

TCR100 Device Recovery Options

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Summary

This chapter is an overview on various **recovery** options for a TCR100 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 TCR100 is provided below:

- Default Address (LAN IP): **192.168.1.1**
- Default Username: **admin**
- Default Password: see password on bottom of the device

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 TCR100.

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 front 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 3 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. Signal strength LEDs indicate the elapsed time while holding the reset button. Start of the factory reset will be indicated by flashing of all 3 signal strength LEDs.

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 → [Restore default settings](#)**). In the very bottom of the page there's a **Restore** button that performs a factory reset on click:



SMS

You can perform a factory reset with the SMS Utilities **restore** rule. If the rule hasn't been disabled or changed in any way, all you need to do is send an SMS message to the router containing the text:

<router_password> restore

Replace **<router_password>** with your actual password. You can find more information on SMS Utilities rules [here](#).

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-TCR100:~# 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-TCR100:~# reboot
```

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

Bootloader menu

The **bootloader menu** is a special router state used as a recovery tool in case the router becomes inaccessible even after a factory reset. It can be used to upgrade the router's firmware or bootloader version.

In order to place the router into the bootloader menu state, follow these steps:

- Unplug all cables from the router.
- Plug in one Ethernet cable for your computer into any LAN port.
- Press and hold the reset button.
- While holding the reset button, plug the power cable into the router. Continue holding the button for another 4 seconds.
- Release the reset button.

If you followed all the steps correctly, all panel LEDs should light up. This means that the device is in the bootloader menu state. If that is not the case, repeat the steps again.

Regardless of what the router's IP address was before, the IP address of the router when it's in the bootloader menu state is always **192.168.1.1**. So in order to reach the router, you'll have to set up a static IP address that's in the **192.168.1.0/24** network (for instance, 192.168.1.2) on your computer. Instructions are provided in the links below:

- [Windows](#)
- [Linux](#)

When set your computer's IP, you should be able to reach the router's HTTP server. The address depends on what you wish to upgrade:

- Bootloader upgrade URL: **192.168.1.1/uboot.html**
- Firmware upgrade URL: **192.168.1.1/index.html**

Type in the relevant address into the URL field of your web browser, upload the image file and click the **Update** button. Firmware/bootloader image files can be downloaded from [here](#).

If everything was done correctly, the update should begin. At this point you can close the browser window. The update will take about **120 seconds**.

Additional note: don't forget to restore your computer's IP address settings.

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](#).