How to Factory Default the IP Office KSU

Telquest Tech Support

Please read this carefully.   It may not work the way you may think it does.

Get a paperclip

On the right side rear of the KSU there is a small hole with the word RESET above it.

Place the paperclip in the hole.

Press in and HOLD until the CPU LED on the rear of the KSU begins to **FLASH Orange**.
It will take about 10-15 seconds until it begins to FLASH Orange.

Note: If you don't see it FLASHING after 15 seconds, release the Rest Button anyway.
If you hold it too long, you will erase the operating system of the KSU.

Once the CPU LED begins to FLASH Orange, release the RESET.
You MUST release the Reset at this point or you may erase the Operating System of the KSU....

The KSU will go to factory default and it takes 4 to 5 minutes to complete.

Note: Avaya keeps changing the names of the modes and choices.

If you have an Essential/IP Office/Standard Mode KSU, then it may come back up in the Quick Mode.

If it does then go to   File / Advanced / Change Mode (in the Manager Program) and select Mu Law or what ever the correct mode you want the KSU to be in.

Also Note:

Defaulting the KSU to Factory Settings will not erase any Auto Attendant Greetings or Voice Mail Greetings or Messages since they are stored on the SD Card.