



## About this Document

This document contains instructions for resetting your Polycom 335 phone ready for use with XO Hosted PBX.

Once this procedure has been completed, any prior configuration settings on the device will be overwritten, including the administrator password, and the device will only be usable on the XO Hosted PBX service. The device must be returned to the factory default configuration before it can be used on any other network.

## Resetting the phone

### Step 1: Erase local configuration

1. Press the Menu button, then select *3 Settings > 2 Advanced*.
2. Enter the administrative password, and then press the *Enter* soft key.
3. Select *1 Admin Settings > 5 Reset to Defaults* and choose *1 Reset Local Config*.
4. When prompted to confirm the reset, select the *Yes* soft key. The phone will restart.

### Step 2: Reset phone to factory defaults

1. Press the Menu button, then select *3 Settings > 2 Advanced*.
2. Enter the administrative password, and then press the *Enter* soft key.
3. Select *1 Admin Settings > 5 Reset to Defaults > 5 Reset to Factory...*
4. When prompted to confirm the reset, select the *Yes* soft key. After a few seconds, the phone will reboot.

### Step 3: Configure phone for use with XO Hosted PBX

1. Select *1. Admin Settings... > 1. Network Configuration... > "DHCP Menu" > "Boot Server*
2. In the list that is presented, use the arrow keys to choose *Static*.
3. Press the *Back* button on the touch screen. Scroll to *Server Menu*, and pick *HTTP* from the list.
4. Scroll to *Server Address*, and press the *#* key to switch into text input mode.
5. Using the phone's dial pad, enter the string `"flash.xo.bizcommservices.com"` (without quotes). Use the *\** key to enter the periods.
6. Press the left-hand navigation arrow key twice until you are prompted to save the configuration. Choose *Yes*.

The phone will reboot itself several times over the next two to five minutes. Wait until the full five minutes have passed and then attempt to make a phone call. If the process has been successful, you will have dial tone and be able to make and receive calls.

## Dealing with a lost Administrative password

Switch off the phone, wait 15 seconds, and then plug it back in.

Immediately hold down the four keys 1, 3, 5 and 7 simultaneously. After a few seconds you will hear a beep and be prompted for a password. Release the keys. Enter the MAC address of the phone (found on a sticker on the base) in lowercase. The password will now be reset to the default.

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