


## Resetting Password


- You can reset the password by the following methods when you forget the password for admin account.
- If the password reset function is enabled, you can use mobile phone to scan the QR code to reset the password. For details, see "0 Resetting Password on Local Interface."
- If the password reset function is disabled, there are two situations:
  - If you configured security questions, you can find back the password by the security questions.
  - If you did not configure the security questions, you can only use the reset button on the mot mainboard to restore the Device to factory default.

 Not all models have the reset button.

## Resetting Password on Local Interface

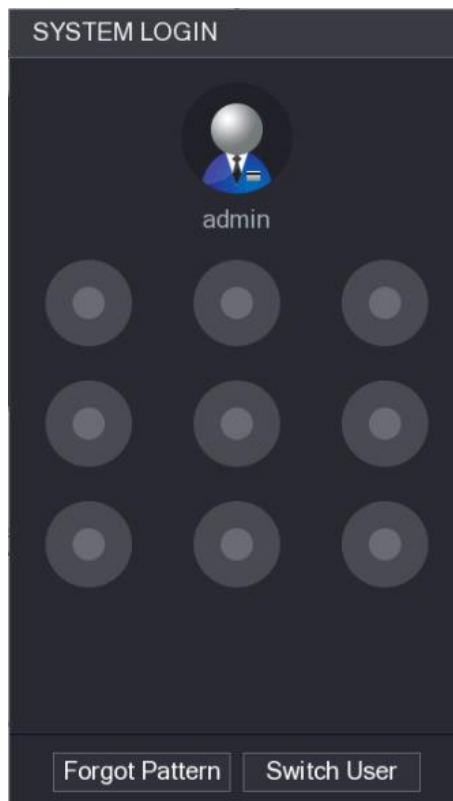
Step 1 Enter the login interface.

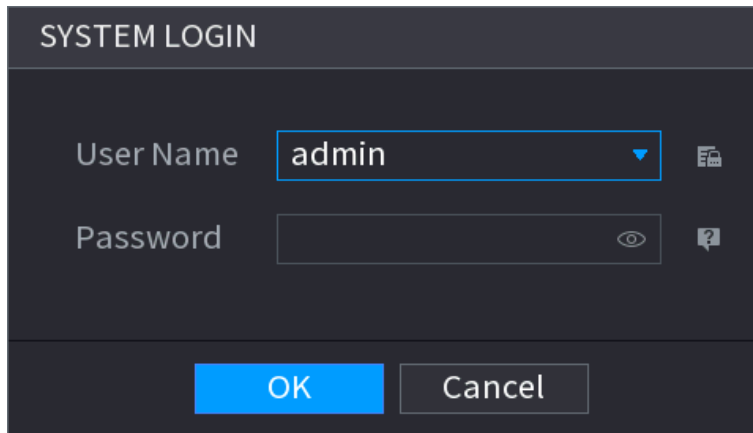
If you have configured unlock pattern, the unlock pattern login interface is displayed. See 0. Click **Forgot Pattern**, the password login interface is displayed. See 0.

If you did not configure unlock pattern, the password login interface is displayed. See 0. Click  to display the password with plaintext.






To login from other user account, on the unlock pattern login interface, click **Switch User**; or on the password login interface, in the **User Name** list, select other users to login.





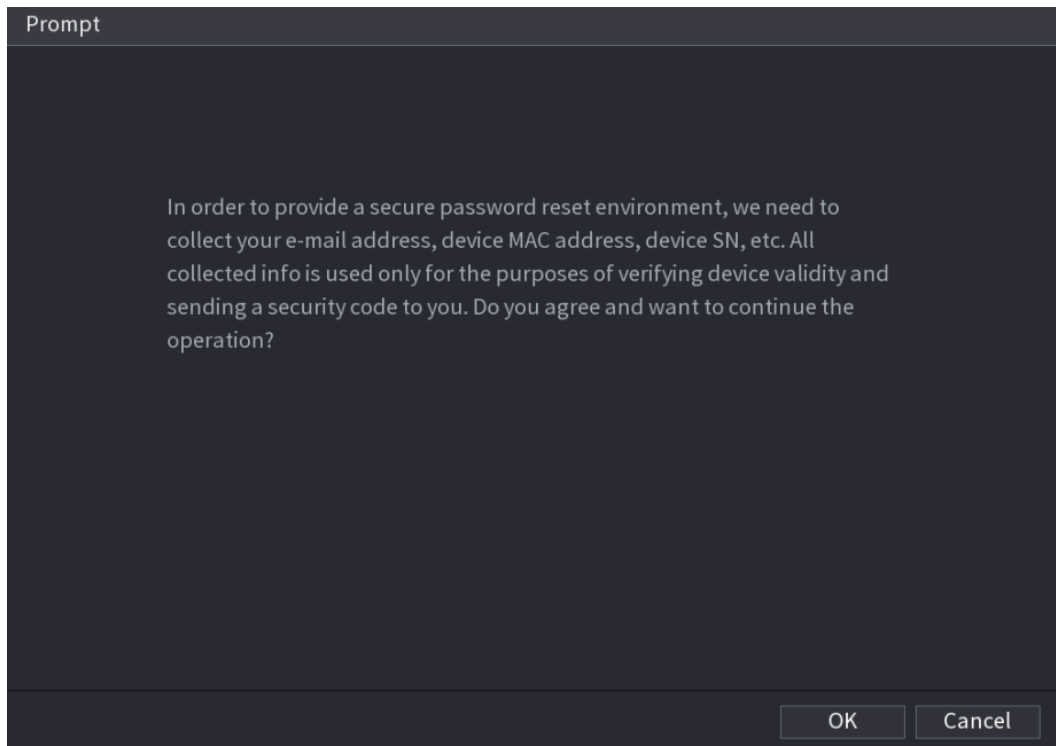
SYSTEM LOGIN

User Name  

Password   

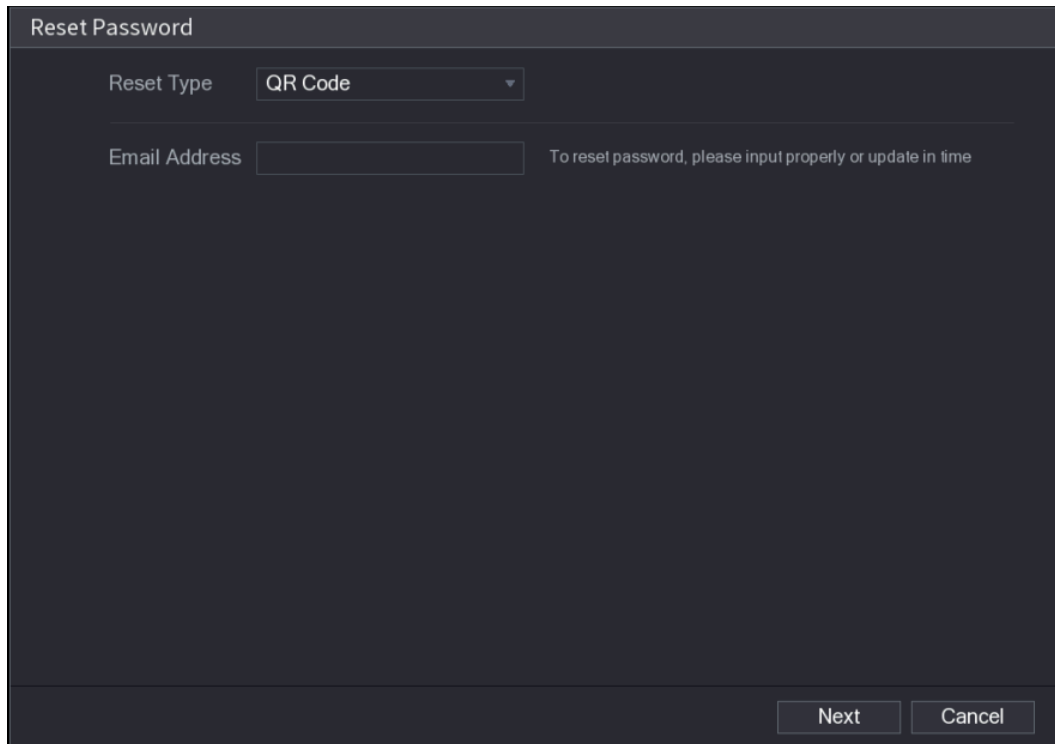
Step 1 Click .

If you have set the reserved email address, the **Prompt** message interface is displayed. See 0.  
If you did not set the reserved email address, the email entering interface is displayed. See 0. Enter the email address, and then click **Next**, the **Prompt** message interface is displayed. See 0.



Prompt

In order to provide a secure password reset environment, we need to collect your e-mail address, device MAC address, device SN, etc. All collected info is used only for the purposes of verifying device validity and sending a security code to you. Do you agree and want to continue the operation?

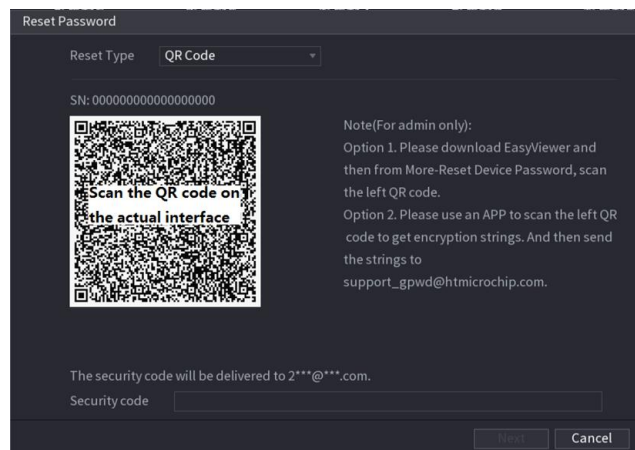


Click **OK**.

The **Reset Password** interface is displayed. See 0.



After clicking **OK**, the system will collect your information for password reset, and the information includes but not limited to email address, MAC address, and device serial number. Read the prompt carefully before clicking **OK**.



Step 2 Reset the password.

QR code

Follow the onscreen instructions to get the security code in your reserved email address. In the **Security code** box, enter the security code.



You can get the security code twice by scanning the same QR code. If you need to get the security code once again, refresh the interface.

Use the security code received in your email box to reset the password within 24 hours; otherwise the security code becomes invalid.

Security questions

On the **Reset password** interface as shown in 0, in the **Reset Type** list, select **Security Questions**, the Security Questions interface is displayed, see 0.



If you did not configure the security questions before, in the **Reset Type** list, there will be no **Security Questions**.

In the **Answer** box, enter the correct answers.

The screenshot shows a dark-themed dialog box titled "Reset Password". At the top, there is a "Reset Type" dropdown menu set to "Security Questions". Below this, there are three question-and-answer pairs. Each pair consists of a question label (e.g., "Question 1"), a dropdown menu with a question text (e.g., "What is your favorite children's book?"), and an empty text input field labeled "Answer". The questions are: "What is your favorite children's book?", "What was the first name of your first boss?", and "What is the name of your favorite fruit?". At the bottom right of the dialog, there are two buttons: "Next" and "Cancel".

**Step 3** Click **Next**.

The new password resetting interface is displayed. See 0.

The screenshot shows the same "Reset Password" dialog box, but now it is asking for a new password. It displays "Reset password of (admin)". There are two text input fields: "New Password" and "Confirm Password". Below the "New Password" field, there is a text instruction: "Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them.(please do not use special symbols like ' " ; : & )". At the bottom right, there are two buttons: "Save" and "Cancel".

**Step 4** In the **New Password** box, enter the new password and enter it again in the **Confirm Password** box.

Click **Save**. The password resetting is started.

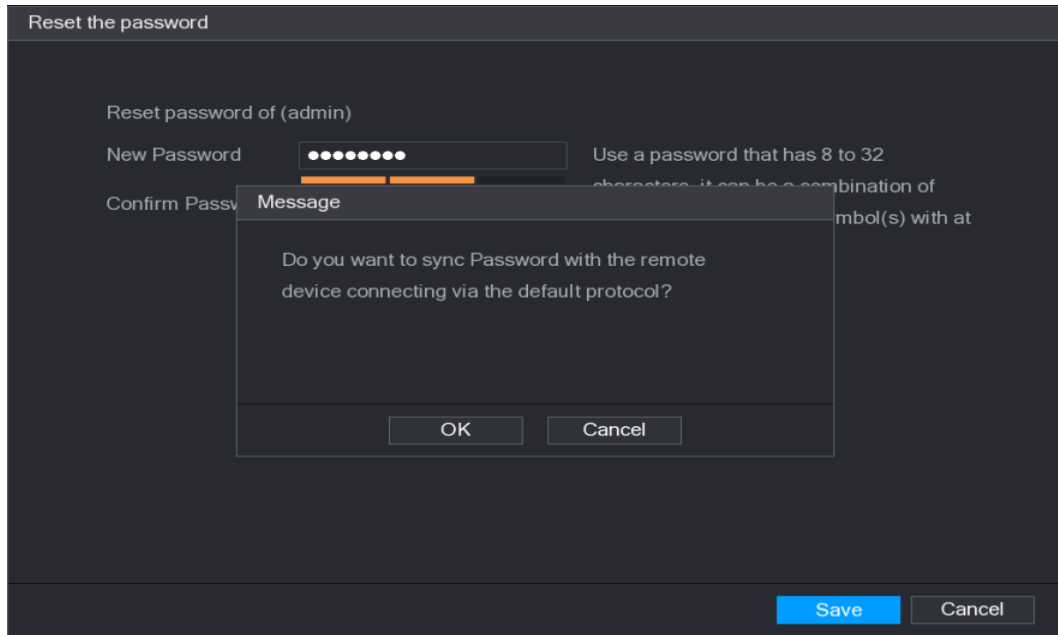
After resetting is completed, a pop-up message is displayed.

Click **OK**.

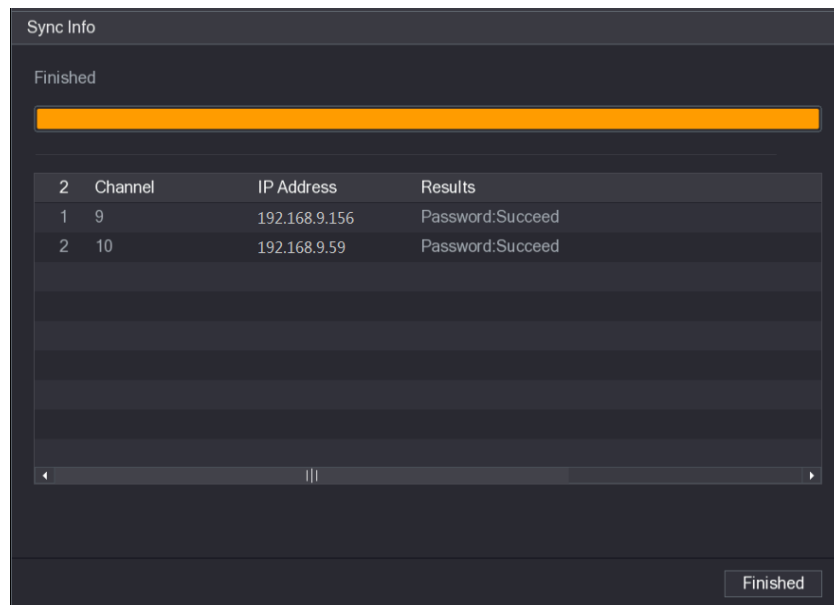
A pop-up message is displayed asking if you want to sync the password with the remote devices, see 0.

Click **Cancel**, the resetting is finished.

Click **OK**, the Sync Info interface is displayed. See 0.

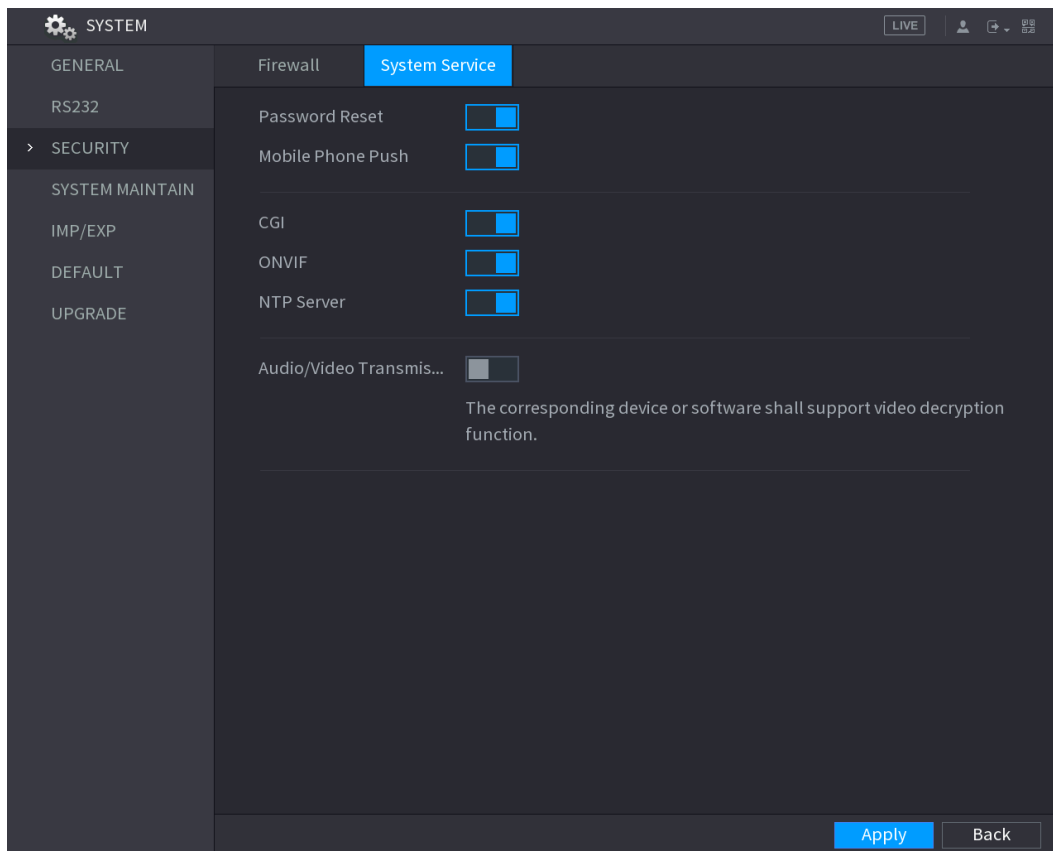


This message appears only when there are digital channels instead of only analog channels.



## Enabling Password Reset Function

Step 1 Select **Main Menu > SYSTEM > SECURITY > System Service**.  
The **System Service** interface is displayed. See 0.



Enable the **Password Reset** function.



This function is enabled by default.

Click **Apply** to save the settings.