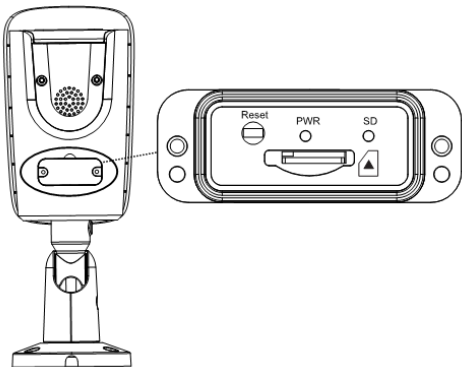
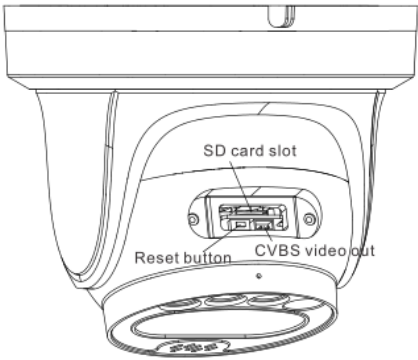
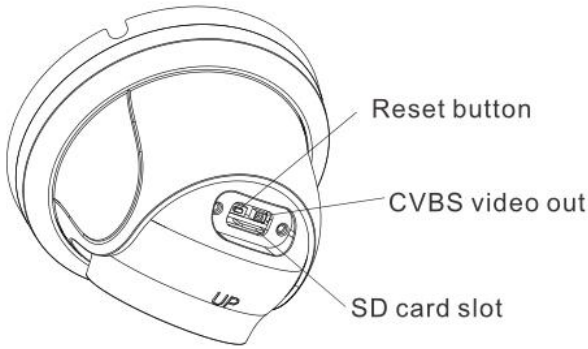
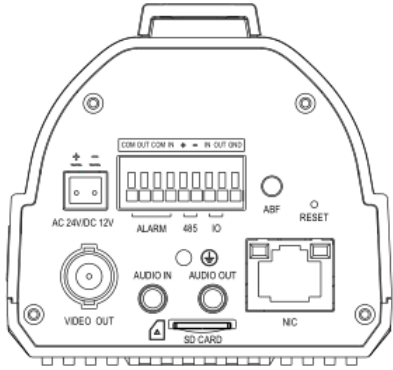
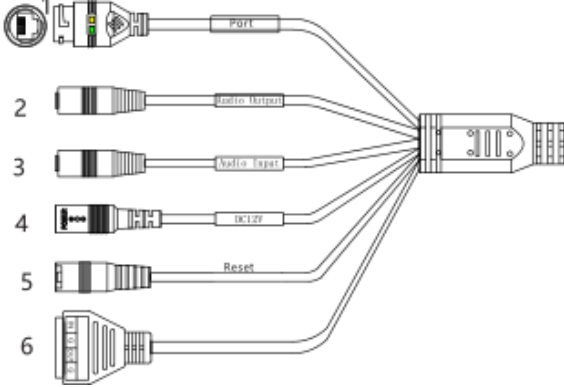
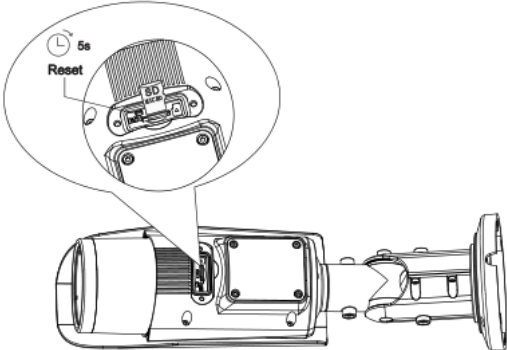


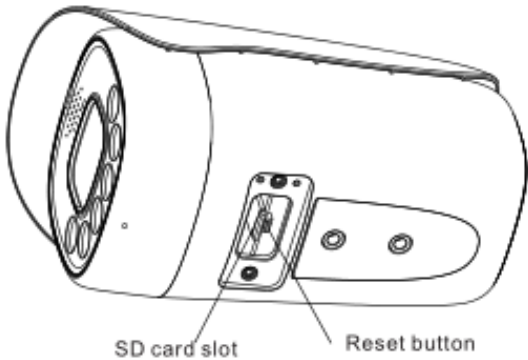
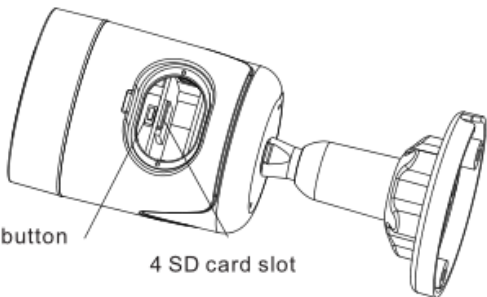
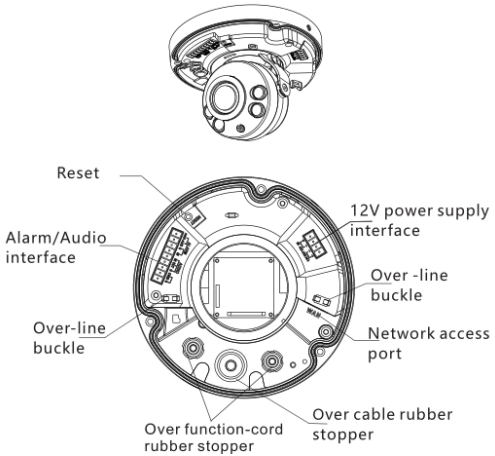
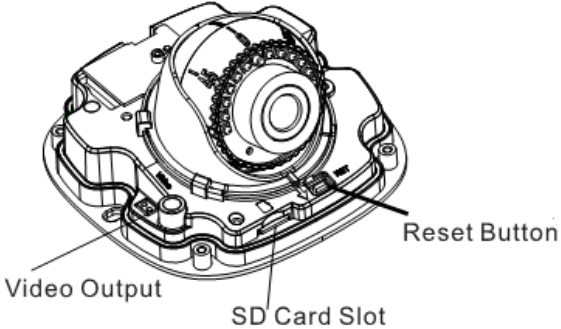
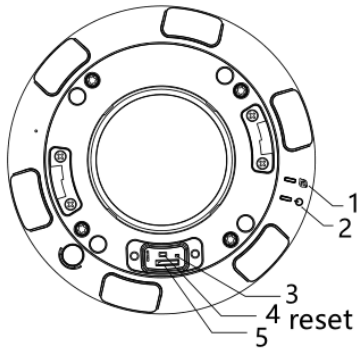
# How to reset the password of an IP camera

There are two methods on how to reset the password of an IP camera.

## Using the Reset Button

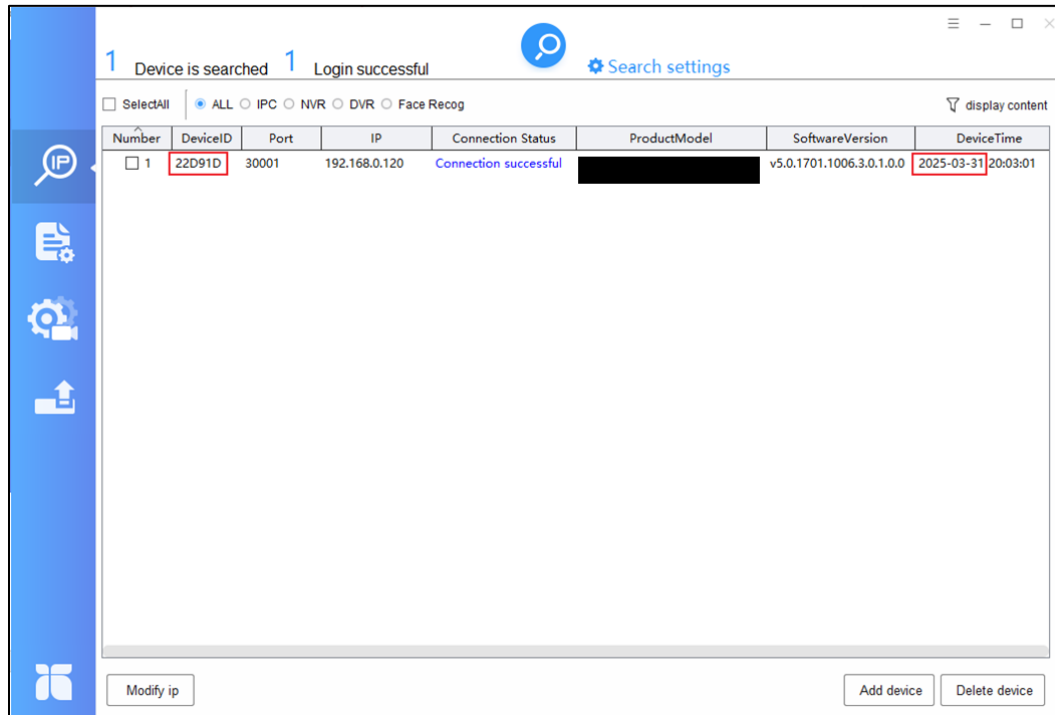
Restore the initial password by resetting the camera to its default factory settings. To do this, press and hold the reset button for about 15 seconds.

|                                                                                     |                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| CB/DQ                                                                               | CQ                                                                                   |
|    |    |
| HC                                                                                  | HAN                                                                                  |
|   |   |
| BZ/BY/AP/EF/EE/UA/ECDR/CN/CQ/HC/HD/HC                                               | AK                                                                                   |
|  |  |

|                                                                                                                                                                                                                                                                     |                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>DU</p>  <p>SD card slot</p> <p>Reset button</p>                                                                                                                                 | <p>HB</p>  <p>3 Reset button</p> <p>4 SD card slot</p>                  |
| <p>ED</p>  <p>Reset</p> <p>Alarm/Audio interface</p> <p>Over-line buckle</p> <p>Network access port</p> <p>Over cable rubber stopper</p> <p>Over function-cord rubber stopper</p> | <p>EG</p>  <p>Video Output</p> <p>SD Card Slot</p> <p>Reset Button</p> |
| <p>HDR</p>  <p>1</p> <p>2</p> <p>3</p> <p>4 reset</p> <p>5</p>                                                                                                                   | <p>HZ</p>  <p>Micro SD Reset</p>                                      |

## Getting assistance from the Technical Support with the use of the Tools software

1. Download the Tools software.
2. Open the tool and click the **Search** button. Take note of the **Device ID** and **Device Date** of the camera that needs password reset.



3. Contact Technical Support and provide the **Device ID** and **Device Date**. (For example: **22D91D**, **2025-03-31**). A temporary password will be given to you.

| Number | DeviceID | Port  | IP            | Connection Status     | ProductModel | SoftwareVersion          | DeviceTime          |
|--------|----------|-------|---------------|-----------------------|--------------|--------------------------|---------------------|
| 1      | 22D91D   | 30001 | 192.168.0.120 | Connection successful |              | v5.0.1701.1006.3.0.1.0.0 | 2025-03-31 20:03:01 |

*Please take note that the temporary password is only valid until 11:59 PM on the same date it was provided.*

4. Access the camera's web interface and log in with the temporary password. You'll be prompted to change your password. Make sure to follow the camera's password requirements.

