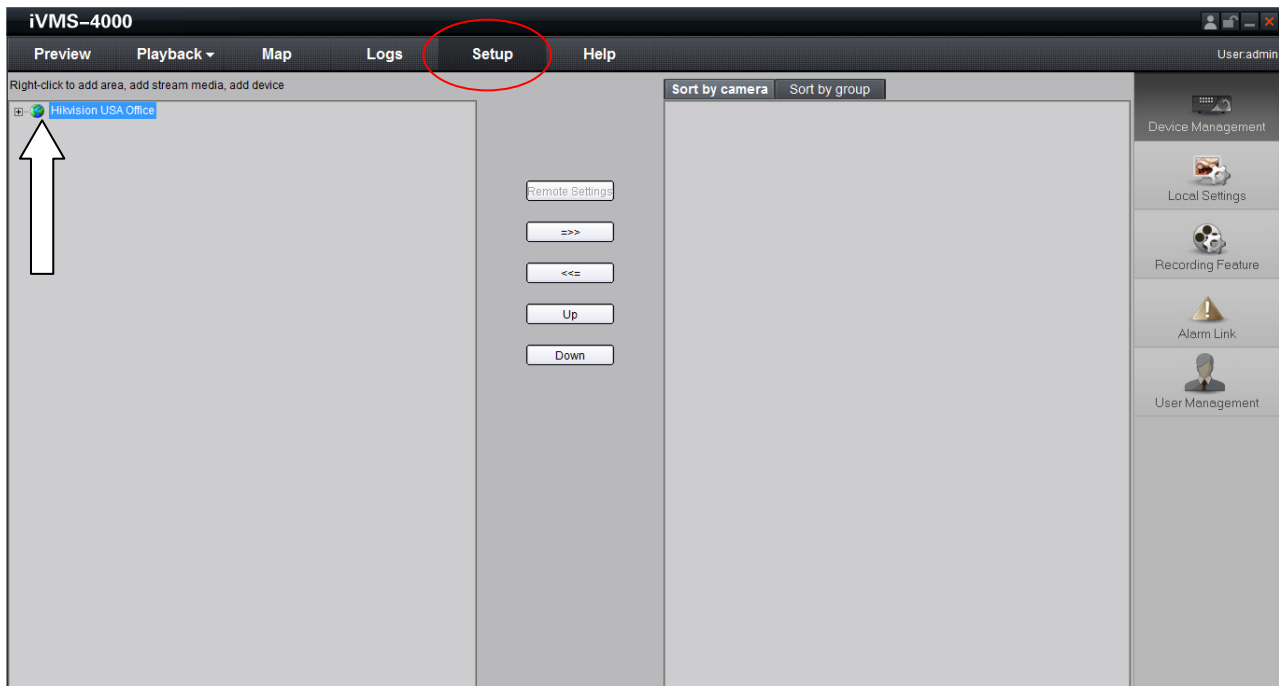


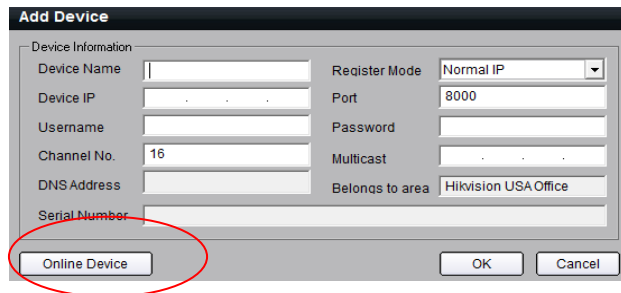
Title:	Product Identification and Password Reset				
Date:	2/7/2011	Version:	1.0	Pages	2
Product:	HIKvision network products (DVR's, NVR's, IP Cameras)				
Action Required:	Information Only				

Connect your PC and DVR directly or through a switch.

1. Download and Install the IVMS4000 Client Software. Please refer to the iVMS4000 manual for installation help and instruction.
2. Launch the iVMS4000 and click on the **Setup** tab. Right Click on Upper Area, designated by the globe icon, select **Add Device**.

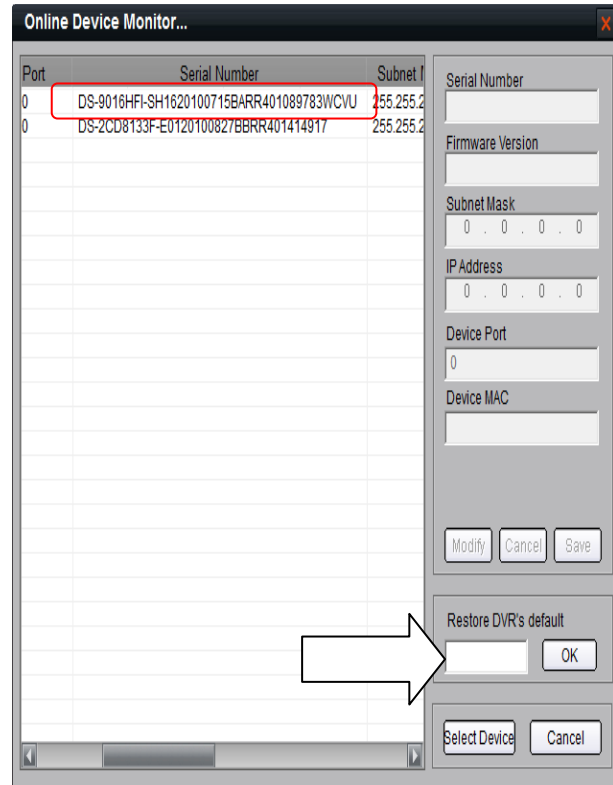


3. On the modify device information window click on the **Online Device**.



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4. This will open up a list of devices. You will see your DVR / Camera on the list.
5. Locate the Serial Number column. You may need to stretch the field to see all of the 24 to 30 characters.
6. Provide us with this number and we can generate a reset password code. Take a screen shot. Please include with this screen shot the date on the DVR or Camera.
7. Please email your screen shot and date to techsupport@hikvisionusa.com
8. When you receive the password reset code, click on the device you wish to reset. The line will turn blue.
9. Input the code you received into the **Restore DVR's default** field. Click **OK**.



10. You will see **"Resume is successful."**

The default password is 12345.
Please wait 2 min and then power cycle the DVR / IP Camera.

If you are still unable to log in to the DVR or IP Camera please contact tech support at techsupport@hikvisionusa.com or call us at (909) 895-0400 x 800

