Quick Tip 18298

Updating, Troubleshooting, and Resetting SoundPoint® IP, SoundStation® IP, and VVX® 1500 Phones

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This quick tip provides step-by-step instructions on how to use multiple key combinations and phone menu options to download software, upload diagnostics, and perform reset functions.

This information applies to:

- SoundPoint IP and SoundStation IP phones running SIP software version 1.6 or later.
- VVX 1500 phones running SIP software 3.1.2RevB or later.
- SoundPoint IP 321/331 phones running SIP 3.1.2RevC or later.
- SoundPoint IP 335 phones running SIP 3.2.1RevB or later.
- SoundStation IP 5000 phones running SIP 3.2.3 or later.

This quick tip is up-to-date for Polycom UC Software 3.3.0.

Introduction

The SoundPoint IP, SoundStation IP, and VVX 1500 phones have menu options to update the software, perform diagnostics, or reset to defaults.

Some options, shown in **boldface** in the following section, may be invoked using multiple key combinations. The exact multiple key combinations vary between function and platform, and are described in more detail in the following sections. In all cases, the multiple keys must be pressed and held for at least three seconds until a standard confirmation tone is heard or the phone performs the desired action.

To download new software onto your phone, you can choose:

- Update Configuration
- **Restart Phone**
- **Reboot Phone**

To upload files to assist in diagnostics, you can choose:

- **Upload Log Files** (available as a multiple key combination only)
- Upload Configuration

To reset to defaults, you can choose:

- Reset Local Configuration or Reset Web Configuration.
- **Reset Device Settings**.
- Format File System.

Updating the Phone's Configuration

As of UC Software 3.3.0, the Update Configuration feature should be used instead of restart or reboot. This feature will download the new configuration to the phone, update the UC Software, and initiate a restart or reboot if required. You should only restart or reboot your phone if you are experiencing problems and have contacted your system administrator (they may want to troubleshoot the issue before the phone is reset).

To update the phone's configuration:

1. Press ⎡**Menu**⎤ .

2. Select **Settings > Basic.**

3. Select **Update Configuration**.

4. When prompted to confirm the update, select the **Yes** soft key.

   The phone will update its configuration and exit to the Settings menu. In some cases, the phone may automatically restart.

Restarting the Phone

As of SIP 3.2.1RevB, you may perform a restart from the phone's menu. When a phone is restarted, it checks for new UC Software and configuration parameters and downloads them as needed. If there is a new BootROM, a phone will reboot automatically to download it. A phone can be restarted using multiple key combinations or from the Basic Settings menu.

To perform a restart using multiple key combinations:

For each phone listed below, press and hold the indicated keys in combination:

- **IP 301, 320, 321, 330, 331, 335, 430, and 450:** 2, 4, 5, and 6.

- **IP 501:** Up and Down Arrows, Delete, and Menu.

- **IP 550, 560, 600, 601, 650, and 670:** first and third Line Keys, Directories, and Applications.

- **IP 4000 and 6000:** 4 and 6 keys and Soft Key 2.

- **IP 5000:** 2 and 4 keys and Soft Key 2.

- **IP 7000:** 2, 5, and Up and Down Arrows.

- **VVX 1500:** 2, 4, and 6.

To perform a restart using the phone's menu:

1. Press Menu .

2. Select **Settings > Basic > Restart Phone.**

3. When prompted to confirm the restart, select the **Yes** soft key.


Rebooting the Phone

When a phone is rebooted, it will reload and run the bootROM, download any modified configuration files, and restart the UC software. A phone can be rebooted using multiple key combinations or from the Advanced Settings menu.

To perform a reboot using multiple key combinations:

For each phone listed below, press and hold the indicated keys in combination. You must enter the administrator password before the phone will reboot:

- **IP 301:** Volume-, Volume+, Hold, and Do Not Disturb

- **IP 320, 321, 330, 331, and 335:** Volume-, Volume+, Hold, and Handsfree Speakerphone.

- **IP 430 and 501:** Volume-, Volume+, Hold, and Messages.

- **IP 450, 550, 560, 600, 601, 650, 670:** Volume-, Volume+, Mute, and Messages.

- **IP 4000 and 6000:** *, #, Volume+, and Select.

- **IP 5000 and 7000:** Volume+, Volume-, * and #.

- **VVX 1500:** Volume-, Volume+, Select, and Delete.

To perform a reboot using the phone's menu:

1. Press Menu .
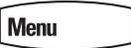
2. Select **Settings > Advanced.**

3. Enter the administrator password, then press the **Enter** soft key.

   The default password is "456".

4. Select **Reboot Phone**.

5. When prompted to confirm the reboot, select the **Yes** soft key.

Uploading Diagnostic Files

The SoundPoint IP, SoundStation IP, and VVX 1500 phones can upload files to the provisioning server that may assist in phone diagnostics.

The phones can upload log files or files matching their current configuration.

Uploading Log Files

Log files are automatically uploaded to the provisioning server whenever the phone updates configuration, restarts, or reboots. They can also be uploaded manually using multiple key combinations.

To upload the log files using multiple key combinations:

For each phone listed below, press and hold the indicated keys in combination:

- **IP 301:** Up and Down Arrows and the two Line keys.

- **IP 320, 321, 330, 331, and 335:** Dial, Menu, and the two Line keys.

- **IP 430, 450, 501, 550, 560, 600, 601, 650, 670, 5000, 7000, and VVX 1500:** Up, Down, Left and Right Arrows.

- **IP 4000 and 6000:** Menu, Exit, Handsfree Speakerphone, and Redial.

Uploading Configuration

As of UC Software 3.3.0, the SoundPoint IP, SoundStation IP, and VVX 1500 phones can upload files containing their configuration parameters which have been configured from configuration files, locally through the phone's user interface, or from the web interface. These files intended for system administrators to use to assist in troubleshooting and diagnostics.

To upload the phone's current configuration to the provisioning server:

1. Press `Menu` .

2. Select **Settings > Advanced.**

3. Enter the administrative password, then press the **Enter** soft key.

   The default password is "456".

4. Select **Admin Settings > Upload Configuration**.

5. Select one or more sources from All Sources, Configuration Files, Local, or Web.

6. Press the **Upload** soft key.

Resetting the Local Configuration or the Web Configuration

As of UC Software 3.3.0, you have the option to reset the phone's local configuration (parameters changed from the phone's user interface), or the web configuration (parameters changed through the web interface).

To reset the phones' local configuration or web configuration:

1. Press ⬡ Menu .

2. Select **Settings > Advanced.**

3. Enter the administrative password, then press the **Enter** soft key.

   The default password is "456".

4. Select **Admin Settings > Reset to Default** and choose either **Reset Local Configuration** or **Reset Web Configuration** as desired.

5. When prompted to confirm the reset, select the **Yes** soft key.

Resetting Device Settings

Resetting the device settings will reset the phone to its factory default network settings. As a result, the administrator password will be changed to its default, "456". Polycom recommends you change the administrator password from its default value.

Note

Resetting the device settings will reset all of the network settings on on the phone, including the settings for the provisioning server under the Server menu. You can reconfigure these settings from **Menu** > **Settings** > **Advanced** > **Administration Settings** > **Network Settings**.

To reset the device settings using multiple key combinations:

For each phone listed below, press and hold the indicated keys in combination. You must then enter the administrator password before the reset will occur:

- **IP 320, 321, 330, 331, 335, 430, and 450:** 1, 3, 5, and 7.

- **IP 301, 501, 600, 601, and 650:** 4, 6, 8, and *.

- **IP 4000 and 6000:** 6, 8, and *.

- **VVX 1500:** 4, 6, 8, and *.

To reset the device settings using the phone's menu:

1. Press [Menu] .

2. Select **Settings > Advanced.**

3. Enter the administrative password, then press the **Enter** soft key.

   By default, this password is "456".

4. Select **Admin Settings > Reset to Default > Reset Device Settings**.

5. When prompted to confirm the reset, select the **Yes** soft key.

Formatting the File System

To clear the phones' memory and download the software:

1. Press [Menu] .

2. Select **Settings > Advanced.**

3. Enter the administrative password, then press the **Enter** soft key.

   By default, this password is "456".

4. Select **Admin Settings > Reset to Default > Format File System**.

5. When prompted to confirm the reformat, select the **Yes** soft key.

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