

IDS Dahua Password reset



SOUTH AFRICA'S LEADING MANUFACTURER AND DISTRIBUTOR OF
ELECTRONIC SECURITY PRODUCTS

Introduction

Dahua IP and XVR forgot password reset process.

- The following will only work if the camera or XVR / NVR's security E-mail was inserted with the first start-up of Camera or XVR / NVR. (There is sometimes an option to add the E-mail if it has not been inserted this is determined by the device and version.)
- If the camera was plugged into the POE port of the NVR, the camera would have been given the password and E-mail credentials of that NVR.

1. For a camera, log into web interface. NVR / XVR's needs to be done on the Device.

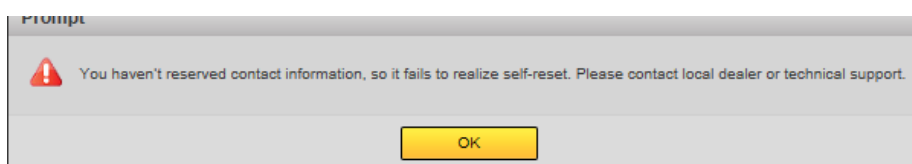
1.1. Use Camera IP address to access camera

- Log into the Web interface of the camera using Internet explorer or Firefox

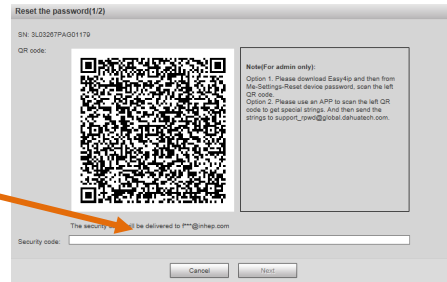


Select the "Forgot Password" on web interface for NVR /XVR on Device

If you receive the following, error it means that no E-mail address has been added.

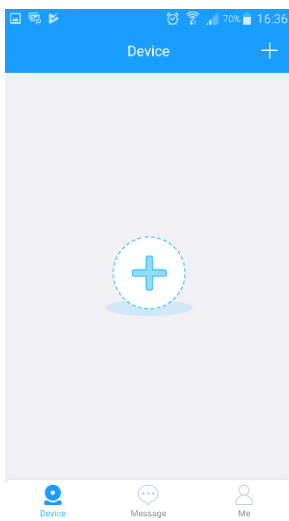


Indicated the E-mail address the reset password will be sent to

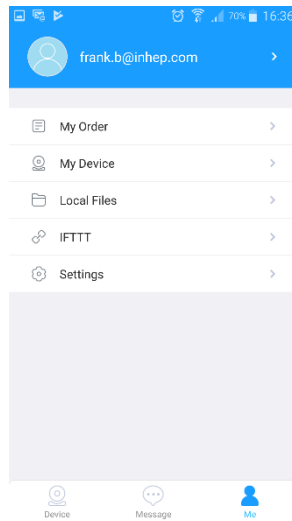


1.1. Using Easy 4IP

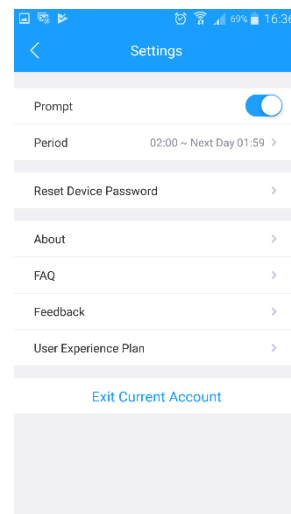
- Down load from App Store, Install and register with Dahau.



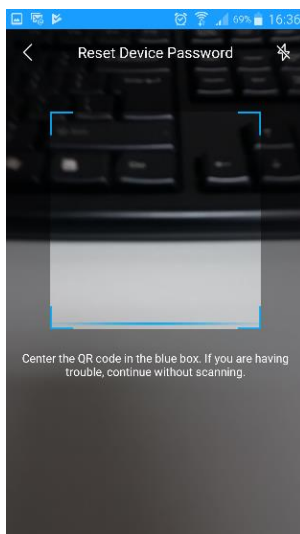
Login to Easy4 IPand Select "ME" Scan Code



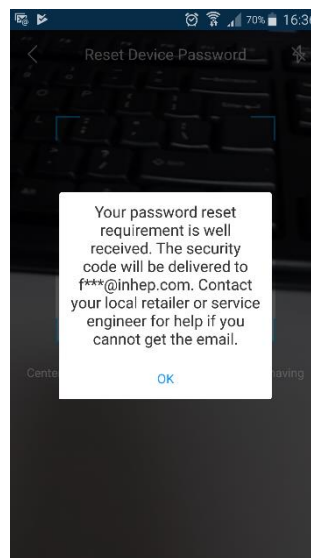
Select "Settings"



Select "Reset Device Password"



Scan Barcode

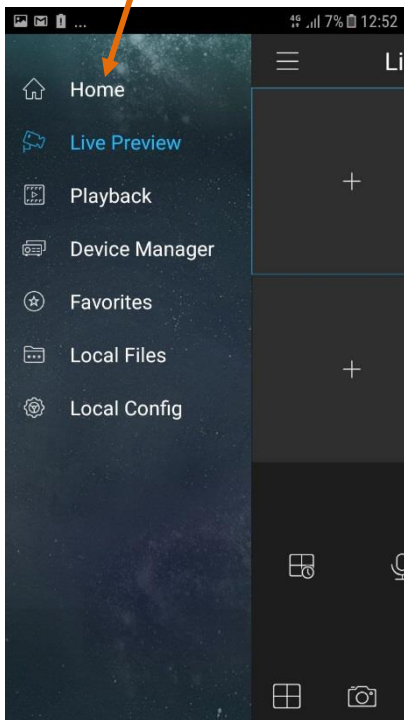


Receive Confirmation

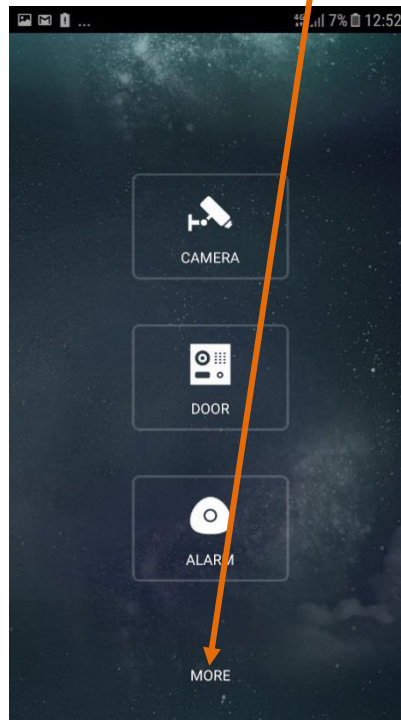
2. Using DMSS application

Download *DMSS from the Download Store

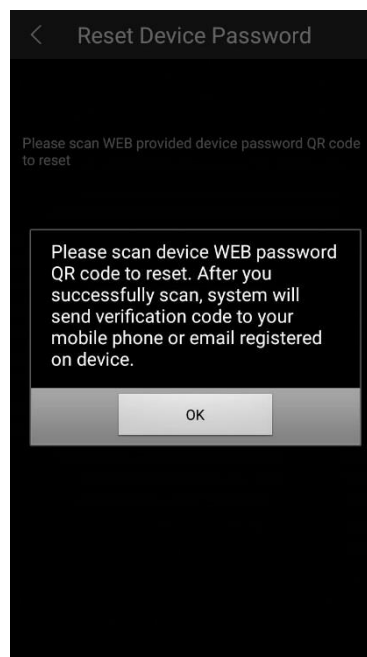
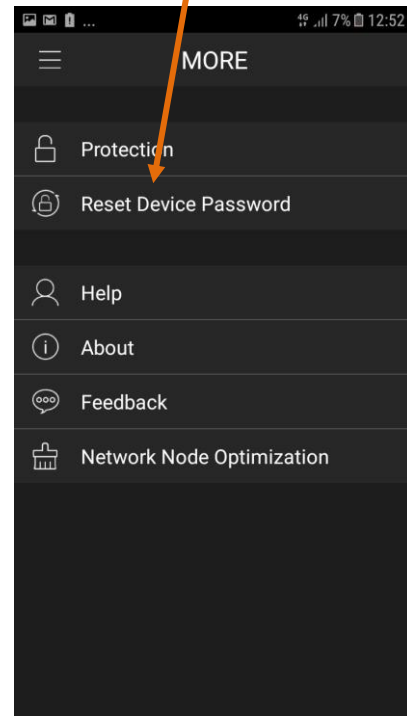
Select Home Page from Menu



On Home Page select "More"

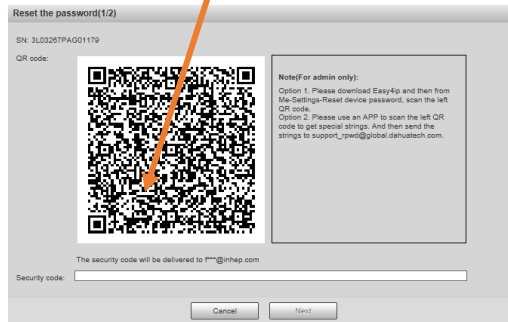


From "More" Menu Select "Reset Device Password"



1.2. Scan QR code on Camera web interface

Scan this QR Code



Example Email sent and received as per below

support_rpww@global.dahuatech.com

to me

11:00 AM (3 minutes ago)

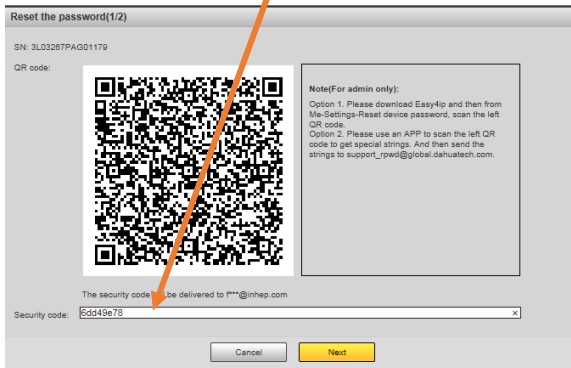
Dear valued customer,

The security code for you device (SN G01179) is **6dd49e78**. The code is valid for only 24 hours. PLEASE KEEP IT CONFIDENTIAL. Contact your local retailer or service engineer for help if there is any problem. Thank you for your support.

This email and any information transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please delete it from your system. This is a post-only email address that is not monitored for replies.

Your Dahua Service Team
Dahua Technology Co., Ltd.
<http://www.dahuasecurity.com>

Insert Code supplied below



Change password as per below

Reset the password(2/2)

Username:

Password:

The minimum pass phrase length is 8 characters

Weak Middle Strong

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

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