

**blueface**<sup>®</sup>

A COMCAST **BUSINESS** COMPANY

# Device Factory Reset Mini Guide

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## 1. Introduction

The purpose of this document is to provide details on how to transfer your device to a different provider.

From Blueface's point of view, once we have removed your device(s) from the UC portal, you will need to complete a factory reset before the new device is configured with your new provider. After the factory reset has been performed, you should be able to provision your device(s) with a new provider. This document will outline the factory reset steps for each device type that we support.

Once the device is factory reset, you can have a network administrator check to see if the devices are trying to connect to the below Edge Proxy addresses. If the device is no longer contacting the below IP addresses, the device is not synced with Blueface and is free to connect to a new provider.

45.155.29.26  
45.155.29.27  
45.155.29.28  
45.155.29.29  
45.155.29.30  
45.155.29.31

If you run into any issues, please contact the Support Team at [support@blueface.com](mailto:support@blueface.com) or call (Ireland) 01 524 2000 or (UK) 020 7100 4208.

**NOTE:** *We cannot guarantee that the devices that you have purchased will be supported by or will work with other providers. Please ensure that you discuss this with your new provider.*

## 2. Panasonic

**NOTE:** Please note that Panasonic no longer manufactures any business phone solutions, and these devices are End of Life. Because of this, many alternative providers may not support these devices.

### 2.1 Panasonic KX-TGP500 / Panasonic KX-TGP550

#### Handset Factory Reset

- 1) Ensure the phones & your PC are connected to the same internet network.
- 2) Get the I.P. address from the phone. (Menu > IP Service > Network Settings > IP Setting)
- 3) Enable the Phones Web UI.
  - a) **[Menu] > [IP Service] > [Network Settings] > [Embedded Web] > [On]**
  - b) You will hear a long beep - if you don't hear the beep, the device is faulty. The device cannot be used with any provider and should be properly disposed of.
- 4) Enter the IP address to your web browser.
- 5) Enter the authentication username: "customerserviceid" and password: "cspass".
- 6) Select the maintenance tab (on the top right)
- 7) Select **[reset to factory defaults]**
- 8) Wait for the base unit to reboot automatically.

#### Pairing TPA050 with base

- 1) On the cordless phone - Press **[Menu]**
- 2) Scroll to and select **[Initial Settings]**
- 3) Scroll to and select **[Registration]**
- 4) Select **[Register Handset]**
- 5) On the TGP500 / TGP 550 base station press the **[All]** button for 4 seconds (this button is located above the keypad).
- 6) On the cordless (TPA50) press and hold **[Ok]** for 4 seconds.
- 7) Enter pin "0000" when prompted.

## 2.2. Panasonic KX-TGP600

To factory reset your TGP600 base station, you will need to follow the instructions below on your Panasonic KX-TPA60 or Panasonic KX-TPA65 devices.

- 1) Press the **[Menu]** softkey (middle softkey) at the bottom of the screen.
- 2) Select **[System Settings]**
- 3) Enter # - 1 - 3 - 6 on the keypad.
- 4) Select **[Yes]** when asked if you are sure you want to factory reset the phone.

When you move the phones to your new provider, you will need to unpair the handset from the TGP600 base station and repair the handset to the base station. The steps to do this are included below.

To unpair handset from base:

- 1) On the Handset, press [Menu].
- 2) Select [Setting Handset]
- 3) Select [System Option]
- 4) Select [Cancel Base]
- 5) The base station should be highlighted on the screen. Press the [Check] button.
- 6) Select [Yes]
- 7) The handset's display should say Register Unit

To re-pair the handset (TPA60 or TPA65) to the base:

- 1) FROM THE HANDSET
  - a. Hold down the **[OK]** button on the handset until it says Please Wait
- 2) FROM THE BASE
  - a. Hold down the small button on the side of the base until the light flashes RED.
- 3) FROM THE HANDSET
  - a. Wait for a few more seconds until the phone displays **Registered**.

Your TPA60 / TPA65 device will start to provision and downloading settings from the server. There will be multiple downloads that take place over a 10-minute period.

**NOTE:** *The Factory Reset may need to be completed 2 or 3 times to be successful.*

## 2.3 Panasonic HDV Series

The factory reset instructions below apply for the Panasonic KX-HDV130, KX-HDV230, KX-HDV330, KX-HDV340 devices.

From your device, follow the below steps:

- 1) Select **[Menu]**
- 2) Select **[System Settings]**
- 3) Ignore the text on the screen and enter **# - 1 - 3 - 6** on the keypad
- 4) Select **[Yes]**
- 5) Select **[Confirm]**

It will take several minutes for the phone to restart, and it may need to download updates from the server.

## 2.4 Panasonic UT Series

The factory reset instructions below apply for the Panasonic KX-UT113, KX-UT123, KX-UT133, KX-UT136 devices.

From your device, follow the below steps:

- 1) Press **[Setting]** or **[Setup]** and enter **# - 1 - 3 - 6** on the keypad.
- 2) Scroll with the up/down arrows and select **[Factory Setting]** and select **[ENTER]**.
- 3) Scroll with the up/down arrows select **[Yes]** and select **[ENTER]**.
- 4) Finally scroll up/down and select **[Yes]** and select **[ENTER]**.

It will take several minutes for the phone to restart, and it may need to download updates from the server.

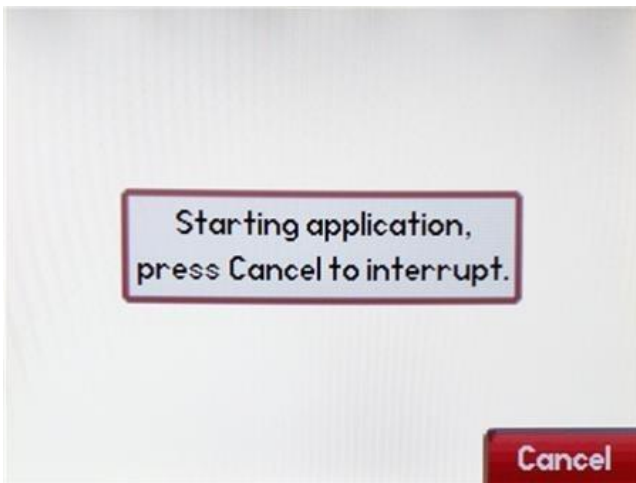
## 3. Poly

### 3.1 Poly VVX Series & Poly Trio

The factory reset instructions below apply for the Poly VVX150, VVX250, VVX350, VVX450, Trio 8300, Trio 8500, and Trio 8800 devices.

To reuse your device, you will need to perform a MAC Factory reset by following the below steps.

- 1) Unplug the power cable from the phone to turn it off.
- 2) Take note of the MAC Address. The MAC Address is a code that can be found on the back of the phone.
- 3) Turn on the device by plugging in the AC Adapter or Power over Ethernet Network Cable.
- 4) When the Loading Application screen appears, press **[Cancel]**.



- 5) As soon as the Welcome message appears, press, and hold down **1 – 3 – 5** at the same time.
- 6) Release these keys only when seeing the Enter Password message.
- 7) Enter the password. The password is the phone's MAC Address.
  - a) There are two typing modes on the VVX.
  - b) The third button from the right on the screen will be labelled 1->Aa (one, arrow, capital A, lowercase A).
  - c) The first character in this chain is the current keypad output, so in the following output 1 -> Aa will provide "1, 2, 3", A -> a1 will provide "A, B, C" and a -> 1A will provide "a, b, c".
  - d) Pressing the 1->Aa button will change the input method to the next sequential character. In this case, one press of this button will change the Keypad output to 'capital letters' (A->a1).
  - e) Each press of the key will enter the letter assigned to that specific key. For example, to produce an "F", the 3-key would need to be pressed three-times. To produce a "T", the 8-key must be press only once.

**NOTE:** You should allow a 3-second pause before entering the next character in the MAC address. If the character is repeated, like FF, then press the 3-key three times, pause for 3 seconds, then press 3-key three times again. This pause allows the cursor to move to the next position.

8) Once you have finished entering the MAC address, select **[Enter]**

If done correctly, the phone should go through multiple cycles of turning off and turning back on. It will take roughly 15-20 minutes for the phone to come back online. If this does not work, the phone will quickly show an error message. You will need to call your new provider to ensure the phone is set up on their end and you will need to perform the factory reset again.

**NOTE:** *If you set-up the device on the new provider's platform, it will contact the new provider's provisioning server. After you key-in the password (MAC Address) successfully, don't do anything if you see "Set Admin Password" on the screen, just wait until the provisioning is completed.*

*If your device is not set-up yet on the new provider's platform, after you key-in the password (MAC Address) successfully, the phone will be stuck on the "Set Admin Password. The default password to use is 4-5-6.*



## 3.2 Poly IP Soundsystem

The below instructions are required for Poly IP Soundsystem 5000 devices.

- 1) Disconnect the device from power by removing the cable from the ethernet port on the bottom of the device.
- 2) Wait 5-10 seconds, and then reinsert the cable into the ethernet port. The device will start to boot up.
- 3) When the device is booting, a **[Cancel]** softkey will be available. Press the **[Cancel]** softkey.
- 4) The screen will then show a 10 second countdown, once this countdown reaches zero the device will restart, and you will be back to Step 1. This means you need to complete the next step before the countdown reaches zero.
- 5) Hold down the following keys: **1 – 3 – 5 – 7** simultaneously until you see the screen prompt you for a password. The password is the Serial Number (or MAC address) of the device that is located on a sticker underneath the device or on the UC Portal
- 6) Input the password. It can be tricky to enter as the phone uses T9 inputs (think text messaging on a Nokia 3310), and you will have to switch between numeric and uppercase alphabetic characters.
- 7) The device will power cycle and begin resetting. This can take 10-15 minutes. The device may power on and off multiple times during this process. Ensure that the device remains connected to both power and internet during this time.

## 4. Snom

### 4.1. Snom D Series

The factory reset instructions below apply for the Snom D713, D717, D735, and D785 devices.

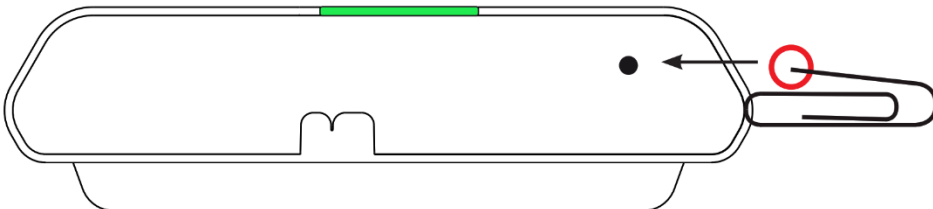
- 1) Press **\*\*##** to reboot the device, but hold the final #, while the phone boots up in *Rescue Mode*
- 2) Choose Option 1 [**Settings Reset**]
- 3) Press any key when prompted.
- 4) Device will be reset after start-up.

If the customer sees a *Not Registered* message stuck on their screen, you can skip the **\*\*##** portion of the reset and manually force the restart by removing power yourself and holding # when you plug the device back in. This should produce the *Rescue Menu*. From here, please continue from Step 2 above.

### 4.2 Snom M Series

The Snom M400 base station works with either a Snom M30 or M70 cordless phone. To factory reset this device, follow the below steps.

- 1) There is a **Reset** key on the bottom of the Snom M400. This is used to reset the base but if there is a device paired to it, it will not need to be repaired after the reset.
- 2) To perform the Factory Reset, press the reset key with an object (end of a paperclip) for at least 10 seconds.



You can also factory reset the individual cordless phones by following the below steps:

- 1) Select [**Menu**]
- 2) Select [**Settings**]
- 3) Select [**Reset Settings**]
- 4) Enter the Default Pin: **0000**
- 5) When asked if you are sure you want to reset the device, select [**Yes**]

**NOTE:** After the reset, the device will still be paired to the base station but all settings such as Call History, Device Contacts, etc will be wiped.