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|------------------|---|----------|-----|-------|---|
| Title: | Product Identification and Password Reset | | | | |
| Date: | 5/23/2013 | Version: | 3.0 | Pages | 2 |
| Product: | Hikvision network products (DVR's, NVR's, IP Cameras) | | | | |
| Action Required: | Information Only | | | | |

1. Connect your PC and DVR directly or through a switch. Power cycle the device you wish to restore.
2. Download and install the SADP software (www.hikvision.com). Please refer to the SADP manual for installation help and instruction. Launch SADP to display the device's information.

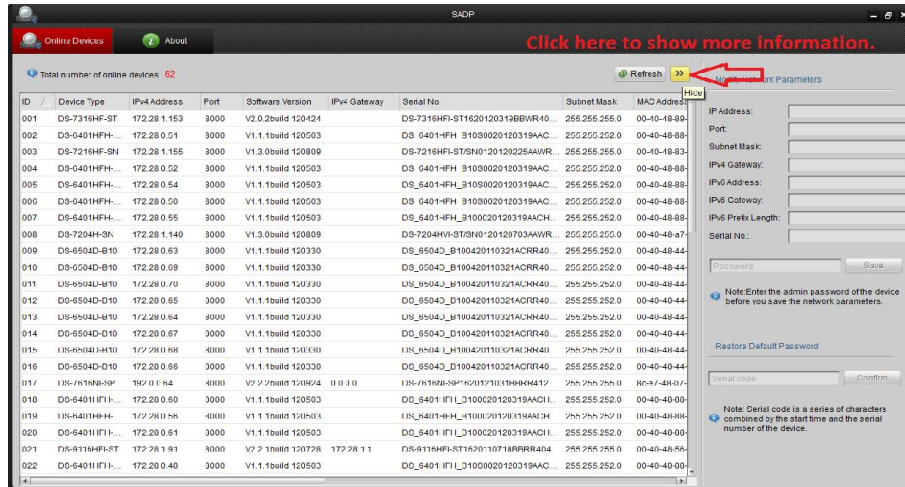


Fig. 1

3. Locate the Serial Number column of the device to restore. Click the **Hide/Show** button (yellow arrows) to show or hide more information (Fig.1). You may need to stretch the field to show the complete serial number (consisting of 24 to 30 characters) (Fig. 2).
4. Take a screen shot of the Serial Number and provide the current date of the device. If you are unable to obtain the current date of the device, please provide the date shown on the Start Time (date when the device was last powered on) column.

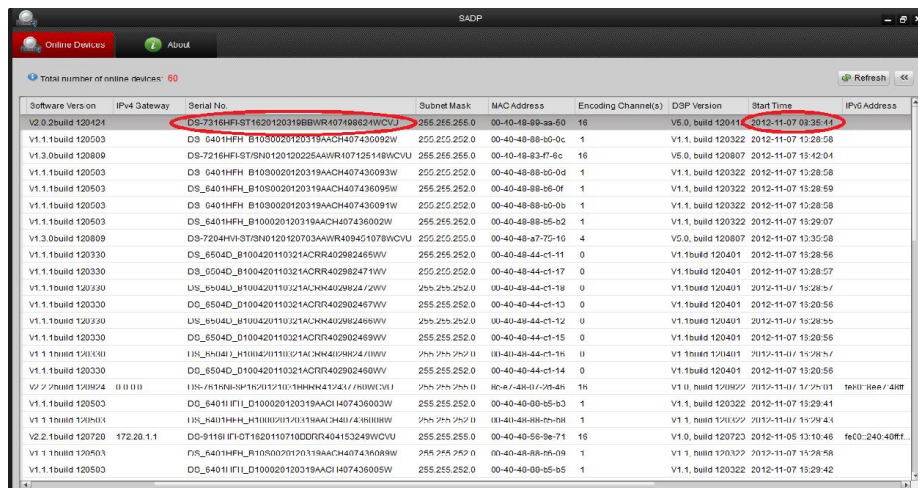


Fig. 2

| | | | | | |
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5. Please email the screen shot to passwordreset@hikvisionusa.com so we can provide the Secure code for your device.

*Note: We need the **Device Serial No. and Device's current date** information to create a unique Secure Code for your device. For security reasons, the Secure Code will only be valid during the same day as the Device's current date.*

6. When you receive the Secure code, click on the device you wish to reset. The selected device will turn gray. Input the code in the **Restore Default Password** field and click on the **Confirm** button (Fig. 3).

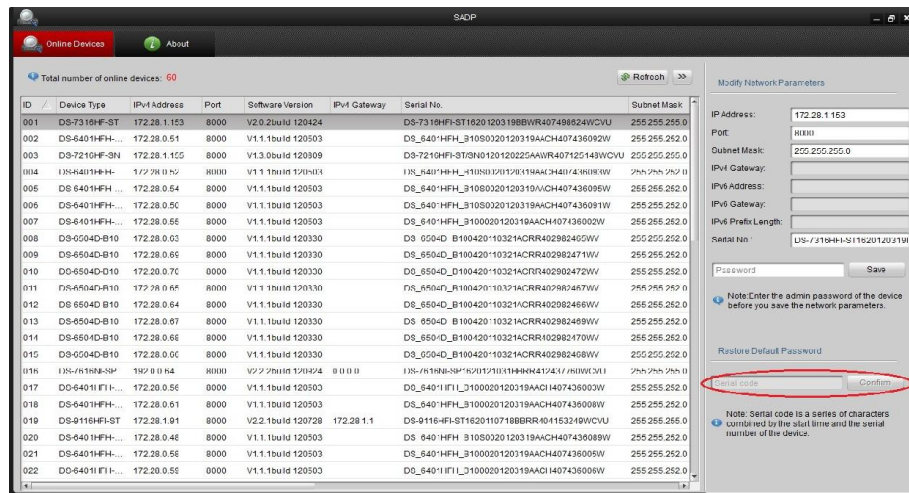


Fig. 3

7. You will get a pop-up Information window with the following message: Password recovery success (Fig. 4).

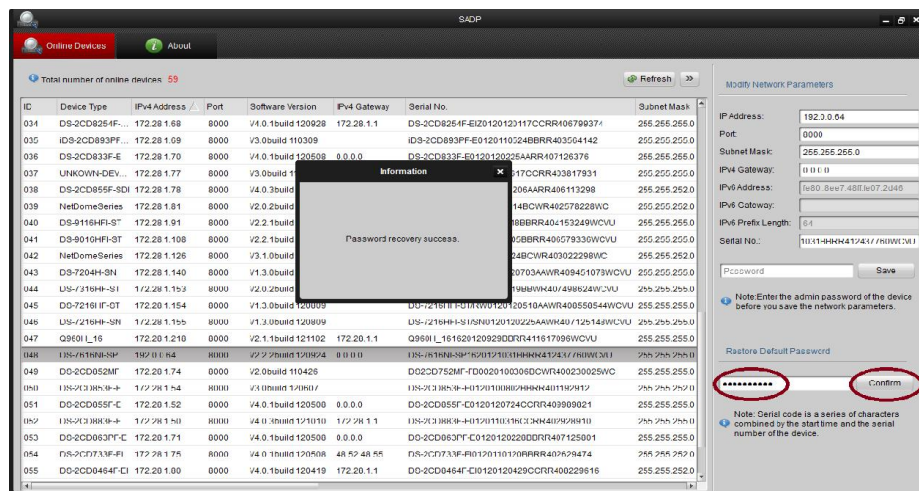


Fig. 4

8. Please wait 2 min and then power cycle the device. The device's password has been restored to default (12345).