



## Factory Default IS-IP Device

Needing to reset an IS-IP device to its factory default settings.

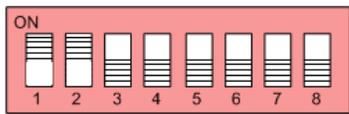
### Cause

Login/password has been changed/lost or you otherwise can't get into the unit, or you suspect the configuration file is corrupt because calls are cancelled within a tenth of a second after answering or connecting.

### Solution

To reset the IP unit to factory default, do the following:

- Remove power from the unit
- Remove the back panel from the IS-IPDV(F) or IS-IPMV, or remove the case from the IS-IPC
- IS-IPMV: On the back of the XC1323 board, set bits #1 and #2 of SW700 to ON
- IS-IPDV(F): On the back of the XC1313 board, set bits #1 and #2 of SW700 to ON
- IS-IPC: On the main board set bits #1 and #2 of SW700 to ON



Apply power back to unit.

Set your PC's IP address to 192.168.0.100 and then log into the device using the Maintenance Mode address of <https://192.168.0.40>.

Click Continue to this website, then click English. The unit's administrator ID and password are now "aiphone" and "aiphone".

Figure 3: Certificate Error

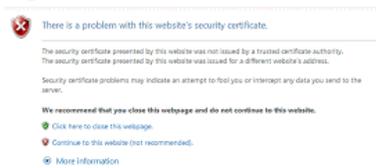


Figure 4: Language Selection



Figure 5: Log in



While in Maintenance Mode, no changes can be made to the device, other than using the Initialization button to reset the device back to its factory defaults. The first screen WILL identify the programmed IP address, which is useful if the device's IP address is not known.

**Network setting: Individual** Temporarily stored

IP version

Host unit setting

Host unit  Client unit

Host unit IP address  \*Required

System name  (1-24 Alphanumeric characters)

DHCP

Static IP Address

Static IP Address  \*Required

Subnet Mask  \*Required

Default Gateway

Primary DNS Server

Secondary DNS Server

While power is still on, very carefully set bits #1 and #2 of SW700 back to OFF and choose one of the following options:

- **Option A:** If you don't wish to factory default the device you can power cycle, and the unit will return to using the existing program. You can download the setting file by doing the following:

1. In the left navigation menu, click **Download the setting file**
2. In the right frame, click the Download button
3. Choose a suitable location, name the file, and then click OK
4. Check **Network setting: Common** to verify the integrity of the configuration file, which CAN be corrupted during the Maintenance mode procedure. If the fields in this page are blank:

5. If this occurs, you will have to **factory default** the device, as there is no way to manually repair the corrupt configuration file. Proceed to **Option B** below to resolve this issue. Turn off the unit and replace the cover.

**Option B:**

If you wish to **factory default** the device, do the following:

1. In the left navigation menu click Initialization
2. In the right frame, click the Initialize button
3. When the message appears asking "Are you sure?", click OK.
4. After 2 minutes have passed, turn off the unit and replace the cover.

For more details about the features and information above, please contact Technical Support between 6:00am and 4:30pm (Pacific Time)  
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