VoIP Deskphone Factory Reset

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Schlüsselwörter

Cisco Reset VoIP telephone

Lösung (öffentlich)

Factory Reset on a VoIP Deskphone

Under certain circumstances, in rare cases, the configuration and operation of the VoIP deskphone may fail to log in/register with the telephone system. The telephone cannot be used. The Service Desk cannot resolve the problem via remote access after consultation.
If the Service Desk is unable to provide a solution via remote support, the VoIP phone may need to be reset to factory settings on site in order to re-register it with the telephone system. The procedure varies depending on the type of phone and should only be carried out in consultation with the ZIH.

Deskphone Cisco CP-7841
- Unplug the LAN cable connector from the wall socket on the telephone and wait 5 seconds.
- Press and hold the # key and plug the LAN connector back in.
- When the headset and speaker buttons light up and the microphone mute button goes out again, release the # key and enter the following key sequence: 123456789*0#

The LED on the headset button will go out when you start with "1". Each time you enter another digit, the selection button on the rocker switch will flash. The phone will reset and restart. Please ALWAYS leave the LAN plug in the phone during this time.

Deskphone Cisco CP-8851
- Unplug the LAN cable connector from the wall socket on the telephone and wait 5 seconds.
- Press and hold the # key and plug the LAN connector back in.
- When only the headset and speaker buttons are lit, release the # key and enter the following key sequence: 123456789*0#
(Note: On some hardware versions, the headset, speaker, and microphone mute buttons light up simultaneously. In this case, please wait until all three buttons go out again and only the headset and speaker buttons light up again, then release the # key and enter: 1234567890#)

The LED on the headset button will turn off when you start with "1". Once you have entered the entire sequence of digits, the microphone mute button will light up. The phone will reset and restart. Please ALWAYS leave the LAN plug in the phone during this time.