



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

Note at any time that you are working on or around electronic equipment, it is important to remember that static shocks can damage your sensitive electronic equipment. If your equipment is in an area that is prone to static electricity buildup (such as carpeted areas in a low humidity environment) discharge any built up static electricity you may have accumulated prior to touching any electronic component.

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 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.

DX80 & DX120 Systems - Press the Black On / Off toggle button to the Off position. Wait 5 minutes. Turn the system back to the On Position and wait for all system programming to reload.

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 or equipment service. Service: 1-630-966-1919 ext 118