



Performing a Factory Reset
(3G21WB)

About Factory Resets

A factory reset on a router returns all settings to default settings as the router was when leaving the factory floor. It is particularly important to perform a factory reset after upgrading the router firmware to ensure the firmware install is completed correctly.

There are two methods that can be used to perform a successful factory reset:

- ^ using the router's graphical user interface (GUI) to complete a factory reset.
- ^ performing a factory reset manually using the reset pinhole at the back of the modem.

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

Performing a Factory Reset via the Router GUI Interface

1. Navigate to <http://10.0.0.138> in a web browser using “**admin**” (without quotes) as both the username and password to login to the router.
2. Select the **Advanced Settings > Device Settings > Restore Default** menu option.



Note: These settings are for advanced users. We recommend that you do not change it if you are unsure of what you are doing. If you do run into problems, you can reset the Gateway back to default settings. To do this, insert a pointed object (like a straightened paperclip) into the hole at the back of the Gateway labelled 'Reset'. Press and hold the reset button till the power light starts flashing - then release the button. You will need to run the Install USB that came in your kit again once you reset the Gateway

Advanced Settings > Device Settings > Restore Default

Restore Gateway settings to the factory defaults.

Restore Default Settings

3. Select the **Restore Default Settings** button. You will then be prompted to confirm your choice to perform the factory reset. Press the **Ok** button to continue the factory reset.
4. After the modem has rebooted you will need to login to the router and reenter your broadband connection settings.

Performing a Factory Reset Manually

1. Ensure the 3G21WB is powered on and has been on for at least 30 seconds.



(1) USIM card slot

(2) Four RJ-45 Ethernet LAN ports

(3) Reset button

(4) Power jack for DC power input (12VDC / 1.5A).

(5) External 3G SMA Connector (Optional)

Note: The Gateway will automatically select to use either the internal or external 3G antenna during power up based on whichever has the stronger signal. To switch between internal and external antenna, the Gateway may require a reboot

(6) USB1 Port

(7) USB2 Port

2. Use a paperclip or similar thin object to depress and hold in the reset button at the back of the modem for 20 seconds. During this time the modem lights will flicker in a repeating pattern to show the reset is underway. It is important that you do not power off during this time.
3. After holding in the reset button for 20 seconds release the button and check that the modem lights return to their normal pattern. If this does not happen disconnect the power supply cable for 30 seconds and then reconnect it.
4. You will now need to login to the modem and re-enter your broadband connection settings to connect to the internet.