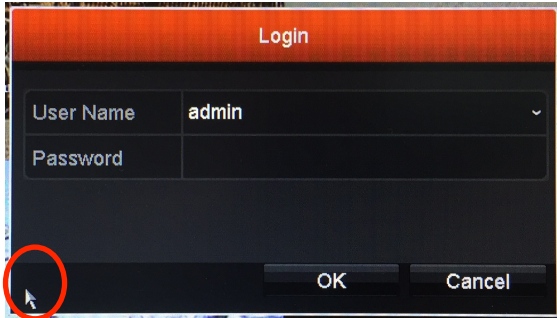
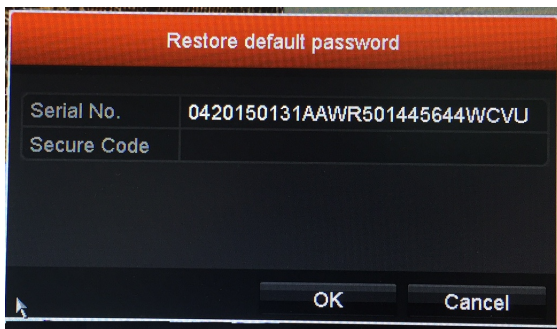


Password Reset Procedure

- Reboot the DVR/NVR so the start time is the current date.
- At the DVR/NVR bring up the login screen



- In the bottom left-hand corner, click the mouse a couple of times and you will trigger a contact sensitive area that pulls up the Serial Number of the device.



- **Then send the SN number to tech@ktnccusa.com (you can either take a picture of it or simply write it down)**
- KT&C technical support will provide you with a recovery code to enter
- Enter the recovery code (case sensitive) into the login screen, at the device, and it will give them a success message.

