

Defender 4K Password Reset Instructions

Please Note: These steps are only applicable for Windows users. If you have any other operating system, please contact Defender <u>here</u>.

In this article, we will walk you through how to reset your Defender 4K DVR Password from the comfort of your home and avoid any downtime by mailing in your DVR to Defender.

To start, please make sure you are near your DVR and have a laptop or desktop computer available. Please make sure both your DVR and PC are connected to the same Internet Network. Once this is complete, click <u>here</u> to download the Defender 4K Password Reset Tool. This will take a few moments to load. Once complete, follow these steps:

Step 1: Download the Password Reset Tool, SADPTool

Select Download. If your PC prevents the download due to an unrecognized app, please allow your PC to "Run Anyways" and allow the app to make changes to your device.



Step 2: Complete the Install Wizard

a. Install "ETI 4K Password Reset.exe" on your Windows desktop/laptop by selecting Next

٤	Welcome to the InstallShield Wizard for SADPTool
	The InstallShield Wizard will install SADPTool on your computer. To continue, click Next.
	< Back Next > Cancel

c. Do not change the destination of the file, simply select Next

Choose De Select fol	estination Location der where setup will install files.			×.
	Install SADPTool to: C:\Program Files (x86)\SADPTool			<u>C</u> hange
InstallShield –		< <u>B</u> ack	Next >	Cancel

e. Once complete, select Next and keep "Create Desktop Shortcut" checked to easily find the file once installed.



b. Select your language and select Next



d. Select Install. This may take a minute to complete.



f. Run the application and select Finish

2	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed SADPTool. Click Finish to exit the wizard.
	✓ run the application
	< <u>B</u> ack Finish Cancel

Step 3: Open The Tool



Once the application is successfully installed, the software will automatically open. If it does not, you can find the **"Defender Config Tool"** on your desktop. Please double click the icon to load the software.

Step 4: Refresh Your Settings

It is now time to connect your DVR to the **"Defender Config Tool"** to prepare to reset your password. With the software open and your DVR online, select Refresh

Refresh	Liber	Q
wi(c)	Start Time	IPv6.
V5.0, build 200	0 2020-11-25-14	19-08 5-80-01
VS.0, build 200		43:12 5680
		_
	Robush	Robush 1 Bar: 4400 - 20 Wordson - 20 Km Thom Visit, Juski 2000, 20 20 - 11 - 21 H Visit, Juski 2000, 20 20 - 11 - 11 B 10 Visit, Juski 2000, 20 20 - 11 - 11 B 10

Step 5: Connect Your DVR

Select the DVR you wish to complete a password reset for. If you have multiple DVRs in your home, ensure you only select the one you wish to reset the password for.

ſ	Total numb	per of online devices: 2										Unbind	Export	Refresh
	■ ID													
Г	✓ 001	4K1T4	ctive	192.168.0.127	8000	N/A	V3.5.371build 20	192.168.0.1	80	4K1T40420190416CCWRD09276419	255.255.255.0	98-8b-0a-ba-ed	4	V5.0, build 200
L	002	4K1T4V2	ctive	192.168.0.181	8000	N/A	V3.5.371build 20	192.168.0.1	80	4K1T4V20420200114CCWRE118942	255.255.255.0	98-df-82-ba-23-ad	4	V5.0, build 200
L														

Step 6: Select Forgot Password

a. Open the panel on the right. This panel will have information related to your selected DVR.

Unbind	Export	Refresh	Filter	Q
t HTTP	Device Seri	al No.	Subnet	I MAC
				L

 b. Once opened, your DVR information will load.
 PLEASE DO NOT MAKE ANY CHANGES TO YOUR SETTINGS. Select "Forget password" at the bottom of the panel.

						0	Madife Naturals Damage	tere
		_	Unbind Export	Refresh	Filter	Q	I Wodity Network Parame	ters
e Version	IPv4 Gateway	HTTP Port	Device Serial No.	Subnet N	lask M	IAC Address	Enable DHCP Enable Guarding Visio	n
Ibuild 20	192.168.0.1	80	4K1T40420190416CCWRD05	276419 255.255.3	255.0 9	8-8b-0a-ba-ed		
build 20	192.168.0.1	80	4K1T4V20420200114CCWRE	118942 255.255.3	255.0 9	8-df-82-ba-23-ad	Device Serial No.:	4K1T40420190416CCWRD092764
							IP Address:	192.168.0.127
							Ports	8000
							Subnet Mask:	255.255.255.0
							Gateway:	192.168.0.1
							IPv6 Address:	fe80::9a8b:aff:feba:edfd
							IPv6 Gateway:	fe80::f68c:ebff:febb:6bae
							IPv6 Prefix Length:	64
							HTTP Ports	80
							Administrator Password:	
								Modify
								Forgot Password

Step 7: Export Secret Key

From the pop-up window, choose Export/Import Secret Key Mode, then click Export

F	Reset Password		×
	Mode:	Export/Import Secret Key Mode 👻	
	 Step 1: Click Export to take a photo of the Q our technical engineer 	download the key request file XML file) or R code. Send the XML file or QR orde photo to s.	
	Export	QR code	
	Step 2: Input the key of engineer to reset the	or import the key file received from the technical password for the device.	
	● Input Key O In	nport File	
	New Password:		
	Confirm Password:		
	Reset Network Can	neras' Passwords	
		Confirm Cance	

Step 8: Save Secret Key

- When you select Export, you will be asked to select a location to export the password reset file. Select the Desktop folder for easy access and press Select Folder
- b. After you select the folder, a pop-up will appear that validates you have Exported successfully.

need SDK Service Port Schware Version Div V3.5.3736vild 20 192 V3.5.3716vild 20 192 Read Descend	Cateway HTTP Rut Dwick Smill No. 1980.0 80 extTe040150416CCWRD0827641 1980.0 80 extTe040150416CCWRD0827641 560.0 160 extTe040200114CCWRD18164	Subwet Mark MAC Address 1 19	 ✓ Enable DHCP ✓ Enable Guarding Vision Device Serial No.: 40 	Setup Type Select the setup type that best suits your needs.	
Mode: Export/Imp Mode: Export/Imp Mode: Export Imp Mode and Imp Mode A	€ ⇒ + ↑ → Da RC + Dallag + Accel + Pass Cryster + New Net Ø Gald Access B Explorement R O Outbin - Explore Ø Bald Construction Ø Bald Access B Explorement R O Outbin - Explore Ø Dallag + Accel + Pass Ø Dallag + Pass Ø	Hood Read Carle modified No items mitch your search.	v O See Face	Select the features you want to install, and deselect the features you do not want to insta Click Next to continue.	all.
Reset Network Cameras' Passwor	Windows (C) v Folder: Pessiverint Reset		Select Folder	InstallShield Ca	ancel

Step 9: Connect With Defender Support

Email Defender your file and our technicians will begin your password reset request. To do this, complete the following:

- a. Email your file to both research@etinc.ca and support@defendercameras.com
- b. Subject Line: Defender 4K Self Password Reset
- c. Attach the document that you exported to your desktop. Your file will contain letters and numbers in an XML Document type.

← → ~ ↑ 🔄 → 4k event → Password Reset			
		Name	Date modified
🖈 Quick access		AK1T40420190416CCWRD09276419WCVU	2020/11/26 9:23
E. Desktop	21	4K1140420130410CCWRD03270413WCV0	2020/11/20 0.23
🕂 Downloads	A		
🔮 Documents	*		

Once this email is received, one of our technicians will reset your DVR password and send you an activation key within 24 business hours. Our hours of operations are Monday to Friday, 8:00am to 4:00pm EST.

Do not turn off/disconnect your DVR and/or close the software before you receive the activation key, otherwise your file will be invalid.

Step 10: Reset Your Password

Follow steps 3 – 7 to return to the password reset window. This time, you will select **"Input Key"**, then select the file that contains the activation key that you saved on your desktop.

Enter your new password to your DVR. We recommend saving this password somewhere safe and that you will remember.

N/A	V3.5.37	1build 20	192.168.0.1	80	4K1T40420190416CCWRD092	276419 255.2	55.255.0
N Rese	t Password						5.255.0
	Mode:	Export/Im	port Secret K	iey Mode 👻			
1	Step 1: Click Export to d take a photo of the QR our technical engineers.	ownload th code. Send	the XML file	t file (XML file or QR code p	e) or bhoto to		
	Export	QR code					
2	Step 2: Input the key or engineer to reset the pa	import the ssword for	key file receiv the device.	ved from the	technical		
	● Input Key) Imp	oort File					
	New Password:						
	Confirm Password:						
	Reset Network Came	ras' Passwo	ords				
					Confirm	Cancel	

Select Confirm. Your password has now been reset. You can close this software.

Did this article help?

Let us know! We love hearing from you.

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