If your Cisco IP phone is not functioning as designed, one troubleshooting step you can perform is a "soft reset." This takes about two minutes and is very easy to do by performing the following steps:

1.) Press the settings button.
2.) Select Administrator Settings.
3.) Then select Reset Settings.
4.) Then select All Settings.
5.) It will then prompt you with a warning Select Reset.

What to expect:

- Your phone will say Not Registered, and then the screen will go blank. This is to be expected.
- Once complete, your line appearances should be restored, and the phone should look normal.

If your phone is still not functioning correctly, please open a ticket with your Help/Service Desk Support Team.