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MilTouch® Password Recovery

Use this document if you do not have the password for your Milnor® washer-extractor with the MilTouch touchscreen controller.

1. Requirements

This procedure requires a USB memory stick ([Figure 1](#)) that contains the system recovery file. Contact the Milnor Customer Service department for this file.

- Callers receive priority over emails. The telephone number for the Milnor Customer Service department is **504.712.7780**. This number is in the Central time zone (UTC/GMT-6 hours) in the United States.
- The email address for the Milnor Customer Service department is **Service@Milnor.com**.

Figure 1: USB Memory Stick (Typical)



2. Procedure

1. Use a computer to copy the system recovery file (2.1.xxx-911.rcv, for example) to the root directory of the USB memory stick.
2. Safely unmount the USB memory stick and remove it from the computer.
3. At the washer-extractor, turn off the power to the MilTouch controller. Do *not* do a controlled shutdown.

Tip: Do NOT touch the *Power* button on the MilTouch controller main window. Instead, with the MilTouch controller main window visible and the machine idle, turn off machine power using the machine *master switch* or the wall disconnect.

4. Insert the USB memory stick with the system recovery file in the USB connector of the MilTouch controller.
5. Turn power to the machine ON.
6. Wait for the machine to show a window similar to [Figure 2](#).

Figure 2: MilTouch System Recovery Dialog



7. Touch the *Restore System Only* button.

Tip: If you touch the *Restore to Factory Default* button, cancel the procedure and cycle power to the controller again.

8. Wait for the machine to show a window similar to [Figure 3](#).

Figure 3: MilTouch Update Window



9. Touch the *Update MilTouch* button to start the update process.

10. **Remove the USB memory stick before you restart the controller.**

11. Touch the Re-start MilTouch button to re-boot the controller and return to the standard run window.

12. Touch the machine configuration button (or any other function that requires a password). The *Password Entry* window displays the encoded password immediately above the on-screen keyboard.

Figure 4: Password Entry Window



13. The characters between the two square brackets are the encoded password. Send these characters to a Milnor Customer Service representative for decoding.

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