

Polycom IP550/IP560 Enrollment Guide

for MegaPath Voice



For Polycom phones to work with our hosted voice platform, they must be able to reach our configuration servers. If a phone is not set up correctly for our servers, it must be *enrolled*. This document will guide you through the process.

These instructions may change from time to time. We suggest that whenever you enroll phones you download a new copy of this document. You can find this and other documents by going to the Voice Learning Center on the MegaPath website and searching for “enroll.”

This document only applies to this particular model of phone. Other phones use different processes. Make sure you have the right document for your phone model, and if the instructions still don't work, try downloading a new copy, in case the instructions have changed.



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Requirements

To be enrolled a phone must meet these requirements:

- The specific phone has been processed through the **Enroll Phones** workflow (located in Asset Management section of My.Megapath.com)
- The Enroll Phones workflow was followed within the last **five days**.
- The IP address of the internet connection at the location of the phone has been entered into the Enroll Phones workflow.

If any of these prerequisites have not been met, please log into the portal and follow the Enroll Phones workflow from the Phones section of Asset Management.

Third-Party Phones

If your phone was:

- a) Provided by a previous VoIP carrier
- b) Purchased from a hardware vendor rather than from MegaPath directly

It may have settings that interfere with our service. Before enrolling the phone you should perform a factory reset. The best way to do this is to follow the Factory Reset instructions under [Appendix B](#).

If your phone has a password on it that you don't know, follow the Lost Password Recovery instructions under [Appendix A](#).

Firmware Differences

Polycom has updated their firmware over the years, and older Polycom phones can have interfaces that are somewhat different from the one described in this guide.

If you are having trouble finding the options for each step, contact MegaPath Support via phone or chat and one of our agents can assist you in identifying your firmware version and finding the correct steps.

Please be aware that certain very old phones cannot be upgraded to a firmware that is compatible with the MegaPath platform. We cannot offer any guarantees that a phone obtained from a vendor other than MegaPath will have compatible firmware.

Enrollment Process (Normal)

The following steps will enroll your phone if it is **already booted up** and waiting at the “idle” screen.

If your phone keeps printing error messages such as “Unable to contact boot server” and rebooting, use the “Boot” enrollment process.

1. Press the **Menu** key below the screen.
2. Go to **Settings**, then **Advanced**
3. You will now be prompted for a password.
 - a. If you are resetting a Megapath phone, you may have been provided with a password by your Project Manager or support agent. Enter this password and pressing OK.
 - b. If the phone is new or that password does not work, try the default: **456**
 - c. If neither password works, see [Appendix A](#)
4. When navigating the menus, use the arrow keys to move up and down and press the left arrow key to back up. Press the ✓ key to select items.
5. Select **Admin Settings**.
6. Select **Network Configuration**, then **DHCP Menu**.
7. Select **Boot Server** and press left or right until you see **Static**, then press **OK**.
8. Select **Server Type** and press left or right until you see **HTTP**, then press **OK**.
9. Select **Server Address**
10. If there is anything in the field, press the button under << below the screen to clear it.
11. Press the # key until you see **URL** in the upper left of the screen.
12. Enter this address and press **OK: 72.245.184.168/mpv**
 - a. To enter letters, press the key with the letter you want repeatedly.
 - b. To enter a dot or slash, press * repeatedly.
 - c. If you make a mistake, press the button under << below the screen to backspace.
13. Press **Back** several times until you get a prompt to save

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15. Choose **Save Config**.
16. The phone should restart after a moment and configure itself.
17. If the phone does not restart after a minute:
 - a. **Do not powercycle it!**
 - b. Press the Menu key
 - c. Go to Settings, then Basic
 - d. Select **Restart Phone** and press **Yes**
 - e. The phone will restart.

After following this process the phone may spend up to **twenty minutes** configuring itself and upgrading firmware. During this process it will reboot several times and may display many messages on screen, or may appear to be doing nothing because it is installing software in the background.

If the phone has been left to configure itself for twenty minutes and is still not operational, please read the Troubleshooting section.

Enrollment Process (Boot)

1. Unplug the phone and then plug it back in
2. As the phone starts, you will see a message, “Loading Application”
3. Press the button on screen that says **Cancel**
4. You will see a countdown that says “5 seconds until autoboot.”
5. Press the button below the word **Setup** that appears on screen.
6. You will now be prompted for a password.
 - a. If you are resetting a MegaPath phone, you may have been provided with a password by your Project Manager or support agent. Try entering this password and pressing OK.
 - b. If the phone is new or that password does not work, try the default: **456**
 - c. If neither password works, see [Appendix A](#).
7. When navigating the menus, use the arrow keys to move up and down and press the button under **Exit** to back up. Press the ✓ key to select items.
8. Select **Provisioning Server**
9. Select **DHCP Menu**.
10. Select **Boot Server**, press left or right until you see **Static** and press **OK**.
11. Press **Exit**
12. Select **Server Type**, press left or right until you see **HTTP** and press **OK**.
13. Select **Server Address**
14. If there is anything in the field, press the **X** key to clear it.
15. Press the **#** key until you see **URL** in the upper left of the screen.
16. Enter this address and press **OK: 72.245.184.168/mpv**
 - a. To enter letters, press the key with the letter you want repeatedly.
 - b. To enter a dot or slash, press ***** repeatedly.
 - c. If you make a mistake, press the **X** key to backspace.
17. Press **Back** several times until you get a prompt to save
18. Choose **Save Config**.
19. The phone should restart after a moment and configure itself.

After following this process the phone may spend up to **twenty minutes** configuring itself and upgrading firmware. During this process it will reboot several times and may display many messages on screen, or may appear to be doing nothing because it is installing software in the background.

If the phone has been left to configure itself for twenty minutes and is still not operational, please read the Troubleshooting section.

Troubleshooting

If you have completed the enrollment process, waited twenty minutes, and the phone is still not working, please check the following:

- Was the phone factory reset before you started?
 - Follow the process in [Appendix B](#) to factory reset the phone.
- Is the phone connected to a network jack that's known to work?
 - Is there another network jack that a phone is working at? Try the phone at that jack.
- Is the network cable good?
 - Is there another phone that's working? Borrow the network cable from that phone and try it.
- Is the network cable plugged into the **LAN** port on the phone or the **PC** port?
 - The cable must be plugged into the LAN port on the phone.
- Is the phone connected to the network?
 - If the phone is at the idle screen you can check this: press the **Home** key, go to **Settings**, then **Status**, then **Network**, then **Ethernet** and check the **LAN Port** field. It should say **Active**. If it doesn't, try another network jack or cable.
- Is the phone getting an IP address?
 - If the phone is at the idle screen you can check this: press the **Home** key, go to **Settings**, then **Status**, then **Network**, then **TCP/IP** and check the **IP** field. If the field says 0.0.0.0, the phone is not getting an IP address. Try another network jack or cable.

If no problems are found in the above steps, contact MegaPath Support.

- **Phone:** (877) 611-6342, Option 4, Option 2
- **Chat:** Via <https://my.megapath.com>
- Please collect the following information if possible to speed troubleshooting:
 - Any messages that appeared on the screen
 - Whether the phone shows an extension on the screen
 - Whether the time/date on the phone are correct
 - Phone model
 - MAC address
 - LAN port status (see above to find this)
 - IP address (see above to find this)

Appendix A: Lost Phone Passwords

The admin password for a phone is critical for making changes to the server configuration. If the password is lost, it must be recovered using a special reset process.

This will factory-reset the phone, so if you complete this process you can proceed with enrollment.

If you already know the phone password you can use the normal factory reset process in [Appendix B](#).

1. Unplug the phone and plug it back in
2. As the phone starts you will see a “Loading application” message with a **Cancel** button in the lower right. Press Cancel immediately.
3. You will see a message that says “x seconds until autoboot.”
4. Immediately press and hold the following keys: **4, 6, 8, and ***
 - a. If you press the buttons too late the phone will start booting normally. Restart the phone and try again.
5. Now you will see a prompt, “Enter password to Reset Settings”
6. Find the MAC address on the back of the phone. It begins with **0004**. Write it down somewhere so you can refer to it.
7. You will need to “blind-enter” the **MAC address** of the phone, in lower case. Tips:
 - a. Because you can’t see what you’re entering, you will need to be very careful or you will have to start again.
 - b. If you’re entering the same letter or number multiple times in a row, you will have to pause after each character until you see the blinking vertical bar appear in the entry field again.
 - c. If you complete entry and are told “wrong password”, restart the phone and try again.
8. A button on the phone screen will say “1->Aa.” This means you are in numbers mode. Begin by entering **0004** on the keypad.
9. Press the “1->Aa” button twice, until it says “a-1A”. You are now in lowercase letters mode.
10. Enter **f** by pressing the 3 key three times.
11. Go back to numbers mode and enter **2**
12. Proceed as above for the rest of the MAC address.
13. Press OK. The phone will state that it is resetting.
14. Once the phone reboots, follow the enrollment instructions for that model, using the new password **456** when prompted.



Appendix B: Factory Reset

If you are bringing in a third-party phone, it is recommended to **factory reset** the phone to ensure all non-MegaPath settings are cleared.

If you know the phone's configuration password, follow the process below. If you don't, see [Appendix A](#) for the password recovery process.

1. Press the **Menu** key
2. Select **Settings**, then **Advanced**.
3. Enter the phone password.
4. Go to **Admin Settings** and press the **Reset to Defaults** option.
5. Select **Reset To Factory**, and when prompted, choose **Yes**.
6. The phone will reset all settings. This may take a couple minutes.
7. Return to the top of the document and follow the enrollment process.