



SECURITY WHOLESAL



3 WAYS TO RESET THE DEVICE PASSWORD AS AN INSTALLER



CONTENTS

How to reset password via Hik-Connect	2
How to reset password via Hik-Partner Pro	6
How to submit password reset case via Hik-Partner Pro	9



HOW TO RESET NVR PASSWORD VIA HIK-CONNECT APP

Function Explanation

To reset the NVR password, you can use the Hik-Connect app to scan the QR code shown on the local monitor to do so.

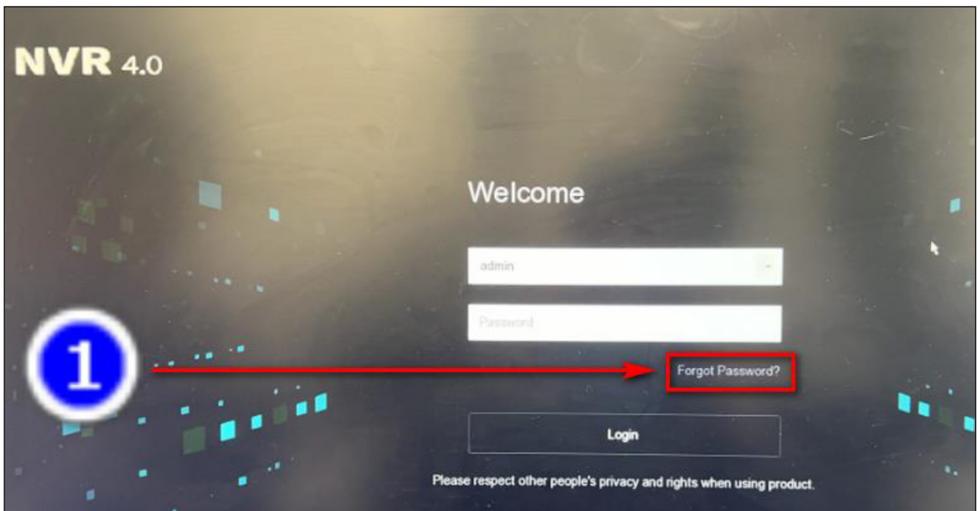
Please note that the NVR **must be added to Hik-Connect** before resetting password.

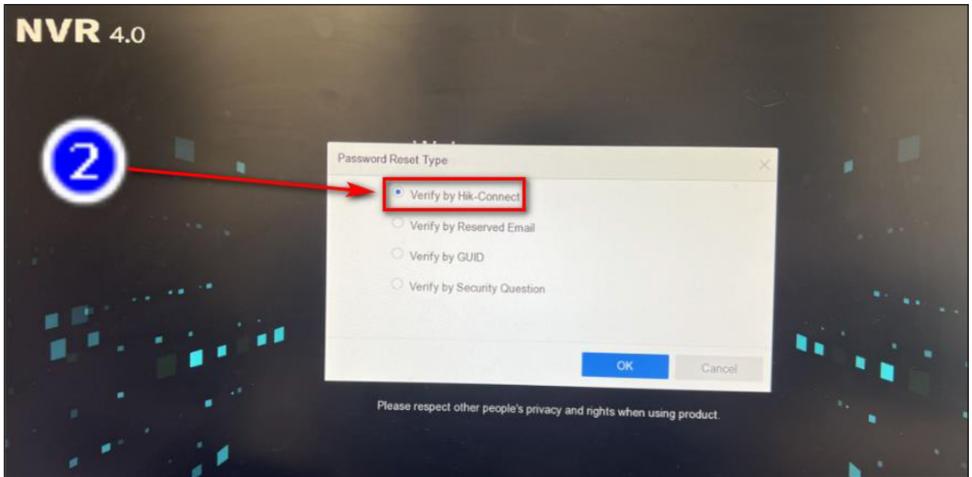
Device information

Device type	Version
DS-7xxx-I4/16P (I series)	V4.60.005 build 231219
DS-7608NI-M2/8P (M series)	V4.61.430 build 240315

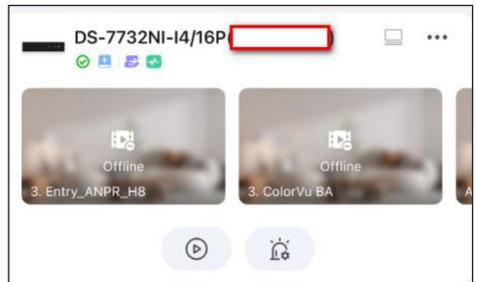
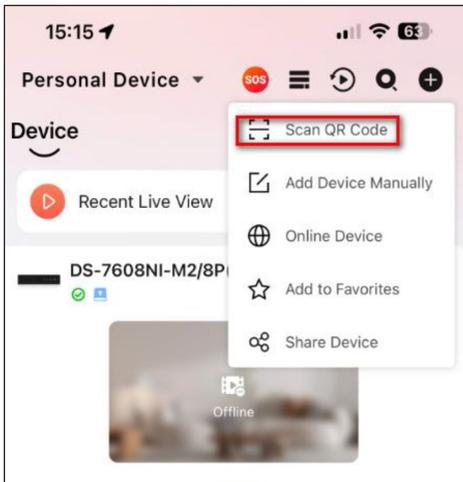
Configuration

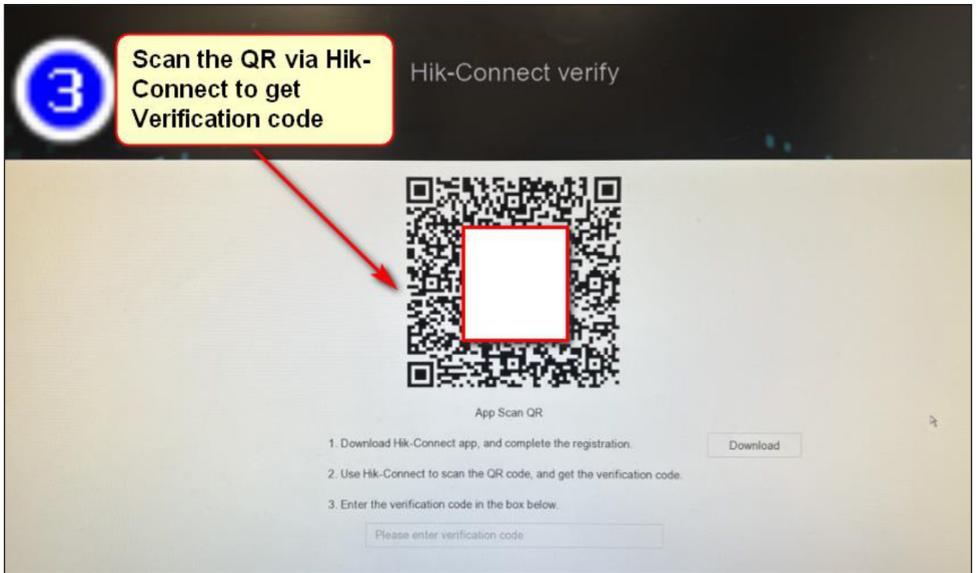
Step 1: Log in to I series or M series NVR local GUI, click on 'Forget Password' and select 'Verify by Hik-Connect'



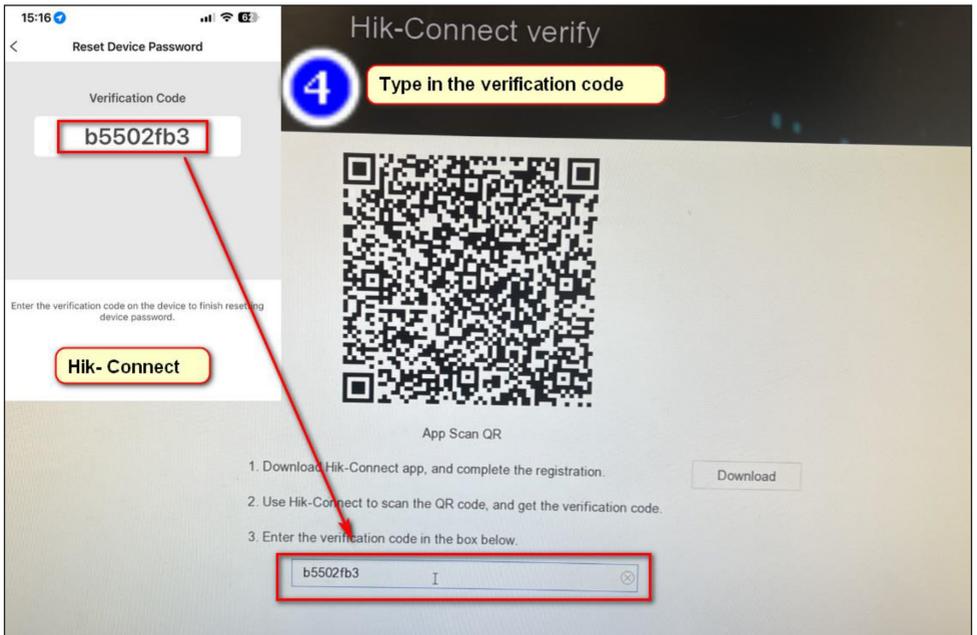


Step 2: Scan the QR code via Hik-Connect app





Step 3: Input the Verification code and make up a new password



NVR 4.0

5 Set new password

Reset Password

User Name admin

Password Create New Password

Confirm Confirm New Password

Note: 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.

Password Stre... [Progress Bar]

Export GUID

OK Cancel

Result

NVR 4.0

Password reset successfully

Reset Password

User Name admin

Note

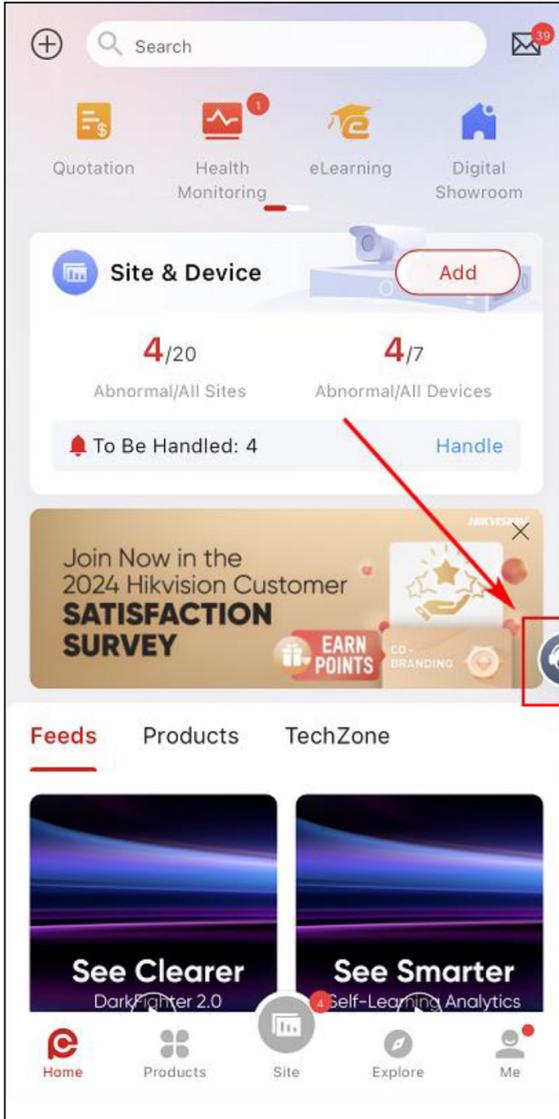
 The password is reset.

OK

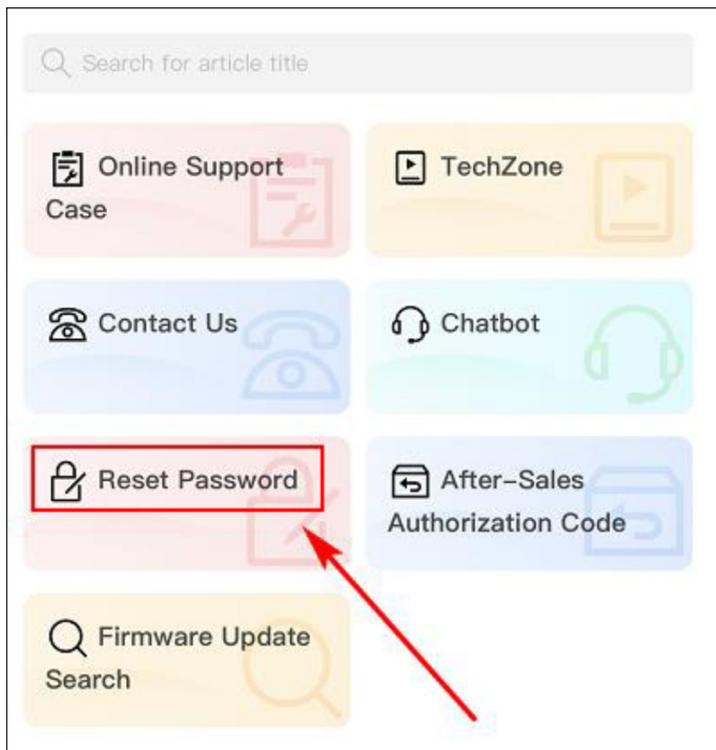
OK Cancel

HOW TO RESET PASSWORD VIA HIK-PARTNER PRO

Step 1: Login to Hik-Partner Pro mobile app, click 'Support' icon.



Step 2: Click 'Reset Password'.



Step 3: There are three ways to reset the password in Hik-Partner Pro:

'Nearby Device (Scanning)', 'LAN Device (SADP)', or 'Device on Hik-Partner Pro'.

The 'How to' video can be viewed on the left-hand side. Follow the video instructions to complete the password reset.

Reset Password ✕



Nearby Device (Scanning)

Tap here if you can get the password reset QR code by tapping Forgot Password > Verify by Hik-Connect on the local GUI of the device.



LAN Device (SADP)

Tap here if the device that requires password reset and your phone are on the same network.



Device on Hik-Partner Pro

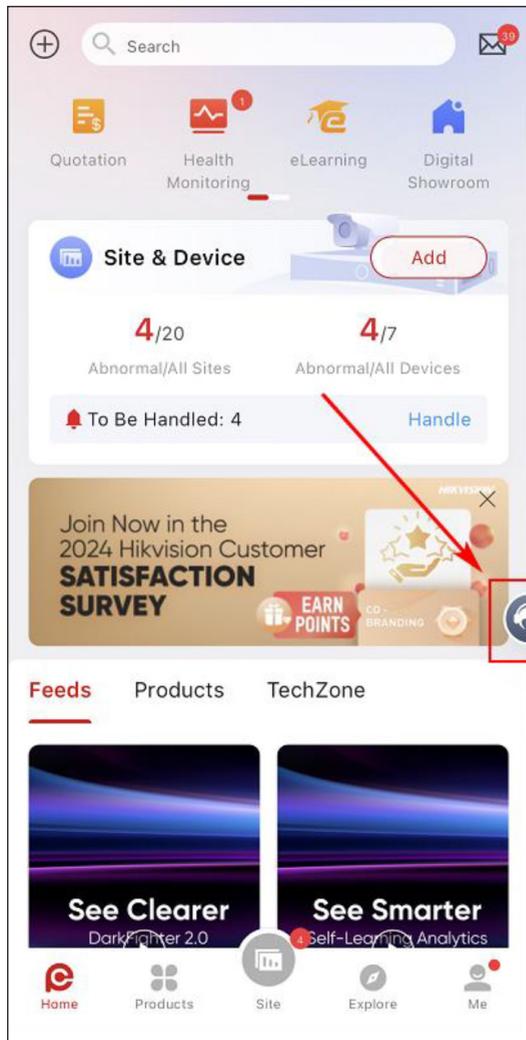
Tap here if the device that requires password reset is handed over or added to your Hik-Partner Pro account.

Submit Case

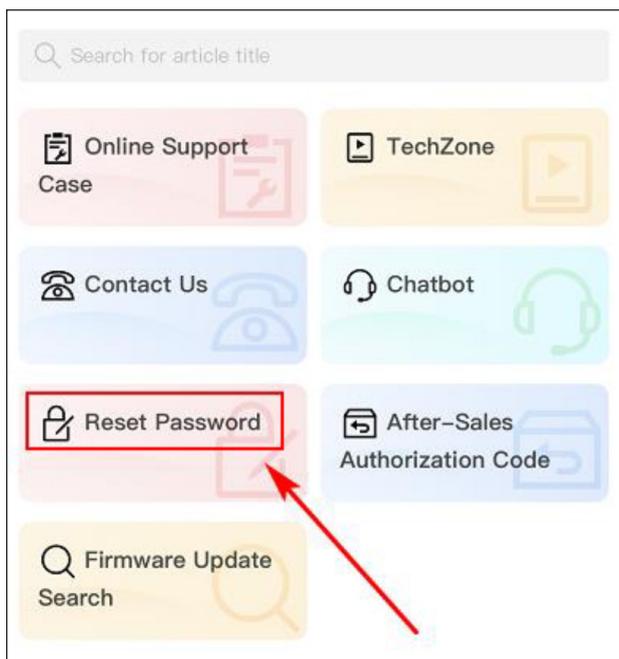
8

HOW TO SUBMIT PASSWORD RESET CASE VIA HIK-PARTNER PRO

Step 1: Login to Hik-Partner Pro mobile app, click 'Support' icon.



Step 2: Click 'Reset Password'.



Step 3: Click 'Submit Case'.

Reset Password

✕



Nearby Device (Scanning)

Tap here if you can get the password reset QR code by tapping Forgot Password > Verify by Hik-Connect on the local GUI of the device.



LAN Device (SADP)

Tap here if the device that requires password reset and your phone are on the same network.



Device on Hik-Partner Pro

Tap here if the device that requires password reset is handed over or added to your Hik-Partner Pro account.



Submit Case

Step 4: Fill in required information, then click 'Confirm', the case will then be submitted to Hikvision.

< **Submit Case**

How do I reset the device password? [View](#)

* Device Serial No. [?](#)

Enter manually or by scanning the QR code. 

* Device Label / Invoice [?](#)



Supported attachment formats: PNG, JPG, BMP, JPEG, PDF, DOC, and XLSX.

* Password Reset QR Code / String from SADP [?](#)

Enter manually or by scanning the QR code. 

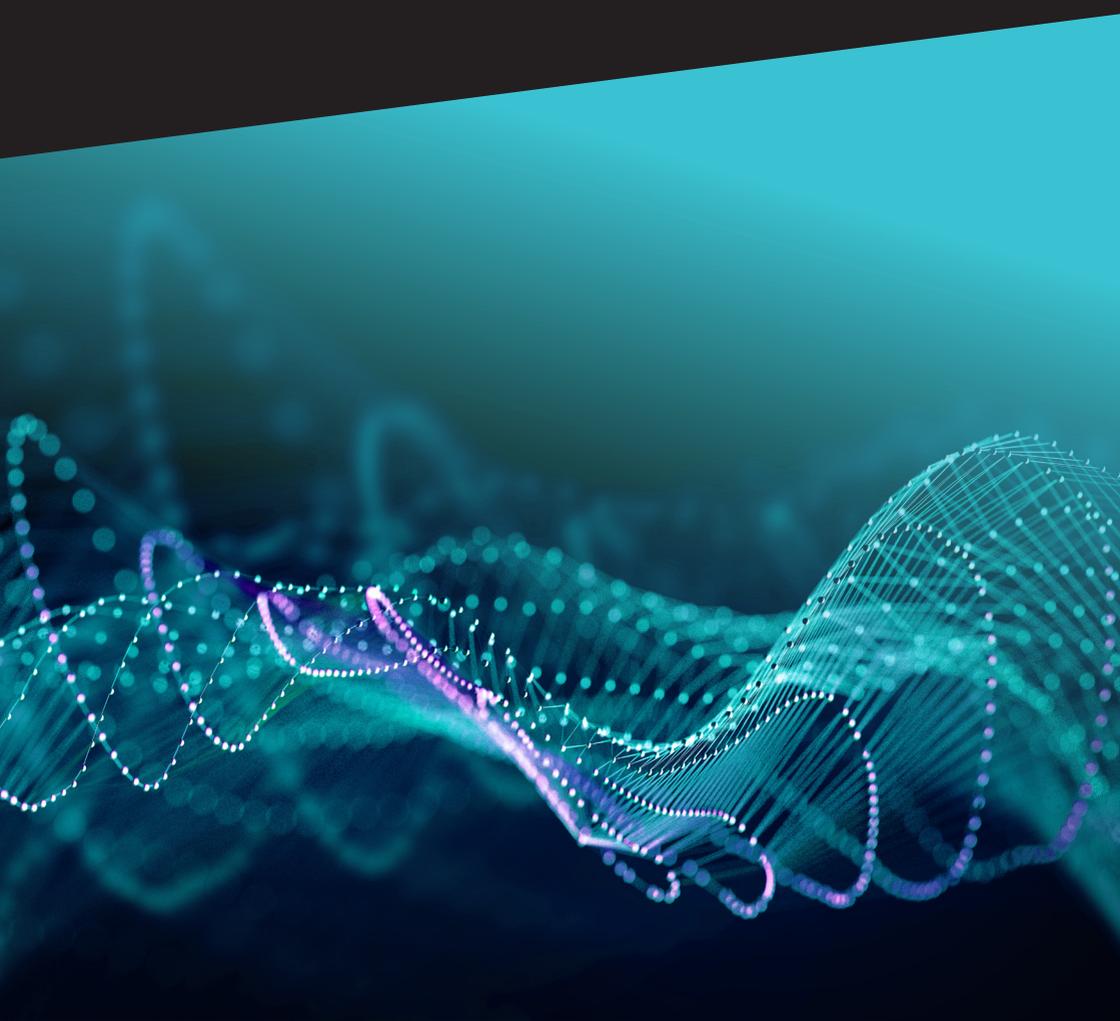
You hereby undertake and accept that you have the permission to reset the password and that shall enable and use the function legally, fairly and reasonably. Hikvision shall not take any liability for the losses occurred.

[Confirm](#)

VSP

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