

# Restore Factory Defaults on SPA100 Series

## Objective

A factory reset is an entire reset on a device to factory defaults. This is useful when you want to remove an undesirable configuration that is present on the device. If you have configured the device and the configuration has become very complex you can reset the device to factory defaults and configure it again. The objective of this document is to reset the SPA100 Series to factory defaults.

## Applicable Devices

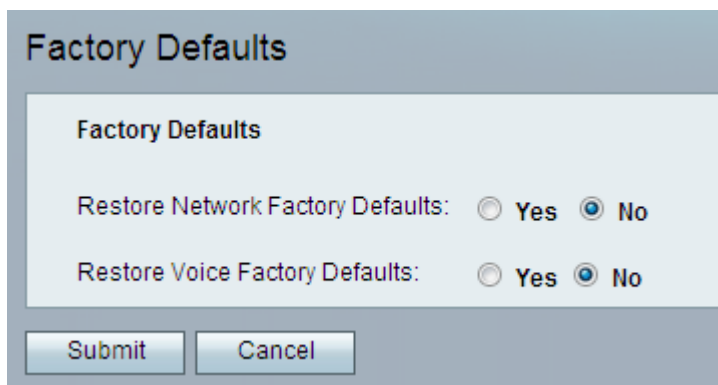
- SPA100 Series

## Software Version

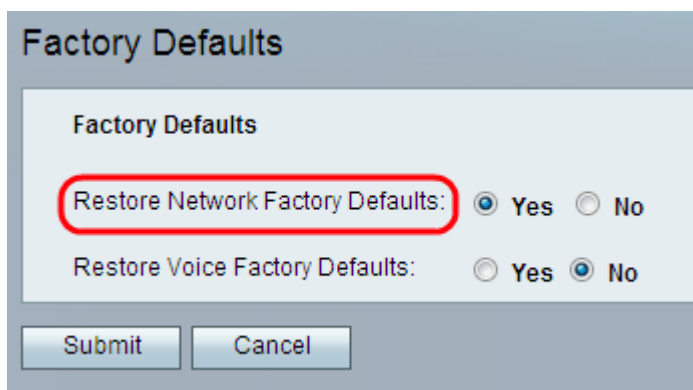
- v1.1.0

## Factory Defaults Reset

Step 1. Log in to the web configuration utility and choose **Administration > Factory Defaults**. The *Factory Defaults* page opens:



The screenshot shows the 'Factory Defaults' configuration page. It has a title bar 'Factory Defaults' and a sub-header 'Factory Defaults'. Below the sub-header, there are two radio button options: 'Restore Network Factory Defaults:' with 'Yes' and 'No' options, and 'Restore Voice Factory Defaults:' with 'Yes' and 'No' options. In this screenshot, the 'No' radio button is selected for both options. At the bottom, there are 'Submit' and 'Cancel' buttons.



This screenshot is similar to the previous one, but the 'Restore Network Factory Defaults:' radio button is now set to 'Yes' and is circled in red. The 'Restore Voice Factory Defaults:' radio button remains set to 'No'. The 'Submit' and 'Cancel' buttons are still present at the bottom.

Step 2. Click the **Yes** radio button in the Restore Network Factory Defaults field to remove any custom data settings that have already been configured. All of the non-voice configured settings are restored with this option.

**Factory Defaults**

Factory Defaults

Restore Network Factory Defaults:  Yes  No

Restore Voice Factory Defaults:  Yes  No

Submit Cancel

Step 3. Click **Yes** radio button from Restore Voice Factory Defaults field to to remove any custom settings configured on the Voice pages of the configuration utility. All of the voice configured settings are restored with this option.

Step 4. Click **Submit**. The changes are configured and the device is restored to the default settings.

Step 5. (Optional) Alternatively, press and hold the RESET button located at the back of the device for 20 seconds. All user-changeable non-default settings will be lost. The rest button resets everything.