

## Table of Contents

How to unlock a device using Challenge Code .....	1
How to get Challenge Code from a device .....	1
How to unlock a device using an unlock code .....	2

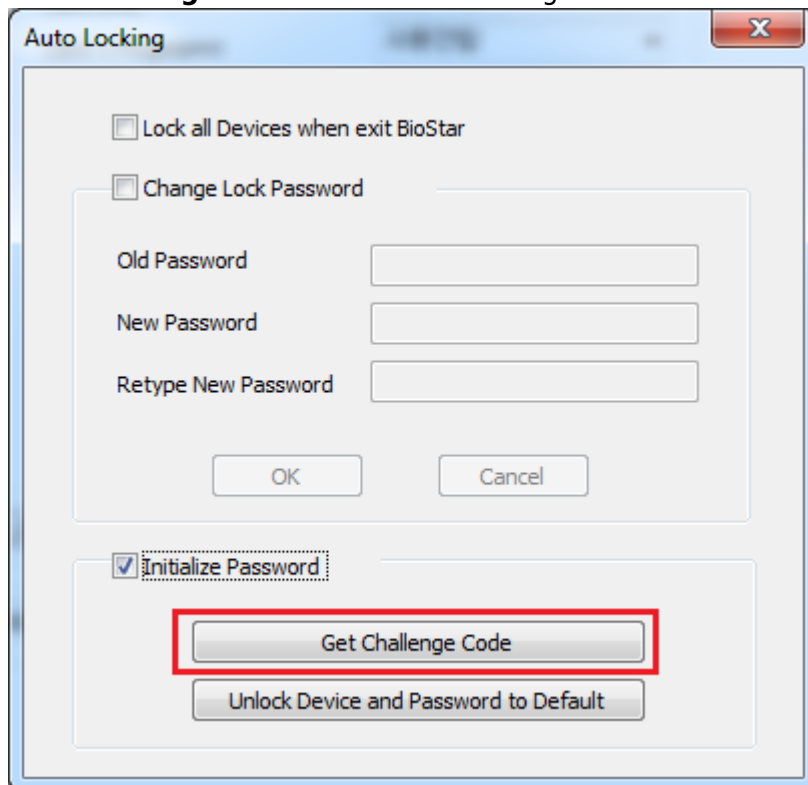
[BioStar 1, Challenge Code](#)

## How to unlock a device using Challenge Code

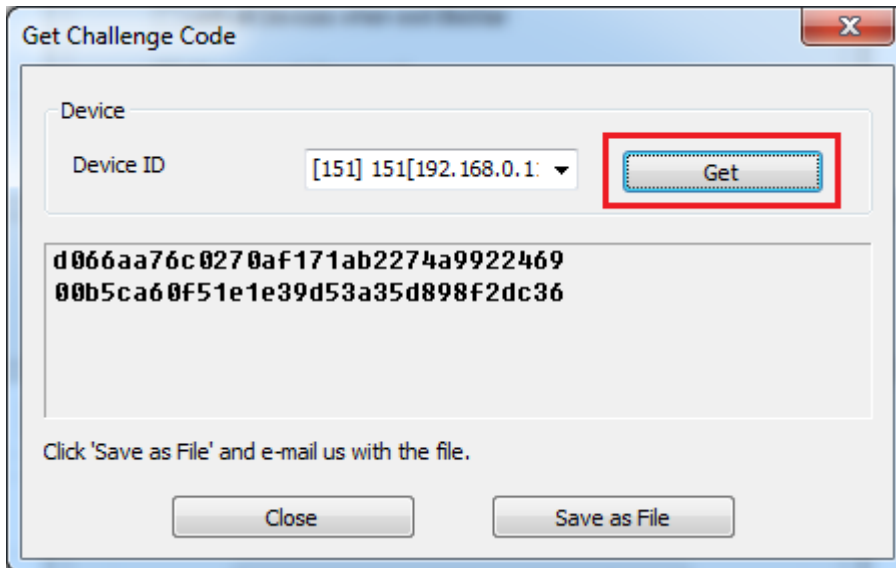
You can lock devices to prevent unauthorized access from users when BioStar is not running. Besides, when devices use the Direct mode, another BioStar client can also add the devices if the maximum number of connections is set to more than one on the devices. Therefore, BioStar provides the feature to lock the connected devices to prevent unauthorized users from manipulating the settings of the devices. However, if you forgot the locking password, you need to send Suprema's technical support team Challenge Code and the technical support team will send you an unlock code.

### How to get Challenge Code from a device

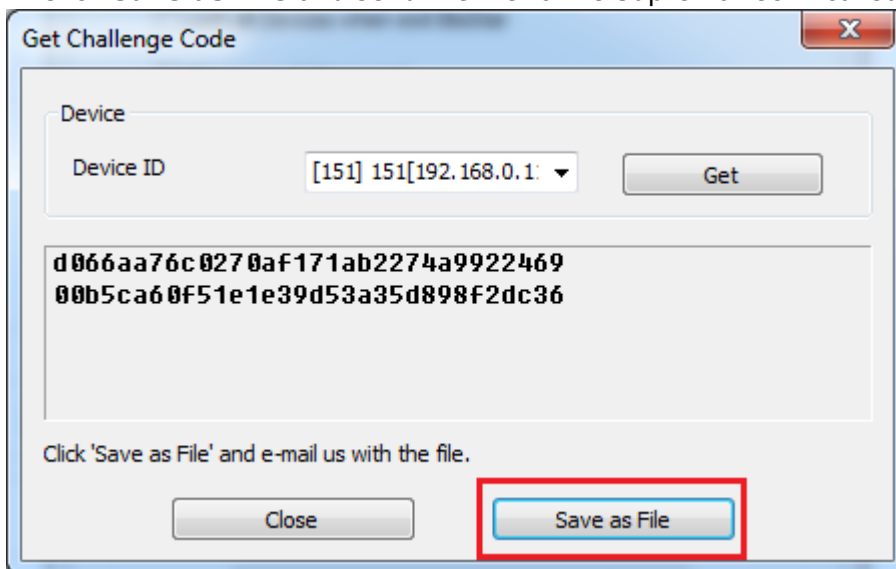
1. Go to **Option > Device > Automatic Locking** from the menu.
2. Step 1 brings up the **Auto Locking** dialog. Check the **Initialize Password** option and then click **Get Challenge Code** as shown in the figure below:



3. Choose the device from the Device ID selection box and click Get. Then, you will get the Challenge Code from the device.



4. Click **Save as File** and send the file to the Suprema technical support team.

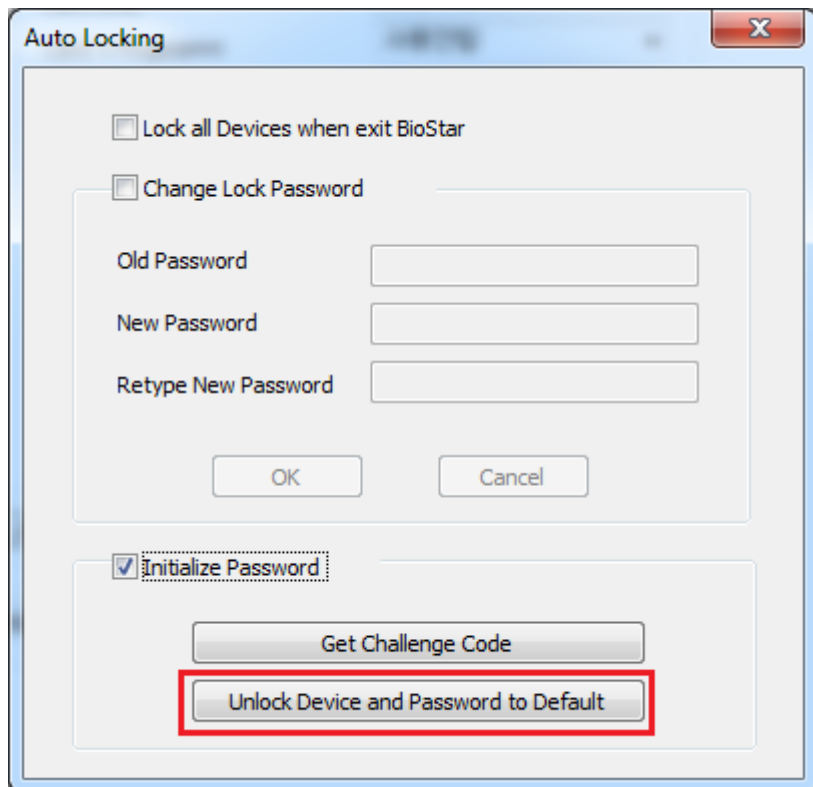


If you close BioStar client, the challenge code will reset so please leave the client open.

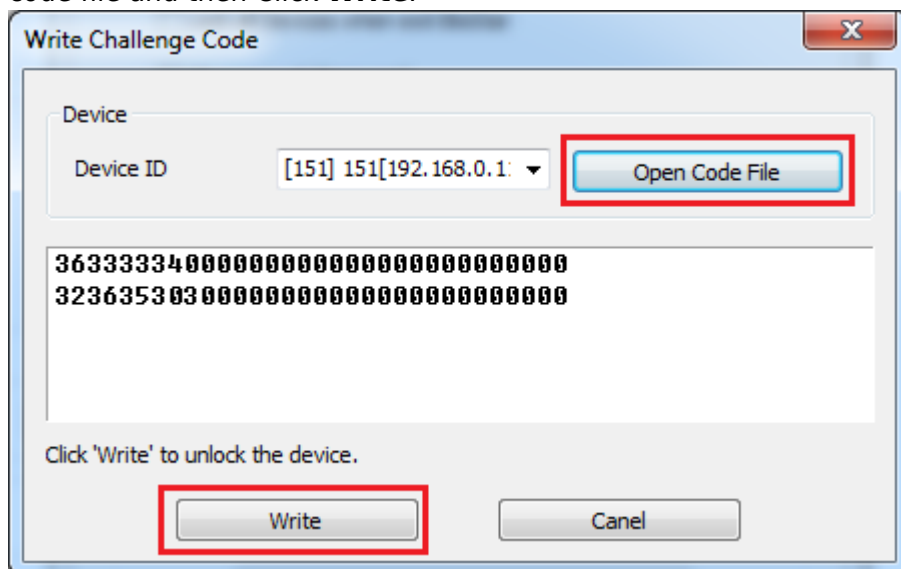
## How to unlock a device using an unlock code

You can unlock a device using an unlock code file that you have received from the Suprema technical support team.

1. Go to **Option > Device > Automatic Locking** from the menu.
2. Step 1 brings up the **Auto Locking** dialog. Check the **Initialize Password** option and then click **Unlock Device and Password to Default** as shown in the figure below:



3. Step 2 brings up the **Write Challenge Code** dialog. Click **Open Code File**, choose the unlock code file and then Click **Write**.



4. The device is unlocked now.

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