Multi-Service Business Gateways

VoIP Media Gateways

SIP Protocol

Technical Note

Restoring Factory Defaults

January 2011

Document # LTRT-30300

AudioCodes

Table of Contents

1 Introduction 7

2 Restoring Defaults using CLI 9

3 Restoring Defaults using *ini* File 11

4 Restoring Defaults using Hardware Reset Button 13

4.1 MP-11x Series 13
4.2 Mediant 600 and Mediant 1000 14
4.3 Mediant 800 MSBG 14
4.4 Mediant 1000 MSBG 15

List of Figures

Figure 2-1: CLI for Resetting Device to Default (MSBG Devices)....10
Figure 2-2: CLI for Resetting Device to Default (Non-MSBG Devices)....10
Figure 3-1: Configuration File Page (MSBG Devices) 11
Figure 3-2: Configuration File Page (Non-MSBG Devices)....11
Figure 4-1: Reset Pinhole Button Location on MP-11x Rear Panel....13
Figure 4-2: Reset Pinhole Button Location on MP-124 Front Panel 13
Figure 4-3: Reset Pinhole Button Location on Mediant 600 / 1000 Front Panel (CPU Module)....14
Figure 4-4: Reset Pinhole Button Location on Mediant 800 MSBG Front Panel 14
Figure 4-5: Reset Pinhole Button on Mediant 1000 MSBG Front Panel (CRMX Module)....15

Notice

This document describes how to restore the device to factory default settings.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee the accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document and other documents as well as software files can be viewed by registered customers at http://www.audiocodes.com/downloads.

© Copyright 2011 AudioCodes Ltd. All rights reserved.

This document is subject to change without notice.

Date Published: January-27-2011

Trademarks

AudioCodes, AC, AudioCoded, Ardito, CTI2, CTI², CTI Squared, HD VoIP, HD VoIP Sounds Better, InTouch, IPmedia, Mediant, MediaPack, NetCoder, Netrake, Nuera, Open Solutions Network, OSN, Stretto, TrunkPack, VMAS, VoicePacketizer, VoIPerfect, VoIPerfectHD, What's Inside Matters, Your Gateway To VoIP and 3GX are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and service are provided by AudioCodes' Distributors, Partners, and Resellers from whom the product was purchased. For Customer support for products purchased directly from AudioCodes, contact support@audiocodes.com.

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) - refer to *Section 2* on page 9
- *ini* configuration file - refer to *Section 3* on page 11
- Hardware reset button - refer to *Section 4* on page 13

Note: This document applies to the following devices:

- **MSBG series** - Mediant 800 MSBG and Mediant 1000 MSBG
- **Non-MSBG series** – MP-1xx (MP-11x and MP-124), Mediant 600, Mediant 1000, Mediant 2000, and Mediant 3000

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.

➢ **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	Value	Devices
Baud Rate	115,200 bps	Mediant 600, Mediant 800 MSBG, Mediant 1000 MSBG, Mediant 1000, Mediant 2000, Mediant 3000
	9,600 bps	MP-11x
	115,200 bps	MP-124
Data bits	8	All
Parity	None	All
Stop bits	1	All
Flow control	None	All

3. **MSBG Series:**
   a. At the initial CLI prompt, type the username (default is 'Admin'), and then press the Enter key.
   b. At the `Password` prompt, type the password (default is 'Admin'), and then press the Enter key.
   c. At the prompt, type the following, and then press the Enter key:

```
enable
```

   d. At the `Password` prompt, type the password (default is 'Admin'), and then press the Enter key.
   e. At the prompt, type the following, and then press the Enter key:

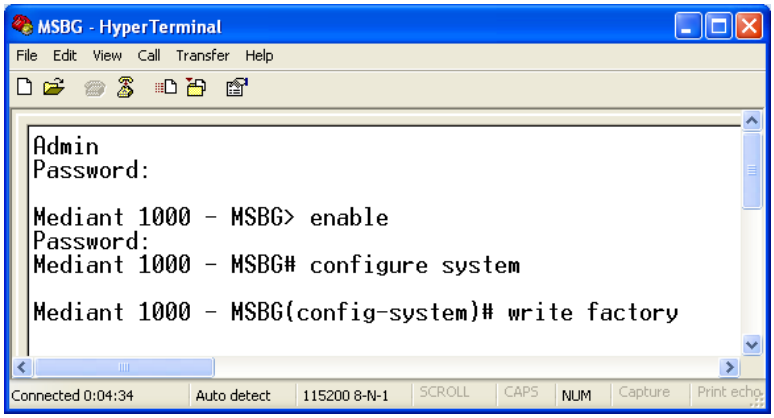
```
configure system
```

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

```
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)



4. **Non-MSBG Series:**

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

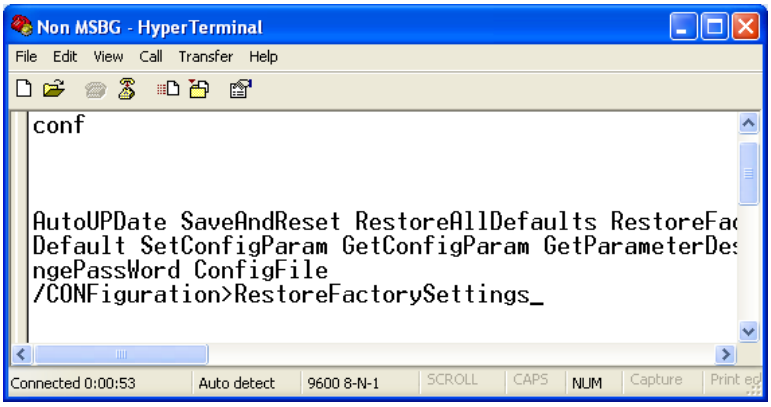
   ```
   conf
   ```

   b. 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)



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)

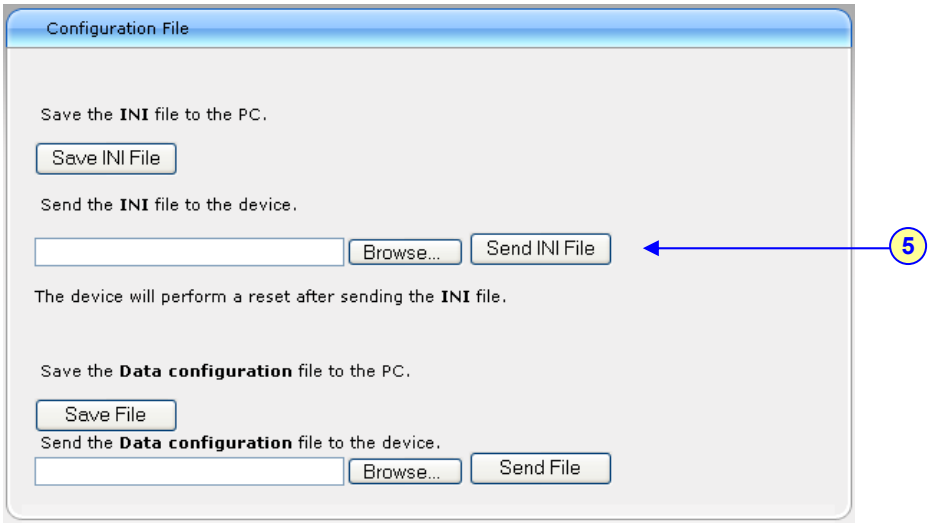
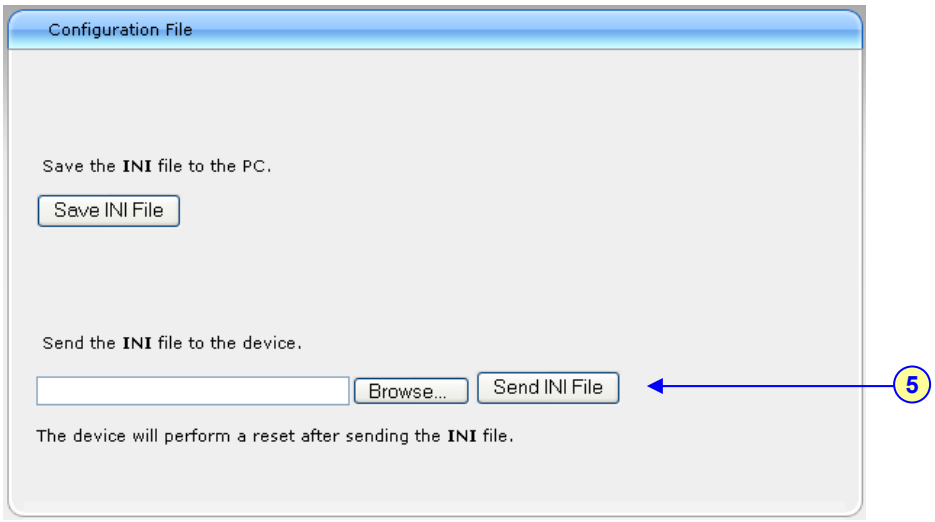


Figure 3-2: Configuration File Page (Non-MSBG Devices)



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-11x 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

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

➢ **To restore Mediant 800 MSBG 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

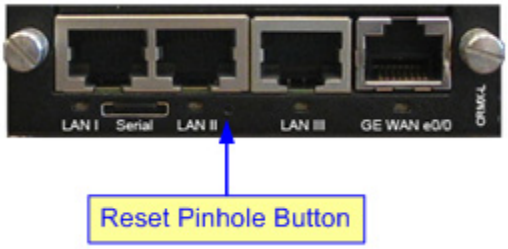
4.4 Mediant 1000 MSBG

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

➢ **To restore Mediant 1000 MSBG 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)



AudioCodes

Technical Note

www.audiocodes.com