

Three ways to submit password and unbind case in EU



Table of Contents

- 1. HPP App** 03
 - Password Reset 03
 - Device Unbind 08

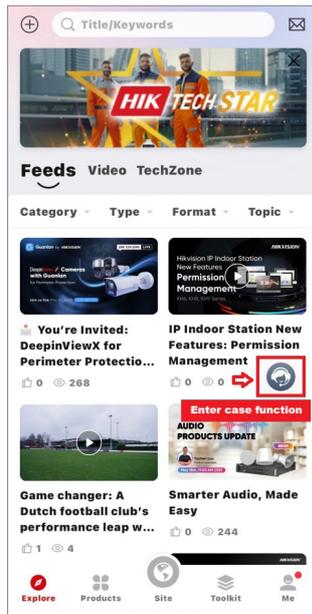
- 2. HPP Web** 12
 - Password Reset & Device Unbinding 12



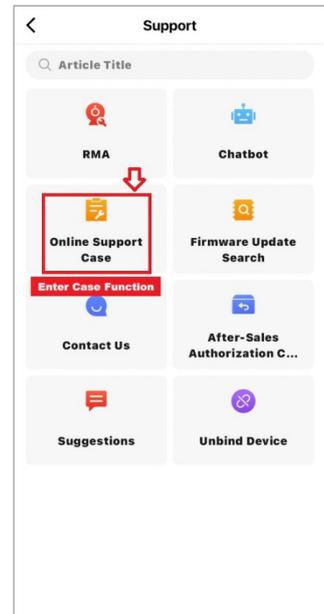
1. HPP App

Password Reset

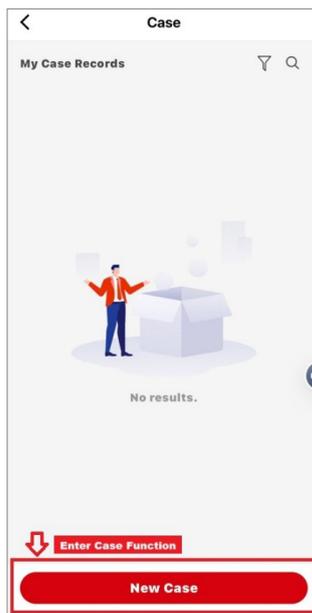
A. Enter Case function



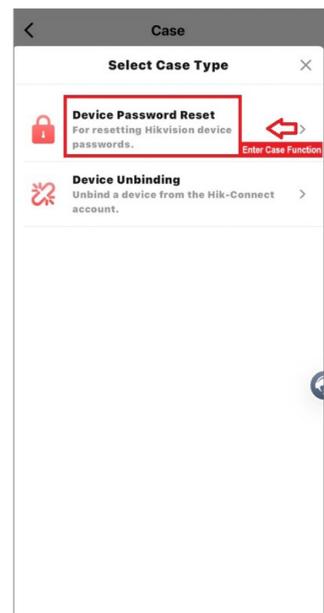
B. Choose Online Support



C. Submit New Case

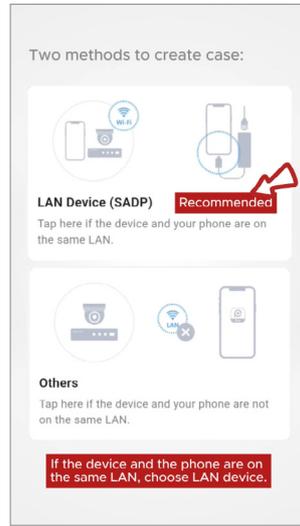


D. Select Device Password Reset

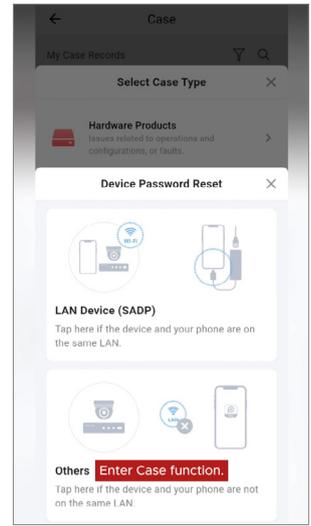


E. Select Method:

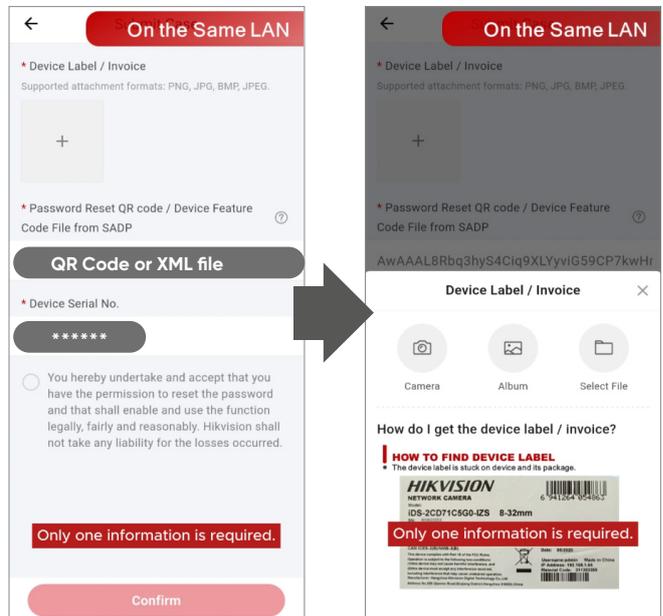
If the device and the phone are on the same LAN, choose LAN device.



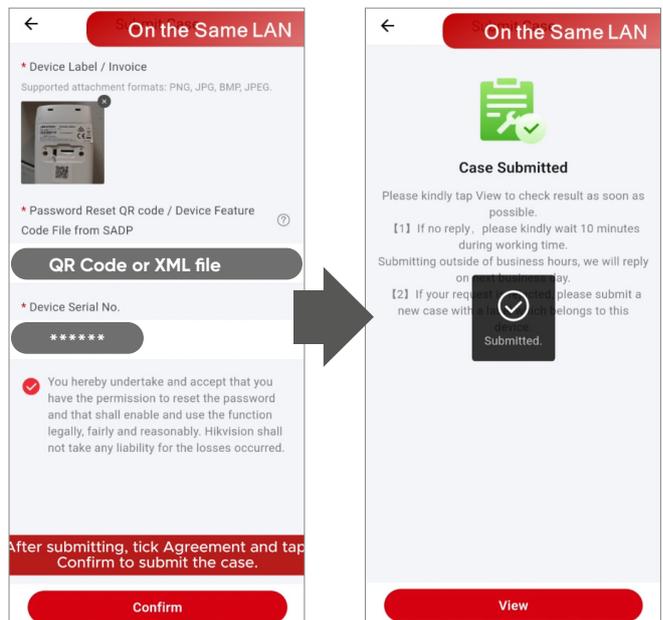
a. Tap LAN device and choose device to enter the submit page.



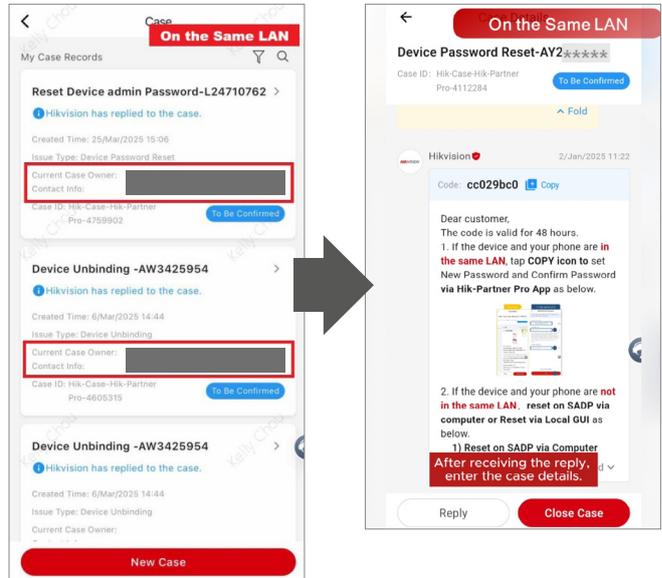
b. Only one information is required, you can take a photo by camera or select the picture in album.



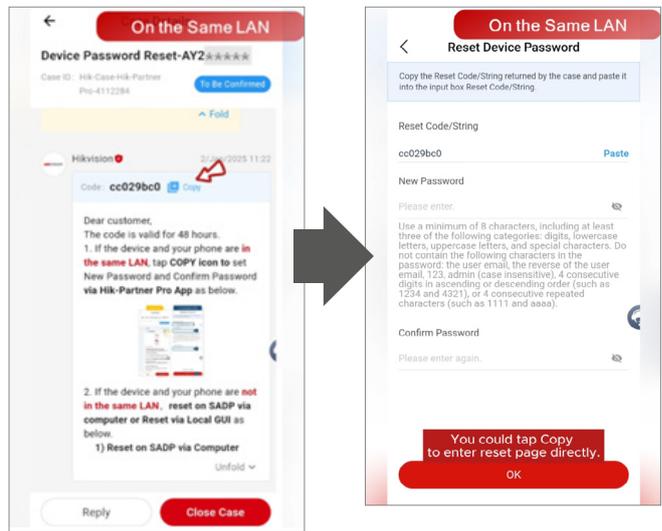
c. After submitting, tick Agreement and tap Confirm to submit the case.



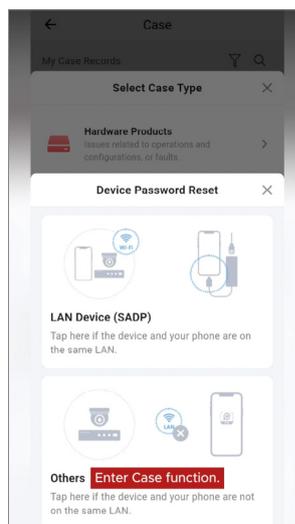
d. Upon receipt of the reply, proceed to the Case Details section and examine the encrypted code or XML file. Additionally, you may review the case history and records within this interface, which also provides information regarding the current case owner and their contact details.



e. You could tap Copy to enter reset page directly. Set up new password and tap OK, the password will be reset.

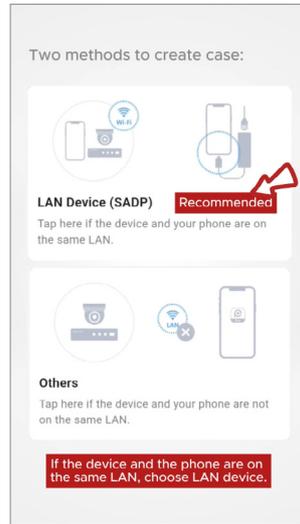


f. If the device and the phone are not on the same LAN, choose others. Tap Others to enter submit page.

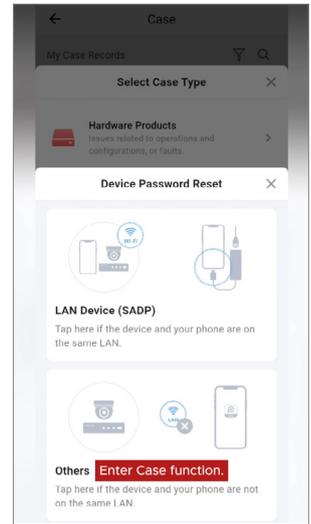


A. Select Method:

If the device and the phone are NOT on the same LAN, choose LAN device.

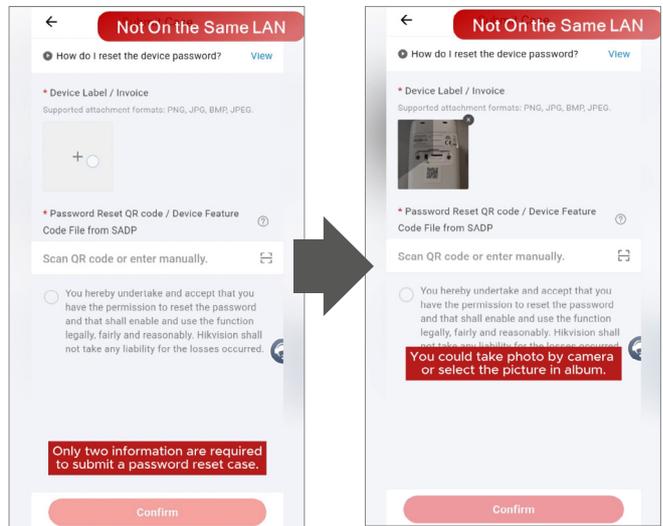


a. Tap Others to enter submit page.

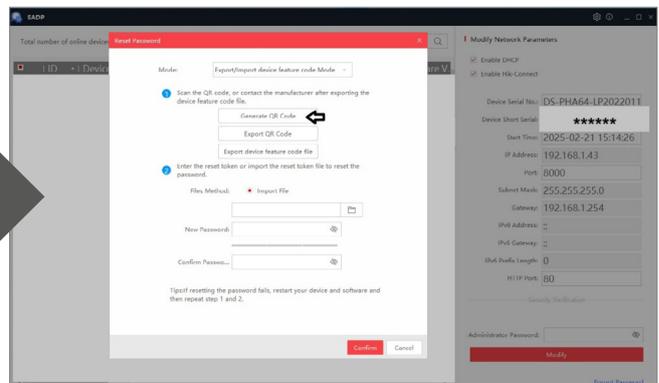
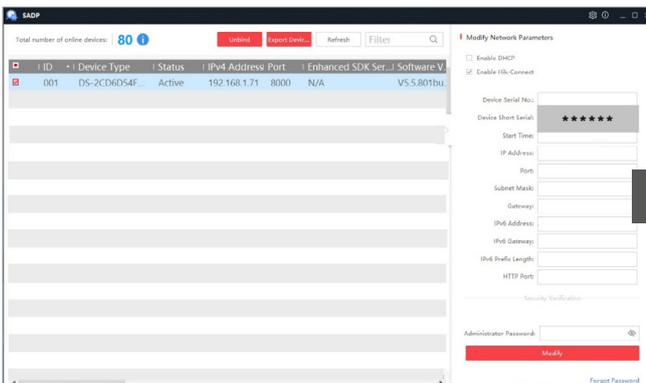


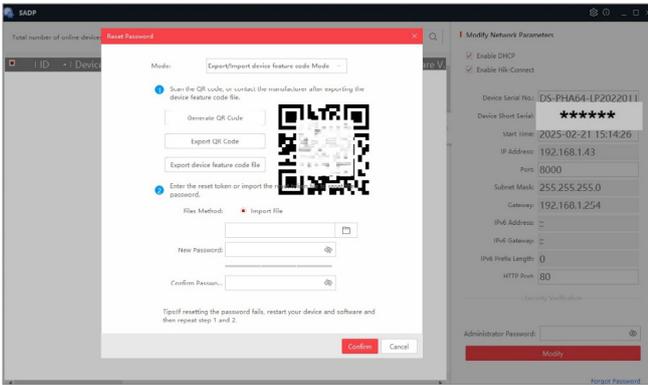
b. Two information are required to submit.

Step 1: You can take photo by camera or select the picture in album.



Step 2: Scan the QR code, tick the device on SADP, click Forgot Password, then generate QR code.

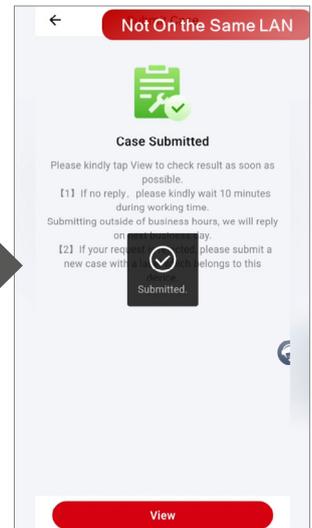
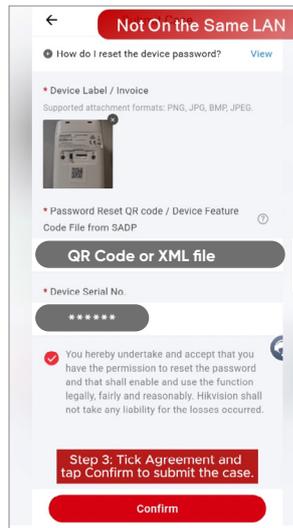




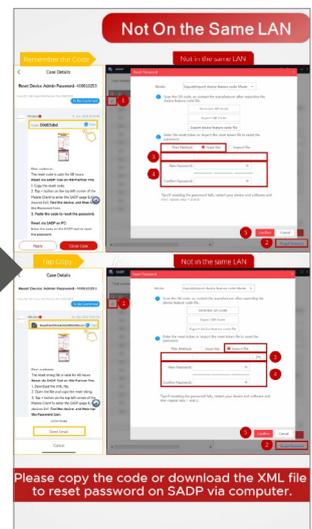
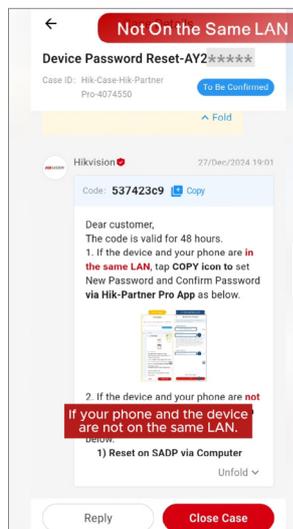
Scan the QR code via Hik-Partner Pro



Step 3: Tick Agreement and tap Confirm to submit the case.

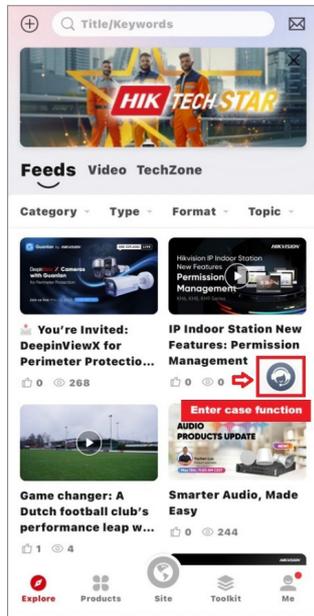


c. If your phone and the device are not on the same LAN, please copy the code or download the XML file to reset password on SADP via computer.

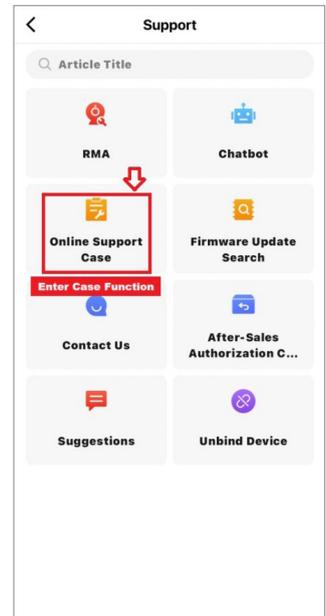


Device Unbind

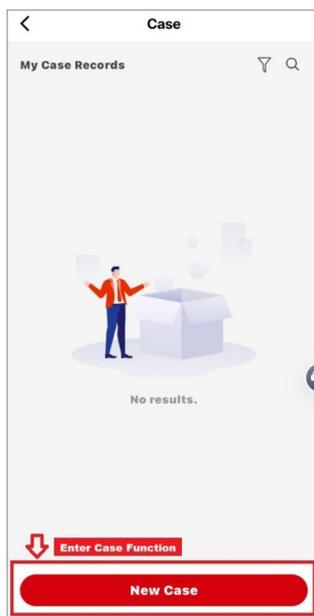
A. Enter Case function



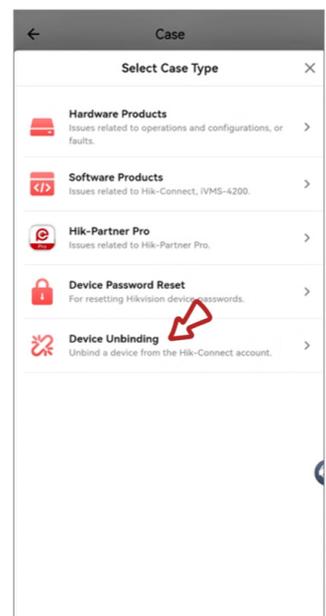
B. Choose Online Support



C. New Case



D. Select Device Unbinding

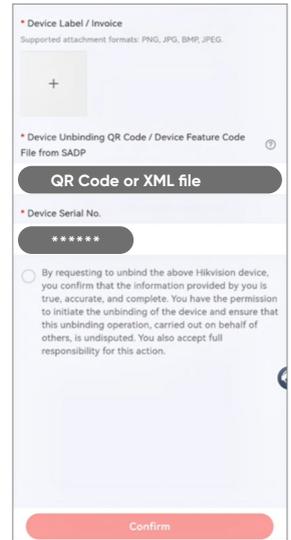


E. Select Method:

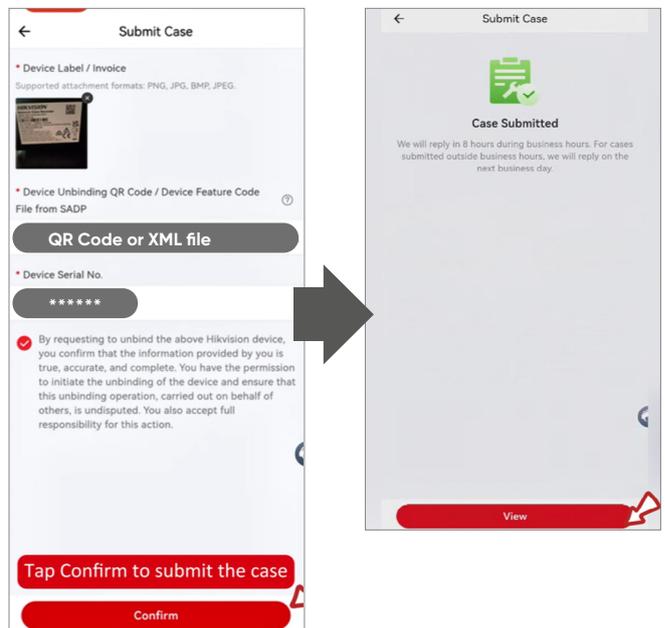
If the device and the phone are on the same LAN, choose LAN device.



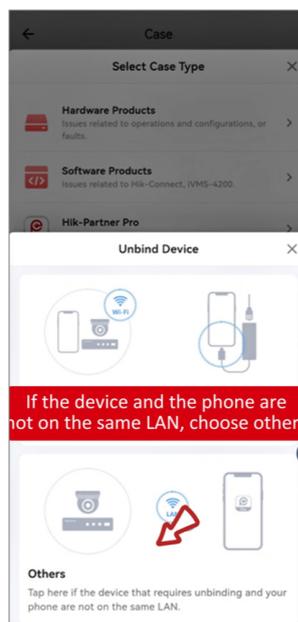
a. Only one information is required.



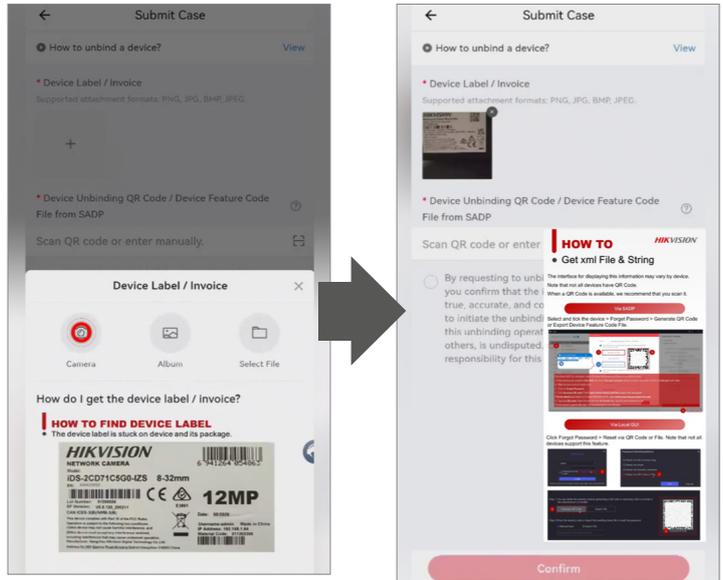
b. Tick the agreement and tap Confirm to submit the case.



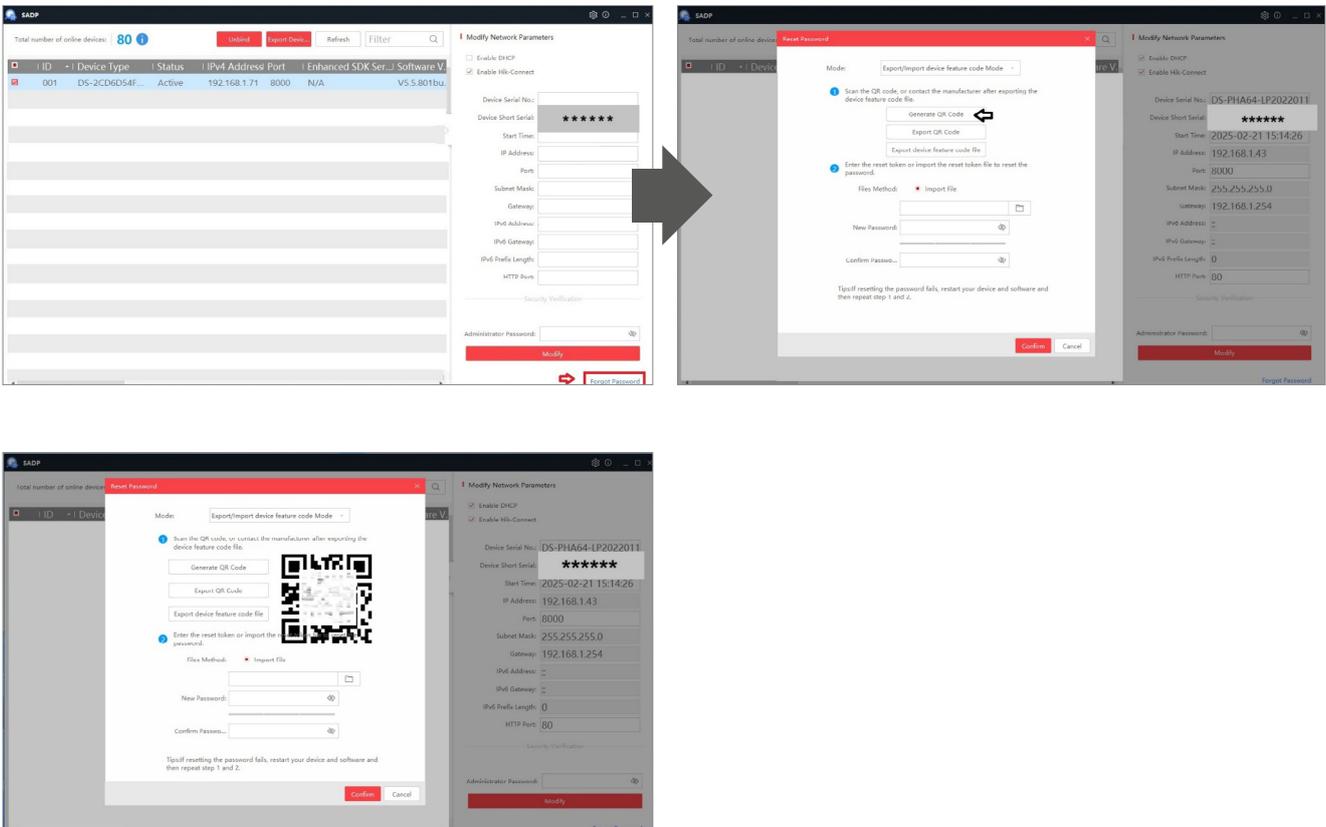
c. If the device and the phone are not on the same LAN, choose others.



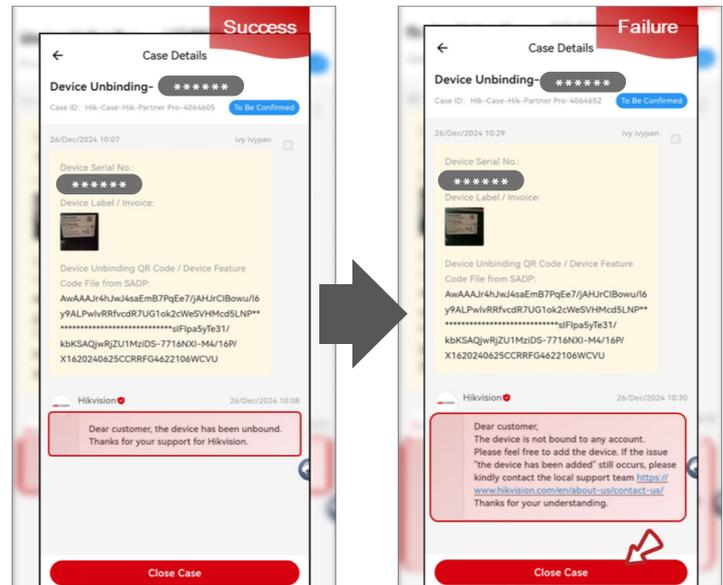
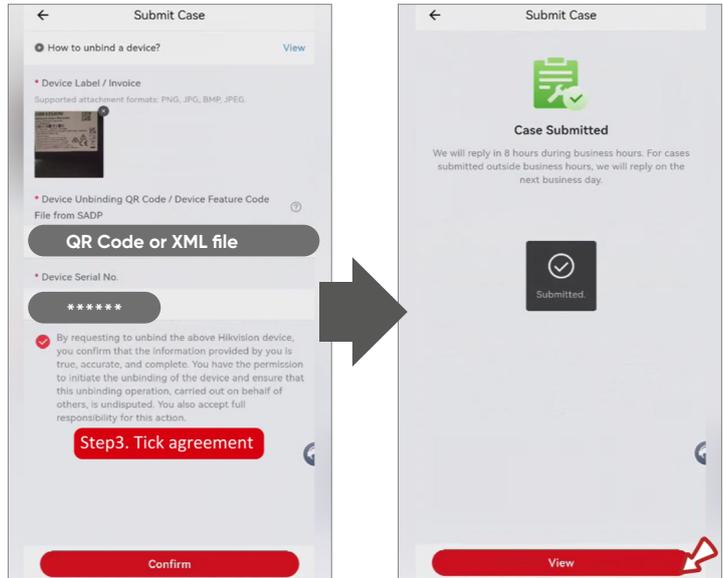
Step 1: Upload device label picture



Step 2: Tick the device, click Forgot Password, generate QR code and scan it.



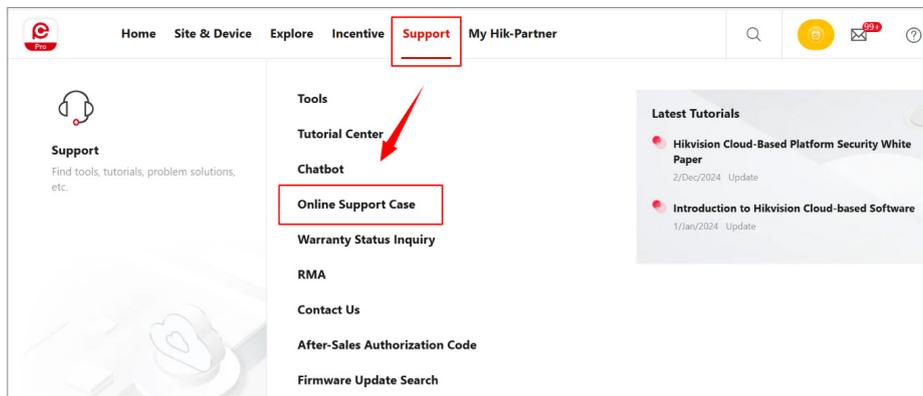
Step 3: Tick Agreement and tap Confirm.



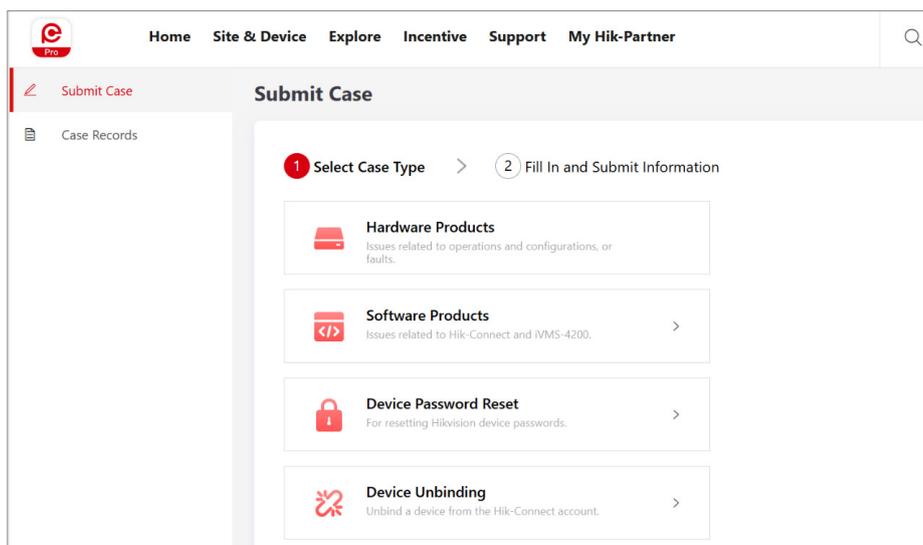
2. HPP Web

Password Reset & Device Unbinding

- A. Access HPP Web
(Hik-Partner Pro) → Support → Online Support Case

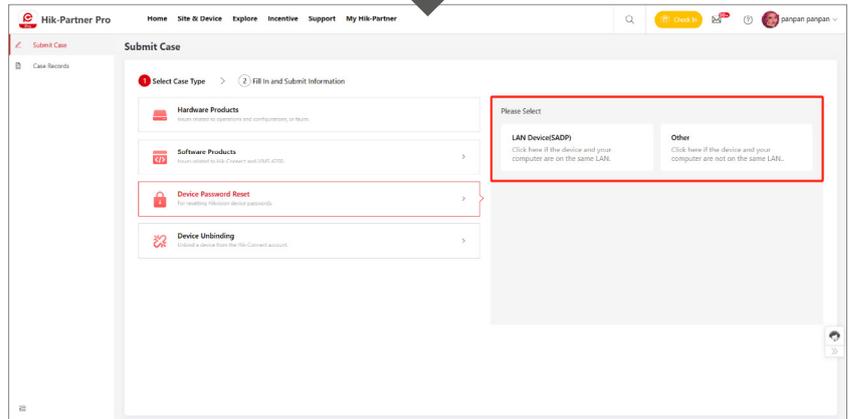
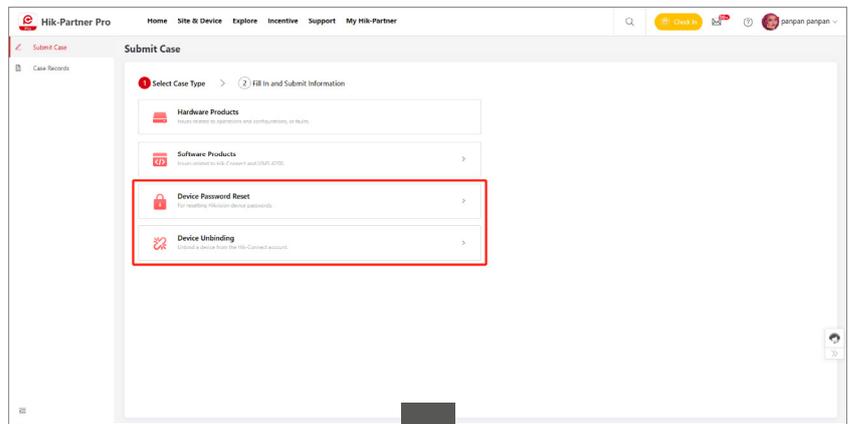


- B. Select the appropriate case type.



C. Choose Device Password Reset for password requests or Device Unbinding for unbinding request.

If your device and your computer are on the same LAN, select LAN Device (SADP), otherwise select Other.



D. Complete the submission form and click Submit.

E. Upon successful submission, you can check the case records for reset/unbinding information.

