

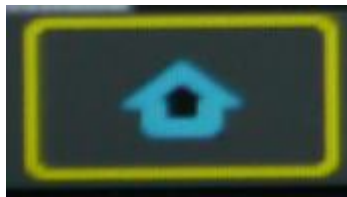
## Lost Password

Mars Home does not have master code in case customer forget user, password. If you lost or forget your password please email to [support@kguardsecurity.com](mailto:support@kguardsecurity.com) and provide us the info below so we can provide you temporary user, password to login device:

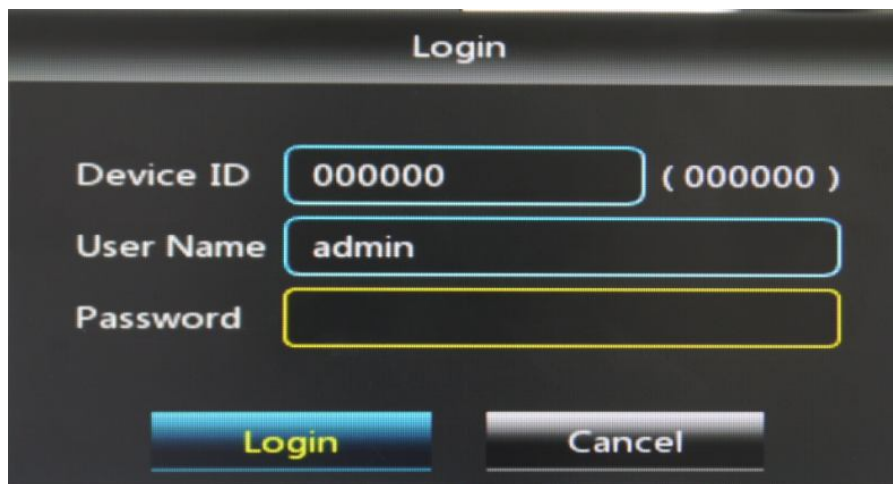
1. Date displayed on device
2. Auth Code

The info above you can follow steps below to provide us snapshot:

**Step1.** Please right click mouse →select “Main menu”



**Step2.** Click “Login” and please provide us the “Time” and “Auth Code” in picture below:



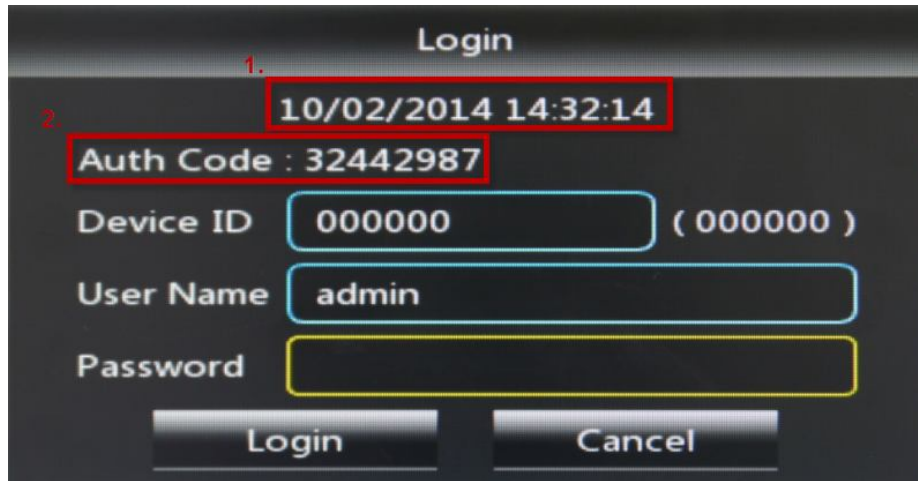
Login

Device ID 000000 ( 000000 )

User Name admin

Password

Login Cancel



The image shows a 'Login' screen with several fields. A red box labeled '1.' highlights the date and time '10/02/2014 14:32:14'. Another red box labeled '2.' highlights the 'Auth Code : 32442987'. Below these are input fields for 'Device ID' (000000), 'User Name' (admin), and 'Password' (empty). At the bottom are 'Login' and 'Cancel' buttons.

1. 10/02/2014 14:32:14

2. Auth Code : 32442987

Device ID 000000 ( 000000 )

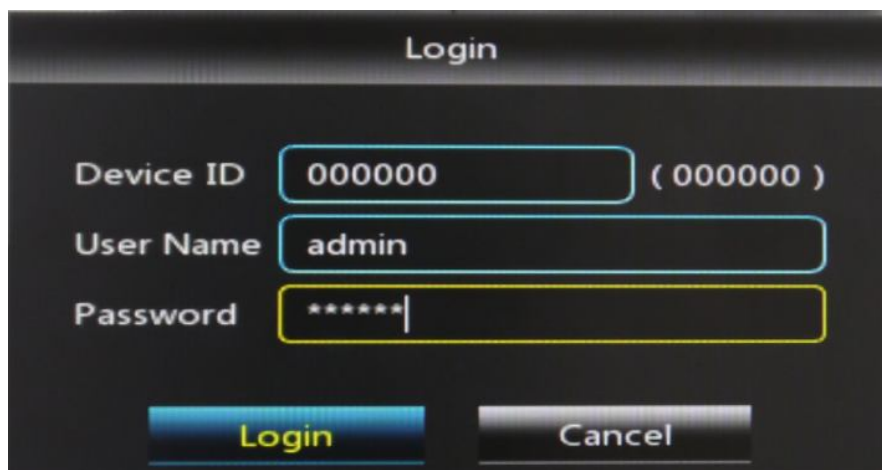
User Name admin

Password

Login Cancel

We will provide you a temporary user, password with this information. Please change your user, password after you login. You can follow steps below:

**Step1.** Enter user, password and click “Login”



The image shows the same 'Login' screen. The 'Device ID' field (000000), 'User Name' field (admin), and 'Password' field (masked with asterisks) are highlighted with blue and yellow borders. The 'Login' button is highlighted in blue.

Login

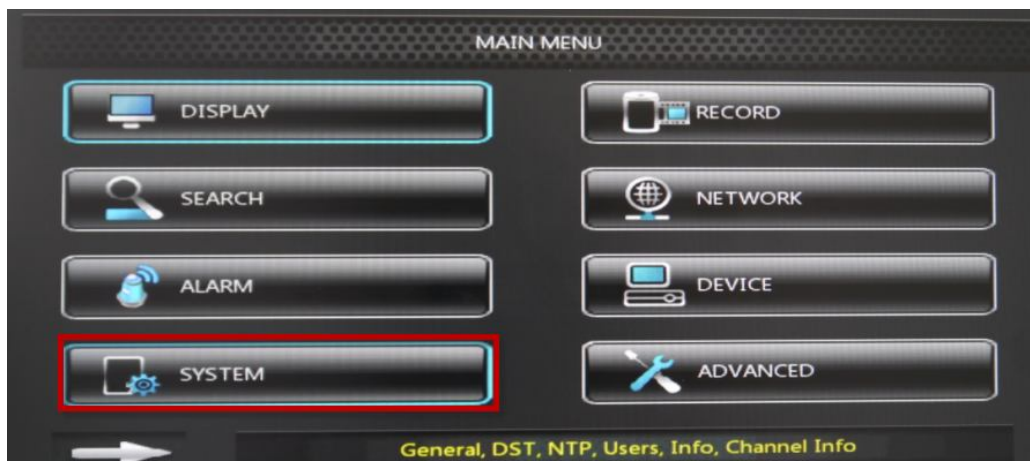
Device ID 000000 ( 000000 )

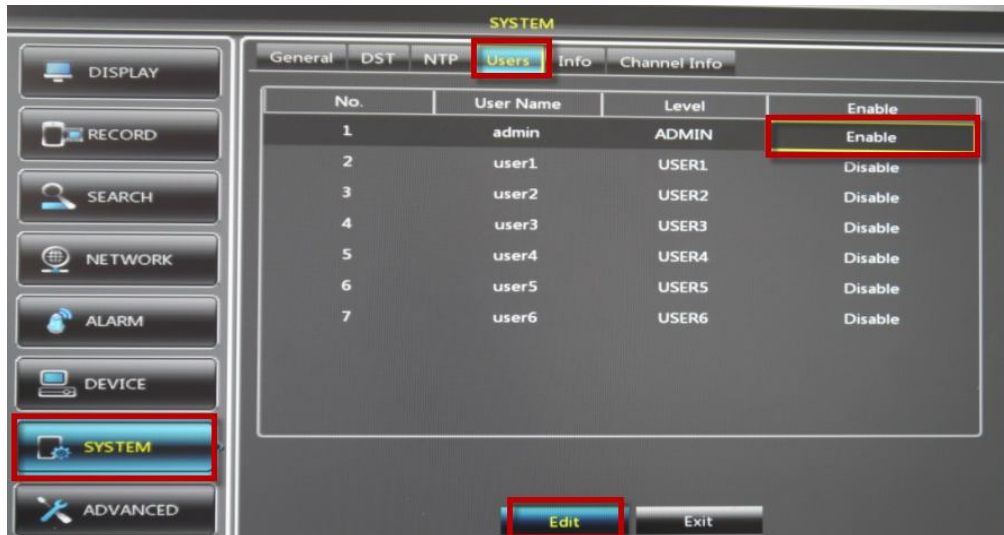
User Name admin

Password \*\*\*\*\*

Login Cancel

**Step2.** Please go to “System” → “User” → “Edit”





**Step3.** Please follow below steps to enter info:

User Name : Please enter your default account name

Password Enable : Enable

Current Password : Please enter the temp password we provide you

New Password : Please enter your new password

Confirm Password : Please enter your new password again

After input finished please click “Save” to change password

**User Edit**

User Name: admin

User Name: admin

Password Enable: Enable

Current Password: \*\*\*\*\*

New Password: \*\*\*\*\*

Confirm Password: \*\*\*\*\*

Default Save Cancel

(Settings complete)