

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

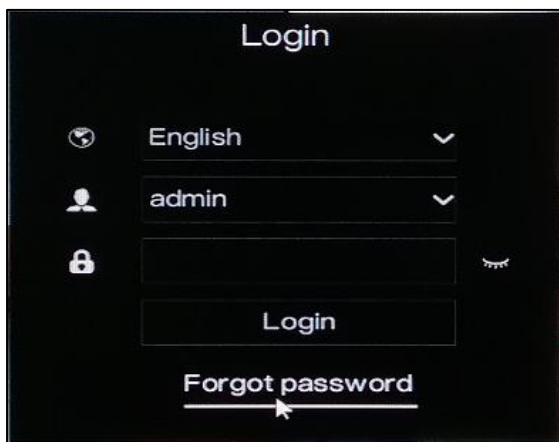
Product Models:

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

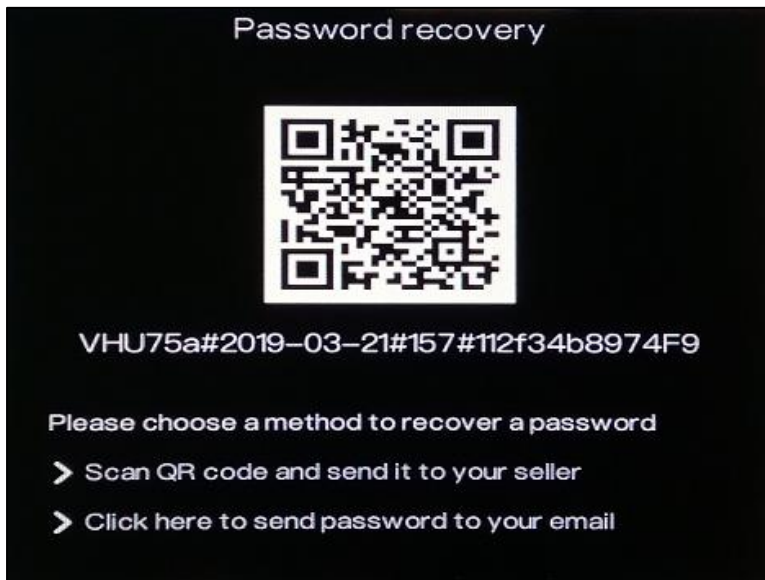
Firmware Version: V4.2.XXXX.0000.157.X.XX.X.X

Forgot Password Procedure

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



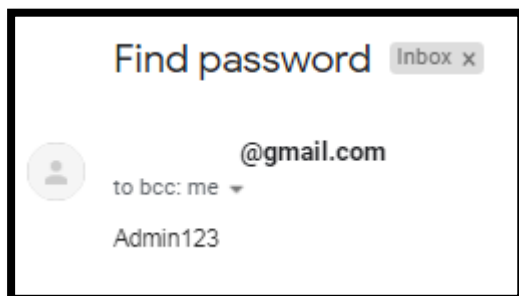
2. On the **Password recovery** screen, choose a method to get the password.



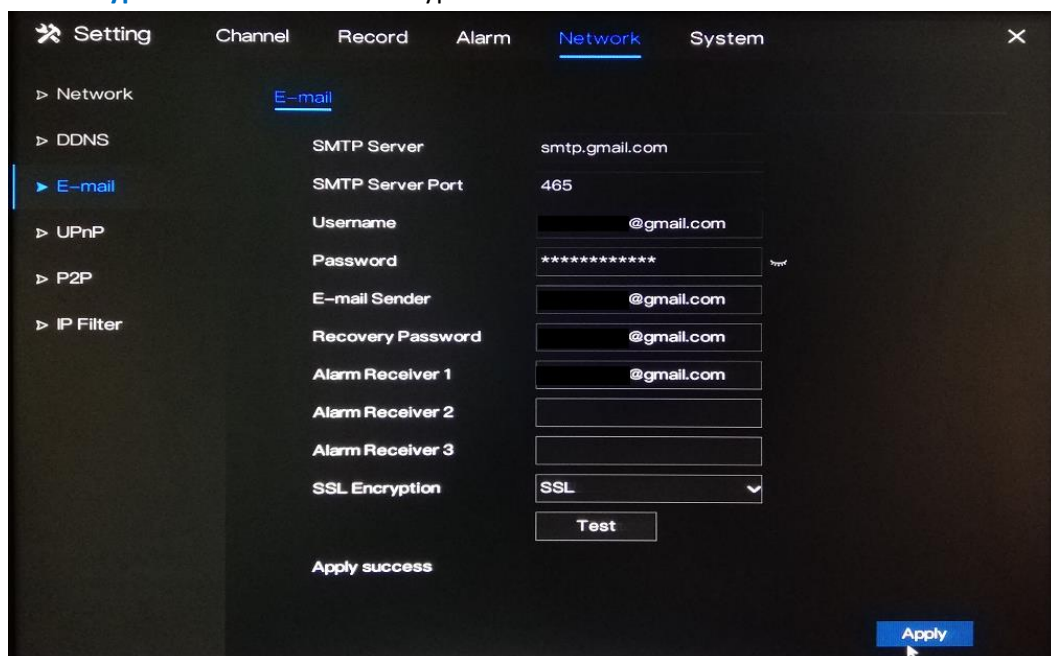
- a) **Call the Technical Support Hotline at 1-833-574-9124 (Option 1)**
 - Technical Support Team can reset the password of your device.
 - Provide the serial number found below the QR code. Example: **VHU75a#2019-03-21#157#112f34b8974F9**
 - Technical Support will provide you a temporary password which 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:

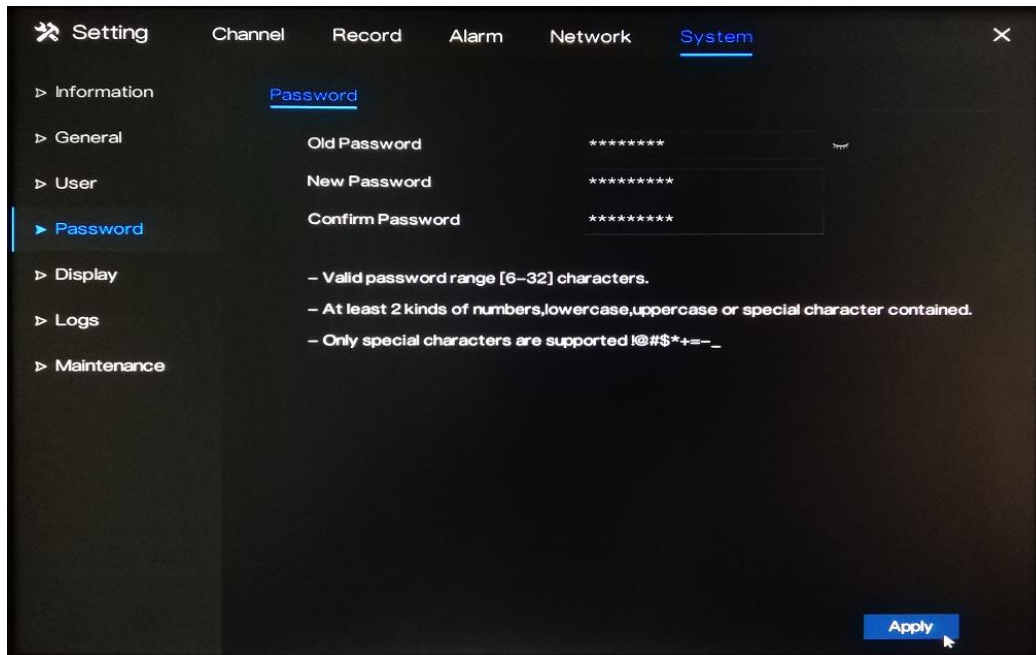


- To set up the E-mail account in your device, you need to input the correct SMTP setting of your account.
 - **SMTP server** – SMTP server address
 - **SMTP server port** – Port number of the SMTP server
 - **Username** – Username of your email address
 - **Password** – Password of your email address
 - **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



Modify Password Procedure

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



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.