Reset to Factory Defaults - Avaya 9600 Type Phones
Telquest Tech Support

Power down the phone.

Wait 20 seconds and then power it back up.

When you see "Press * to program" in the LCD, press the * (STAR) on the keypad.

You will see "Enter code:"

Using the keypad, dial 27238#

Use the down arrow on the navigation disk and scroll down and select the word CLEAR.

Press the OK button.

Now press the button below the LCD where it says CLEAR.

The phone will begin to reset to factory default settings.

It will restart when done.

When you see "Press * to program" in the LCD, press the * (STAR) on the keypad.

You will see "Enter code:"

Using the keypad, dial 27238#

Use the down arrow on the navigation disk and scroll down and select the word ADDR.

Press the OK button.

Now select and enter the values for each parameter.

When finished press BACK and then EXIT.

The phone will reboot and try to connect to the KSU.