

uni**view**

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**CONFIGURATION
TUTORIALS**



RETRIEVING UNIVIEW PASSWORDS

PASSWORDS

Without your device password, you're not going to be able to use it at all! The default Uniview password for the admin account is "123456". It is highly advisable that you change the default password on initial setup but if you are having trouble logging in, try the default first.

If the default password doesn't work then you will have a few methods of troubleshooting this issue in order to get back into your system. Your first step should be to contact your installer. Most installers have a standard password that they assign to units they install and may be able to help resolve this for you simply. If they do not have it then you can move on to other solutions.

RETRIEVING THE PASSWORD THROUGH EZVIEW APPLICATION

To view a Uniview system on your mobile device you should be using the EZView application that is available in either the Google Play store or the App store. Using this application you can reset the password of your unit. It's important to note that the device has to be connected to your cloud account. This process has been covered in our other tutorials if you have not done this.

1. Open the EZView application
2. Click the three lines in the top-left of the screen, this will bring out a pop-out menu. Select "Configuration" which should be the second option from the bottom.
3. In the configuration screen, select the "Forget Device Password" which is also the second option from the bottom.
4. This will open the camera of your phone as long as you have allowed the application to do so.
5. On the unit, go to the login screen. In the bottom-left corner is the "Forgot password" button. Click this.
6. Now using your phone scan the QR code that has been generated on the screen. This will produce a temporary password for you to use on the unit.
7. Type in the temporary password that the application generates and type it into the field. After clicking okay you will be prompted to change the password.

RETRIEVING THE PASSWORD THROUGH EZCLOUD SERVICE

The EZCloud service is Uniview's P2P service which allows users to remotely view their units no matter where you are (assuming you have a connection to the internet!). There are a few ways to add your unit to the cloud service which is covered in other tutorials available on our website. This tutorial will assume you have already added the device to your cloud account.

1. Go to en.ezcloud.uniview.com
2. Log into your cloud account using your credentials.
3. Your devices should be listed on the screen under "My Cloud Devices."
4. Click the "Retrieve password" option on the same line as your recorder.
5. You will land on a screen which requires a verification code. To have the code sent to the e-mail associated with your account click the acquire button next to your e-mail.
6. Open your e-mail. Within a minute or two the verification code will arrive. Retrieve the verification code and type it into the EZCloud window where the verification code is requested. Note: The verification code is only valid for 30 minutes after clicking the acquire button.
7. After putting in the verification code, the website will generate a temporary password just for today's date. Type this on your unit and log in.
8. Be sure to change the password once you've logged in.

PASSWORD CHANGE TIPS

1. The temporary password generated for your console is based on the date. If the date of your unit is incorrect, then the temporary password will not work!
2. If you struggle with the above methods, call the WEC tech support line with the serial number of your device ready and we can provide a temporary passwords for units purchased from us.