

How to do a Remote Factory Reset on the Cisco IP Phone 7800 and 8800 Multiplatform Series

Objective

Resetting the Cisco IP Phone 7800 or 8800 Series Multiplatform Phone to default settings allows you to revert all the configuration of the phone to factory default settings. This is typically done if you want to remove the existing settings of the phone and reconfigure it like the first time.

This article aims to show you how to perform a remote factory reset on your Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series through a web browser.

Applicable Devices

- IP Phone 7800 Series
- IP Phone 8800 Series


Software Version

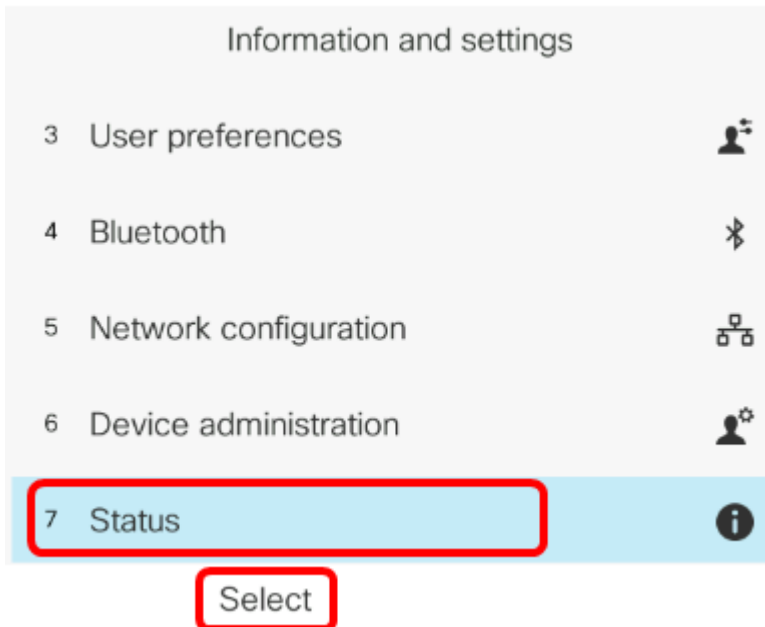
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How to do a Remote Factory Reset

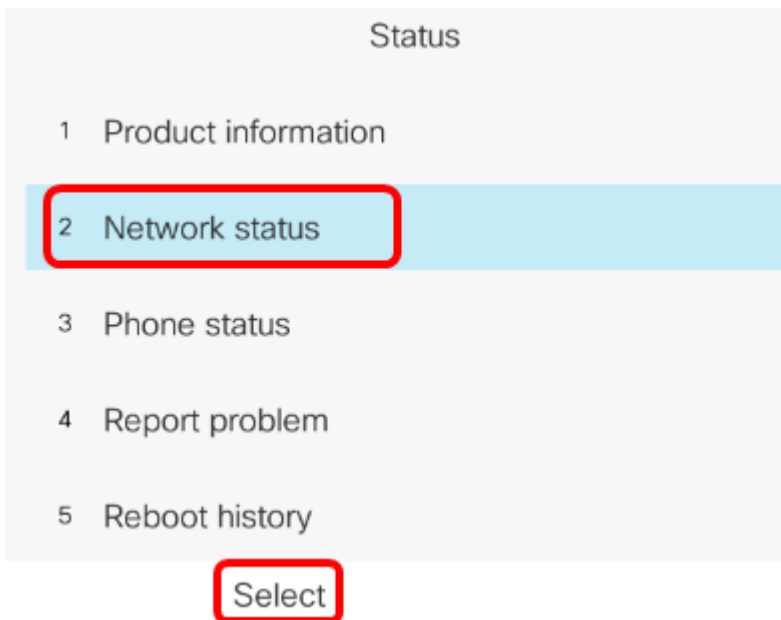
Step 1. On your IP Phone, determine its IP address by pressing the **Applications** button.



Step 2. Using the Navigation cluster  button, navigate to **Status** and press the **Select** softkey.



Step 3. Navigate to **Network status** and press the **Select** softkey.

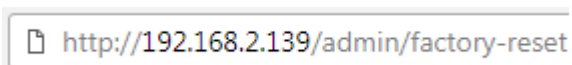


Step 4. Look for the IP address and take note of it. In this example, the IP address is 192.168.2.139.

Network status	
Network type	Ethernet
Network status	Connected
IP address	192.168.2.139
VLAN ID	4095
Addressing type	DHCP

Step 5. On your computer, launch a web browser and enter the following format in the address bar: `http://<Phone IP>/admin/factory-reset` and then press the **Enter** key.

Note: In this example, the phone has the IP address of 192.168.2.139 thus, `http://192.168.2.139/admin/factory-reset` is entered in the address bar.



Step 6. Click the **CONFIRM FACTORY RESET** link to proceed with the reset process.

Click **CONFIRM FACTORY RESET** to reset phone
You will be redirected to configuration page in 10 seconds.
If you are not redirected automatically, you can click [here](#) to return to the configuration page.

Step 7. Wait for a few moments while the phone is resetting. You will also notice that the phone will reboot after the reset process has been completed.

Phone will be factory reset and reboot.
You will be redirected to configuration page in 60 seconds.
If you are not redirected automatically, you can click [here](#) to return to the configuration page.

You should now have successfully performed a remote factory reset on your Cisco IP Phone 7800 Series or Cisco IP Phone 8800 Series.