3 WAYS TO RESET THE DEVICE PASSWORD AS AN INSTALLER

CONTENTS

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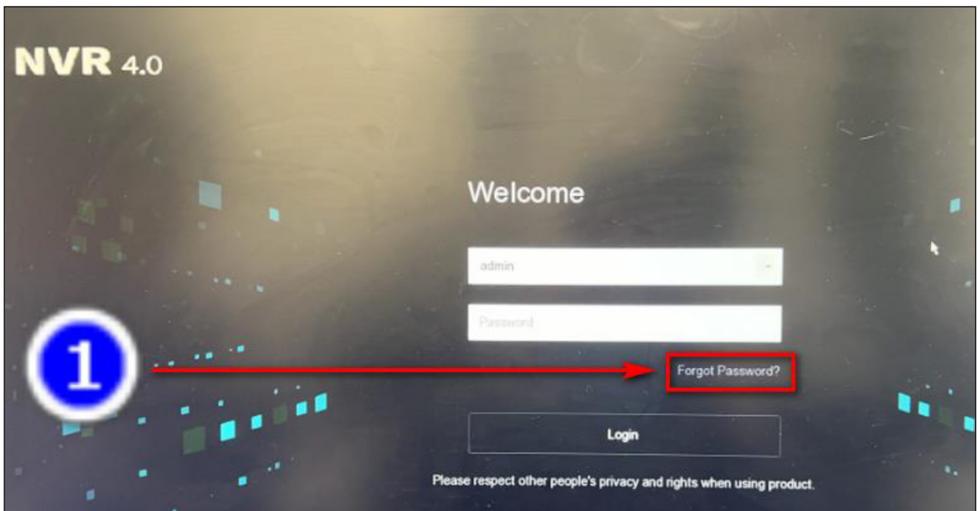
Please note that the NVR **must be added to Hik-Connect** before resetting password.
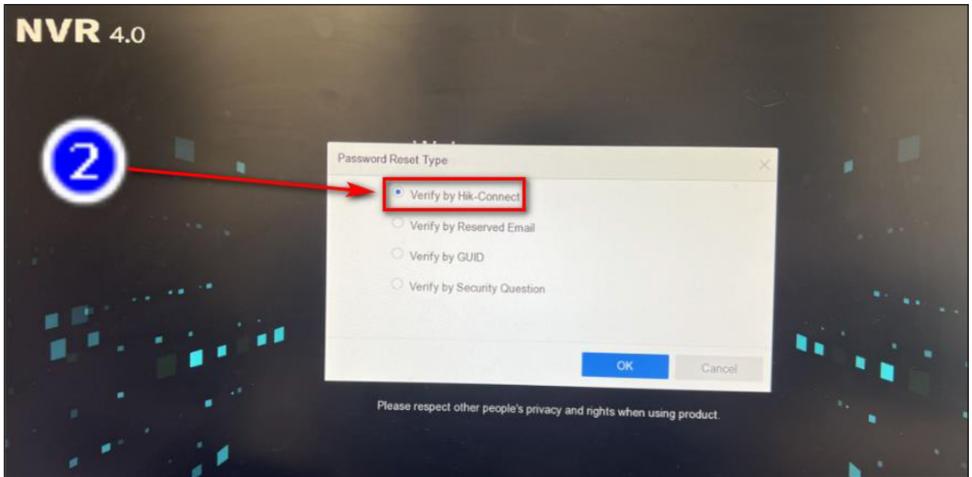
Device information

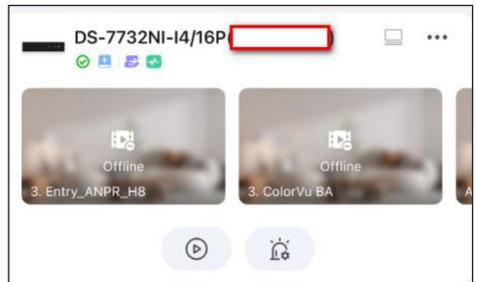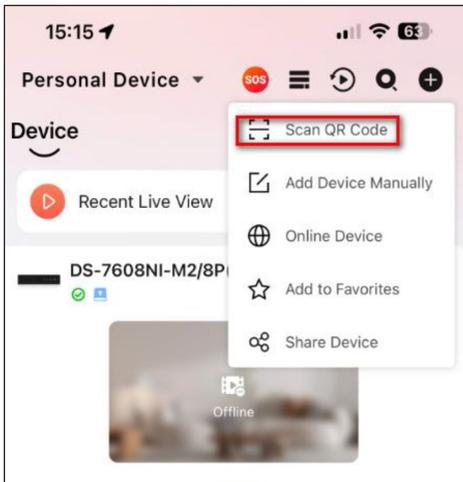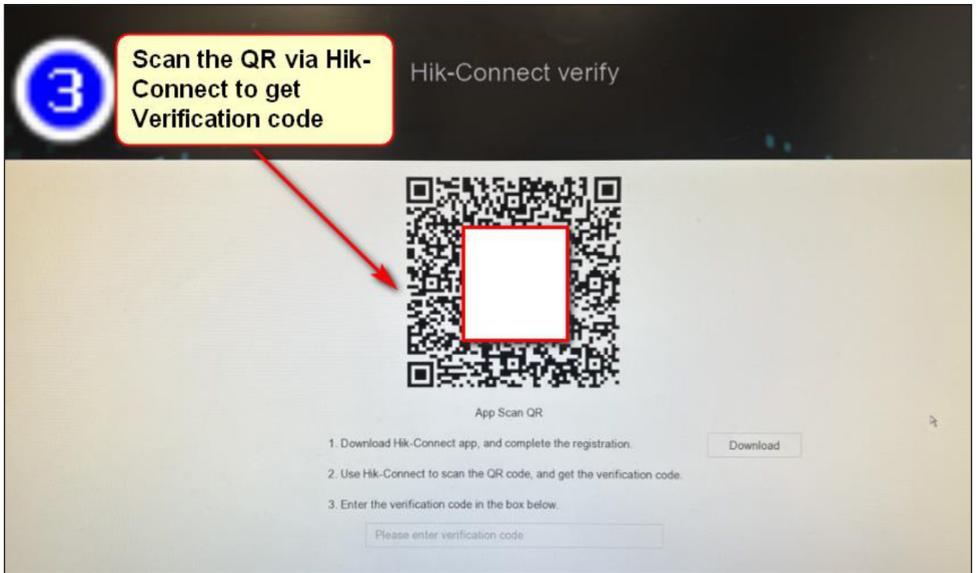| Device type	Version
DS-7xxx-I4/16P (I series)	V4.60.005 build 231219
DS-7608NI-M2/8P (M series)	V4.61.430 build 240315

Configuration

Step 1: Log in to I series or M series NVR local GUI, click on 'Forget Password' and select 'Verify by Hik-Connect'
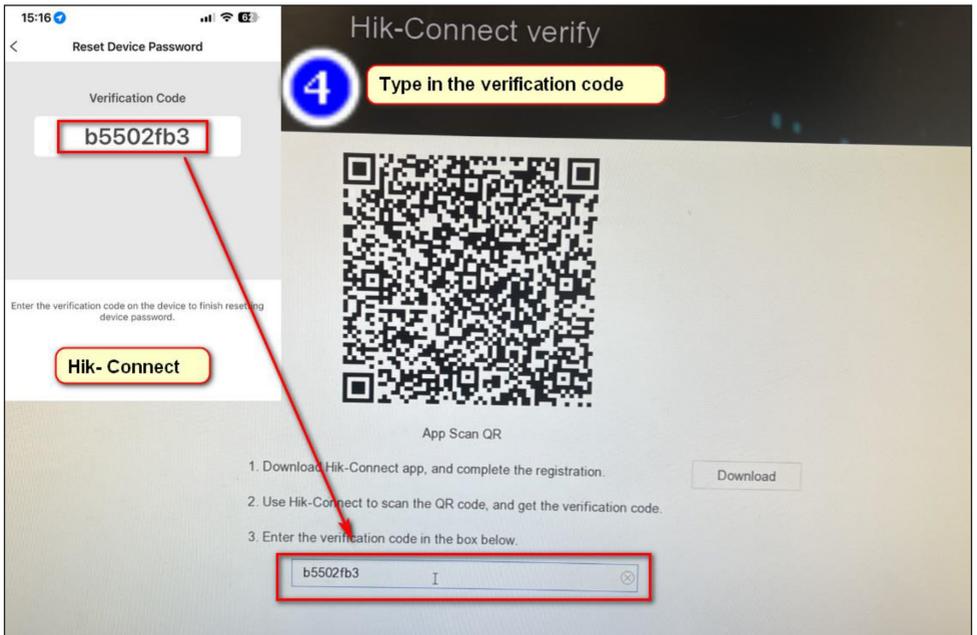
Step 2: Scan the QR code via Hik-Connect app

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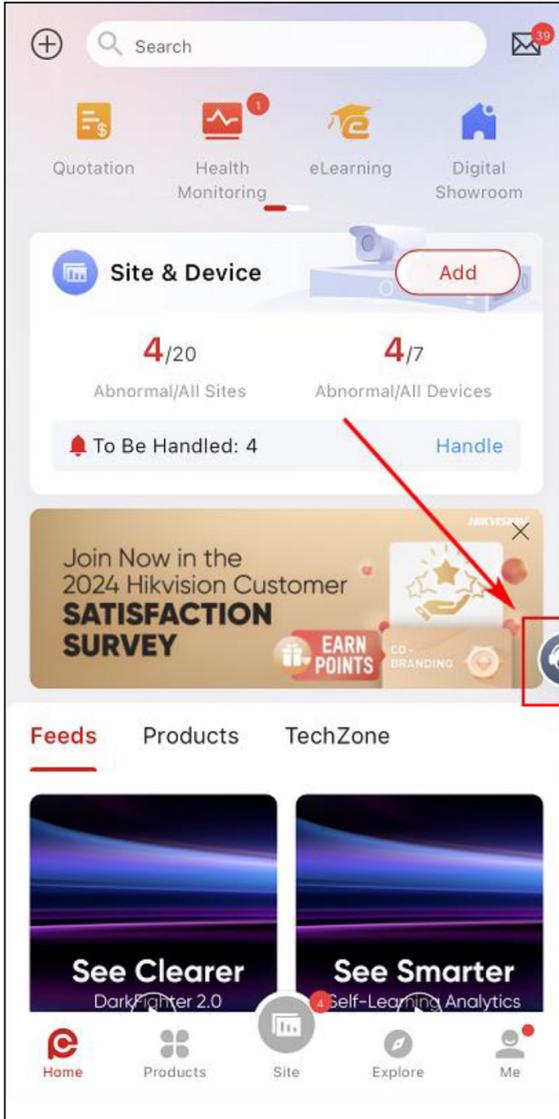
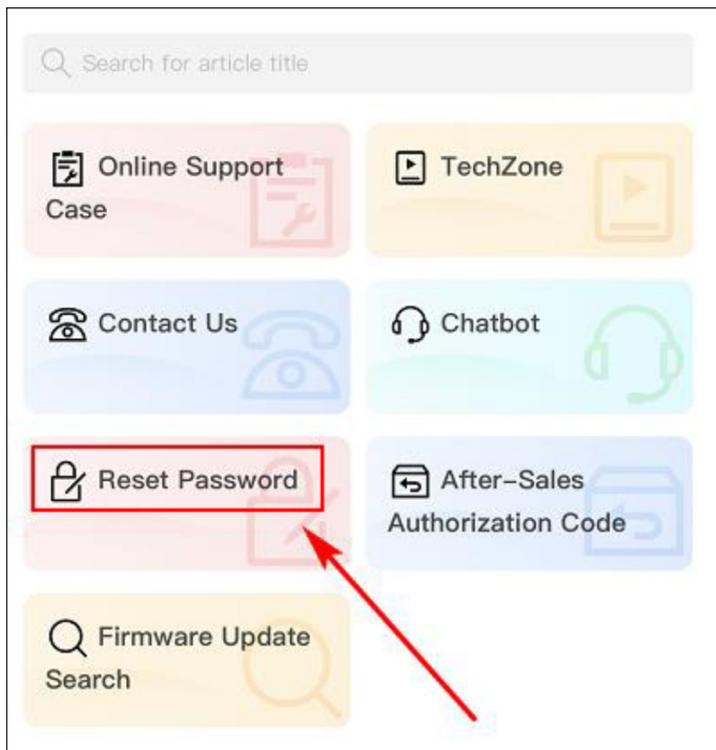Set new password

Result

Password reset successfully

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.

HOW TO SUBMIT PASSWORD RESET CASE VIA HIK-PARTNER PRO

Step 1: Login to Hik-Partner Pro mobile app, click 'Support' icon.
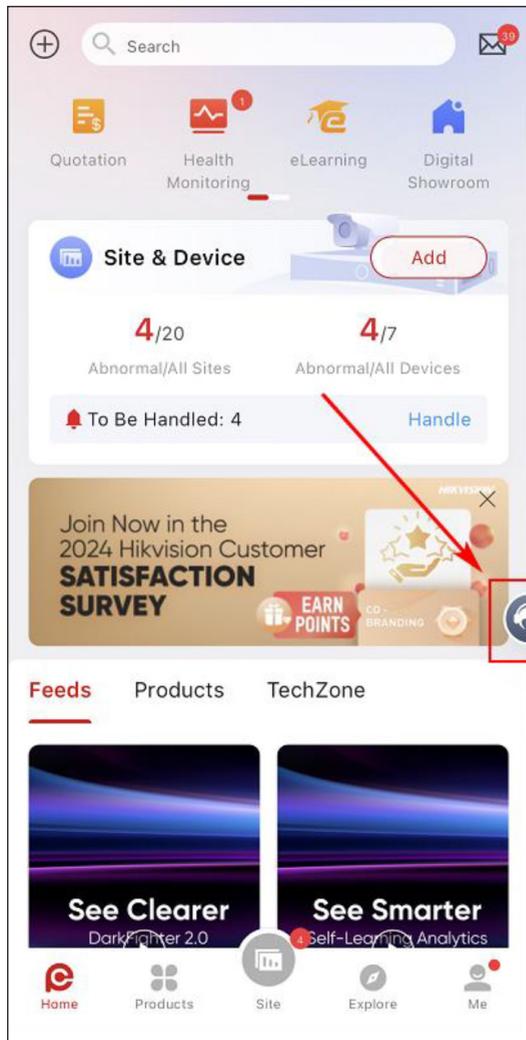
Step 2: Click 'Reset Password'.

Step 3: Click 'Submit Case'.

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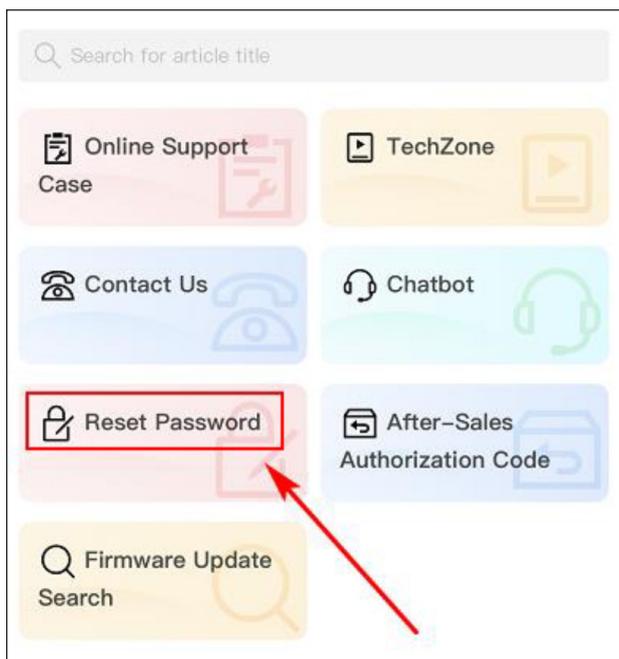

<   **Submit Case**

● How do I reset the device password?   View

* Device Serial No. ⑦

Enter manually or by scanning the QR code.   ⌗

* Device Label / Invoice ⑦

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

* Password Reset QR Code / String from SADP ⑦

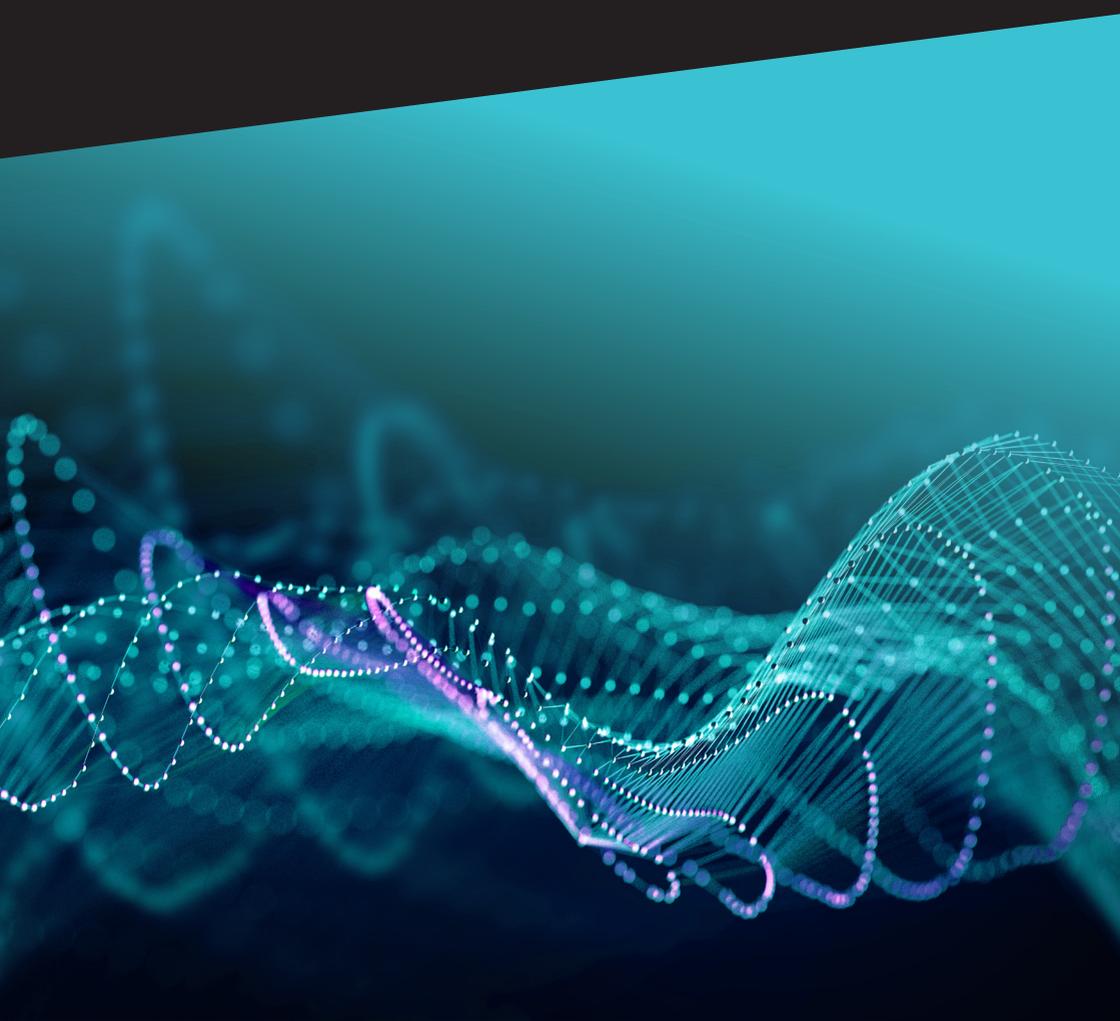Enter manually or by scanning the QR code.   ⌗

◯ 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

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