

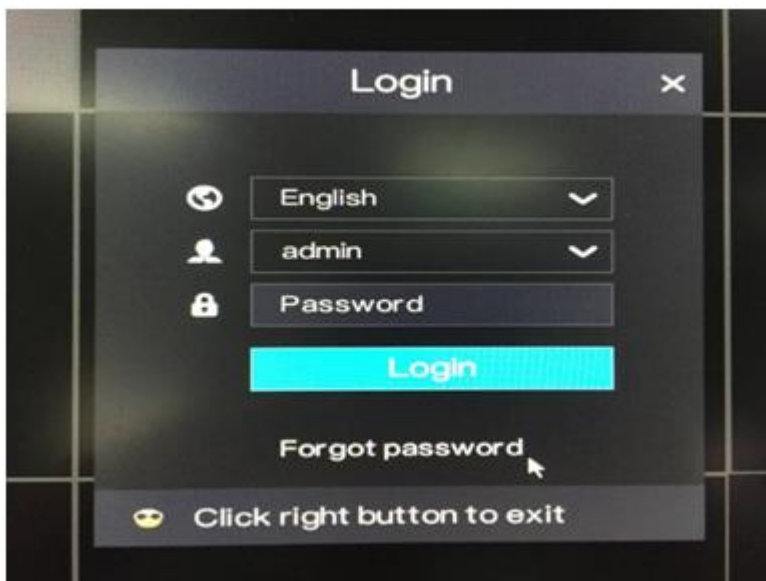
What can I do if I forget the password for my WBOX Hybrid DVR?

This article outlines the instructions on what you need to do if you forget the password of your Hybrid DVR.

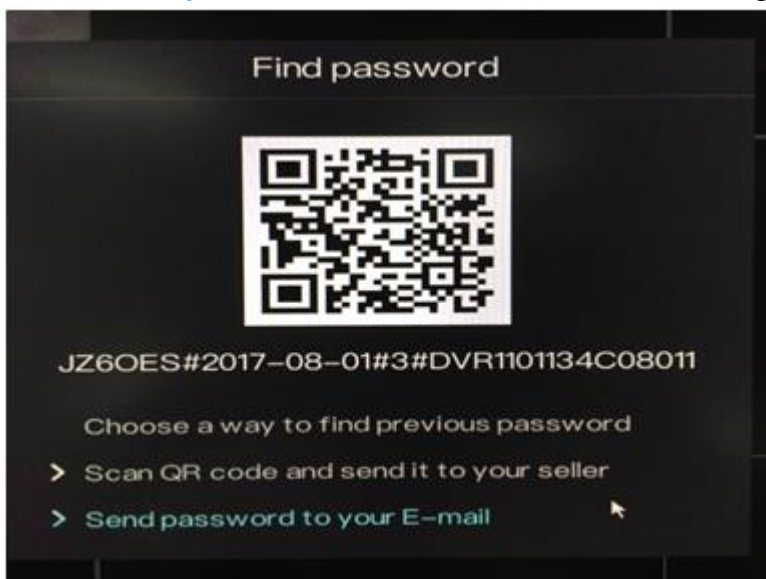
Product Models: **0E-HD4C1TB**, **0E-HD8C2TB** and **0E-HD16C2TB**

Forgot Password Procedure

1. Click '**Forgot password**' on login page.



2. On the '**Find password**' screen, choose a method to get the password.

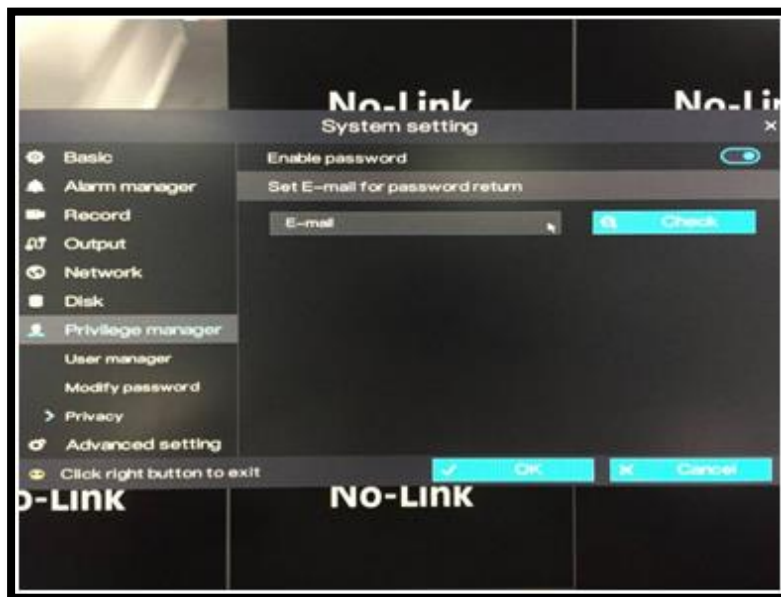


a) **Call the Technical Support Hotline at 1-833-574-9124 (Option 1)**

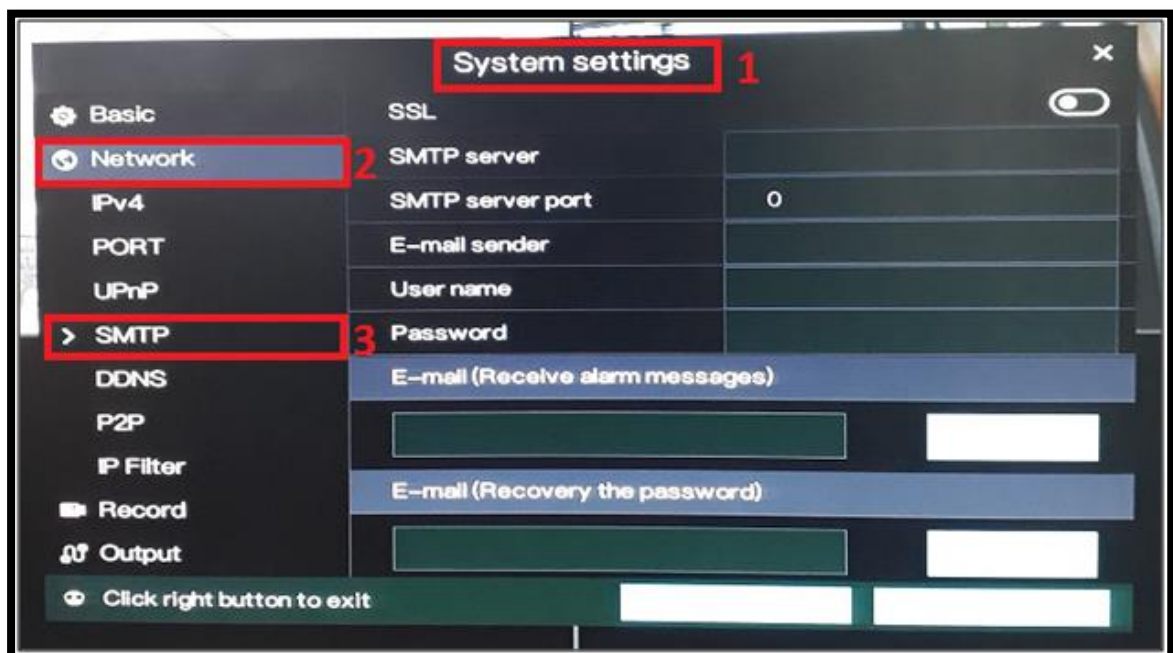
- Technical Support Team can reset the password for your Hybrid DVR.
- Provide the serial number found below the QR code.
Example: **JZ6OES#2017-08-01#3#DVR1101134C08011**
- Technical Support will provide you a temporary password which will expire within 24 hours. Please modify the password immediately.

b) **Send password to your E-mail**

- **This option will only work if you previously set up your email for password return in the System setting.**
- System setting > Privilege manager > Privacy (old firmware version)



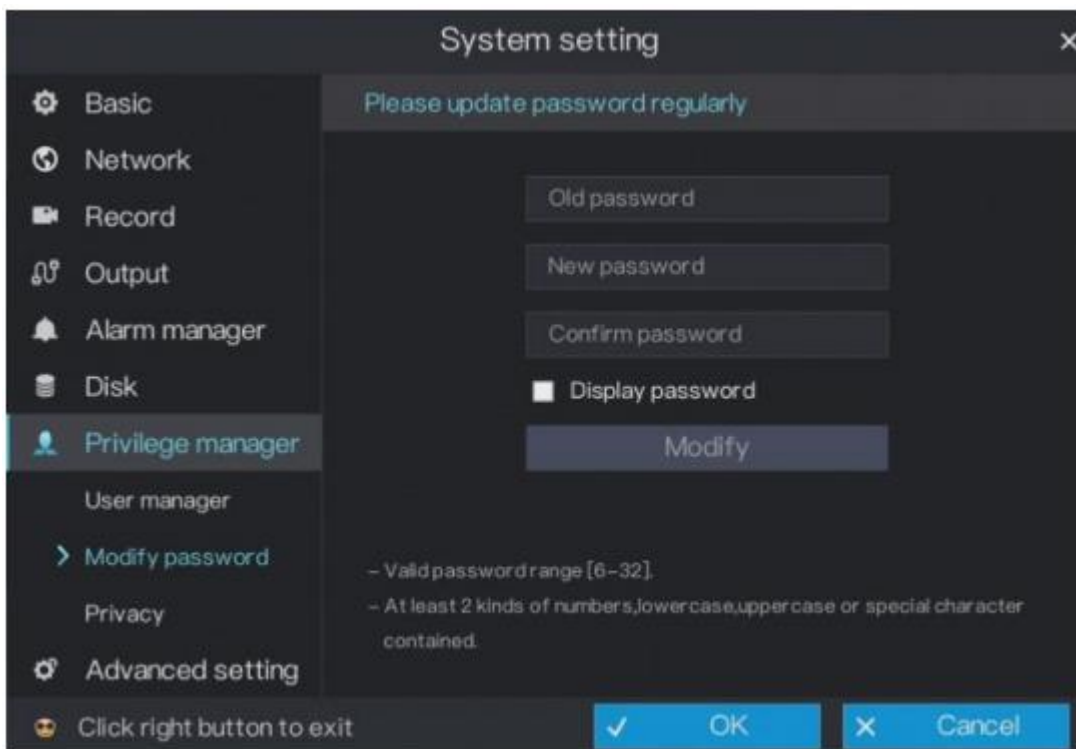
- System setting > Network > SMTP (new firmware version)



- Input the correct SMTP settings of your email account.
 - **SSL** – Email encryption
 - **SMTP server** – SMTP server address
 - **SMTP server port** – Port number of the SMTP server
 - **User name** – Username of the mailbox for sending alarm messages
 - **Password** – Password of the mailbox for sending alarm messages
 - **E-mail (Receive alarm messages)** – Recipient of the alarm messages
 - **E-mail (Recovery the password)** – Recipient of the password recovery message

Modify Password Procedure

1. Go to System setting > Privilege Manager > Modify Password



2. Input the temporary password, then enter the new password and confirm password. New password should meet the requirements:
 - 6 – 32 characters
 - Combination of numbers, lower case, upper case and special character with at least 2 kinds of each were used.