

PHONE RESET

Sometimes it is necessary to reset a phone and clear all the “values” (settings) stored in the memory of the device. It is very easy to do and here are the instructions.

Step 1 – Make sure the phone is not off hook, then press the mute button and release it. Nothing should happen yet.

Step 2 – Immediately dial the numbers “25327” and hit the pound key. Then * to reset and you are finished!

*****NO NEED TO PROCEED** unless the phone still will not work after rebooting.

Note: If the keys make a noise and/or the numbers show up on the screen you’ve done it wrong and you’ll need to start over. Sometimes the phones don’t register the mute key press or if it’s really messed up it might think it is off hook when it’s not. If this is the case unplug the cable in the back and then plug it back in to restart the phone. **Watch the screen closely for all prompts to continue.**

Step 3 – When the display asks for a password it is 1234 and press #.

Step 4 – Then answer the question “Reset all Values?” with an * representing yes

Step 5 – Then hit the # key several times (at least 10) to answer all the next questions with the default answers and then save. Allow the phone time to power cycle before attempting to use it.

If you are not getting service on your phone, please reset it by unplugging the cable from the back of your phone and then plugging it back in. **Do not unplug it while it is resetting.** You can tell it is resetting by the display. Several things should scroll by if it is resetting correctly and when it is done your display will return to normal.

To insure that the phone is working properly, please make sure it is plugged into the port that has the ethernet symbol  not the one that has the computer symbol.

******Please make sure that only ONE cable goes from the phone to the wall.******