



How to Reset Password of NVR DVR via Hik-Connect App

<b>Title:</b>	How to Reset Password of NVR DVR via Hik-Connect App	<b>Version:</b>	v1.0	<b>Date:</b>	09/16/2020
<b>Product:</b>	Hik-Connect, DVR,NVR,			<b>Page:</b>	1 of 6

## Preparation

---

Hik-Connect app should be V4.3 or above.

Supported device: Hikvision DVRs and NVRs.

This function may vary according to the device model and current firmware version.

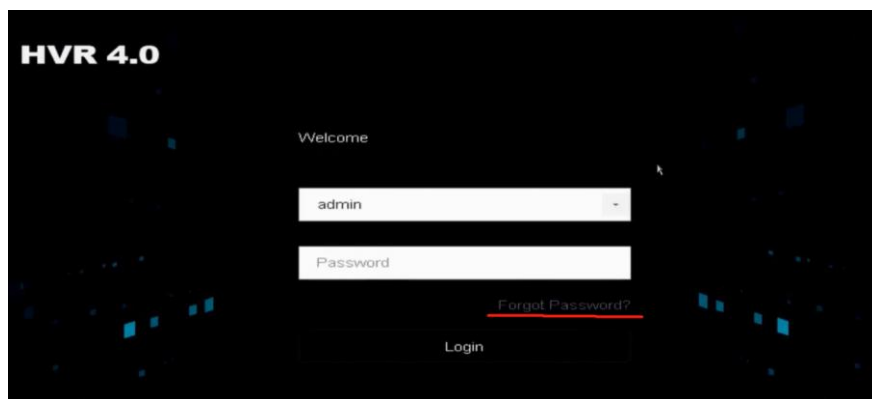
1. The device has been added to your Hik-Connect account.
2. Login the account that the device has been bound to.
3. The device do not need to become Hik-Connect online.

## How to Reset Password of NVR DVR via Hik-Connect App

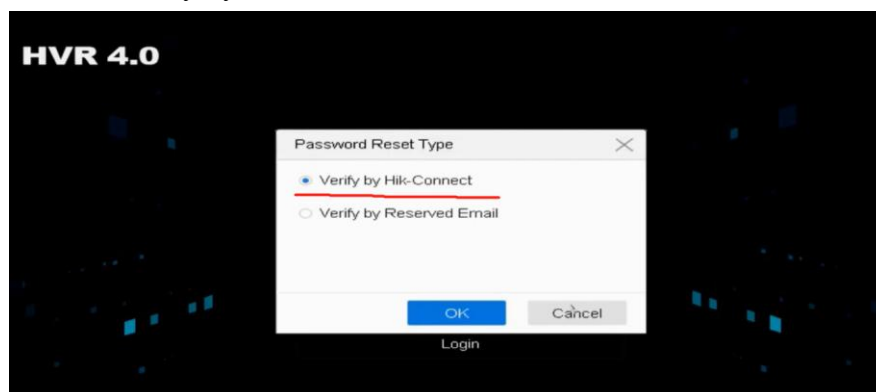
---

### 1. On device

- 1) Click Forget Password on login menu.

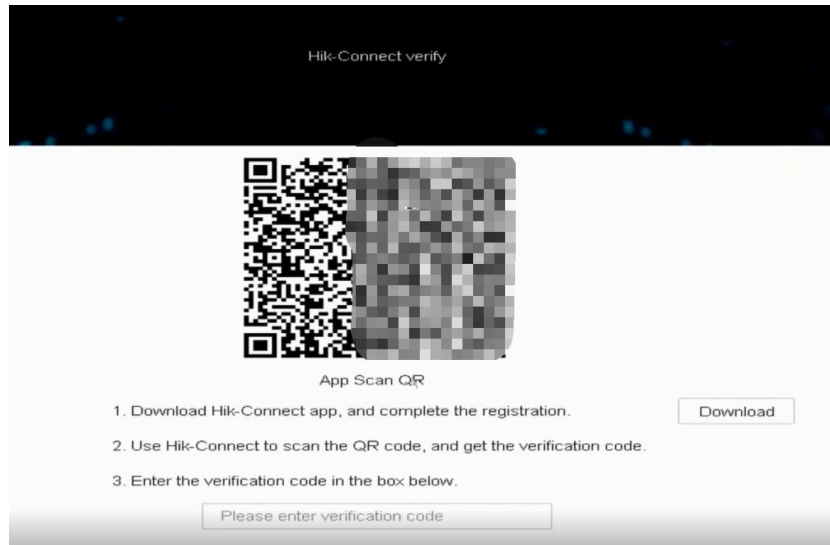


- 2) Choose Verify by Hik-Connect.



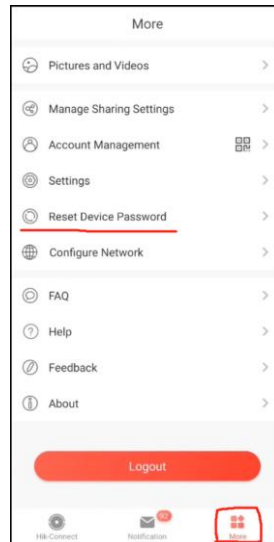
- 3) Into the following page:

<b>Title:</b>	How to Reset Password of NVR DVR via Hik-Connect App	<b>Version:</b>	v1.0	<b>Date:</b>	09/16/2020
<b>Product:</b>	Hik-Connect, DVR,NVR,			<b>Page:</b>	2 of 6



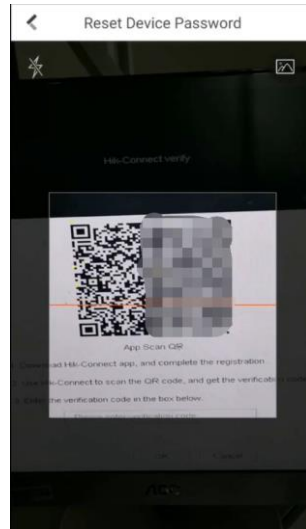
## 2. On app

- 1) Run Hik-Connect app.
- 2) Tap More – Reset Device Password.

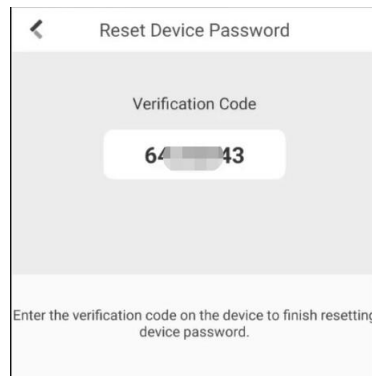


- 3) Scan the QR code of step 1.3

<b>Title:</b>	How to Reset Password of NVR DVR via Hik-Connect App	<b>Version:</b>	v1.0	<b>Date:</b>	09/16/2020
<b>Product:</b>	Hik-Connect, DVR,NVR,			<b>Page:</b>	3 of 6



4) The verification code will show on Hik-Connect, like the picture below:



### 3. On device

1) Enter the verification code obtained from app in the box below.



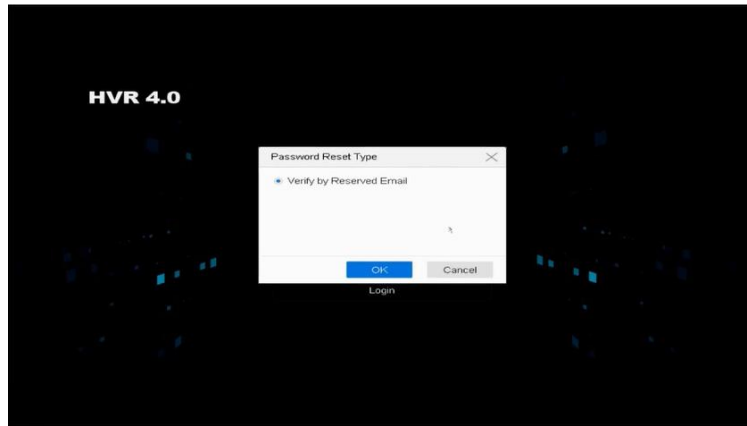
2) Click OK, then the system allows to create new password. And customer can login the device successfully with the new password.

<b>Title:</b>	How to Reset Password of NVR DVR via Hik-Connect App	<b>Version:</b>	v1.0	<b>Date:</b>	09/16/2020
<b>Product:</b>	Hik-Connect, DVR,NVR,			<b>Page:</b>	4 of 6

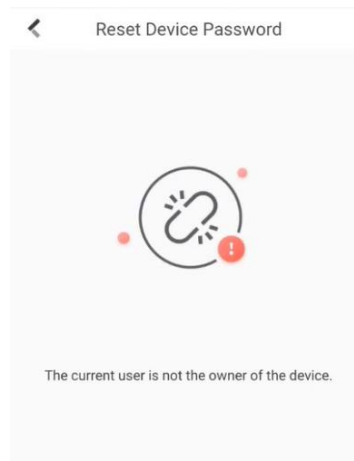


Notes:

1. If the device has not been added, Verify by Hik-Connect will not show up, like the picture below:



2. If the device is added by others, the QR code will not work and the following note will show up in Hik-Connect after scan the QR code:



<b>Title:</b>	How to Reset Password of NVR DVR via Hik-Connect App	<b>Version:</b>	v1.0	<b>Date:</b>	09/16/2020
<b>Product:</b>	Hik-Connect, DVR,NVR,			<b>Page:</b>	5 of 6

