

Performing the factory reset on Cisco 7945, 7965, 7975 IP Phones

Following the steps below to successfully factory reset your Cisco IP phone:

1. Unplug the power cable from the ip phone and then plug it back in.
2. While the phone is powering up, **and before the Speaker button flashes on and off**, press and hold the hash # key.
3. Continue to hold # until each line button (right of the LCD screen) flashes **on** and **off** in sequence in orange color.
4. Now release the hash # key and type the following sequence **123456789*0#**
After the sequence has been entered the line buttons on the phone flash orange, then green and the phone goes through the factory reset process. This process can take several minutes and the firmware of the IP Phone will be erased.

When complete, the IP phone will reboot and the bootloader will try to obtain an IP address via DHCP. The IP phone also expects the IP address (**option 150**) or the name (**option 66**) of the TFTP server to be delivered by the DHCP server. This is why these DHCP options are critical at this phase.

TFTP Server IP to enter into the SCCP phone. 74.112.28.18