

Unlocking Access Control Password in a Crown Amplifier

Question:

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

Answer:

The Crown amplifier requires a complete factory reset. Note that all settings, Presets and HiQnet Name will be lost. Unless otherwise noted, HiQnet Node Address and IP address settings will also be lost.

DCi DriveCore -

Ensure that amplifier is powered off. Hold down the small pin-hole button on the rear panel while powering on the amplifier. Hold the button down until the Preset LED flashes green one time, about 20s to 40s after boot.

The procedure is described in this article: <https://help.harmanpro.com/drivecore-install-series-factory-reset>

Note: The DCi2|2400N and DCi4|2400N do not have the Preset LED flash green but DCi amps will change fan speed at this same time. That may be used to note when the reset has occurred.

I-Tech HD, I-Tech and CTs 2 channel amps with PIP-USP4CN or PIP-BLU -

Ensure that amplifier is powered off. Hold down the small pin-hole button on the rear panel while powering on the amplifier. Hold the button down until the Preset LED (Status LED on PIP-BLU) flashes green one time.

Macro-Tech i -

Ensure that amplifier is powered off. Hold down the Reset button on the rear panel while powering on the amplifier. Hold the button down until the Preset LED flashes green one time.

CDi DriveCore -

Ensure that amplifier is powered off. Hold down the buttons CH 1 SELECT and CH 2 SELECT on the front panel while powering on the amplifier. Hold down the buttons until the Factory Reset page appears. Release the buttons CH1 SELECT and CH2 SELECT. Press the MENU button to start factory reset.

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CTs4200AUSPCN, CTs8200AUSPCN and CTs 2 channel amps with PIP-Lite, PIP-USP3 or PIP-USP3CN –

Ensure the amplifier is powered off. Press and hold the small pin-hole button on the rear panel while powering on the amplifier. The Preset and Data LEDs both light. Release the switch within 5 seconds (before the Preset and Data LEDs go out automatically). When the button is released the Preset and Data LED's will go out, then:

- On CTs4200AUSPCN and CTs8200AUSPCN, the Data LED will flash rapidly after ~20s
- On the CTs with PIP-Lite, after a second or two the Data LED will flash rapidly
- On the CTs with PIP-USP3 or PIP-USP3CN, the Data LED will give a single long pulse

Note: With these amplifiers, the HiQnet Node Address and IP address settings remain unchanged after factory reset.

USB connected CDi, DSi and XTi amplifiers -

These amplifiers require a firmware transfer to be factory reset. When Access Control is enabled and the password is unknown, this can only be done using the CLoader program. Please contact HARMAN Amplifier Tech Support to obtain the necessary files.

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