

Restore Factory Default Settings Guide

NF20 / NF20MESH

About Factory Resets

A factory reset on the Gateway returns all settings to the default settings as it was when shipped from the factory.



Important –

It is particularly important to perform a factory reset after upgrading the Gateway 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 Gateway's graphical user interface (GUI) to complete a factory reset.
- Manually perform a factory reset using the reset pinhole at the back of the Gateway.

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

Web Interface Factory Reset

Log in to the Web Interface

- 1 Connect your device to the Gateway using wired or wireless connection.

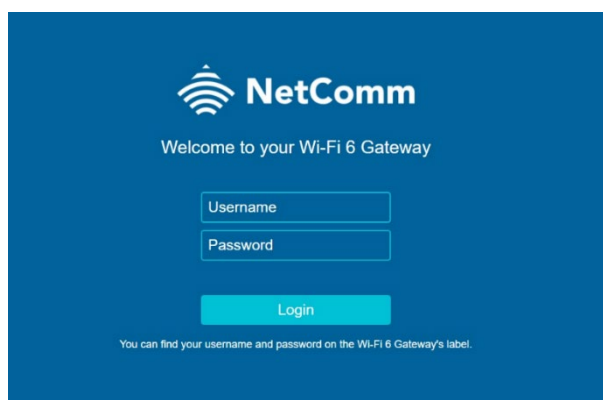


Important – A computer connected using an Ethernet cable is strongly recommended.

- 2 Open a web browser (such as Internet Explorer, Google Chrome, Safari or Mozilla Firefox), type following address into the address bar and press **Enter**.

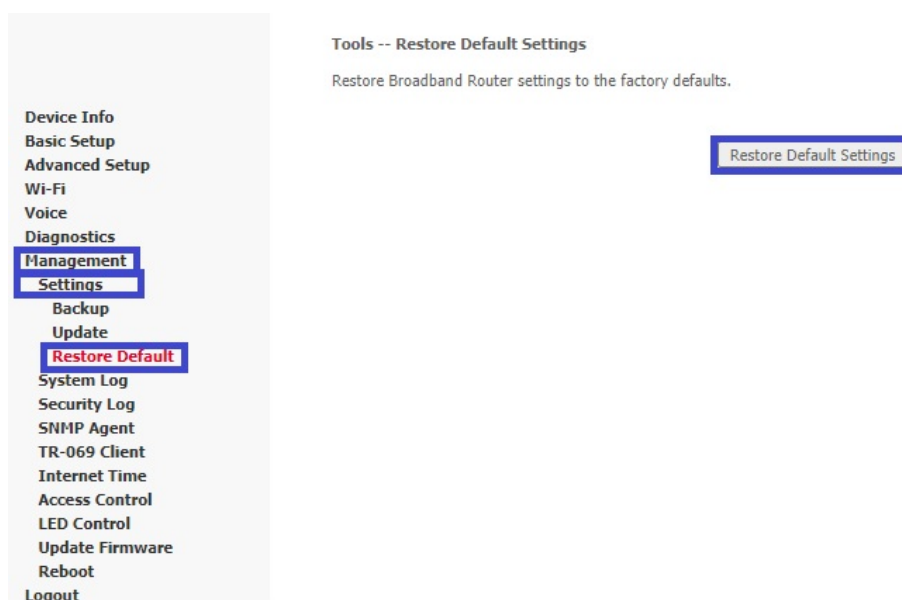
<http://192.168.20.1>

- 3 Enter Gateway Login **Username** and **Password** printed on the label at the bottom of Gateway and press **Login**.



Restore Default Settings from Web interface

- 1 From the **Management** menu on the left-hand side of the screen select the **Settings** option and then select the **Restore Default** option from its sub-menu.
- 2 The Tools -- Restore Default Settings screen displays:



Tools -- Restore Default Settings screen


- 3 To reset the Gateway to its factory settings, click the **Restore Default Settings** button.
- 4 A pop-up dialog box will prompt: "Are you sure you want to restore factory default settings?"



Reset command confirmation dialog

- 5 Click **OK** to confirm the reset.
- 6 The Gateway will reboot.

- 7 After reboot the Gateway is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface.

 **Note** – if you have backed up your configuration, then you can restore your settings by uploading your **.config** file created during the backup process.

To reconfigure:

- 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, Enter Gateway Login **Username** and **Password** printed on the label at the bottom of Gateway and press **Login**.

The image shows the NetComm login interface. It has a dark blue background. At the top center is the NetComm logo, which consists of a stylized white signal icon followed by the text "NetComm" in white. Below the logo, the text "Welcome to your Wi-Fi 6 Gateway" is displayed in white. In the center, there are two white input fields: the top one is labeled "Username" and the bottom one is labeled "Password". Below these fields is a bright blue button with the word "Login" in white. At the very bottom, in small white text, it says "You can find your username and password on the Wi-Fi 6 Gateway's label."

Manual Factory Reset


- 1 Ensure the Gateway is powered on.
- 2 On the back side of the Gateway, there is a small hole in the plastic with the word "Reset" printed above it.

This is the recessed reset button:



Back panel of Gateway 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.
 - a If this does not happen:
 - i Disconnect the power supply cable for 30 seconds and then reconnect it.
 - ii Then depress the **Reset** button and hold in for 10-12 seconds.
- 4 The Gateway is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface.

 **Note** – if you have backed up your configuration, then you can restore your settings by uploading your **.config** file created during the backup process.

- 5 To reconfigure:
 - a Open a web browser (such as Internet Explorer, Google Chrome, Safari or Mozilla Firefox), type <http://192.168.20.1> into the address bar and press **Enter**.
 - b At the login screen, Enter Gateway Login **Username** and **Password** printed on the label at the bottom of Gateway and press **Login**.

