

Multi-Service Business Gateways

VoIP Media Gateways

SIP Protocol

# Configuration Note

## Restoring Factory Defaults



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## Notice

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## Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

## Reader's Notes

# 1 Introduction

This document describes the main methods for restoring the device to factory default settings. When reset to factory defaults, the device's current configuration settings are lost and any auxiliary files loaded on the device are erased. In addition, the device resets to default values according to the software version file (i.e., *cmp* file) running on the device.

You can restore the device's configuration to factory defaults, using one of the following main methods:

- Command-line interface (CLI) - see Section 2 on page 9
- *ini* configuration file - see Section 3 on page 13
- Hardware reset button - see Section 4 on page 15



**Note:** This document applies to the following devices:

- MP-1xx (MP-11x and MP-124)
- Mediant 600
- Mediant 800 MSBG
- Mediant 800 Gateway & E-SBC
- Mediant 1000
- Mediant 1000 MSBG
- Mediant 1000B Gateway & E-SBC
- Mediant 2000
- Mediant 3000
- Mediant 4000 E-SBC

## Reader's Notes



## 2 Restoring Defaults using CLI

The device can be restored to factory defaults using the CLI, as described in the procedure below.

### 2.1 Establishing CLI Communication

Before you can restore defaults, you need to establish CLI communication with the device.

➤ **To restore factory defaults using CLI:**

1. Cable the device's RS-232 serial port to the COM1 or COM2 communication port on your PC. For a detailed description on serial cabling, refer to the device's *Installation Manual*.
2. Establish a serial communication with the device, using a serial communication program such as HyperTerminal. The table below lists the COM port settings.

**Table 2-1: COM Port Settings**

Parameter	Devices	Value
<b>Baud Rate</b>	<ul style="list-style-type: none"> <li>• Mediant 600</li> <li>• Mediant 800 MSBG</li> <li>• Mediant 800 Gateway &amp; E-SBC</li> <li>• Mediant 1000 MSBG</li> <li>• Mediant 1000</li> <li>• Mediant 1000B Gateway &amp; E-SBC</li> <li>• Mediant 2000</li> <li>• Mediant 3000</li> <li>• Mediant 4000 E-SBC</li> </ul>	115,200 bps
	MP-11x	9,600 bps
	MP-124	115,200 bps
<b>Data bits</b>	All	8
<b>Parity</b>	All	None
<b>Stop bits</b>	All	1
<b>Flow control</b>	All	None

## 2.2 CLI Command Procedure

Once you have established CLI communication, as described in Section 2.1, you need to run specific CLI commands for restoring defaults. The CLI command procedure depends on the type of device you are using.

### 2.2.1 MSBG Series, GW & E-SBC Series, and Mediant 4000

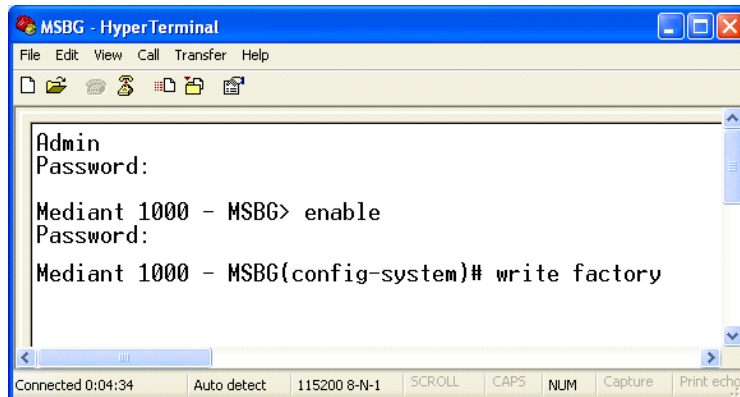
For the MSBG Series, Gateway & E-SBC Series, and Mediant 4000 E-SBC devices, follow the procedure below.

➤ **To restore factory defaults:**

1. At the CLI prompt, type the username (default is "Admin" - case sensitive), and then press Enter:  
 # Username: **Admin**
2. At the prompt, type the password (default is "Admin" - case sensitive), and then press Enter:  
 # Password: **Admin**
3. At the prompt, type the following, and then press Enter:  
 > enable
4. At the prompt, type the password again, and then press Enter:  
 # Password: **Admin**
5. At the prompt, type the following to reset the device to default settings, and then press Enter:  
 # **write factory**

The CLI commands mentioned in the procedure are shown in the terminal emulation program (HyperTerminal) below:

**Figure 2-1: CLI for Resetting Device to Default (MSBG Devices)**



```

MSBG - HyperTerminal
File Edit View Call Transfer Help
Admin
Password:
Mediant 1000 - MSBG> enable
Password:
Mediant 1000 - MSBG(config-system)# write factory
Connected 0:04:34 Auto detect 115200 8-N-1 SCROLL CAPS NUM Capture Print echo...
    
```

## 2.2.2 MP-11x, Mediant 600, Mediant 1000, Mediant 2000, and Mediant 3000

For the MP-11x, Mediant 600, Mediant 1000, Mediant 2000, and Mediant 3000 devices, follow the procedure below.

➤ **To restore factory defaults:**

1. At the CLI prompt, type the following command to access the configuration mode, and then press the Enter key:

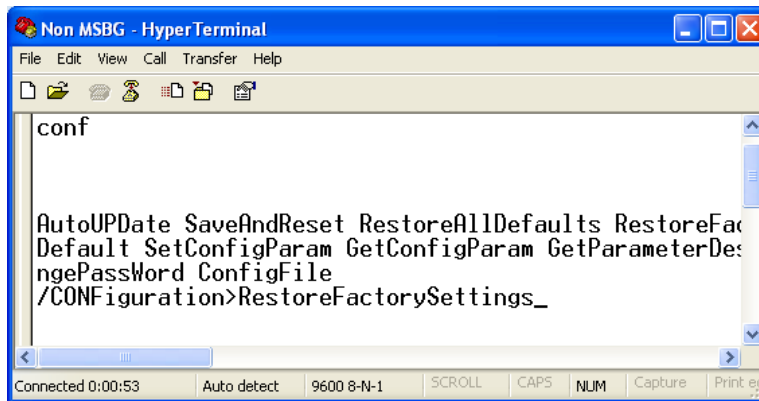
```
# conf
```

2. At the prompt, type the following command to reset the device to default settings, and then press the Enter key:

```
# RestoreFactorySettings
```

The CLI commands mentioned in the procedure are shown in the terminal emulation program (HyperTerminal) below:

**Figure 2-2: CLI for Resetting Device to Default (Non-MSBG Devices)**



```
Non MSBG - HyperTerminal
File Edit View Call Transfer Help
conf

AutoUPDate SaveAndReset RestoreAllDefaults RestoreFac
Default SetConfigParam GetConfigParam GetParameterDes
ngePassWord ConfigFile
/CONFiguration>RestoreFactorySettings_

Connected 0:00:53 Auto detect 9600 8-N-1 SCROLL CAPS NUM Capture Print eg...
```

## Reader's Notes

### 3 Restoring Defaults using *ini* File

You can restore the device to factory default settings by loading an empty *ini* file to the device, using the Web interface. The only settings that are not restored to default are the management (OAMP) LAN IP address and the Web interface's login user name and password.

The *ini* file to be loaded must be empty (i.e., contain no parameters) or include comment signs (i.e., semicolons ";") preceding lines (parameters).

➤ **To restore defaults using the Web interface:**

1. Prepare an empty *ini* file and save it in a folder on your PC.
2. Log on to the Web interface.
3. Open the 'Configuration File' page:
  - On the toolbar, click **Device Actions**, and then choose **Load Configuration File**.
  - In the Navigation tree - **Maintenance** tab > **Software Update** menu > **Configuration File**.

**Figure 3-1: Configuration File Page (MSBG Devices)**

Configuration File

Save the **INI** file to the PC.

Save INI File

Send the **INI** file to the device.

Browse... Send INI File

The device will perform a reset after sending the **INI** file.

Save the **Data configuration** file to the PC.

Save File

Send the **Data configuration** file to the device.

Browse... Send File

**Figure 3-2: Configuration File Page (Non-MSBG Devices)**

Configuration File

Save the **INI** file to the PC.

Save INI File

Send the **INI** file to the device.

Browse... Send INI File

The device will perform a reset after sending the **INI** file.

4. Click the **Browse** button corresponding to the **Send INI File** button, navigate to the folder in which the empty *ini* file is located, select the file, and then click **Open**.
5. Click the **Send INI File** button, and then at the prompt, click **OK**; the device uploads the *ini* file and then resets the device to default settings (based on the *cmp* file currently running on the device).

## 4 Restoring Defaults using Hardware Reset Button

You can use the device's hardware reset pinhole button to restore all the device's configuration settings to factory defaults (including the IP address and Web interface's login user name and password).



**Note:** Restoring defaults using the hardware reset button is currently not applicable to Mediant 2000 and Mediant 3000.

### 4.1 MP-11x Series

The procedures below describe how to reset the MP-1xx series to default settings using the hardware reset button.

➤ **To restore MP-11x to factory default:**

1. Disconnect the Ethernet cable from the device.
2. With a paper clip or any other similar pointed object, press and hold down the **Reset** pinhole button (located on the rear panel) for about six seconds, and then release it; the **Fail** LED turns red and the device restores to factory default settings.

**Figure 4-1: Reset Pinhole Button Location on MP-11x Rear Panel**



3. When the **Fail** LED turns off, reconnect the Ethernet cable to the device.

➤ **To restore MP-124 to factory default:**

1. Disconnect the Ethernet cable from the device.
2. With a paper clip or any other similar pointed object, press and hold down the reset pinhole button (located on the front panel) for at least 12 seconds (but no more than 25 seconds), and then release the button.

**Figure 4-2: Reset Pinhole Button Location on MP-124 Front Panel**



## 4.2 Mediant 600 and Mediant 1000

The procedure below describes how to reset Mediant 600 and Mediant 1000 to default settings using the hardware reset button.

- **To restore Mediant 600 / Mediant 1000 to factory default:**
  - With a paper clip or any other similar pointed object, press and hold down the reset button (located on the CPU module and labeled //) for at least 12 seconds (no more than 25 seconds), and then release the button.

**Figure 4-3: Reset Pinhole Button Location on Mediant 600 / 1000 Front Panel (CPU Module)**



## 4.3 Mediant 800 MSBG and Mediant 800 GW & E-SBC

The procedure below describes how to reset the Mediant 800 MSBG to default settings using the hardware reset button.

- **To restore Mediant 800 MSBG and Mediant 800 GW & E-SBC to factory default:**
  - With a paper clip or any other similar pointed object, press and hold down the reset button (located on the front panel) for at least 12 seconds, but no more than 25 seconds.

**Figure 4-4: Reset Pinhole Button Location on Mediant 800 MSBG Front Panel**



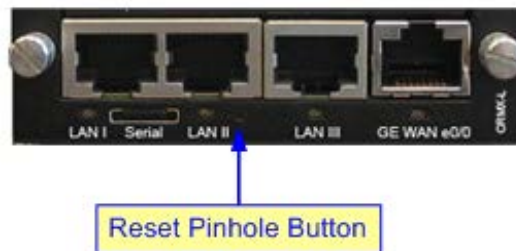


## 4.4 Mediant 1000 MSBG and Mediant 1000B GW & E-SBC

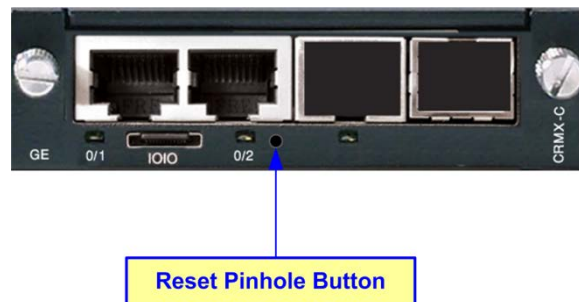
The procedure below describes how to reset the Mediant 1000 MSBG and Mediant 1000B Gateway & E-SBC to default settings using the hardware reset button.

- **To restore Mediant 1000 MSBG and Mediant 1000B Gateway & E-SBC to factory defaults:**
  - With a paper clip or any other similar pointed object, press and hold down the reset button (located on the CRMX module) for at least 12 seconds, but no longer than 25 seconds.

**Figure 4-5: Reset Pinhole Button on Mediant 1000 MSBG Front Panel (CRMX Module)**



**Figure 4-6: Reset Pinhole Button on Mediant 1000B Gateway & E-SBC Front Panel**



## 4.5 Mediant 4000

The procedure below describes how to reset Mediant 4000 to default settings using the hardware reset button.

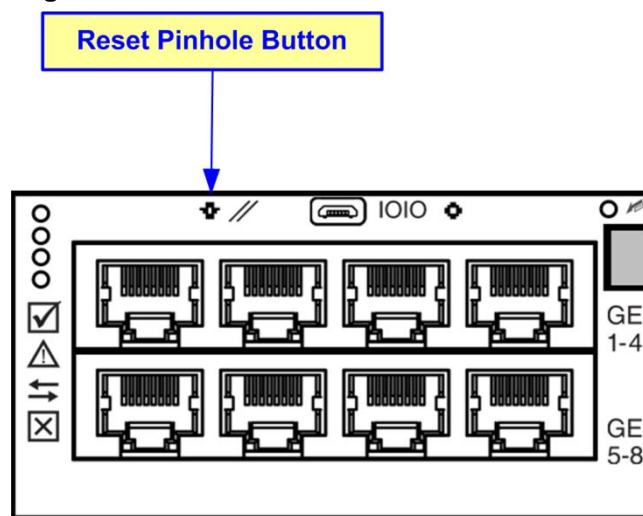
➤ **To reset the Mediant 4000:**

- With a paper clip or any other similar pointed object, press and hold down the reset button for at least 1 second, but no longer than 10 seconds.

➤ **To restore Mediant 4000 to factory defaults:**

- With a paper clip or any other similar pointed object, press and hold down the reset button for at least 11 seconds, but no longer than 20 seconds.

**Figure 4-7: Reset Pinhole Button on Mediant 4000**



**Reader's Notes**

## Configuration Note