

## Resetting Password on NVR Recorder

**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](mailto: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.

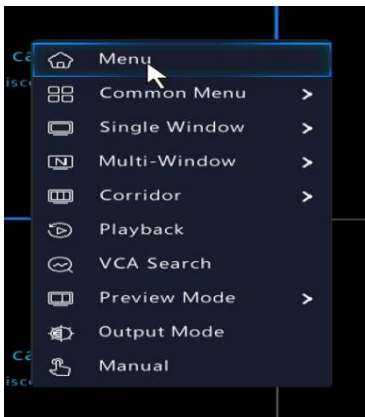
Please follow the below steps to have an Unlock Code created for your recorder.

As this is a security device, some details will be required for the engineering team to approve and create an unlock code.

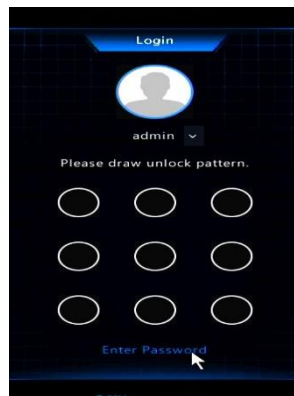
IF YOU KNOW YOUR RECORDER PASSWORD, PLEASE PROCEED TO STEP 4

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

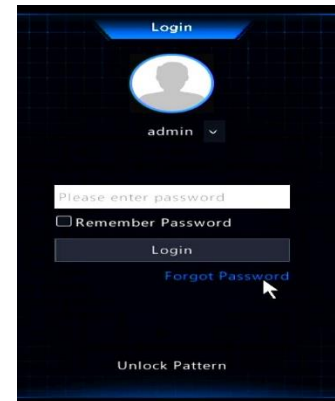
### Step 1: Accessing your NVR Recorder



Right Click your  
Mouse  
Press Menu

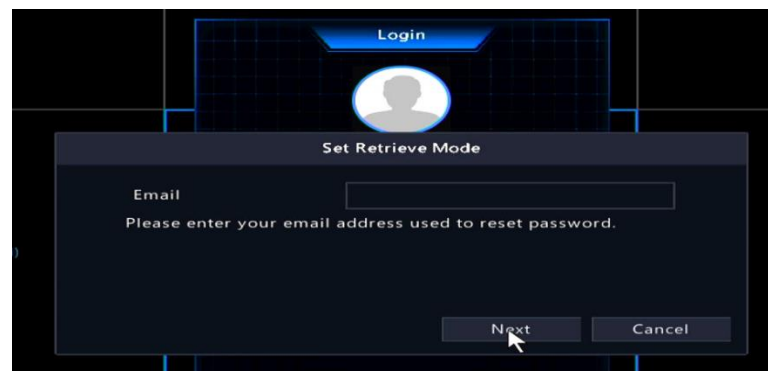


If you get an Unlock  
Code pattern  
Press Enter Password

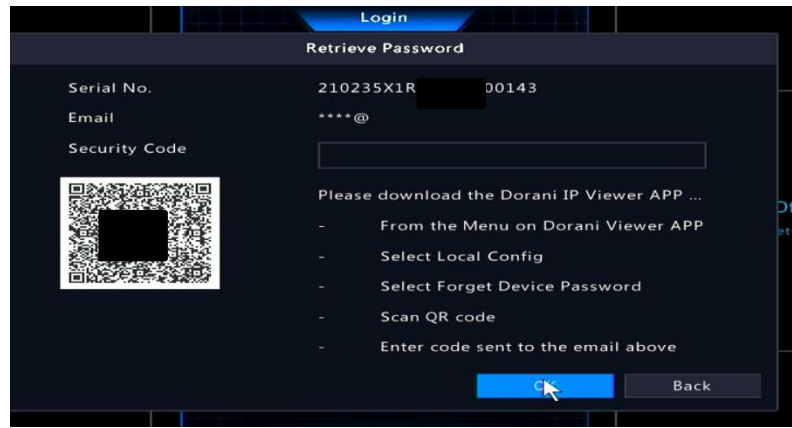


Press Forgot Password

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](mailto: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](mailto: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](mailto: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.