

Provisioning - Polycom

Provisioning a Polycom device can be accomplished in four easy steps. By the time this is complete, you should have a working device.

Step 1: Reset Device Settings

Please also make sure that you have reset your device to factory settings. To do so:

Click on the Menu

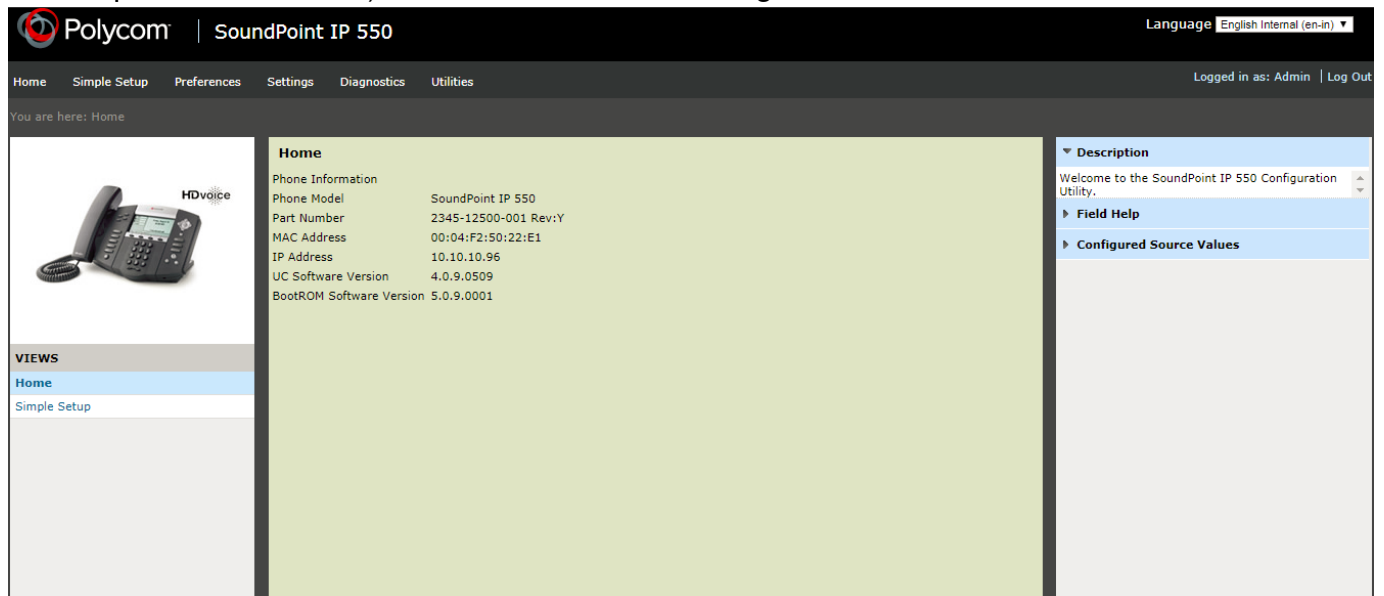
1. Select 3: Settings
2. Select 2: Advanced (Password 456)
3. Select 1: Admin Settings
4. Select 5: Reset to Defaults
5. Select 5: Reset to Factory Settings

Step 2: Obtain Phone's IP Address

In order to provision a Polycom phone, you will first need to get its IP address in order to access the phone's web interface. To do so, find the menu on the phone and then press "Menu > Status> Platform> Phone." You should see a line as you scroll down, for example: "IP: 10.10.9.88". Please make sure your device jack is plugged in. If it is not plugged in, it will read IP:0.0.0.0.

Step 3: Enter the IP Address in a New Tab in Your Browser

In a new browser tab on your computer, enter this IP address that you see on your device (the default password is "456"). You should see something like this



The screenshot displays the Polycom SoundPoint IP 550 web interface. The top navigation bar includes the Polycom logo, the device name "SoundPoint IP 550", and a language dropdown set to "English Internal (en-in)". Below the navigation bar, there are tabs for "Home", "Simple Setup", "Preferences", "Settings", "Diagnostics", and "Utilities". The "Home" tab is active, showing a "You are here: Home" breadcrumb. On the left, there is a "VIEWS" section with "Home" selected and "Simple Setup" as an option. The main content area is titled "Home" and displays "Phone Information" for a "SoundPoint IP 550". The information includes: Phone Model (SoundPoint IP 550), Part Number (2345-12500-001 Rev:Y), MAC Address (00:04:F2:50:22:E1), IP Address (10.10.10.96), UC Software Version (4.0.9.0509), and BootROM Software Version (5.0.9.0001). On the right side, there is a "Description" section with a welcome message, and expandable sections for "Field Help" and "Configured Source Values".

Step 4: Autoprovision Device

From there, click on to "Settings" in the top tab and then select "Provisioning Server." In "Server Type" dropdown, choose "HTIP".

In "Server Addressing; put the provisioning URL p.logicom.center (Do not put the http:// in front of it). Please do not alter the "Server User," "Server Password," "File Transmit Tries," or "Retry Wait."

"Tag SN to UA" MUST be set to "Enable"

Save changes. The phone should reboot, if not then try manually rebooting the phone.

The screenshot shows the Polycom SoundPoint IP 550 configuration utility interface. The top navigation bar includes "Home", "Simple Setup", "Preferences", "Settings", "Diagnostics", and "Utilities". The user is logged in as "Admin". The main content area is titled "Home" and displays "Phone Information" for a SoundPoint IP 550. The information includes:

Phone Information	
Phone Model	SoundPoint IP 550
Part Number	2345-12500-001 Rev:Y
MAC Address	00:04:F2:50:22:E1
IP Address	10.10.10.96
UC Software Version	4.0.9.0509
BootROM Software Version	5.0.9.0001

On the left, there is a "VIEWS" section with "Home" selected and "Simple Setup" below it. On the right, there is a "Description" section with "Welcome to the SoundPoint IP 550 Configuration Utility." and expandable sections for "Field Help" and "Configured Source Values".