

Device Initialization and Password Reset

Quick-Start Guide by Dahua Technology



Release 2.0

Table of Contents

1	Introduction	2
2	About This Document	2
3	Application Scope.....	2
4	Device Initialization	2
4.1	Initializing Your Device.....	2
4.2	Using ConfigTool	4
4.3	Using SmartPSS	7
5	Password Reset	8

1 Introduction

In order to strengthen device security and ensure the safety of user information, new firmware on Dahua devices will feature initialization and password reset functions. When using the device for the first time, there is no longer a default password, and users will need to initialize the device with a strong password. Users who have forgotten their password can reset it by scanning a QR code or answering security questions (security questions are valid for NVR/DVR only).

2 About This Document

Some product functionality may vary before and after revision. This document is for reference only. Please refer to the actual product and product manual for more details.

This document serves as a reference for multiple types of products; specific operations will not be enumerated. Please operate products according to their specifications.

In the case of technical inaccuracies or inconsistencies in regards to product functions or operations, Dahua shall have the right of final interpretation.

3 Application Scope

This guide is not product specific and can be applied to all related Dahua products. It was created to help users learn about new initialization and password reset features on Dahua network products.

4 Device Initialization

When using a Dahua device for the first time, you are required to set a login password for the admin account (system default user).

Note: To ensure the safety of your device, please store your admin login password in a safe place, and change the password regularly.

4.1 Initializing Your Device

Instructions (**NVR** menu is used in this example)

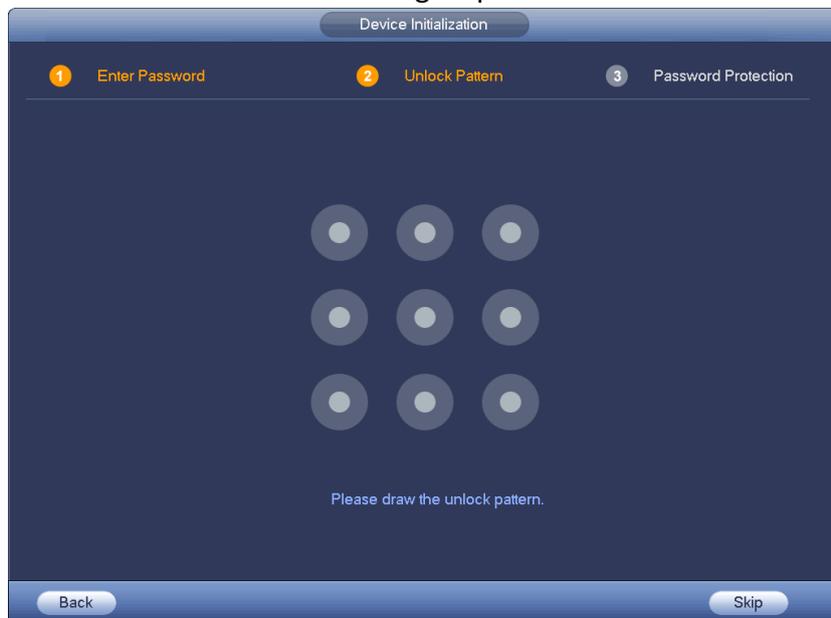
Step 1 First power on your NVR. The device should boot into the device initialization interface.



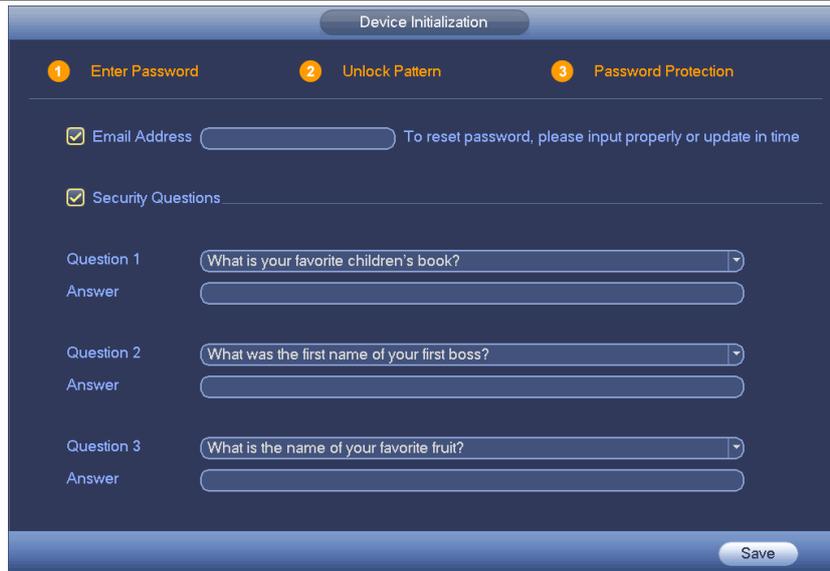
Step 2 Configure the **admin** login password.

- User name: The default user name is **admin**.
- Password/Confirm password: Passwords must have 8 to 32 characters. It can contain letters, numbers and special characters (excluding “ ” , “ ” , “ ; ” , “ : ” , “ & ”). The password must contain at least two of the above types. We recommend choosing a strong password.
- Prompt question: The prompt question can be used to remind you of your password, and is accessible from the login screen by clicking the  icon.

Step 3 Click “Next” and the following step will be shown.



Step 4 Draw and set an unlock pattern to provide enhanced security. You may skip this step if you do not want to set a pattern lock.



Step 5 Configure password security information. Your email and/or security questions can be used to reset the admin password.

- Email: Enter an email address to be used when resetting your password. When resetting a password with your email, a security code will be sent in an email to your account, which can be input on the password reset prompt.
- Security questions: Security questions can also be used to reset your password.

Note: You may configure or update your email address or security questions by going to the Main Menu->Settings->System->Account.

Step 6 Click OK to complete the device initialization setup. The device will then show the startup wizard interface.

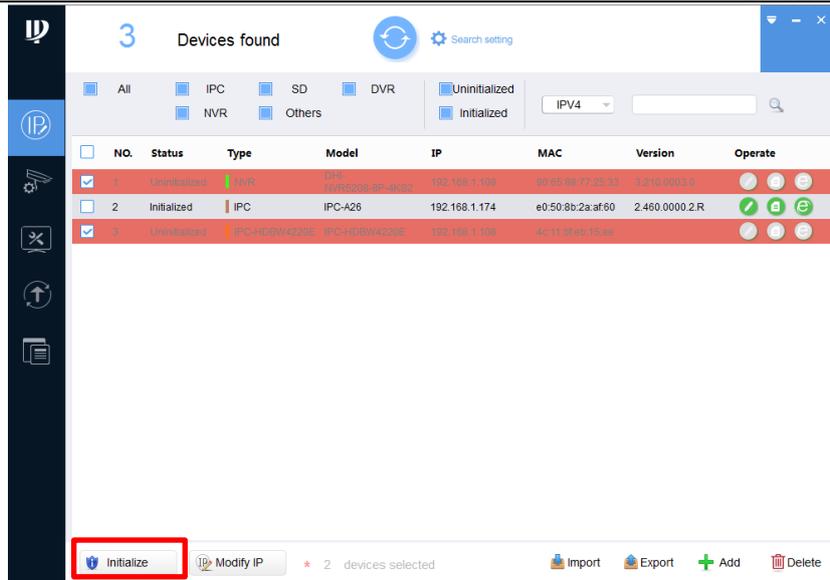
4.2 Using ConfigTool

ConfigTool allows you to initialize remote devices over the same LAN, and supports initializing multiple devices at the same time.

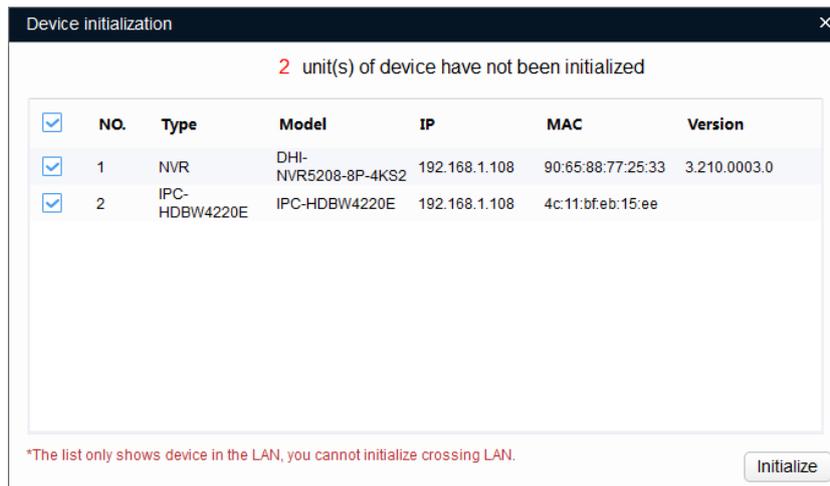
Instructions:

Step 1 Double click the  on the desktop and enter the main interface.

Step 2 Click the  to enter the IP configuration screen.



Step 3 Select an uninitialized device and then click Initialize . Enter the device initializing interface.



Step 4 Select devices to initialize, and then click “Initialize”.

Device initialization
✕

2 unit(s) of device have not been initialized

Username

New Password

Weak
 Medium
 Strong

Confirm Password

The password shall be 8-32 digits. It is a combination of number(s),letter(s),symbol(s) with at least two kinds of them.

Email Address (for password reset)

*After you have set new password, please set password again in Search Setup.

Note: For different series products, the user interface may have slight variations. When initializing several devices at the same time, the system only displays the initialization interface once.

Step 5 Set device initialization parameters.

Step 6 Click “Initialize”, system begins initializing the device. After initialization, the interface is shown as below.

- If initialization was successful, a  icon will be shown in front of the device name.
- If initialization failed, a  icon will be shown before the device name.

Initialization
✕

2 unit(s) of device have been activated!

NO.	Type	Model	IP	MAC	Version
1	 NVR	DHI-NVR5208-8P-4KS2	192.168.1.108	90:65:88:77:25:33	3.210.0003.0
2	 IPC-HDBW4220E	IPC-HDBW4220E	192.168.1.108	4c:11:bf:eb:15:ee	

Step 7 Click Finish to complete device initialization. After initialization, the status for each initialized device on the ConfigTool should now show “Initialized”.

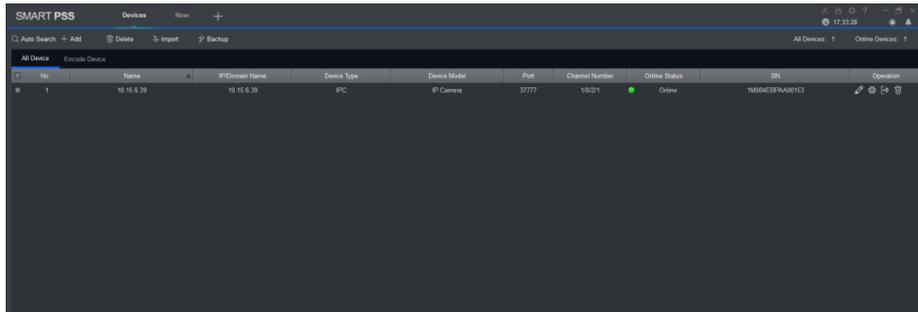
4.3 Using SmartPSS

SmartPSS allows you to initialize remote devices over the same LAN, and supports initializing multiple devices at the same time.

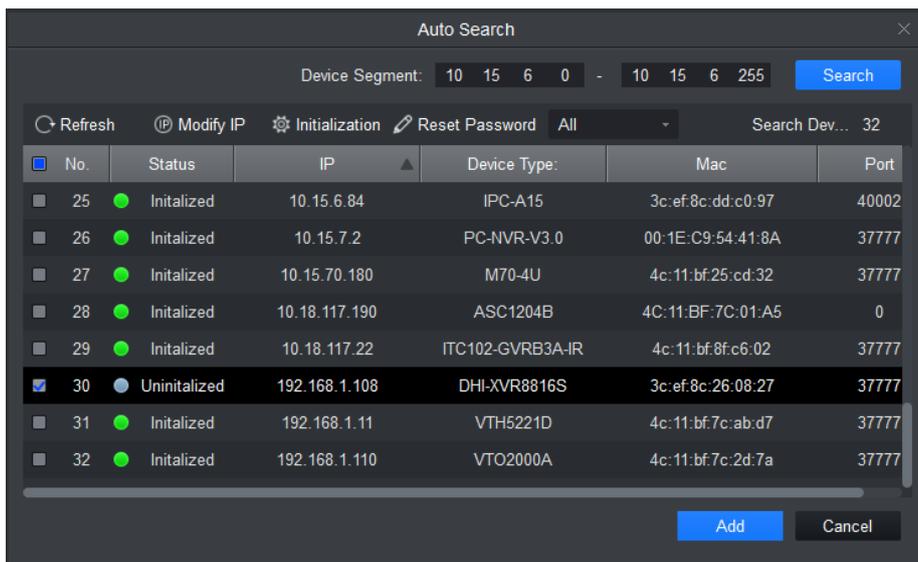
Instructions:

Step 1 Open and login to SmartPSS.

Step 2 On the new function interface (by clicking **+** button at the top of the interface), click Device manager to open the Device Manager Interface.



Step 3 Click Auto search.



Step 4 Select a device to initialize, and then click “Initialize” to enter the device initialization interface.

Initialize Device

1 Set Password 2 Set cryptoguard 3 Modify IP

User Name admin

Password

Password Strength

Confirm Password

Next Cancel

Step 5 Configure device initialization parameters (User Name, Password/Confirm Password, Email).

Step 6 Click “Initialize”, and the system will configure the device. After initialization is complete, results will be displayed as shown below.

Initialize Device

Initialized device finish!

100%

No.	SN:		IP	Result
1	2M047B0PAMN9G3Z	✓	192.168.1.108	Succeed

Finish

5 Password Reset

If you forget the admin password, you can reset it through email verification or answering security questions.

Note: A password reset may only be performed for the **admin** account.

Instructions (NVR menu is used in this example)

Step 1 Open the device login screen.

- If you have set an unlock pattern, the device will first ask you to enter the pattern. Click “Forgot Unlock Pattern”, and the device will display the password login interface.
- If you have not set an unlock pattern, the device directly displays the password interface.



Step 2 Click  to enter the password reset interface. If you have linked an email to your admin account, the device will allow you to perform a password reset.

Step 3 Reset login password.

There are two ways to reset your password: Scan a QR code and reset by email, or by answering security questions (which is valid on local menu only).

- Email: Follow the prompts on the interface to scan the QR code, and then input the security code you received via email.

Note: The security code sent to your email is only valid for 24 hours.

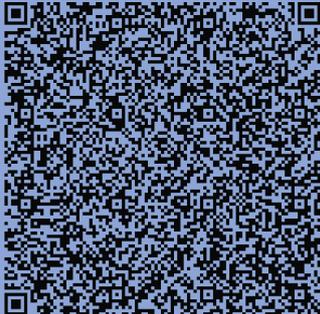
Please make sure to scan the entire QR code and wait patiently for your phone to read it. We recommend using apps such as [Easy4ip](#), [QR code Barcode Scanner](#), [QR Code Reader](#) to scan the code.



Reset the password

Reset Type: QR Code

SN: DVRP2P00ZLY0001



Note(For admin only):
Option 1. Please download Easy4ip and then from Me-Settings-Reset device password, scan the left QR code.
Option 2. Please use an APP to scan the left QR code to get special strings. And then send the strings to support_rpwd@global.dahuatech.com.

The security code will be delivered to l***@dahuatech.com.

Security code:

Cancel Next

- Security questions: Select “Security Question” from the “Reset Type” dropdown list at the top to select and answer security questions.



Reset

Reset Type: Security Question

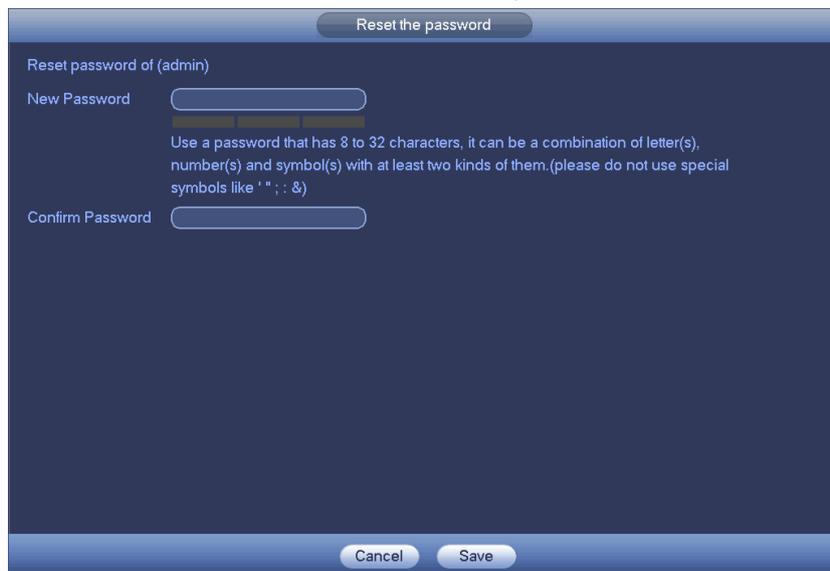
Question 1: What is your favorite children's book?
Answer:

Question 2: What was the first name of your first boss?
Answer:

Question 3: When did you last enroll?
Answer:

Next Cancel

Step 4 Click “Next” to advance to the reset password interface.



Reset the password

Reset password of (admin)

New Password:

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them.(please do not use special symbols like ' " ; : &)

Confirm Password:

Cancel Save

- Step 5 Input your new password and then confirm.
- Step 6 Click OK to complete the setup.

About Dahua Technology

Zhejiang Dahua Technology Co., Ltd. is a leading solution provider in the global video surveillance industry. With around 11,000 employees all over the world, Dahua solutions, products and services are used in over 160 countries and regions.

In 2016, Dahua was ranked 4th in “Security Top 50” by a&s International. Dahua is committed to providing the highest quality products with the latest technologies to enable end users to perform their business successfully. The company has more than 6,000 R&D engineers working on cutting-edge technologies in AI, IoT, Cloud, video, cyber security, and software reliability and other technologies.

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