

About Factory Resets

A factory reset on the NF17ACV 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 NF17ACV 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:

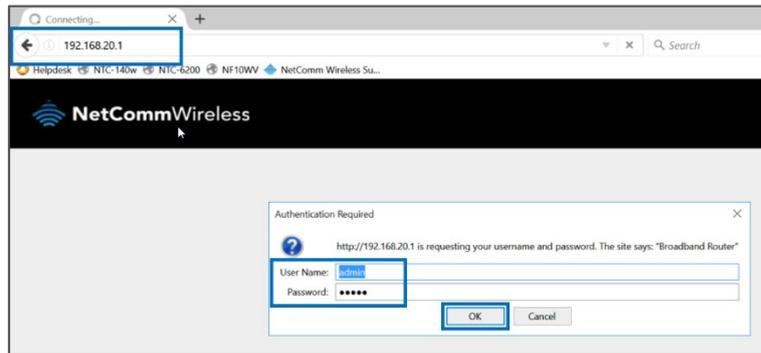
-  Use the NF17ACV's graphical user interface (GUI) to complete a factory reset.
-  Manually perform a factory reset using the reset pinhole at the back of the NF17ACV.

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

Web Interface Factory Reset

Log in to the Web Interface

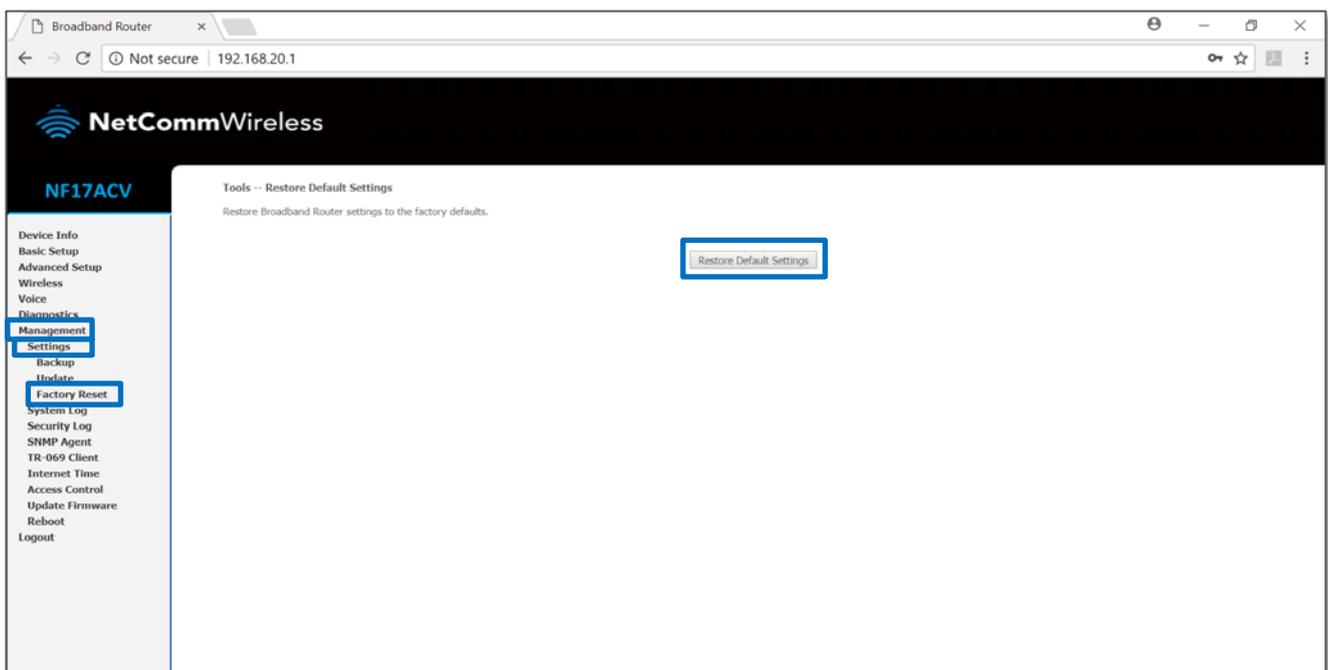
- 1 Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type <http://192.168.20.1> into the address bar and press **Enter**.
- 2 At the login screen, type **admin** into both the **User Name** and the **Password** fields and click **OK** or **Log In**.



Login screen

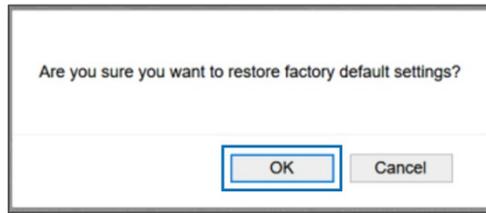
Restore Default Settings from Web interface

- 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 NF17ACV 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?”*



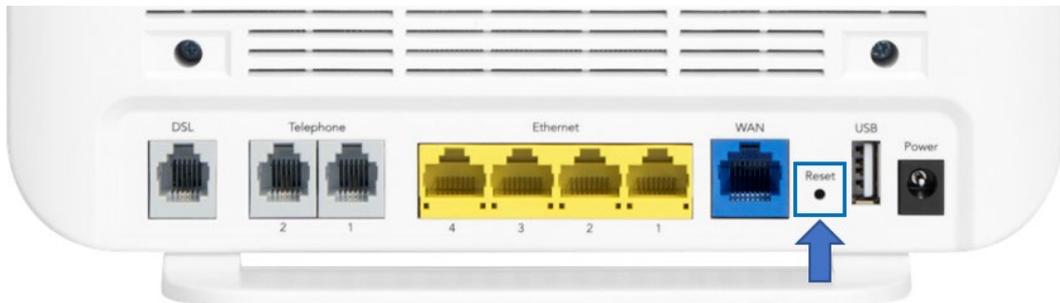
Reset command confirmation dialog

- 5 Click **OK** to confirm the reset.
- 6 The NF17ACV will reboot.
- 7 After the NF17ACV has rebooted you will need to log in to the NF17ACV and re-enter your broadband connection settings such as your **ADSL/VDSL User ID** and **Password**, etc.

Manual Factory Reset

- 1 Ensure the NF17ACV is powered on.
- 2 On the back side of the NF17ACV, there is a small hole in the plastic with the word “Reset” printed above it.

This is the recessed reset button:



Back panel of NF17ACV 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.

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 NF17ACV is back to its factory defaults, you now need to reconfigure the broadband settings via the user interface. 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**.
 - c Reconfigure the settings.



Note – If you have backed up your configuration, then you can restore your settings by uploading your **.config** file.