



Feature Description Document

Performing Factory Reset on IXM Devices

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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					

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'**.

Device TSTO	UCH2FP2	Online	Open Door	🖋 Edit					
Transo 1,654	actions	Authentication Fingerprint	n types	Device Catego Enterprise Acc	ory cess, T&A	Comm Mode Ethernet			D
Overview Emplo	oyees Co	mmunication	Notification	Security	Access Cont	rol General Settings	Time & Attendance	Smart Card	Bro
Device Informatior	ı								
Model Name TOUCH 2 FP2		Serial Nu A819401	umber 119		Firmware Ve 01.009.000.00	orsion 00	Device Mode Both		R
Network Informatic	on								Fire
SERIAL									Up
Baud Rate 115200									
ETHERNET									Fo
IP Mode DHCP		IP Addr 192.168.1	ess 1.123		Subnet Mas 255.255.255.	< 0	Gateway 192.168.1.1		
MAC ID 2c:6b:7d:52:71:d1		DNS 119.160.1	93.13						

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

Factory Defaults					×
			C Res	ət and Erase Data	C Reset settings 🔻
Bluetooth	DTMF Settings	Ethernet	External USB Settings	Serial	
USB Auxiliary Port	VoIP	VPN	WEB Cloud	Wi-Fi	
General Settings					
Biometric	Digital Card Authentication	Camera	Device Mode	Device l	og
Display	Mask Authentication Settings	QR-Code Authentication	Multi-User Authenticatio	on 🗌 Video	
Notification					
Audio	Device Notification	Email Notification	External Push Notificatio	n LED	
Presence Detect					
Access Control					

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- 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.

i Factory Defaults	×
Default values restored	
ОК	



Reset & Erase Data

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

35	Factory Defaults	×
	This will permanently delete Employees, Transaction Logs, Configurations and Device Logs Note: Device will reboot after Factory Reset.	6.
Э	Cancel	

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.



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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).



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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

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