VOIP PHONE RESET

PHONE DOES NOT CONNECT – AFTER UNPLUGGING ALL CONNECTIONS

Step 1   Unplug the phone:

If using PoE, unplug the LAN cable.

If using the power cube, unplug the power cube.

Step 2   Wait 5 seconds.

Step 3   Press and hold # and plug the phone back in.

Step 4   When the light on the Mute button and handset light strip turns off and all other lights (Line button, Headset button, Speakerphone button, and Select button) stay green, press 123456789*0# in sequence.

When you press 1, the lights on the line buttons turn red. The light on the Select button flashes when a button is pressed.

After you press these buttons, the phone goes through the factory reset process.

If you press the buttons out of sequence, the phone powers on normally.

Caution

Do not power down the phone until it completes the factory reset process, and the main screen appears.