

How to Restore Your Cisco Phone to Factory Defaults

A Veracity Guide to Restoring Your Cisco 68XX, 78XX, or 88XX to its Default Settings

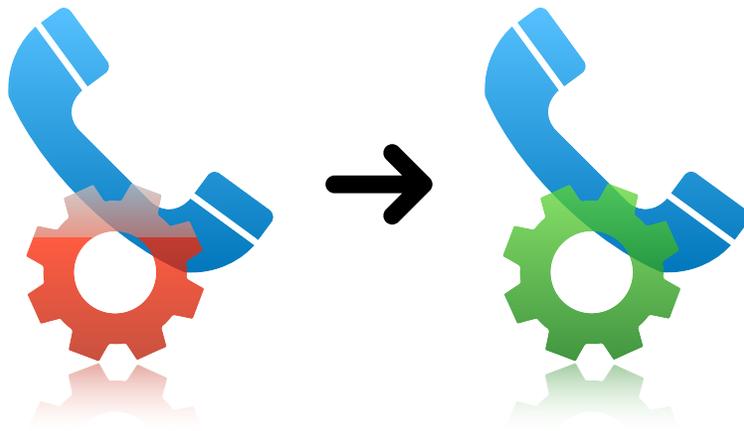


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What is a Factory Reset/Restore?

This is a term that refers to restoring a phone to its factory settings or how it was right out of the box. A factory reset/restore resets all settings, clears all data, and will cause the phone to lose registration.



Before You Begin

Before performing a factory restore, be sure to backup or document all important data such as contacts or personal settings. Your phone will lose its provisioning information and registration after a factory restore; this will keep the phone from being able to make and receive calls.

Some phones will reach out to a Zero-Touch Provisioning (ZTP) server after being restored. Do not interrupt any phone processes as this can cause damage to the phone's software/configuration. If your phone doesn't register after a factory reset, please contact Veracity's Customer Support team.

Method 1: Using the Phone's Menu

If you have access to your phone's menu, this is the easiest and recommended option.



Step 1: Access the Settings and Information Menu

You can access your phones settings by pushing the button with an image of a cog/gear on it.



Step 2: Device Administration

Scroll down and select "Device administration).



Step 3: Factory Reset

Scroll down and select "Factory reset." You'll be asked to confirm. Once you confirm the process will begin.



DO NOT Interrupt the Factory Restore Process

While the phone is restoring, do not disconnect the phone from its power source, press any buttons (unless prompted), or interrupt the process in any other way. This could cause the phone to fail the factory restore process and/or brick the phone (render it unusable and beyond repair).

When the restore is complete, you should see the main screen.

Method 2: Using the Web Interface

Another easy method for factory restoring your Cisco phone, is to use the Web interface of the device. To do this, you will need a computer on the same network as the phone.



Step 1: Locate the Phone's IP address

Before you can log into your phone, you'll need its IP address. You can find this in the *Settings and Information* menu by pressing the cog/gear icon. 

Do the following:

- Scroll down and select "Status." ⓘ
- Select "Network status."
- Select "IPv4 status."

Here you can find your phone's IP address.



Step 2: Access Your Phone's Web Interface

Now that you have the phone's IP address, open a Web browser (i.e. Chrome, Firefox, or Safari) and type the IP address into your browser's URL bar. Press enter/return.

You should be brought to the phone's Web interface. If you need a password, please contact our support team. If you didn't purchase the phone from Veracity, please contact the seller.



Step 3: Access the Admin Page

In the top-right corner of the display, select "Admin Login." You should be brought to the basic section of the Admin page. If you're not in the basic section, select "Basic" in the top-right corner of the page.



Step 4: Factory Reset

Under the "Info" tab, select the "Debug Info" tab. Under the *Factory Reset* heading, select "Factory Reset" and click [CONFIRM FACTORY RESET](#) to confirm.



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Method 3: Using the Keypad

If you're unable to access the phone's menu—or the first method isn't working for you—try using the keypad method.



Step 1: Disconnect the Phone From its Power Source

If you're **using POE**, unplug the Ethernet/LAN cable from the device. If you're **using a Power Cube** (power adapter), disconnect it.



Step 2: Wait 5–10 Seconds

Before reconnecting your phone, wait at least five seconds. Check the next step before connecting your device to a power source.



Step 3: Reconnect the Power Source

Press and hold the pound/hash key (#) **while** plugging the phone back in. When the light on the *Mute* button turns off, release and dial the following sequence **1 2 3 4 5 6 7 8 9 * 0 #**

If done correctly, the factory reset process should begin.



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When the restore is complete, you should see the main screen.

Questions or Issues

Please reach out to our customer service team at 801-379-3000 or 800-213-1315 for additional assistance.

Thank you!