

Avaya IP Office – Restoring System Password to Default Using the RS232 DTE Port

This port is found on the rear of all IP Office control units and external expansion modules. The DTE ports on external expansion modules are not used.

The RS232 DTE ports on the control units can be used for system maintenance and connection of serial terminal adapters. On IP400 control units the port can also be used for connection of the IP Office serial port license key dongle.

An asynchronous terminal program such as HyperTerminal is also required. Configure this for operation via a PC serial port, as follows:

Bits per second	38,400
Parity	None
Flow Control	None
Data bits	8
Stop Bits	1

Settings | Emulation
TTY

The following processes can be used to default the security settings of an IP Office system running IP Office 3.2 or higher.

Defaulting Security Settings

This process defaults the IP Office's security settings but does not alter its configuration settings.

1. Attach the serial cable between the PC and the DTE port on the IP Office control unit.
2. Start the terminal program on your PC. Ensure that it has been setup as listed in DTE Port Settings. Within a Hyper Terminal session, the current settings are summarized across the base of the screen.
3. Enter **AT** (note upper case). The control unit should respond **OK**.
4. Enter **AT-SECURITYRESETALL**
5. You will be prompted to confirm the control unit's MAC address (by entering it) before continuing. **Enter the MAC Address.**
6. The control unit will respond **OK** when the action has been completed.
7. Close the terminal program session.
8. Manager can now be used to receive and edit the control unit's now defaulted security settings.
9. Power Down the KSU for 20 seconds and then power up. (this may not be necessary)

The password will be either password (all lower case) or Administrator (with a capital A)