Master Password Reset for Ui Mixers

Prequisites:

You will need a USB Flash Drive that is 32GB or smaller in size and formatted for FAT32. The formatting can be performed on either Windows or Mac computers.

1. Download the attached file (masterpass.zip) and unzip it. Inside is the file you need, "masterpass.txt". Either copy/paste or drag and drop it onto the root of the empty flash drive. Do not be alarmed that the file is blank, this is normal.

2. Power the mixer off. Insert the flash drive into one of the Ui's USB ports. Any USB port will work except the USB I/F port (Ui24R only).

3. Using a slim, long object (such as a paperclip), hold the reset button down for approximately 30 seconds while powering the unit back on, then release the reset button, but do not power off the unit after this.

4. After releasing the reset button, leave the flash drive inserted in the mixer for 3 minutes to ensure that the reset is complete. Do not attempt to use the mixer during this time. The Ui will recognize the masterpass.txt file on the flash drive and perform a password reset.

5. Once 3 minutes have passed, you must power cycle the unit and then reconnect the client device. Leave the unit off for 15 seconds before powering it back on. The reset is now completed.