

## Autorun Force Reset Instructions

This document describes how to use an autorun package file to force a factory reset on any individual VC or RPS unit. This should be very rarely needed if ever, but has been included in the standard firmware distribution as a final fallback to be able to recover units in the field which have only a configuration error that prevents them from being factory reset by the normal methods, or when factory reset must be performed and the technician on site has no serial cable or IR remote or other regular means to cause a factory reset.

**IMPORTANT: which autorun to use depends on the installed firmware version. Whenever possible, the WallDirector web app is the preferred method to reset a system to factory defaults.**

**For systems with firmware version:**

- **less than or equal 7.0.xxx:** use the autorun-force-reset.pkg file from the folder named "Autorun Force Reset Pre-v7.1".
- **7.1 and higher:** use the autorun package file named **autorun-force-reset-v7.1.pkg**

To use an autorun package file to force a factory reset on a single VC or RPS unit:

1. Format a USB drive with the FAT32 file system.
2. Copy the selected autorun package file to the top level of the USB drive.
3. Rename the autorun package file to just **autorun.pkg** on the USB drive.
4. On the target VC or RPS, insert the USB drive into the AUX USB port. You should see indications of the autorun process starting within 30 seconds of when you insert the USB drive.
  - a. Note: The autorun will not start if the target VC or RPS has been running for less than one minute. This prevents accidentally factory resetting again if you forget to remove the USB drive before rebooting. In this case just remove and reinsert the USB drive later.
5. Leave the USB drive inserted until you observe a slow blink pattern on the status LED (the blue LED on the front of each VC, or the green LED above the CNTRL switch of each RPS).
  - a. This should require no more than 30 seconds from when you insert the USB drive. If you don't observe any blink pattern on the status LED, remove the USB drive, check its format and contents, and try again.
6. When you observe a slow blink pattern on the status LED, remove the USB drive.
7. Restart the target VC or RPS by cycling AC power to the target VC or RPS. The factory reset is not complete until the next reboot of the target unit.
  - a. Note: When using this force-reset method, there will be no notification in the OSD menus or in the WallDirector web interface of the pending factory reset.
  - b. Note: To cancel the factory reset of the target unit after using this autorun to initiate the reset requires a serial connection directly to the target unit to issue the RESET.CANCEL command. This may not work in all versions of firmware nor under all possible conditions, so be sure you intend to reset the target device before deploying this autorun.