

Factory Reset / WAN Reset

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Centro Business
Configuration instructions

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Factory Reset / WAN Reset

1.1 Need

1.1.1 Factory Reset

You would like to reset your Centro Business router to its original factory settings and delete all customer-specific data.

1.1.2 WAN Reset

You would like to reinitialise your Centro Business and write new customer-specific WAN data.

1.2 Description

1.2.1 Factory Reset

If you carry out a factory reset, all the settings, including Internet access data, the password for the router portal, IP addresses in the customer network (LAN) and firewall settings, are deleted and the factory settings are restored. If you do not save the configuration before resetting the router, these settings will be lost forever

1.2.1 WAN Reset

A WAN reset restarts the Internet connection. In doing so, the customer-specific WAN data for your Internet access and telephony settings are re-entered on your Centro Business. Settings for your customer network (LAN) are not changed.

1.3 Requirements/Limitations

Requirements:

- Swisscom contract: Business Internet Services, My SME Office, inOne SME office, Business Internet Light, Internet connection for residential customers
- Firmware version:
 - Centro Business 2.0: 08.06.06 or higher
- The router is switched on and the power LED is white

Limitations:

- The WAN reset is currently not possible using Centro Business 2.0.

1.4 Illustration

None

1.5 Performing a factory reset

There are two ways to perform a factory reset.

a) Factory reset using the reset button

Press the reset button with a pen for around 7 to 10 seconds. The colour of the power LED changes from white to red and back to white. Do not remove the pen until the power LED changes from red to white. The router will restart after the factory reset.



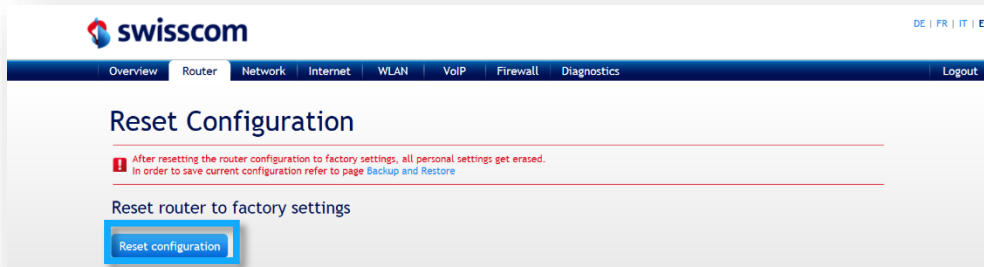
Centro Business 1.0



Centro Business 2.0

b) Factory reset using the router portal

In the router portal, select **Router > Reset Configuration** and click on **Reset configuration**.



1.6 Performing a WAN reset

In the router portal, select **Router > WAN Reset** and click on **WAN reset**. The WAN will now be reset. All connections will be disconnected.



1.7 Restarting the service

For My SME Office, Business Internet and Internet connections for private customers, the WAN data will be re-entered on the router, and the service will restart automatically.

For a Business Internet light connection, YOU must re-enter the PPPoE user name and the password under **Settings, Network, Basic Settings, PPPoE Settings. WAN Connectivity**, under **Settings, Router, Basic Settings** must be set to **PPP Business Internet light**.