ITC Cloud – Avaya J169 Factory Resetting Phone

On the ITC Cloud system when phone is asking for username and password please complete the following steps:

*Select "Admin"

*Enter password 27238 – Enter

*Scroll down to "Reset to Default"

*Phone will ask "Clear and reset phone" select yes

Phone will reboot

*Phone will ask "Auto Provision" select yes: The phone will reboot again; this process can take a few minutes and may ask to "Auto Provision" a few more times as well as reboot a few more times.