



About this Document

This document outlines how to manually configure a Polycom VVX500 phone for use with the XO Hosted PBX solution.

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.

Configuring the phone

1. Press the Home button, then the *Settings* icon on the touch screen.
2. Select “2. *Advanced...*” on the touch screen.
3. At the password prompt, enter the password (default: 456) using the phone’s dial pad. Press *Enter* on the touch screen when done.
4. Select “1. *Administration settings...*”, then “1. *Network Configuration...*”
5. Select “*Provisioning Server...*”, then “*DHCP Menu*”
6. Select “*Boot Server*”, and in the list that is presented, choose *Static*.
7. Press the *Back* button on the touch screen.
8. Select *Server Type*, and pick *HTTP* from the list.
9. Select *Server Address*
10. Using the phone’s dial pad, enter the string “flash.xo.bizcommservices.com” (without quotes). Use the * key to enter the periods.
11. Wait ten seconds. If the phone does not restart by itself, manually reboot it by removing the power and/or Ethernet cables, waiting ten seconds, and re-inserting the Ethernet cable first followed by the power.

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.

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