Reset 7900 Series IP Phones if Password is Set

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Introduction

This document describes how to reset the Cisco 7920, 7940 and 7960 IP phones back to the factory defaults.

Prerequisites

Requirements

Cisco recommends this document for personnel involved with IP Telephony networks.

Components Used

Cisco IP phones 7920, 7940, 7960, and the software are not restricted to any specific release.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Reset the 7920 Wireless IP Phone to the Factory Default

Administration options in the Network Config and Phone Settings menus are hidden by default to ensure that users do not make changes that can affect the operation of the phone. You need to start the administration mode on the phone in order to use the options.

Start the Administration Mode on the Phone

Complete these steps in order to open the administration options on the Cisco Unified Wireless IP Phone 7920 so that you can access the hidden options on the Phone menu:

1. Press the **Menu** softkey.
2. Press ⊙ (the star key). Press ⊛ (the pound key), and then press ⊛ (the pound key) again.

3. Press the green key to open the administration mode.

Note: Power cycle the phone or press any of these keys while in the first level submenu and then press the green key to hide the options:

- ♦ any key between 0 and 9
- ♦ * key
- ♦ # key

Reset the Cisco 7920 Wireless IP Phone to the Factory Default

Complete these steps in order to reset the Cisco 7920 Wireless IP phone to the factory default:

1. Choose **Menu > Phone Settings > Factory Default**.

   The phone displays the `Restore to Default?` message.
2. Press the **OK** softkey. All settings are deleted.
3. Choose **Menu > Network Config** in order to reconfigure the network settings for your WLAN.

Reset the 7940 and 7960 IP Phones to the Factory Default

In order to perform a factory reset of a phone if the password is set, complete these steps:

1. Unplug the power cable from the phone, and then plug in the cable again.

   The phone begins its power up cycle.
2. Immediately press and hold # and while the Headset, Mute, and Speaker buttons begin to flash in sequence, release #.

   The Headset, Mute, and Speaker buttons flash in sequence in order to indicate that the phone waits for you to enter the key sequence for the reset.
3. Press **123456789*0#** within 60 seconds after the Headset, Mute, and Speaker buttons begin to flash.

   If you repeat a key within the sequence, for example, if you press 1223456789*0#, the sequence is still accepted and the phone resets.

   If you do not complete this key sequence or do not press any keys, after 60 seconds, the Headset, Mute, and Speaker buttons no longer flash, and the phone continues with its normal startup process. The phone does not reset.

   If you enter an invalid key sequence, the buttons no longer flash, and the phone continues with its normal startup process. The phone does not reset.

   If you enter this key sequence correctly, the phone displays this prompt:

   Keep network cfg? 1 = yes 2 = no
4. In order to maintain the current network configuration settings for the phone when the phone resets, press **1**. In order to reset the network configuration settings when the phone resets, press **2**.

   If you press another key or do not respond to this prompt within 60 seconds, the phone continues with its normal startup process and does not reset. Otherwise, the phone goes through the factory reset process.

Reset the 7941 and 7961 IP Phones to the Factory Default

Complete these steps:

1. Unplug the power cable from the phone, and then plug in the cable again.

   The phone begins its power up cycle.
2. Immediately press and hold **#** and while the Headset, Mute, and Speaker buttons begin to flash in sequence, release #.

   The line buttons flash in sequence in order to indicate that the phone waits for you to enter the key sequence for the reset.
3. Press **123456789*0#** within 60 seconds after the Headset, Mute, and Speaker buttons begin to flash.

   If you repeat a key within the sequence, for example, if you press 1**2**23456789*0#, the sequence is still accepted and the phone resets.

   If you do not complete this key sequence or do not press any keys, after 60 seconds the Headset, Mute, and Speaker buttons no longer flash, and the phone continues with its normal startup process. The phone does not reset.

   If you enter an invalid key sequence, the buttons no longer flash, and the phone continues with its normal startup process. The phone does not reset.

   If you enter this key sequence correctly, the phone displays this prompt:

   ```
   upgrading
   ```

Related Information

- **How to take screen shots from an IP Phone**
- **Cisco 7900 Series IP Phones Q&A**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**