

Resetting a 4610SW or 4621SW IP phone to Factory Settings

To remove a device from the system using a web browser

1. Access the **System Options** home page.
2. In the **Set Management** list, click **Remove Extension**.
3. From the **Extension To Remove** list, select the extension from the drop-down list.
4. Click **Validate**.
5. When you are prompted to remove the extension, click **Remove Extension**.
When the process completes, a confirmation message is displayed on the device that had its extension number removed.
6. Unplug the device from the network. Connect the telephone to the LAN and it will join the network.

To remove a telephone from the system using a Quick Edition IP telephone

1. Using any telephone, display the **System Options** menu.
2. Select **Set Management** on the **System Options** menu.
3. Select **Remove Extension** on the **Set Management** menu.
The extension number of the telephone that you accessed is displayed.
4. Perform one of the following actions:
 - To remove the telephone that you accessed from the system, select the **Next** softkey.
 - To remove a different telephone, enter the extension number of the telephone, and then select the **Next** softkey.
5. When you are prompted to remove the extension, select the **Yes** softkey.
When the process completes, a confirmation message is displayed on the device that had its extension number removed.
6. Unplug the device from the network.

Note:

If you were performing this procedure to reset the device to factory defaults, connect the device to the LAN and it will join the network.

Resetting a G10 PSTN Gateway to Factory Settings

There are two reasons for resetting a G10 PSTN gateway to factory settings. Reset the G10

PSTN gateway when:

- the device is operational but you want to remove the G10 PSTN gateway from the system,
or
 - you want to move the G10 PSTN gateway to a different one-X Quick Edition network.
- You can reset and power cycle a G10 PSTN gateway as follows. These steps reset the G10 PSTN gateway to factory settings. The procedures assume that no telephone cords (PSTN lines) are connected to the FXO ports on the rear panel of the G10 PSTN gateway.

To reset a G10 PSTN gateway to factory settings:

Note:

Before you begin, verify that the Power LED on the G10 PSTN gateway is green. If the Power LED is red, see [To reset a G10 PSTN gateway when the Power LED is red](#) on page 20 instead.

1. Press and hold the Reset button on the rear panel of the G10 PSTN gateway.
2. When the Power LED turns red and line LED L1 on the front panel turns green, release the Reset button.

The line LEDs turn green one at a time in sequence, as each stage of the reset process completes.

3. Wait until line LEDs L3 and L4 both turn solid green at the same time, and then disconnect the supply of power to the G10 PSTN gateway.

4. Perform one of the following actions:

- If the G10 PSTN gateway is operational but you want to remove the G10 PSTN

4. Perform one of the following actions:

- If the G10 PSTN gateway is operational but you want to remove the G10 PSTN gateway from the system, unplug the G10 PSTN gateway from the LAN.

- If you want to move the G10 PSTN gateway to a different one-X Quick Edition network, see [Installing a G10 PSTN Gateway on page 16](#).

To reset a G10 PSTN gateway when the Power LED is red

1. Disconnect the supply of power to the G10 PSTN gateway, and then reconnect the supply of power.

2. Press and hold the Reset button on the rear panel of the G10 PSTN gateway until LED L1

on the front panel turns green, and then release the Reset button.

The line LEDs turn green one at a time in sequence, as each stage of the reset process completes.

3. Wait until line LEDs L3 and L4 both turn solid green at the same time, and then disconnect

the supply of power to the G10 PSTN gateway.

4. Perform one of the following actions:

- If the G10 PSTN gateway is operational but you want to remove the G10 PSTN gateway from the system, unplug the G10 PSTN gateway from the LAN.

- If you want to move the G10 PSTN gateway to a different one-X Quick Edition network, see [Installing a G10 PSTN Gateway on page 16](#).