

Poly Profile Rules and Recovery

Poly VVX Profile Rule

Please note that we have amended these steps to match Polycom's rebranding to Poly.

Step 1

Use a Laptop/PC to connect to the handset using an Ethernet cable. Connect one end of the cable into your computer, and the other end into the LAN port on the handset.

Step 2

On the handset, click on the Menu and navigate to Home -> Settings -> 4. Status -> 2. Network -> 1. TCP/IP Parameters.

You should see the local IP address of the phone. Put this IP address into a web browser address bar and hit enter.

Step 3

You should now be on the web portal for the phone. Make sure Admin option is selected next to the "Login As". Type in the password "456" (without " ") and click Submit.

Welcome to Polycom Web Configuration Utility

Enter Login Information

Login As Admin User

Password *
Password = 456

Step 4

On the next page hover over “Settings” and click on “Provisioning Server”

The screenshot shows the Polycom Web Configuration Utility interface for a VVX 410 phone. The top navigation bar includes 'Home', 'Simple Setup', 'Preferences', 'Settings', 'Diagnostics', and 'Utilities'. The 'Settings' menu is open, and 'Provisioning Server' is selected. The main content area displays the provisioning server configuration page. On the left, there is a 'VIEWS' sidebar with a list of settings: Microbrowser, Logging, Applications, Audio Codec Priority, Audio Codec Profiles, Provisioning Server (highlighted), Syslog, Network, Paging/PTT Configuration, SIP, Lines, Power Saving, Change Password, and Phone Lock. The main content area shows the provisioning server configuration page with a description, field help, and configured source values. The description states: 'This configuration identifies the provisioning server the phone downloads software and configurations from as well as where the phone uploads logs and configuration files to.' The field help section includes 'Server Address (device.prov.serverName)' and a note: 'Use this provisioning server if the DHCP client is disabled, if the DHCP server does not send a boot server option, or if the boot server parameter is set to Static. If using a URL, you can apply a user name and password.' The configured source values section lists: Local: Not Applicable, Web: Not Applicable, Config: xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX410/, and SIP: Not Applicable. At the bottom of the page, there are buttons for 'Cancel', 'Reset to Default', 'View Modifications', and 'Save'.

Step 4

This will take you to the screen where the profile URL needs to be checked.

Device	Provisioning Server URL
Poly VVX150	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX150
Poly VVX250	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX250
Poly VVX310	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX310
Poly VVX410	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX410
PolyVVX411	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX411
Poly VVX450	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX450
Poly VVX500	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX500
Poly VVX600	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX600
Poly VVX601	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX601
Poly Trio 8500	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_Trio8500
Poly Trio 8800	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_Trio8800
Poly Edge E100	http://xsp.unlimitedhorizon.co.uk/dms/Poly_E100
Poly Edge E220	http://provisioning-gb-aws.gammadm.net/horizon/poly/e220
Poly Edge E350	http://provisioning-gb-aws.gammadm.net/horizon/poly/e350
Poly Edge E550	http://xsp.unlimitedhorizon.co.uk/dms/Poly_E550

Following this process the phone will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes.

Poly Recovery Process

A subset of Poly SoundPoint phones are unable to boot as they cannot establish a secure connection to the Horizon provisioning servers due to an expired TLS certificate. The certificate cannot be updated remotely due to an apparent problem in the firmware.

This procedure describes how to configure the phones to communicate with the Horizon provisioning servers via HTTP, bypassing the TLS/HTTPS problem.

Poly SoundPoint 331 & 335 Recovery

Step 1

Go to the Settings of the handset within the Menu and then press "Advanced" and enter the following password (to change from numbers to letters press the # key on the telephone keypad, and for uppercase use the "Up" arrow key")

Password: DB4JO4IM

Step 2

Select "Admin Settings" and then "Network Config"

Step 3

In the Network Config pages select "Provisioning Server" and select "Server Type". Make sure that this is "HTTP" and not "HTTPS".

Press "OK" and then back twice and "Save Config".

Step 4

Following this process the phone will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes.

Poly SoundPoint 450 & 650 Recovery

Step 1

Go to the Settings of the handset within the Menu and then press “Advanced” and enter the following password (to change from numbers to letters press the # key on the telephone keypad, and for uppercase use the “Up” arrow key”)

Password: DB4JO4IM

Step 2

Select “Admin Settings” and then “Network Config”

Step 3

In the Network Config pages select “Prov. Server” and select ‘Change the Server Type to HTTP’ by scrolling right.

Press back twice and “Save Config”.

Step 4

Following this process the phone will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes.

Poly 5000 Recovery

Step 1

Go to the Settings of the handset within the Menu and then press “Advanced” and enter the following password (to change from numbers to letters press the # key on the telephone keypad, and for uppercase use the “Up” arrow key”)

Password: DB4JO4IM

Step 2

Select "Admin Settings" and then "Network Config"

Step 3

In the Network Config pages select "Prov. Server" and select 'Change the Server Type to HTTP' by scrolling left.

Press back twice and "Save Config".

Step 4

Following this process the phone will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes.