

# What can I do if I forgot the password of my DVR V4.2 or NVR V4.2?

**Product Models:** 

Hybrid DVR	NVR
0E-HD4C1TB	0E-4CHNVR1TB / 0E-4CHNVR2TB
0E-HD8C2TB	0E-8CHNVR2TB
0E-HD16C2TB	0E-16CHNVR2T / 0E-16CHNVR4T

Firmware Version: V4.2.XXXX.0000.157.X.XX.X.X

### Forgot Password Procedure

1. Click Forgot password on the Login page of the device.

	Login		
•	English	>	
	admin	~	
8			7
	Login		
	Forgot password		

2. On the **Password recovery** 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 of your device.
- Provide the serial number found below the QR code. Example: VHU75a#2019-03-21#157#112f34b8974F9
- Technical Support will provide you a temporary password which will expire within 24 hours.
- Please modify the password immediately.



### b) Send the password to your E-mail

- This option will only work if you previously set up your e-mail account for password recovery in Setting Network > E-mail
- If the e-mail account is set up properly, you will receive an e-mail with the current
  password of your device when you choose the 'Click here to send password to your email'
  in the Password recovery page. See sample e-mail received below:

	Find password Inbox x
+l	@gmail.com to bcc: me 👻 Admin123

- To set up the E-mail account in your device, you need to input the correct SMTP setting of your account.
  - SMTP server SMTP server address
  - SMTP server port Port number of the SMTP server
  - Username Username of your email address
  - Password Password of your email address
  - E-mail Sender Your email address
  - Recovery Password Recipient of the password recovery message
  - > Alarm Receiver (1,2 &3) Recipients of the alarm messages
  - SSL Encryption SMTP server encryption

🗙 Setting	Channel	Record	Alarm	Network	System	×
⊳ Network	E-m	ail				
⊳ DDNS		SMTP Server		smtp.gmail.com		
► E-mail		SMTP Server F	Port	465		
⊳ UPnP		Username		@gm	ail.com	
> P2P		Password		*****		-
⊳ IP Filter	E-mail Sender Recovery Password		nail.com			
		@gmail.com				
	Alarm Receiver 1		@gm	ail.com		
		Alarm Receive	r2			
		Alarm Receive	r3			
		SSL Encryption	n	SSL	~	
				Test		
		Apply success				
						Apply



### Modify Password Procedure

#### 1. Go to Setting > System > Password

🗙 Setting	Channel	Record	Alarm	Network	System		×
Information	Pass	word					
⊳ General	c	Old Password		******	*	<b>Ter</b>	
⊳ User	N	lew Password	d	******	**		
► Password	c	Confirm Passv	vord	******	**		
⊳ Display		- Valid passwo	ord range [6-	32] characters.			
⊳ Logs	- At least 2 kinds of numbers, lowercase, uppercase or special character contained.						
> Maintenance		- Only special	characters a	re supported I@#	\$*+=- <u>-</u>		
						Apply	

- 2. Input the temporary password provided in the Old Password field.
- 3. Create a New Password. New password should meet the following requirements:
  - Password range should be between 6 to 32 characters
  - A combination of number, lower case, upper case and special character with at least 2 kinds of each were used.
  - Special characters supported are !@#\$\*+=-\_
- 4. Re-enter the new password in the **Confirm Password** field.
- 5. Click **Apply** to save the new password.