

# Resetting The Password

Is Easier Than Ever

Hikvision Device

## Pain Points



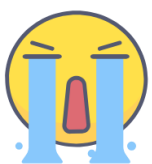
End users or installers

I forgot the device password due to setting complicated password during activation.

I forgot the password because I have not been using the password for too long.



End users or installers



End users

I did not know the device password set by installers.



How do I reset the device password?

## Ways of Resetting Device Password

Hikvision devices support multiple methods to reset passwords. Some **easy** and **quick** ways may free you from complex and time-consuming maintenance work on resetting password.



IP Cameras

- 1 Reset Button ★
- 2 Validation Questions ★
- 3 Reserved Email ★
- 4 SADP Tool
- 5 Hik-ProConnect



DVRs & NVRs

- 1 Hik-Connect App ★
- 2 Reserved Email ★
- 3 Validation Questions ★
- 4 GUID File
- 5 Hik-ProConnect

★ Recommended ways



## Recommended Ways for IP Cameras

 Easy

 Quick

### Reset Button

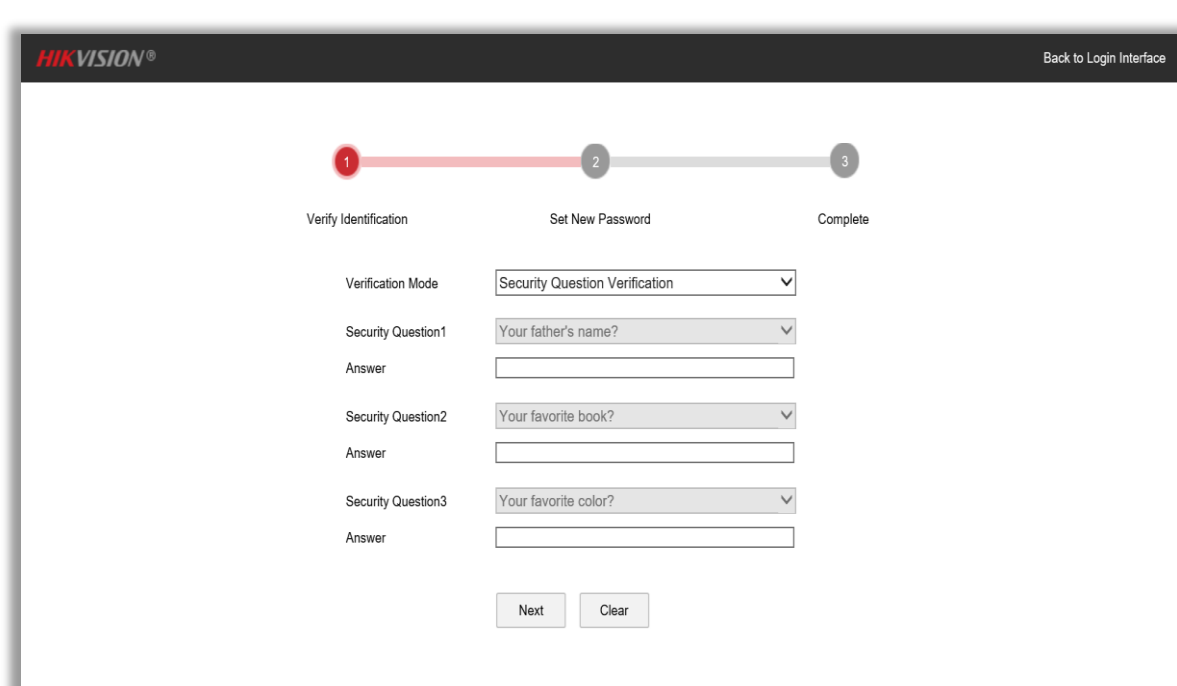
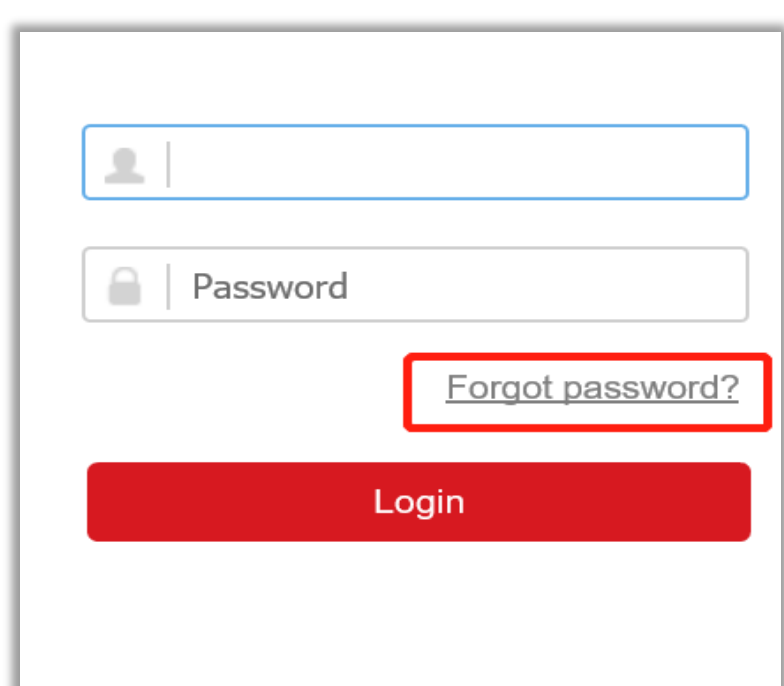
- 1 Power off the camera.
- 2 Keep holding the reset button for more than 30 seconds. Meanwhile, power on the camera while holding the button.



- The location of reset button varies from **different** camera models.

### Validation Questions

- 1 Visit the website of IP camera and click "Forgot password".
- 2 Answer all the questions correctly. Then it could be able to change the device password.



- Validation questions should be set **in advance**, so we **highly recommend** setting validation questions during activation.
- The firmware should be V5.50 and above.

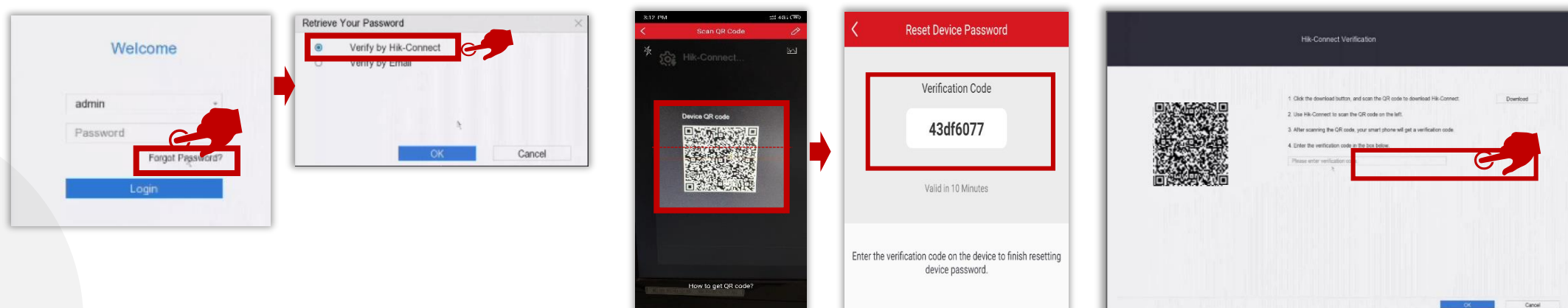
## Recommended Ways for DVRs & NVRs

 Easy

 Quick

### Hik-Connect App

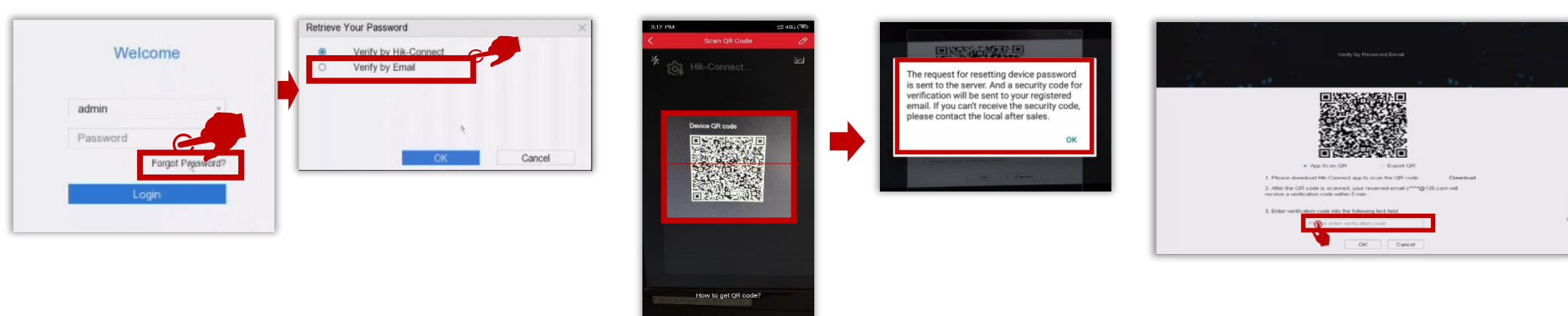
- 1 Click "Forgot Password" and choose "Verify by Hik-Connect".
- 2 Scan the QR code on the GUI and get a verification code.
- 3 Key in the verification code and reset password.



- The Hik-Connect account should be bound with this device **in advance**, so we **highly recommend** binding the device to your Hik-Connect App account during activation.
- Available models:  
NVR: 71Q/Q/K (V 4.30.005 and above); I series (V 4.21.005 and above)  
DVR: HG series (V 4.30.110 and above) ; 71/72HQ/HU/HT series (V 4.21.100 and above) ; M series (V.4.26.000 and above)

### Reserved Email

- 1 Click "Forgot Password" and choose "Verify by Email".
- 2 Scan the QR code on the GUI and a verification code will be sent to registered email.
- 3 Key in the verification code and reset password.



- The email address should be set **in advance**, so we **highly recommend** setting the reserved email address during activation.
- Available models:  
NVR: 71Q/Q/K series (V 4.30.005 and above); I series (V 4.21.005 and above)  
DVR: HG series (V 4.30.110 and above) ; 71/72HQ/HU/HT series (V 4.21.100 and above) ; M series (V.4.26.000 and above)

## Tips



You can visit the attached material package for more guidance.



You can follow the "Hikvision Technical Support" on YouTube to get "How to" videos of resetting password.



If you can not reset the password in these ways, you can also call local technical team for help.