



HDTVI Password Reset Procedure

Resetting Password

1. Go to www.firstalert.com or www.brkelectronics.com to download the latest version of SADP Tool. Once downloaded, install the software on your PC.
2. Launch the software. NOTE: you must install the software on the PC that is connected to the same network as the DVR.
3. You will see your DVR listed in the Device Type list. Check mark your device.
4. On the bottom right corner click on "Forgot Password"

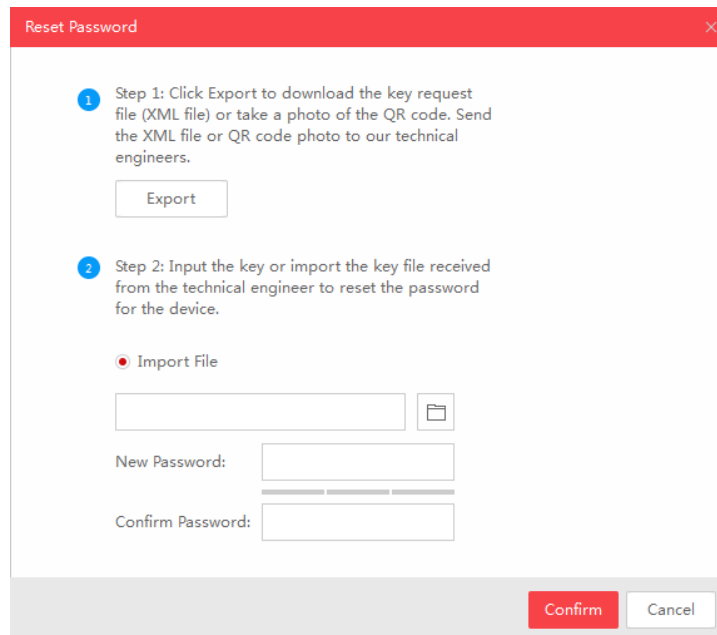
The screenshot shows the SADP software interface. At the top, it displays 'Total number of online devices: 1' and buttons for 'Export' and 'Refresh'. Below this is a table with the following data:

ID	Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Dev
001	DVRAHD-0810	Active	192.168.5.183	8000	V3.3.2build 1512...	192.168.5.1	80	DV

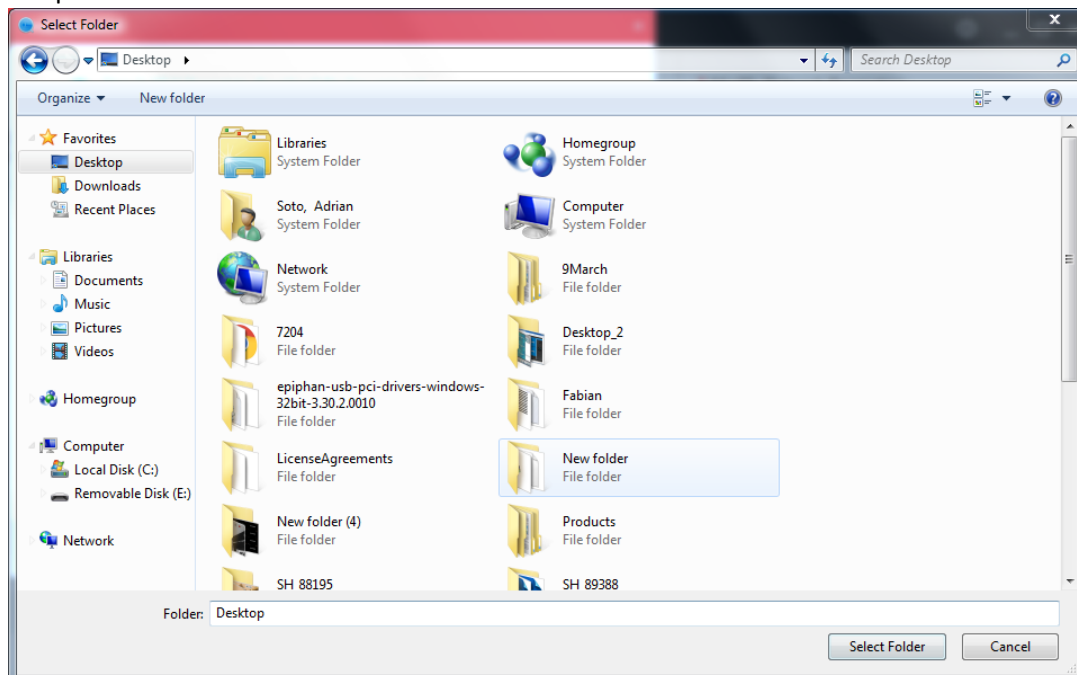
On the right side, the 'Modify Network Parameters' panel is visible, containing the following fields:

- Enable DHCP
- Device Serial No.: DVRAHD-08100820151021AAWR5
- IP Address: 192.168.5.183
- Port: 8000
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.5.1
- IPv6 Address: fe80::2a57:beff:fe81:5e6b
- IPv6 Gateway: fe80::86c9:b2ff:fe68:55a
- IPv6 Prefix Length: 64
- HTTP Port: 80
- Security Verification: _____
- Admin Password: _____
-
- [Forgot Password](#)

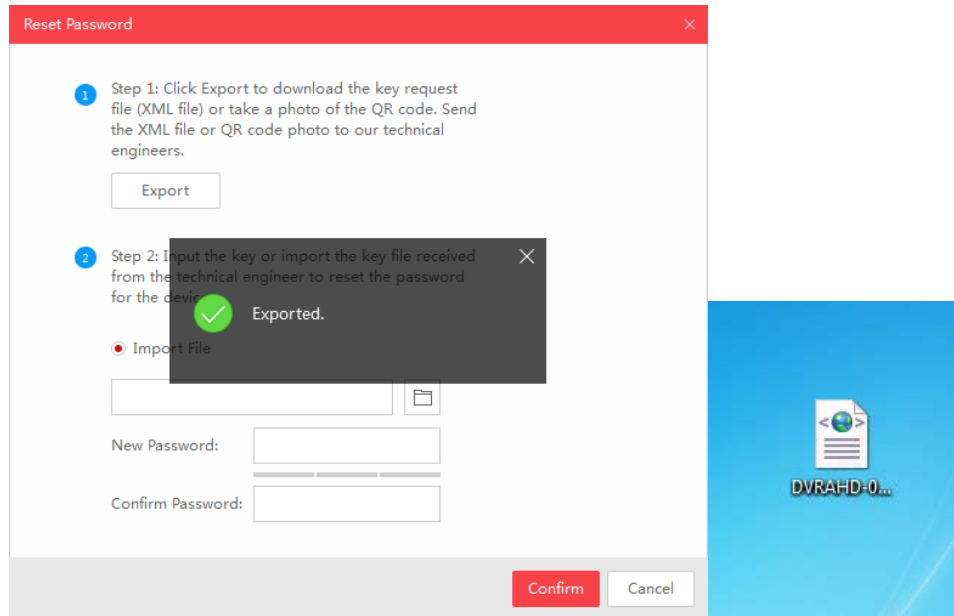
5. Click on Export File



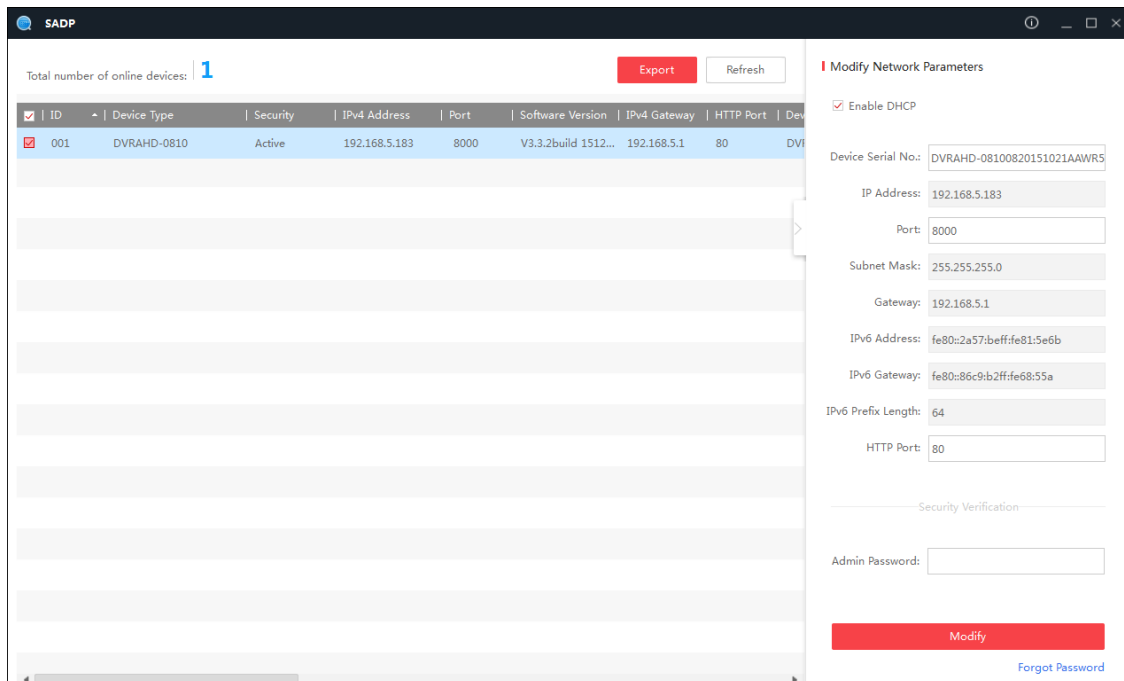
6. Choose a location to save the Exported file to. NOTE: Recommend to choosing Folder as Desktop and click "Select Folder"



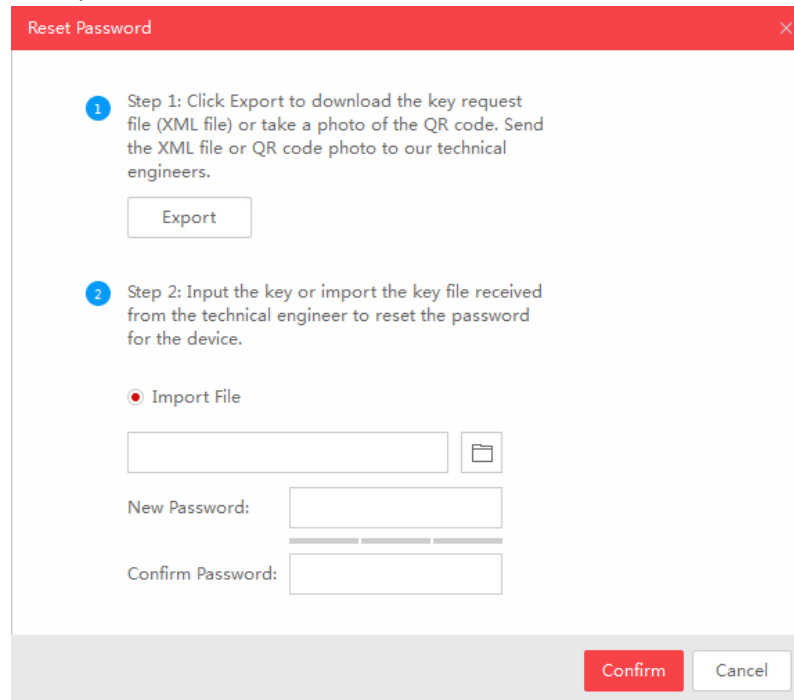
7. You will get a confirmation that the file has been exported. The file will be located on your desktop



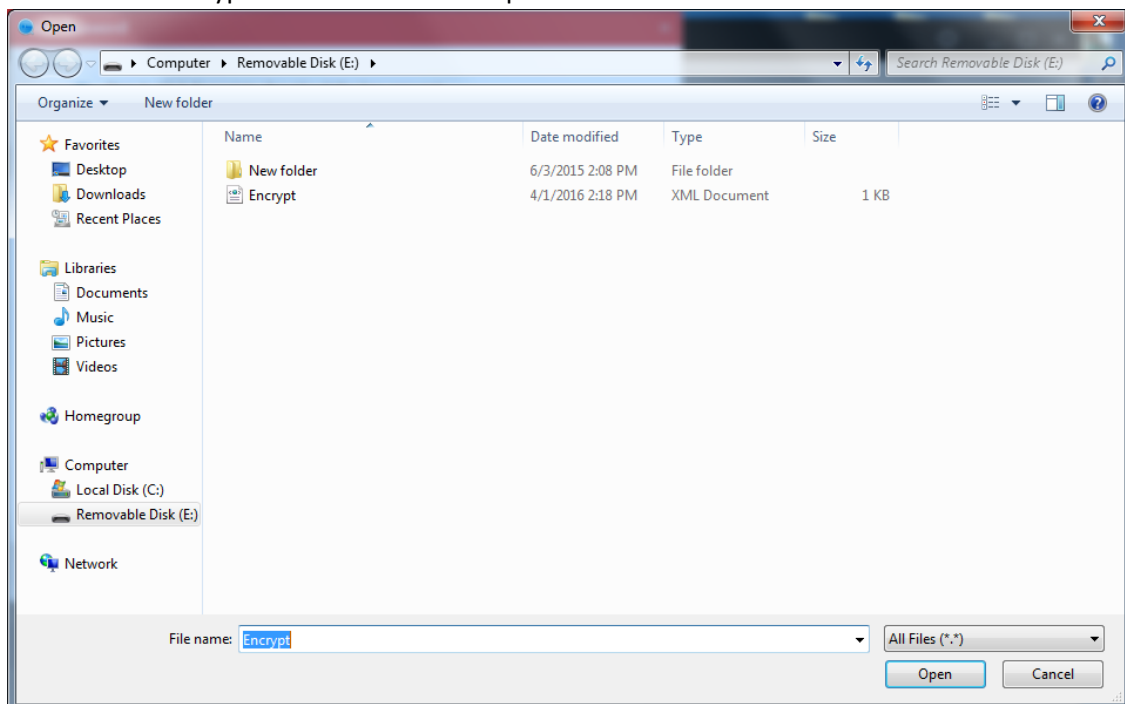
8. Send this exported file to onelinksupport@firstalert.com. Please include this file as an attachment along with your case number if applicable or name with phone number.
9. You will then receive an encrypted file named "Encrypt.xml" back via email within 24-48 hours. Save this file on your desktop. NOTE: you must have first submitted a notarized letter stating that you are the owner of the DVR and requesting a password reset.
10. In the SADP tool, once again click on "Forgot Password"



11. Import file should have a red "Dot" on it. Click on the Folder to import the "Encrypt.xml" file that was emailed to you.



12. Choose the "Encrypt.xml" file and click "Open"



13. Create a New Password and Confirm the password. You should receive a pop up window stating "Password Reset Successfully"
14. You may now use this new password on the DVR system itself.