

Forgot your password for your Uniview NVR or camera? In this guide we will be covering what information is needed to generate a master password and where to get that information.

Serial Number

The first thing that you will need to generate a master password is the serial number of the device. Serial numbers for uniview products can be found in three locations.

1.) On the devices Identification label.

A.) For an NVR this would generally be on the bottom of the unit.



B.) On cameras it's generally on the underside or base of the camera.



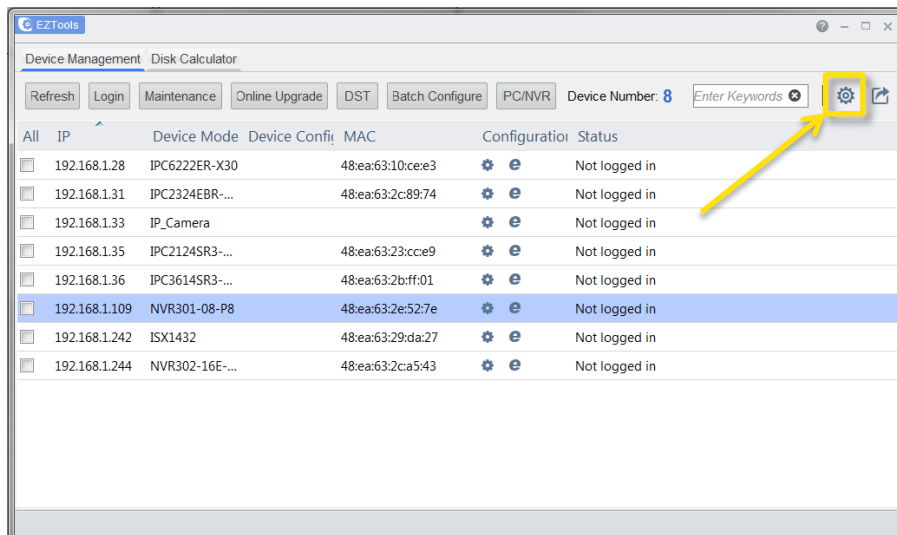
2.) The box will also have a label with the serial number.

Note: The serial number from the box may not match the unit.

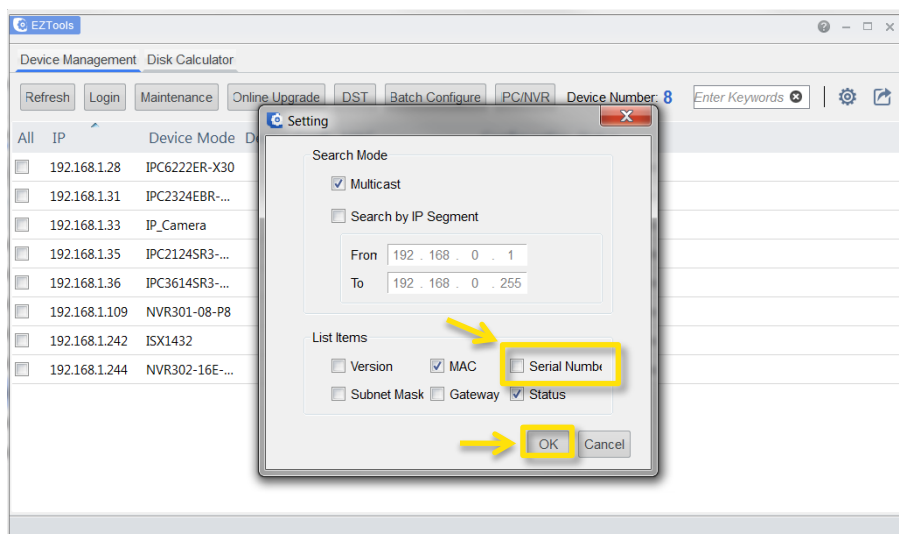


3.)The EZTools software will show all Uniview devices on the local network and will also show their serial numbers when configured.

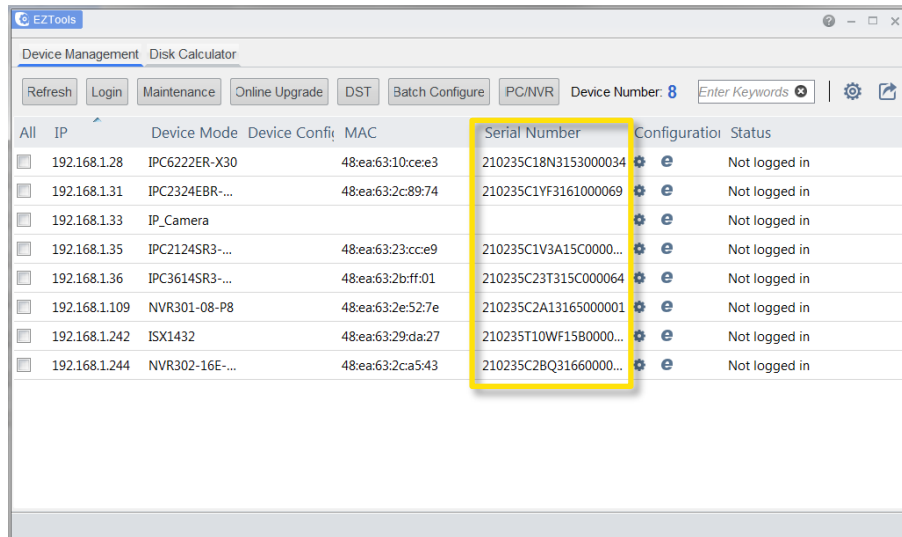
A.) Open EZTools and click the Settings Icon in the top right corner to bring up the Setting window.



B.) Within the Setting window select the "Serial Number" check box, and then click "OK".



C.) EZTools will now display the serial number for all Uniview devices on the local network.

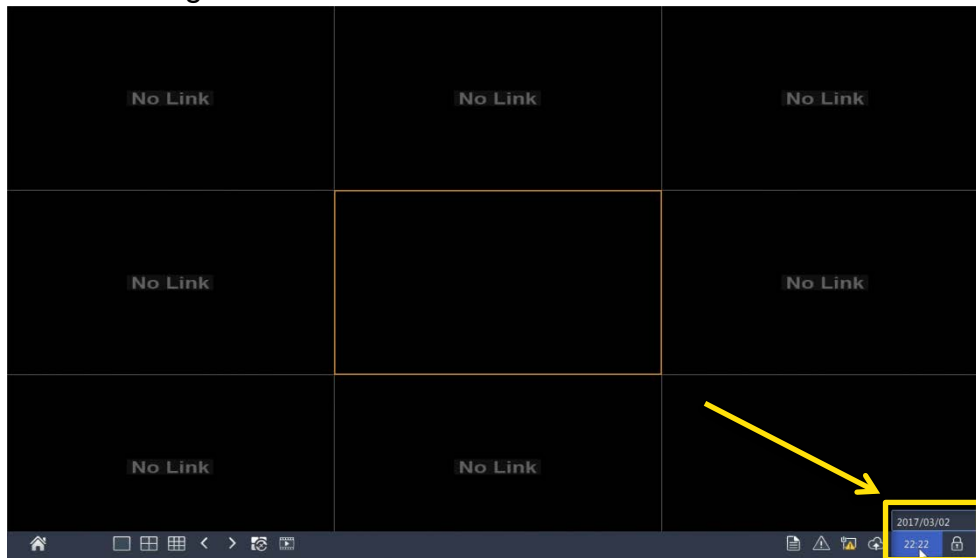


All	IP	Device Mode	Device Confi	MAC	Serial Number	Configuration	Status
<input type="checkbox"/>	192.168.1.28	IPC6222ER-X30		48:ea:63:10:ce:e3	210235C18N3153000034		Not logged in
<input type="checkbox"/>	192.168.1.31	IPC2324EBR-...		48:ea:63:2c:89:74	210235C1YF3161000069		Not logged in
<input type="checkbox"/>	192.168.1.33	IP_Camera					Not logged in
<input type="checkbox"/>	192.168.1.35	IPC2124SR3-...		48:ea:63:23:cc:e9	210235C1V3A15C0000...		Not logged in
<input type="checkbox"/>	192.168.1.36	IPC3614SR3-...		48:ea:63:2b:ff:01	210235C23T315C000064		Not logged in
<input type="checkbox"/>	192.168.1.109	NVR301-08-P8		48:ea:63:2e:52:7e	210235C2A13165000001		Not logged in
<input type="checkbox"/>	192.168.1.242	ISX1432		48:ea:63:29:da:27	210235T10WF1580000...		Not logged in
<input type="checkbox"/>	192.168.1.244	NVR302-16E-...		48:ea:63:2ca5:43	210235C2BQ31660000...		Not logged in

System Date

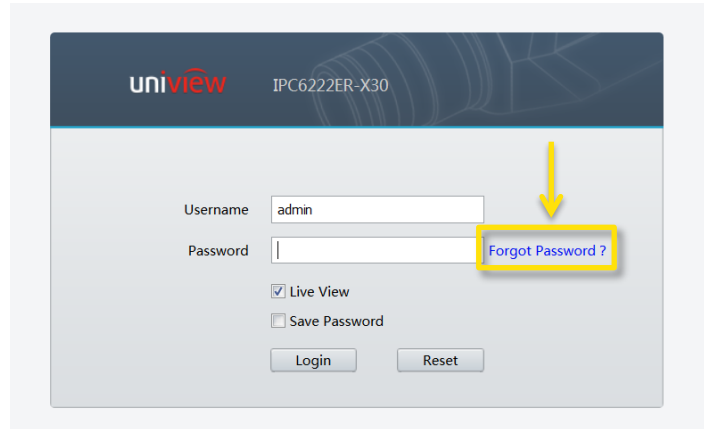
Now that we have the serial number, the next step is to find the date that the unit is configured with.

- 1.) For a NVR the date will be displayed on a monitor attached directly to the NVR in the bottom right corner.

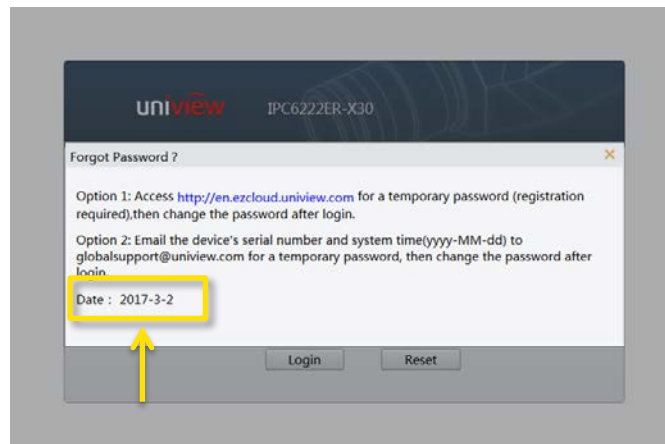


2.) On a camera you will need to pull up the camera in a browser(Firefox or IE)

A.) Once you are on the login screen click “Forgot Password ?”



B.) This will show the Forgot Password window and will display the date the camera is set to.



Generate Password

Now that you have the serial number and date you will need to either call in or email G4 Tech Support to have to have the master password generated.

Change the Password

Once your master password has been generated use this password to log into the device and change the current password. You will use the generated master password as if it was your current password.

Note: the master password will work as the password for any account.