

## **HOW TO MANUALLY REBOOT AN ESI PHONE SYSTEM**

It is suggested that you take a small piece of scotch tape with you when going to the phone closet/room where the ESI control unit is located. The ESI phone system will be mounted to the wall.

**Step 1:** On one end/side of the phone system control unit, locate the red, flashing LED light near the top. This will be to the right of the words "POWER STATUS"

**Step 2:** Just below that, you will see the words "24 VAC". To the right of those letters, you will see a small, black cord plugged in. That is the electricity to your phone system (**24** Volts **A C** power).

**NOTE:** Just below the words "24VAC" you will see the letters "MOH". The port just to the right of these letters is for an external **Music On Hold** source.

If there is nothing plugged in there, use the piece of scotch tape to cover that port. Do this BEFORE proceeding. This port is too small for the power cord to fit in to, but if there is contact made, it can/will short circuit the phone system, so this is a precautionary measure only.

**Step 3:** Pull out the black power cord identified in Step 2. On some units, this will require that you slightly "pinch" the sides of the cord to release it from the port.

Once unplugged, wait at least 30 – 45 seconds, then plug it back in.

**Step 4:** Once the cord has been plugged back in, the power status light may flash, stay solid momentarily, etc. This is normal during the reboot process. The phones should resume normal displays, etc. after about 3-5 minutes.