Device Restore Procedures

Technical note
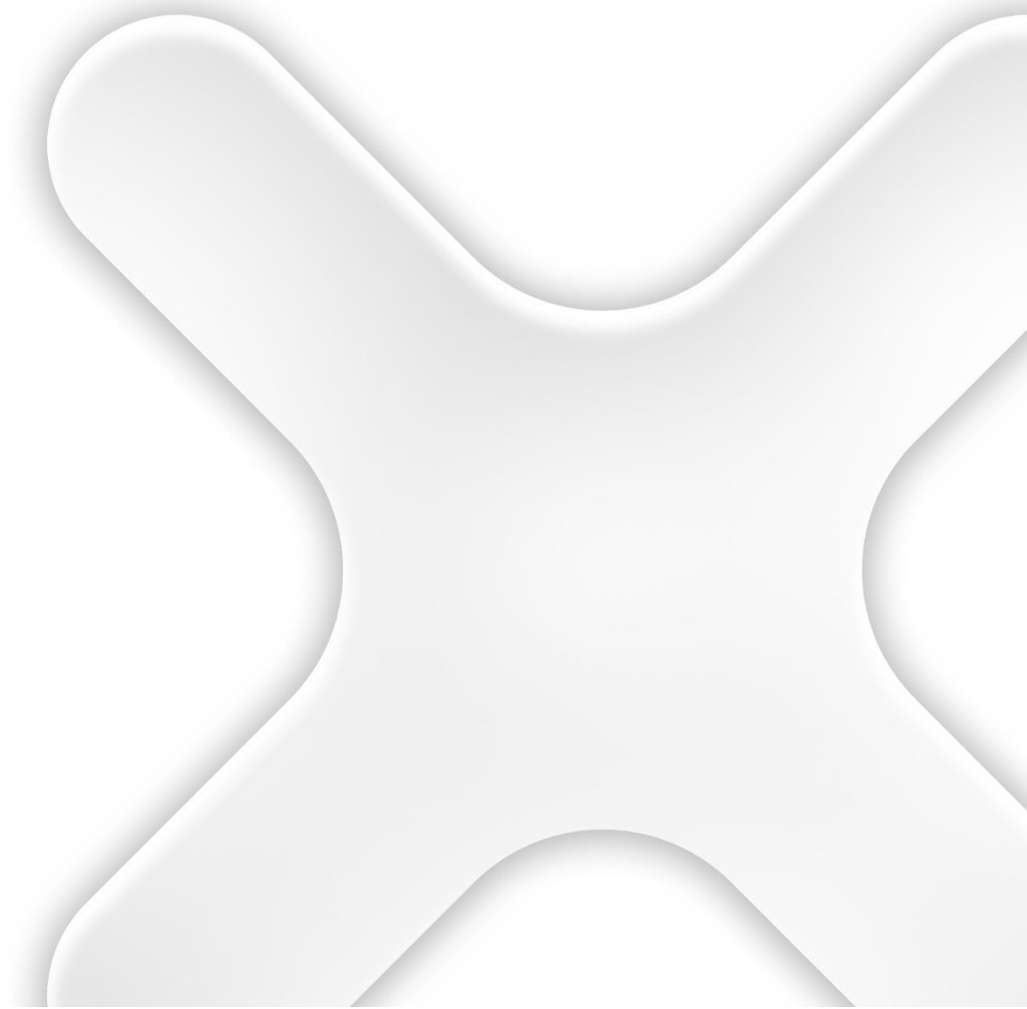
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1 Overview

This document introduces the procedures for restoring devices to factory defaults.

There are two ways to do Device Restore:
- Manually via the TAP TAP procedure.
- USB, using a USB Flash drive programmed appropriately.

Following the restore to factory defaults:
- All applications and historical data stored on the device, and in general any information stored in the Data partition is erased.
- All user modified settings (network configuration, services, display settings, time settings) are erased and restored to factory defaults.
- System passwords are restored to factory defaults (admin/admin and user/user)

Following components are not affected by the procedure:
- BSP components.
- Splash screen
- User downloaded machine.ini file

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i **INFORMATION**

- This technical note is valid only for BSP versions **1.3.xxx** and **2.0**.xxx

2   Device Restore through TAP TAP Procedure

TAP TAP is a system procedure that offers a way to access device functions (ConfigOS, Runtime Loader window, Touch calibration) using a particular touch activation sequence at device startup.

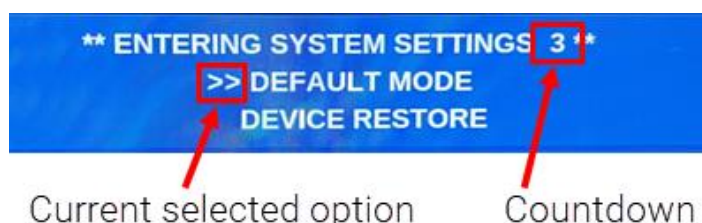### 2.1   TAP TAP Procedure Activation and Operation

TAP TAP procedure can be used only at device startup, so it is necessary to power-on or restart the device (power cycle or restart in MainOS mode from System Settings).

Procedure is triggered by tapping continuously in the middle of touch screen during device power-on phase. When system recognizes the procedure, "TAP TAP DETECTED" is displayed on top of the screen, from now on it is possible, by touch inputs, to go through the various options to select the required one.

The system allows to choose between two options, by default one of the options is automatically selected, the second option can be selected by touching on the screen and keeping pressed.

Symbol ">>" on the left indicates what is the option selected.

The selected option is confirmed when the time of the countdown present in page is elapsed; the system then will then propose the following step or start the selected function.

To restore the device the options to be selected are, in order:

1. SYSTEM SETTINGS
2. DEFAULT MODE
3. DEVICE RESTORE

Once Device Restore option has been selected and started, the system will provide on screen information about the procedure.

> **ℹ INFORMATION**
>
> - Device Restore procedure via TAP TAP can be disabled from the relevant entry available under Services in System Settings menu of the device.

3 Device Restore Using USB Flash Drive

Restore of device is possible by using a USB Flash Drive. The USB Flash drive must be formatted FAT32 to be recognized by the system.

3.1 USB Restore Procedure

o Create in the root folder of the USB Flash drive a file named **device-factory-restore**, the file must be empty and without extension.

o Plug the USB Flash drive in the device, the system will recognize the file and start automatically the Device Restore procedure

Once Device Restore procedure has been started, system will provide information about the procedure on screen.

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i **INFORMATION**

- Device Restore procedure via TAP TAP can be disabled from the relevant entry available under Services in System Settings menu of the device.