the phone to work with NocTel again.

> ⓘ **Note: Forgot your password?**
>
> If you do not know the admin password for the device, the device MAC address can be entered in place of the password perform a factory reset.

Provision:

1. On boot up the phone will display a "loading application" screen. Press **Cancel**.
2. On the phone, press **Setup** > enter the phone's password. The default is **456**.
3. Choose **Provisioning Server**, and press the **Select** soft key.
4. Scroll down to **Server Type**, press the **Edit** soft key, and arrow right until **HTTPS** is displayed and press **Ok**.
5. Below HTTPS enter *noctel.com* for the **Server Address.**
6. Press the alpha-numeric (ASCII) soft key, highlighted in the following illustration, to change entry mode. To enter periods press the star key (*) on your phone's keypad. If you enter an incorrect number, you can press the backspace/delete button located under the arrow buttons to delete your entry
7. When finished, press the **OK** soft key, and then press **Exit** twice.
8. Choose **Save & Reboot** and press the Select soft key to reboot the phone and save the new configuration. *Please note that the phone may reboot multiple times.

Related articles

- [Factory Resetting a Polycom VVX Phone](#)
- [Provisioning a Polycom Phone](#)
- [Twinning Polycom and Go Extensions](#)
- [Ring Tones for Poly Desk Phones](#)
- [Replacing a Polycom Device Associated with an Extension](#)