How to Retrieve a Uniview Camera's Password?

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Description

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.

Password resetting can be performed only when you are physically with the device or have access to a computer on the same network with the device.

Note: *This method is applicable to most scenarios. If the method cannot solve your problem, it is recommended to consult our Tech Support Team.*
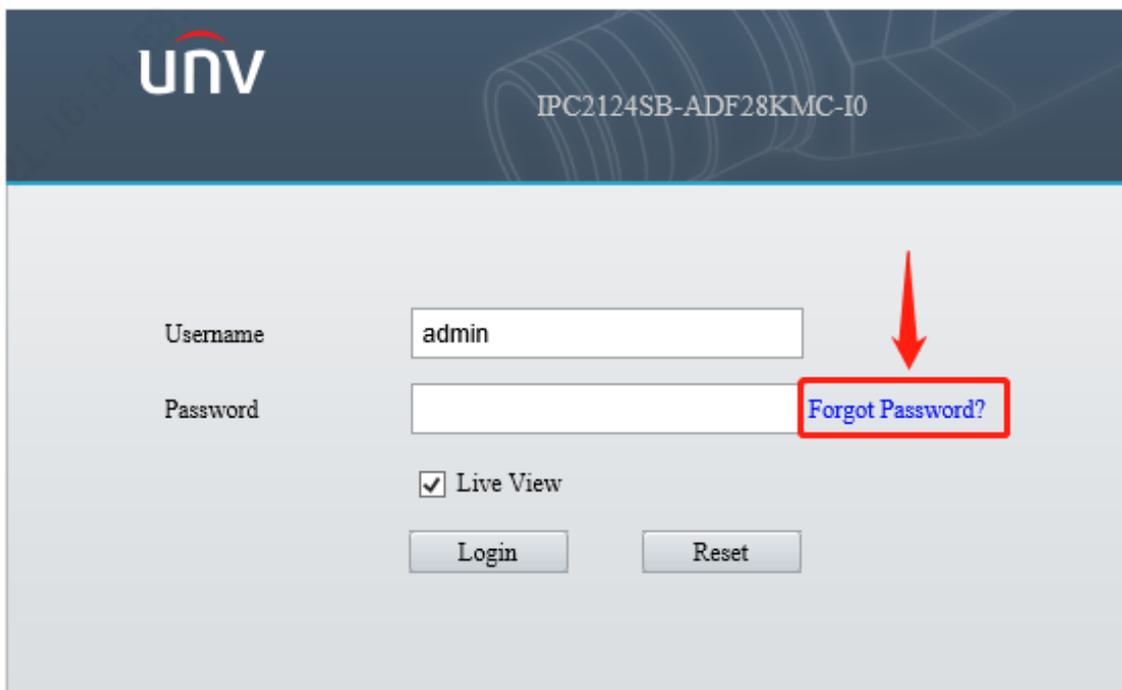*https://global.uniview.com/Support/Service_Hotline/*

Operating Steps

Step 1 Please try the default password before performing the resetting.

Step 2 If it still says "incorrect username or password"，please check which of the following interfaces you can see from the camera's login page.

Interface 1: Forgot Password? can be found on the login page

If what you can see is the same as **interface 1**, please click Forgot Password and then check what you can see next.

Result 1: A Date is showing on the bottom of the Forgot Password page.

Forgot Password? ✕

Option 1: Access http://ezcloud.uniview.com for a temporary password (registration required),then change the password after login.

Option 2: Email the device's serial number and date(yyyyMMdd) to globalsupport@uniview.com for a temporary password, then change the password after login.

Date: 20220921

Solution: Send the camera's SN and the date showing on this page to globalsupport@uniview.com to get a **temporary password** to log in.

Result 2: A QR code with an email address is showing on the left side of the Retrieve Password page (you have the access to that email).

Retrieve Password ✕

Please scan the QR code to obtain the security code (for admin only):

• EZLive: Me > Tool > Forget Device Password

• EZView: Local Config > Forget Device Password

We will send the security code to:
an***@uniview.com ←

Security Code [_____]

Cancel   Next

Solution: Follow the guidance on the right side of the Retrieve Password page to retrieve the password by yourself via EZView/EZLive.

Note: Sometimes the security code may go to the junk or spam of your email Inbox, you can check there as well.

Result 3: A QR code with an email address (you DO NOT have the access to that email) or with We will send the security code to Email not set is showing on the left side of the Retrieve Password page.

Solution: Screenshot and send the QR code and the camera's SN to globalsupport@uniview.com to get a security code from tech support team to login.

Interface 2: Forgot Password? cannot be found on the login page or it is gray.

If what you can see is the same as **interface 2**, there are two solutions for you:

Solution 1: Send the camera's model number, SN and current system date to globalsupport@uniview.com to get a temporary password/security code to login.

Solution 2: Prepare a remote session on your windows computer for our tech support team to remote in and help to troubleshoot.

Note:
*1. **TeamViewer** is a remote session software that is strongly recommended which can be found on Google. Don't forget to send us your TeamViewer ID and Password after you get everything we need prepared.*
2. Temporary passwords or security codes are all only valid on those certain dates.

3. It is strongly recommended to modify the device password (NVR: Menu-System-User // IPC: Setup-Common-User) as soon as you log in successfully.

More Information you may also want to know

How to find the SN of a camera?

Method 1: Check on the white label of the device.
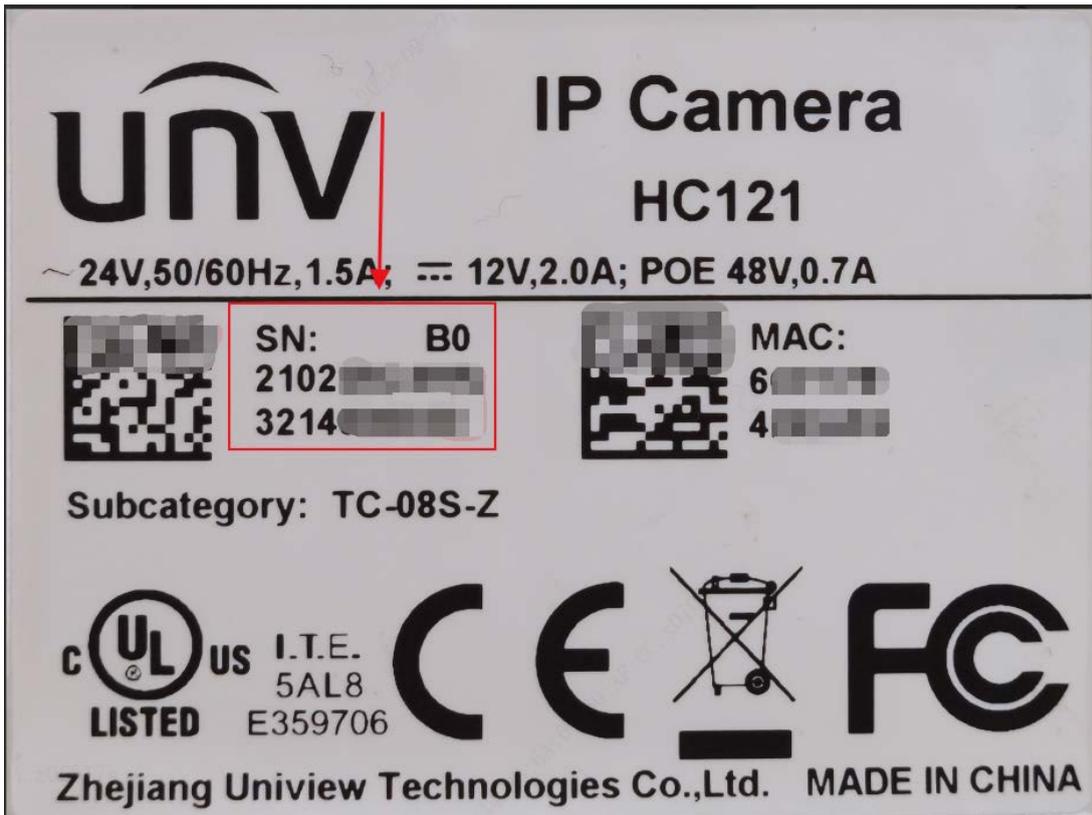
Method 2: Check from EZTools

EZTools 3.0 Guide (**Device Management>Search**)
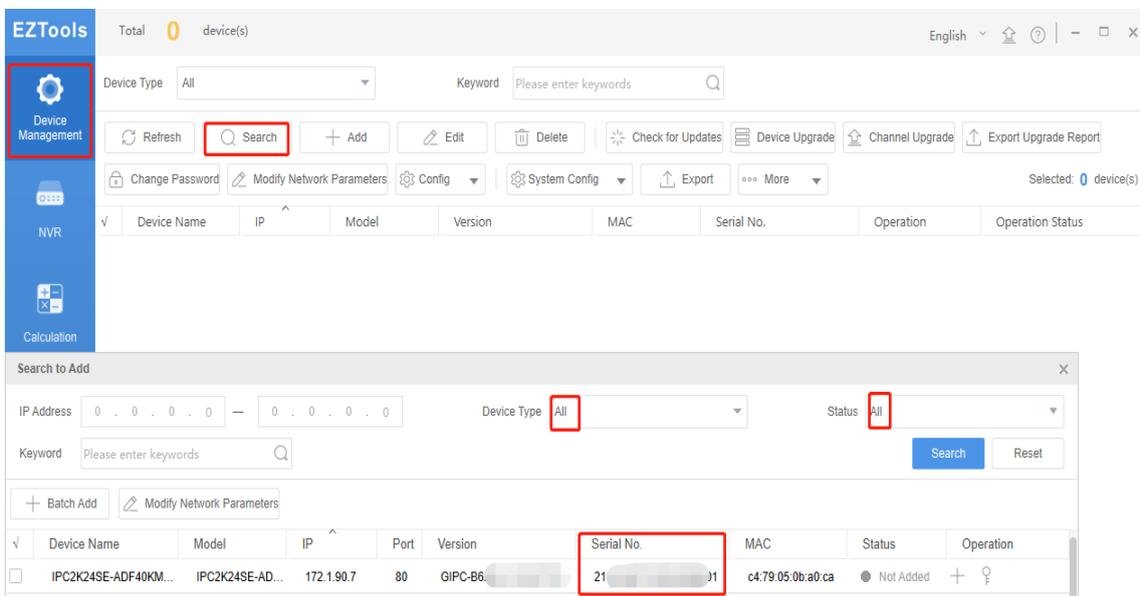
EZTools2.0 Guide (Device Cfg.>Search Setup)

EZTools 1.0 Guide (Device Management>Settings>List Items)

How to find the system date of a camera when there is no Forgot Password option on the camera's login page or the Forgot Password option is greyed out?

Check the **Time settings** on **ONVIF Device Manager** (search on Google to get it).