

# How to reset password

Here's a quick guide for how to reset password for different devices.

## 1. Reset password by SADP Tool Tool:



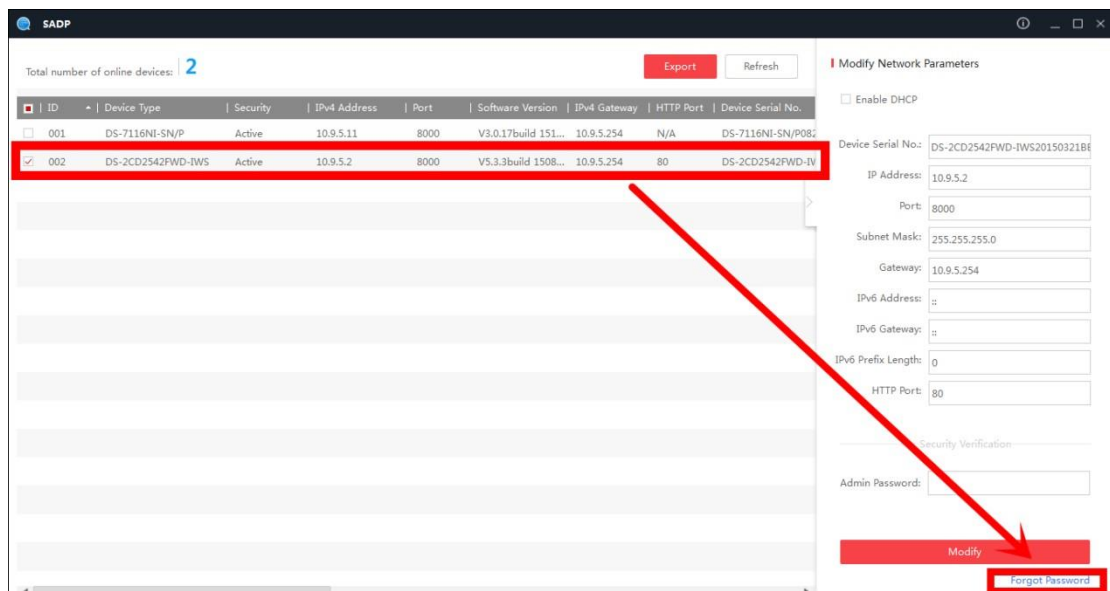
SADP Tool

Please follow the link to download the latest version of SADP:

[https://cdn.saniaowner.space/cctv/password\\_reset/2019/13.12/id\\_15/SADPTool.exe](https://cdn.saniaowner.space/cctv/password_reset/2019/13.12/id_15/SADPTool.exe)

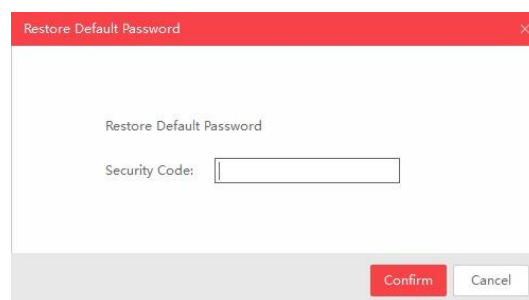
Connect the device to local network and open SADP Tool to search online devices.

Select the device and click **Forget Password**:

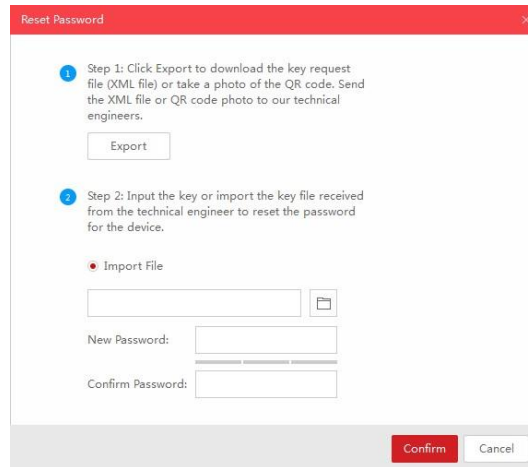


You might see one of the three pop-ups.

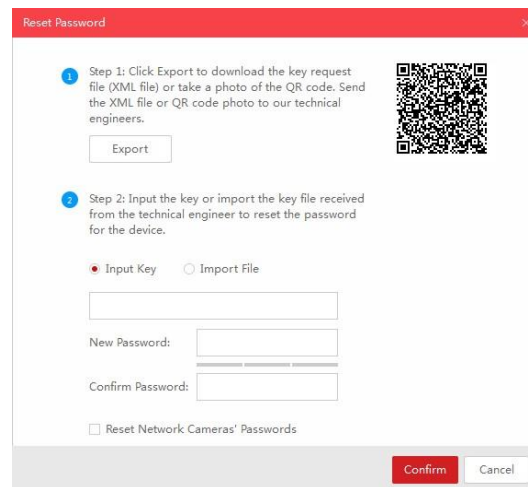
**1.** If the pop-up requires a security code, please turn to **method 1**.



2. If the pop-up requires encrypt file, please turn to **method 2**.

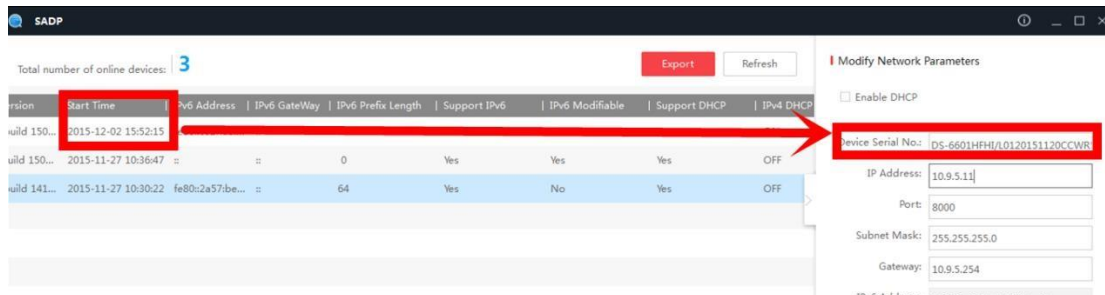


3. If the pop-up requires encrypt file or key, please turn to **method 3**.



## Method 1 Device Information

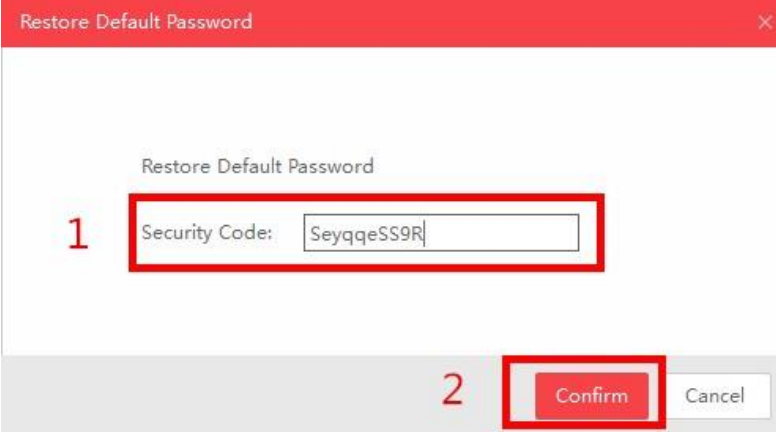
Copy the **Start Time** and **Device Serial No** and send them to me, I will send back security codes



After receiving security codes, please choose one according to your **device's current time**.

```
2015-11-27:RRrezeSezz  
2015-11-28:RzzSRrRyzd  
2015-11-29:zQeqz9yee  
2015-11-30:qQRzed9ezR  
2015-12-01:qe9ryzRQdy
```

Input security code and click **Confirm**. The password will be reset to 12345.



Restore Default Password

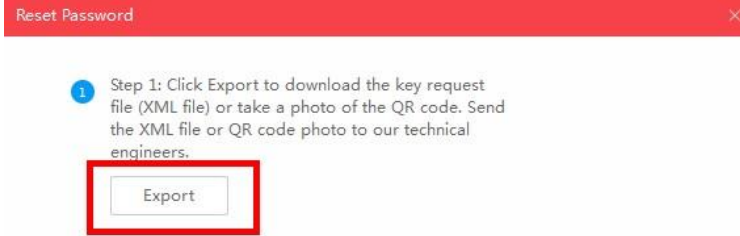
Restore Default Password

1 Security Code: SeyqqeSS9R

2 Confirm Cancel

## Method 2 XML File

Click **Export** to save XML file, send the XML file to me

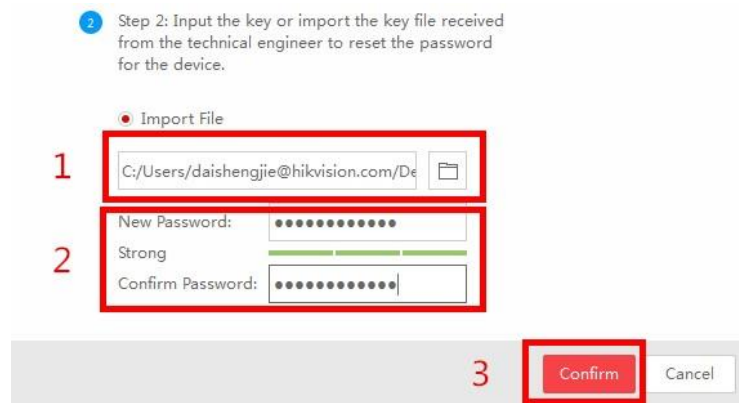


Reset Password

1 Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers.

Export

I will return encrypt file. Choose the path of the encrypt file, input your new password and confirm, click **Confirm** and your password will be reset.



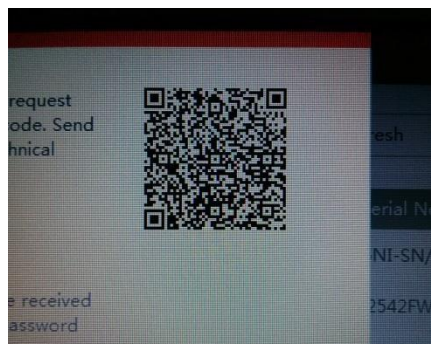
*Note: Once you get the file, it will be expired after 24 hours.*

### **Method 3 QR CODE**

With this method you can export the XML file or take a photo of QR code.

If you export the XML file, please refer to method 2 to reset password.

You can also take a photo of QR code and send it to me



I will return key which consists of number and letter (8 bytes)

Input the key, type in the new password and confirm. Click **Confirm** and your password will be reset.

2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.

Input Key    Import File

1

2 New Password:   
Strong   
Confirm Password:

note  Reset Network Cameras' Passwords

3

*Note: If you want to reset your cameras' passwords at the same time, please choose "Reset Network Cameras' Passwords" option. Cameras' passwords will be the same with NVR's.*