Reboot the phone (remove the power whether it is by disconnecting the phone from the switch via the RJ-45 or by disconnecting the power injector)

When the phone gets to the point where it says "\* to program", press the "\*"... then enter the password "**CRAFT**" (**27238**) and octothorpe (**#**).

If at this point you get "restarting" you can press # and see what happens.

If the phone boots up, and you get an extension number, press **MUTE + CRAFTRESET+# (MUTE+2723873738+#)**, and you should be able to make changes.  
  
If you are running an older version of the phone / IP Office, the password might be **CLEAR (25327)**