

## EZH Master password and system reset

### 1: Master Password

In the event that you or your client has misplaced your password for gaining menu access then please use one of the two options below which will rectify this issue.

If your EZH dvr has a firmware version ending with 3965 or above it is possible to enter the menu of the unit using a fixed master password which cannot be changed and will always work. To do this simply enter the user name and password as below when prompted within menu access section.

Username : **max** (must be lower case)  
Password : **121314**

NOTE : Be sure to keep master user name and password in a safe place as it will allow unauthorised personnel to access menu of the dvr !

### 2: MENU RESET

If your EZH dvr has firmware older than 3965 installed it will not be possible to apply master password so the solution will be to default your menu settings which will include all passwords. To do this you will need to reboot the dvr in test mode status which can be done by pressing the below buttons at the same time. To reboot in test mode : ENTER , ESCAPE , 4 (ensure all buttons are pressed together)

**NOTE** : The procedure you are about to carry out will factory default all your menu settings, therefore it is recommended that you make a note of any important configuration settings so they can be easily re entered afterwards.

Once the dvr has rebooted in test mode you will see a list of options on screen , you now need to move down to the bottom option entitled **WATCHDOG TEST** and press the enter button, this will prompt the unit to perform a reset and upon doing so all menu settings will be reset including the login usernames and password. Please see below for default usernames and associated password.

Username : **ADMIN** Password : **1234**  
Username : **USER** Password : **4321**