

# Forget password

## 【1】Product Model (Version)

DH-XVR4116HS

## 【2】Description of the problem

Customer "Forget password", customer requested to reset new password.

## 【3】Problem Processing (Root Cause)

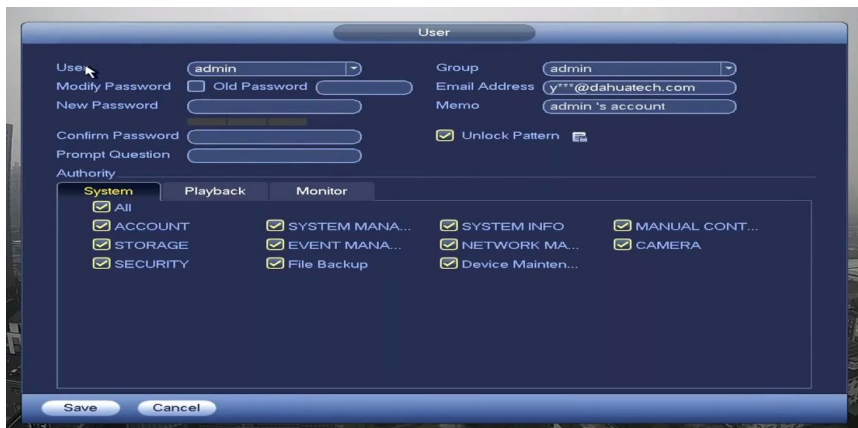
There are three possible situations:

1. Reset password with old password.
2. Reset password with Email security code by using QR code scanned by device.
3. Reset password with security questions

Finally, password recovered.

## 【4】Solution

1. Customer can change get new password by using old password.



2. Reset password with Email security code by using QR code scanned by device

Enter security code and set new password for device.



### 3. Reset password with security questions

At the time of Installations security questions were asked so try with this option to recover forget password.