



How to Retrieve a Uniview NVR's Login Password?

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Product	NVR	Date	11/15/2023

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For your protection and to prevent unauthorized access, it is strongly recommended to retrieve the password(s) by yourself with the following video and document guide or contact your local distributors where you purchase the Uniview products to help retrieve the password.

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.

https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Method 1

Retrieve device password via EZView by yourself [if your email has been set up on the NVR to retrieve password before.](#)



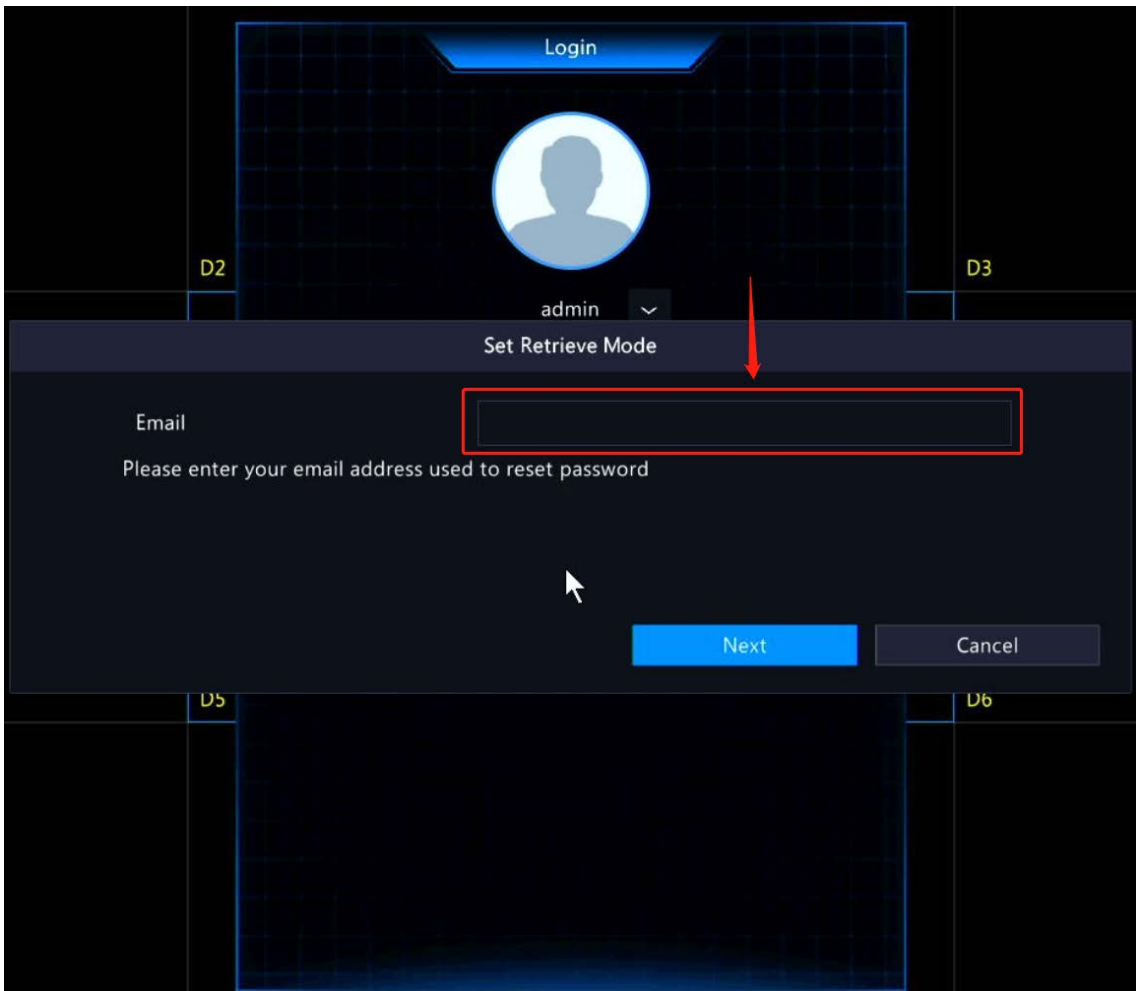
Tutorial video:

https://www.youtube.com/watch?v=wmAt6Zfgjns&list=PLrBaKYrUJkiv_ShCVIqTelAsOxyFEIjjR&index=55

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Method 2

Set up the password retrieving email on the NVR's monitor and then move to Method 2 to retrieve the password by yourself [if you have not set up any email address for retrieving password on the NVR before.](#)





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Method 3

Provide device SN and system date/QR code on the Forgot Password page to Uniview tech support team [if the email showing on the Forgot Password page is not yours](#).

By requesting a password reset for your Uniview product(s) via email, you acknowledge that you are authorized to initiate the password reset and take full responsibility for this action.

Tutorial Document:

How to find the device SN/Current System Date/Password Retrieve QR Code?

https://global.uniview.com/Support/FAQ/IPC/202308/974061_168459_0.htm

Note:

1. The temporary passwords are only valid on the specific date! Hence, it is strongly recommended to modify the password (NVR: Menu-System-User // IPC: Setup-Common-User) as soon as you log in successfully.
2. After you change the NVR password, you can set a new password-retrieving email for it.

Tutorial video:

https://www.youtube.com/watch?v=oKukbTAuUc8&list=PLrBaKYrUJkiv_ShCVIqTelAsOxyFELjR&index=1