

FAQ - I've been told I need to do a reset on my system – how do I do that

DSU, DSUI, FX and DXP system resets: Shut down VM System, if you have one. Unplug the System Battery Backup from KSU socket (be sure to plug it back in the right way or you can damage your system) Unplug power cord running to external BBU. Wait 2-5 minutes. Plug System back into the external BBU. Plug System Battery Backup into the socket. Turn on the Power switch to VM. This should reset all phones.

Resetting the system may be a fix for a glitch in the system, but should not be a frequent remedy. If you have to reset your system more than once in a great while, please call our service department to schedule a technician to diagnose problems that may require technical programming. Service: 1-630-966-1919 ext 18