



HOW-TO GUIDE

TRANSCENDENT RECORDERS: PASSWORD RECOVERY



PLEASE NOTE:

Complete User Guide, Software, Tools, and Updates are available online. Scan the QR Code or visit:
<https://vitekccctv.com>

Transcendent Recorders

Password Recovery Options / Security Questions

This guide is to help you create a Security Question in case you forget the current password and need to recover the system.

Vitek does offer a dynamic password option, but hours of operation and weekends might delay in resetting password.

Wizard Set up:

If it was the first time powering up the system, Wizard set up will appear.

** if it doesn't, Skip to Account and Authority Set up. ***

For this guide we will only focus on the Question-and-Answer option.



When you get to the Question-and-Answer option.

Enter the Question and Answer, then click Add.

Wizard

Question

Vitek address Numbers Only

Answer

28492

Add

Question	Answer	Delete	▼

Previous

Next

Fill in as many as desired. The more options the better the recovery success rate.

Wizard

Question

Enter Question

Answer

Enter Answer

Add

Question	Answer	Delete	
Vitek address Numbers Only	*****		
Vitek Logo	*****		
My extension	*****		

Previous

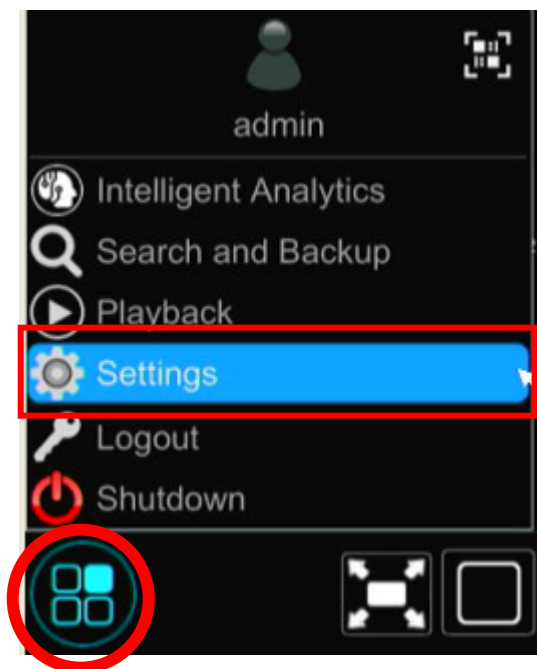
Next

Continue Wizard until done.

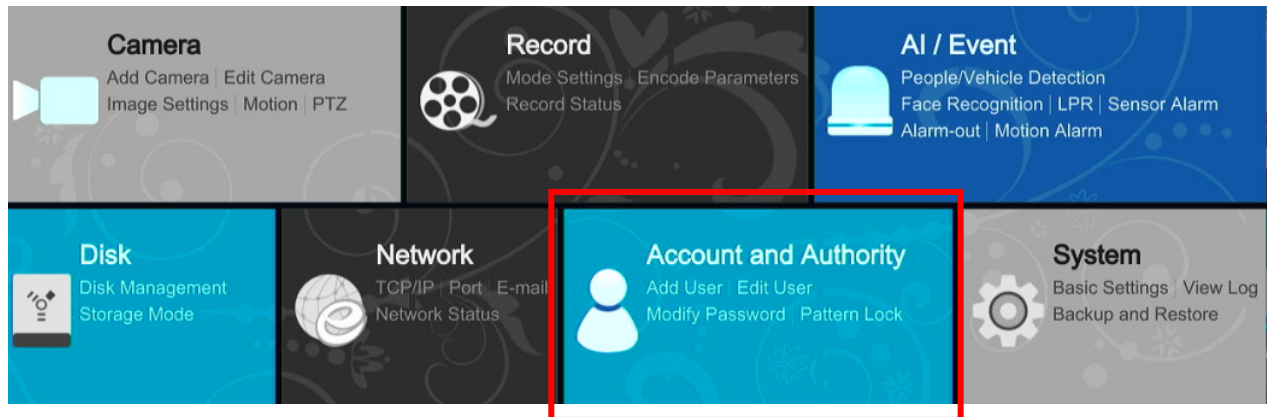
Account and Authority Set up:

In the event that you have the system already installed and running.

Please click on Menu & then Settings to bring up the Device Menu. You must be logged in as admin to continue.

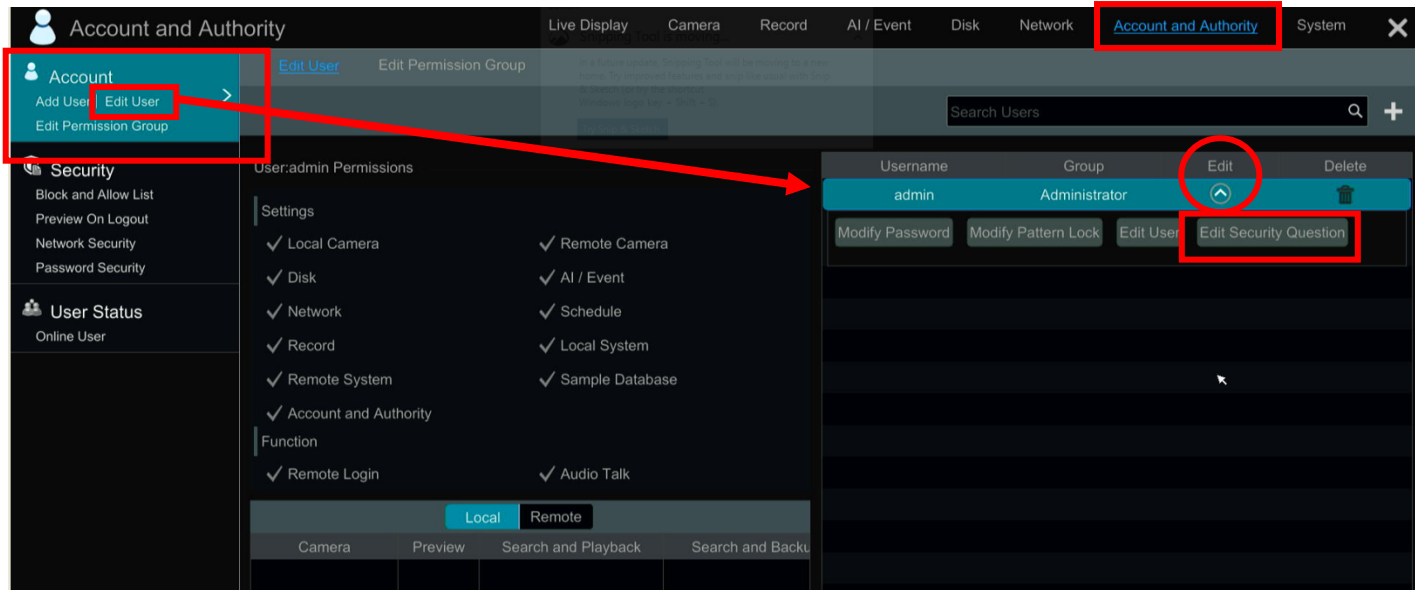


Click on Account and Authority



Under Account and Authority, select Edit User.

Click on Edit to bring up the options and click on Edit Security Question

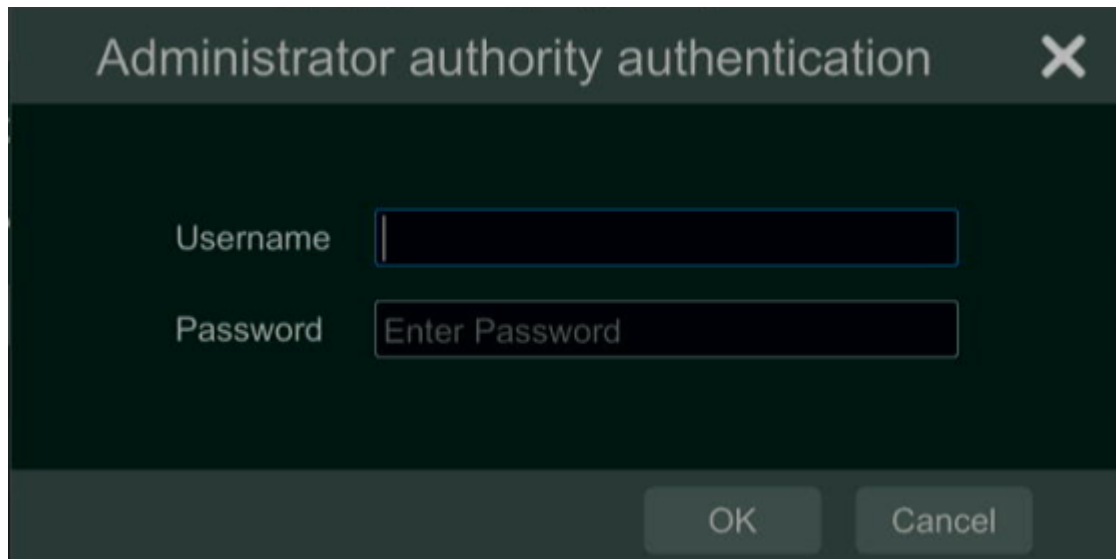


Enter the Question and Answer then click Add.

Enter as many as desired to secure successful recovery in case you forget the answer to security question. Click OK when done.

The 'Edit Security Question' dialog box is shown. It has a title bar with a close button (X). The main area contains two input fields: 'Question' with the placeholder text 'Enter Question' and 'Answer' with the placeholder text 'Enter Answer'. To the right of the 'Answer' field is an 'Add' button. Below these fields is a table with three columns: 'Question', 'Answer', and 'Delete'. The 'Delete' column has a dropdown arrow. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Enter Admin username and password to confirm and apply the question and answer.

A dark-themed dialog box titled "Administrator authority authentication" with a close button (X) in the top right corner. It contains two input fields: "Username" and "Password". The "Password" field has the placeholder text "Enter Password". At the bottom right, there are two buttons: "OK" and "Cancel".

Administrator authority authentication

Username

Password

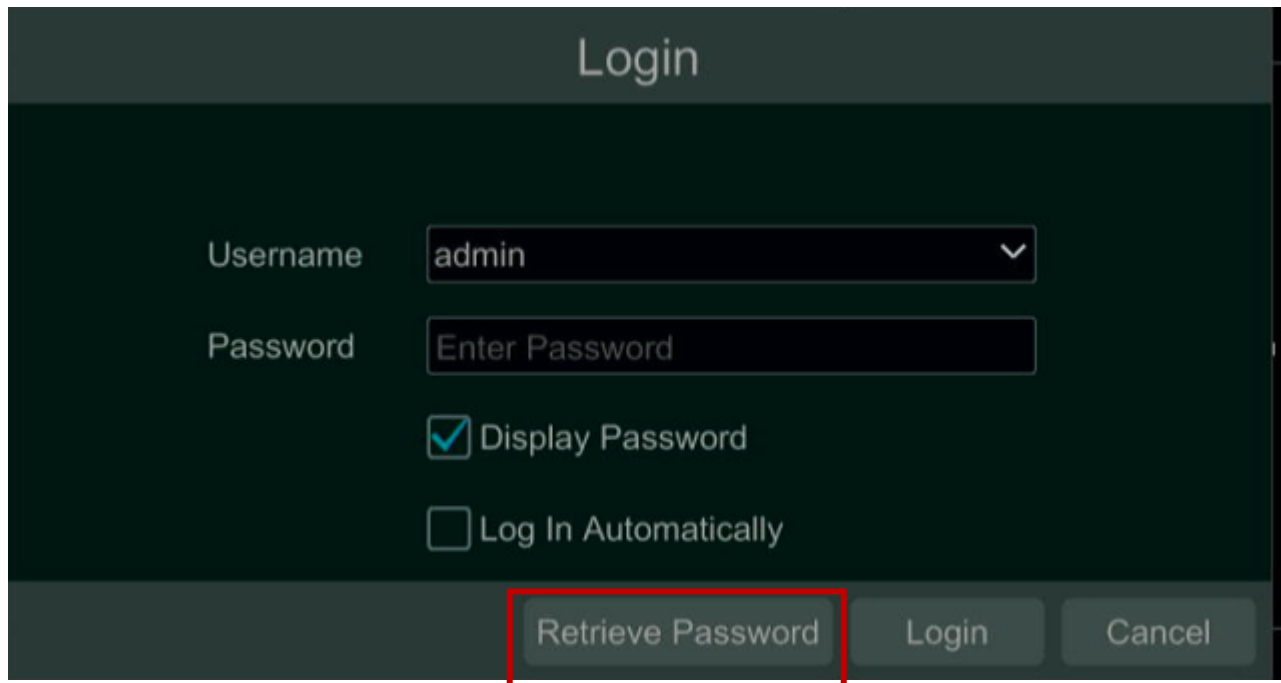
OK Cancel

Testing:



In the live display click on  Menu. The log in option will appear if not set to automatically log in. If you are logged in, click on Logout then click on menu and login option.

if you don't remember the password, click on Retrieve Password



The image shows a login interface with a dark background. At the top, the word "Login" is centered in a light gray font. Below it, there are two input fields: "Username" with a dropdown menu showing "admin" and a downward arrow, and "Password" with a text box containing "Enter Password". Below the password field, there are two checkboxes: "Display Password" which is checked with a blue checkmark, and "Log In Automatically" which is unchecked. At the bottom, there are three buttons: "Retrieve Password" (highlighted with a red rectangular box), "Login", and "Cancel".

Select Question and type in the answer.

Retrieve Password

Question

Dynamic Password

Question

Answer

My extension

My extension

Vitek Logo

Vitek address Numbers Only

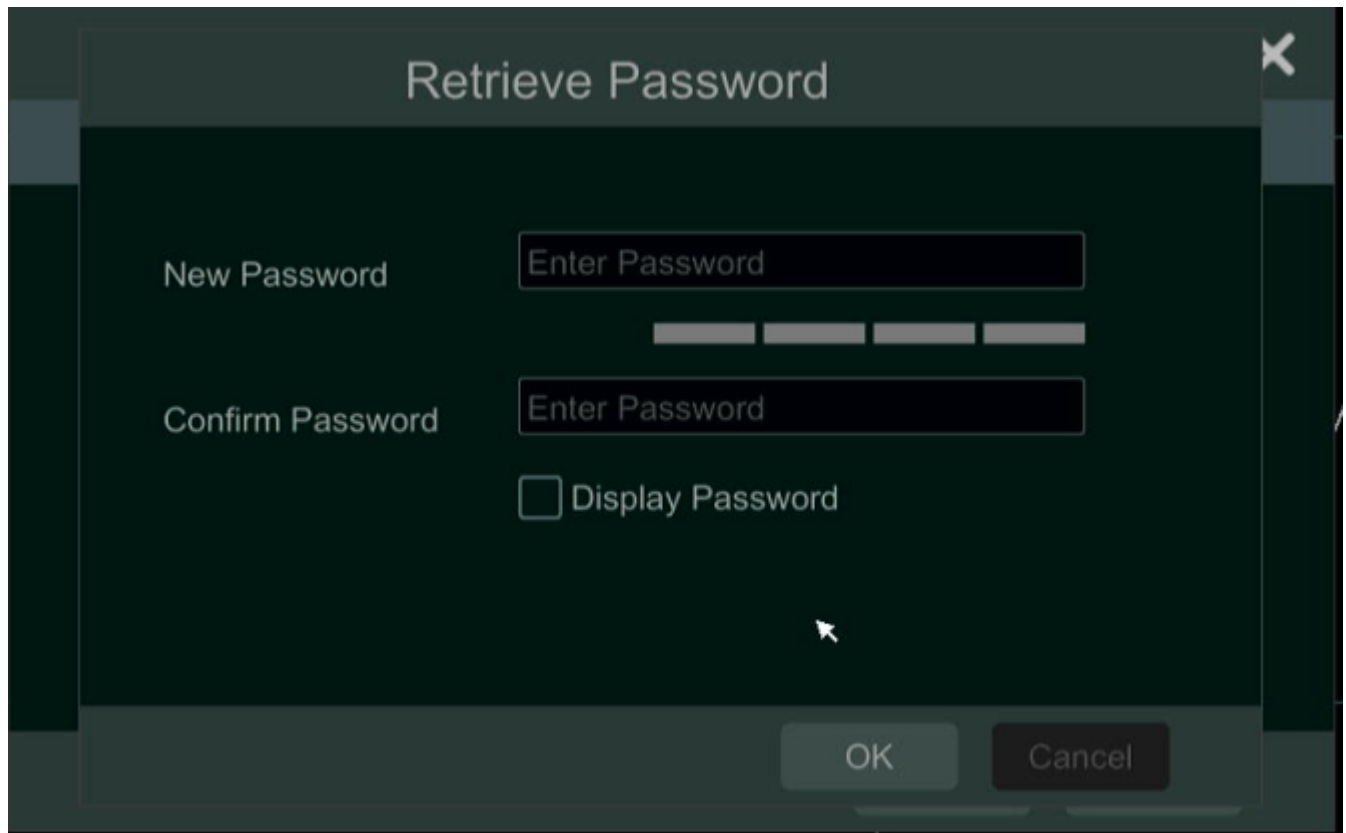
default password

OK

Cancel

The device will now allow you to input a new password.

When using letters, the device will recognize capitalization and special characters.



The screenshot shows a 'Retrieve Password' dialog box. It has a title bar with the text 'Retrieve Password' and a close button (X) in the top right corner. The dialog contains two input fields: 'New Password' and 'Confirm Password', both with placeholder text 'Enter Password'. Below the 'Confirm Password' field is a checkbox labeled 'Display Password'. At the bottom right are 'OK' and 'Cancel' buttons. A mouse cursor is visible over the 'Display Password' checkbox.

You have now successfully recovered the device.

Please make sure to write down or remember the new password.

Any phone or software previously connected to the old password will now need to be updated with the current password to work.

If you forget the new password, just follow the previous Testing steps to recover the device again.