

# **IVSEC Password Reset Request**

If you have forgotten your IVSEC X NVR password send an email to <u>service@ivsecurity.com.au</u> with the following details

### Email Subject:

"IVSEC Password Reset Request"

## Photo Evidence:

- Provide a photo of the top of the NVR (silver sticker showing serial numbers)
- Connect an LCD & mouse to recorder. Provide a photo of the System Information (click on the local icon, bottom right corner of LCD). Ensure the date/time is visible in the photo.





### Where was the equipment purchased from?

Please provide the sellers or the original Installers Business Name and contact phone number).

### Provide your contact details

If you are emailing from a business email address ensure that your signature with company logo, full name and contact numbers are listed at the bottom of the email

**NOTE:** For security requirements all requested information needs to be provided for validation purposes. A reset code will then be emailed to you (code valid for 2 hours only after the email has been sent). Refer to the **IVSEC Password Reset Procedure** for further details.



# **IVSEC Password Reset Procedure**

#### How to reset the password on my NVR (Firmware version 8.2.3 or higher)?

Once you have received the reset code from IVSEC Support follow the steps below to reset the password (Applies to recorder models NR308XC, NR004XA, NR008XA and devices running firmware version 8.2.3 or higher)

- 1. Click the **Start** menu located on the bottom left-hand corner of the screen
- 2. Click Setup



#### 3. Click "Forgot Password"

Unlock						
Current User:	admin					
Device ID	000000		(000000)			
Password						
		Forgot Password				

4. Enter the reset code provided by IVSEC Support into the "**Super code**" section. Then, enter your new password into the "**Password**" and "**Confirm**" sections. Click **OK** 

	Recover wdAuthDialog	
Verification Mode	Super code	~
Super code	07/07/2023 16:19:38 MAC Address 5	8-E8-76-58-E8-76
Password Password Strength Confirm		
	OK Cancel	

If there are no errors when pressing OK then the password reset process has been completed successfully



### How to reset the password on my NVR (Firmware version 8.1.0 or lower)?

Once you have received the reset code from IVSEC Support follow the steps below to reset the password (Applies to recorder models NR308XA, NR308XB, NR316XA, NR316XB, NR532XA, NR564XA and NR564EXB)

- 1. Click the Start menu located on the bottom left hand corner of the screen
- 2. Click Setup



- 3. Enter the code provided by IVSEC Support into the Password field.
- 4. Click Login or Unlock

Language	ENGLISH	*		Unlock	×
Device ID	000000	(000000)	Current User:	admin	
User	admin	×	Device ID	000000	(00000)
Password		Show Password	Password		
					$\mathbf{\hat{U}}$
	Forgot Password Login			Forgot Password	Unlock Cancel

5. Click Multi-User





ତ	3 Setup	Channel	Record	Alarm	Network	Device	System				
¢	General		Multi-U	ser							
				ło.	User Nam			User Enable	Password Enable	User Edit	Permission
	Maintenance				admin		ADMIN	Enable	Enable		
	IP Camera Maintain				user1		USER1	Enable	Enable	Ð	۲
	Information				user2		USER2	Disable	Disable		0
V					user3		USER3	Disable	Disable		
				5	user4		USER4	Disable	Disable		0
					user5		USER5	Disable	Disable		
					user6		USER6	Disable	Disable		0
			Defau	It User ad	Imin						

6. Click **User Edit** on the user account you want to reset (usually the admin account)

- 7. Delete the hidden password (shown as dots) appearing in the "**Password**" and "**Confirm**" section
- 8. Enter a new password into the P**assword** and **confirm** section, click **Save**

	User Edit				X
Level	ADMIN				
User Name					
Password Strength			High		
Password	•••••	Þ			
Confirm	•••••	Þ			
Unlock Pattern Enable	Disable	~			
Number of single user logins	3		Л		
		Default	Save	Cancel	

- 9. **Authentication**: Enter the reset code provided by IVSEC Support into the password section.
- 10. Click Authenticate

	User Edit Authenticatio	on	×
User			
Password			
		$\overline{\mathbf{v}}$	
		Authenticate	Cancel

The password reset process has been completed successfully. You can now use the new password you entered in step  $8\,$