v1.0   # Unlocking Access Control Password in a Soundweb London Device   20-May-22

Question:

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

Answer:

The BSS Soundweb London device needs to be restored to default factory settings. Connect to the device with Windows Telnet and execute the command:

    formatflash

Followed by the command:

    reboot

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

Connecting to a Soundweb London device with Windows Telnet is described in this article:

https://help.harmanpro.com/using-telnet-with-soundweb-london

You can also send the above commands to the device serial port using a null serial cable and a terminal program such as HyperTerminal or Putty.

The information above applies to all BSS Soundweb London devices only. Unlocking a BSS Soundweb Contrio device is described in this article:

https://help.harmanpro.com/unlocking-access-control-password-in-a-soundweb-contrio-device