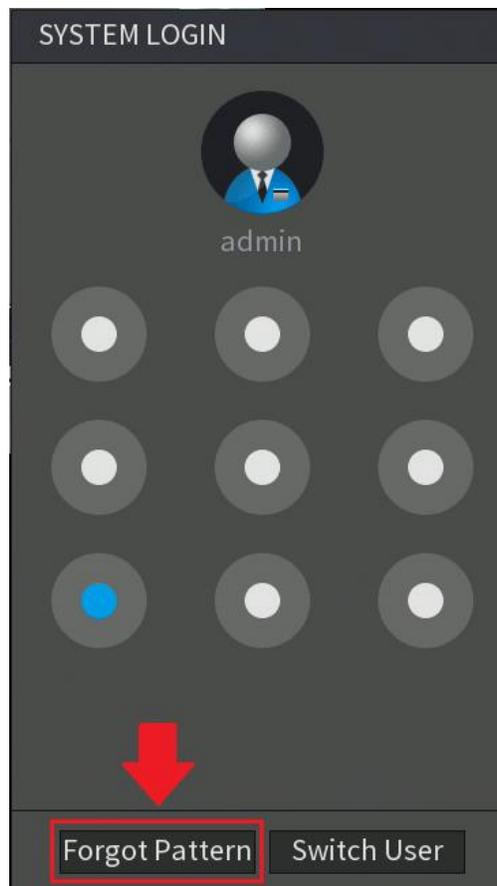
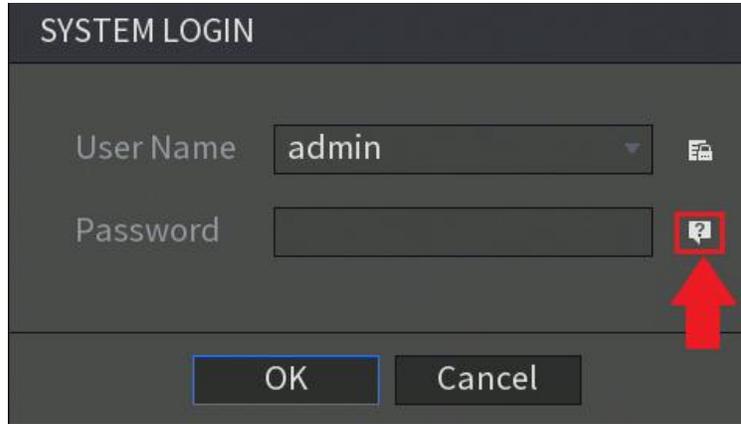


Password Reset Process

Typically, an unlock pattern is the default means of accessing your DVR. If you have forgotten or need to reset the unlock pattern for your device click on the **Forgot Pattern** button.



Next, in the system login screen, click on the **Forgot Password** icon () to access the **Reset Password** menu.



The image shows a 'SYSTEM LOGIN' dialog box with a dark background. It contains two input fields: 'User Name' with the value 'admin' and a lock icon to its right, and 'Password' with an empty field and a QR code icon to its right. The QR code icon is highlighted with a red square and a red arrow pointing upwards. At the bottom, there are two buttons: 'OK' and 'Cancel'.

Note: To provide a secure password reset environment a valid email address, serial number, etc may be requested. All required information is **only** used to verify the validity of the request and a means of providing a security code to you. If you agree and would like to continue with the reset process click **OK** to continue.

There are two ways to reset your password, you can use the QR code method, or via assigned security questions that were set by you during initial setup. We will begin with the QR code method first.

QR Code Method

Using the QR code method to reset your password will require you to download Optiview Mobile App (Optiview VMX-M) from the Google Play or App store. Before proceeding, please download and launch the app to proceed.

1. If there is no email address yet entered to the Reset Password window, enter a password now

Reset Password

Reset Type

SN:



Note(For admin only):
Option 1. Please download EasyViewer and then from More-Reset Device Password, scan the left QR code.

The security code will be delivered to "Email you provided"

Enter email address

Next Cancel

2. Once the app has been successfully downloaded, go back to the DVR and in the **Reset Password** menu, make sure QR Code is set as your reset type. This should be the first option in the drop-down menu, however, this option is also set as the default method for obtaining passwords.

Reset Password

Reset Type

SN:

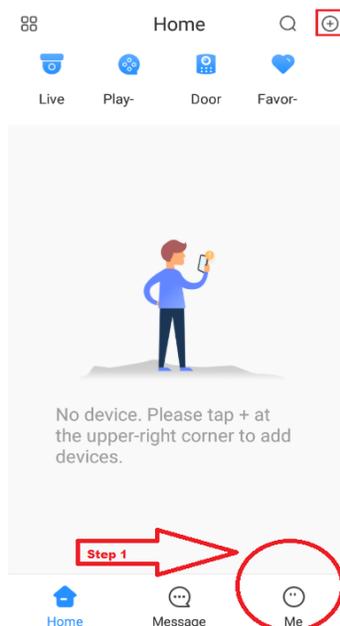


Note(For admin only):
Option 1. Please download EasyViewer and then from More-Reset Device Password, scan the left QR code.

The security code will be delivered to

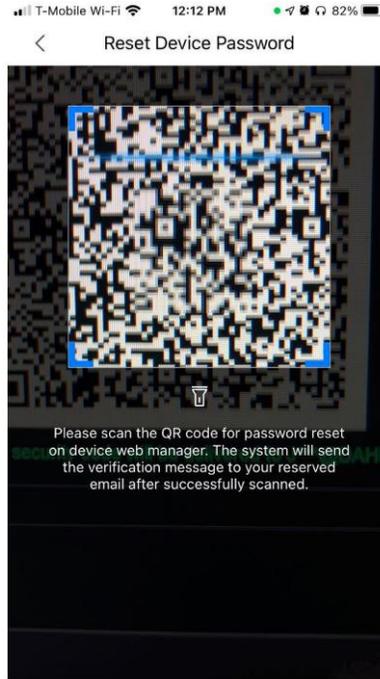
Security code

- a. To begin, open the Optiview VMX-M app. In the app click on the **“Me”** button located at the bottom on the screen.





- b. Tap "Password Security", then tap "Reset Device Password".
- c. Move your phone so that the camera will be able to scan the QR code from the CCTV equipment (DVR, NVR or IP camera). The app will then request to use your mobile device's camera to read the QR Code. Click **OK** and then scan the QR code provided by the device



When you have successfully scanned the QR code an email will be sent to the email address associated with your device. The sender of this email will be labeled "**Password Reset**" and would be sent by the following address: "**support_gpwd@htmicrochip.com**".

- d. Open the email and locate the generated security code that was sent to you. This will be the security code you will need to type into the DVR to reset your password.

Password reset Inbox x



support_gpwd@htmicrochip.com
to me ▾

Dear valued customer,

The security code for you device (SN [Z9C547](#)) is [429d4973](#). The code is valid for only 24 hours. PLEASE KEEP IT CONFIDENTIAL. C
This email and any information transmitted with it are confidential and intended solely for the use of the individual or entity to
only email address that is not monitored for replies.





Note: The security code that was provided will only be valid for **24 HOURS**. If you do not use the code within 24 hours a new one will have to be generated again to complete the password reset process.

Next, enter the provided security code from your email into the **Security code** field in the **Reset Password** menu then press **Next** to continue.

Reset Password

Reset Type

SN: 4G04F8FYAZ9C547



Note(For admin only):
Option 1. Please download EasyViewer and then from More-Reset Device Password, scan the left QR code.

The security code will be delivered to

Security code

Type in the new password for your device in the **New Password** field and type it again into the **Confirm Password** field. Please note, it is recommended to use a password that has between 8 to 32 characters using a combination of letters and numbers. Please do not use special characters such as, (' " ; : &). When you have entered a strong enough password, click on the **Save** button to save the new password to your device.

Reset Password

Reset password of (admin)

New Password

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them.(please do not use special symbols like ' " ; : &)

Confirm Password

Save Cancel



Your new password is now applied to your device, click **OK**. You will now be able to login using your new password. Enter the new password into the **System Login** screen and press **OK** to log into your system.

SYSTEM LOGIN

User Name

Password

OK Cancel





Security Questions

If you do not want to use the QR Code method to reset your password, you can answer the assigned security questions that were set by you during initial setup. To begin, navigate to the **System Login** menu and click on the **Forgot Password** icon (🔑) to access the **Reset Password** menu. From the **Reset Type** drop down menu select **Security Questions**.

Reset Password

Reset Type: QR Code

SN: 4... TA

Note(For admin only):
Option 1. Please download EasyViewer and then from More-Reset Device Password, scan the left QR code.

The security code will be delivered to

Security code

Next Cancel

Enter the answers that you assigned for each security question and press **Next** to continue.

Reset Password

Reset Type

Question 1

Answer

Question 2

Answer

Question 3

Answer



Type in the new password for your device in the **New Password** field and type it again into the **Confirm Password** field. Please note, it is recommended to use a password that has between 8 to 32 characters using a combination of letters and numbers. Please do not use special characters such as, (' " ; : &). When you have entered a strong enough password, click on the **Save** button to save your new password to your device.

Reset Password

Reset password of (admin)

New Password

Use a password that has 8 to 32 characters, it can be a combination of letter(s), number(s) and symbol(s) with at least two kinds of them.(please do not use special symbols like ' " ; : &)

Confirm Password

Save Cancel



Your new password is now applied to your device, click **OK**. You will now be able to login using your new password. Enter the new password into the **System Login** screen and press **OK** to log into your system.

SYSTEM LOGIN

User Name

Password

OK Cancel



You can now make the proper modifications to any security features such as unlock patterns, security questions, or any other security feature tied to your system. As a last resort option, if you are having issues resetting your password a hard factory reset of your device may be necessary.