Resetting Password on NVR Recorder & New Ownership

IF YOU DON'T HAVE A MONITOR CONNECTED TO YOUR RECORDER, YOU MUST CONNECT A MONITOR TO DO THIS.

If you have any problems completing these steps, please contact a local agent of support@dorani.com.au and we can pass your details to a local service agent to complete a service call, please discuss the fees with the preferred agents.
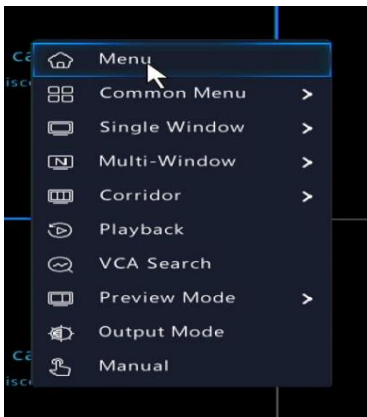
Please follow the below steps to have an Unlock Code created for your recorder.

As this is a security device, some details will be required for the engineering team to approve and create an unlock code.
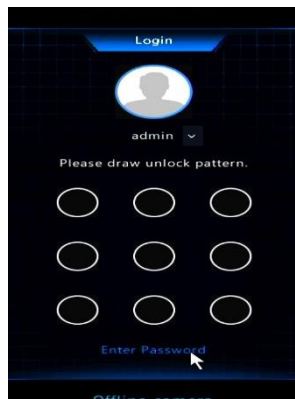
If YOU KNOW YOUR RECORDER PASSWORD, PLEASE PROCEED TO STEP 4

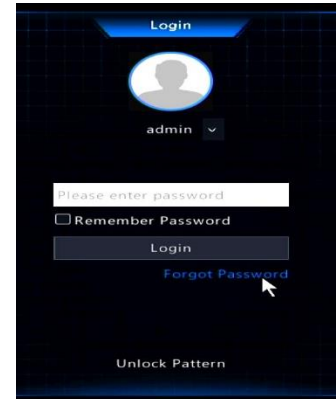IF YOU HAVE NO DETAILS OF YOUR DEVICE, PLEASE PROCEED THROUGH ALL STEPS

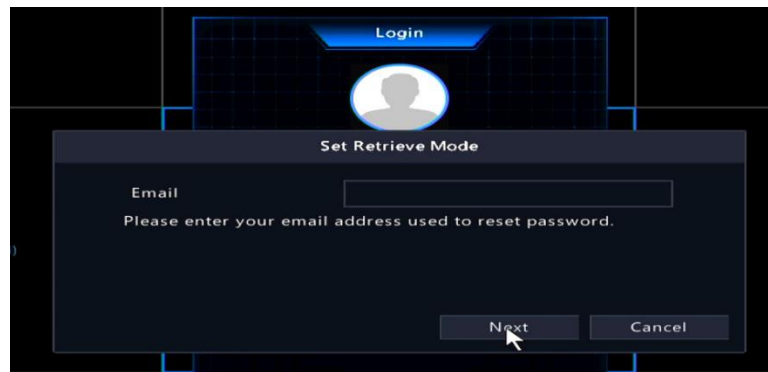### Step 1: Accessing your NVR Recorder

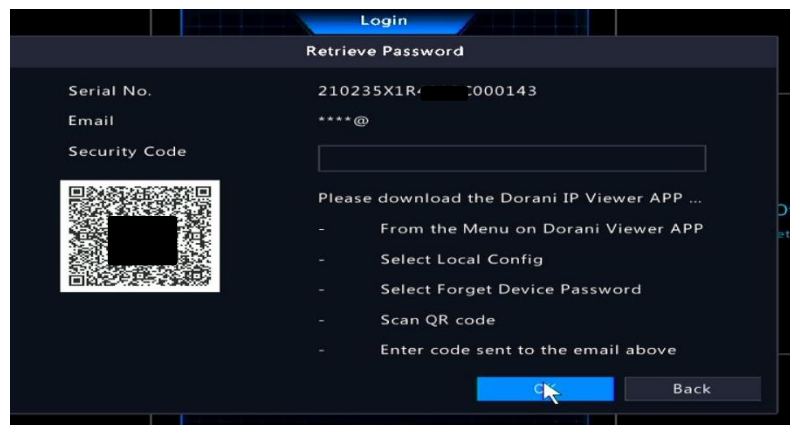| Right Click your Mouse Press Menu	If you get an Unlock Code pattern Press Enter Password	Press Forgot Password

If the device was NOT set with an email address you will see the below screen, please put in a valid email at this stage.

If it was set with an email, you will see the following screen.

Step 2: Contacting Dorani support (support@dorani.com.au) for a Security code

QR CODE Serial number breaks can only be photographed and supplied on the SAME DAY

MONDAY – FRIDAY 8:00am – 2:30pm (not inc. Public Holidays) as they are DATE dependant

Please take a clear photo of the QR Code on the screen and email this to support@dorani.com.au

If your screen does not have a QR code and only shows a serial number, please take a CLEAR photo of the serial number and email with the below details.

If your screen looks like this, please take a CLEAR photo of the QR Code and email with the below details.

If your screen does not have a QR code and only shows a serial number, please take a CLEAR photo of the serial number and email with the below details.

Email ALL the following details to support@dorani.com.au, details omitted will deem the information invalid and NO Security Code will be created.

Name – Address - Phone Number

Once ALL the support team has provided you the SINGLE use code, you can now set your new Password for future logins.

Depending on version software - You can set an unlock pattern and a recovery email to retrieve change/passwords easily.

Once you have gained access into your recorder – you MUST now ensure you have an internet connection to the device.

Step 3: Logging into the Recorder, Enabling the Internet connection (ensure this is plugged in) and Deleting OLD App connections.
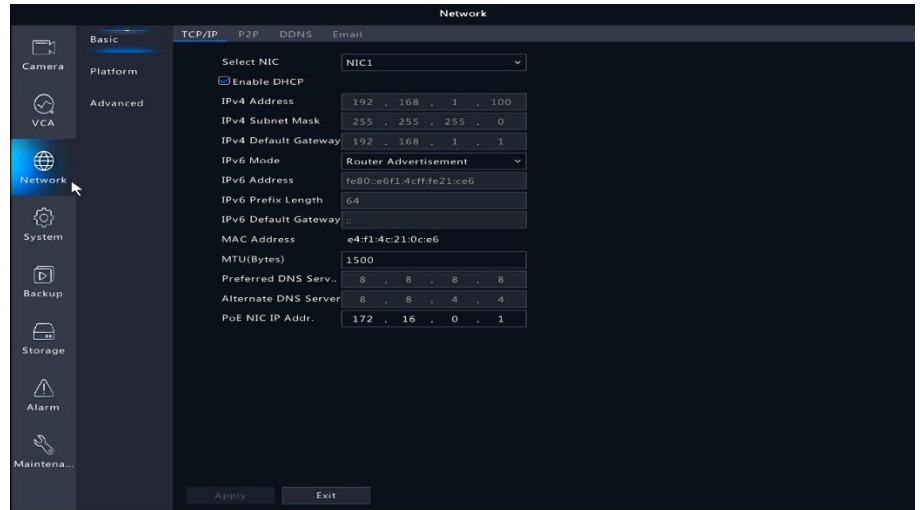
(Images may differ slightly depending on versions, however locations are similar)

Ensuring that your device gets an IP address from your Modem

MENU > NETWORK > TCP/IP

Ensure that the network has DHCP Enabled – this will enable to recorder to obtain an IP from your router.

Press Save if you have to Enable the DHCP option, if not proceed to next step

Disconnecting the Old App connection

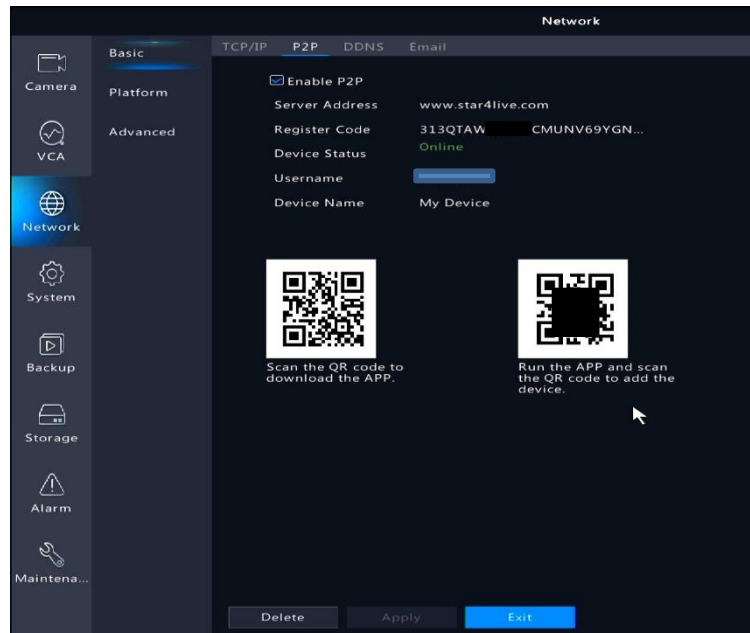MENU > NETWORK > P2P   OR   MENU > SYSTEM > NETWORK > P2P

When you are at this page – The Status being Online shows a connection to a device.

Delete – This will Delete the binding to the Existing ownsers Account.

Once Deleted, the device will be Offline under status.

NOTE these will ONLY be accurate with a working internet connection to the recorder

Now you can follow the "Connnecting App to Your Device"