

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

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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.

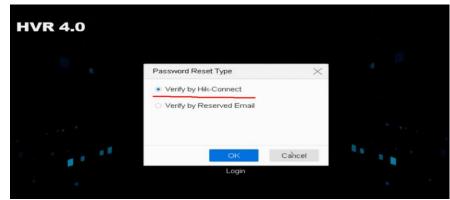
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1. On device

1) Click Forget Password on login menu.

HVR 4.0			
1 A A	Welcome		
1.0	admin	-	
	Password		
		Forgot Password?	an a

2) Choose Verify by Hik-Connect.



3) Into the following page:

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2. On app

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

	More	
0	Pictures and Videos	>
3	Manage Sharing Settings	>
8	Account Management	
0	Settings	>
0	Reset Device Password	>
	Configure Network	>
0	FAQ	>
0	Help	>
0	Feedback	>
٦	About	>
	and the second	_
	Logout	
	K-Connect Notification	==

3) Scan the QR code of step 1.3

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



3. On device

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



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

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User Name	admin
Password	Create New Password
Confirm	Confirm New Password
	Note:Valid password range (8-16). You can use a
Password Strength	
	4

Notes:

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

Password Reset Type Verify by Reserved Email	×	
	4	
OK Login	Cancel	
	OK	Verify by Reserved Ernal

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:



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