

Restore Factory Default Settings Guide

NF18MESH



Doc No. FA01255



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Previous versions of this document may have been issued by NetComm Wireless Limited. NetComm Wireless Limited was acquired by Casa Systems Inc on 1 July 2019.



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.
- A 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.





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.

SUMMARY				
	Advanced			<u> </u>
((•)) WIRELESS	Diagnostics	Routing	Management	Local Network
C PHONE	 Information Statistics Troubleshooting Logs 	NATRoutingDDNS	TR-069SNMP AgentPasswords	• LAN • Wireless
PARENTAL CONTROL	Phone	System	CoS • Basic	Security IP Filtering MAC Filtering
CONTENT SHARING	• SIP Settings	Update Firmware Internet Time	Queue Classification Port Shaping	IPSec Access Control
ADVANCED				

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.



Settings		•
System System Settings Update Firmware Internet Time	 Backup Update Factory Reset Restore Broadband Router settings to the factory defaults. Restore Default Settings 	

Restore Default Settings



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.



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 <u>http://192.168.20.1</u> 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>**.

