How to Troubleshoot when the Camera Shows Offline (Incorrect Username or Password) on a Uniview NVR?
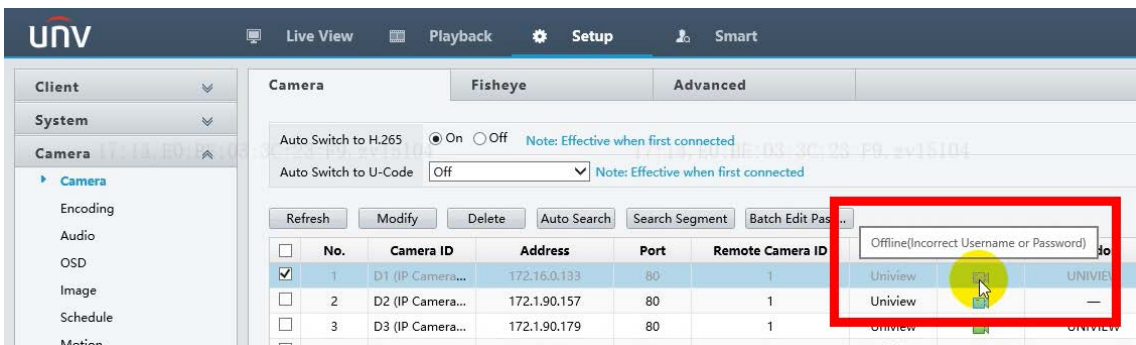
How to Troubleshoot when the Camera Shows Offline (Incorrect Username or Password) on a Uniview NVR?

Description

When the Uniview camera status on the NVR shows offline (incorrect username or password), please refer to this instruction below.

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.*
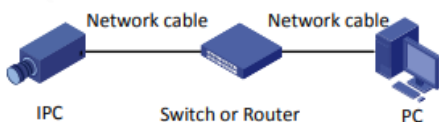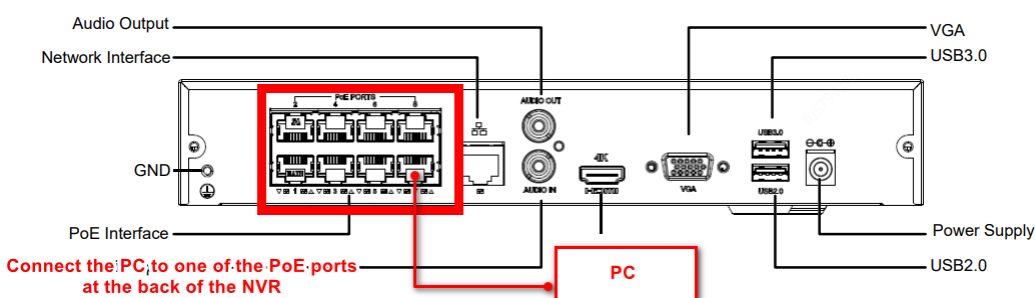https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Make the PC and camera are connected within the same local area network.

There are two topology we suggest:

① Connect all the cameras and the PC to a PoE Switch (or you can power the camera with power adaptor, and connect it to the Router with an Ethernet cable), then you should be able to access the camera's web interface for password resetting.
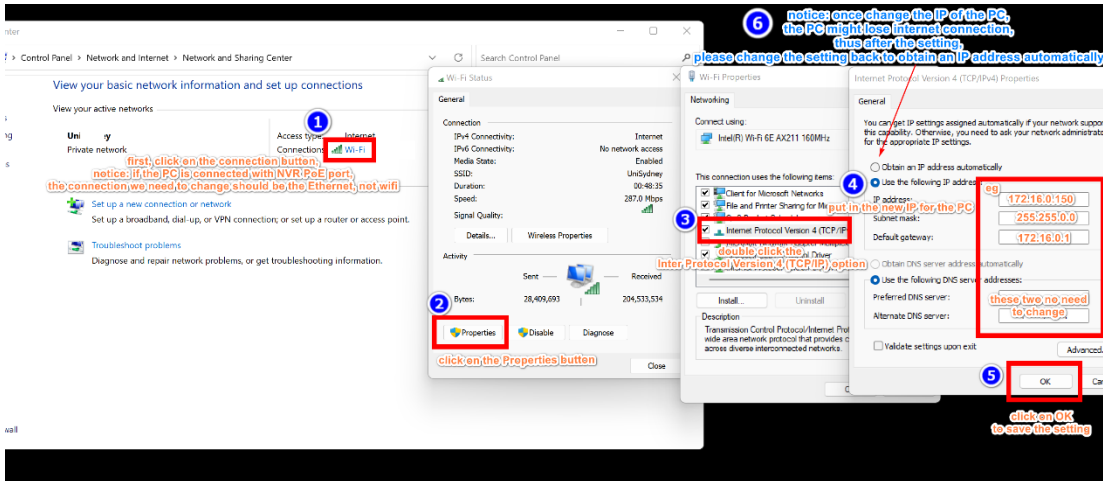

② Connect the PC to one of the NVR's PoE ports (Take NVR301-08X-P8 as an example).

Step 2 Change the IP address of the PC so that it is within the camera's IP range to access the camera's web interface for password resetting.

The IP address of your PC can be changed under **Network and sharing center**.
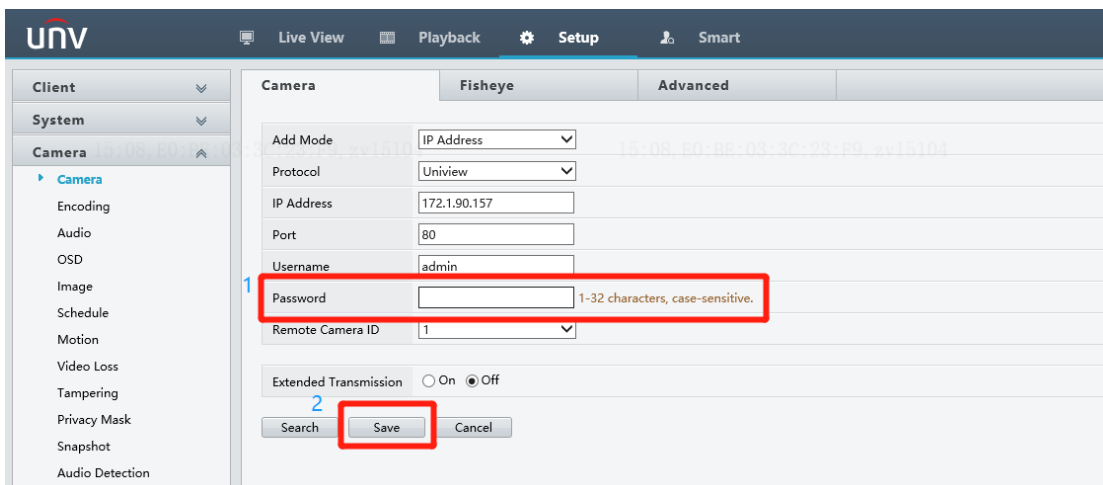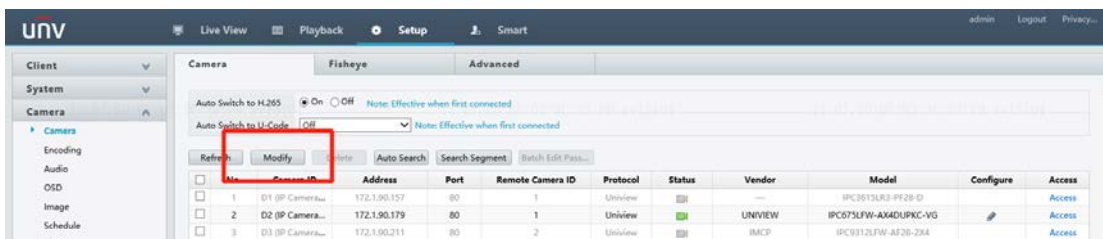

You can refer to this tutorial video below to reset the camera's password from its web interface after changing the IP address of the PC.

https://www.youtube.com/watch?v=ue3JlexZSKI&list=PLrBaKYrUJkiv_ShCVIqTeIAsO xyFEljjR&index=16

Step 3 Modify the NVR's offline channel to get the camera back online.

Step 3.1 Click **Modify**. Enter the correct username and password of the offline camera under **Setup>Camera>Camera>Camera** and then save it.

Step 3.1 Click **Refresh** and wait for a moment. The camera will come back online automatically, and you will then be able to check the live view and manage the camera (the status will change from offline (incorrect username or password) to offline (device is connecting) first, and then online at last).