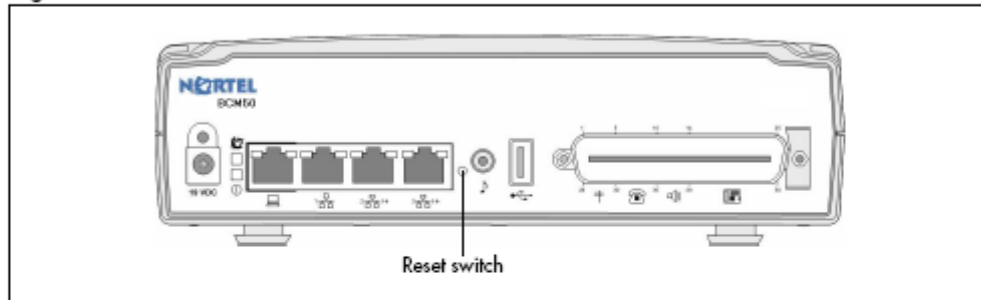


Reset to factory settings

This section describes how to reset the BCM50 system to the factory settings or a stable working condition using the reset switch (see the figure [Reset switch location](#) on page 165). When the BCM50 is in this condition, you can make further modifications.

Figure 68 Reset switch location



Some possible situations in which you use the reset feature are:

- If the BCM50 system is configured incorrectly to an extent that it is no longer functional. The customer must use a level 1 reset to return to the default system programming and restore a previous configuration or reconfigure the system.
- If distributors want to reuse BCM50 systems, they must first erase all customer-specific data using a level 1 or level 2 reset.

Reset levels

Reset to factory settings is a stand-alone feature that has the following levels of reset:

- **Level 1** reset erases all customer-specific data and restores the default configuration for all components. This reset leaves the software components untouched. That is, the system has the latest release and patch level of the software installed. Only the system and user configuration data is erased and replaced with default values. No Ethernet connectivity to the system occurs during this operation.

- **Level 2 reset** erases all customer and system configuration data and all software releases and patches. This reset re-installs the original factory configuration settings. Level 2 reset also resets the router firmware to what was shipped from the factory. No Ethernet connectivity to the system occurs during this operation.



Warning: If you perform a Level 2 reset to solve an undetermined problem and still have access to Element Manager, you must retrieve all the log files for technical support before performing the Level 2 reset. A Level 2 reset erases all log files from the system.

Activate the reset feature

You activate the reset feature by pressing the reset switch with a long, thin, nonmetallic needle in the sequence described in the procedure [To perform a Level 1 and Level 2 reset](#) on page 166.



Warning: Before performing a Level 1 or Level 2 reset, review all the effects of the levels of reset. See [Reset levels](#) on page 165.

As you press the reset switch, the LEDs blink in a predefined fashion to guide and confirm user input. The various states of the power and status LEDs indicate the following:

- A blinking power LED indicates a user input window; the BCM50 system is waiting for user input.
- A solid red power LED indicates extreme action is requested; caution is urged.
- A solid status LED (any color) indicates level of reset action:
 - Level 1 is yellow
 - Level 2 is red
- A blinking status LED indicates an interim state; trying to establish user request.
- A solid status LED indicates confirmation of a user selection (power LED has priority).

To perform a Level 1 and Level 2 reset

The router configuration of a BCM50a or BCM50e is not affected by a Level 1 reset. To perform a soft reset on the router, use Element Manager.

See the figure [Level 1 and Level 2 reset sequence](#) on page 167, or follow the sequence in the table [Level 1 reset](#) on page 168 and the table [Level 2 reset](#) on page 168 to perform a Level 1 and Level 2 reset.

Figure 69 Level 1 and Level 2 reset sequence

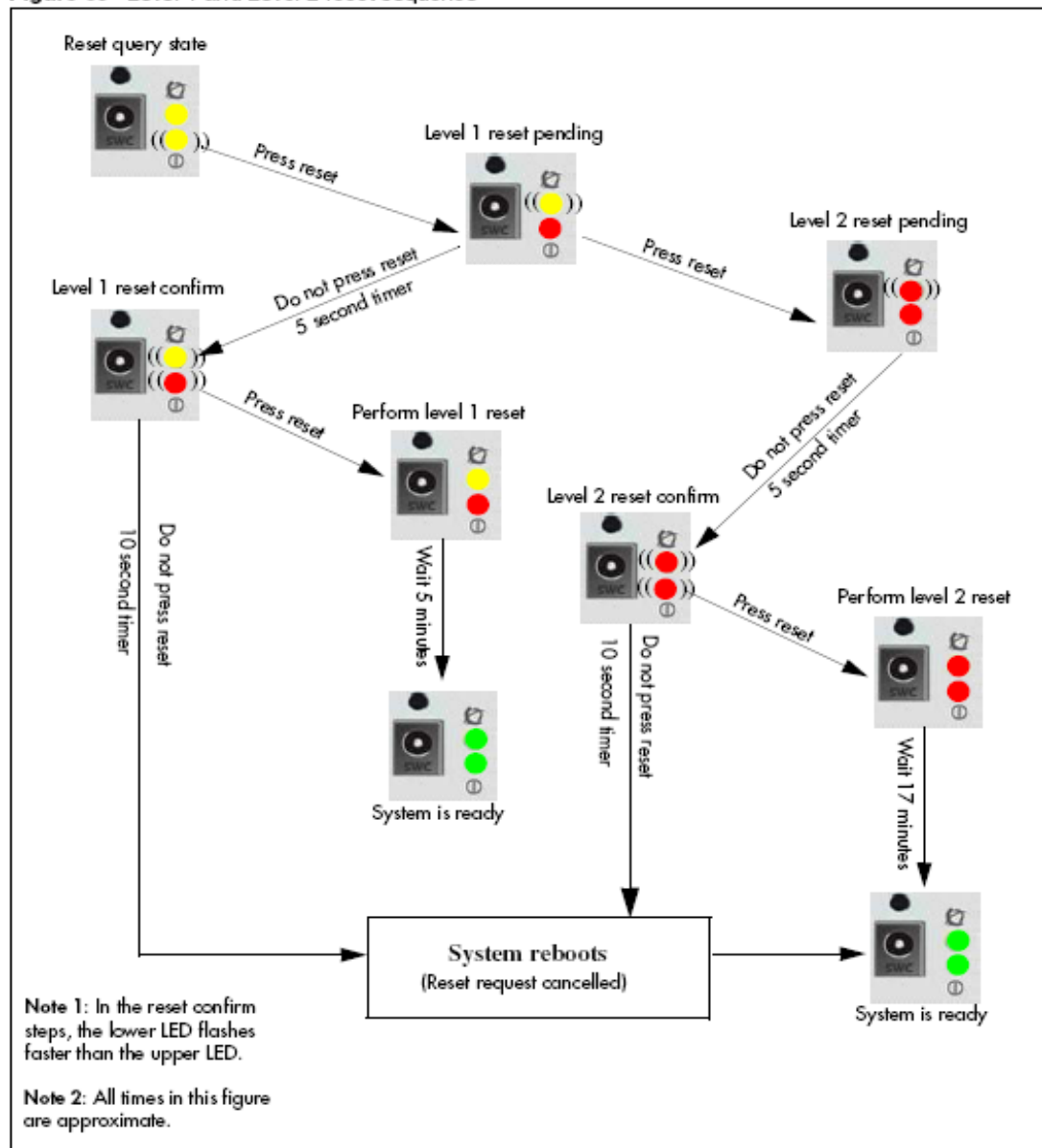


Table 32 Level 1 reset

Step	User action	Power LED	Status LED	System state	Alternative user action
1	Boot the system	Solid yellow	Solid yellow	Power self-test	No action; system remains off
		Solid yellow	Off	Power self-test	
		Flashing yellow	Solid yellow	Ready for reset input	
2	Press reset switch	Solid red	Flashing yellow	Request Level 1 reset	Do not press reset switch; system boots normally
3	Wait five seconds	Flashing red	Flashing yellow	Awaiting Level 1 reset confirmation	Press reset switch; system proceeds to Level 2 reset
4	Press reset switch	Solid red	Solid yellow	System performs Level 1 reset All configuration programming erased.	Do not press reset switch; system boots normally
		Solid green	Solid green	System rebooted and is ready for user action.	

Table 33 Level 2 reset

Step	User action	Power LED	Status LED	System state	Alternative user action
1	Boot up the system	Solid yellow	Solid yellow	Power self-test	No action; system remains off
		Solid yellow	Off	Power self-test	
		Flashing yellow	Solid yellow	Ready for reset input	
2	Press reset switch	Solid red	Flashing yellow	Request Level 1 reset	Do not press reset switch; system boots normally
3	Press reset switch again within five seconds of the first button press.	Solid red	Flashing red	Request Level 2 reset	Do not press reset switch; system remains in Level 1 reset state
4	Wait five seconds	Flashing red	Flashing red	Awaiting Level 2 reset confirmation	Press reset switch; system proceeds to Nortel factory mode (do not use)
5	Press reset switch	Solid red	Solid red	System performs Level 2 reset; all configuration programming and software updates erased.	Do not press reset switch; system boots normally
		Solid green	Solid green	System rebooted and is ready for user action.	