



Defender 4K Password Reset Instructions

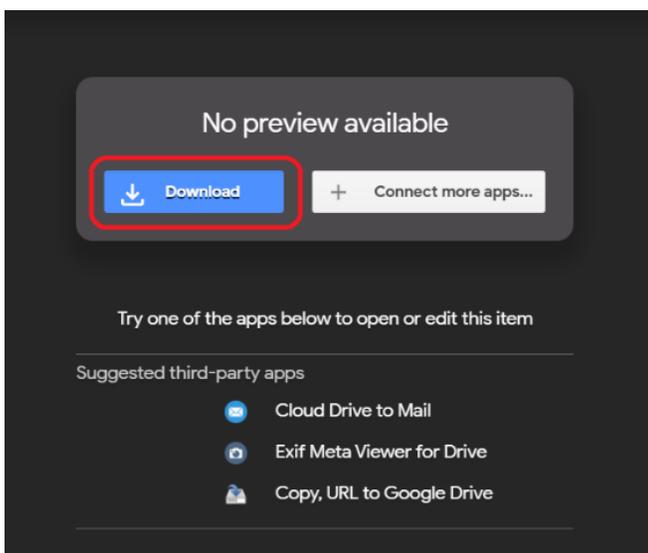
Please Note: These steps are only applicable for Windows users. If you have any other operating system, please contact Defender [here](#).

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 [here](#) to download the Defender 4K Password Reset Tool. This will take a few moments to load. Once complete, follow these steps:

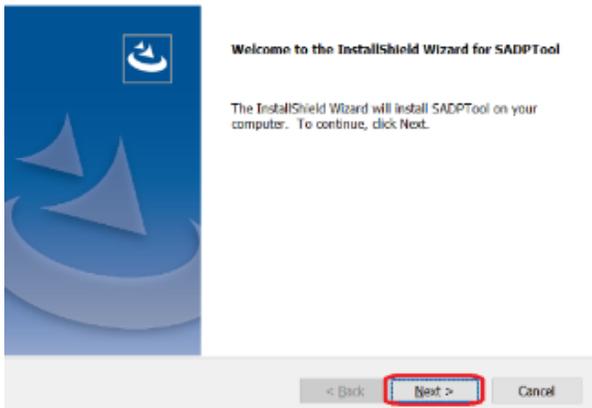
Step 1: Download the Password Reset Tool, SADPTool

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.

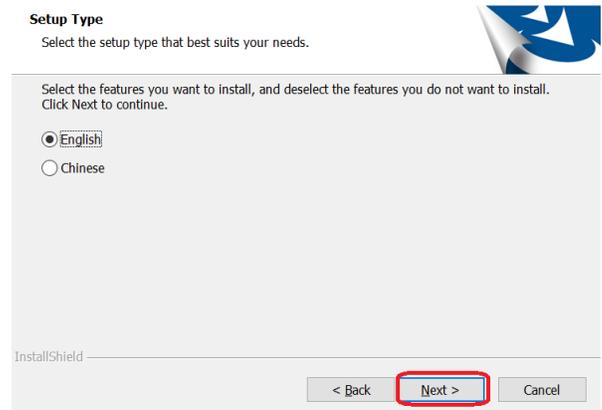


Step 2: Complete the Install Wizard

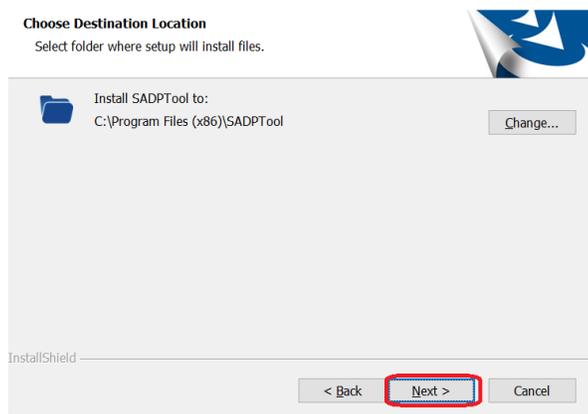
- a. Install “ETI 4K Password Reset.exe” on your Windows desktop/laptop by selecting Next



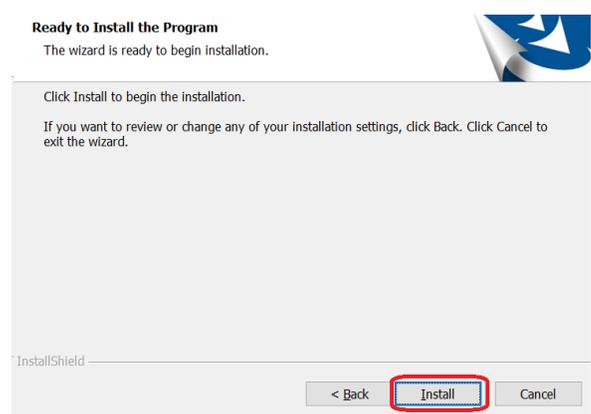
- b. Select your language and select Next



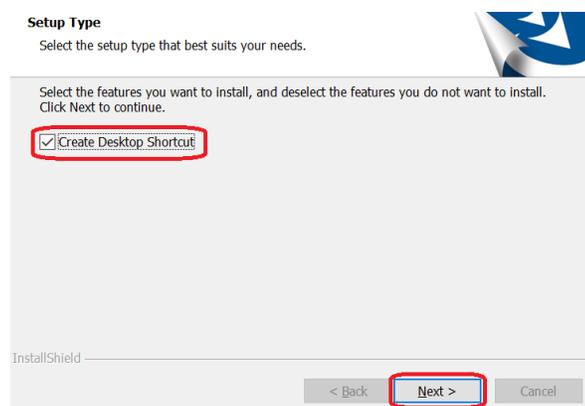
- c. Do not change the destination of the file, simply select Next



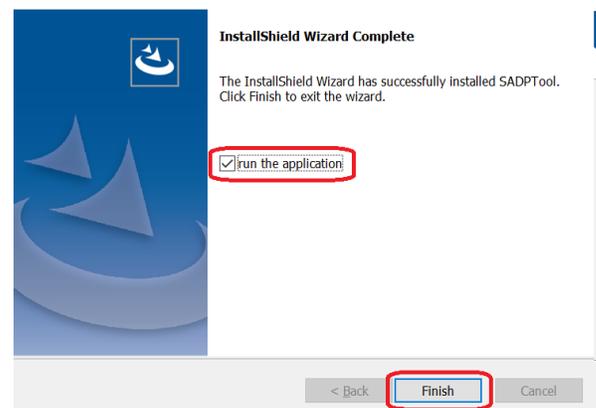
- d. Select Install. This may take a minute to complete.



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



- f. Run the application and select Finish



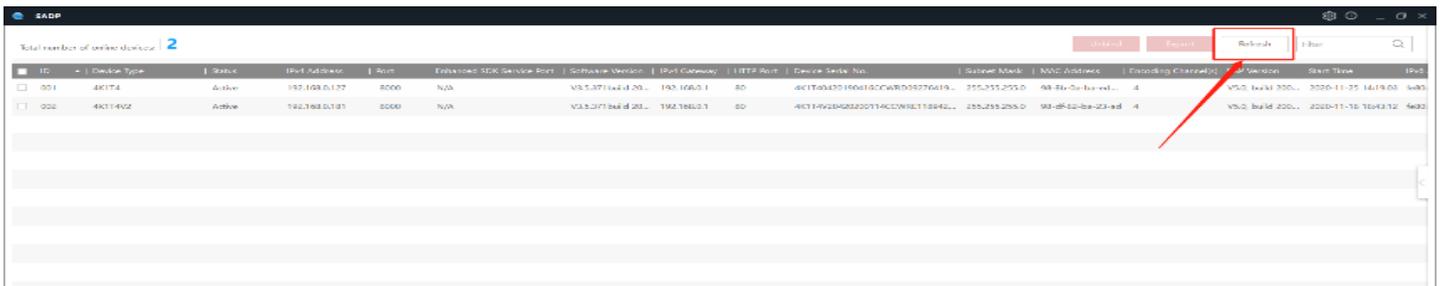
Step 3: Open The Tool



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



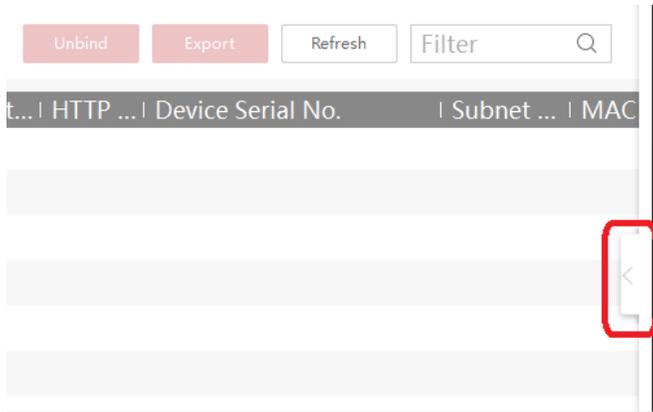
Step 5: Connect Your DVR

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.

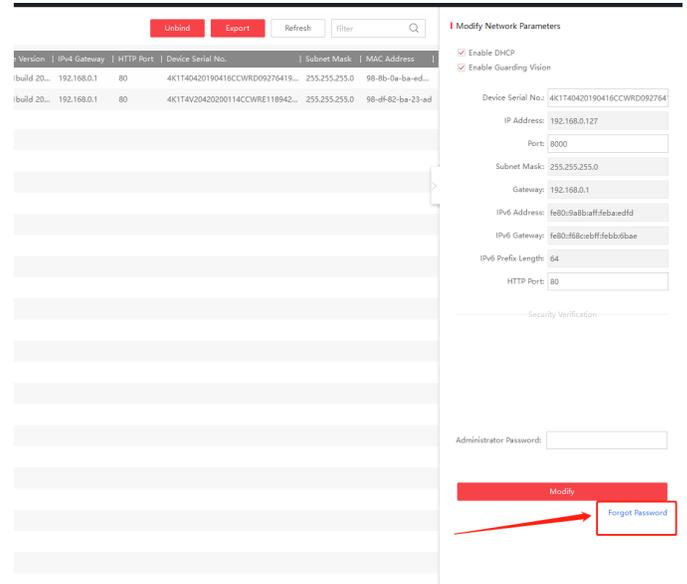


Step 6: Select Forgot Password

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

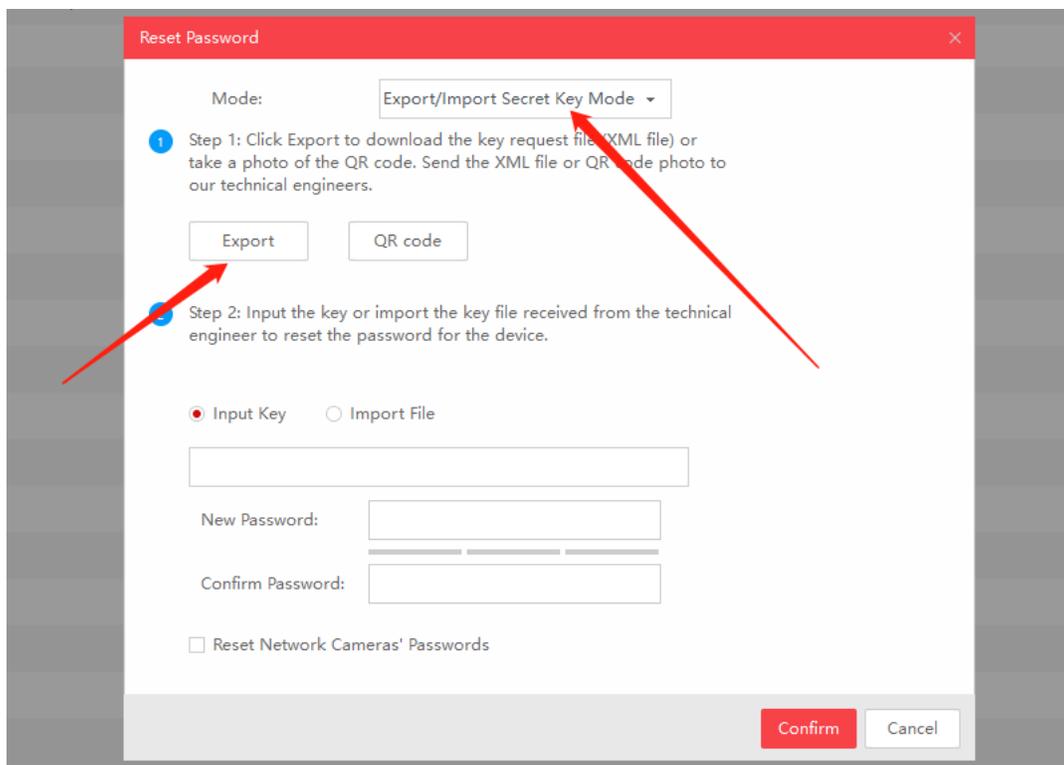


b. Once opened, your DVR information will load. **PLEASE DO NOT MAKE ANY CHANGES TO YOUR SETTINGS.** Select "Forgot password" at the bottom of the panel.



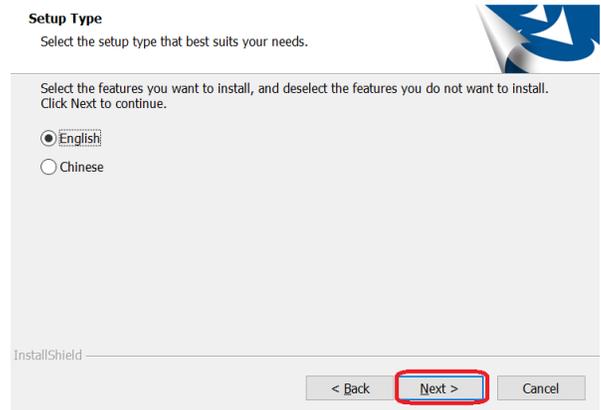
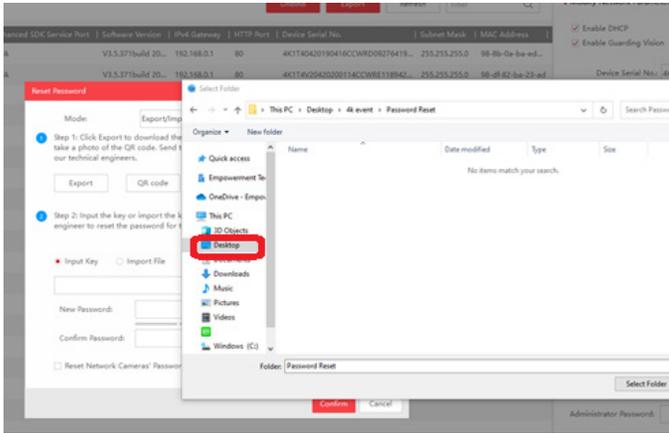
Step 7: Export Secret Key

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



Step 8: Save Secret Key

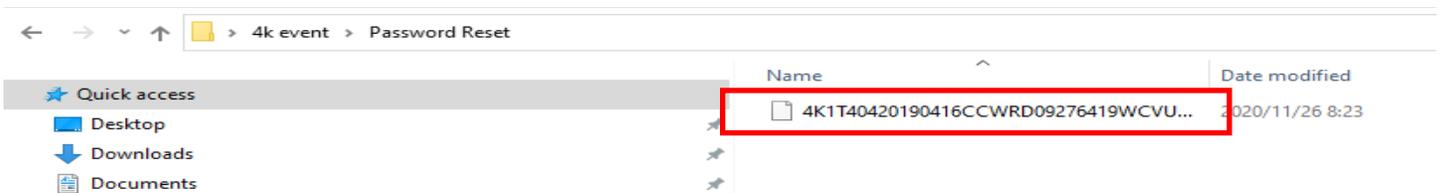
- a. When you select Export, you will be asked to select a location to export the password reset file. Select the Desktop folder for easy access and press Select Folder
- b. After you select the folder, a pop-up will appear that validates you have Exported successfully.



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.



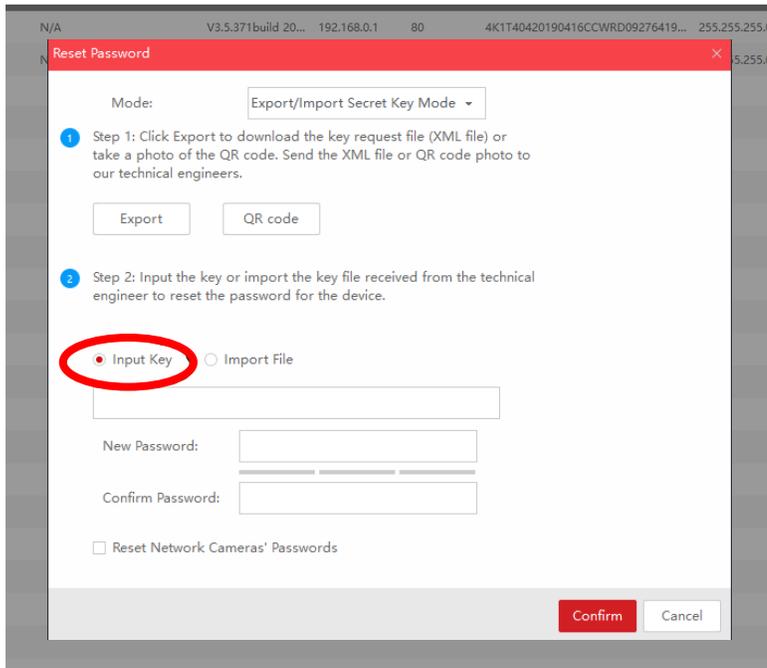
Once this email is received, one of our technicians will reset your DVR password and send you an activation key within 24 business hours. Our hours of operations are Monday to Friday, 8:00am to 4:00pm EST.

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 V3.5.371build 20... 192.168.0.1 80 4K1T40420190416CCWRD09276419... 255.255.255.0

Reset Password

Mode: Export/Import Secret Key Mode

1 Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers.

Export QR code

2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.

Input Key Import File

New Password:

Confirm Password:

Reset Network Cameras' Passwords

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.