

## **How To Power Cycle Your Phone**

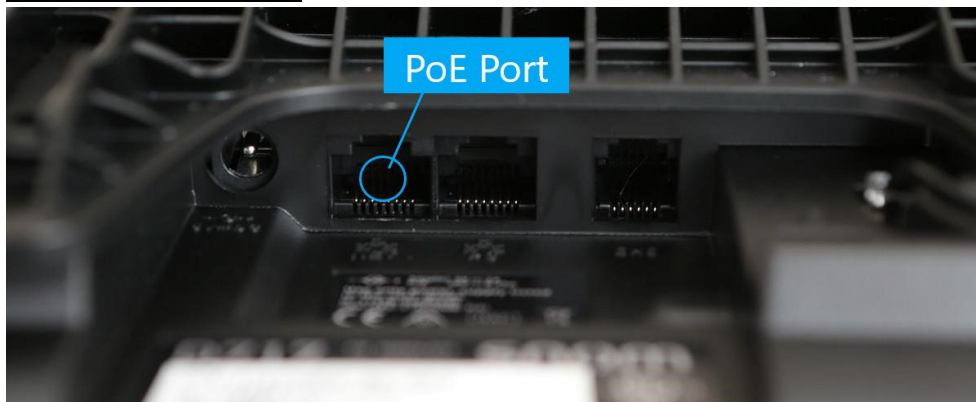
If you are having difficulties with your phone (for example, the phone screen says “Unregistered” because it is not connecting correctly to your network), the first step is to power cycle your phone – in other words, turn it off and turn it back on again. Power cycling will allow the phone to reboot and begin working again properly.

Power cycle the phone by unplugging the power cord for 10-15 seconds and then plugging back in. NOTE: your phones receive power via an ethernet cord that provides both power and internet connection (this is called PoE). Please ensure that when plugging an ethernet cord back in that it is plugged into the correct port on the phone, as having it plugged into a port other than the “NET” port (see labeled PoE ports in photos) will cause the phone to not work correctly.

### **Snom D785 – PoE Port**



### **Snom D717 – PoE Port**



If power cycling your phone does not solve the problem, please submit a support request for further assistance.

All training tips and manuals can be found at any time on our website at [www.provistasolutions.com](http://www.provistasolutions.com). Please contact your department administrator for additional information or assistance.