

# Resetting Your Bad Boy Products

Caution: Using the following procedure will cause your device to be restored to factory default settings. Any custom settings entered will be lost. Prior to using the following procedure, please record any custom setting values that you will want to re-enter.

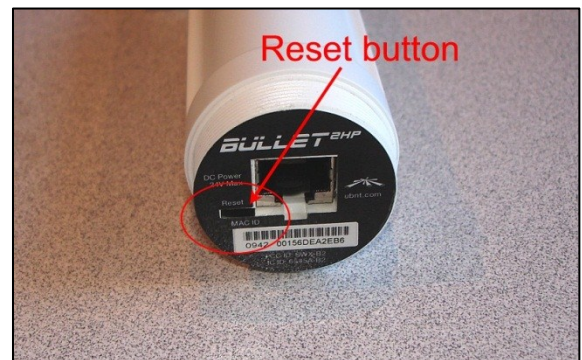
**Note:** Please read all instructions before proceeding with the operation. This will give you an idea of what to expect.

## Step 1

Turn the power on and allow your system to fully start. Power needs to be on to perform the following steps.

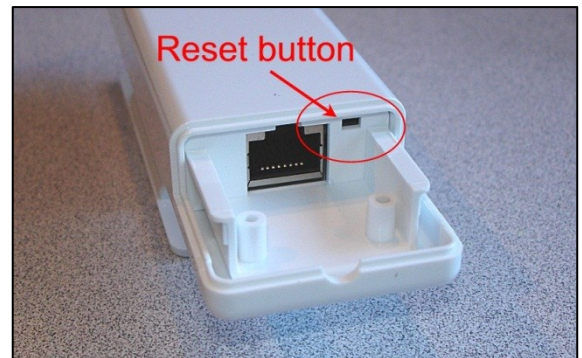
## Step 2

Remove the lower cover from your device. For Xtreme series, unscrew the bottom cover. For Express, Unleashed and Zone products slide off the bottom cover. Locate the slot next to the Ethernet connector at the bottom of the device. Refer to the pictures.



## Step 3

Using a small flat blade screwdriver or blunt ended toothpick, **GENTLY** press the button located beneath the slot. With very little pressure, you should be able to feel a tactile activation. If not, you may not be on the button. **DO NOT USE FORCE!** Damage to the device may result and will not be covered by your warranty.



## Step 4

Hold the button depressed until all of the upper four signal strength LEDs blink and then release the button. If they were off, they will blink on. If they were on, they will blink off. The length of time required to hold the button depressed varies from 10 to 20 seconds. Caution: If you see an alternating two LED pattern that goes back and forth, turn the power off for 5 seconds and start the procedure again.

## Step 5

The LEDs will all go out, except for the power light. Allow about 30 seconds for the device to fully restart. You should see the green LAN LED illuminate solidly indicating the reset to defaults operation has completed.

All settings will now be returned to factory default. You can refer to your product's Quick Start Guide for operation and default values. If your Quick Start Guide is not available, you can find it on our website at [www.bitstorm.com](http://www.bitstorm.com) under the Support tab.

**Note:** If restoring a Zone or Unleashed, the hotspot they provide will be changed back to the default 'Bad Boy' with an access key of 'password'. If connected wirelessly, you will find yourself disconnected and the newly restored wireless network 'Bad Boy' should be listed as a wireless network choice on your computer.