



[Knowledge Base](#) > [Handsets and Device Provisioning](#) > [Polycom Devices](#) > [Polycom VVX 1500 Video Media Phone](#)

Polycom VVX 1500 Video Media Phone

Mike Johnstone - 2026-02-05 - [Polycom Devices](#)

Polycom VVX 1500 Video Media Phone

The Polycom VVX 1500 Videophone has a slightly different UI from other handsets in the Polycom VVX media phone range.

Polycom Settings

- Retrieve the phone's IP Address.
- Home | Status | Network | TCP/IP Parameters >> IP:
- Log in to the phone via the Phones Web UI (with the IP address).
- Copy the MAC address: The phone will land on the Home page. Copy the MAC to notepad, being careful to remove the colon (eg 00:04:F2:BE:B9:97 becomes 0004F2BEB997).
- Enter the Provisioning URI: Settings | Provisioning.
- Set Server type: HTTPS.
- Set server address: <https://poly.tlssip.com>.

Switchboard Settings

1. Log into your account.
2. Go to Switchboard > Device Provisioning.
3. Choose Polycom Generic Config.
4. Copy the MAC address into the MAC address field.

5. Choose DID from the line number selection list (supports up to 5 separate lines).
6. Select VLAN if the phone is using a Metro Voice VLAN configured router.
7. TLS encryption: We recommend leaving TLS as default however select UDP if no encryption is required.
8. Select ADD to add the phone and MAC address to our provisioning database.
9. Restart the phone.

- Tags
- [Device](#)
- [Polycom](#)