



BroadCloud Carrier - Device Recovery Notes

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This document will be updated as additional information on recovery of devices is made available.

Updated: Polycom Devices

If a manual reboot of the device has not restored service, the below procedure has been effective in allowing Polycom devices manufactured after 2009 to reconnect to the BroadCloud Carrier service.

1. Remove the Polycom device's MAC address out of the Calling Administration Portal (CAP/REP).
2. Factory default the Polycom phone by executing the following procedure:
 - a. Locate the MAC address (serial number) of the phone located on under the phone and write it down. (It will usually start with 0004F2xxxxxx.)
 - b. Restart the phone by cycling power to the device (unplug it, count to 10, then plug it back in).
 - c. While phone is powering back up (you have about 5-10 seconds to complete this step) depress the following keys simultaneously:
 - i. * If you see "loading application" and no countdown on your screen, select **"cancel"** and you'll be able to see the countdown.
 - ii. For SoundPoint IP 320, 321, 330, 331, 335, 430, and 450 press and hold the 1, 3, 5, and 7 on the dial pad at the same time
 - iii. For SoundPoint IP 301, 501, 550, 600, 601, and 650 press and hold the 4, 6, 8, * on the dial pad at the same time
 - iv. For SoundStation IP 5000, 6000, and 7000: 6, 8 and * dial pad keys
 - d. Continue holding down the keys for few seconds until you are prompted to enter the admin password.
 - e. Enter the MAC address of the phone (not case sensitive). To switch between alpha and numeric, depress the # key or the button directly beneath this image on the phone screen (1/A/a) for Soundpoint IP
 - f. The phone will now revert to a factory default and reboot



3. Add the Polycom devices MAC address back into the Cisco Administration Portal.
4. Repoint the Polycom phone back to the Cloud service using the Polycom Manual Flash Procedure located here:
<https://xchange.broadsoft.com/node/428>

If your device was manufactured in 2009 or earlier and you are unable to return your device to service, you may have a Legacy device which is no longer supported by our security requirements and will need to be replaced. You can validate the date of manufacture by examining the console label on the rear of the phone. More details on this process can be found on page 11 of this Polycom document:

<https://support.polycom.com/content/dam/polycom-support/products/voice/polycom-uc/other-documents/en/device-certificates-on-phones-tb37148.pdf>

Please contact your Cisco account manager for assistance and options on Legacy device replacement.

Updated: Yealink Devices

Updating the firmware on the device to an accepted recent version will allow the device to access the BroadCloud Carrier service. Below are the steps required to perform this update from the local network.

1. Perform a factory reset on the device.
2. Download a recent version of the firmware for the device to a local PC which is on the same network as the device to be recovered. Your PC must be on the same IP subnet as your phone.
 - a. Using your PC web browser, navigate to support.yealink.com
 - b. Choose Documents&Firmware
 - c. Choose Desktop IP Phone, Wireless IP Phone, or EOL Products (depending on the model)
 - d. Choose your phone from the list
 - e. Scroll to Firmware and Release Notes
 - f. Select the firmware file (.rom) for your Yealink model and proceed to download the file to your PC. The required firmware versions are:-
 - i. T48G - **35.83.0.120.rom**
 - ii. T46G - **28.83.0.120.rom**
 - iii. T42G - **29.83.0.120.rom**



- iv. T41P – **36.83.0.120.rom**
 - v. T40G – **76.84.0.125.rom**
 - vi. T29G – **46.83.0.120.rom**
 - vii. T48S, T46S, T42S, T41S – **66.84.0.125.rom**
 - viii. W52P – **25.81.0.50.rom**
3. Using the menu on the phone, determine the local IP of the phone
 4. On the PC which has the new firmware downloaded, put the IP address from the previous step into a web browser to access the phone's web interface. Your PC must be on the same IP subnet as your phone.
 5. Enter the username/password of admin/admin to access the web GUI (assuming you have successfully factory defaulted the device)
 6. Navigate to the Settings Tab across the top of web GUI. Within the left column, select the Upgrade option.
 7. Click the firmware upgrade button and browse to the local directory on your PC where the firmware file has been downloaded.
 8. Click Upgrade, and do not power cycle the device until complete. No interruption is allowed, even from the GUI window.
 9. Once the firmware upgrade is completed, navigate to the Settings tab and click on Auto Provision
 10. Enter the provisioning server address into the Server URL. For United States: <https://yealink.sipflash.com>
 11. Click Confirm
 12. Click Auto Provision
 13. This will cause the device to request the files from the provisioning server and reboot
Please note: In some cases, the device may automatically download and install a subsequent firmware update as it reconnects with the service. This is expected behavior.
 14. Once the boot process has completed, the device will be provisioned for use in the BroadCloud Carrier service.