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BioStar 1

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When you forgot the password of an administrator for BioLite Solo, we cannot generate another administrator for the device since we cannot connect to BioLite Solo from BioStar.

You can generate Challenge Code from the device itself by manipulating the keypad. When you make a

1. From the home screen, press **<**, **<**, **>**, and **>**. Then, you will see a message that says **Enter Escape Code**.
2. Press **2, 9, 5, 2, 9, 0, 5, 9, 5, 2**, and **5** in sequence and then press **OK**.
3. You will see Challenge Code generated from the device and tell us the number. It consists of 12 figures.
4. Suprema's technical support team will generate an one-time password based on the Challenge Code generated in the previous steps.
5. From the home screen, press **>**, **>**, **<**, and **<** and you will see a message that says **One-Time Password?**
6. Enter the one-time password that Suprema's technical support team has sent to you and press **OK**.
7. After pressing **OK**, you should create a new administrator right away. If you go to the home screen by pressing **ESC**, then we need to do all these steps again.

Note that you should not create a new Challenge Code before receiving one-time password from Suprema's technical support team. If you have created a new one, send it to us again.

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