



Setting your Polycom phone to work with onCloud myVoice, requires either one or two steps.

1. If your phone was previously used with an alternate provider, the phone will require a factory reset.
  2. Programming of the myVoice provisioning server information will need to be completed. The myVoice provisioning server information can be programmed directly from the phone keypad, or from any network-connected PC's web browser. Please utilize only ONE of the methods below.
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#### Factory Defaults for the Polycom VVX Series Phones *(required only if previously configured)*

Restore Factory Defaults—Press and hold the dial pad keys **1**, **3**, and **5** simultaneously until the password prompt appears. Enter the administrator password (*Default Password: 456*) to initiate the reset.

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#### To Provision Your Polycom VoIP Phone via the keypad:

**Main Menu (Home Key) → Settings → Advanced →** *(factory password is: '456')* **→ Admin Settings → Network Configuration → Provisioning Server**

##### ***Set the following:***

- Server Type: **'HTTP'**
- Enter the Server Address as: **'myvoice1.oncloud.io/provisioning'**
- From the **DHCP** server sub-menu, set the following:
  - Boot Server: **'Static'**
  - BootSrv Type: **'String'**

*Note: During Manual Setup, the star '\*' key of the phone can be pressed for a period '.'  
The '#' pound key can be pressed for the forward slash '/'*

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#### To Provision Your Polycom VoIP Phone via the web browser:

- Obtain the 'IPv4 Addr' of your Polycom phone.
  - **Settings > Status > Network > TCP/IP Parameters**
- From your PC, browse to the phones web page: **http:// <IPv4 Addr>**
- Login as **'Admin'**, using the factory default password of **'456'**
- Choose **Settings > Provisioning Server** from the top menu.
  - Server Type: **HTTP**
  - Server Address: **myvoice1.oncloud.io/provisioning**
- Expand the **DHCP Menu**, set Boot Server as: **Static**
- Click **'Save'** then confirm **'Yes'** to the confirmation prompt.