



## **RIEL Elektronikai Kft.**

BIZTONSÁGTECHNIKA FELSŐFOKON

### **Conditions for full refund:**

- 30 days within PURCHASE or 15 days within LOAN.
- Entry-level product, not custom order.
- The product is free of damage and shows no signs of wear.\*
- No marks or stickers on the product, and all accessories included in the box.\*
- Device has been reset to factory defaults (see next page).
- RMA form filled in an attached (indicate delivery note number for products on a loan).

**We can only give a full refund if all above conditions are fulfilled.**

Should one or more of the above conditions not be fulfilled, we will establish the amount due after examination.

### **Our partners assume shipping costs of all returns**

- Single item purchases will be refunded based on the original purchase price.
- Bulk returns are subject to individual assessment.

*\* The points marked with \* don't need to be fulfilled for open-box loans in every case. A sticker on the box indicates this.*

### **Return address:**

**RIEL Elektronikai Kft. - RMA raktár**

1139 Budapest, Röpentyű utca 24.

Tel.: +36 1 236 8090

Warehouse opening hours and returns accepted: Monday - Friday 8.00am - 4.00pm

# HIKVISION DEVICE RESET GUIDE

## RESETTING IP CAMERAS

### SOFTWARE RESET

Enter the *Settings* menu of the camera.

1

Click Default under *System/Maintenance/Upgrade&Maintenance*.

2

The device will reset. Wait for 30 seconds before unplugging the device.

3

The camera is now *Inactive*.

4

### HARDWARE RESET

Unplug the camera.

1

Press and hold the RESET button on your IP camera for 10 seconds. Release the button.

2

Wait for camera to restart.

3

If you did everything correctly, the device enters into *Inactive* mode following the restart.

4

## RESETTING RECORDERS

### SOFTWARE RESET

Enter the *Settings* menu of the recorder.

1

Click Default under *System/Maintenance/Upgrade&Maintenance*.

2

The device will reset. Wait for 30 seconds before unplugging the device.

3

The camera is now *Inactive*.

4

### FROM LOCAL MENU

Enter *Menu* on the main screen.

1

Enter *Maintenance/Defaults* and click *Factory reset*.

2

Wait for the recorder to restart, and unplug it.

3

If you did everything correctly, the device enters into *Inactive* mode following the restart.

4

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You can reset the devices following the steps above.  
**YOU WILL LOSE ALL PASSWORDS DURING THE RESETTING PROCESS!**

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