

TECHNICAL BULLETIN

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**.

iVMS-4000	
Preview Playback - Map Logs	Setup Help Useradr
Right-click to add area, add stream media, add device	Sort by camera Sort by group Remote Setting: Cece Cece Cup Cup Cove Cece Cece Cece Cece Cece Cece Cece Ce

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

Add Device			
Device Information -			
Device Name		Register Mode	Normal IP 👻
Device IP	· · · ·	Port	8000
Username		Password	
Channel No.	16	Multicast	· · · ·
DNS Address		Belongs to area	Hikvision USA Office
Serial Number	L		
Online Device			OK Cancel



TECHNICAL BULLETIN

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				

- 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.
- 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.**

Port _	Serial Number	Subnet I	Serial Number
	DS-9016HFI-SH1620100715BARR401089783WCVU	255.255.2	
	DS-2CD8133F-E012010082/BBRR40141491/	255.255.2	Firmware Version
			Subnet Mask
			0.0.0.0
			Device Port
			0
			Device MAC
			l
			Modify Cancel Save
		N	Restore DVR's default
			ОК

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

