



Maintenance

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Basic Reset

Performing a basic reset of a Cisco IP Phone provides a way to recover when the phone experiences an error. The reset provides a way to reset or restore various configuration and security settings.

The following table describes the ways to perform a basic reset. You can reset a phone with any of these operations after the phone has started up. Choose the operation that is applicable for your situation.

Table 1: Basic Reset Methods

Operation	Action	Expla
Restart phone	Press Services , Applications  , or Directories and then press ***#** . Press Settings and choose Device Administration > Restart .	Reset writte
Reset settings	Press Settings and choose Device Administration > Factory Reset .	Resto
	To reset settings, press Applications  > Admin Settings > Custom Reset .	Resto

Related Topics

[Determine DNS or Connectivity Issues](#)

Factory Reset the Phone with the Keypad

Use these steps to reset the phone to factory default settings using the phone keypad.

Before you begin

You must know if your phone is an original hardware release or if the hardware has been updated and re-released.

Procedure

- Step 1** Unplug the phone:
- If using PoE, unplug the LAN cable.
 - If using the power cube, unplug the power cube.
- Step 2** Wait 5 seconds.
- Step 3** On earlier hardware versions, the Mute button lights up. Wait for the Mute button to turn off.
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Related Topics

[Hardware Versions](#)

Perform Reset All Settings from Phone Menu

To perform a factory reset of a phone,

Procedure

- Step 1** Press **Applications**.
- Step 2** Choose **Admin Settings** > **Reset Settings** > **All**.
- If required, unlock the phone options.
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Perform Factory Reset from Phone Menu

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device administration** > **Factory reset**.
- Step 3** Scroll to **Admin Settings** > **Reset Settings**, and select **All**.
- Step 4** To restore phone configuration or settings to factory default, press **OK**.
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Perform Custom Reset from Phone Menu

Procedure

- Step 1** Press **Applications** .
- Step 2** Scroll to **Admin Settings** and select **Custom Reset**.

- Step 3** To restore phone configuration or settings to noncustomized default, press **Ok**.
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Reboot Your Phone from the Backup Image

Your Cisco IP Phone has a second, backup image that allows you to recover the phone when the default image has been compromised.

To reboot your phone from the backup, perform the following procedure.

Procedure

- Step 1** Disconnect the power supply.
- Step 2** Press and hold the pound (#) key.
- Step 3** Reconnect the power. Continue pressing the pound key until the **Speakerphone**  and **Headset**  buttons turn green.
- Step 4** Release the pound key.
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Remove CTL File

Deletes only the CTL file from the phone.

Procedure

- Step 1** From the **Admin Settings** menu, if required, unlock phone options.
- Step 2** Choose **Reset Settings > Security** .
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Voice Quality Monitoring

To measure the voice quality of calls that are sent and received within the network, Cisco IP Phones use these statistical metrics that are based on concealment events. The DSP plays concealment frames to mask frame loss in the voice packet stream.

- **Concealment Ratio metrics**—Show the ratio of concealment frames over total speech frames. An interval conceal ratio is calculated every 3 seconds.
- **Concealed Second metrics**—Show the number of seconds in which the DSP plays concealment frames due to lost frames. A severely “concealed second” is a second in which the DSP plays more than five percent concealment frames.



Note Concealment ratio and concealment seconds are primary measurements based on frame loss. A Conceal Ratio of zero indicates that the IP network is delivering frames and packets on time with no loss.

You can access voice quality metrics from the Cisco IP Phone using the Call Statistics screen or remotely by using Streaming Statistics.

Voice Quality Troubleshooting Tips

When you observe significant and persistent changes to metrics, use the following table for general troubleshooting information.

Table 2: Changes to Voice Quality Metrics

Metric Change	Condition
Conceal Ratio and Conceal Seconds increase significantly	Network impairment from packet loss or high jitter.
Conceal Ratio is near or at zero, but the voice quality is poor.	<ul style="list-style-type: none"> Noise or distortion in the audio channel such as echo or audio levels. Tandem calls that undergo multiple encode/decode such as calls to a cellular network or calling card network. Acoustic problems coming from a speakerphone, handsfree cellular phone or wireless headset. <p>Check packet transmit (TxCnt) and packet receive (RxCnt) counters to verify that voice packets are flowing.</p>



Note Voice quality metrics do not account for noise or distortion, only frame loss.

Cisco IP Phone Cleaning

To clean your Cisco IP Phone, use only a dry soft cloth to gently wipe the phone and the phone screen. Do not apply liquids or powders directly to the phone. As with all non-weatherproof electronics, liquids and powders can damage the components and cause failures.

When the phone is in sleep mode, the screen is blank and the Select button is not lit. When the phone is in this condition, you can clean the screen, as long as you know that the phone will remain asleep until after you finish cleaning.