

# **Alien DVR Password Reset Kit**

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**Version 1.0**

# Alien DVR Password Reset Kit

## *Overview*

This software tool aims to reset an Alien DVR's *admin* password back to factory defaults, it does this by sending a unique reset code to its RS232 serial port via a null modem cable.

The reset code is DVR and date specific so must be generated for each and every DVR uniquely for a specified date.

Only certain model DVRs are fully supported: *Heros*, *MegaHeros* and *MaxPix*, partially supported are the *Max* and *Pods* depending on their firmware. Other models are not supported.

## *Prerequisites*

The following requirements must be met ..

- Windows PC or laptop with USB port (optionally: 9 pin serial)
- PC Com port (1..14) set to 115200,n,8,1
- DVR with serial port in 'console' mode
- The enclosed application specific USB stick must be plugged into the PC

If using the supplied *Prolific* USB-to-RS232 adapter, install the device driver software before connecting it to the PC. This driver supports Windows 7, 8 and 10.

## *Kit Contents*

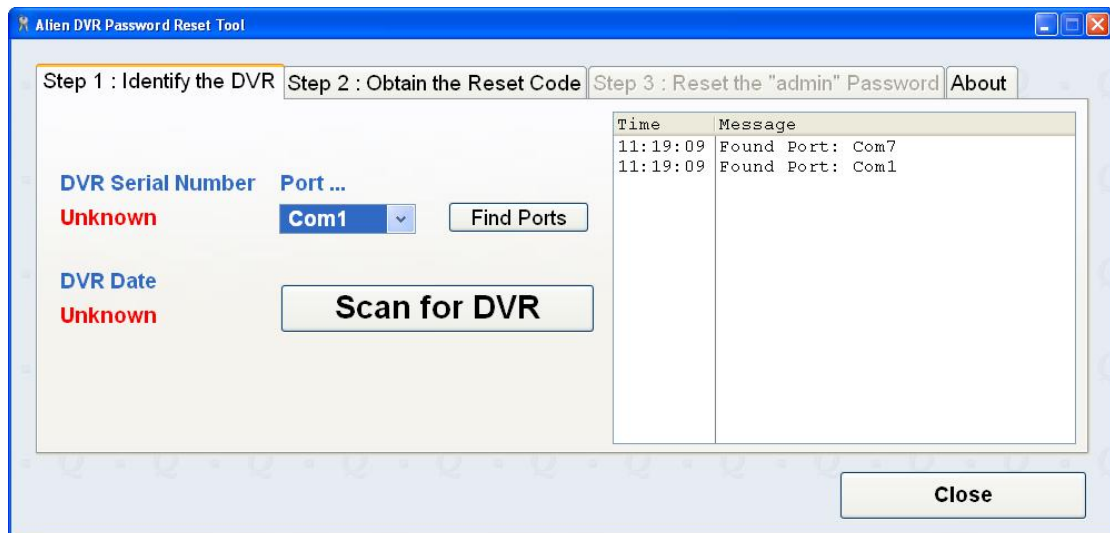
This kit contains ..

- Application specific USB stick
- Prolific USB-to-RS232 adapter (with Windows drivers)
- 9 pin female to female null modem cable

## *Instructions*

### *Step 1 : Identify the DVR*

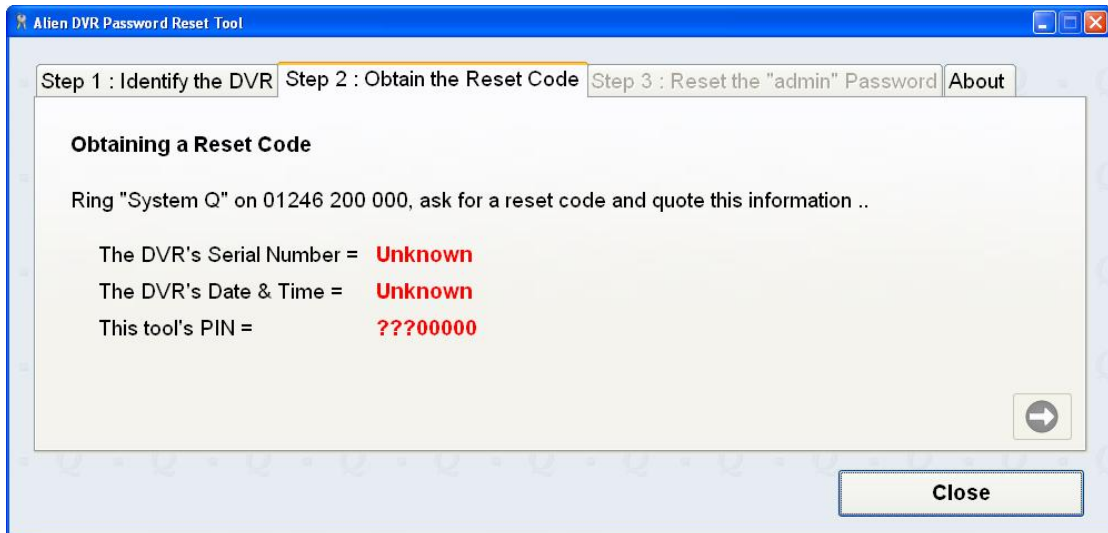
- Launch the Alien-DVR-Reset-Tool.exe from the USB stick  
*The USB stick must be present initially but may be removed once the application has opened.*
- Connect PC to DVR using the 9 pin null modem cable
- Use **Find Port** to detect serial ports available in this PC
- Use **Scan for DVR** to search for the DVR  
*The application must be able to detect the DVR before moving onto Step 2*



## Step 2 : Obtain a Reset Code

Ring System Q on 01246 200 000 and quote the

- DVR's serial number
- DVR's date
- Application PIN



## Step 3 : Reset the 'admin' password

- Enter the Reset code into the field provided, either ..
  - Manually
  - Download  
*if a System Q member of staff has posted it online for you*
- Use **Send reset code to the DVR** to perform the reset.

