

# How to Retrieve the Password of Your Uniview NVR via EZView?



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## Description

**Note:** This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team. <u>https://global.uniview.com/Support/Service\_Hotline/</u>

The methods below are based on the Web UI and GUI of camera & NVR.

### **Operating Steps**

**Step 1** Click **Forgot Password** on the login page of your Uniview product. Check what info you can see on that page.

unv	NVR302-16E2-P16
	English 🗸
Username	
Password	Forgot Password
	Login Reset

If the email showing below the QR code is yours, you can use EZView or EZLive to retrieve the password of this device by yourself. (Refer to **step 2**)

If the email showing below the QR code is NOT yours or you do not have any access to that email, please take a screenshot of this QR code and send to service@uniview.com so that we can help you get a security code to log in.

Retrieve Passwor	d	
	We will use the security code to: set****@universecom	Please scan the QR code to obtain the security code (for admin only): • EZLire: Me > Tool > Forget Device Password • EZView: Local Counfig > Forget Device Password
Security Code		
	Cancel	Next

If you forget your password for an NVR and get the following notification when you click Forgot Password on the web interface, please go to the NVR's monitor/GUI to set



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a linked email for you to retrieve the password first.

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all address in th	he local inter	face first.	_
		Forgot	Password
			Forgot

Click **Forgot Password** on your NVR's GUI and set an email address for retrieving password.



**Step 2** Retrieve the password of your device by yourself on EZView under **Me>General>Forgot Device Password**. Scan the QR code on the **Forgot Password** page on the monitor so that it will send a security code to the linked email.

	Me	Ξ Me	< General
	unv_us		Snapshot Mode 1x 🗦
D	Live View	unv_us	> PTZ Speed 6 >
m	Playback		Use Device Time Zone
_		S My Sharing	When disabled, alarm notification and playback use the time of your mobile phone.
p	Devices		Temperature Unit Celsiusl°CI >
	Picture & Video	My QR Codes	Password Protection No Password >
☆	Favorites	💿 General	<u>&gt;</u>
rm /	(t)	Help and Feedback	Do Not Disturb
	Atarm Notifications		Pause Video Automatically
ŶĠŶ	Device Config	1 About	When enabled, video will pause automatically if you do nothing during a certain length of time.
		Logout	Auto Discover New Devices
			Auto Detect Device Upgrade
	a A-		Optimize Video Fluency
	and the second sec		When enabled, video is smoother but may be delayed; when disabled, delay is shorter but video may be stuttering.
	Inage Setting		Device Wi-Fi Configuration
	2		Forget Device Password
			Click Forgot Password on the web interface of IPC, NVR, or VMt or the local interface of NVR, and then scan the QR code.
			Data Usage



#### Note:

1. You can also get the security code by uploading a picture of the QR code of an NVR on the monitor or forgot password page of your cameras from **Forgot Device Password** page.

2. The security code may sometimes go to the spam folder of your email, so please do not forget to check there to see whether you got the security code for you.

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Click Forgot Password on the web or local interface and then scan the QR code. See Help>FAQ for more Do not show me the message
ОК