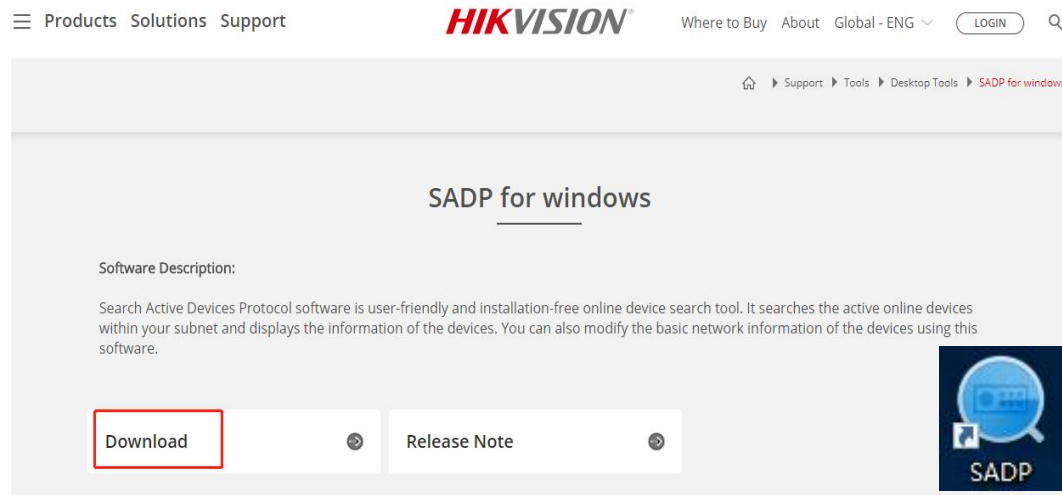


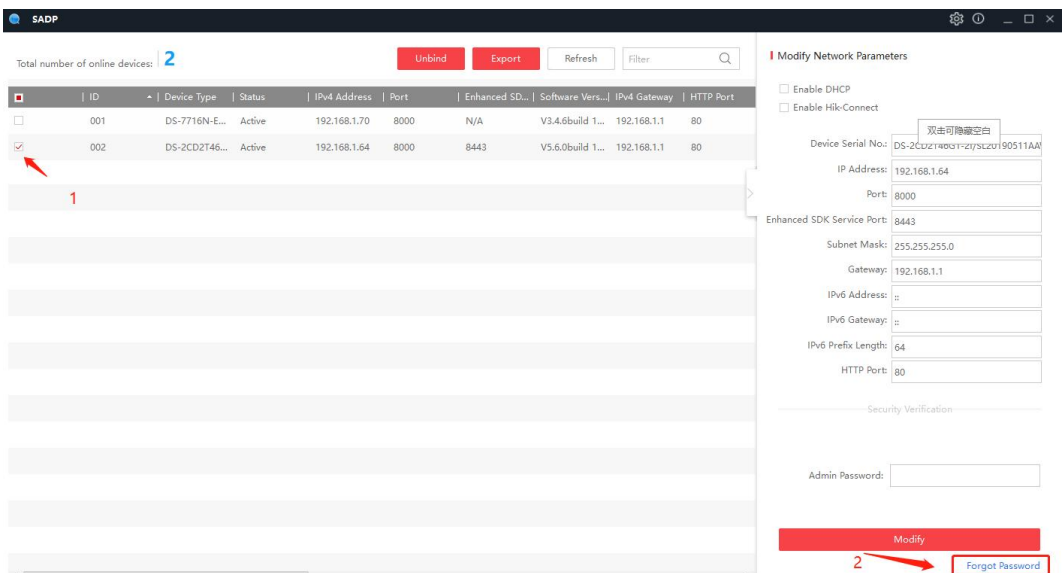
After-sales document retrieval password

1. Computer download and install Hikvision “SADP” password reset assistant.

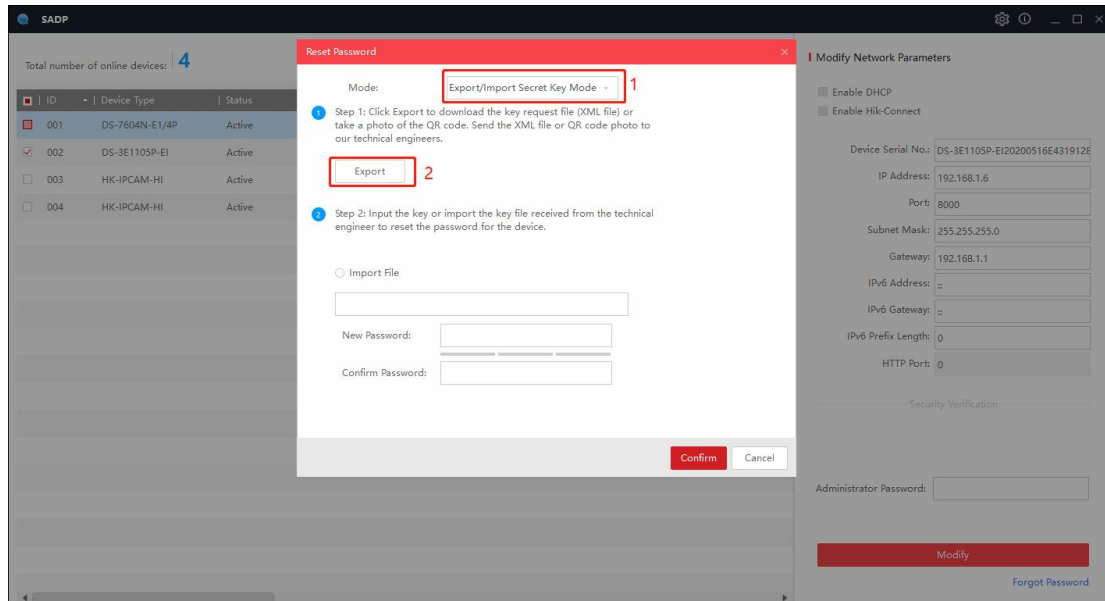


Download :<https://www.hikvision.com/en/search/?q=SADP>

2. Select the camera,click “Forget Password”.



3. Pop-up “Reset password”.And click “Export/Import Secret Key Mode - Export”to generate XML file and send it to after-sales personnel.



4. Select or fill in the file or security code exported by the after-sales staff in the box below, and fill in the new password and confirm the password.

