

## Resetting a Recorder's Password

If your client finds themselves locked out of their recorder because their password has been changed (or forgotten), here's how you can recover.

### Requirements

- **PC attached to the local network.** This could be your PC on site (requiring a truck roll), or another PC already on site that can be accessed through Team Viewer or a similar program.
- **Luma Utility.** The local PC must have the Luma utility program installed. This can be downloaded as needed. Note that the Luma Utility is a Windows application (although a Mac running Bootcamp, or Parallels with the network adapter properly bridged may work, but are not as reliable).
- **Call tech support.** Emailing this request to tech support will result in a slower turnaround time. It is recommended that you call into tech support.

### Reset Procedure

1. Call tech support with the utility running.
2. Technical Support will run the serial number through a password reset utility along with the downloaded file that the utility generated. The password utility will generate a file that can be used in the password Luma utility to change the password.
3. Verify that the password works and you're all set.

### Preventative Maintenance

Once you have logged in, delete all user accounts for an added layer of security (in case any had their passwords changed). You may re-create them as needed.

**Change the admin password.** Your strongest passwords are long, are not related to the client's public details, and are not words found in the dictionary. For example, the password *pepperonipizzas* is stronger and easier to remember than *P@ssword* or *thesmiths*. The maximum password length allowed by Luma at this time is 16 characters.

Because you have changed your recorder password, other devices may need to be maintained, including:

- Control systems
- Luma App on mobile devices

Note that for security reasons, we cannot release the password reset utility under any circumstances.