



GEMINI Series Reset Password Quick Guide

How to reset password

1. Reset password by SADP Tool

Tool:



SADP Tool

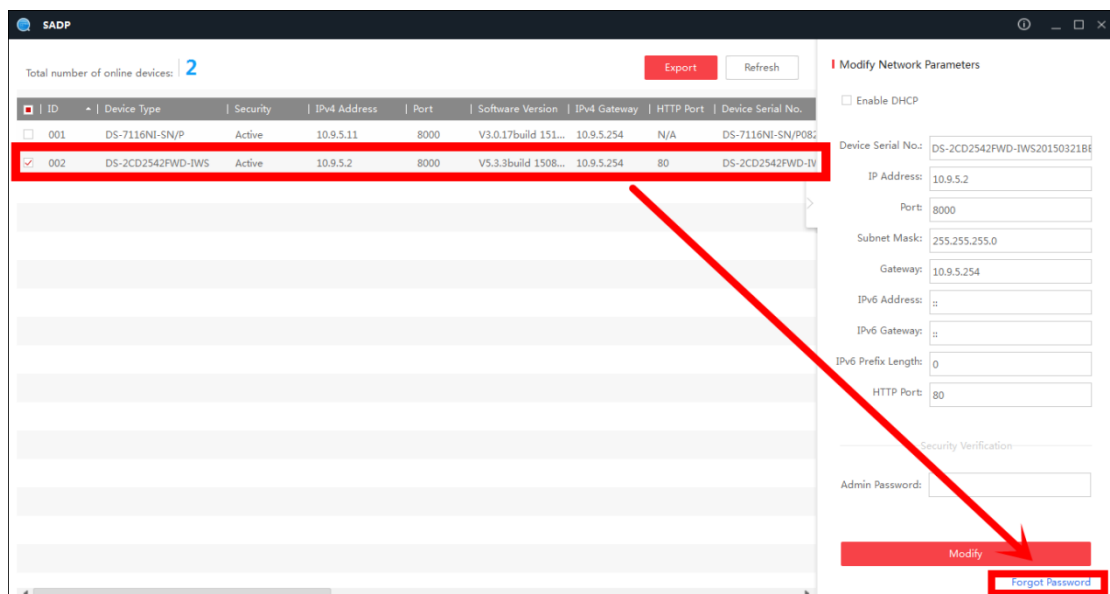
version: V3.0.0.2

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

http://download.conceptronic.net/other/SADP_V3.0.0.20_2018-10.zip

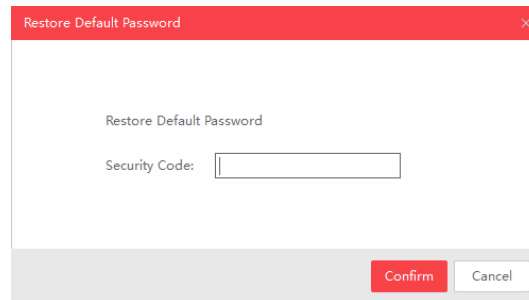
Connect the device to local network and open SADP Tool to search online devices.

Select the device and click **Forget Password**:



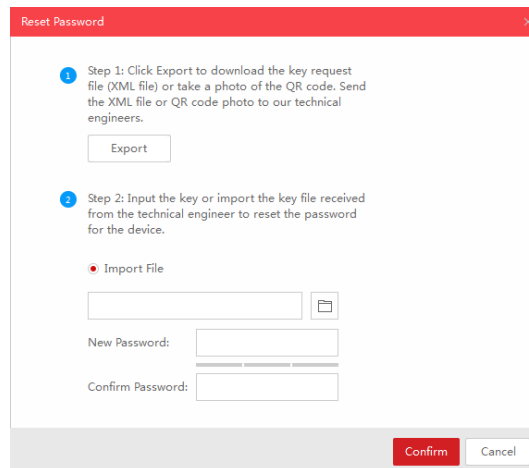
You might see one of the three pop-ups.

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



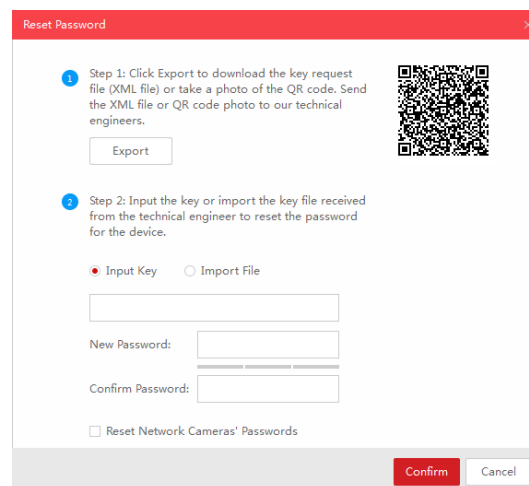
The dialog box has a red title bar with the text "Restore Default Password" and a close button (X). The main content area is white and contains the text "Restore Default Password" followed by "Security Code:" and a text input field. At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (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 (X). The main content area is white and contains two steps: "Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers." with an "Export" button below it; and "Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device." Below this, there is a radio button labeled "Import File" which is selected, followed by a text input field and a file selection icon. Below that are two more text input fields labeled "New Password:" and "Confirm Password:". At the bottom right, there are two buttons: "Confirm" (red) and "Cancel" (white).

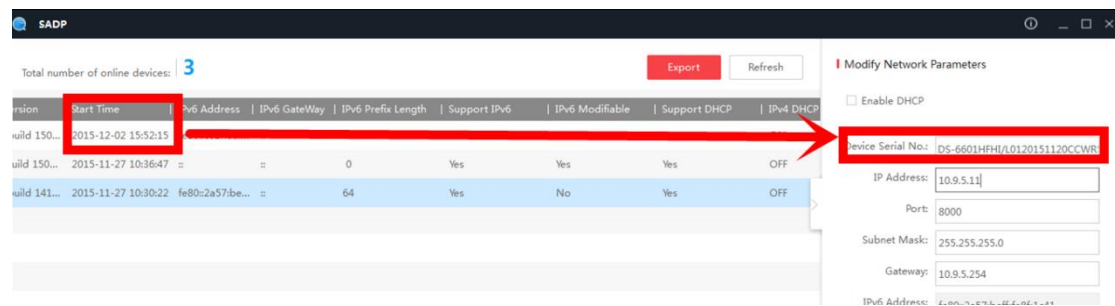
3. If the pop-up requires encrypt file or key, please turn to **method 3**.



The dialog box has a red title bar with the text "Reset Password" and a close button (X). The main content area is white and contains two steps: "Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers." with an "Export" button below it and a QR code to the right; and "Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device." Below this, there are two radio buttons: "Input Key" (selected) and "Import File". Below the radio buttons is a text input field. Below that are two more text 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 two buttons: "Confirm" (red) and "Cancel" (white).

Method 1

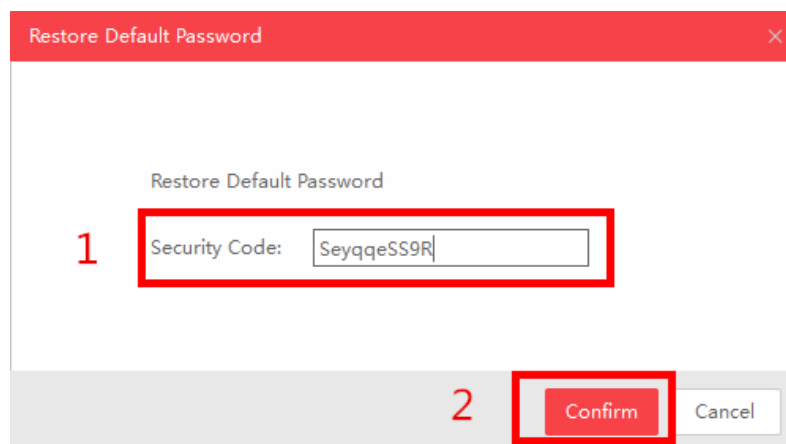
Copy the **Start Time** and **Device Serial No** and send them to Conceptronic technical support team. **Please do not close the SADP tool before inputting the security code.**



Conceptronic technical support team will return security codes. Please choose one according to your **device's current time**.

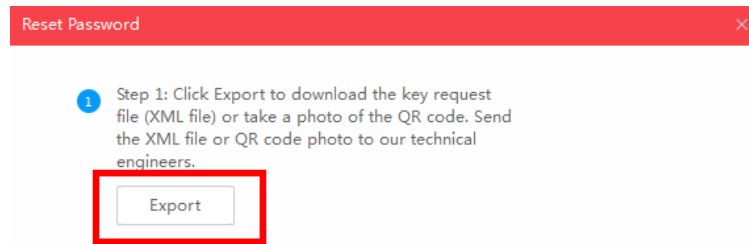
```
2015-11-27:RRrezeSezz
2015-11-28:RzzSRrRyzd
2015-11-29:zQeqz9yee
2015-11-30:qQRzed9ezR
2015-12-01:qe9ryzRQdy
```

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

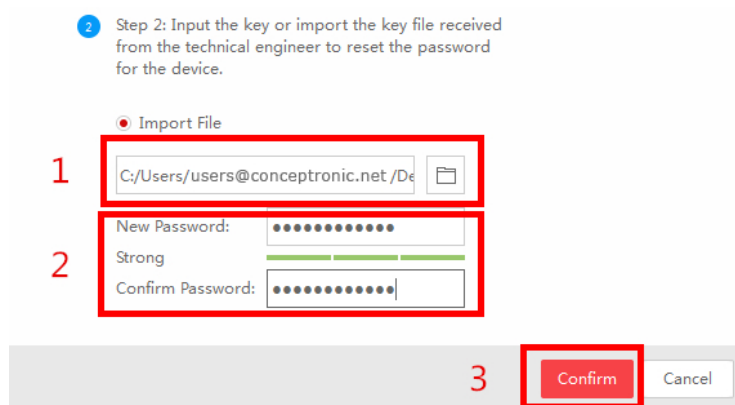


Method 2

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.**



Conceptronic 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.



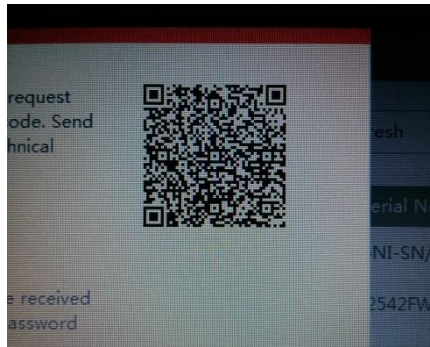
Note: Once you get the file, it will be expired after 24 hours.

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.

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:

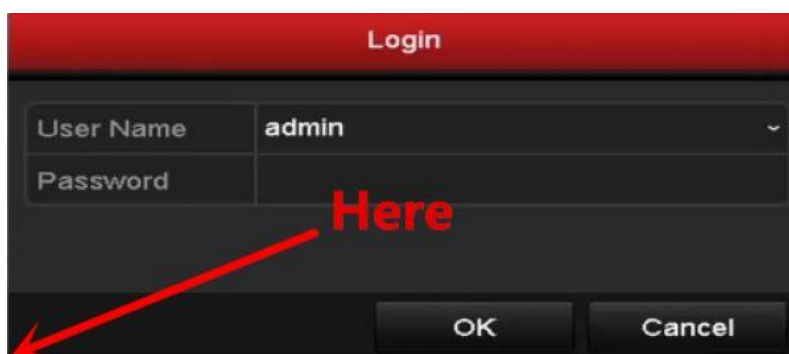
note Reset Network Cameras' Passwords

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

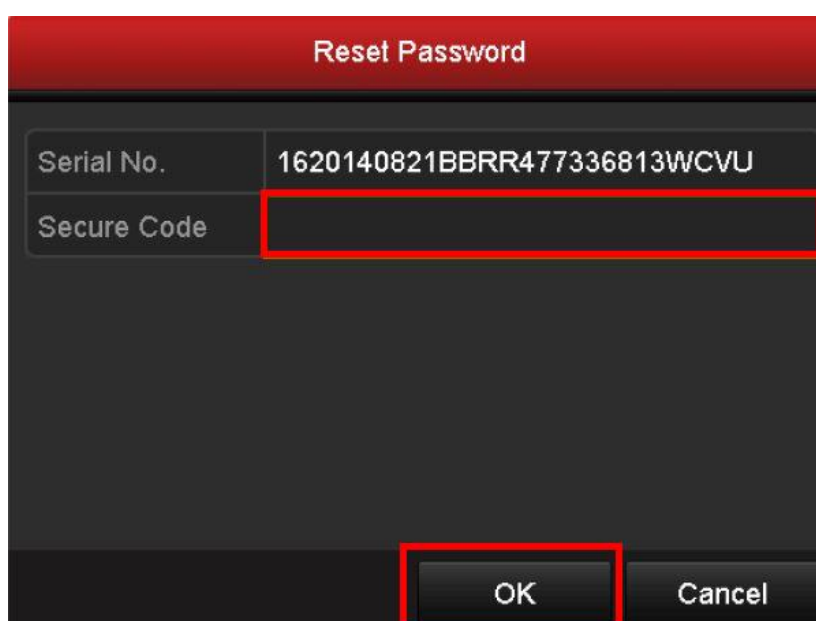
In DVR local GUI, you can double click the left bottom of login interface to pop out password reset interface.



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...	***** Strong
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.