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PASSWORD RESET

Sometimes it is necessary to reset the password on uniview tec equipment, such as cameras and NVR's. Most of our current products have the capability for you to reset the password yourself.

To determine if you can reset the password yourself, go to the login screen and click on Forgot Password.



If you get a QR code as well as see an email address to which you have access, then skip ahead to the next page and follow the procedure.

If you get a QR code but don't have access to the email address or see Email not set, you will need to contact tech support for assistance with resetting the password.



If you see Please set linked Email address, go to the local recorder (HVR or NVR) monitor and setup the reset email address.

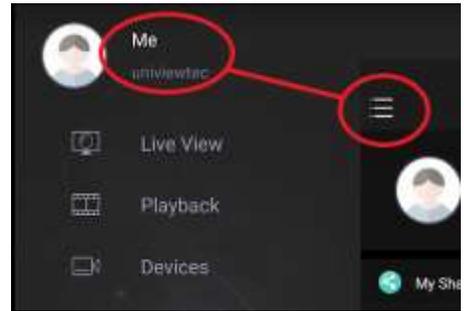


If you don't see a QR code, you will need to contact tech support for assistance with resetting the password.

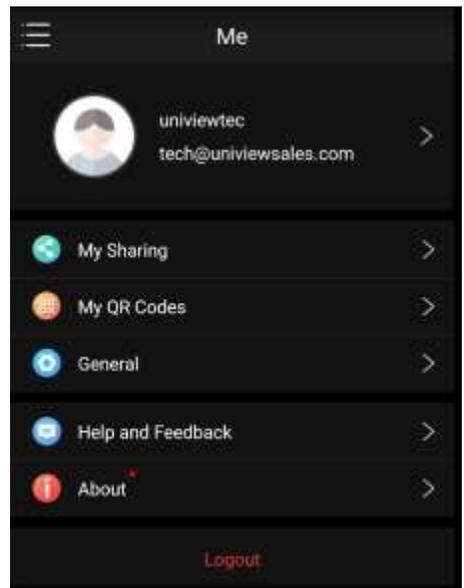
Since you have a QR code and have access to the email account you can reset the password using your mobile device.

Open the Guard Viewer app on your mobile device.

Tap on the three lines in the upper left corner and then tap Me.



Next tap on General

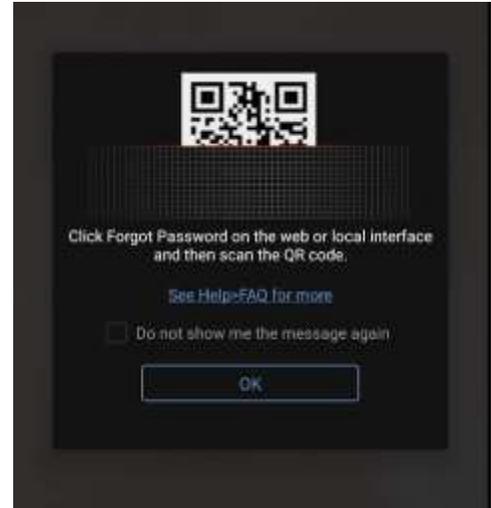


Under General, scroll to the bottom and look for Forgot Device Password and tap it.



It will then access the camera on your phone so you can scan the QR code.

The temporary password will then be emailed to the registered email address.



If you encounter any issues please contact our technical support group.