Instruction for password change xxter end-user

The password change of an end-user needs to be performed in three places:
- My.xxter.com
- Locally on the xxter device
- The xxter app

Please follow the steps below to perform the password change:

My.xxter.com

Go to my.xxter.com and log in with the existing (end) username and password. These are the same credentials that are used to log in with the xxter app. On the Setup page, click on "*Change*". On the lower half of the page, you can change the password.

The password needs to be of at least "medium" strength, with a minimum of 6 characters.
For security reasons, we advise you however to use a (very) strong password!

Locally on the xxter device

Now go to "devices" on the top of the page and select the xxter device. Then click on one of the links with the IP-address on the lower half of the page to open the local page of the device.
Please note: This link only works on the local network.

This links opens a new page in the browser and will show you the login screen of the xxter device. Log in here, using the (end) user account and the original password.

Go to *Settings -> Basic* and on the bottom of the page to *Other settings*.

Click on *Change*, fill in the original password and the new password, twice. Make sure the new password is exactly the same as you have just changed it on my.xxter.com. Attention: do **NOT** change the username here. Afterwards, to verify the change, click on the top-left of the page on the "*Load configuration*" button. If this works, the password is set correctly.

The xxter app

Now the last thing that has to be done, is changing the password in the xxter app. This can be done in the *Settings* menu, under *Device*, *Account settings*. When this is done, you can use the app again.

In case you have any questions, please contact your installer.