



## TELECOMMUNICATION SERVICES:

### How to Reboot an FHSU Polycom Desktop Phone

This document explains how to reboot a Polycom VVX 500-600 desktop phone.

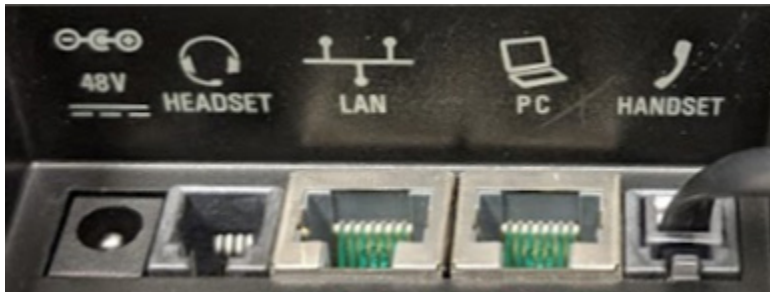
FHSU Polycom phones are basically computers, so sometimes the best way to clear up issues (e.g., no dial tone, errors on screen, etc.) is with a quick reboot. It's not always clear how to do that, and it can sometimes be difficult to see the port labels on the bottom of the phone when the cables are connected. So, these instructions have been provided to assist you with this process.

If you find yourself frequently rebooting your phone to clear up issues or if these instructions do not resolve the issue you are experiencing, please log a ticket with TigerTech to have it checked out by Telecommunication Services.

For assistance or training using these procedures, contact TigerTech at 785-628-3478 or [www.fhsu.edu/tigertech/](http://www.fhsu.edu/tigertech/).

#### Steps:

1. Turn the phone over to see the underside.
2. On the bottom, you will see several ports:



3. Disconnect the power '48V' (if present) and the network connection 'LAN'.
4. Wait 3 seconds.
5. Reconnect the network connection 'LAN'.

**NOTE:** Power can be provided by the LAN in many on-campus locations. **If your phone powers up using only the LAN connection, do NOT (re)connect the 48V port (skip Step 6 below).** The 48V port does not provide redundant power and tends to cause malfunctions.

6. If the phone does not power up, then reconnect the power '48V'.