







FAQ - How do I reset the system to factory settings?

The latest software version is always available on our Studer website in the [Software and Updates](#) section.

A software reset may be necessary in case of errors or problems in the system, in order to restore the factory settings and update all the devices in the system with the same software version.

When you download the latest software release, you will have in the computer a zip folder containing:

-  02
-  R XX release references
-  Release_RXXX
-  Updating procedure_Procédure de mise à jour VX.X

Please modify the name of the folder 02 to 03. Then copy the 03 Folder into the SD card of your RCC or Xcom device and insert the card in the device.

The process will be then similar to the process described in the [FAQ SW Update](#).

Please read carefully the Updating procedure (PDF) before performing the reset.

RCC

The RCC will beep when the SD card is correctly inserted. Then confirm the update by pressing ok. The update is completed when the RCC displays the message "The update is finished" (051).

Xcom

The Xcom will blink red when the SD card is correctly inserted. The update will start automatically. The update is completed when the LED indicator is green.



The software reset will delete all the previous system configurations. After the reset, please make sure that the required and critical configurations are performed before turning on the system.

The update should be performed on all the RCC and Xcom devices in the system (all the devices having an SD or microSD card). All Studer products in a system should have the same software version.