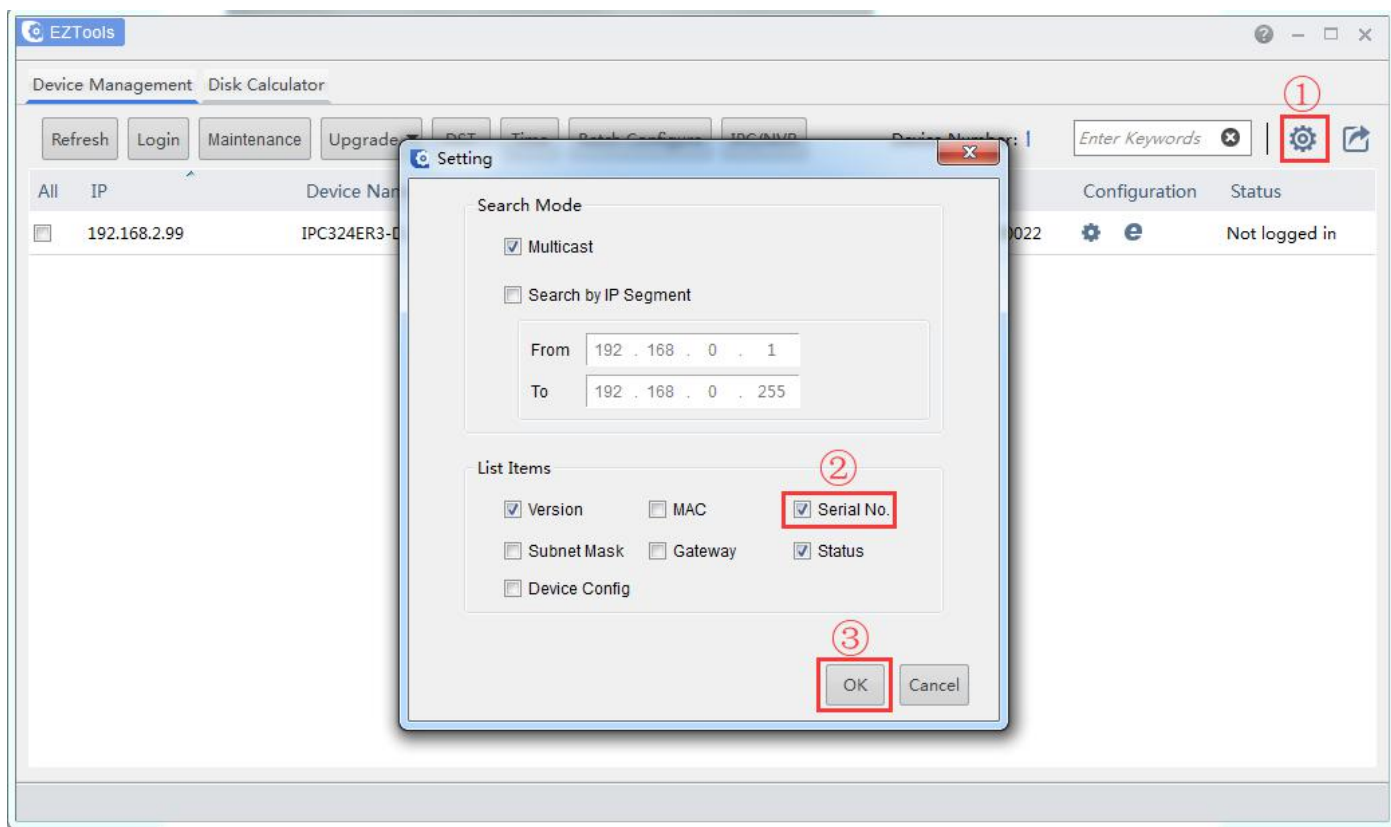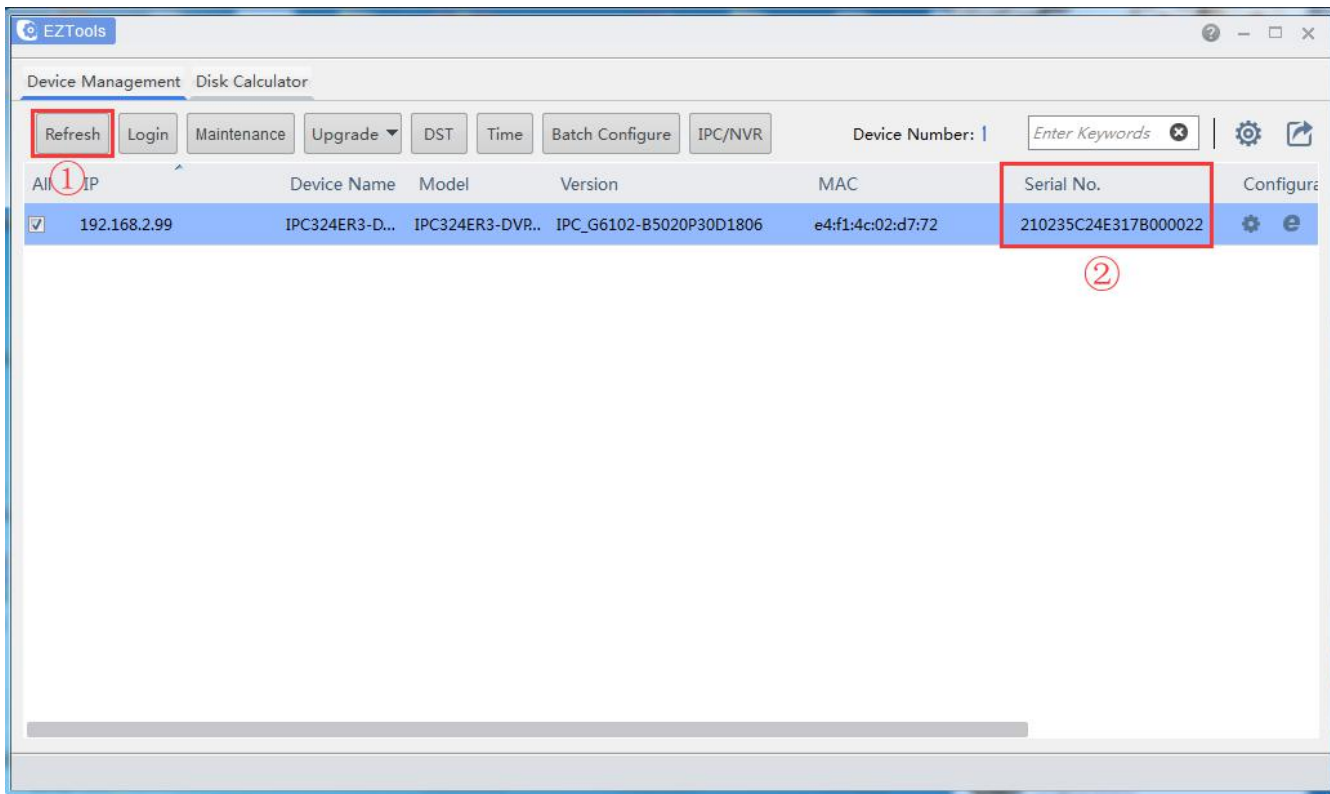# WGCC Camera: forgot the password (default is admin or 123456)

1. Please check the camera SN number first which is labeled at the camera.

2. Download and install IP search tool EZTools, open it to search the camera ip address and SN number.

3. Send us the SN number (support email: unitech@omniccctv.com), we will create you a temporary password

   to login. The temporary password is only valid one day.

For example: the below camera's temporary password on May6, 2019 is M155D0 (lower case and upper case
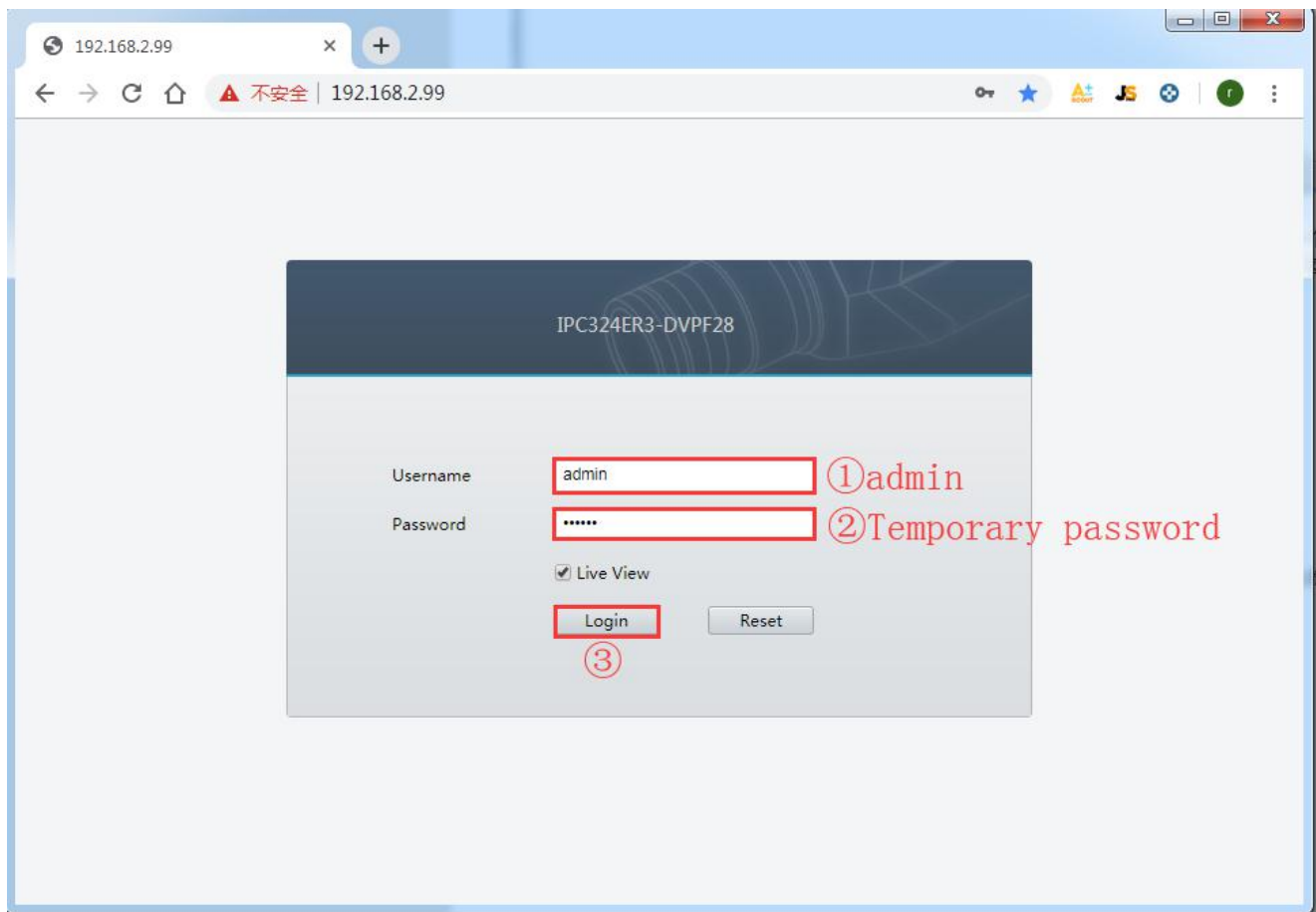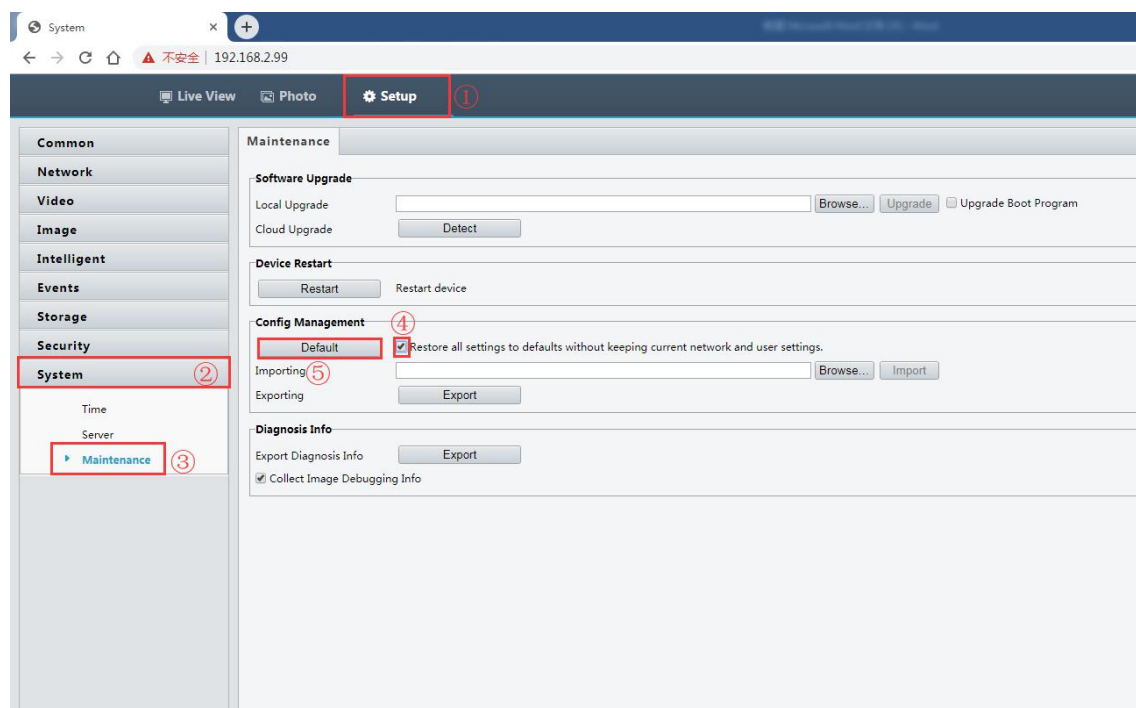
is different)

4. Input the camera ip address in the IE Browser search bar to access to the camera (the ip address can be

searched via EZTools), input username (admin) and temporary password to access to the camera. Then set a

new password in the setup or restore it to factory default setting. If it is restored to factory default setting, the

password will be admin or 123456. You can refer to below screenshots.

Set a new password
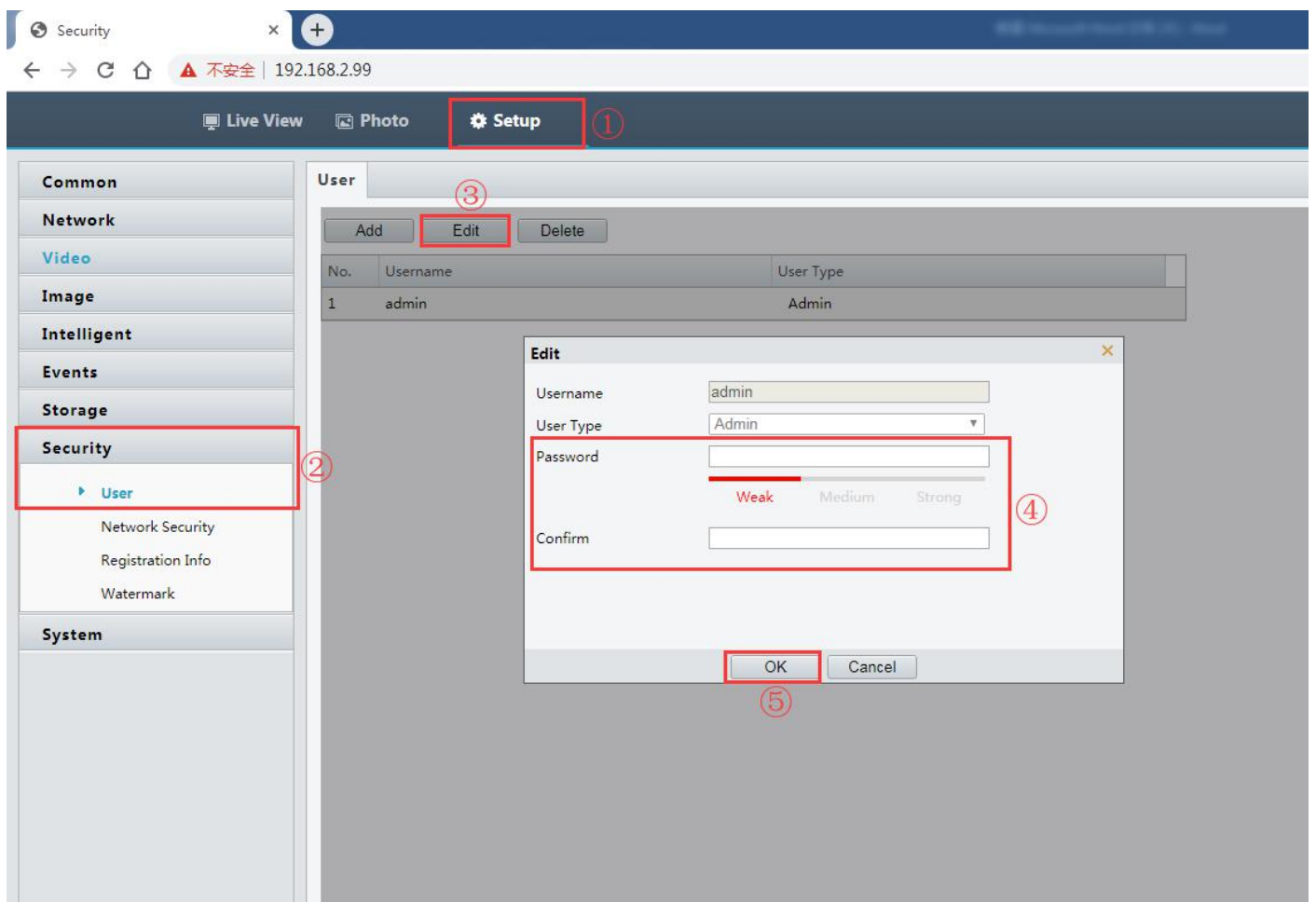
Restore the camera to factory default setting

Attention: If SN number and password are right, but the camera still cannot be accessible (if it prompts wrong

username or password), your browser time/date is different from the camera system time/date.

Press Shift+Ctrl+Alt+D button, it will display the right system/date time. Please refer to this time to use the
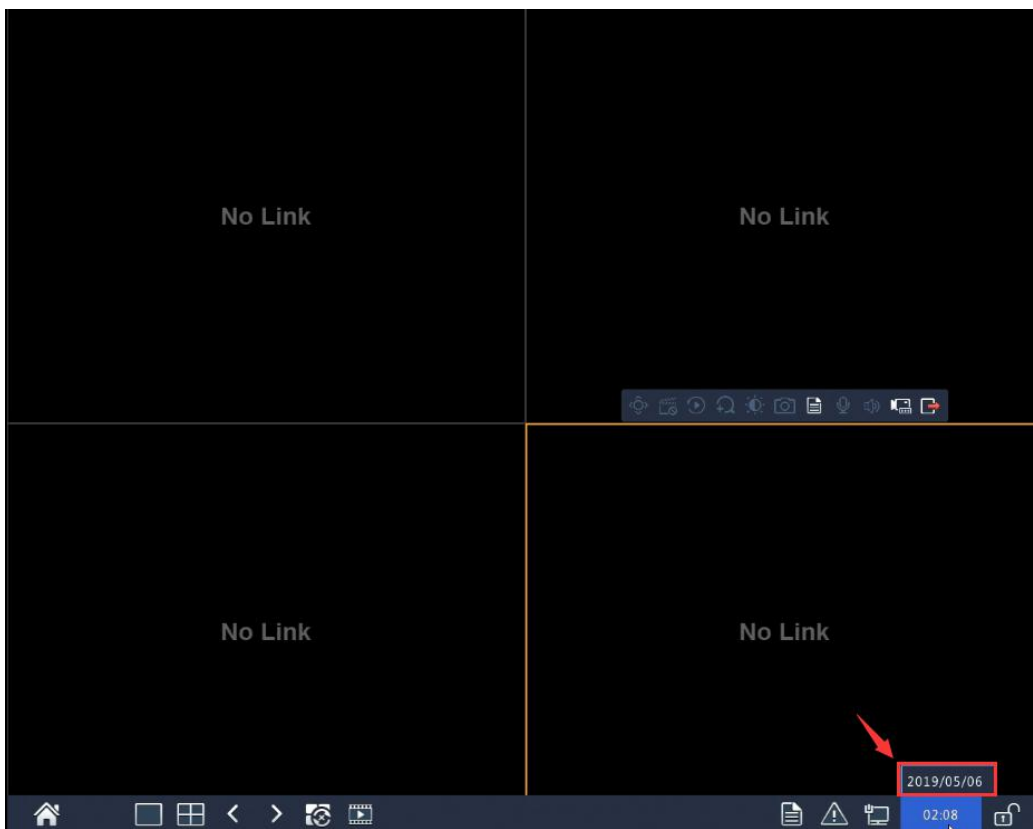
right temporary password to login.
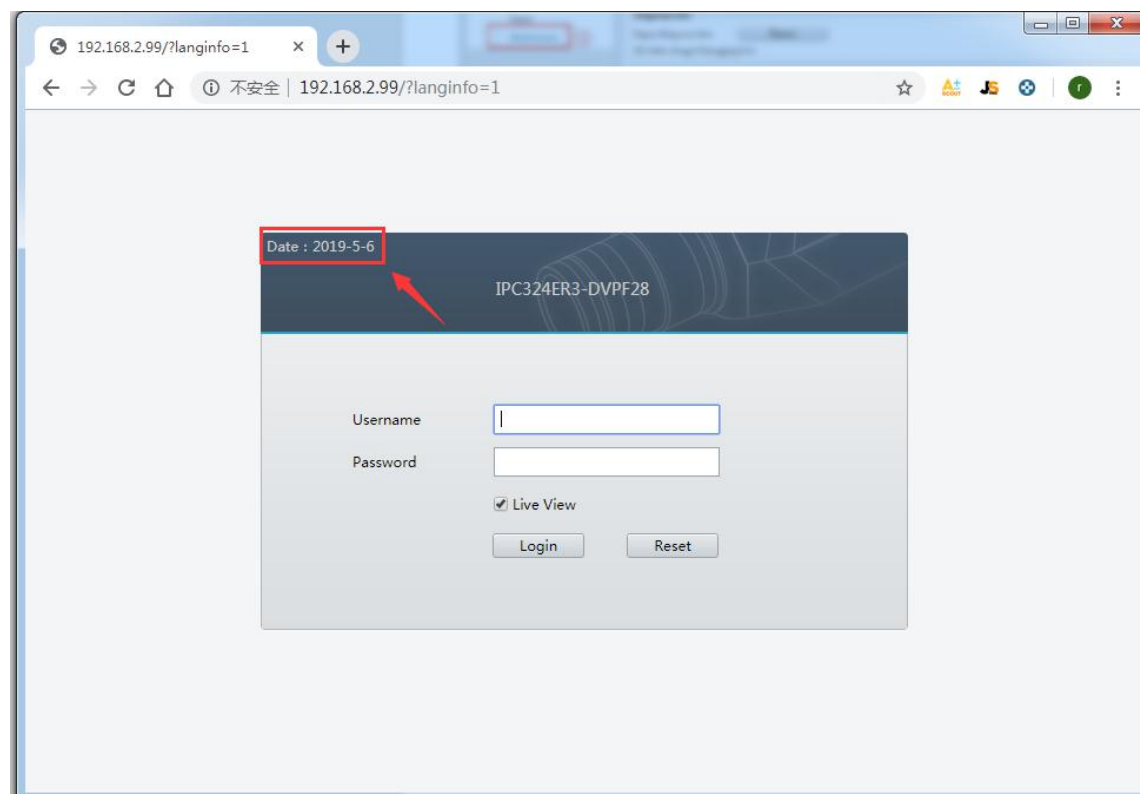
# WGCC NVR: forgot the password (default is 123456)

1. Please check the NVR SN number which is labeled at the bottom of the NVR

2. Download and install IP search tool EZTools, open it to search the NVR ip address and SN number. (same with the camera)


Check the NVR time, move the mouse to the bottom of the NVR screen and it will display the NVR date

3. Send us the SN number (support email: <u>unitech@omnicctv.com</u>), we will create you a temporary password to login. The temporary password is only valid one day.

4. Input the NVR ip address in the IE Browser search bar, input username (admin) and temporary password to access to the NVR. Then set a new password in the setup or restore it to factory default setting. If it is restored to factory default setting, the password will be 123456. You can refer to below screenshots.
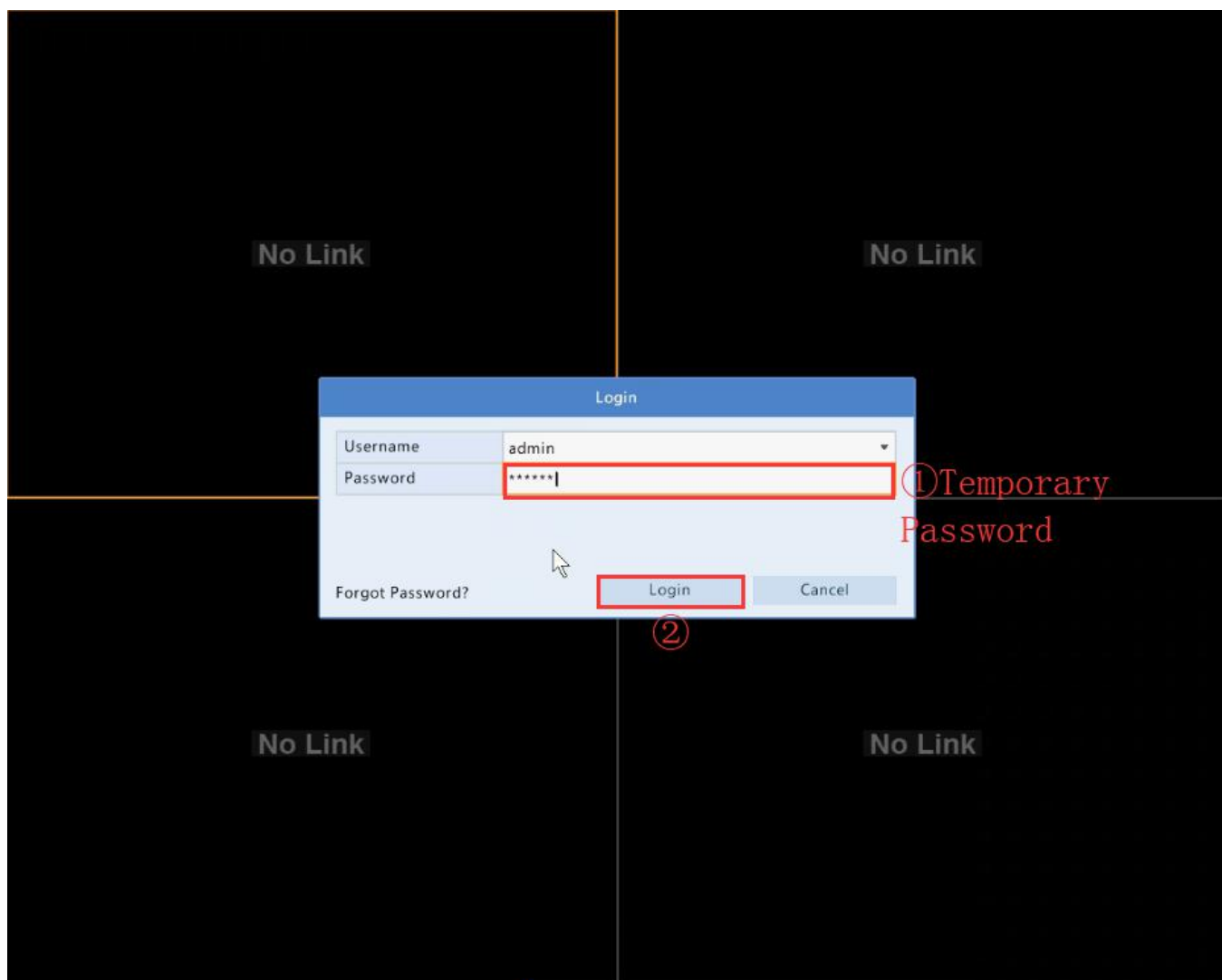
Set new password
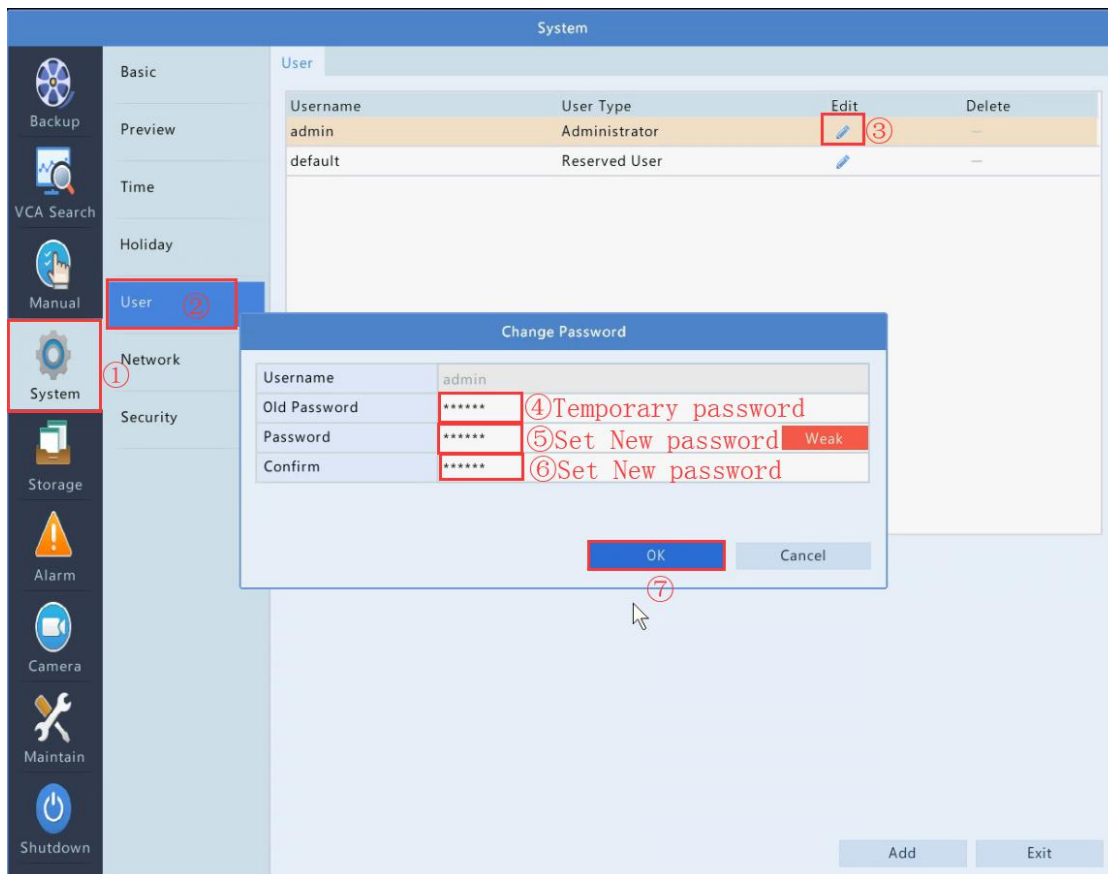
Restore to factory default setting (default password is 123456)