



Reusing Polycom Phones with 8x8

A guide for the Phone System Administrator
Version 2.5, November 2019

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Introduction

Do you have Polycom phones that you would like to reuse with your 8x8 service? That's great! You can reuse existing Polycom phones with 8x8 as long as they are a supported model with a valid device certificate.

This document will show you how to:

- Check your phone for a valid device certificate.
- Locate the MAC address on your phone.
- Configure and activate your phone.

Supported Polycom Phones

Important: 8x8 supports **ONLY** the Polycom phone models listed at the URL below.

<https://www.8x8.com/communications-solutions/equipment/compatible-equipment>

If you are not sure which model of phone you have, please turn it over. The model number is listed on the label on the bottom of your phone.

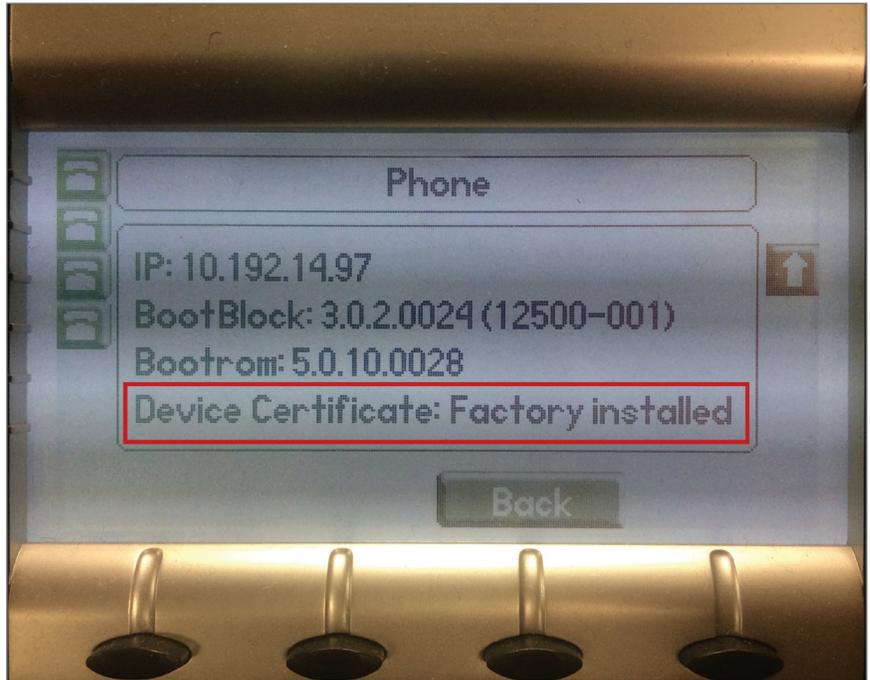
Do not proceed until you have verified that the phone you want to reuse is supported by 8x8. In addition, the phone must have a valid factory-installed security certificate.

Need Help?

Your 8x8 Sales representative can help you check for a valid device certificate.

Check for Device Certificate

In order to work with 8x8 phone service, your Polycom phone must have a valid factory-installed security certificate, also known as a device certificate.



Follow these steps to determine whether a valid device certificate is installed on your phone.

1. Press the **Menu** key, and then scroll past **Features** to **Status**.



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2. From the main menu, select **Status**.



3. From the status menu, select **Platform**.



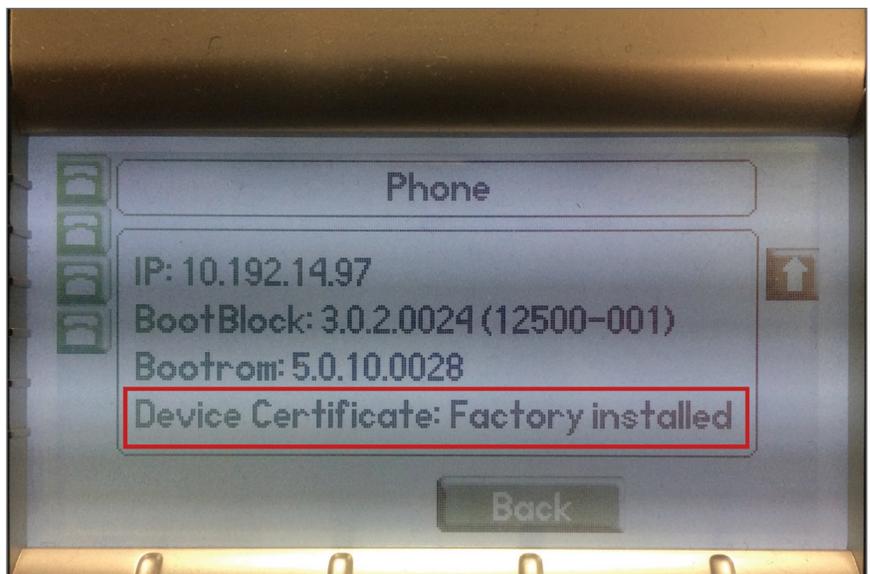
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4. Select the **Phone** option.



5. Read the phone information provided.



- If the message says **Device Certificate: Factory installed**, your phone is supported on the 8x8 service.
- **If the message says Device Certificate: Not Installed, Device Certificate: Invalid, or if there is no device certificate message at all, then the phone is not supported on the 8x8 service.** Note that we do have new Polycom phones available for sale at competitive prices if your phone cannot be reused.

Configure the Phone

You can now move on to configuring the phone. If you encounter any issues doing this on your own, you can work with your 8x8 Sales or Support representative over the phone.

Reset Phone to Factory Defaults

1. Press the **Menu** key.
2. Select the **Settings** option.
3. Select the **Advanced** option.
4. Enter the password **456** and press the **Enter** softkey.

Note: If **456** does not work, please contact the party who provided you with the phone(s) to obtain the **Administrator Password**. If the password is not available, refer to [Appendix A on page 11](#).

5. Select **Admin Settings**.
6. Select **Reboot Phone**.

Point Your Phone to the 8x8 Configuration Servers

1. Check your firmware version using the Check Firmware Version instructions; write it down for use in **Step 7**.
2. Disconnect the power to your phone; after 10 seconds, reconnect the power.
3. Quickly press **Cancel** once the power returns, and press the **Setup** softkey as soon as it appears.
4. Enter the password **456**.
5. Select the **Server Menu**.
6. Change **Server Type** to **HTTPS**.
7. Change **Server Address** to the correct address for your phone.

Note: Carefully enter the exact address using the phone dial pad:
 -For phones on v4.x.x firmware (UC4.0 and up), use **pccfg.8x8.com/polycomuc/**
 -For phones on v3.x.x firmware (v3), use **pccfg.8x8.com/polycom/**

8. Exit **Server Menu**.
9. Select **SNTP Address**.
10. Enter <pool.ntp.org>.
11. Select **Exit**, then select **Save & Reboot**.

Check Firmware Version

To see which firmware version is on the phone, go to **Menu > Status > Platform > Application > Main**.

The firmware version will display as either:

- 4.x.x for UCv4 firmware
- 3.x.x for v3 firmware.

You need this information to correctly change your phone's Server Address in **Step 7**.

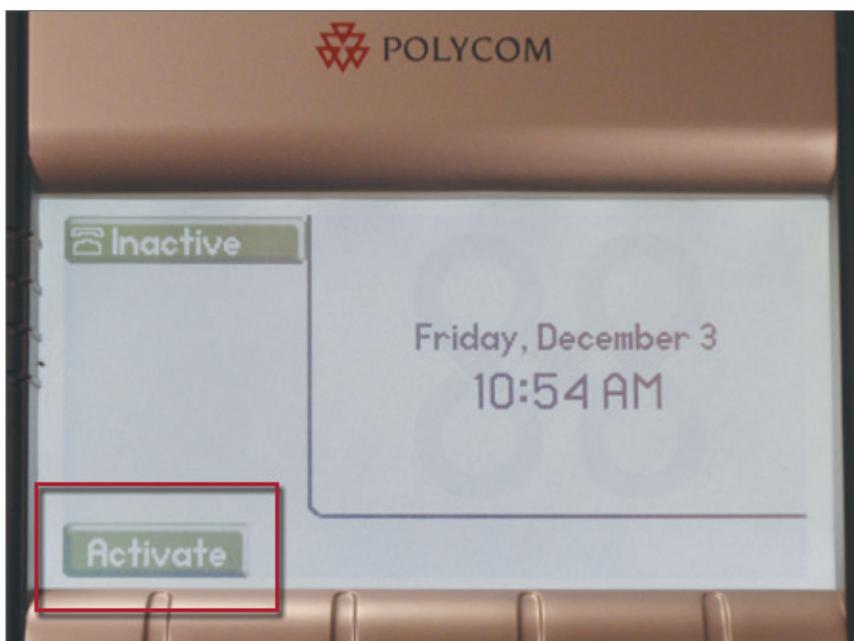
Find the MAC Address on Your Phone

1. Turn the phone over and on the bottom look for the MAC address label.
2. Write down the MAC address.
(Look for a number similar in format to "0004F22F5D9C")
3. Report the MAC address and phone model number (for example, SoundPoint IP 335) to your 8x8 Sales representative.

Note: In order to proceed with configuring and activating your phone, you must place an order for your 8x8 service.

Activate Your Phone

Once your phone is ready to activate, you see a screen with an activation option.



Retrieve Your Activation Code

To activate your phone, you need an activation code. Your 8x8 support representative can provide it or you can retrieve it yourself. Your activation code is found in different locations based on whether your organization manages users via 8x8 Configuration Manager or Account Manager:

To retrieve your activation code from 8x8 Configuration Manager:

1. Log in to your 8x8 Configuration Manager account at www.8x8.com/login.
2. Go to **Home > Devices**.
3. Select a device model from the list, and click **View device report**.
4. In the **Devices > Details** page, click **Generate devices report**. An Excel sheet

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is downloaded with the following device information: MAC address, MAC password, device model, extension number, activation code, site, activation status, username, and the number of users. You can activate a device remotely.

	A	B	C	D	E	F	G	H
1	MAC Address	MAC Password	Device Model	Extension	Activation Code	Site	Status	User
2	0004f28a2855	kSIAFGXr	Polycom Soundpoint IP 550	1013	2.35602E+12	SanJose1-Sales-ONEL	Not activated	Sasha Solovey
3	0004f26a2845	kSIAFUXr	Polycom Soundpoint IP 550	1100	7.3272E+12	SanJose1-Sales-ONEL	Activated	Lisa Black
4	0004f26a2575	kSIAFUTr	Polycom Soundpoint IP 550	1132	8.3272E+12	SanJose1-Sales-ONEL	Not activated	Sue Johnson
5								
6								
7								
8								
9								
10								
11								

To retrieve your activation code from 8x8 Account Manager:

1. Log in to your 8x8 Account Manager account at www.8x8.com/login.
2. Select Phone System from the top navigation bar, then select View All Extensions.
3. Click **Activate Device** next to the extension that you wish to activate.
4. Copy the activation code that appears in the pop-up screen.

The screenshot shows a table of extensions with columns: Actions, Status, Service Type, Ext, Phone Number, Caller ID First Name, Caller ID Last Name, and Devices. A pop-up dialog titled "Activate Device" is displayed over the table. The dialog contains the following information:

To activate this device, pick up the handset or press the speaker phone button. Then enter the activation code followed by the # key.

Plan Unlimited Extension Plus 335
Equipment Polycom SoundPoint IP 335
Phone Number (101) 131-8554
Activation Code 5835 8149 5312

A "Close" button is located at the bottom right of the dialog.

Enter Your Activation Code

1. Pick up the phone handset or press the speakerphone button, and listen to the recorded instructions. For Polycom SoundStation IP conference phones, simply press the speakerphone button and listen to the instructions.
2. Enter the activation code that corresponds with the extension number you are activating, then press **#**. After entering the code, you should hear the successful activation message.
3. Please allow your telephone to restart. After restarting, you should see the extension number on the screen and be able to make phone calls.
4. Once your phone is showing as activated, listen for dial tone and make a test call from another phone (such as a cell phone) to and from your phone. Your phone screen should appear as follows.



Questions or Assistance

Additional resources on using your Polycom with 8x8 service are available online at <https://support.8x8.com/>.

Customer Service:

- From within the United States: [1-888-898-8733](tel:1-888-898-8733)
- From outside the United States: [1-408-687-4120](tel:1-408-687-4120)

Appendix A: Factory-Resetting a Phone when You do not Know its Admin Password

Warning: Factory-resetting a phone is only recommended when administrator-level expertise may later be available in reestablishing service. Upon reset, the phone loses all configurations that linked it to its previous service, and will need to be manually reconfigured after resetting it. This is very useful when you are changing service providers, or if the phone is locked (unknown admin password) and you wish to reuse the set with another new service provider such as 8x8. Be sure the set has a factory-installed device certificate before performing a factory reset. There is always some small risk that a set may not be reusable after a factory reset.

To restore a phone to factory defaults when its admin password is not known:

1. Power cycle the phone.
2. Press **Cancel** soft key during the boot process.
3. During the countdown, press and hold the **1**, **3**, and **5** dial pad keys simultaneously until the password prompt appears.
Note: The **1, 3, and 5** key code works for newer VVX phones; see the factory reset key codes for your phone model below.
4. Enter the MAC ID of the phone. (The MAC ID/address should be visible on a label on the underside of the phone.)
Note: For letters in lowercase, use (**a -> 1A**) * for the period **#** for the **/**.
5. Press **OK** and wait for the set to respond.
6. Your admin password should now be restored to its factory default, as specified in the set's admin guide (such as the **1, 2, and 3** keys), and you should now be able to begin to manually reconfigure the set.

Factory Reset Key Codes:

VVX 300, 310, 400, and 410:	1, 3, and 5 dial pad keys
VVX 500 and 600:	1, 3, and 5 dial pad keys
SoundPoint IP 550 and 670, and VVX 1500:	4, 6, 8, and * dial pad keys
SoundPoint IP 335 and 560:	1, 3, 5, and 7 dial pad keys
SoundStation 5000 and 7000:	1, 3, 5, and 7 dial pad keys
SoundStation 4000 and 6000:	6, 8, and * dial pad keys

