



## Frequently Asked Questions



v1.0

# Unlocking Access Control Password in a Soundweb Contrio Device

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### Question:

Audio Architect Access Control admin password has been lost. BSS Soundweb Contrio device is locked and cannot be added to the Venue. How can the device be unlocked?

### Answer:

The BSS Soundweb Contrio device needs to be factory reset. The procedure is described in this article:

<https://help.harmanpro.com/getting-started-with-contrio-controllers>

**Note:** Configuration, HiQnet Name, HiQnet Node Address and IP address settings will be lost.

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