

# AudioCodes Quick Reference Guide

## IP Phone: Restoring Phone to Factory Defaults

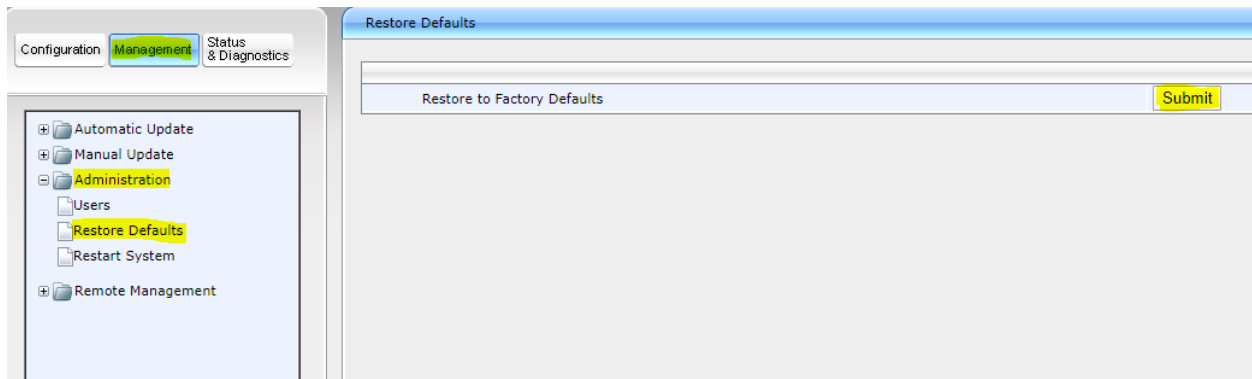
### Background:

This quick reference guide explains the three different methods that can be used to restore the factory default settings to your 400 series IP phone.

### Restoring Defaults Using the Phones Web Interface

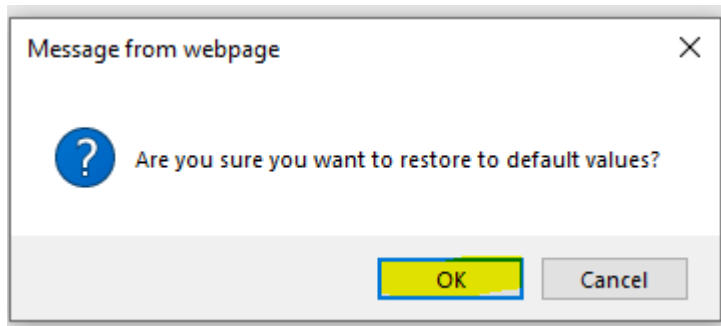
To Restore the phone's factory defaults from the Web interface:

1. Open a browser and navigate to the IP address of the phone.
2. Open the Restore Defaults page found under Management -> Administration -> Restore Defaults.



3. Click on Submit

A message will pop up asking you to confirm.



4. Click on OK.

## Restoring Defaults Using the Phone's Screen

To restore the phone's factory defaults using the phone's screen:

1. Press the Menu key
2. Scroll down to Administration and press OK
3. Enter the Admin password (default 1234) followed by OK
4. Scroll down to Restore Defaults and press OK
5. A warning screen will ask you to confirm – press the Yes softkey.

## Restoring Defaults Without Needing Access to the Administration Menu or Access to the Web Interface.

In some rare cases you may find that you are unable to access the web interface of the phone, the buttons on the phone may be unresponsive or you do not know the Administrator password.

In this case you can restore defaults by following these steps:

1. Press the OK + MENU keys simultaneously.
2. While keeping them pressed, unplug the power cable or ethernet LAN cable if POE is used.
3. Plug the power cable or LAN cable back into the phone while continuing to press the OK + MENU keys for about 5 seconds.
4. Release the OK + MENU keys. The phone's settings are restored to their defaults.

### For any further questions regarding this topic or other technical topics:

- Contact your AudioCodes Sales Engineer
- Visit our AudioCodes Services and support page at <https://www.audiocodes.com/services-support>
- Access our technical documentation library at <https://www.audiocodes.com/library/technical-documents>
- Access to AudioCodes Management Utilities is available at [https://services.audiocodes.com/app/answers/detail/a\\_id/20](https://services.audiocodes.com/app/answers/detail/a_id/20)
- Contact Technical Support to submit a support ticket at <https://services.audiocodes.com>