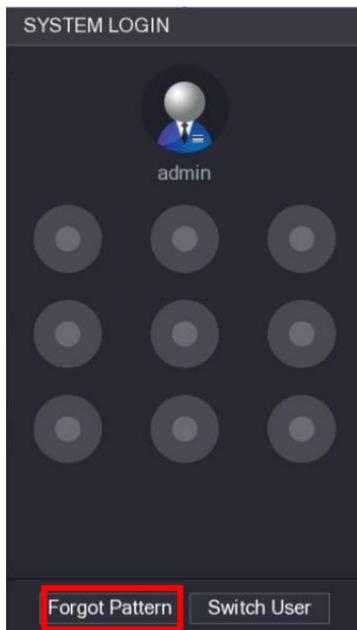


HOW TO RESET WATCHNET DVR/NVR SYSTEMS

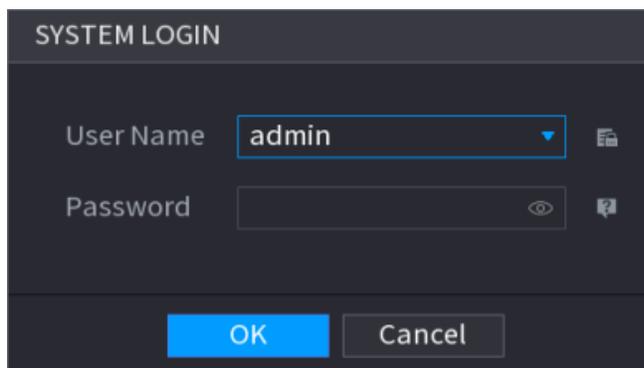
There are three options on how to reset the password for WatchNET Systems

- ✚ **Option 1:** Through Phone APP and scanning the QR Code

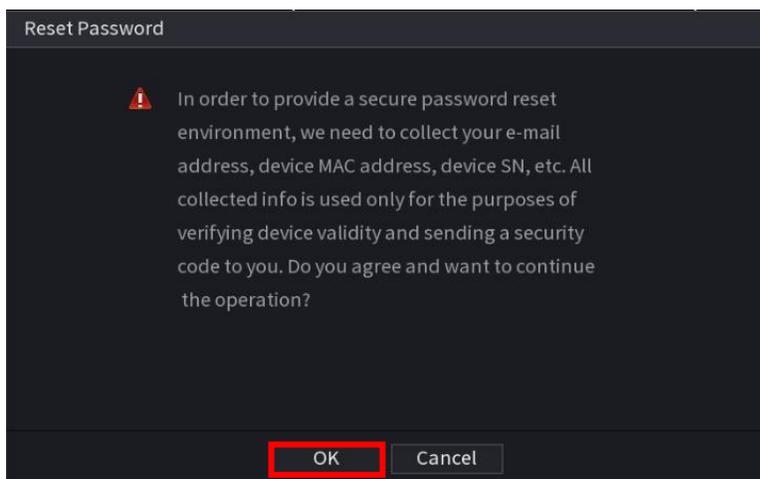
Step 1: Enter the login interface or system login from the DVR/NVR and click **Forgot Pattern** button



Step 2: Click the **Question mark**  icon beside the password field

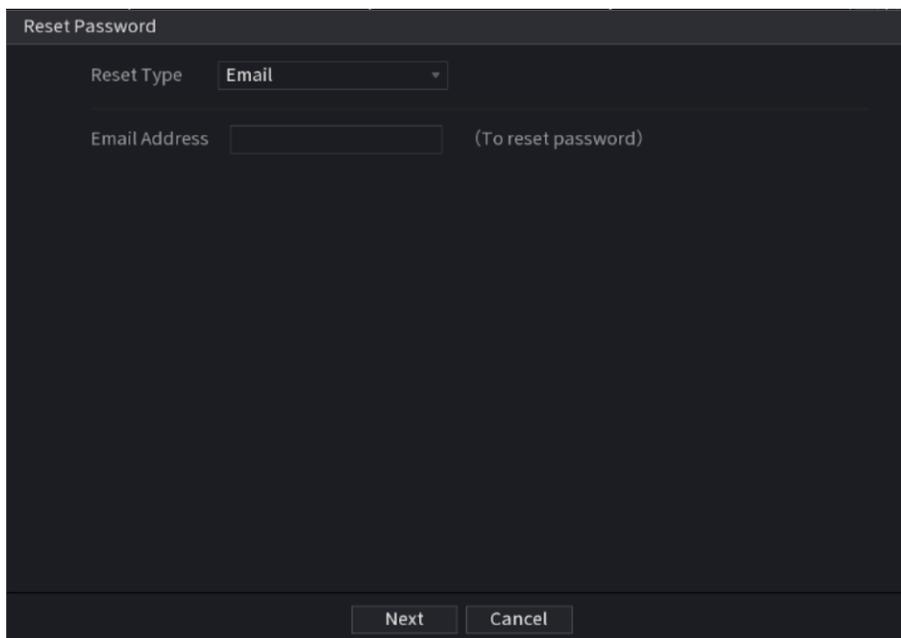


Step 3: Click **OK** button



Note: If the email is already entered from the initial setup you will see the QR code on the left side and the email at the bottom, please proceed to step 5

Step 4: Enter or input a valid email address.

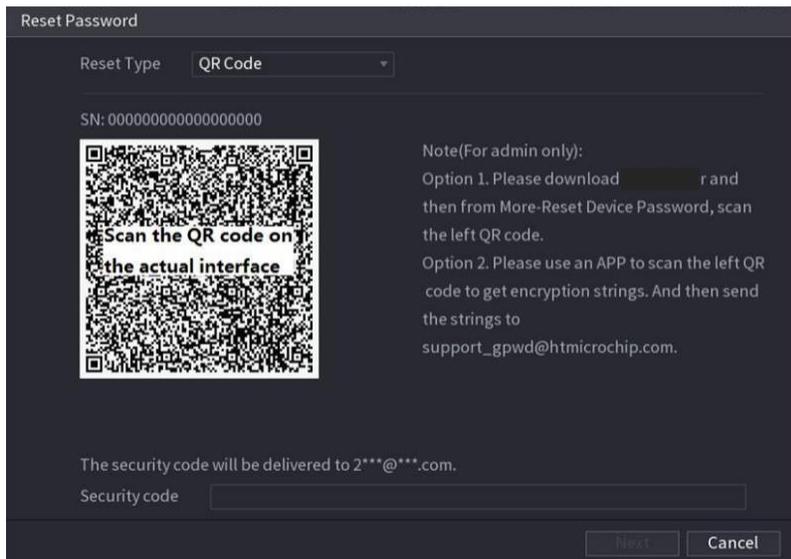


Step 5: Download the MVS PRO+ APP from APP store (iOS devices) or Play store (android devices)

Step 6: Open the MVS PRO+ App and go to “me” button at the bottom right corner (image below)



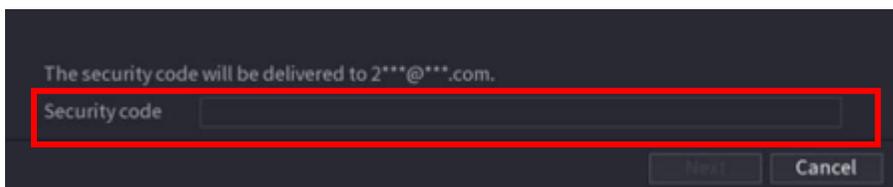
Step 7: Go to **“Tool Manager – Device Password Managements”** and scan the QR code that shows on the left side of the screen and once scanned successfully you will see password reset successfully message.



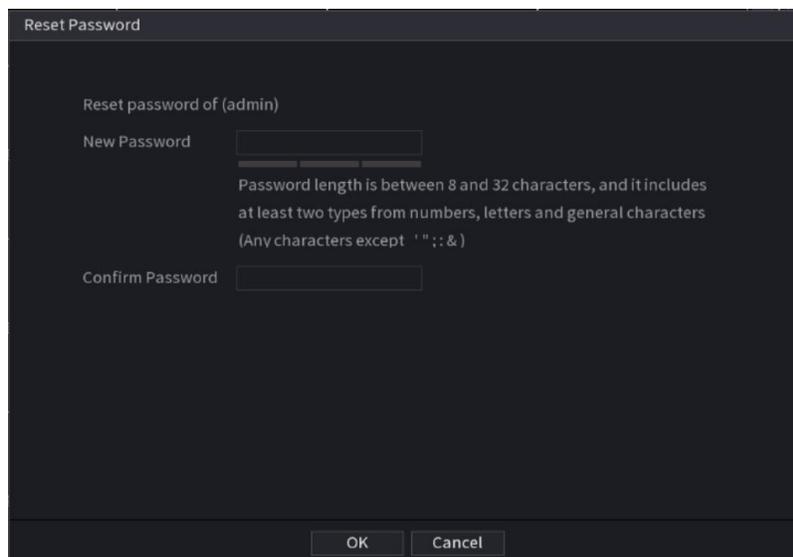
Step 8: Security code will be sent directly to the email register to the recorder. Sample received email below.

Dear valued customer,
The security code for you device (SN 092601) is **3b180380**. The code is valid for only 24 hours. PLEASE KEEP IT CONFIDENTIAL. Contact your local retailer or service engineer for help if there is any problem. Thank you for your support.
This email and any information transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please delete it from your system. This is a post-only email address that is not monitored for replies.

Step 9: Input the security code and click the Next button.



Step 10: The last page will allow you to input a new password for the system.



 **Option 2: Scanning QR Code using QR Code Scanner APP**

Step 1: Follow step 1 to step 4 from Option 1 to see the QR Code

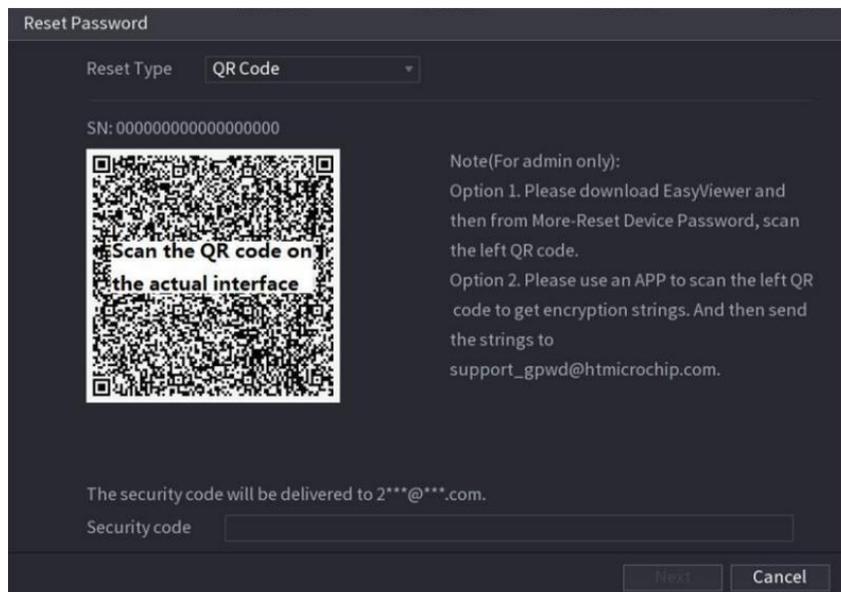
Step 2: Scan the QR code using QR code scanner application from your phone and once you scan you will see a long string with letters, numbers and special characters. Sample below.

```
PRSTB117030607h01jZFdRDpWFXbJM1v2nzoct4vaNgw9giF8/Q/NeWAwiedjmQwoIP9zqXTt7EdQJ6Lt  
13FXHKLPvXgmPBkRJXMiFtqz0JmVKEIWRV7eXA4Z8RcB/w8VnhaNBqnFzKxqLgAwxbmorXYFnte2LGmEX24yMJ/  
GQxr7JGOWT9O5rbMVxMwqwnxvaCnqflrvhh802D+NISGJFy1p5HdDaR6ir8G2ClhDTYtRGenFhtDTYgx+wilDyevfoR0D/  
tiRlolKk7VBnWVjNQ6zCr0/pP1rVYBaldyZJMniAaYkAegdVjKygkYWWT8/RJ7BAkWaiScqRldQcq1Gf8q1/AQuBknw==
```

Step 3: Copy the whole string and email it directly to “ support_gwpd@htmicrochip.com ”

Step 4: Security code will be sent directly to the email register to the recorder.

Step 5: Enter or input the security code below and click the Next button



Step 6: The last page will allow you to input a new password for the system.

Option 3: Answering the Security Questions directly from the recorder

Step 1: Follow Step 1 to step 3 from Option 1.

Step 2: Select Security question on the Reset Type and enter the answers

Reset Password

Reset Type: **Security Question**

Question 1: What is your favorite children's book?
Answer:

Question 2: What was the first name of your first boss?
Answer:

Question 3: What is the name of your favorite fruit?
Answer:

Next **Cancel**

Step 3: The last page will allow you to input a new password for the system.

Reset Password

Reset password of (admin)

New Password:

Password length is between 8 and 32 characters, and it includes at least two types from numbers, letters and general characters (Any characters except ' " ; : &)

Confirm Password:

OK **Cancel**