

# How to Troubleshoot When It Shows the Device Has Already Been Registered When I Try to Add It to EZView or EZCloud?



# How to Troubleshoot When It Shows the Device Has Already Been Registered When I Try to Add It to EZView or EZCloud?

## 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>

### Preparation

**Video:** <u>https://www.youtube.com/watch?v=4W0pm41s4Nk&list=PLrBaKYrUJkiv\_ShC</u> VIqTeIAsOxyFEljjR&index=7

Sometimes when you try to add your NVR or camera to an EZView or EZCloud account, it says 'the device has already been registered'. This is because **one device can only be added to one primary EZView/EZCloud account**, but your device has already been added to another account.





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Product	NVR	Date	9/26/2023

You can unbind the device from the old account either from the device's web interface under **Setup>Network>EZCloud** or GUI of NVR under **Menu >Network>Basuc>EZCloud** first and then try to add it again to your account.

#### **Operating Steps**

Method 1

#### From the Device's web interface

**Step 1** Log into your device.

**Step 2** Find and click **Delete** or **Log out** under **Setup>Network>EZCloud**, then your device will be deleted from the previously registered EZView account.

**Step 3** Use your own EZView account to add the device.

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Client	*	EZCloud	
System	*		
Camera	¥	EZCloud	● On ○ Off
VCA	~	Server Address	en ezcloud uniview.com
Hard Disk		Register Code	FL AVS
Alarm	*	Device Status	Online Delete
Alert	~	Username	
Network		Device Name	
TCP/IP		service Agreement	http://en.ezcloud.uniview.com/doc/termsofservice.html
PPPOE		Quick Access	• On Off No cloud account is needed, you can scan the QR code with the app to add the NVR. This requires you to enable EZCloud and set a strong admin password first.
EZCloud			
DDNS		Scan OR Code	
Port			
Port Mapping			
Multicast		Save	
FTP			
Platform	*		
User	*		
Maintenance	*		
Backup			



#### From NVR's monitor/GUI

**Step 1** Log into your device.

**Step 2** Find and click **Delete** or **Log out** under **Menu>Network>Basic>EZCloud**, then your device will be deleted from the previous registered EZView account.

**Step 3** Use your own EZView account to add the device.



If you cannot find the **Delete** or **Logout** button under **EZCloud**, please upgrade your device to the latest version and see how it works.

#### How to upgrade the Uniview NVR by cloud?

System Camera		EZCIONG	
Camera		/	
	v	EZCloud	
/CA	v	Server Address	enzadowilashiew.com
ard Disk	/	Register Code	FC
larm 🧳		Device Status	Online Delete
lert	U	Username	
letwork		Dance Name	
TCP/IP	/	Service Agreement	http://en.excloud.uniview.com/doc/termsofiewice.html
PPOE		Quick Access	CON OOP No cloud account is needed, you can scan the QR code with the app to add the NVR. This requires you to enable EZCloud and set a strong admin password first.
Port Port Mapping Email Multicast ETP		Save	
	v		
latform			
latform Iser	v		
Platform Jser Maintenance	> >		

**Step 1** Make sure your device is connected to the Internet and EZCloud is online.



**Step 2** Click **Check New Version** on the NVR's web interface under **Menu>Maintenance>Maintenance>Maintenance**. There will be a small window which pops up and tells you if there is any new firmware for your NVR.

**Step 3** If there is a new version detected, you can click **Upgrade** to cloud upgrade your NVR.

unv	🐺 Live View 💷 Playback 🖸 Setup 🎝 Smart
Client v	Maintenance Diagnosis Info
System y	Betant Bedant device
Camera U	Default Keen the current network and user settinos
VCA U	Factory Default Pertore all factory default settings
Hard Disk v	Exact configuration file
Alarm 🤟	Import Configuration Browse Import
Alert V	By Cloud Check New Version
Network	Client Log Open Folder By Cloud
Platform	Auto-Restart System Never V 120000 Ar V
User U	Auto-Delete File(s) Never V dog) ag Version No. 83125P30
Log Query HDD Online User Vetwork Info umera Incoding Ministenance Backup	Note: 1. Auto-Odder Fields automatically deletes recording and inc 2. Do not deconnect power or perform any other operation du Wersion No. NVR-8311128.50.201120 Build Date 2020-11-20120000 AM Upgrade Cancel

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It is almost the same if you operate on the NVR's monitor.

**Step 1** Click **Check** under **Menu>Maintain>Upgrade>Upgrade by Cloud** to see if there is a new firmware for your NVR.



**Step 2** If there is a new version detected, you can click **Upgrade** to cloud upgrade your NVR.

If there is still no Delete or Logout option after upgrading, please send **a picture of the full view of your camera or NVR** and **a picture of the white sticker (with SN) on the device body** to **service@uniview.com**, and we will help you with this issue.