

GUIDE

DLK SMART & PRO KEY - PASSWORD PROTECTION



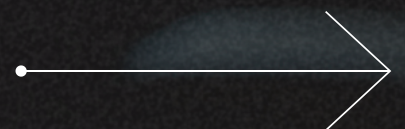
For a DLK Smart Downloadkey, please try entering a 0 [zero] to try and unlock the Downloadkey. If that doesn't work, then please run through the following:

Step 1

To request a password reset code for either a DLK Pro Downloadkey and DLK Smart Downloadkey go to MyVDO Portal where you will need to register, if you haven't already done so, and log in.

Step 2

To request a password reset code for either a DLK Pro Downloadkey and DLK Smart Downloadkey go to MyVDO Portal where you will need to register, if you haven't already done so, and log in.



Step 3

Once in go to Customer Service Centre and click on Get support followed by New Support Case to request a password reset code, you will need the serial number from the back of the Downloadkey.



Customer Service Center

Need support? Contact our friendly VDO professionals!

[Get support](#)

Your support services

Search

CaselD	Title	Submitted	Status
CAS-109479-17R5J9	AC Client-offline issue	13.04.2026	Closed
CAS-109239-Z4S2D1	Creation of Technical User	08.04.2026	Closed
CAS-109070-17Y2Q1	UK-TEST-MURPHY Technical User	03.04.2026	Closed

[My Cases](#) [My Company Cases](#) [New Support Case](#)

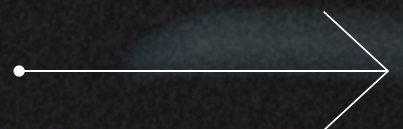
Step 4

When you get a response back providing you with an unlock code, you must enter it into the Downloadkey via a computer.

Step 5

Once you have successfully unlocked the Downloadkey, you should then update it to the latest software, this can be found under the Download and User Support section in the myVDO portal.

This should then stop the Downloadkey being locked accidentally.



VDO

REACH OUT FOR MORE HELP:
TIS-SUPPORT@AUMOVIO.COM
01217251312

OR

RAISE A TICKET ON MYVDO
PORTAL:



Customer Service Center

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[> Get support](#)



SCAN THE QR CODE

VDO