



Feature Description Document

Performing Factory Reset on IXM Devices



Purpose

This document outlines the process of performing a factory reset on IXM devices from IXM WEB.

Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

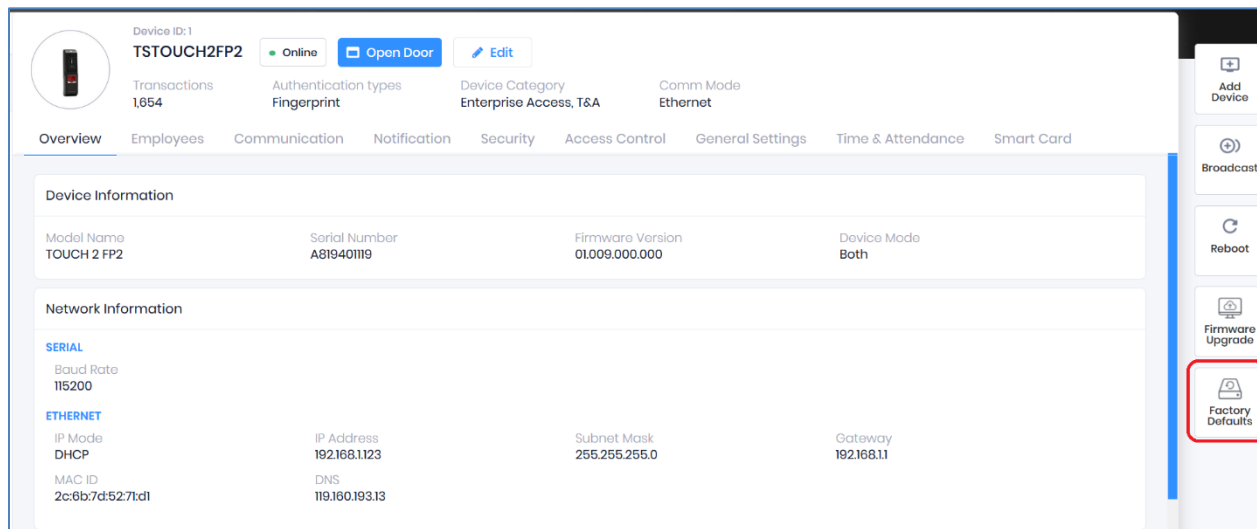
Description

IXM WEB allows the administrator to restore factory defaults of various settings on IXM devices.

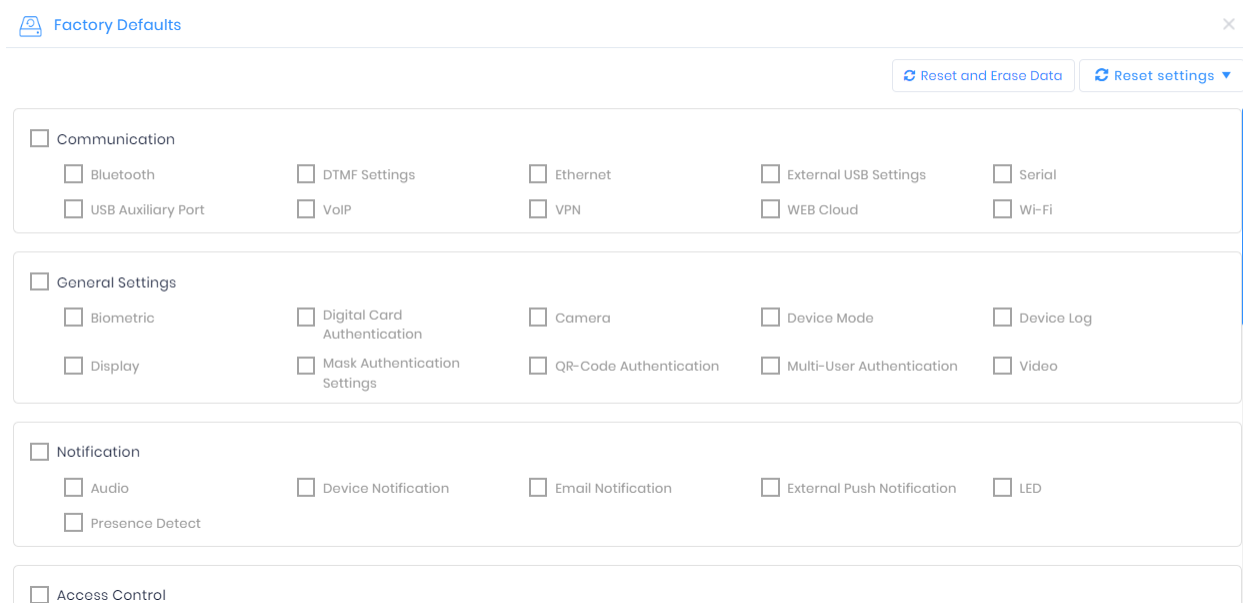


Reset Settings to Factory Default from IXM WEB

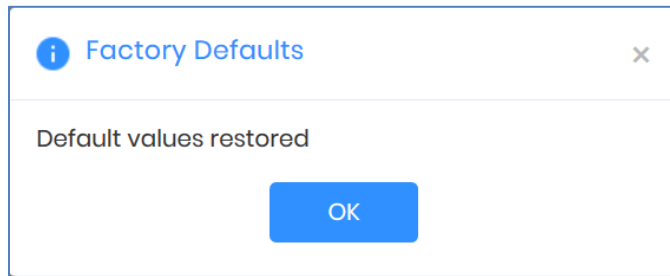
1. From Home >> Click the **Devices** tab on the top >> Select the required **Device** >> On the right-side panel, you will see an icon for '**Factory Defaults**'.



2. Click on **Factory Defaults** to open the Factory Default Settings window.

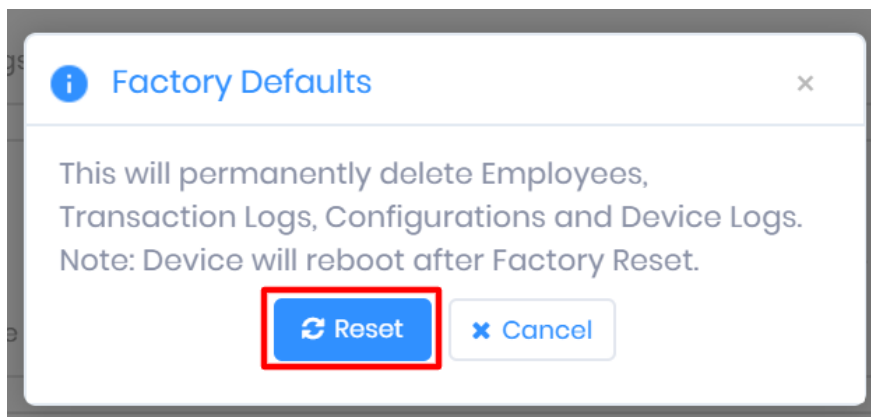


3. Select the settings which need to be reset and click **Reset**.
4. Upon completion of the process, the application will show a success message.

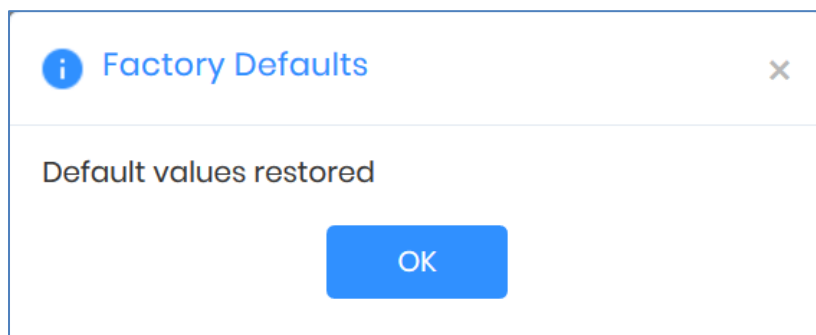


Reset & Erase Data

1. Click **Reset and Erase Data** and the application will display the following reset confirmation message.

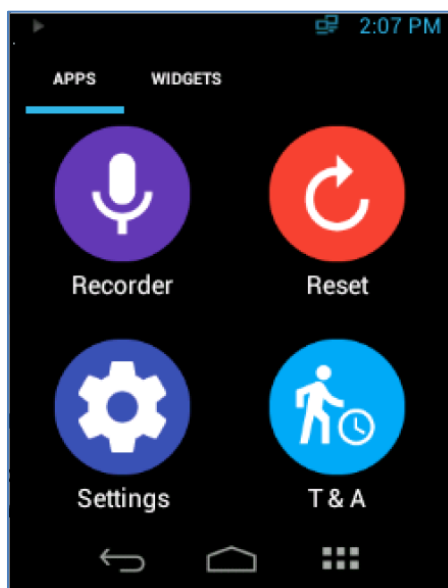


2. Click **Reset** and the application will delete all the Employees, Transaction Logs, Configuration settings, and Device Logs from the selected device. Upon completion of the process, the device will reboot and the following message will be displayed upon success.

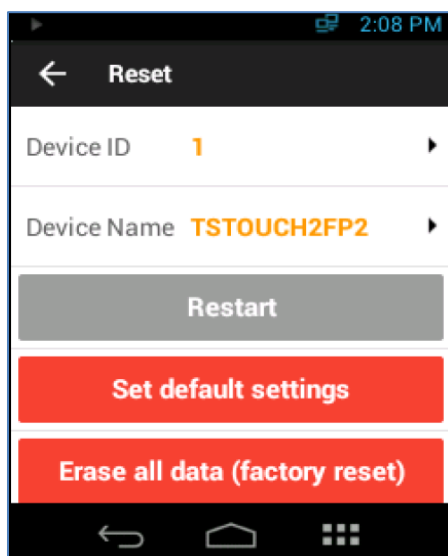


Reset Settings to Factory Default from Device LCD

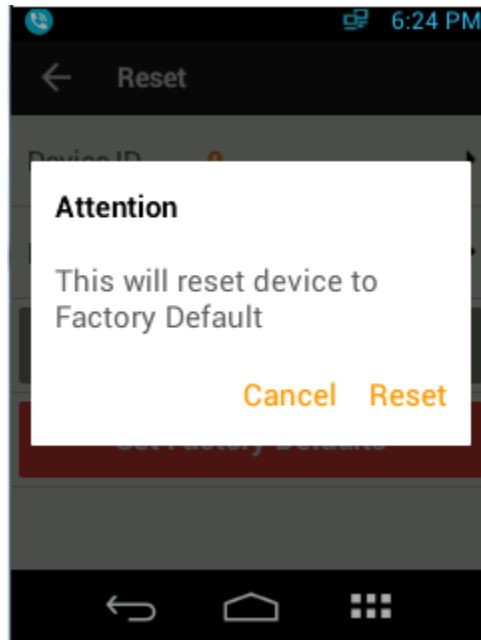
1. From the Home screen >> Tap the Menu button >> Swipe to the **Reset** app.
2. Tap on the **Reset** app. The device will prompt for a device security authentication before opening the app.



3. Tap on Set default settings.

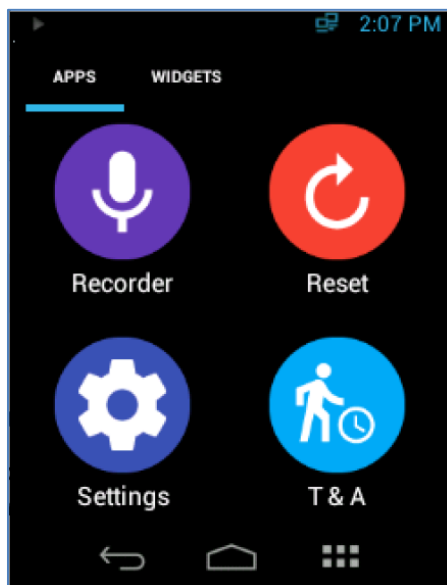


4. Tap on Reset to confirm the reset.

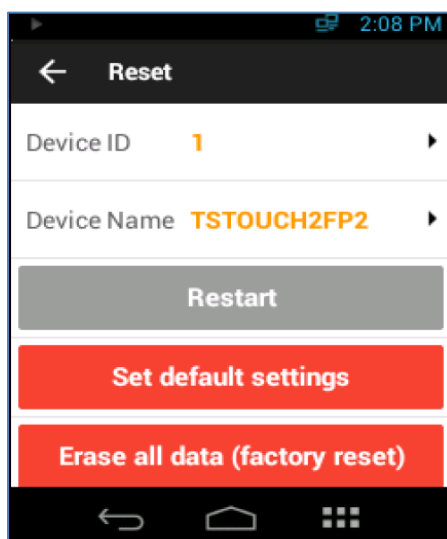


Erasing Data from Device LCD

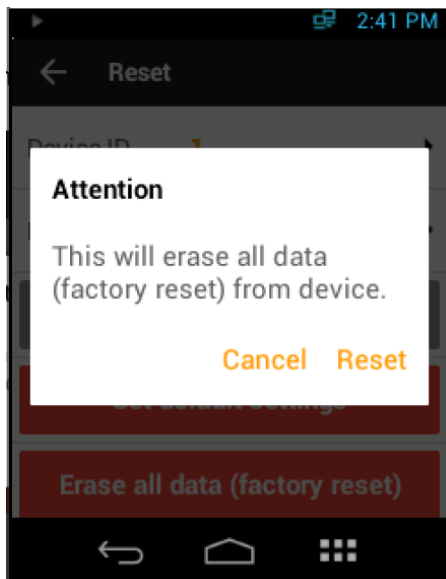
1. From the Home screen >> Tap the menu button >> Swipe to the **Reset** app.
2. Tap on the **Reset** app. The device will prompt for a device security authentication before opening the app.



3. Tap on Erase all data (factory reset).



4. Tap on **Reset** to erase data from the device.





Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

Disclaimers and Restrictions

This document and the information described throughout are provided in their present condition and are delivered without written, expressed, or implied commitments by Invixium Inc. and are subject to change without notice. The information and technical data herein are strictly prohibited for the intention of reverse engineering and shall not be disclosed to parties for procurement or manufacturing.

This document may contain unintentional typos or inaccuracies.

TRADEMARKS

The trademarks specified throughout the document are registered trademarks of Invixium Access Inc. All third-party trademarks referenced herein are recognized to be trademarks of their respective holders or manufacturers.

Copyright © 2022, INVIXIUM. All rights reserved.