

Polycom Setup:

First add the MAC address of your Polycom IP device to the account and Assign it to an employee. Then reboot the phone and press the setup key during the boot countdown.

Password: **456**

Scroll down and select **Server Menu**

Select **Server Type** set to : **HTTP**

Select **Server Address** set to : **dc.nextiva.com/byod/**

Press **OK**

**Exit**

**Exit**

**Save & Reboot**

NOTE: The entire address is **case sensitive**, must all be in **lower case** and you **must include the "/" at the end** of the address. While the phone is booting up if you see an error "**Could not contact boot server**" then you may not have not entered in the address correctly or the MAC address that is entered in our system has a typo or has not been assigned to an employee. Once you have assigned the MAC address to an employee please allow 2min for your files to be active on the server.

Polycom will not boot up successfully (freezes, errors out, gets caught in an endless reboot cycle)?  
You must upgrade the firmware for your device.

Reboot the phone and press the setup key during the boot countdown.

Scroll down and select **Server Menu**

Select **Server Type** set to : **HTTP**

Select **Server Address** set to : Using the Table Below find out which tmp directory to use for the upgrade.

NOTE: Once you have upgraded the phone using the **dc.nextiva.com/tmp(1,2 or 3)/** you must then go back and change the server address to **dc.nextiva.com/byod/** which will then configure your phone for usage on the Nextiva network

**Server Address:**    **dc.nextiva.com/tmp1/**    -Firmware **3.1.3**  
**HTTP**                    **dc.nextiva.com/tmp2/**    -Firmware **3.2.2**  
                               **dc.nextiva.com/tmp3/**    -Firmware **2.1.3 - USE ONLY FOR IP500 & IP300**

Release	IP300	IP301	IP320/330	IP321/331	IP335	IP430	IP450
<a href="#">3.1.3RevB Combined</a>	No	Yes	Yes	No	No	Yes	Yes
<a href="#">3.2.2 Combined</a>	No	No	Yes	Yes	Yes	Yes	Yes
<a href="#">2.1.3</a>	Yes	Yes	Yes <sup>4</sup>	No	No	Yes	No

Release	IP500	IP501	IP550	IP560	IP600	IP601	IP650	IP670
<a href="#">3.1.3RevB Combined</a>	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<a href="#">3.2.2 Combined</a>	No	No	Yes	Yes	No	No	Yes	Yes
<a href="#">2.1.3</a>	Yes	Yes	Yes <sup>3</sup>	No	Yes	Yes	Yes <sup>3</sup>	No

Release	IP4000	IP6000	IP7000
<a href="#">3.1.3RevB Combined</a>	Yes	Yes	Yes
<a href="#">3.2.2 Combined</a>	No	Yes	Yes
<a href="#">2.1.3</a>	Yes	No	No