

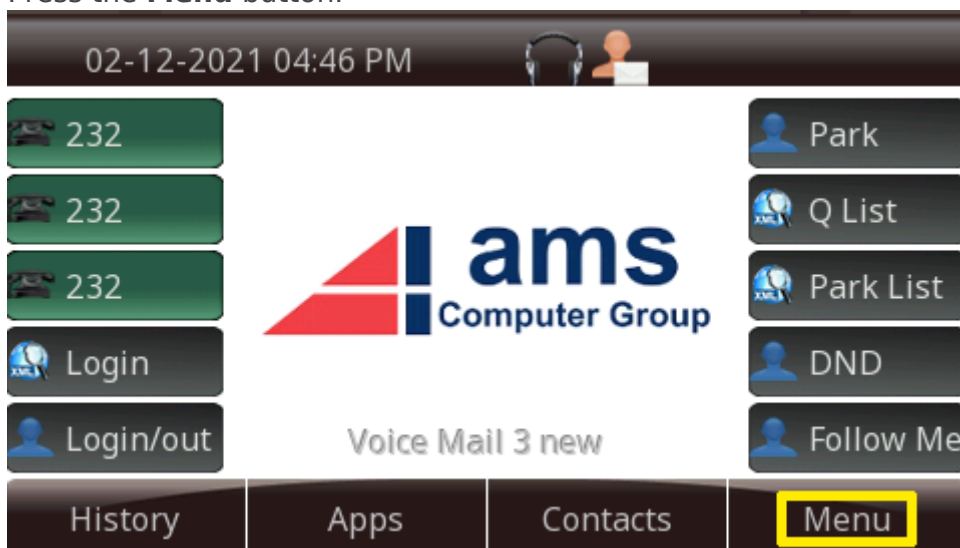
Factory Reset Sangoma Desk Phone

You can reset the phone to factory default settings by using buttons directly on the phone, or by accessing the phone's admin GUI via a local web browser.

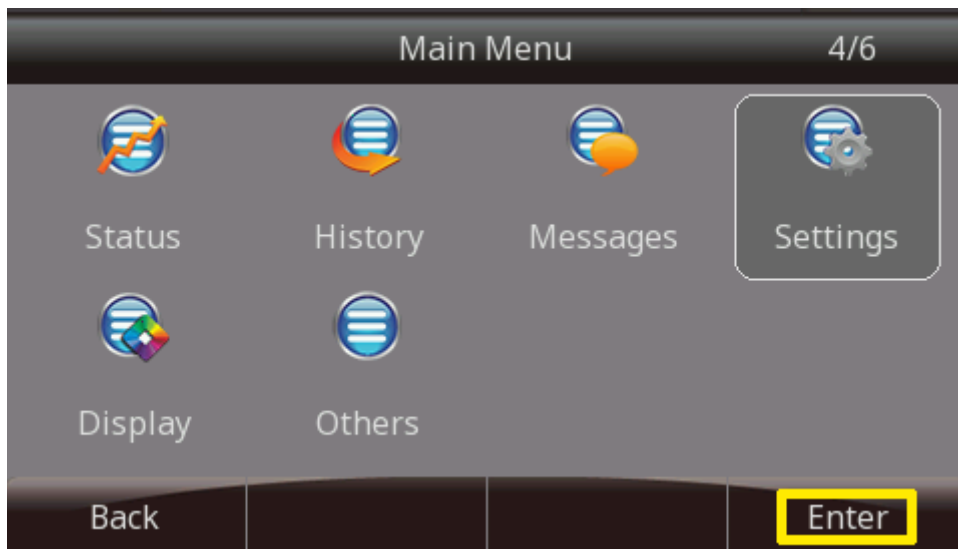
Directly From the Phone

Using this method, you will require an admin password. Please contact AMS to obtain this password before proceeding

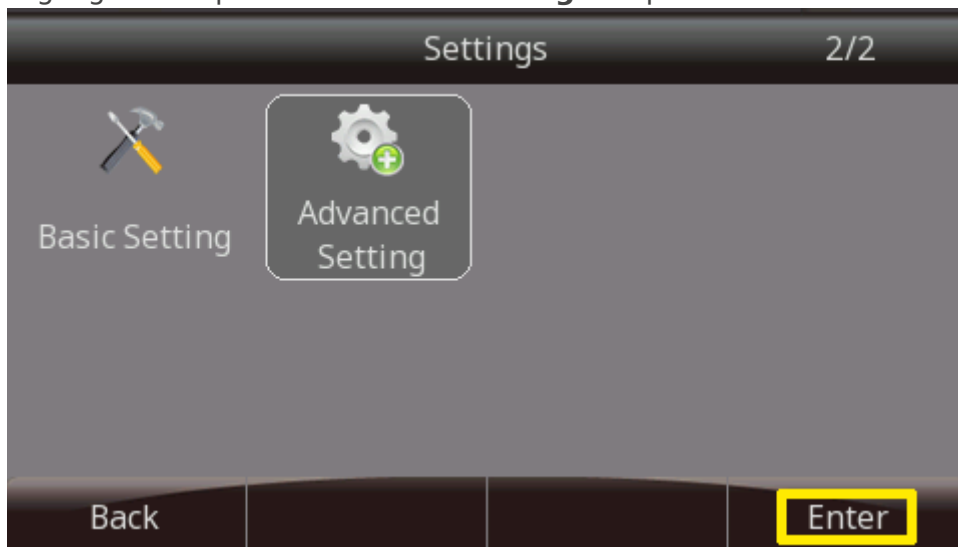
1. Press the **Menu** button.



2. Highlight the option **Setting** and press the **Enter** button.

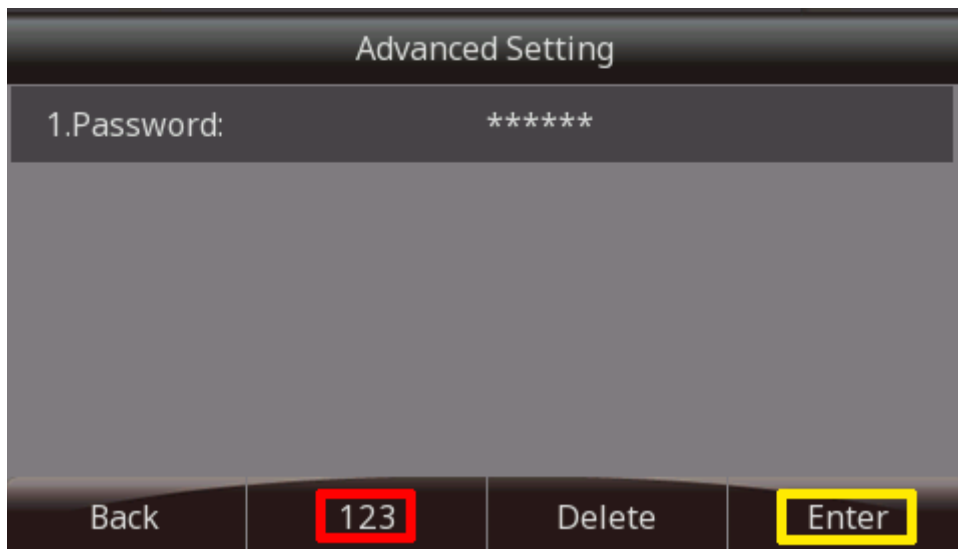


3. Highlight the option **Advanced Setting** and press the **Enter** button.



4. You will then be prompted to enter the password for this device. By default, the password is **admin**. Enter the password using the phone keypad, and press the **Enter** button.

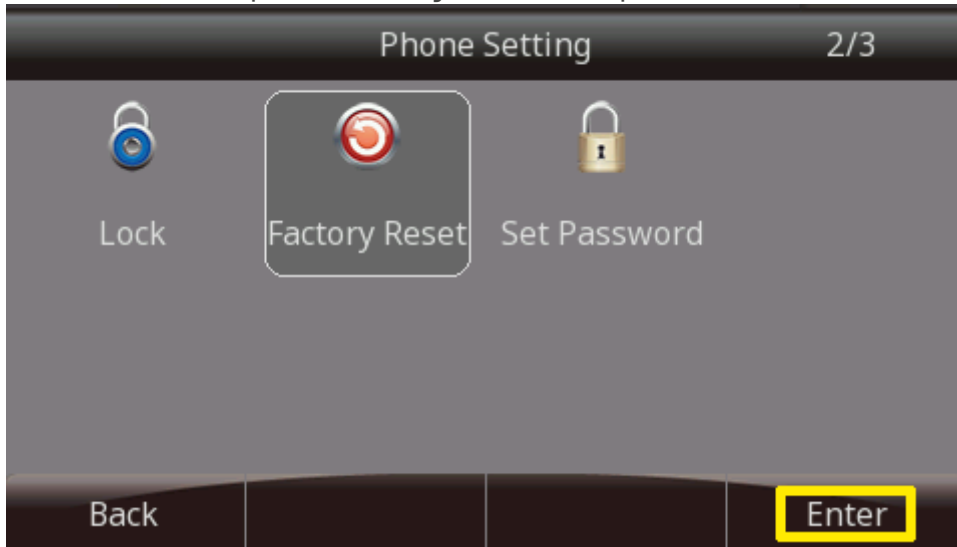
For numeric passwords, it is recommended to press the character selection key (highlighted in red below) to ensure a numeric only keypad is selected.



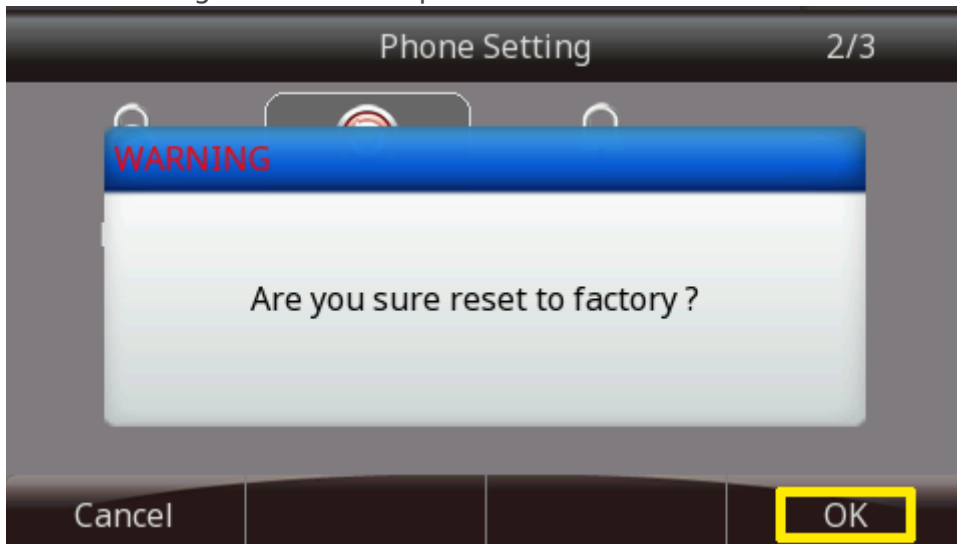
5. Highlight the option **Phone Setting** and press the **Enter** button.



6. Then select the option **Factory Reset** and press the **Enter** button.



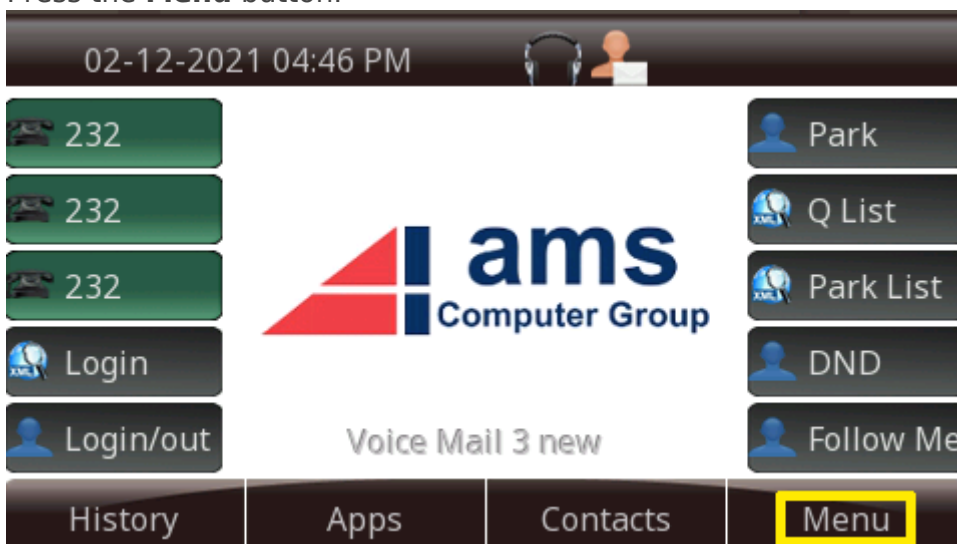
7. A warning message will then appear asking you if you're sure you want to reset to factory default settings. Press **OK** to proceed or **Cancel** to abort.

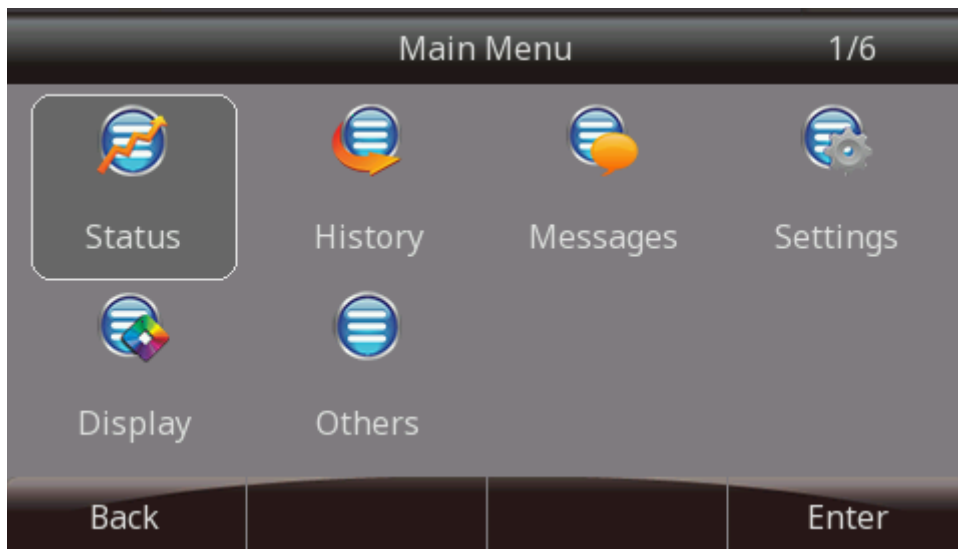


Factory Reset without Password

Option #1

1. Press the **Menu** button.





2. Press the "*" key 3 times and then press and hold the "X" key for 10 seconds.
[Reset-5.png?version=1&modificationDate=1460112951000&api=v2](#)

3. Phone will now perform a factory reset.
[Reset-2.bmp?version=1&modificationDate=1460112948000&api=v2](#)

Option #2

1. When the phone is powering on, during the Initializing step, press the "#" key 3 times and then press and hold the "*" key for 10 seconds.
[Reset-3.png?version=1&modificationDate=1460112949000&api=v2](#)
[Reset-6.png?version=1&modificationDate=1460112951000&api=v2](#)

2. Phone will now perform a factory reset.

Revision #1

Created 2021-02-13 00:45:24 UTC by Jim

Updated 2021-10-26 20:12:18 UTC by Jim