Resetting an Audiocodes 420/440 Telephone

1. Unplug the network cable from the back of your telephone. (The network cable is the cable on the far left of the phone if you are looking at the back of the telephone.) Verify the display goes completely off. If it does not, you may have a power adapter also plugged in to the phone. If so, remove it. After about 10 seconds, reinsert the network cable, and the power adapter, if needed. A reboot will occur and can take two to three minutes to complete registration.

2. Upon completion, your telephone will either automatically sign in or will require you to manually sign in. *(If your phone requires a manual sign in please see steps 3 thru 6 below)*

3. Press the Sign in soft key located directly below the LCD screen. Enter your phone number (4-digit campus extension).

4. After entering your extension, navigate down to the Pin code field by using your down control on the navigation pad *(navigation pad shown below)*

5. Enter your PIN – your PIN is defaulted to 6878 if you have not changed it via https://dialin.mtsu.edu – *(note your phone PIN is not the same as your voicemail PIN) (see item 7 below to reset PIN if you have previously changed the phone PIN and have forgot the PIN code)*

6. After entering your PIN press the Sign in soft key – your phone should sign in and reconnect service. Once it does, you will see your name in the upper left corner of the phone display.

7. To reset your phone PIN, visit https://dialin.mtsu.edu.
   a. Select Sign In
   b. Username: fsa.mtsu.edu\username (username is your FSA username)
   c. Password: FSA password
   d. Select Reset Your PIN. Enter new PIN and confirm. Attempt to sign in to your phone with the new PIN code following steps above.

8. If your attempts to restore service are unsuccessful, please contact Telecommunication Services at 615-898-2991.