About Factory Resets

A factory reset on the NF10WV 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 NF10WV 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 NF10WV's graphical user interface (GUI) to complete a factory reset.
- Manually perform a factory reset using the reset pinhole at the back of the NF10WV.

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 OK or Log In.

![Login screen]

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 Factory Reset option from its sub-menu.

2. The Tools – Restore Default Settings screen displays:

![Tools – Restore Default Settings screen]
3 To reset the NF10WV 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?”

5 Click OK to confirm the reset.

6 The NF10WV will reboot.

7 After the NF10WV has rebooted you will need to log in to the NF10WV and re-enter your broadband connection settings such as your ADSL/VDSL User ID and Password, etc.
Manual Factory Reset

1. Ensure the NF10WV is powered on.

2. On the back side of the NF10WV, there is a small hole in the plastic with the word “Reset” printed above it. This is the recessed reset button:

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 NF10WV is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface. Note that if you have backed up your configuration, then you can restore your settings by uploading your .config file.

   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, type admin into both the User Name and the Password fields and click OK or Log In.