

**POLYCOM VVX SERIES MODELS: 300/301/310/311, 400/401/410/411, 500/501, or 600/601**

1. Record the MAC address of the phone you are resetting:

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2. Press keys 1 – 3 – 0 all at once during boot
3. Click Cancel
4. Press keys 1 – 3 – 5 all at once
5. Enter MAC of phone as password (entry is case sensitive) using the key below
  - a>1A = lower case
  - 1>Aa = number
  - A>a1 = caps
6. Select Home key
7. Press Settings
8. Press Advanced
9. Enter password 456
10. Select “1. Admin Settings”
11. Select “1. Network Configuration”

**NOTE:** For the VVX 500, 501, 600 & 601, you will scroll and tap to navigate and select options rather than the navigation wheel and soft keys buttons.

12. Using the up/down arrows, highlight “Provisioning Server” then press Select
13. Using the up/down arrows, highlight "DHCP Menu" then press Select
14. Using the up/down arrows, highlight "Boot Server" then press Select
15. Using the up/down arrows, select "Static" then press Select
16. Press Back to “Provisioning Server”
17. Using the up/down arrows, highlight “Server Type” then press Select
18. Using the right/left arrows, select “HTTPS”

19. Using the up/down arrows, highlight “Server Address” then press Select
20. Using the numeric keypad, enter the following case sensitive URL:  
<https://plcm.sipflash.com>

Alpha	Key
h	444
t	88
t	88
p	77
s	77777
:	*****
/	#
/	#
p	77
l	5555
c	2222
m	66
.	*
s	77777
i	4444
p	77
f	3333
l	5555
a	22
s	77777
h	444
.	*
c	2222
o	6666
m	66

21. Press the OK soft key
22. Press Back/Left twice to Network Configuration
23. Press the “Yes” soft key to begin the reboot sequence