

Title:	User Name and Password Reset, Tyco Firmware	Version:	v.1.0	Date:	050216
Product:	Cameras/NVRs/DVRs	Page:	1 of 3		
Action Required:	None, Information Only				

Summary

This bulletin explains how to reset the user name and password on products with Tyco firmware.

Procedure

NOTE: Use the DVR or SADP tool to find a device's IP address.

1. Start the device to display the Login window.
2. Double-click the bottom left corner of the Login window to activate a hidden button that displays the Restore Default Password window.
3. Note the Serial Number that is displayed.

NOTE: The serial number will extend beyond what's visible in the Serial No. field. Double click the number and scroll right to the end to ensure you select the entire number.

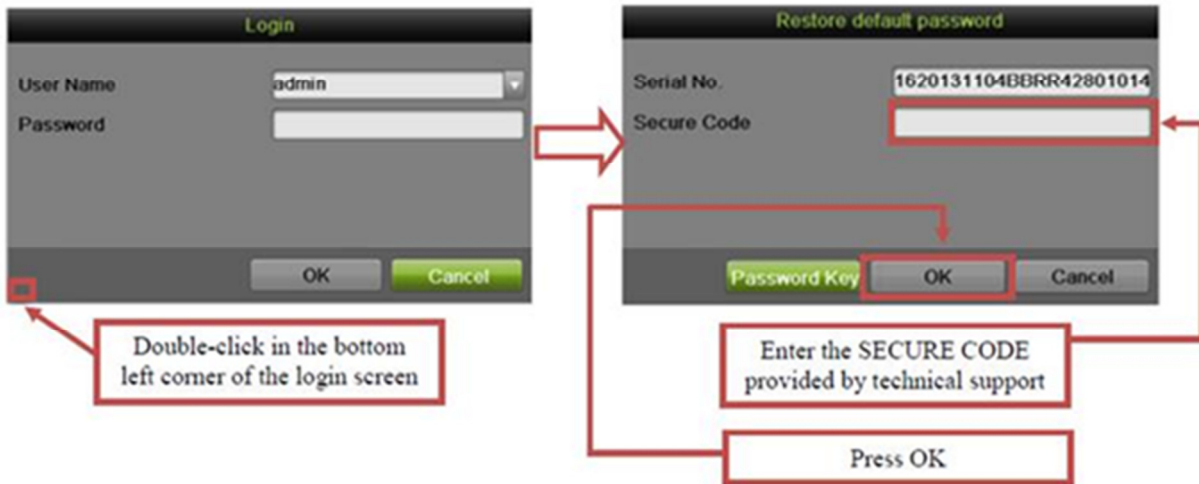


Figure 1, Login Window

Figure 2, Restore Default Password Window

4. E-mail the Serial Number to techsupport.usa@hikvision.com to receive the Secure Codes to reset your device.
5. Reboot the DVR.
6. When you receive the Secure Codes back via e-mail, input the date-appropriate code into the **Source Code** field

NOTE: For security reasons, each Secure Code will be valid only for a 24-hour period. You will be sent five Secure Codes, for five sequential days of use (e.g., the topmost Secure Code will be valid only on the day you receive the codes, the next code down will be valid only the next day, etc.). If you do not use the Secure Codes before they expire, you will need to request new Secure Codes.

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7. Press the **OK** button, and the system will display the Reset Password window.

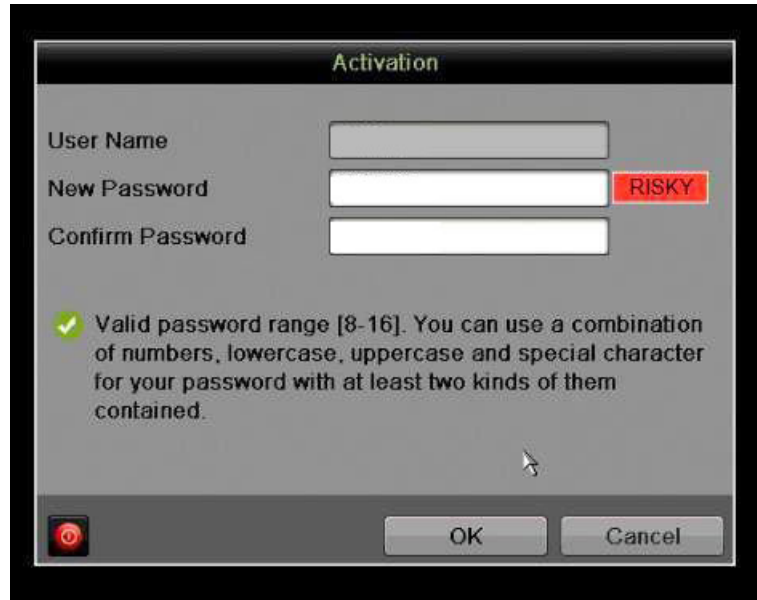


Figure 1, Reset Password Window

8. Enter a user name in the User Name field.
9. Create a password in the Password field.
10. Re-enter the password in the Confirm Password field.

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NOTE: Password Strength Levels

It is recommended that passwords be composed of three or more different kinds of characters: numbers, uppercase letters, lowercase letters, and special characters (such as \$, @, etc.). The firmware will identify the password strength and alert you to its level of protection through an on-screen, color-coded strength level indicator light.

STRENGTH LEVEL	DESCRIPTION
Level 0 (Risky) Cameras <i>will not</i> accept a Level 0 password (e.g., sldhleb)	Password length is fewer than eight characters, contains only one kind of character, is the same as the user name, and/or is the mirror writing of the user name. This type of password <i>will not</i> be accepted.
Level 1 (Weak) Cameras <i>will</i> accept a Level 1 password (e.g., 57kcseli)	Password contains two kinds of characters. The combination is number + lowercase letter or number + uppercase letter, and the password length is at least eight characters. This type of password <i>will</i> be accepted.
Level 2 (Medium) Cameras <i>will</i> accept a Level 2 password (e.g., KMggbRDb)	Password contains two kinds of characters. The combination is neither number + lowercase letter <i>nor</i> number + uppercase letter, and the password length is at least eight characters. This type of password <i>will</i> be accepted.
Level 3 (Strong) Cameras <i>will</i> accept a Level 3 password (e.g., xTC59?\$m)	Password contains more than three kinds of characters, and the password length is at least eight characters. This type of password <i>will</i> be accepted.

The on-line strength level indicator light colors can vary by activation process, model number, and device type. Typical: Risky = No Color, Weak = Pink, Medium = Yellow, Strong = Green.

PASSWORD CHARACTERS ALLOWED (ASCII Only):

- **Lowercase ASCII Letters**
a b c d e f g h i j k l m n o p q r s t u v w x y z
- **Uppercase ASCII Letters**
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
- **Numerals**
0 1 2 3 4 5 6 7 8 9
- **Special Characters**
. - _ : / @ , ? ! ' () \$ & " [] { } # % ^ * + = \ | < >

11. Press the **OK** button to create the account.

