How to Reset Settings-Protection Password

If a NovoPRO's Settings-Protection password is lost, you can follow the steps described in this application note to reset it.

The steps to reset password:

> Obtain NovoPRO device MAC address, and contact Vivitek technical support team to ask for password reset.

> Vivitek technical support staff will generate a new password reset file (not password), and pass it to you via email.

> Once getting the password reset file, please follow the following section B to complete reset process.

A. Obtain NovoPRO Device MAC Address

MAC address is usually located at the bottom of a NovoPRO device;

B. Reset NovoPRO Settings Protection Password

After you receive the password reset file, there are 2 ways to reset the password:
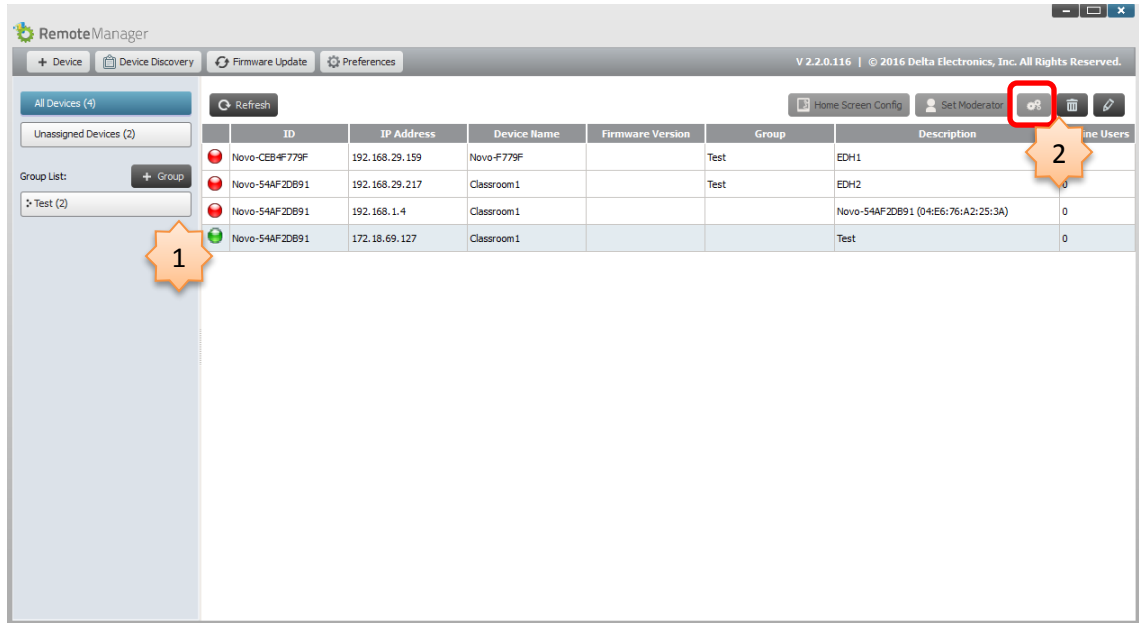
1. **Through microSD card**

    1.1. Copy the password-reset file to a microSD card

    1.2. Insert it to the NovoPRO device, and then the password will be reset in a few seconds.
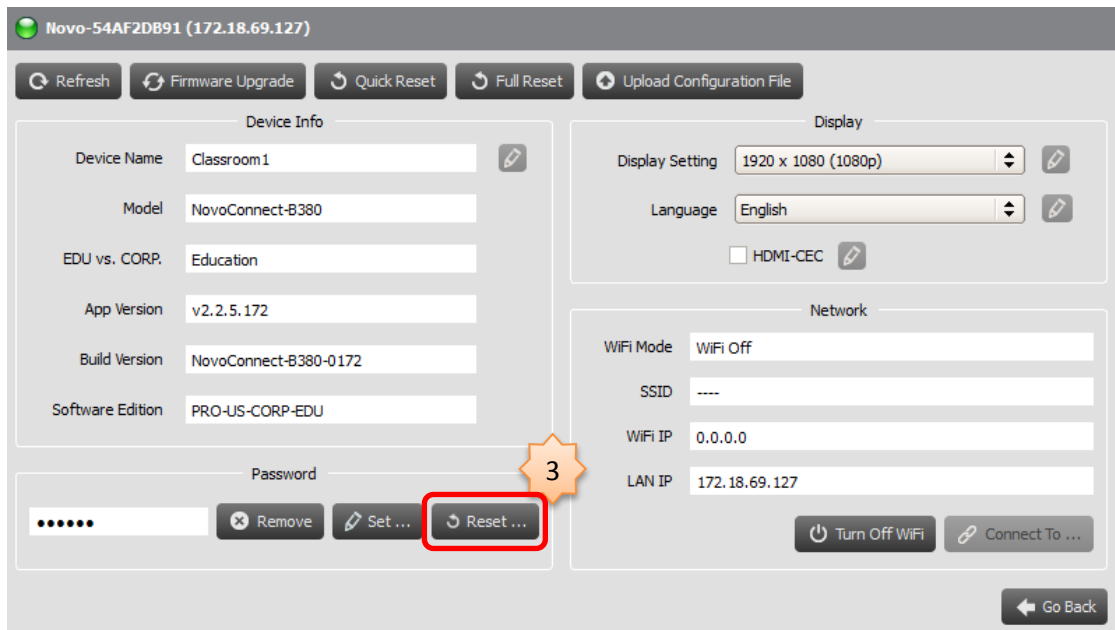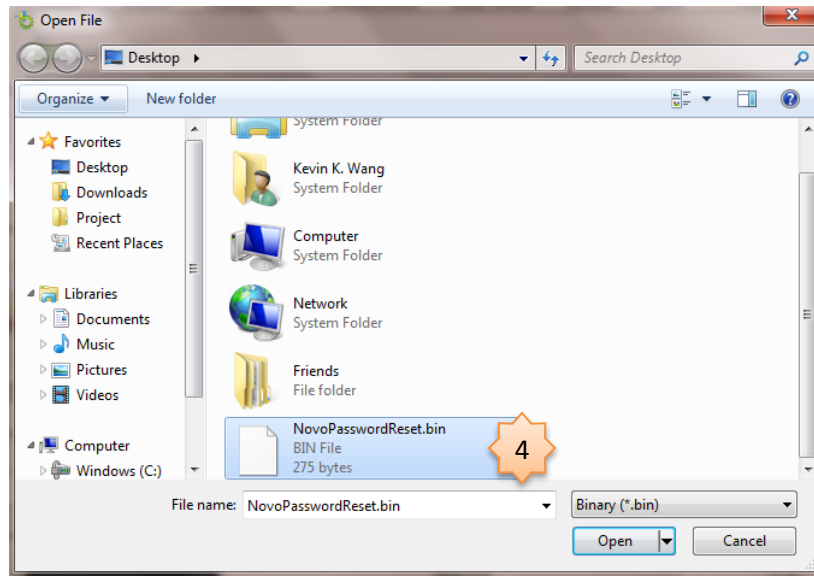
2. **Through Remote Manager**

2.1. Locate the NovoPRO device from the device list

2.2. Click on button "Settings"

2.3. Click "Reset" button, and then select file "NovoPasswordReset.bin" received from NovoPRO technical support.

2.4. The password will be reset within seconds.