

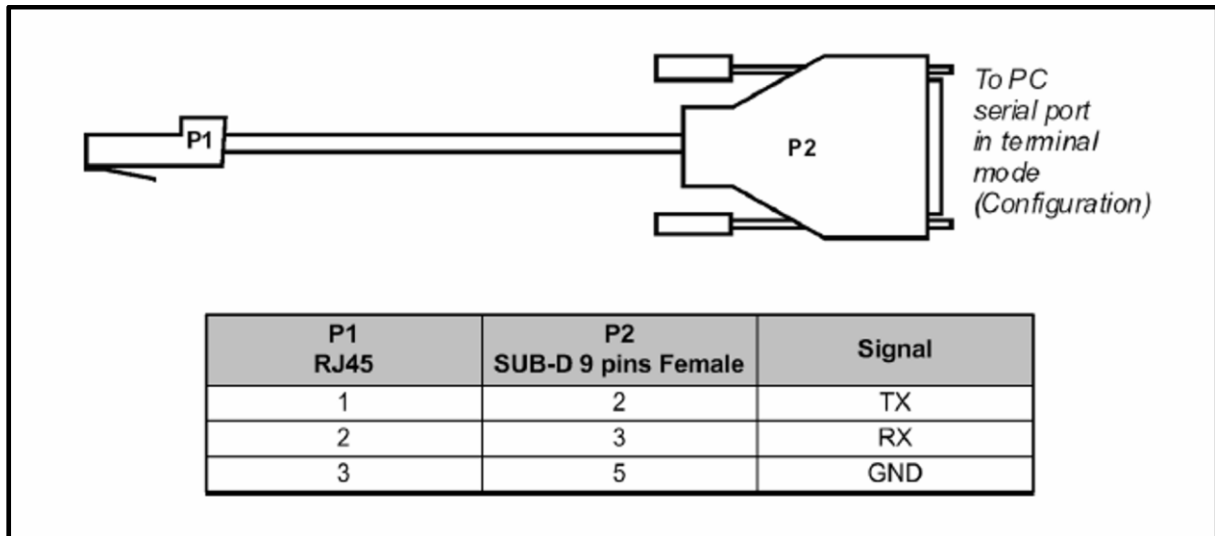
Business SIP – SIP NTU Factory Reset

This instruction describes a method to factory reset a OneAccess SIP NTU without administrator access.

The method involves assembling a custom serial cable and using it to connect a PC to the SIP NTU console port via which simple commands are entered to trigger the factory reset.

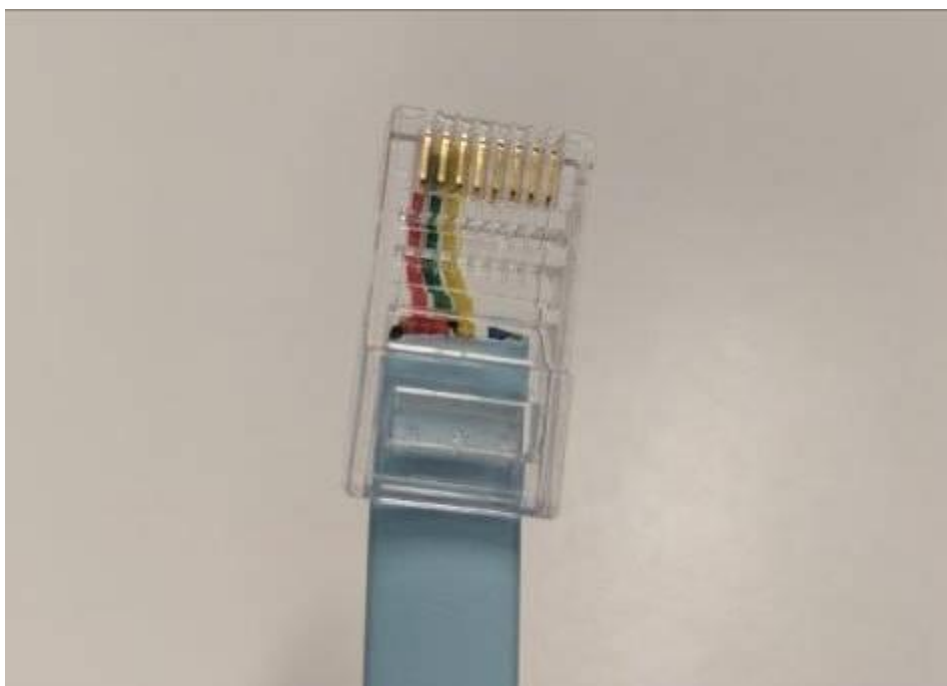
Console cable

Assemble a cable with pinouts and connectors as per the following diagram:



A commonly available, standard Cisco console cable can be modified by cutting off the RJ45 connector and re-crimping the 3 wires as pictured below.

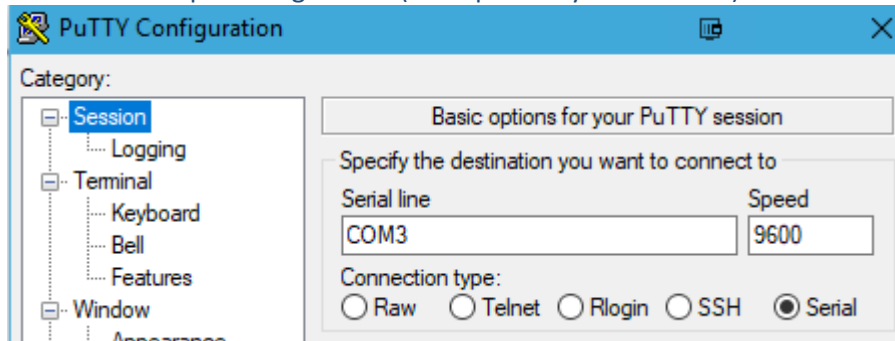
Pin1 RED
Pin2 GREEN
Pin3 YELLOW



PC Configuration

An application such as PuTTY is required to enable communications via the serial cable. If the PC has no serial ports, use a USB port with a USB to serial adaptor cable. The PC may need a 3rd party serial driver.

PC PuTTY example configuration (COM port may be different):



Factory reset

1. Wait until the SIP NTU is fully booted up and has loaded its configuration
2. Connect the PC serial port to the SIP NTU console port, using the console cable
3. Press the following key combination using the PC terminal application (e.g. PuTTY):

ESC key, then Ctrl-Y, then Ctrl-N

Response should be:

Are you sure you want to restore factory settings ? (Y/N)

Enter Y and it should factory reset (see screenshot below).

```
IPv6 route cache size up to 2048 Routes
IPv6 fast forwarding running
Zebra routing software, Copyright (C) 2000 Kunihiro Ishiguro. Free software. Check 'show ip {ospf|bgp} license' for license information.
Scanning function 0 of each PCI device on bus 0
Using configuration mechanism 0
bus      device      function  vendorID  deviceID  class
00000000 00000000 00000000 00001957 000000a6 000b2000 (Freescale Semiconductor MPC8321E PowerQUICC II Pro PCI Bridge)
<3>no supported wlan card found

Loading configuration flash:/BSA/config/bsaStart.cfg
Check for Voice Software Licenses...
control socket created
Configuration loaded

>>> Start_Config_completed <<<

Username:Are you sure you want to restore factory settings ? (Y/N) :
  Start restore factory settings
file is OK
System will reboot now.

Power on reboot requested by system ...
```

Once reset, the SIP NTU should be in the factory state, ready for re-installation.