Performing a Factory Reset

(3G19W)
About Factory Resets

A factory reset on a router returns all settings to default settings as the router was when leaving the factory floor. It is particularly important to perform a factory reset after upgrading the router firmware to ensure the firmware install is completed correctly.

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

- using the router's graphical user interface (GUI) to complete a factory reset.
- performing a factory reset manually using the reset pinhole at the back of the modem.

This guide will explain both methods to complete a successful factory reset.
Performing a Factory Reset via the Router GUI Interface

1. Navigate to http://192.168.1.1 in a web browser using "admin" (without quotes) as both the username and password to login to the router.

2. Select the Device settings > Restore Defaults menu option from Management menu the top of the screen.

3. Select the Restore Default Settings button. You will then be prompted to confirm your choice to perform the factory reset. Press the Ok button to continue the factory reset.

4. After the modem has rebooted you will need to login to the modem and reenter your broadband connection settings.
Performing a Factory Reset Manually

1. Ensure the 3G19W is powered on and has been on for at least 30 seconds.

2. Use a paperclip or similar thin object to depress and hold in the reset button (highlighted above) at the back of the router for 10 seconds. During this time the modem lights will flicker in a repeating pattern to show the reset is underway. It is important that you do not power off during this time.

3. After holding in the reset button for 10 seconds release the button and check that the modem lights return to their normal pattern. If this does not happen disconnect the power supply cable for 30 seconds and then reconnect it.

4. You will now need to login to the modem and re-enter your broadband connection settings to connect to the internet.