Method 1: Software Reset (Using the Phone Menu)

This is the recommended method for factory resetting your Cisco 8861 phone.

1. Press **Settings** button (the gear icon) on your phone to access the Applications Menu.
2. Select **Admin Settings**.
3. Select **Reset Settings**.
4. Choose **All Settings**.
5. Confirm the reset by selecting the **Reset** soft key that appears on the screen.
6. The phone will then be rebooted, and the reset process will be completed.

Method 2: Hardware Reset (Using the Keypad)

Use this method if you cannot access the phone's menu.

1. **Disconnect the power** from the phone, either by unplugging the Ethernet cable (if using Power over Ethernet - PoE) or the power adapter.
2. **Wait** for at least five seconds.
3. **Press and hold the # (pound) key** on the keypad.
4. **While still holding the # key, reconnect the power** to the phone.
5. **Release the # key** as soon as the mute indicator light on the phone turns off.
6. **Immediately enter the following sequence** on the keypad: 1234567890#*.
7. **Do not power down** the phone until the main screen appears, indicating the reset is complete.

Admin Password is 480723