NetComm

Restore Factory Default Settings Guide

NF18ACV FAQs

This guide has been revised to include the latest changes and updates from the NF18ACV's new NC2 web user interface.

About Factory Resets

A factory reset on the NF18ACV returns all settings to the default settings as they were when shipped from the factory.

⚠️ **Important** – It is particularly important to perform a factory reset after upgrading the NF18ACV firmware to ensure the firmware installation is completed correctly.

Factory Reset Methods

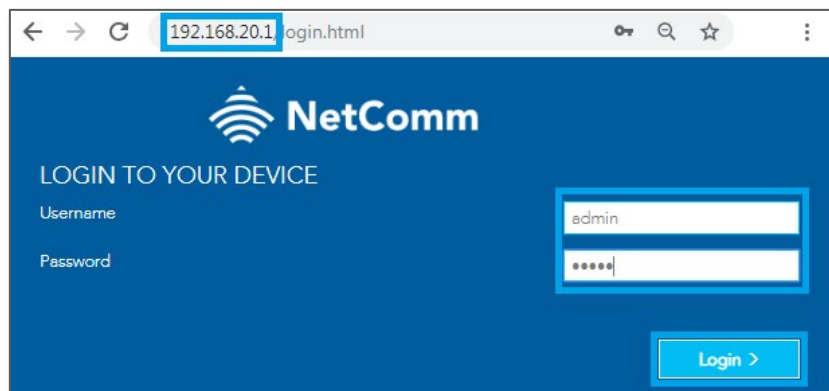There are two methods that can be used to perform a successful factory reset:

- Use the NF18ACV's graphical user interface (GUI) to complete a factory reset.
- Manually perform a factory reset using the reset pinhole at the back of the NF18ACV.

This guide will explain both methods to complete a successful factory reset.

Web Interface Factory Reset
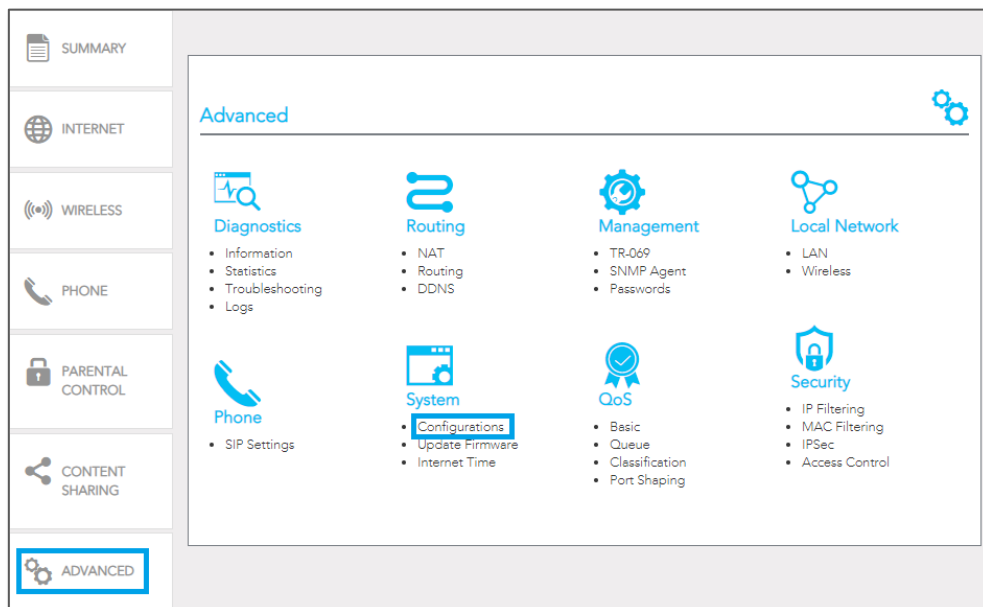
Log in to the Web Interface

1   Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type http://192.168.20.1 into the address bar and press **Enter.**

2   At the login screen, type `admin` into both the **User Name** and the **Password** fields and click the **Login>** button.
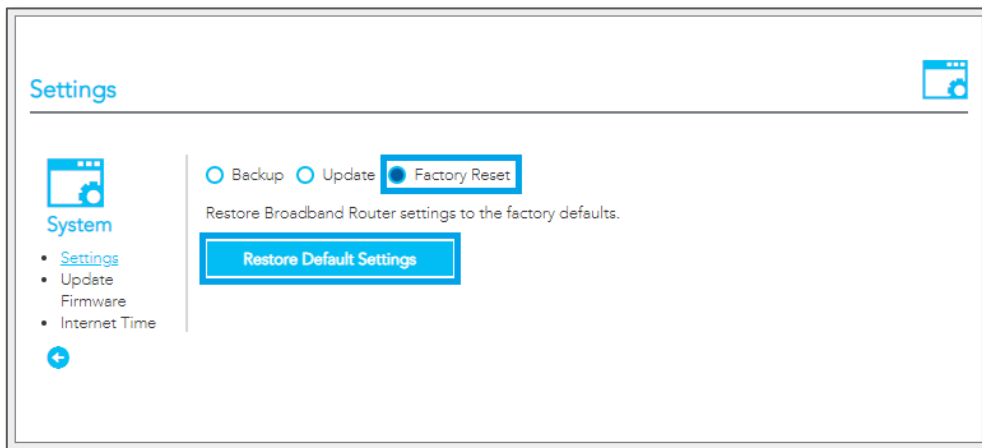

Login screen

Restore Default Settings from Web interface

1   Click on the **Advanced** menu on the left hand side of the screen, then click on the **Configurations** option in the **System** group.

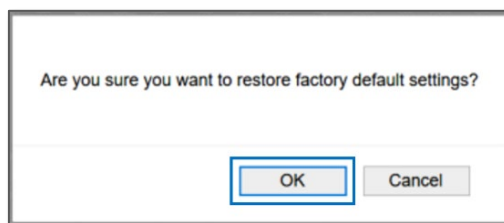*Tools – Navigate to Advanced Configurations*

2   To reset the NF18ACV to its factory settings, select the ⬤ **Factory Reset** radio button and click the **Restore Default Settings** button.

Restore Default Settings

ℹ **Note** – You may also perform configuration Backup and restore configuration from this page.

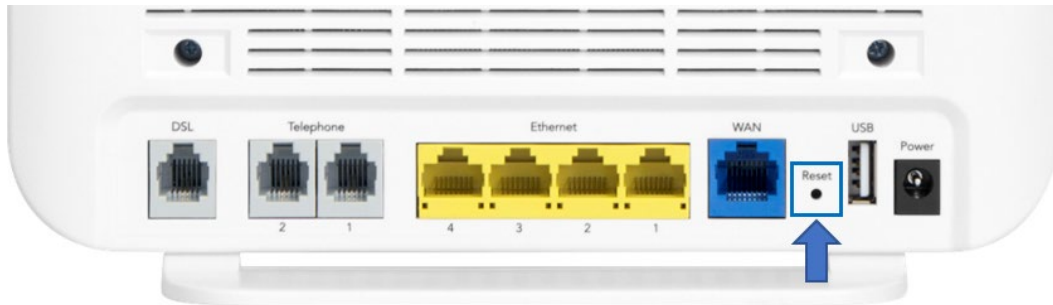3   A pop-up dialog box will prompt: "*Are you sure you want to restore factory default settings?*"

Reset command confirmation dialog

4   Click **OK** to confirm the reset.

5   The NF18ACV will reboot.

6   After the NF18ACV has rebooted you will need to log in to the NF18ACV and re-enter your broadband connection settings such as your **ADSL/VDSL User ID** and **Password**, etc. Please use the **Quick Start Guide** to set up your router.

Manual Factory Reset

1   Ensure the NF18ACV is powered on.

2   On the back side of the NF18ACV, there is a small hole in the plastic with the word "**Reset**" printed above it.

        This is the recessed reset button:

Back panel of NF18ACV showing Reset pinhole

3   Insert the end of a paper-clip or other rigid, thin piece of metal into the **Reset** pinhole and depress and hold in for 10-12 seconds.

        If this does not happen:

       a   Disconnect the power supply cable for 30 seconds and then reconnect it.

       b   Then depress the **Reset** button and hold in for 10-12 seconds.

4   The NF18ACV is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface.

> ℹ️   **Note** – If you had previously backed up your configuration, you can now restore your settings by uploading your **.config** file.

5   To reconfigure the broadband settings :

       a   Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type http://192.168.20.1 into the address bar and press **Enter.**

       b   At the login screen, type `admin` into both the **User Name** and the **Password** fields and click **OK** or **Log In**.