

# Three ways to submit password and unbind case in EU



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## 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.

		<	Reset Device Pa	ssword
e ID: Hik Pro	Case-Hik-Partner -4112284	Copy th into the	ne Reset Code/String returned e input box Reset Code/String.	by the case and paste it
	~ Fold	Reset	Code/String	
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		Please		8
1. th No vi	It boot a man the total and the interval of the device and source have a many our phone are in earner LAN. Lap COPY icon to set we phaseword and Confitm Password and Confitm Password and the Partner Pro App as below.	latters, not co passw email, digits i 1234 a charac	or the rollowing categories, uppercase letters, and ag- intain the following charac root: the user email, the re- 123, admin (case insensi in ascending or descending and 4321), or 4 consecutiv- ters (such as 1111 and a- m Password	s: argits, lowercase pecial characters. Do ters in the verse of the user live), 4 consecutive ig order (such as re repeated aaa).
	171	Please	enter again.	Ø
2. in ce be	If the device and your phone are not the same LAN, reset on SADP via emputer or Reset via Local GUI as stow. 1) Reset on SADP via Computer Unfold ~		You could tap to enter reset pag OK	Copy Je directly.

 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.

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		× ×	0
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Tap here on the sa	if the device an ame LAN.	d your pho	one are not
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a. Tap Others to enter submit page. LAN Device (SADP) Tap here if the the same LAN.

Select Case Type

Device Password Reset

Others Enter Case function. Tap here if the device and your phone the same LAN.

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Hardware Products

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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.





**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**





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, chosse 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.

Confirm Cancel

		Enable DHCP		Enable DHCP
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		Security Verification	then repeat step 1 and 2.	
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Step 3: Tick Agreement and tap Confirm.



## 2. HPP Web

## Password Reset & Device Unbinding

#### A. Access HPP Web

(Hik-Partner Pro)  $\rightarrow$  Support  $\rightarrow$  Online Support Case

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B. Select the appropriate case type.

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					Hardware Products Issues related to operations and configurations, or faults.			
					Software Products Issues related to Hik-Connect and IVMS-4200.	>		
				î	Device Password Reset For resetting Hikvision device passwords.	>		
				ぷ	Device Unbinding Unbind a device from the Hik-Connect account.	>		

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.

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- D. Complete the submission form and click Submit.
- E. Upon successful submission, you can check the case records for reset/unbinding information.

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