



## **How to Retrieve a Uniview Camera's Password?**

Title:	How to Retrieve a Uniview Camera's Password?	Version:	V1.1
Product:	IPC	Date	9/26/2023

# How to Retrieve a Uniview Camera's Password?

## 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.

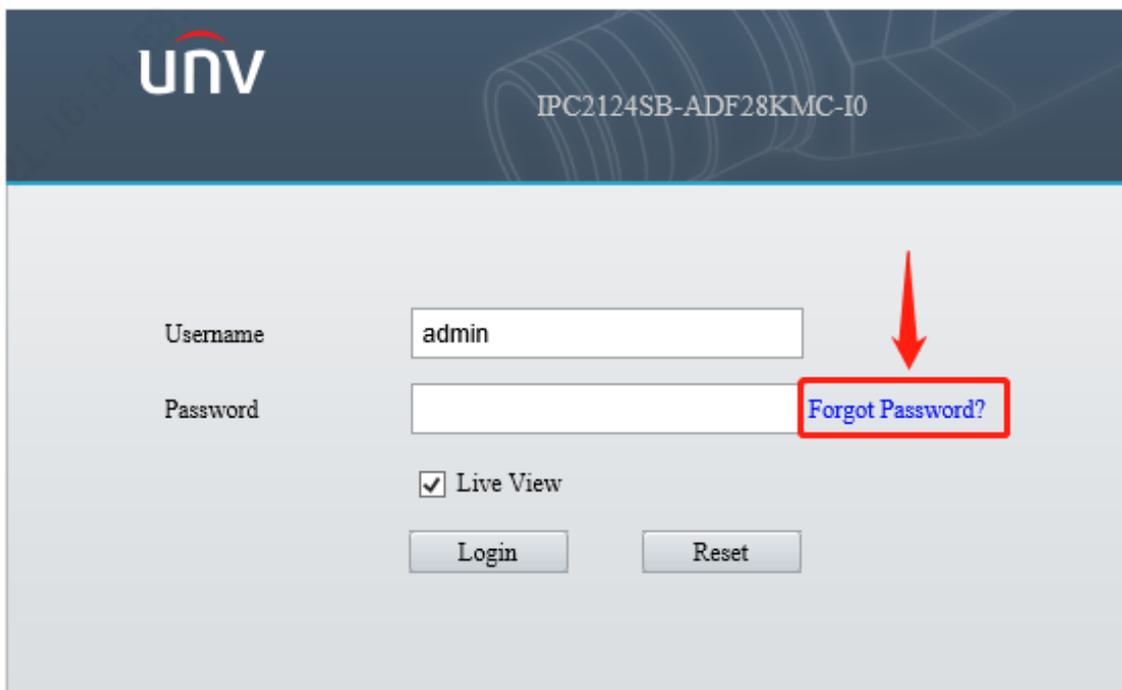
[https://global.uniview.com/Support/Service\\_Hotline/](https://global.uniview.com/Support/Service_Hotline/)

## 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.

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**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](mailto: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](mailto: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** ✕



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

Security Code

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

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.

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**Solution:** Screenshot and send the [QR code](#) and the [camera's SN](#) to [globalsupport@uniview.com](mailto: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](mailto: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.*



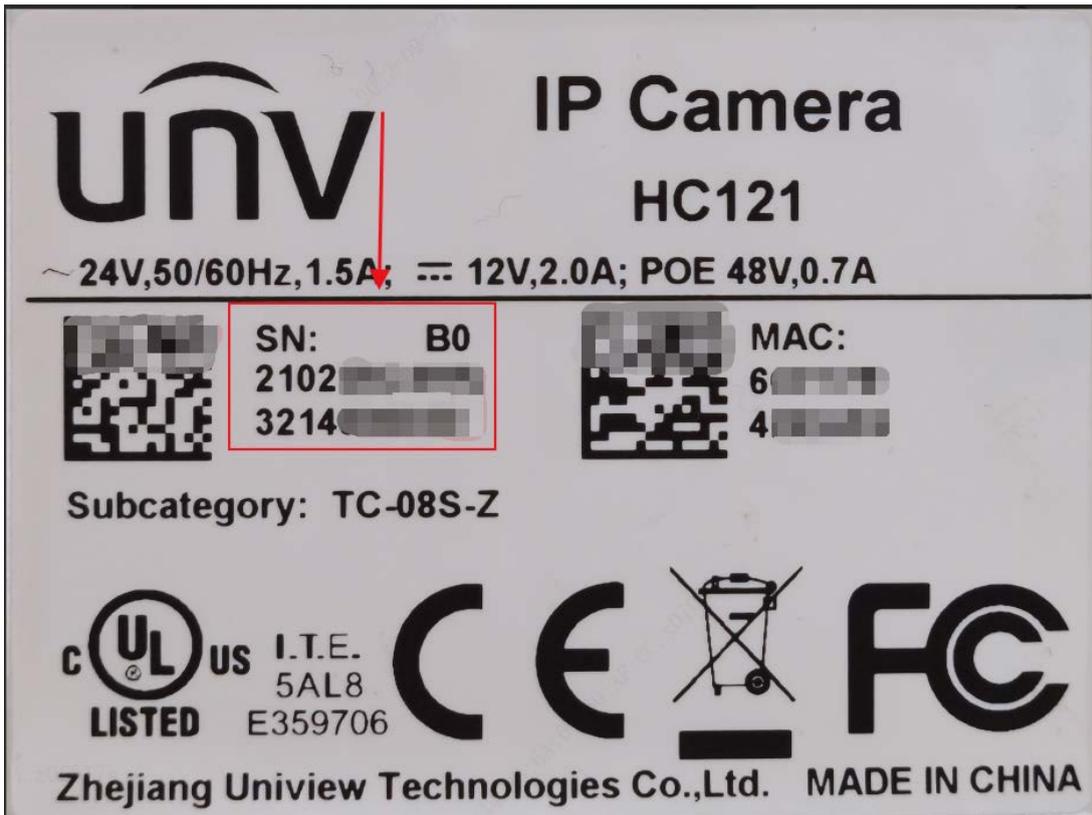
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3. It is strongly recommended to modify the device password (NVR: Menu-System-User // IPC: Setup-Common-User) as soon as you log in successfully.

### More Information you may also want to know

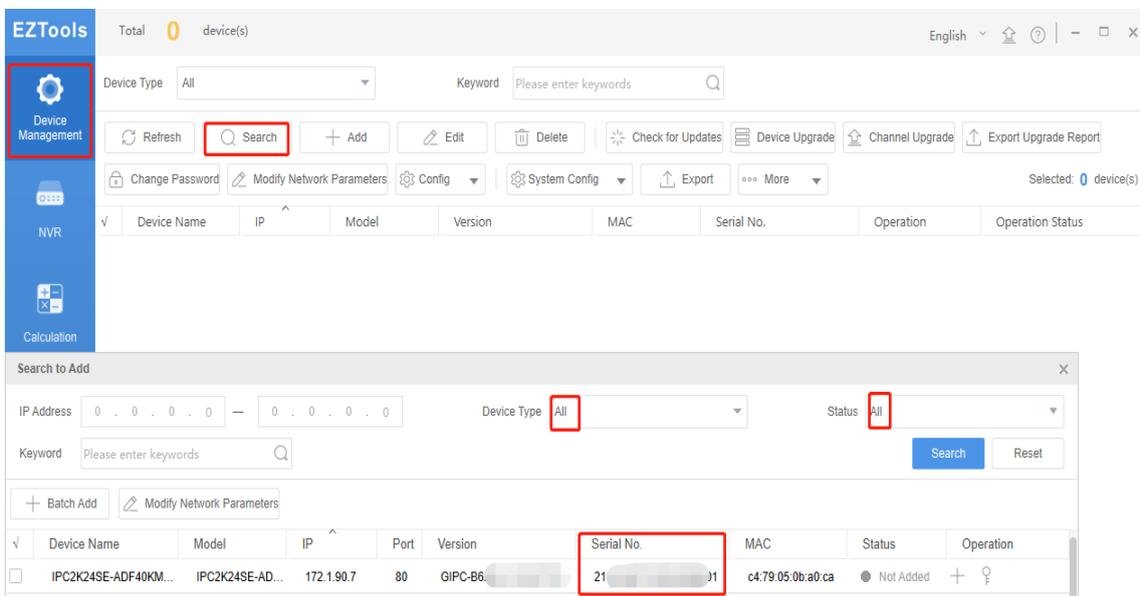
#### How to find the SN of a camera?

**Method 1:** Check on the white label of the device.



**Method 2:** Check from EZTools

#### EZTools 3.0 Guide (Device Management>Search)



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## EZTools2.0 Guide (Device Cfg.>Search Setup)

The screenshot shows the EZTools2.0 interface with the 'Search Setup' dialog box open. The dialog has two tabs: 'Automatic Search' (selected) and 'Specified Search'. Under 'Automatic Search', there are input fields for 'From' (192.168.0.1) and 'To' (192.168.0.255). Below these are 'List Items' with checkboxes for Version, MAC, Serial No., Subnet Mask, Gateway, and Device Status. The 'Serial No.' checkbox is checked and highlighted with a red box. A red arrow points to the 'Search Setup' button in the top right of the main interface.

The screenshot shows the EZTools2.0 interface after the search. A table displays the search results. The 'Serial No.' column is highlighted with a red box, and a red arrow points to it from the 'Search Setup' button above. The table has columns for Device Name, IP, Model, Version, Serial No., Device Status, Operation, and Operation Status.

Device Name	IP	Model	Version	Serial No.	Device Status	Operation	Operation Status
ET-B31H-M	172.1.90.4				Not logged in	IP	...
IMCP	172.1.90.50				Not logged in	IP	...
IPC6322SR-X33UP-D	172.1.90.54				Not logged in	IP	...
HC121@TC-085-Z	172.1.90.70				Not logged in	IP	...
IPC9312LFW-AF28-2X4	172.1.90.80				Not logged in	IP	...
IPC868ER-VF18-B	172.1.90.102				Not logged in	IP	...
IPC675LFW-AX4DUPKC-VG	172.1.90.115				Not logged in	IP	...
IPC36145B-ADF28KM-I0	172.1.90.143				Not logged in	IP	...
IPC672LR-AXMDUPKC	172.1.90.150				Not logged in	IP	...

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

The screenshot shows the EZTools 1.0 interface with the 'Settings' gear icon highlighted by a red box and a red arrow. The interface includes buttons for Refresh, Login, Maintenance, Upgrade, DST, Time, Batch Configure, and IPC/NVR. The 'Device Number' is 14.

The screenshot shows the 'Setting' dialog box. Under 'Search Mode', 'Multicast' is checked and 'Search by IP Segment' is unchecked. The 'From' field is 192.168.0.1 and the 'To' field is 192.168.0.255. Under 'List Items', 'Version', 'MAC', and 'Status' are checked, while 'Serial No.', 'Subnet Mask', and 'Gateway' are unchecked. The 'Serial No.' checkbox is highlighted with a red box. A red arrow points to the 'Serial No.' checkbox from the 'Settings' gear icon above.

The screenshot shows the EZTools 1.0 interface after the search. The 'Serial No.' column in the table is highlighted with a red box, and a red arrow points to it from the 'Settings' gear icon above. The table has columns for Device Name, Model, Version, MAC, Serial No., and Configu.

Device Name	Model	Version	MAC	Serial No.	Configu
172.1.90.4		QPTS-B2205		21	

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**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).

