



How to Retrieve a Uniview NVR's Login Password?

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Product	NVR	Date	4/25/2025

How to Retrieve a Uniview NVR's Login Password?

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.**

Retrieve Password



We will send the security code to:ser****@univie...

Securit...

Please scan the QR code to obtain the security...

- EZLive: Me > Tool > Forget Device Password
- EZView: Me > General > Forget Device Passw...

Cancel

next

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.](#)



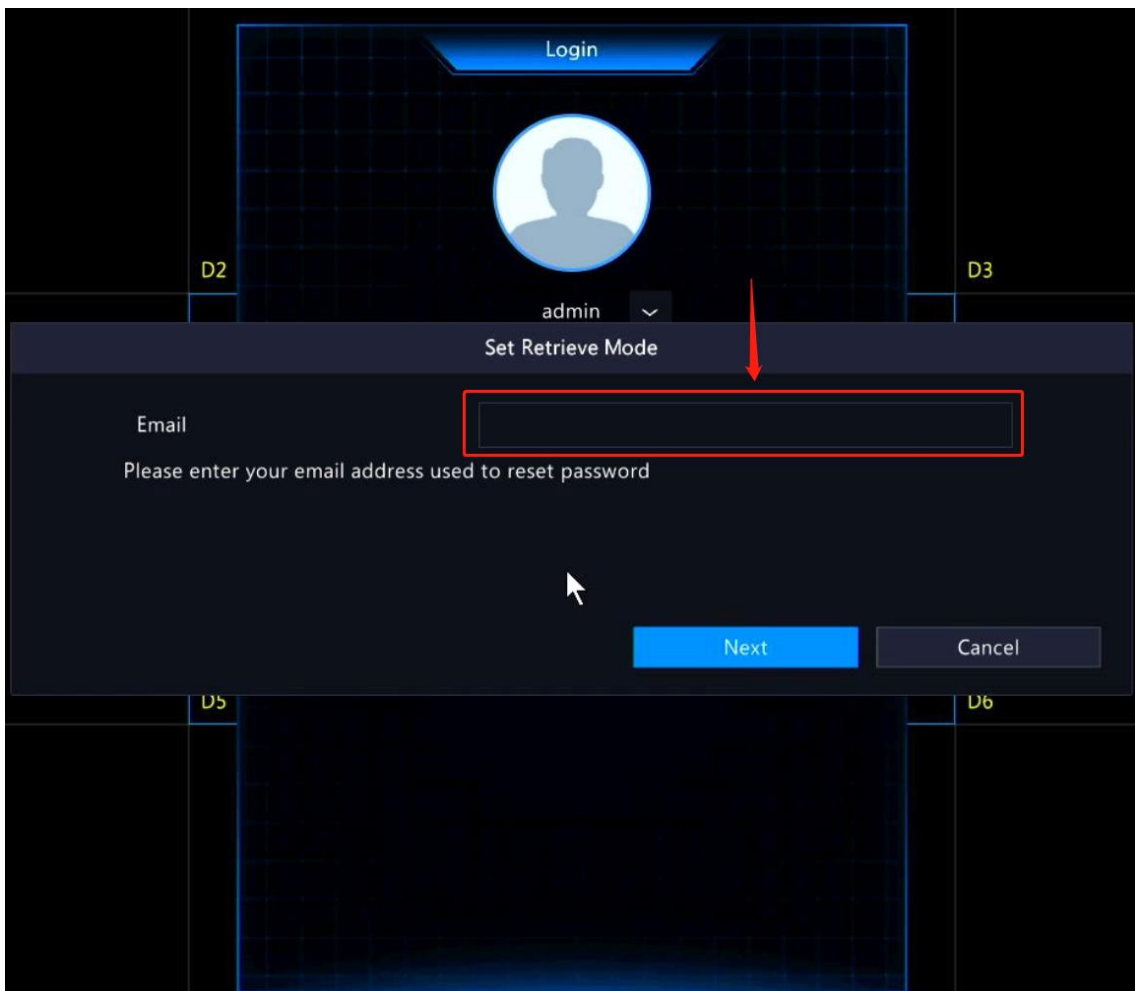
Retrieve Password

Please contact technical support for a Security Code

We will send the security code to:Email address n...

Securit...

Cancel next



Login

D2 D3

admin

Set Retrieve Mode

Email

Please enter your email address used to reset password

Next Cancel

D5 D6

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Method 3

Please check device SN and system date/QR code on the Forgot Password page, go to Uniview's official website, and submit a login password recovery request.

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

Note: This operation can only be performed on a computer.

By requesting a password reset for your Uniview product(s) via submit a login password recovery request, 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

How To Submit A Login Password Recovery Request on Uniview's Official Website?

https://global.uniview.com/Support/FAQ/NVR/202504/1013681_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_ShCVIqTelAsOxyFEIjjR&index=1