Feature Description Document

Rebooting a Device

Purpose

The device reboot feature allows IXM WEB users to reboot the registered devices from IXM WEB.

Applies to
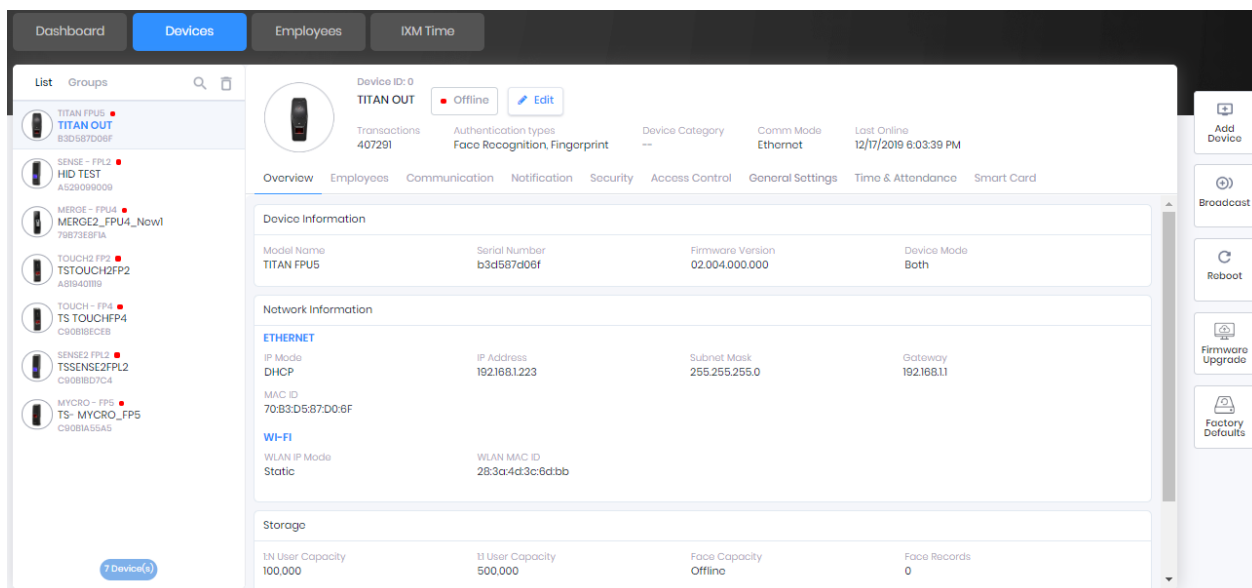
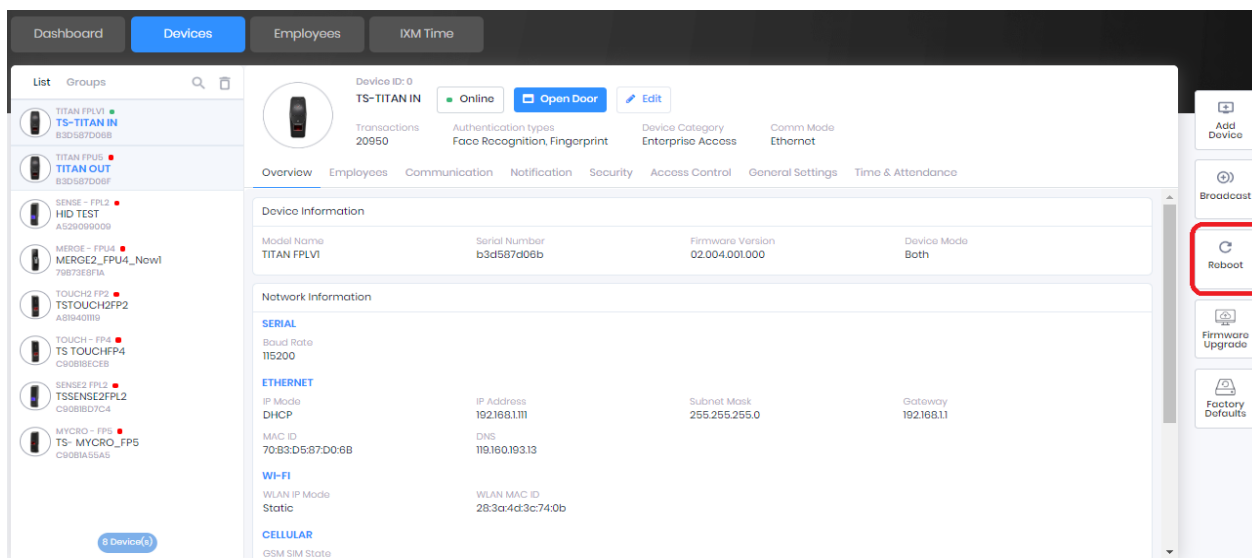| TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

Description

Device reboot functionality is used to reboot the registered devices from IXM WEB. Users can reboot a device from the Devices list window by clicking **Reboot** or pressing the reset button located at the bottom of the device near the secured USB port.
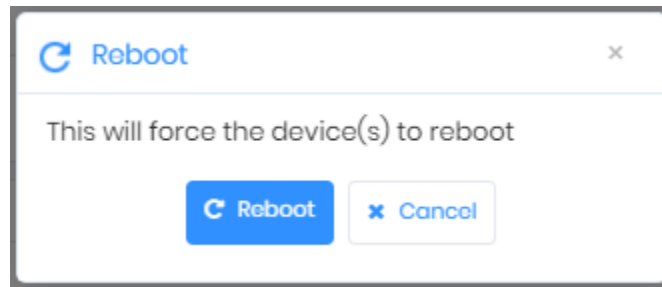
Reboot Device from IXM WEB

1. From Home >> Navigate to the **Devices** tab on the top**.** The application will redirect to the device list and configuration window.

2. Select the **device(s)** which needs to be rebooted and click **Reboot** on the right side of the screen**.**

3. The application will display a device reboot confirmation window. Click **Reboot**. This will reboot the selected device.

FAQ

1. **Who can perform Device reboot?**
   All IXM WEB users who have access to the Devices tab can perform the Device reboot.

2. **Currently, my device is offline. Is it possible to reboot the device from IXM WEB?**
   No, Device should be online in IXM WEB to reboot from IXM WEB.

3. **What if I reboot multiple devices from IXM WEB and some of them are offline.**
   IXM WEB will only reboot the online devices.

4. **I am not using IXM WEB. Is there any other method to reboot the device?**
   There are two other ways to reboot the device without registering it in IXM WEB:
   A. Power "**OFF**" the device by disconnecting the power source and power "**ON**" after 5 – 10 Sec. This will reboot the device. This will also reset the clock on the device to the factory setting.
   B. Users can reboot the device using the reboot/reset button which is located at the bottom of the device near the secure USB port. User needs to perform the following steps to reboot the device using the reboot/reset button:
      i. Locate the bottom of the device where the USB is located.
      ii. From the bottom of the device unscrew the jack panel using the Hex Key, which is provided along with the Device Installation Kit.
      iii. Here the user will see a button adjacent to the USB port.
      iv. Press that button for 2-3 sec. This will reboot the device. Users will also hear a buzzer when the device reboots. (This will not work if the user has changed Buzzer settings to "None" for the reboot event).

   Note: Kindly note that if the user presses the reboot/reset button for more than 2-3 sec then the user's device config settings will also be reset to factory default but it will not affect the existing users on the device.

5. **Does my device IP address change after rebooting the device?**
   It depends on whether the IP mode of the device is set to DHCP or Static. In the case of Static IP, after reboot, the device IP will not change but in case of DHCP after a reboot of the device if the DHCP server provides a new IP to the device then the IP of the device will change.

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Support

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

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