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Restore Factory Default Settings Guide

NF18MESH

Doc No. FA01255

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ⓘ **Note** – This document is subject to change without notice.

Document history

This document relates to the following product:

Casa Systems NF18MESH

Ver.	Document description	Date
v1.0	First document release	23 June 2020

Table i. – Document revision history

About Factory Resets

A factory reset on the NF18MESH 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 NF18MESH 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 NF18MESH's graphical user interface (GUI) to complete a factory reset.

▲ Manually perform a factory reset using the reset pinhole at the back of the NF18MESH.

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 following address into the address bar and press enter.
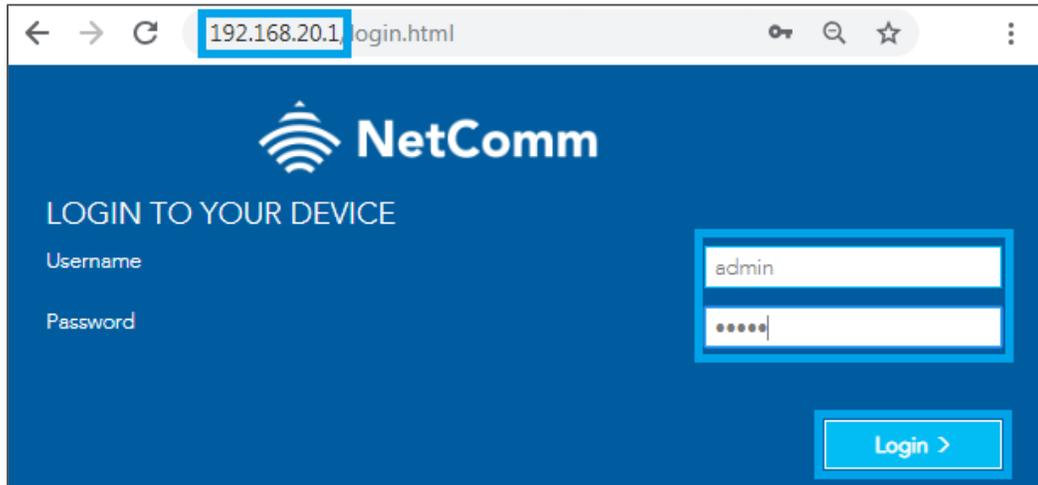
http://cloudmesh.net or http://192.168.20.1

Enter the following credentials:

Username: `admin`

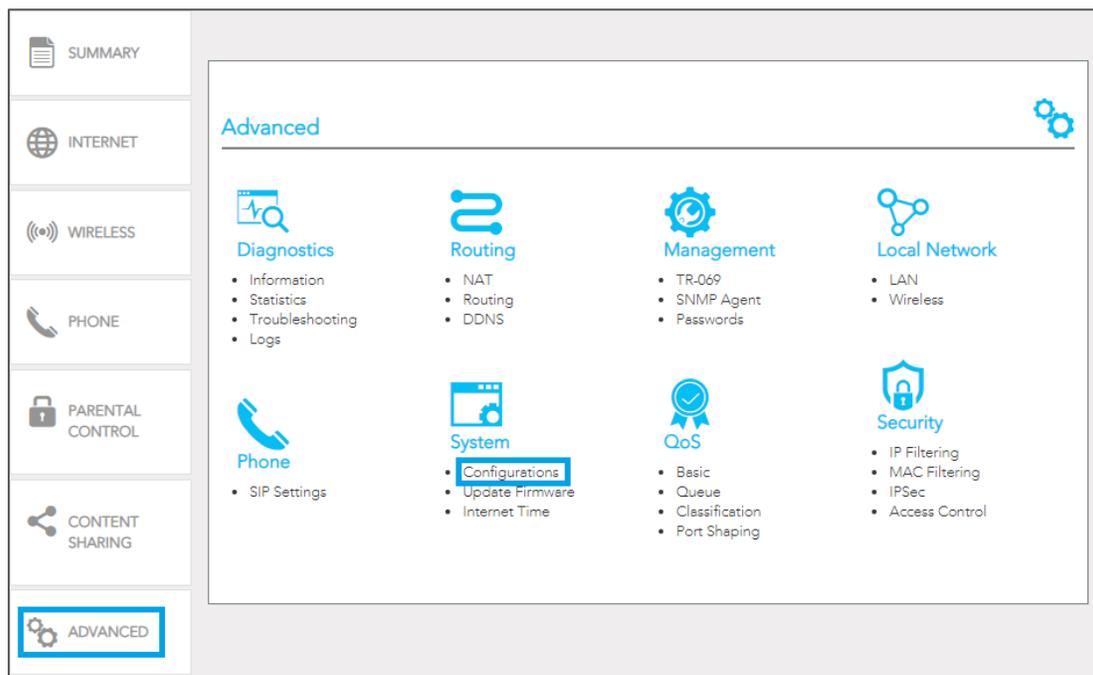Password: `<The password printed on the back of the modem>`

then click the **Login** button.

NOTE – Some Internet Service Providers use custom password. If login fails, contact your Internet Service Provider. Use your own password if it is changed.
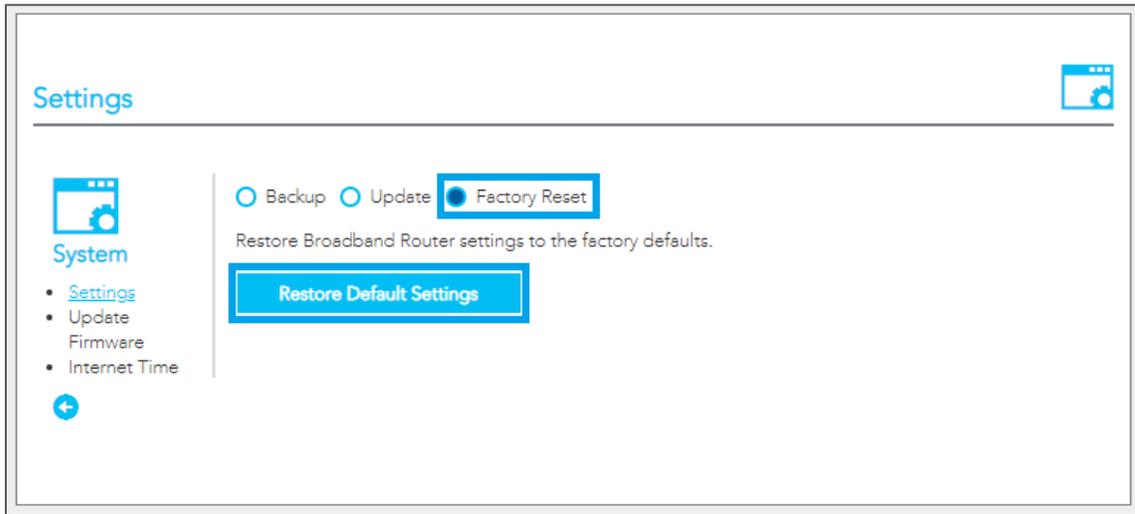
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Restore Default Settings from Web interface

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 NF18MESH to its factory settings, select the ● **Factory Reset** radio button and click the **Restore Default Settings** button.
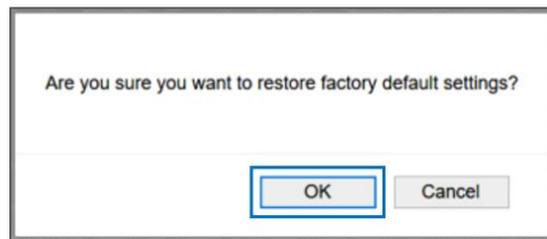
Restore Default Settings

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

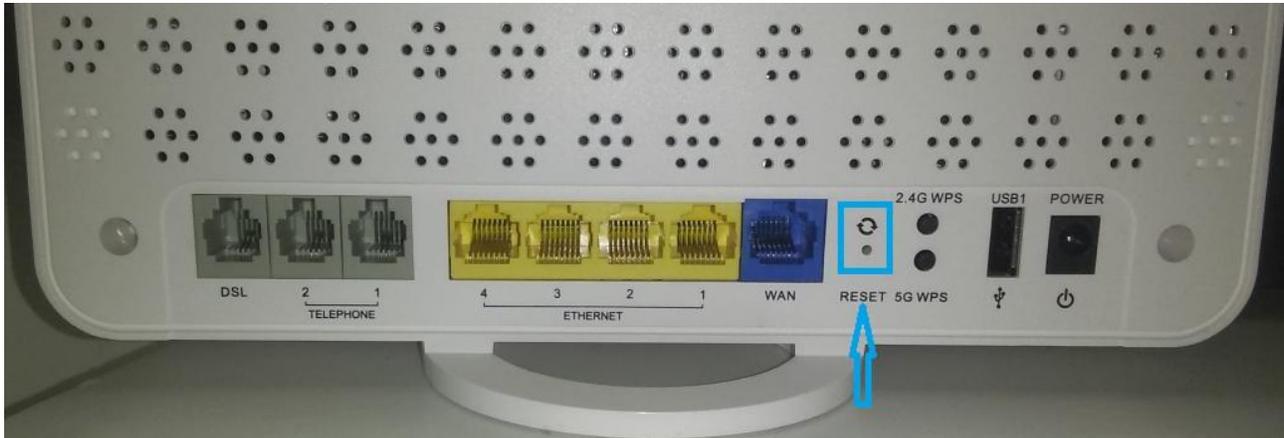3   A pop-up dialog box will prompt: "Are you sure you want to restore factory default settings?"

Reset command confirmation dialog

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

5   The NF18MESH will reboot.

6   After the NF18MESH has rebooted you will need to log in to the NF18MESH using the default credentials printed on the sticker 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.

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Manual Factory Reset

1   Ensure the NF18MESH is powered on.

2   On the back side of the NF18MESH, there is a small hole in the plastic with the word "**Reset**" printed above it.

3   This is the recessed reset button:

Back panel of NF18MESH showing Reset pinhole

4   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.

5   The NF18MESH is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface.

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

6   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 the **User Name** and the **Password** as printed on the sticker and click **Log In>**.