



How to Retrieve a Uniview Camera's Password?

Title:	How to Retrieve a Uniview Camera's Password?	Version:	V1.2
Product:	IPC	Date	4/25/2025

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.

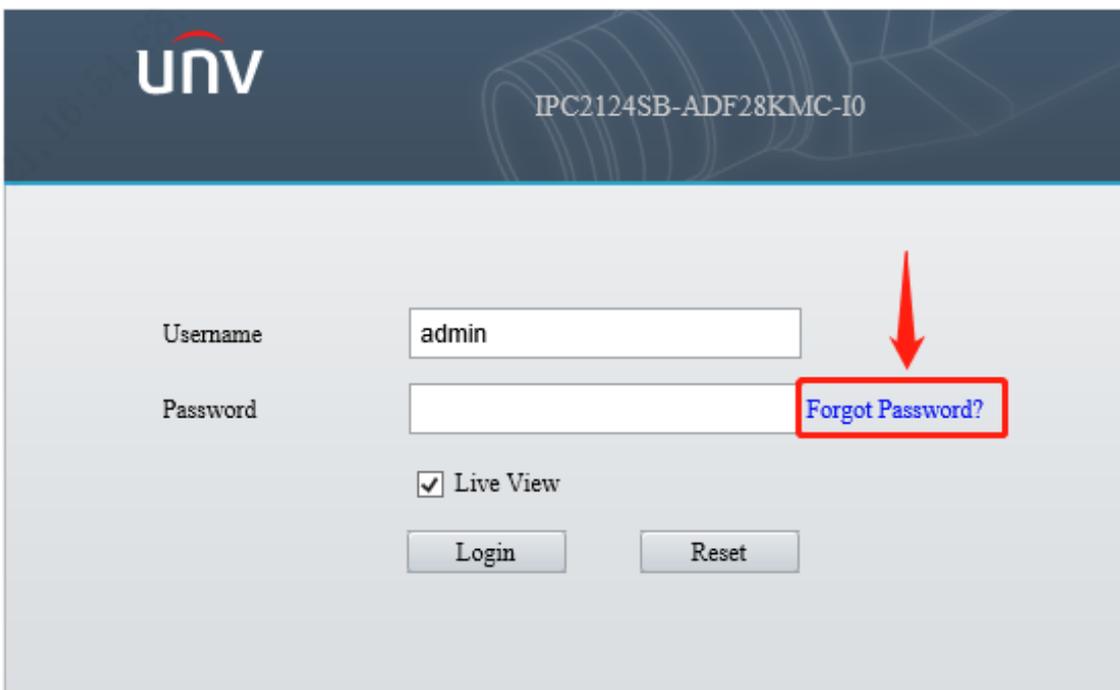
https://global.uniview.com/Support/Service_Hotline/

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 for a temporary password, then change the password after login.

Date: 20220921

Solution: Please check device SN and system date/QR code on the Forgot Password page, go to Uniview's official website, and submit a login password recovery request.

https://global.uniview.com//Support/Product_Password_Reset/

Note: This operation can only be performed on a computer.

By requesting a password reset for your Uniview product(s) via submit a login password recovery request, you acknowledge that you are authorized to initiate the password reset and take full responsibility for this action.

Tutorial Document:

How to find the device SN/Current System Date/Password Retrieve QR Code?

https://global.uniview.com/Support/FAQ/IPC/202308/974061_168459_0.htm

How To Submit A Login Password Recovery Request on Uniview's Official Website?

https://global.uniview.com//Support/FAQ/NVR/202504/1013681_168459_0.htm

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).

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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:

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https://global.uniview.com//Support/Product_Password_Reset/

Note: This operation can only be performed on a computer.

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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 three solutions for you:

Solution 1: Please try the default password, and the username/password of most Uniview products is admin /123456.

Solution 2:

Please check device SN and system date/QR code on the Forgot Password page, go to Uniview's official website, and submit a login password recovery request.



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Note: This operation can only be performed on a computer.

By requesting a password reset for your Uniview product(s) via submit a login password recovery request, you acknowledge that you are authorized to initiate the password reset and take full responsibility for this action.

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Solution 3: Prepare a remote session on your windows computer for our tech support team to remote in and help to troubleshoot.

Note:

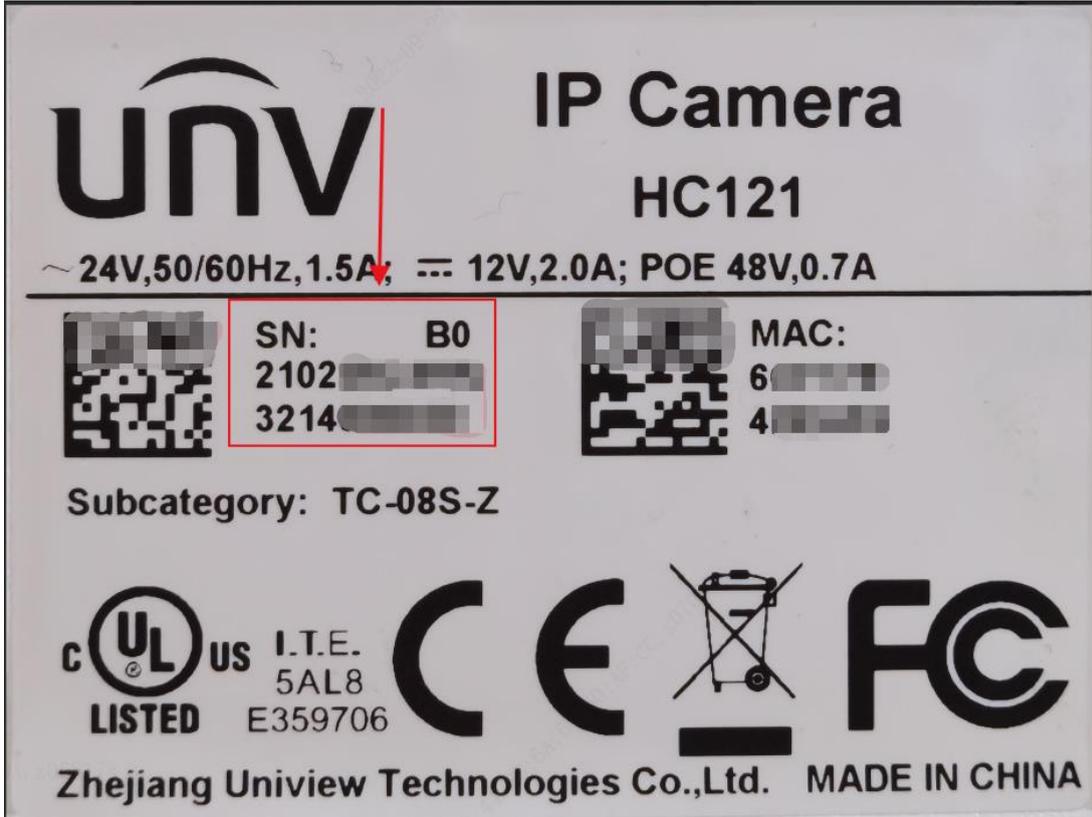
1. **TeamViewer** is a remote session software that is strongly recommended which can be found on Google. Don't forget to send us your TeamViewer ID and Password after you get everything we need prepared.
2. *Temporary passwords or security codes are all only valid on those certain dates.*
3. *It is 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?

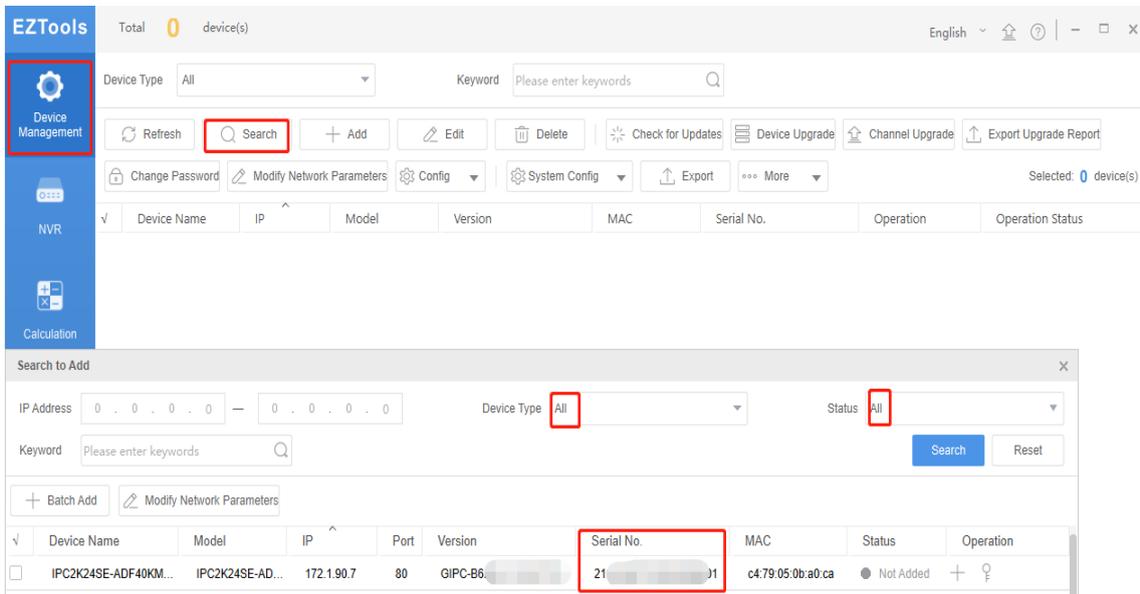
Method 1: Check on the white label of the device.

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Method 2: Check from EZTools

EZTools 3.0 Guide (Device Management>Search)



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

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The screenshot shows the EZTools interface with a list of 10 devices. A 'Search Setup' dialog box is open, showing search mode options and a 'List Items' section. 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 corner of the interface.

The screenshot shows the EZTools interface with the device list. The 'Serial No.' column header is highlighted with a red box. A red arrow points to this column header.

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

The screenshot shows the EZTools interface with the 'Settings' button highlighted by a red box. A red arrow points to this button.

The screenshot shows the 'Setting' dialog box with the 'List Items' section. The 'Serial No.' checkbox is highlighted with a red box. A red arrow points to this checkbox.

The screenshot shows the EZTools interface with the device list. The 'Serial No.' column header is highlighted with a red box. A red arrow points to this column header.

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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).

