

How to Configure Polycom IP Phones for ETS?

Here is how to configure your Polycom IP phones to work with ETS:

Phone is booting up

1. Press *Setup*
2. Enter phone admin password (default is **456**)
3. Press **down arrow** to scroll to *Server Menu* and press **Select**
4. Press **down arrow** to scroll to *Server Address* and press **Edit**
5. Enter the boot-server name: sip.excendia.com
6. Press **down arrow** to scroll to *Server User* and press **Edit**
7. Enter the server user name (CAN - ex: **ABCD02**)
8. Press **down arrow** to scroll to *Server Password* and press **Edit**
9. Enter the server password (letters in uppercase): ex: **ABCDEFGHIJK**
10. Press **Exit** until the *Save Config* option appears.

Phone is booted

1. Press **Menu** button, then select *Settings Configuration*, then *Advanced Setting*
2. Enter phone admin password (default is **456**)
3. Press **1** to go to *Network Configuration*
4. Press **down arrow** to scroll to *Server Menu* and press **Select**
5. Press **down arrow** to scroll to *Server Address* and press **Edit**
6. Enter the boot-server name: sip.excendia.com
7. Press **down arrow** to scroll to *Server User* and press **Edit**
8. Enter the server user name (CAN - ex: **ABCD02**)
9. Press **down arrow** to scroll to *Server Password* and press **Edit**
10. Enter the server password (letters in uppercase): ex: **ABCDEFGHIJK**
11. Press **Exit** until the *Save Config* option appears.

It is the same process for all three phones. Once rebooted, the phones will come up with the correct configuration for their users.

Web Access

To access the phone web portal, the default user name is **Polycom** and the password is **456**