

RUT850 Device Recovery Options

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Summary

This chapter is an overview on various **recovery** options for a RUT850 device.

Default login information

Using recovery methods resets the device's configuration to its default state. Therefore, you will need to use the default authentication info in order to login to the device. The default login information for RUT850 is provided below:

- Default Address (LAN IP): **192.168.1.1**
- Default Username: **admin**
- Default Password: **admin01** or random generated password*

Devices with random password

* Certain devices or batches of a device may have a generated password out of the box, instead of *admin01*. For RUT850 devices, batch from when unique passwords are used is

You can find the batch of your device on the [Product Labels](#) sticker.

Factory reset

A **factory reset** returns the device back to its default factory settings, i.e., it deletes all custom configurations. Below you will find various methods of performing a factory reset on RUT850.

Additional note: SIM PIN on the main SIM card is the only user parameter that is kept after a factory reset.

Reset Button

The **reset button** is located on the {{{panel}}} of the device:



The reset button has two functions:

- **Reboot the device.** If the reset button is pressed for up to 4 seconds, the device will reboot. Start of the reboot will be indicated by the flashing of all 5 signal strength LEDs together with the green connection status LED.
- **Factory reset.** If the reset button is pressed for at least 12 seconds (by default), the device will perform a factory reset and reboot.
NOTE: the default button hold time value (min time 12 seconds, max time 20 seconds) can be changed in the router's WebUI, from the **System** → **Administration** → [General](#) page.

WebUI

You can also perform a factory reset from the router's WebUI. To do so, login to the router and go to the Backup section found under the System tab (**System** → **Maintenance** → **Backup** → [Reset settings](#)). In the very bottom of the page there's a **Reset** button that performs a chosen type of reset.

Notice: A **Factory defaults** reset will remove all logs, SIM PIN's and RMS data that the device might have had.



Command line

You can perform a factory reset via command line by executing the **firstboot** command. After this you will be asked to confirm the reset. If you're sure, type the letter **y** and press "Enter" or type the letter **n** if you wish to cancel the reset.

If you agreed to perform a factory reset, next type in **reboot** and press "Enter". The router will be reset to it's factory settings and rebooted. The entire sequence of events should look like this:

```
root@Teltonika-RUT850:~# firstboot
This will erase all settings and remove any installed packages. Are you sure?
[N/y]
y
/dev/mtdblock5 is mounted as /overlay, only erasing files
root@Teltonika-RUT850:~# reboot
```

You can find more information on the command line interface (CLI) [here](#).

RMA

If conventional recovery methods do not help, you may need to send the device to warranty for repair. The warranty process is described [here](#).