Reset Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series to Default Settings

Objective

Resetting the Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series to default setting lets you revert all the settings of the phone to factory default settings. This is typically done when the phone needs to be rid of its settings and be configured with a new one. For example, the phone is to be deployed to another user. You can reset the phone to its default settings before putting in new ones to ensure that the configuration from the previous user is removed from the phone.

This article shows you two ways to reset the Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series.

Before resetting your Cisco IP Phone 7800 Series or Cisco IP Phone 8800 Series, ensure the following:

- The phone should be connected to a Dynamic Host Configuration Protocol (DHCP)-enabled network.
- The Trivial File Transfer Protocol (TFTP) server IP address should be configured with option 150 or option 66.

For the reset to work, you may also need to perform a reset through your call manager. Check your call manager documentation for more details on a reset. The menu for Enterprise phones is different, but the process may still work.

Applicable Devices

- 7800 Phone Series
- 8800 Phone Series

Factory Reset the IP Phone from the Phone Menu

Step 1. Press the *Applications* button on the front of the phone.

Step 2. Scroll down and select **Device administration > Select**. To scroll down you use the Navigation button as shown here.

Information and settings

3	Speed dials	=(
4	User preferences	
5	Bluetooth	*
6	Network configuration	
1 7	Device administration	

2 Select

Step 3. Scroll down and select **Factory Reset > Select**.

Administration

1	Set password	>
2	Date/Time	>
3	Language	English-US>
4	Restart	
1 5	Factory reset	

2 Select

Step 4. Scroll down and select **OK**.

Administration

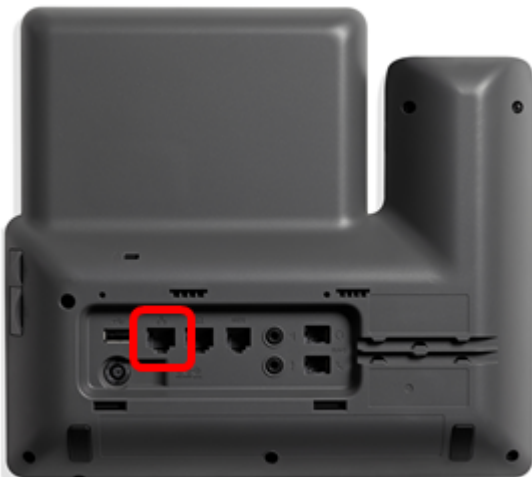|		
1	Set password	>
2	Date/Time	>
3	Language	English-US >

Do you want to perform a factory reset for the system?

OK   Cancel

Reset the IP Phone Using the Keypad

Step 1. Disconnect power from the phone. If you are using Power over Ethernet (PoE) as the power source of the phone, disconnect the Ethernet cable from the phone. If you are using a power adapter, disconnect the power cable.

Step 2. Wait for five seconds.

Step 3. Press and hold the **Pound** (#) key and then reconnect power to the phone.

Keep pressing and holding the pound key.

Step 4. As soon as the mute indicator light turns off, release the pound key and then press **1**, **2**, **3**, **4**, **5**, **6**, **7**, **8**, **9**, *****, **0**, **#**. Timing is everything, so don't delay!

On the 8800 phones, when you press the 1, the headset indicator/LED turns off. This is expected.

You have less than five seconds to finish pressing the keypad, otherwise the reset process will not be successful.

Step 5. After pressing the keypad, the mute button will light up to indicate that the reset process has been initiated. Do not disconnect the power from the phone while it is going through the factory reset process.

Step 6. Wait until the light on the mute button will turn off and the phone will start to reboot. Once rebooted, the reset is now done.

You should now have reset your Cisco IP Phone 7800 Series or Cisco IP Phone 8800 Series to its factory default settings.