



# **GEMINI Series Reset Password Quick Guide**

# How to reset password

## 1. Reset password by SADP Tool

Tool:



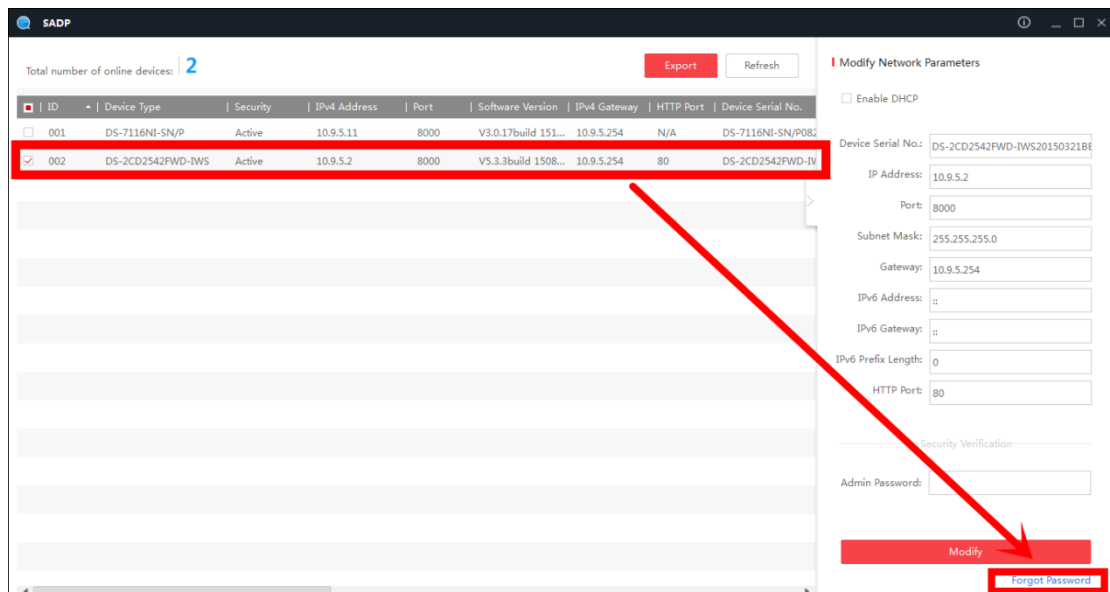
SADP Tool

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**:

The screenshot shows the SADP Tool interface. On the left, there is a table of online devices. The second row is highlighted with a red box. A red arrow points from this row to the 'Forget Password' button in the 'Modify Network Parameters' panel on the right. The 'Forget Password' button is also highlighted with a red box.

| ID  | Device Type       | Security | IPv4 Address | Port | Software Version    | IPv4 Gateway | HTTP Port | Device Serial No.   |
|-----|-------------------|----------|--------------|------|---------------------|--------------|-----------|---------------------|
| 001 | DS-7116NI-SN/P    | Active   | 10.9.5.11    | 8000 | V3.0.17build 151... | 10.9.5.254   | N/A       | DS-7116NI-SN/P08... |
| 002 | DS-2CD2542FWD-IWS | Active   | 10.9.5.2     | 8000 | V5.3.3build 1508... | 10.9.5.254   | 80        | DS-2CD2542FWD-IW... |

Modify Network Parameters

Enable DHCP

Device Serial No.: DS-2CD2542FWD-IWS201503218E

IP Address: 10.9.5.2

Port: 8000

Subnet Mask: 255.255.255.0

Gateway: 10.9.5.254

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 0

HTTP Port: 80

Security Verification: \_\_\_\_\_

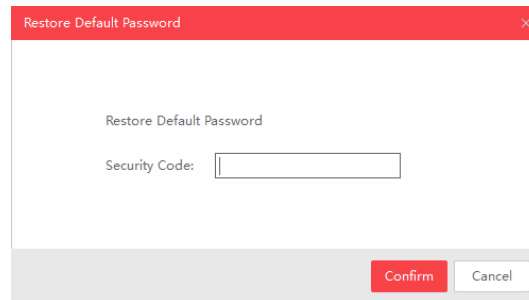
Admin Password: \_\_\_\_\_

Modify

Forget Password

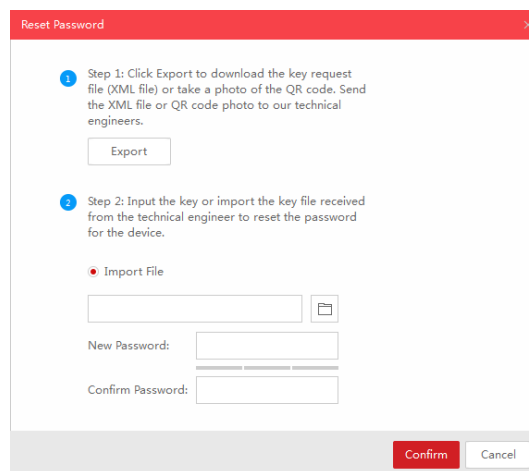
You might see one of the three pop-ups.

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



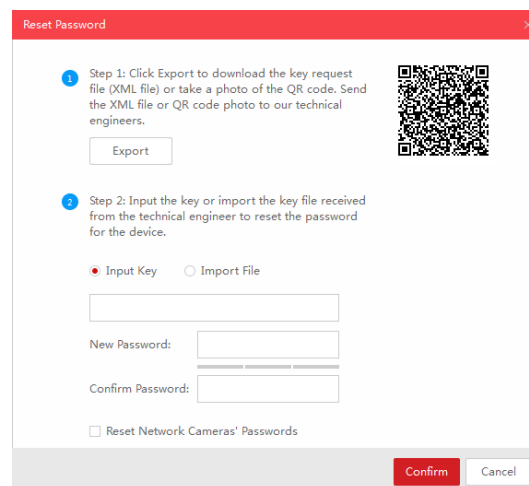
The dialog box has a red title bar with the text "Restore Default Password" and a close button. The main content area contains the text "Restore Default Password" and "Security Code:" followed by a text input field. At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (white).

**2.** If the pop-up requires encrypt file, please turn to **method 2**.



The dialog box has a red title bar with the text "Reset Password" and a close button. It contains two numbered steps: Step 1 (with an "Export" button) and Step 2. Under Step 2, there is a radio button for "Import File" which is selected, followed by a file selection input field, and two password input fields labeled "New Password:" and "Confirm Password:". At the bottom right, there are "Confirm" (red) and "Cancel" (white) buttons.

**3.** If the pop-up requires encrypt file or key, please turn to **method 3**.



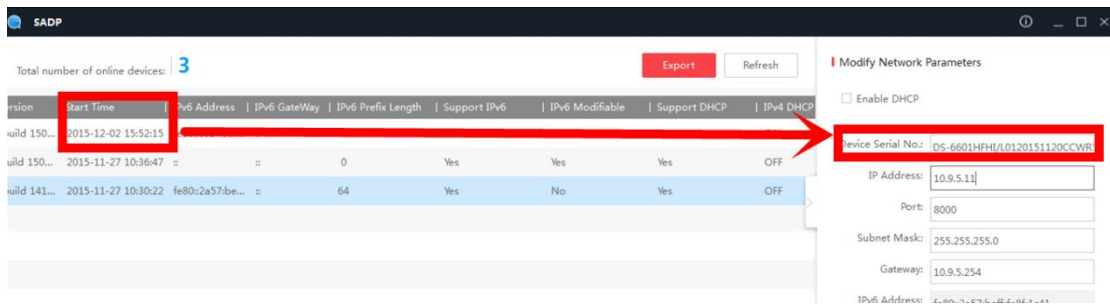
The dialog box has a red title bar with the text "Reset Password" and a close button. It contains two numbered steps: Step 1 (with an "Export" button) and Step 2. To the right of Step 1 is a QR code. Under Step 2, there are two radio buttons: "Input Key" (selected) and "Import File". Below them is a text input field, followed by two password input fields labeled "New Password:" and "Confirm Password:". At the bottom, there is a checkbox labeled "Reset Network Cameras' Passwords". At the bottom right, there are "Confirm" (red) and "Cancel" (white) buttons.

## 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

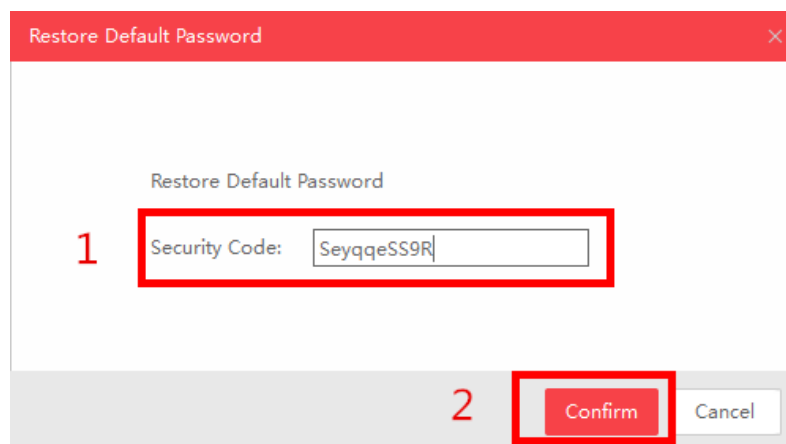
according to your **device's current time.**

```

2015-11-27:RRrezeSezz
2015-11-28:RzzSRrRyzd
2015-11-29:zQeqz9yee
2015-11-30:qQRzed9ezR
2015-12-01:qe9ryzRQdy

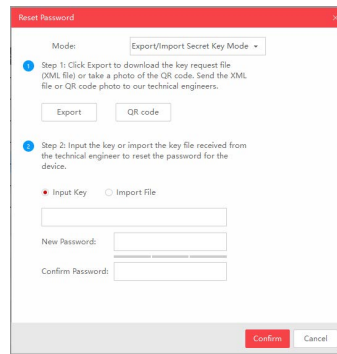
```

Input security code and click **Confirm**. The password will be reset to 12345.



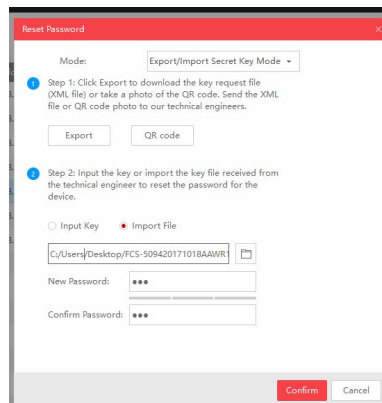
## Method 2

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.**



The screenshot shows the 'Reset Password' dialog box with the 'Mode' dropdown set to 'Export/Import Secret Key Mode'. Step 1 is active, instructing the user to click 'Export' to download a key request file (XML file) or take a photo of a QR code. The 'Export' button is highlighted. Below the instructions are two input fields: 'New Password:' and 'Confirm Password:'. At the bottom right are 'Confirm' and 'Cancel' buttons.

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.



The screenshot shows the 'Reset Password' dialog box with Step 2 active. The 'Mode' dropdown is still 'Export/Import Secret Key Mode'. Step 2 instructs the user to input the key or import the key file received from the technical engineer. The 'Import File' radio button is selected. A file path is entered in the input field: 'C:/Users//Desktop/FCS-509420171018AAWR/'. Below the path are two input fields: 'New Password:' and 'Confirm Password:', both containing three asterisks. At the bottom right are 'Confirm' and 'Cancel' buttons.

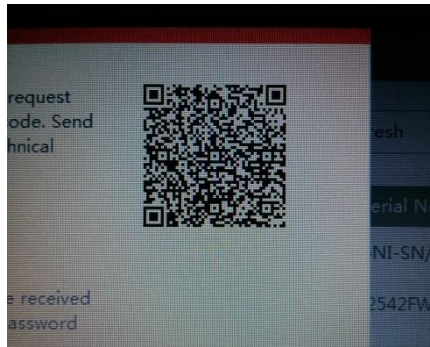
*Note: Once you get the file, it will be expired after 24 hours.*

### 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.

2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.

Input Key  Import File

1

2 New Password:

Strong

Confirm Password:

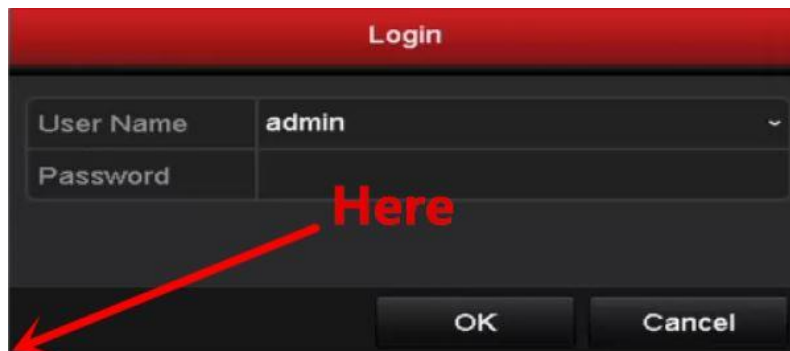
note  Reset Network Cameras' Passwords

3

*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

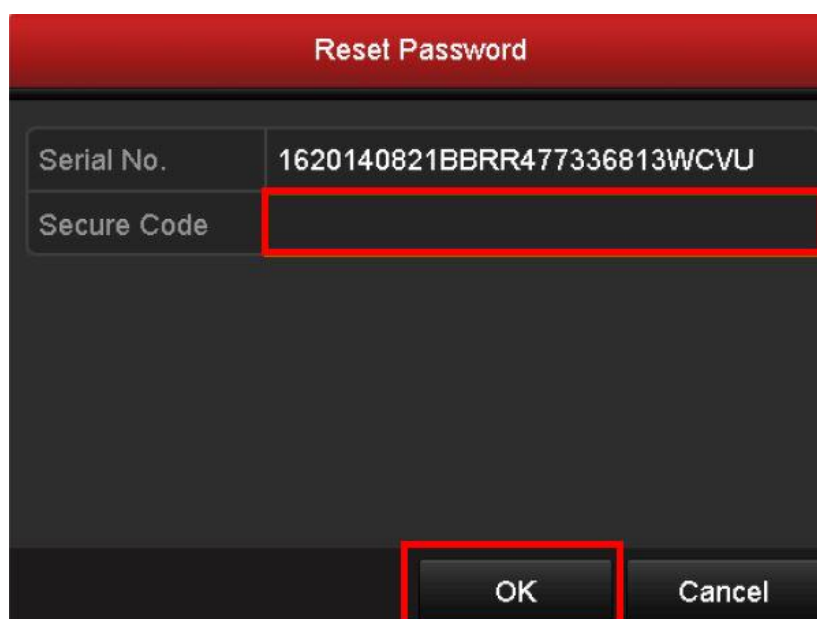
In DVR local GUI, you can double click the left bottom of login interface to pop out password reset interface.



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**.

**Activation**

|                  |  |
|------------------|--|
| User Name        | admin  |
| Create New P...  | ***** <span style="background-color: green; color: white; padding: 2px;">Strong</span> |
| Confirm New P... | *****  |

Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.