	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Resetting Bothersome Phones	

Sometimes people report issues listening to voicemail, transferring calls or performing other phone functions requiring the use of the various function buttons or soft keys on their Polycom phones.

Another periodic complaint is that the phones are "slow". For example, when dialing it may take a few seconds for the sound of a keypad number push while dialing to be heard back in the headset.

These issues can typically be fixed by doing a simple power cycle of the phone. This is done by turning the phone over and removing and reinserting the cable connecting the phone to the wall. The whole process takes about one minute and can be done while your computer is on and logged on. Your computer will automatically reconnect to the network after the phone reboots.

When you turn the phone over, it will look something like the picture below (your cable colors may vary).
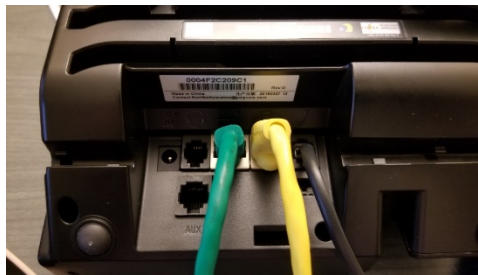
- The rightmost cable (**black** in the above photo) is connected to your telephone handset, no need to mess with this one.
- The middle cable (**yellow** in the above photo) is connected to your computer, leave this one alone also.
- The left cable (**green** in the above photo) is connected to the wall jack, this is the cable to play around with!

To remove the cable, push in the locking tab on the plug (towards the bottom of phone in the picture and) and simply pull it out. Wait a second or two and push it back in.

To help you visualize the procedure, the picture below is a closeup of the cable plug, you can see the locking tab on the side of the plug facing you.
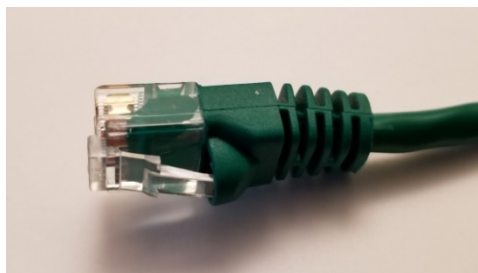
As always, if you are having issues with the phone and you are not comfortable performing this recovery procedure, please give the IT Department a call (ext. 5000) or email and I will drop by to assist you.