

## Unique Password Protection – Lightware Taurus HC60 Product Family

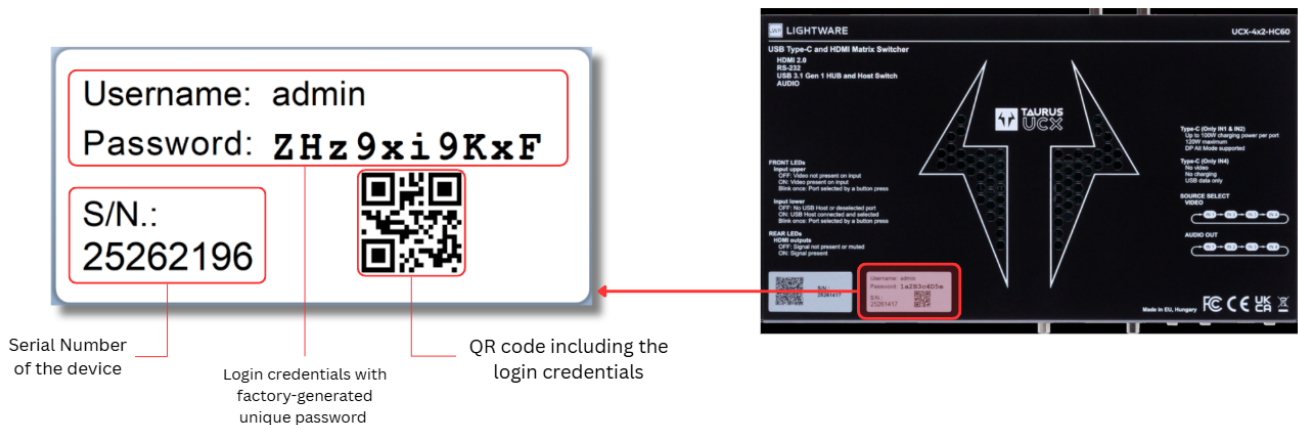
Lightware's new Taurus UCX-HC60 devices, as well as the DCX-3x1-HC21, are **password-protected** and come with a **unique, factory-generated** password.

This improvement ensures that the HC60 devices are 'secure by design' and better align with the requirements of various cybersecurity regulations, including the EU Cyber Resilience Act (CRA).

In this guide you will find important information about how the new unique password protection works, where to find the devices' login credentials and what to do if you encounter any password-related issues.

### Where to find the device's unique, factory-generated password?

All UCX-HC60 and DCX-3x1-HC21 devices come with a printed label, directly attached to the top of the device's enclosure (as a practice commonly seen on wireless routers).

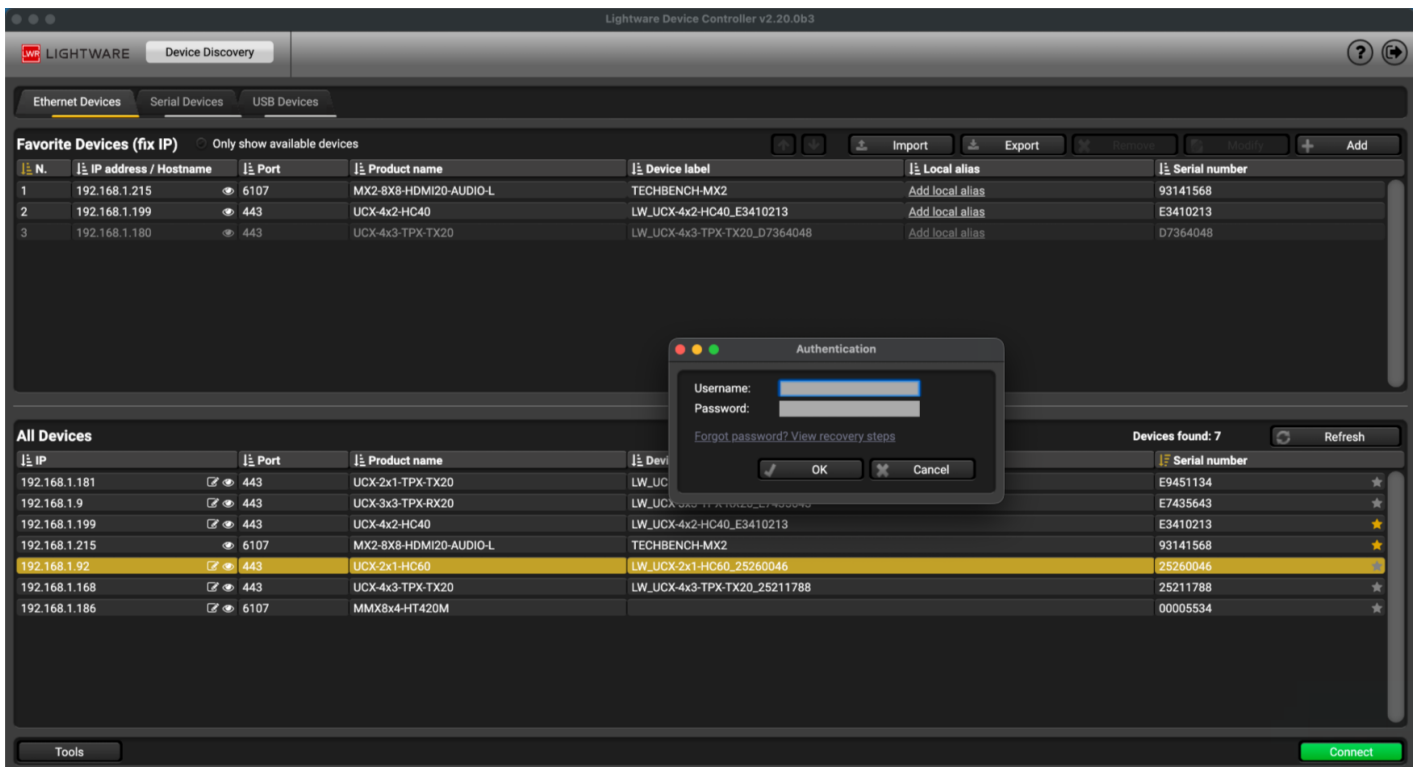


The machine-readable QR code allows for easy, error-free access to the login credentials.

It is strongly recommended that **users safely store** these credentials for future retrieval in case the device gets installed in spaces where physical access to the label might be difficult (e.g. mounted under the desk).

## How does the new Unique Password Protection work?

In order to access and configure the HC60 device using Lightware Device Controller (LDC), users are now required to enter the login credentials. This step is now mandatory, and password protection cannot be disabled.



Upon entering the factory-generated login credentials for the first time, users will be prompted to change their password.

**IMPORTANT** – Performing a **factory reset on the device will not remove the password protection**. Upon **factory reset, the device will revert** to its unique, factory-generated password, therefore it is crucial that users have these credentials saved for future retrieval.

## What to do if the factory-generated password is lost?

If the printed label is damaged or displaced, or if the factory-generated password cannot be retrieved from the user's own records, please contact Lightware's support team for assistance in recovering the login credentials.

Click [here](#) to open a ticket.