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# Unlocking Access Control Password in a Soundweb London Device

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## 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>

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