



**Recommendation:** All second-hand or previously used Poly or Polycom phones should be reset to factory defaults to remove previous configurations and settings.

Poly provides several Factory Reset options for removing configurations or settings:

## Reset Device Settings

Complete on the Polycom

1. Select **Menu > Settings > Advanced**
2. Enter the Administrator Password when prompted (PW Default = **456**; contact Admin for alternate PW)
3. Select Admin Settings
4. Select Reset to Defaults
5. Choose one of the following reset options:

### Reset Local Configuration

Recommended. Resets the locally saved user settings. This is the safest way to reset the phone if the phone was only used previously in a standard, minimal configuration.

### Reset Web Configuration

Removes any information set via the phone's internet interface.

### Format File System

Deletes the application software on the phone, as well as line configuration settings. The flash remains intact. Afterward, a new application file must be downloaded from the boot server to re-enable the phone.

### Key Combinations

It may be necessary to simultaneously press and hold certain dial pad key combinations during the countdown process in the boot ROM until the password prompt appears.

*Here are the dial pad key combinations to press simultaneously:*

- |   |                |
|---|----------------|
| For IPs 301, 501, 550, 600, 601, 650, 670:            | <b>4 6 8 *</b> |
| For IPs 320, 321, 330, 331, 335, 430, 450, 560, 7000: | <b>1 3 5 7</b> |
| For IPs 4000 and 6000:                                | <b>6 8 *</b>   |

## After Reset Recovery

Using the key combinations (above), **OR** using the "Reset Device Settings" on a phone already configured for Momentum, can result in a "config decryption error" when the data is removed.

### To recover the phone:

1. Remove the MAC address of the phone from the Momentum interface
2. Reboot the phone.
3. Reconfigure the phone to point to the Momentum boot server
4. Reboot the phone again.
5. Restore the MAC address for the phone in the Momentum interface
6. Reboot the phone one last time.

The phone may now be configured for use.

### Have More Questions?

Please contact one of the Momentum Telecom Solutions Experts at **888.538.3960** or view the tutorials and guides at [Momentum University](#)