

How to Reset Password

Quick Guide

(How to reset password of IPC/PTZ/DVR/NVR)

TECHNICAL SUPPORT TEAM

2015-12-07

How to reset password

Different devices share different password strategies.

At this stage you can reset your password by SADP or NVR/DVR local GUI. Here's a quick guide of how to reset password for different devices.

Email Resets to: perfectviewtech@teleco.com

1. Reset password by SADP Tool

Tool:

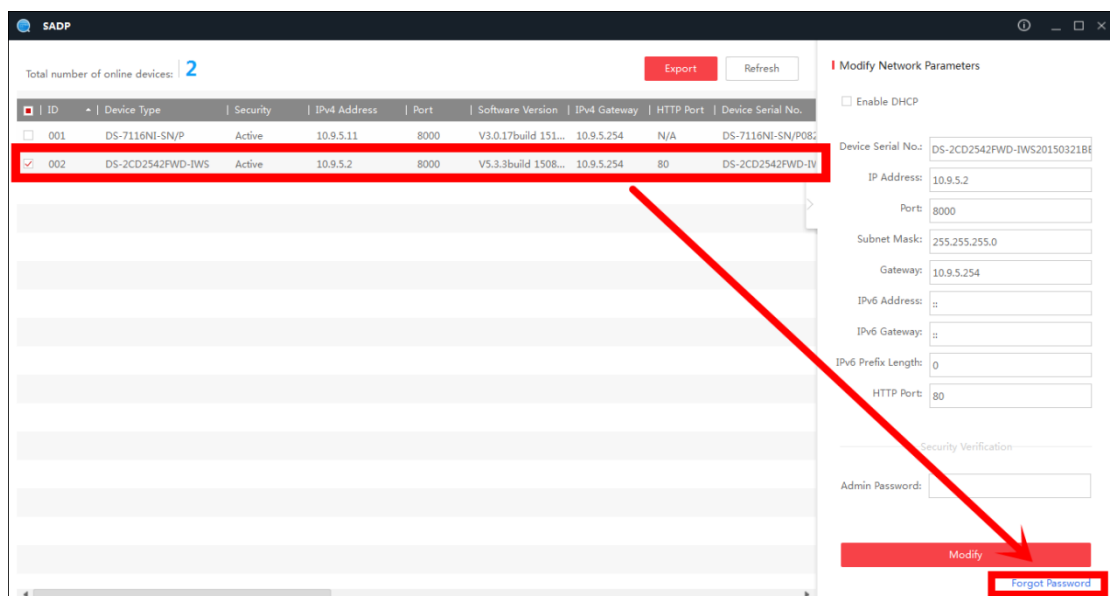


SADP Tool

version: V3.0.0.2

Connect the device to local network and open SADP Tool to search online devices.

Select the device and click **Forget Password**:

The screenshot shows the SADP Tool interface. On the left, there is a table of online devices. The second row is highlighted with a red border. A red arrow points from this row to the 'Forget Password' button in the 'Modify Network Parameters' panel on the right. The 'Forget Password' button is also highlighted with a red border.

ID	Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Device Serial No.
001	DS-7116NI-SN/P	Active	10.9.5.11	8000	V3.0.17build 151...	10.9.5.254	N/A	DS-7116NI-SN/P082
002	DS-2CD2542FWD-IWS	Active	10.9.5.2	8000	V5.3.3build 1508...	10.9.5.254	80	DS-2CD2542FWD-IW

Modify Network Parameters

Enable DHCP

Device Serial No.: DS-2CD2542FWD-IWS2015032186

IP Address: 10.9.5.2

Port: 8000

Subnet Mask: 255.255.255.0

Gateway: 10.9.5.254

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 0

HTTP Port: 80

Security Verification

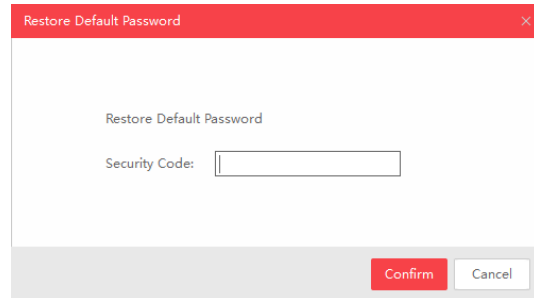
Admin Password:

Modify

Forget Password

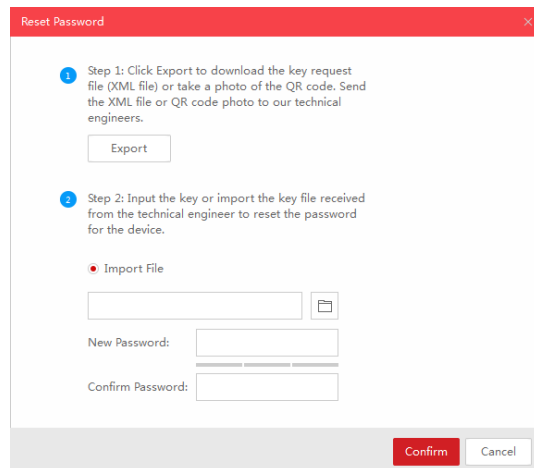
You might see one of the three pop-ups.

1. If the pop-up requires a security code, please turn to **method 1**.



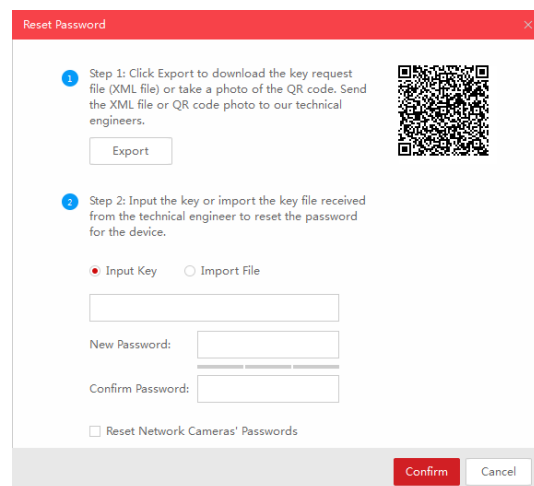
The dialog box has a red title bar with the text "Restore Default Password" and a close button. The main content area contains the text "Restore Default Password" and "Security Code:" followed by a text input field. At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (white).

2. If the pop-up requires encrypt file, please turn to **method 2**.



The dialog box has a red title bar with the text "Reset Password" and a close button. It contains two numbered steps: Step 1: "Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers." with an "Export" button below it. Step 2: "Input the key or import the key file received from the technical engineer to reset the password for the device." Below Step 2, there is a radio button labeled "Import File" which is selected, followed by a text input field and a file selection icon. Below that are two more text input fields labeled "New Password:" and "Confirm Password:". At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (white).

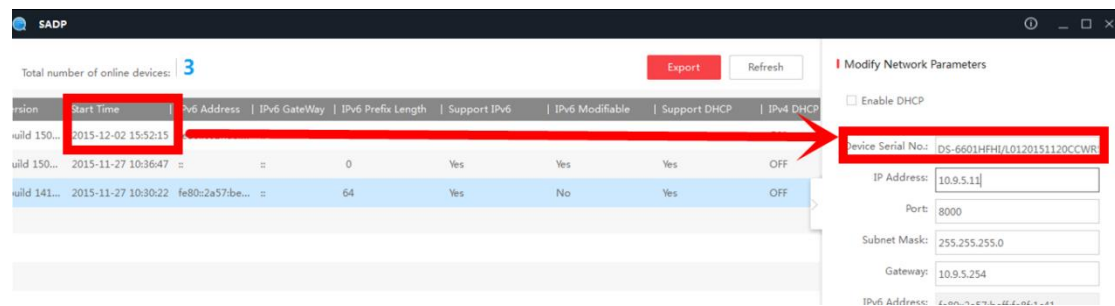
3. If the pop-up requires encrypt file or key, please turn to **method 3**.



The dialog box has a red title bar with the text "Reset Password" and a close button. It contains two numbered steps: Step 1: "Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers." with an "Export" button below it and a QR code to the right. Step 2: "Input the key or import the key file received from the technical engineer to reset the password for the device." Below Step 2, there are two radio buttons: "Input Key" (selected) and "Import File". Below the radio buttons is a text input field. Below that are two more text input fields labeled "New Password:" and "Confirm Password:". At the bottom, there is a checkbox labeled "Reset Network Cameras' Passwords". At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (white).

Method 1

Copy the **Start Time** and **Device Serial No** and send them to technical support team.



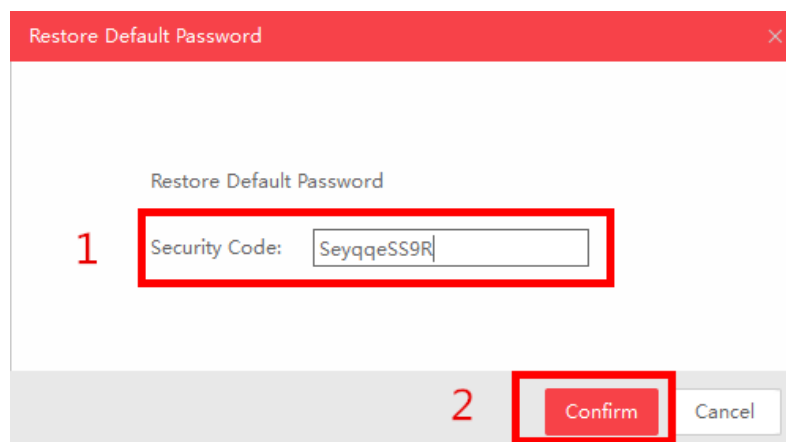
Technical support team will return security codes. Please choose one according to your **device's current time**.

```

2015-11-27:RRrezeSezz
2015-11-28:RzzSRrRyzd
2015-11-29:zQeqz9yee
2015-11-30:qQRzed9ezR
2015-12-01:qe9ryzRQdy

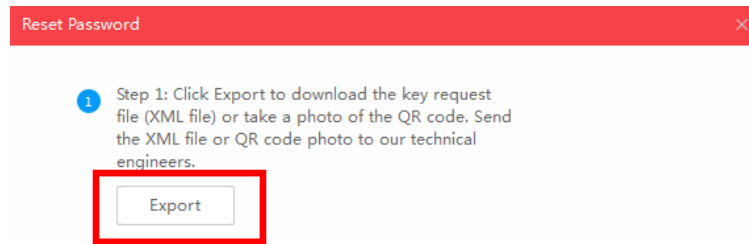
```

Input security code and click **Confirm**. The password will be reset to 12345.

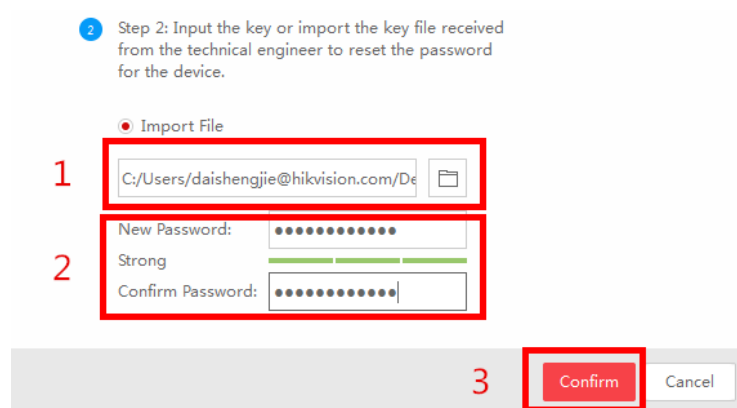


Method 2

Click **Export** to save XML file, send the XML file to technical support team.



Technical support team will return encrypt file. Choose the path of the encrypt file, input your new password and confirm, click **Confirm** and your password will be reset.



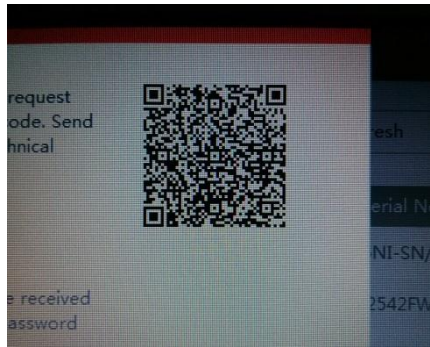
Note: Once you get the file, it will be expired after 24 hours.

Method 3

With this method you can export the XML file or take a photo of QR code.

If you export the XML file, please refer to method 2 to reset password.

You can also take a photo of QR code and send it to technical support team.



Technical support team will return key which consists of number and letter (8 bytes).

Input the key, type in the new password and confirm. Click **Confirm** and your password will be reset.

2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.

Input Key Import File

1

2 New Password:
Strong
Confirm Password:

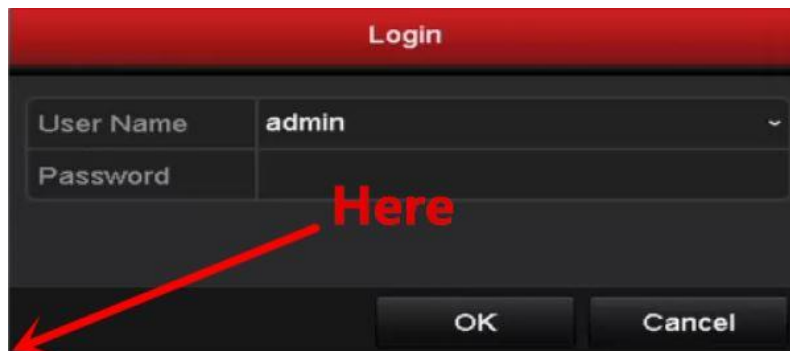
note Reset Network Cameras' Passwords

3

Note: If you want to reset your cameras' passwords at the same time, please choose "Reset Network Cameras' Passwords" option. Cameras' passwords will be the same with NVR's.

2. Reset password via NVR/DVR local menu

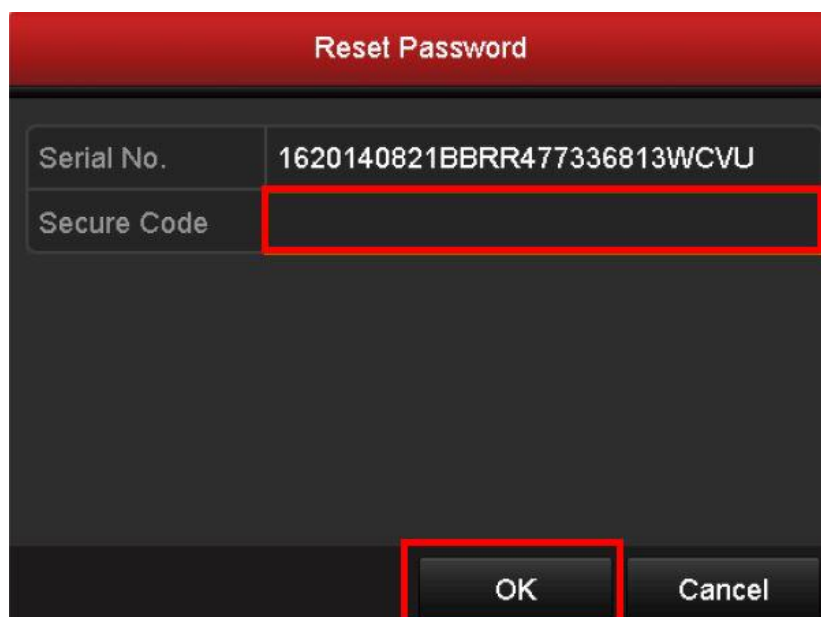
In NVR/DVR local GUI, you can double click the left bottom of login interface to pop out password reset interface.



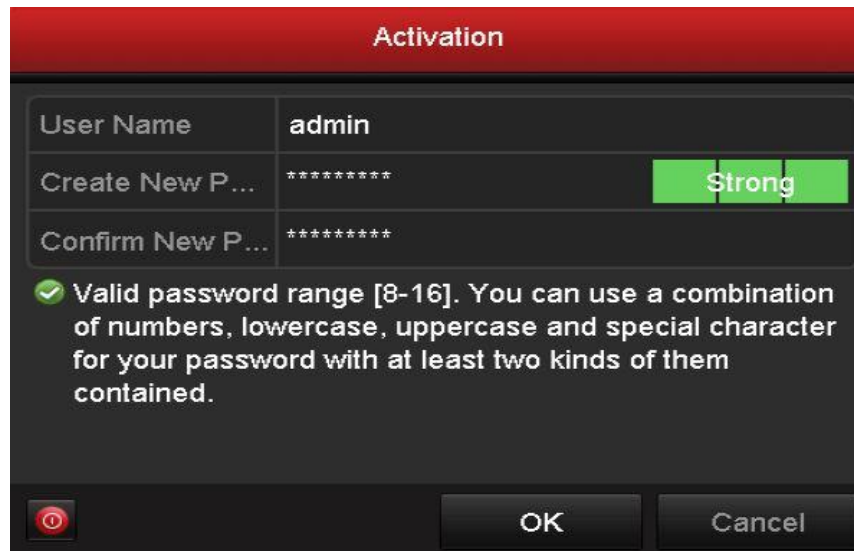
Please send **Device Serial No** and **Device start time**, technical support team will return security codes.


Note: Please refer to method 1 to get Device Serial No and Device start time.

Input the corresponding security code and click **OK**.



Input user name and new password, click **OK**.



Activation	
User Name	admin
Create New P...	***** Strong
Confirm New P...	*****
<input checked="" type="checkbox"/> Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.	
	OK Cancel

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