

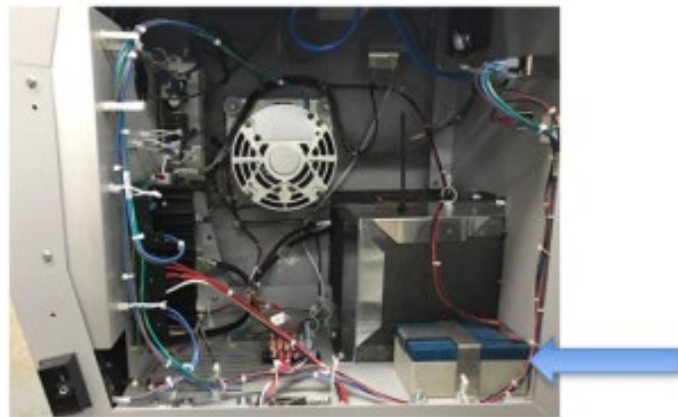
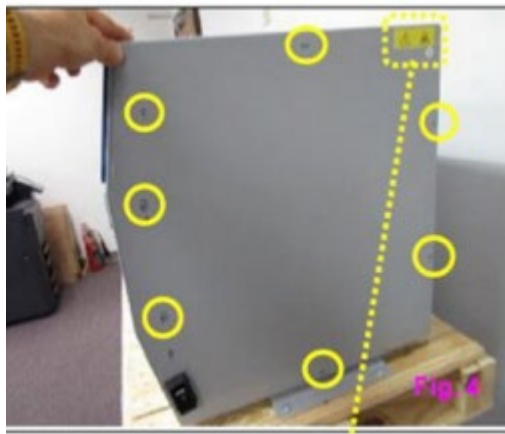
KNOWLEDGE SHARING

Question/Issue/Symptom/Problem:

When Administrator loses password/code and there is no other Admin a reset is required.

Resolution/Answer:

Follow Steps below:



1. Remove right side panel to gain access to battery and disconnect battery wires.
2. Go into service menu - A Thermo Daily Password is required for service menu. Contact Technical Support for this Password. Once logged in complete a factory reset.

A Factory reset will reset the unit to factory defaults and will erase application settings. Once this has been done it cannot be undone. Application settings that will be reset are the following:

- Chart Settings
- Custom Fields
- Alarm Settings
- Display Settings
- Security Settings
- Terms and Conditions and
- Wi-Fi connections.

3. The unit will power off and back on. Then it will go to the "Start Up Wizard". Go through a new set up and add new admin user and password/code.
4. Once this is completed, log in with the new information and go to the user's tab and deactivate the Admin that has the incorrect password information.
5. Reconnect battery and reinstall panel.

Title:

Instructions - CRF TSCM Series - How to Reset and Create new Admin due to lost Credentials.

Audience:

Public

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