

Phone Model Examples

This page collects provisioning examples and phone-model notes for supported devices. Use them as starting points and adjust the templates to match the firmware and tenant requirements.

- Grandstream GXP2130
- SNOM 710
- Cisco SPA504G
- Yealink T28P
- AAstra/Mitel 6869i
- Htek UC903

Provisioning Templates

- Yealink pre v.72
- Yealink v.72
- Yealink v.72 - directory request
- Digium D40/D45 - MAC request
- Digium D40/D45 - directory request
- Polycom VVX - MAC request
- Polycom VVX - directory request
- Cisco 7940/60 - MAC request
- Cisco SPA5xx - MAC request
- AAstra/Mitel 6869i - MAC request
- AAstra/Mitel 6869i - MAC request (separate button layout)
- Grandstream GXP2130 - MAC request
- Grandstream GXP2130 with VPK - MAC request
- Grandstream - directory request
- Grandstream HT812 / HT814 - MAC request
- Grandstream GS Wave
- Htek UC903 - MAC request
- SNOM 7xx
- Sangoma S300 - MAC request
- Zoiper - QR Code
- Fanvil X4U
- Fanvil X4U - Reference XML

Grandstream Dialplan

Grandstream forces to use a dialplan on most call features. For some, you can skip the dialplan, but if you want to have BLF for Parking Lots, you need to customize the dial plan for your tenant. So for example, with a tenant code of DEVEL, you need to enter a dialplan entry like `x+[\a-z\A-Z0-9]+`

Polycom provisioning reset

How to Perform a Hard Reset

Use the below steps if the following is met:

The phone is on a boot loop and no longer going to the home menu

The default password or mac password doesn't work

If it's a 3rd party phone

The account is already canceled and you cannot access Account Manager or Admin Console to download the extension CSV

Reboot the phone and wait for the starting application.

While the phone is in the starting application wait for the cancel button to appear then press it.

The phone will show a 7 second count down. This is the only open window to press the key combination to go to the hard reset page.

VVX series (VVX300, 301, 310, 311, etc): Press and hold 1 3 5 within the 7-second count down until it prompts you to the password page

Sound Point IP 335: Press and hold 1 3 5 7 within the 7-second count down until it prompts you to the password page

Sound Point IP series (IP550,560,570, etc): Press and hold 4 6 8* within the 7-second count down until it prompts you to the password page

Conference Phone IP5000, 6000, 7000: Press and hold 1 3 5 7 within the 7-second count down until it prompts you to the password page

Enter the device's MAC ID as the password (e.g 0004f28619dc).

Press the 2nd soft key that corresponds to the mode or (encoding) to change it to A->abc or a->abc.

Then (for example) to select the letter F, press the 3 key three times.

Current Practice

Create or edit phone models in **Admin > Provisioning > Phone Models**. Keep model names precise, store templates in the phone model, and test with one phone before applying a template to many devices.

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