

# PASSWORD RESET

## DVR / NVR / IP CAMERA PASSWORD RESET

1. Connect your DVR/NVR/IP Cameras to a Computer with Internet Access on the same network as the device you need a password reset on
2. Go to [www.onixcctv.com](http://www.onixcctv.com) > Support > ONIX Software
3. Download SADP Tool - IP Camera Search Tool > Unzip > Install > Run SADP
4. Put a check mark in the camera you want reset (pic #1)
5. At the bottom right corner right click "**Forgot Password**" (pic #2)
6. Click on **Export** (pic #3)
7. Select **Desktop** and a file will be added to your desktop
8. Email the file to [info@onixcctv.com](mailto:info@onixcctv.com) and you will receive an email back with a Reset File  
\*\*Note - it can take up to an hour to get a code back and do not close or mess with SADP Tool after you have Exported the Reset File
9. You will get an email back from us with an attachment > Save File onto your computer's desktop
10. At the SADP tool > select "**Import File**" and click on the **file icon** (pic #4)
11. Find the file the technician sent back to you on your desktop.
12. Import file
13. Create new password > Confirm new password (pic #5)
14. **DO NOT** check on "**Reset Network Cameras Passwords**"
15. Click "**Confirm**"

Pic #1

ID	Device Type	Status	IPv4 Address
<input checked="" type="checkbox"/> 001	N8-8POE	Active	192.168.1.148
<input type="checkbox"/> 002	TVIMR4	Active	192.168.1.173
<input type="checkbox"/> 003	IP360IR6M	Active	192.168.1.123

Pic #2

IPv6 Prefix Length: 64  
HTTP Port: 81  
Security Verification  
Admin Password:  
Modify  
Forgot Password

Pic #3

Reset Password  
Mode: Export/Import Secret Key Mode  
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.  
Export QR code

Pic #4

Input Key Import File  
File icon

Pic #5

New Password:  
Confirm Password:  
 Reset Network Cameras Passwords  
Confirm Cancel