QUICKSTART GUIDE

How to reset the password of your NVR

You can reset your password using 2 methods: via Guarding Vision or via e-mail verification (your recovery e-mail address entered during the first configuration).

METHOD 1: GUARDING VISION

Open the login menu and click Patroon Vergeten.

If only a full screen is displayed without menu, open the menu of your NVR. To do so, click with the right button of your mouse somewhere on your screen, select Exit Full Screen and log out on your NVR. Next, select Patroon Vergeten.

Next, select Wachtwoord Vergeten.

Welkom

admin

Wachtwoord

Wachtwoord vergaten?

Inloggen
Check the option Verify by Guarding Vision and click OK.

Open the Guarding Vision app on your mobile device.

1. Click on the + icon.
2. Select QR-code Scannen.
3. Scan the displayed QR code of the device.

4. You will receive the message below.

5. You will receive an e-mail with the verification code. Make sure to check your spam box if you do not see the message in your inbox.
6. Enter the verification code.

7. Enter a strong password. Confirm by entering the same password and click OK.

8. Click Yes. The connected cameras will all receive the strong password by the NVR.
9. Enter your strong password.

10. Redraw your unlock pattern. Remember that the pattern must contain at least 4 circles.

11. The NVR has been reset.
METHOD 2: E-MAIL VERIFICATION

1. Select Wachtwoord Vergeten.

2. Check the option Verify by E-Mail and click OK.

3. Open the camera app on your smartphone. Scan the displayed QR code.

4. Take a picture of the QR-code with the camera app.
5. Edit the picture and save it onto your smartphone. Make sure the picture is not blurred.

6. Open a new e-mail add the QR-code picture as an attachment. Send this mail to pw_recovery@device-service.com.
7. You will receive an e-mail with the verification code. Make sure to check your spam box if you do not see the message in your inbox.

8. Enter the verification code.

9. Enter a strong password. Confirm by entering the same password and click OK.
10. Click Yes. The connected cameras will all receive the strong password by the NVR.

11. Enter your strong password.

12. Redraw your unlock pattern. Remember that the pattern must contain at least 4 circles.

13. The NVR has been reset.