

## 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).
- **Roughly 30 minutes turnaround time** for the email response from tech support. Placing a phone call will **not** shorten this time, and will result in slower response times for you and other installers.

### Reset Procedure

1. Obtain the recorder's 25-digit serial number. The easiest method is to fetch it via OvrC. Alternatively, run the Luma utility and locate the recorder on the network. At the right of the recorder's entry, select and copy the serial number (it ends in WCVU).
2. Email that serial number to [TechSupport@SnapAV.com](mailto:TechSupport@SnapAV.com) with the subject line *Luma Recorder Password Reset Request*. You can just click the link above.
3. Technical Support will run the serial number through a password reset utility. Note that the utility generates a key that is **only good for that day** (your recorder needs to show the proper date). If you need to run the password reset on a different day, make a note of that for tech support so they can give the appropriate key.
4. Technical Support will email a key back to you. To use the key,
  - Select the recorder in the Luma utility,
  - Click Forgot Password in the lower right corner of the Luma Utility window, and
  - Paste the key into the box and press OK.

This resets the admin password to *admin*. **We urge you to log in and change your admin password at this point!** See below for details.

### 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.