GEMINI Series Reset Password
Quick Guide

How to reset password

1. Reset password by SADP Tool

Tool:
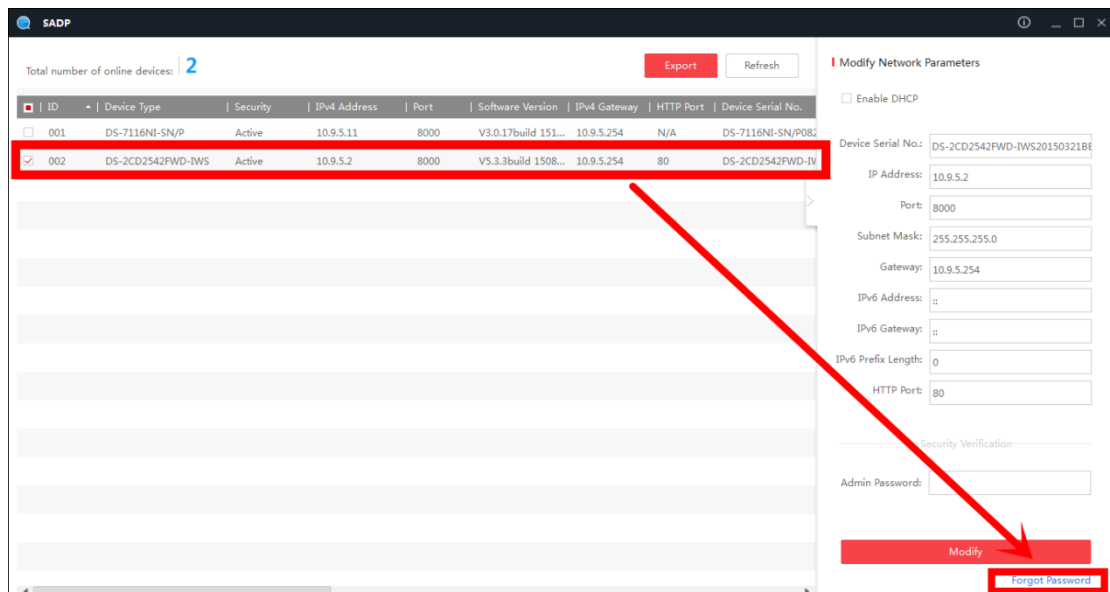
SADP Tool

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

http://download.level1.com/level1/manual/GEMINI%20Series%20Reset%20Password.pdf

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.

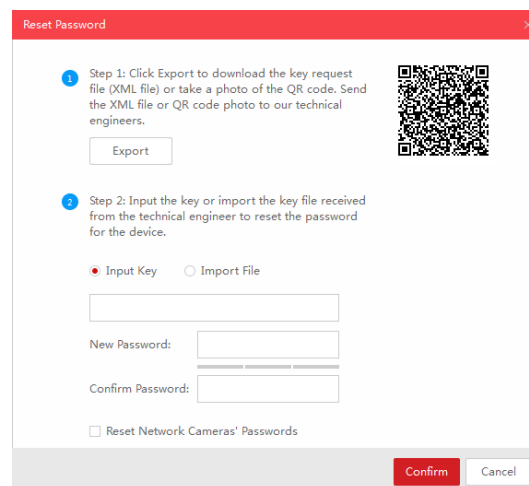**1**. If the pop-up requires a security code, please turn to **method 1.**

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

Copy the **Start Time** and **Device Serial No** and send them to technical support team.

Support@level1.com

Please do not close the SADP tool before inputting the security code.
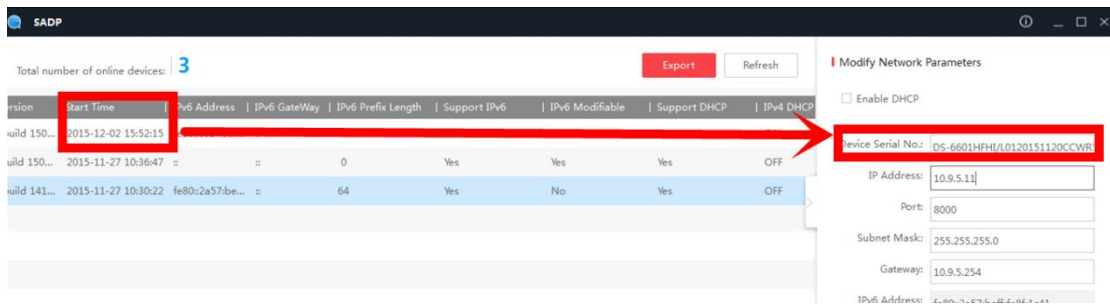
Technical support team will return security codes. Please choose one
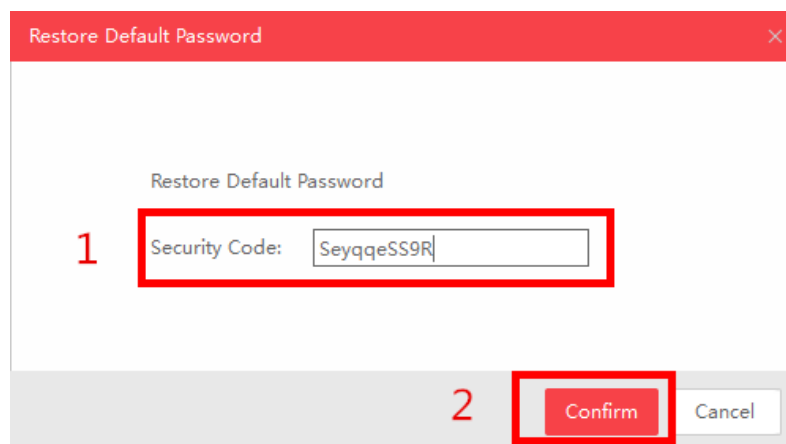
according to your **device's current time**.

```
2015-11-27:RRrezeSezz
2015-11-28:RzzSRrRyzd
2015-11-29:zQeqz9yee
2015-11-30:qQRzed9ezR
2015-12-01:qe9ryzRQdy
```
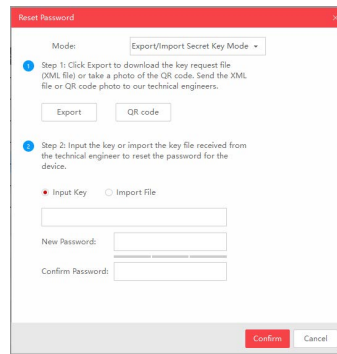
Input security code and click **Confirm**. The password will be reset to 12345.
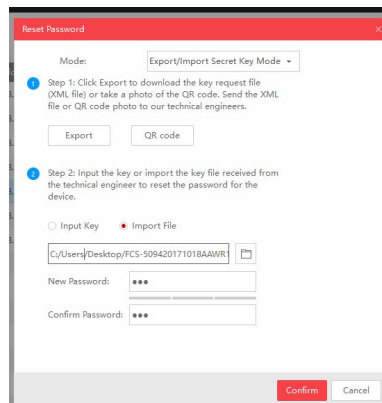
Method 2

Click **Export** to save XML file, send the XML file to Conceptronic technical support team. Please do not close the SADP tool before inputting the encrypt file.

Technical support team 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

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 Conceptronic technical

support team. Please do not close the SADP tool before inputting the encrypt

file or security codes.
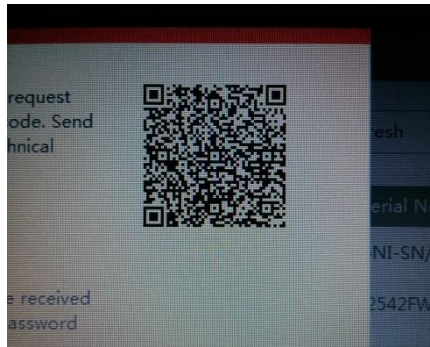
Conceptronic technical support team will return key which consists of number

and letter (8 bytes).

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

password will be reset.
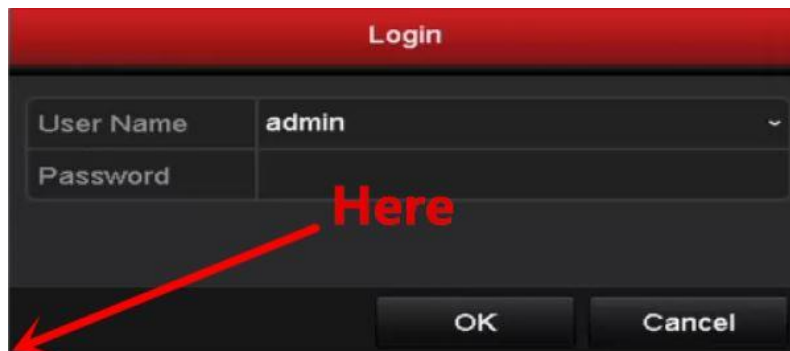

Note: If you want to reset your cameras' passwords at the same time, please choose "Reset Network Cameras' Passwords" option. Cameras' passwords will be the same with NVR's.

2. Reset password via DVR local menu

In DVR local GUI, you can double click the left bottom of login interface to pop out password reset interface.

Please send **Device Serial No** and **Device start time**, Conceptronic technical support team will return security codes.

Note: Please refer to method 1 to get Device Serial No and Device start time.

Input the corresponding security code and click **OK**.
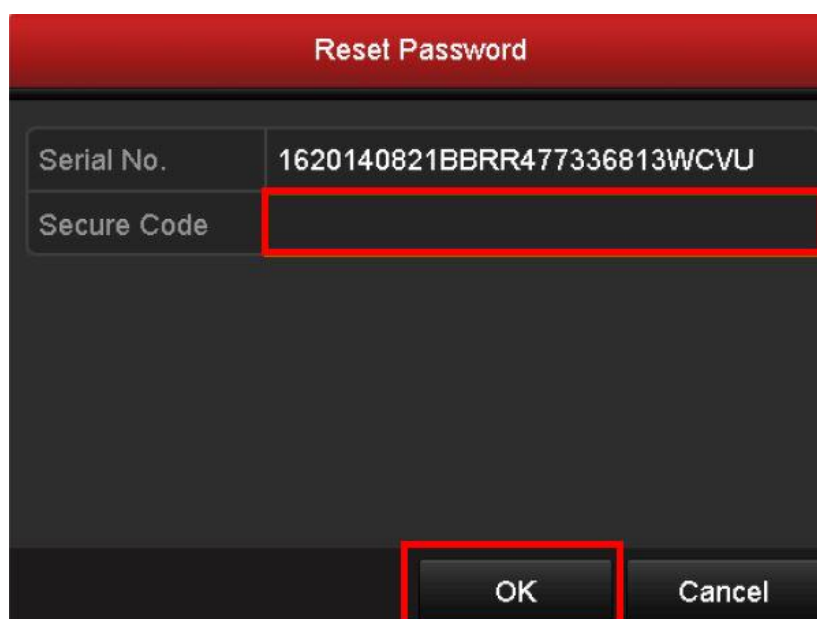
Input user name and new password, click **OK**.