

Provisioning a Polycom Phone for Ring Central

Step 1:

Change the phone's password back to the default

1. Look on the back of your deskphone for the MAC address. It will be a 12-digit alphanumeric code on a sticker.
2. Unplug the power or network cable from the deskphone.
3. Plug the deskphone back in.
4. Press the **Cancel** button.
5. Press and hold down the following keys: 1, 3, 5
6. When prompted for an admin password, use the keypad to enter the MAC address as the password.
7. The password is reset to 4, 5, 6

Step 2:

Provisioning the Poly deskphone

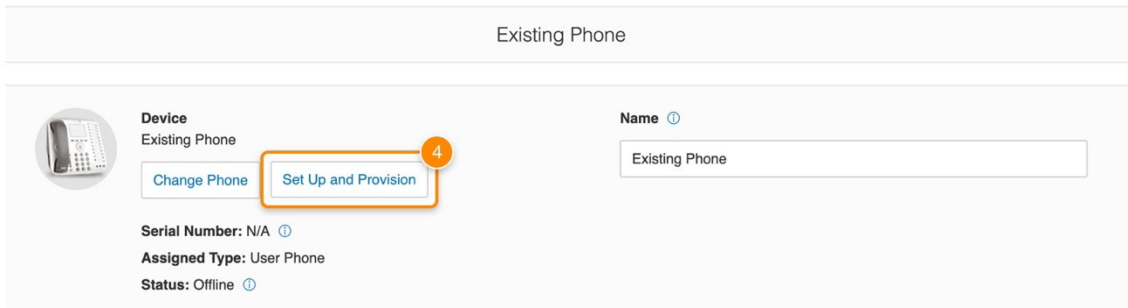
1. Go to the Admin Portal and sign in.
2. Select **Phone System** in the top menu.
3. Go to **Phones & Devices > User Phones**. Select the device with the DigitalLine or phone number that you want to assign to your Poly deskphone and click its name in the *Dev* column.

The screenshot shows the Admin Portal interface. At the top, the 'Phone System' menu item is highlighted with a blue underline and a red circle containing the number '2'. On the left sidebar, the 'Phones & Devices' menu is expanded, and 'User Phones' is highlighted with a red circle containing '3a'. The main content area displays the 'User Phones' table with the following data:

Status	Device	Assigned	Phone Number
➔	Aaron Lee Cisco SPA-303 Desk Phone	Aaron Lee	(480) 386-6547
✖	Aaron Lee RingCentral Phone_app	Aaron Lee	(339) 234-9930
➔	Aaron Lee Yealink W56P with 1 Handset	Aaron Lee	(217) 339-6413
➔	Ada Smith Polycom VVX 101 Basic IP Phone	Ada Smith	(408) 333-9818
✖	Ada Smith RingCentral Phone_app	Ada Smith	(857) 203-7677

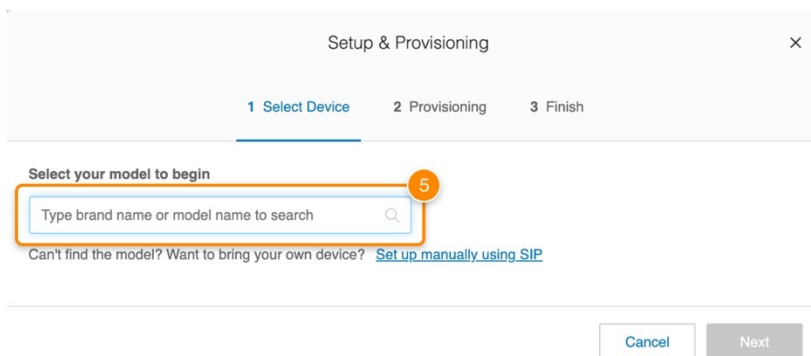
The 'Aaron Lee Cisco SPA-303 Desk Phone' entry is highlighted with a red circle containing '3b'.

4. On the next screen, click **Set Up and Provision**.

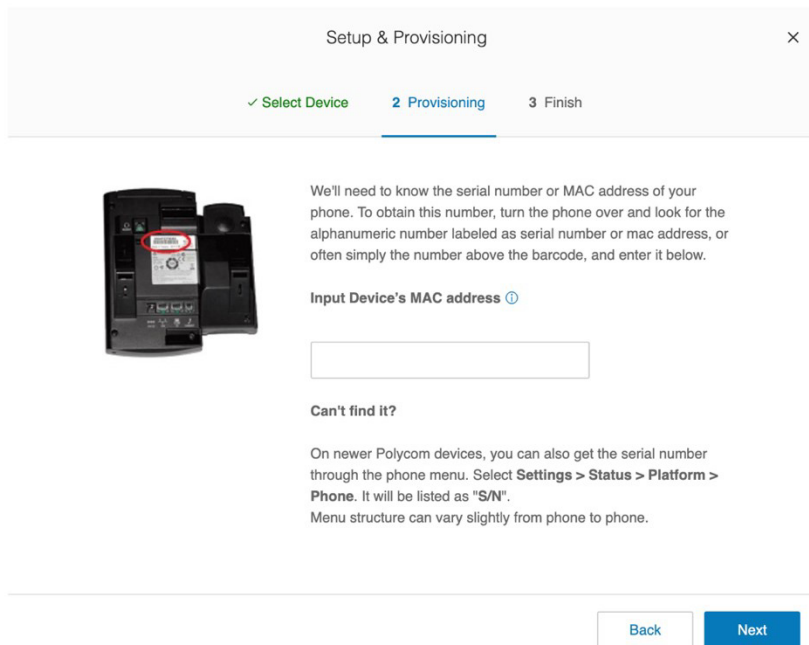


5. In the *Setup & Provisioning* window, begin typing the name of your Poly deskphone, then scroll to find it in the dropdown. When you locate your deskphone, click its name, then click **Next**.

- Note: If you can't locate the name of your deskphone in the dropdown, you'll need to set it up using manual provisioning by clicking **Set up manually using SIP**. Learn more about manual provisioning for Poly deskphones



6. Locate your deskphone's MAC address, or serial number, and enter it into the field on the *Provisioning* window. (A device's MAC address is typically located on its underside.) Click **Next**.



7. Follow the *Manual Configuration Instructions* in the *Finish* window. You'll perform a factory reset on your deskphone, then connect it to RingCentral's servers. When you've completed all the steps, click **Done**.

Note: Your deskphone will restart, then automatically provision itself to connect to RingCentral's servers. It will also download any updates and/or new features.

Step 3:

Change the Phone's data in order to provision it

From the Phone:

1. Settings->Advanced (enter the default password – **4, 5, 6**)
2. Administration Settings->Reset to Default->Reset Local Config
3. Back->Back (to Network Config)->Provisioning Server
4. DHCP->Boot Server->Static
5. Back->Server Type->HTTPS
6. Server Address->(delete current value and replace with **pp.ringcentral.com/pp**)
7. Server user (delete data) 8. Server pw (delete data)
9. Back->Back->Save Config

The phone will start the provisioning process, which takes between 5 and 10 minutes. During this process, you will need the phone's MAC address. This can be found on the back of the phone. The values for the current phones are:

Crystal's phone: 0004F25B0671

Donna's phone: 0004F25B0C19

Pastor McCall's phone: 0004F27CB27F

Melissa's Office Phone: 0004F27CB28E

Melissa's Classroom Phone: 0004F27CB29A

Change Password on Polycom Phone

Once the phone is registered and is in an operational mode you can change the default password on a Polycom phone by doing the following:

1. Click on **Menu**
2. Select option **3. Settings**
3. Select option **2. Advanced**
4. Enter Password = 456
5. Select option **1. Admin Settings**
6. Select option **6. Change Adm P/W**
7. Enter Old Password, Set New Password and Confirm New Password