

Security Tips for Omnia Users

*Mark Manolio
Technical Support Engineer
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Frequently, clients calling our Technical Support department ask us more information regarding ways they can safeguard their Omnia audio processors against unauthorized tampering. This document will help clarify the different levels of security found in Omnia products, and how to use them most effectively.

We'll start with the original Omnia (Classic) and Omnia-3 (all styles), since they share the same security features, then we'll discuss Omnia-4.5 and Omnia-6.

Omnia Original (Classic) and Omnia 3 Security

In the original Omnia and Omnia-3, there are two levels of access: Engineer and Normal. Engineer Level allows full access to control of the unit, while Normal Level allows read-only access to the Omnia and its menu structure; settings can be viewed but no adjustments can be made.

To lock the unit, navigate to the Utility Menu / Security and choose "Lock Unit". The unit should respond with "UNIT LOCKED!!! Unlock?"

To unlock the unit, click the jog wheel on OK, enter the appropriate login password in the Login Password dialog box, and click OK.

The default factory passwords are:

- Normal Level: **vito** (all lower case)
- Engineer Level: **tomtom** (all lower case)

Unlocking the unit requires that you login at the same access level (or higher) used to lock the unit; in other words, if you locked the unit while logged in at Engineer Level, you must supply the Engineer Level password to unlock the unit. If you locked the unit while logged in at Normal Level, either the Normal or Engineer Level passwords will unlock the unit to their respective security level.

The passwords can be changed from the front panel in the Utility Menu / Security. Note that the menu item "Lock Password" is for the Normal Level password, not the Engineer Level.

Caution! Do not attempt to assign the same password to both security levels! You will lock yourself out and the passwords will have to be reset to the factory defaults to continue.

To reset the passwords to the factory defaults, proceed as follows:

1. Power off the Omnia and remove the top cover.
2. Find the cylindrical Lithium battery that is soldered to the motherboard.
3. Short out the battery with a clip-lead for 30 (thirty) seconds.
4. Remove the short, replace the top cover and power the Omnia back up.

The passwords will now be reset to the factory defaults.

You may get a message on the screen such as: “No Previous System Found In Memory”. If this happens, simply click “OK” to continue normally.

The original Omnia and Omnia-3 remote control programs use the same passwords, as described above. The passwords cannot be changed from the remote application, but can be changed remotely from the command line. For obvious reasons of security, we will not outline the method of doing so here; contact Telos / Omnia Customer Support if you’d like details on how to do this.

Omnia-4.5 and Omnia-6 Security

Omnia-4.5 and Omnia-6 have different ways of setting “local” security (governing user control from the unit front panel and via Ethernet remote) and “dialup” security (remote control using serial connections or modem card connections). First we’ll look at issues pertaining to “local” security, then “dialup”.

Omnia-4.5 / Omnia-6 Local & Ethernet Remote Security

The Omnia-4.5 or Omnia-6 front panel is, in reality, a “remote session” that is permanently connected to the motherboard. The front panel also enables Ethernet remote access.

There are three front panel security levels that are shared (only) with Ethernet remote control connections. Serial port and modem card remote sessions connect directly to the motherboard and are discussed later in this document.

To lock the unit, navigate to the System Menu and choose “Lock Unit”. The unit will ask if you are sure you want to lock the unit. Select and click on “Yes” to lock the unit or “No” to cancel. The unit should respond with “UNIT LOCKED!!! Unlock?”

To unlock the unit, click the jog wheel on “OK” and enter the appropriate login password in the Login Password dialog box.

The three front panel and Ethernet security levels and their factory default passwords are:

- Level 1: **user** (all lower case)
- Level 2: **advuser** (all lower case)
- Level 3: **engineer** (all lower case). Note that Level 3 allows full access to control of the unit.

Levels 1 and 2 are configured from the System Menu / Security Config screen. There you can assign what submenus may be accessed at those levels. There is also a “Stealth Mode When Locked” option; when checked this option causes the front panel bargraph meters to stop showing processing activity and will hide the selected preset name from view when the Omnia is locked. This does not affect the horizontal Input and Output bargraph meters, only the meters that display processing activity.

When the unit is locked (at any level), it can be unlocked to any desired level by using the correct password for that level.

Caution! Do not assign the same password to multiple security levels or you will be locked out of the unit until it can be reset to factory defaults.

To reset the passwords to factory defaults, you will need to contact the Telos / Omnia Customer Support team to obtain a special code which will be entered into the Login Password dialog box. You will need to provide the unit’s MAC address (found on the rear panel barcode sticker starting with “0050c”) and the

currently displayed date (visible just below the Login Password dialog box). The special code provided by Customer Support will unlock your unit and restore all front panel / Ethernet passwords to factory defaults.

Omnia-4.5 / Omnia-6 Serial port and Modem Card Remote Control Security

Since the remote software connects to the motherboard directly for serial port and modem card connections, the security features are different than for front panel and Ethernet remote access.

There are two levels of access, Engineer and Normal. Engineer Level allows full access to control of the unit; Normal Level allows read-only access to the Omnia and its menu structure. Using Normal Level access, settings can be viewed, controls in the remote software will move if changed, but the changes will have no effect and presets cannot be saved.

The default factory passwords are:

- Normal Level: **vito** (all lower case)
- Engineer Level: **tomtom** (all lower case)

The password of the level you are currently connected at can be changed using the remote software's File Menu / Change Password selection.

Caution! Do not attempt to assign the same password to both security levels! You will lock yourself out of the unit and the passwords will have to be reset to the factory defaults to continue.

The following procedure resets only the serial port and modem card remote passwords to factory defaults. This procedure will not affect the front panel / Ethernet passwords.

1. Power off the Omnia and remove the top cover.
2. Find the cylindrical Lithium battery that is soldered to the motherboard.
3. Short out the battery with a clip-lead for 30 (thirty) seconds.
Note: In most cases, shorting the positive terminal of the battery (facing the rear of the unit) to chassis for 30 (thirty) seconds will also work.
4. Remove the short, replace the top cover and power the Omnia back up.
5. The serial port and modem card remote passwords should now be reset to the factory defaults.

Thank you for your support of Omnia Audio. To contact us in person regarding technical or Customer Support issues, please visit www.omniaaudio.com/support/ for telephone numbers and business hours, or email support@omniaaudio.com.