



DVR/HVR/NVR password reset

Quick Help

1. Check if the equipment is up to date.



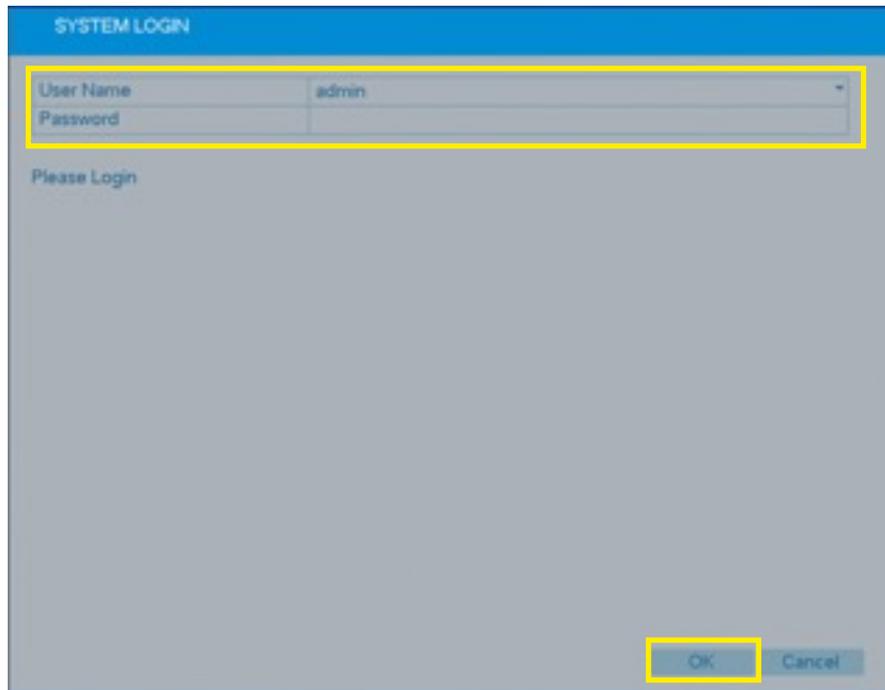
2. Send this information to an official Siera agent, or through the following contact link, <https://www.sieraelectronics.com/contact>

3. You will receive a numerical password to be able to enter with the administrator user locally (using a mouse and monitor directly to the computer).

To do this, right click on the screen, and select Main Menu.

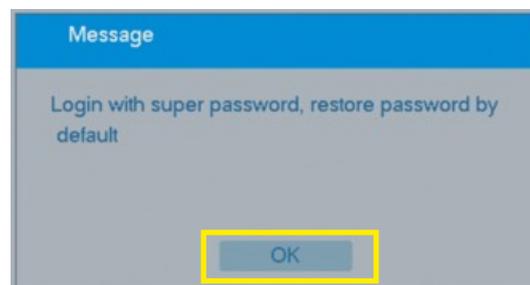


With the admin user, enter the password provided and then press "OK".



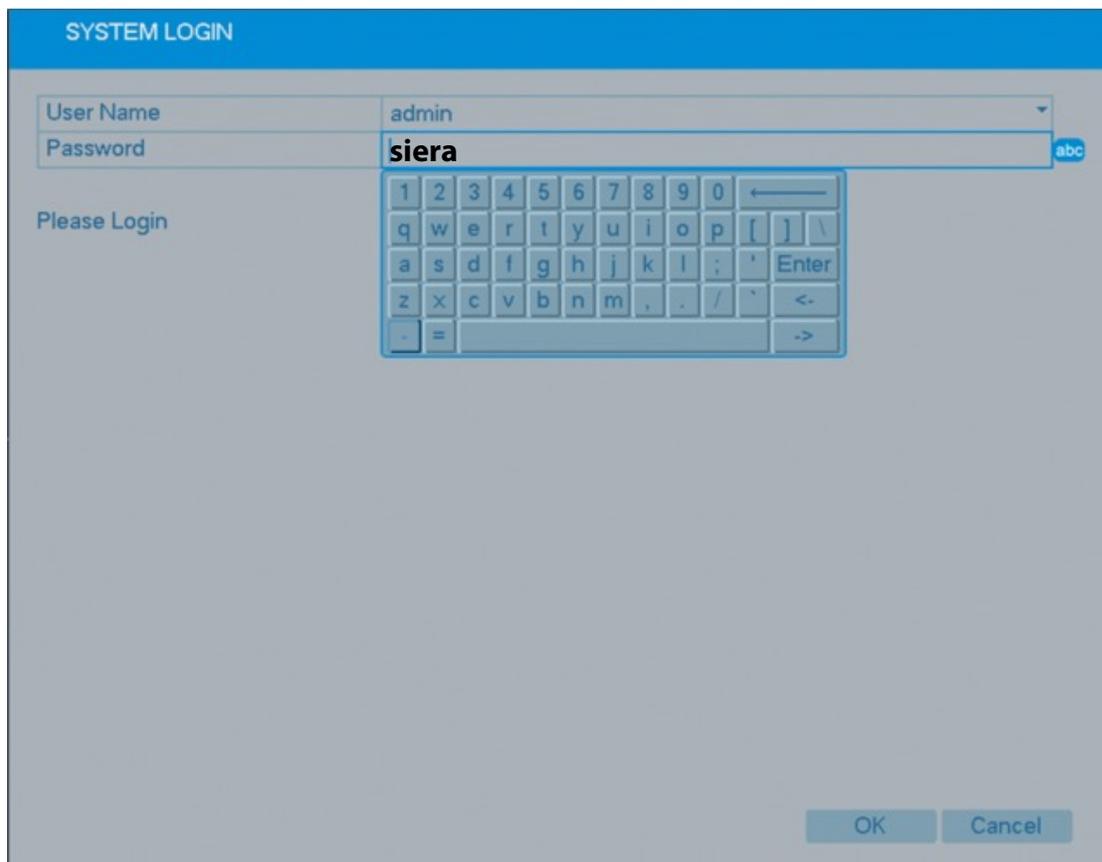
The image shows a 'SYSTEM LOGIN' dialog box. It has a blue header with the text 'SYSTEM LOGIN'. Below the header, there are two input fields: 'User Name' and 'Password'. The 'User Name' field contains the text 'admin'. Both the input fields and the 'OK' button at the bottom right are highlighted with a yellow border. The text 'Please Login' is visible below the input fields.

4. The following message will appear on the screen, press OK and the system will restart.



The image shows a 'Message' dialog box with a blue header. The text inside the dialog box reads: 'Login with super password, restore password by default'. The 'OK' button at the bottom center is highlighted with a yellow border.

5. After you restart the computer, it will remain with the default password, **siera**.





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