

Reprovisioning a Polycom VVX phone from IPVS to IC-talk 3

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If during the migration your phone has not connected to the IC-talk 3 system, the following procedure should resolve the issue:

Please let us know the handset / telephone number you want us to resolve the issue on, and an IC engineer will prepare the system.

Once this is done you will need to depower the phone for a minimum of 15 minutes.

When you power the phone back up we will need to factory reset the phone, this can be done via the below

- Click on the home button



- Go to settings > Advanced
- The password will be 456
- Go into Administration settings
- Click "Reset to defaults"
- Select "Reset to factory"
- Click "Yes" on the "are you sure" screen

The phone will now begin to go through a series of reboots, once it is back up we will need to change the provisioning rule, this can be done via the below

- Click on the "home" button



- Go to settings > Advanced
- The password will be 456
- Go into Administration settings > Network configuration
- Select "Provisioning server" > "Server address"
- Set the address as - <https://dm.yourwhc.co.uk/dms/phone>
- Then select "save config"

The phone will now begin rebooting this may take some time, after about 10 minutes the phone should be able to make and receive calls, if this fails to work please check the settings above and ensure that the provisioning URL is set correctly

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