Unified IP Phone Expansion Module 7914 Displays Garbled Characters

Contents

Introduction

This document describes how to troubleshoot an issue that occurs when a Cisco Unified IP Phone Expansion Module 7914 attached to a Cisco Unified IP Phone 7900 Series displays garbled and unreadable characters.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified IP Phone 7900 Series.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Problem

Some Cisco Unified IP Phone 7914 expansion modules attached to the Cisco Unified IP Phone 7900 Series display garbled and unreadable characters on the screen.

Solution

The workaround is to reset the Cisco IP Phone to factory defaults. Refer to [Reset 7900 Series IP Phones if Password is Set](#) for information on how to reset the Cisco IP Phone to factory defaults.

Refer the Cisco Bug ID [CSCsb08048](#) ([registered](#) customers only) for more information.

Related Information

- [Phone Button Template Configuration](#)
- [7914 IP Phone Button Template is Missing](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation - Cisco Systems](#)