Reset Cisco IP Phone 7800 or 8800 Series Multiplatform Phone to Default Settings

Objective

Resetting the Cisco IP Phone 7800 or 8800 Series Multiplatform Phone 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 aims to show you how to reset the Cisco IP Phone 7800 or 8800 Series Multiplatform Phone to default settings.

Note: You might also need to perform the reset process through your call manager if you are using one. Check the information about assigning a phone to another user on the documentation of your call manager.

Applicable Devices

- 8800 Series
- 7800 Series

Reset the IP Phone

Note: Before resetting your Cisco IP Phone 7800 or 8800 Series Multiplatform Phone, 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.

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.
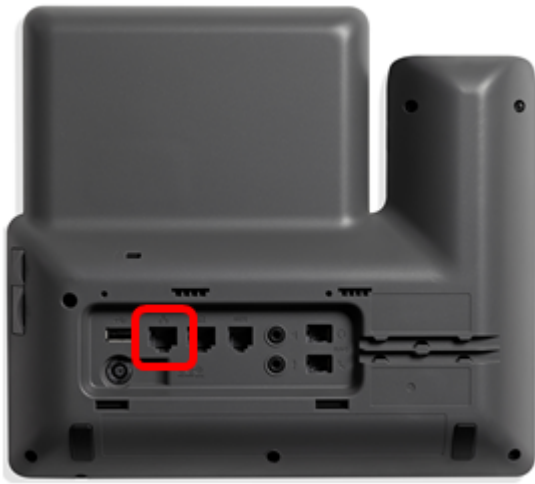
Step 2. After five seconds, press and hold the **Pound** (#) key and then reconnect power to the phone.

Step 3. 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**, **#**sequentially. You should finish pressing all the mentioned keys in less than five seconds, otherwise, the reset process will not be successful.

Note: 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 4. 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 successfully reset your Cisco IP Phone 7800 or 8800 Series Multiplatform Phone to its factory default settings.