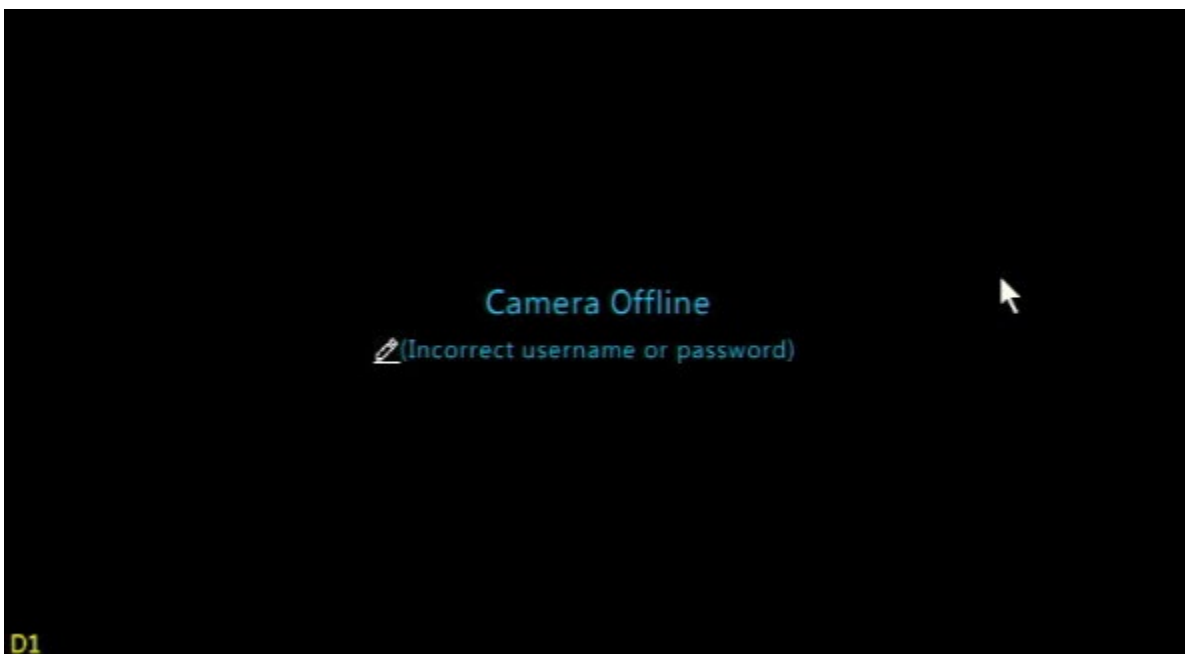


Surevision Invalid Username or Password

Once you set a password on the Surevision NVR the camera system will ask if you want to synchronize the camera password for any currently connected cameras. If you accept this and allow the Surevision NVR to synchronize your cameras will have your Surevision NVR password, if this is the case it will only apply to the camera in the port it was initially plugged into. This means if you plug the camera into another port it will try to login to the camera using the default 123456. If you are receiving the error message, "Offline Camera (Invalid Username or Password)" this means that the camera has the wrong password input into it.



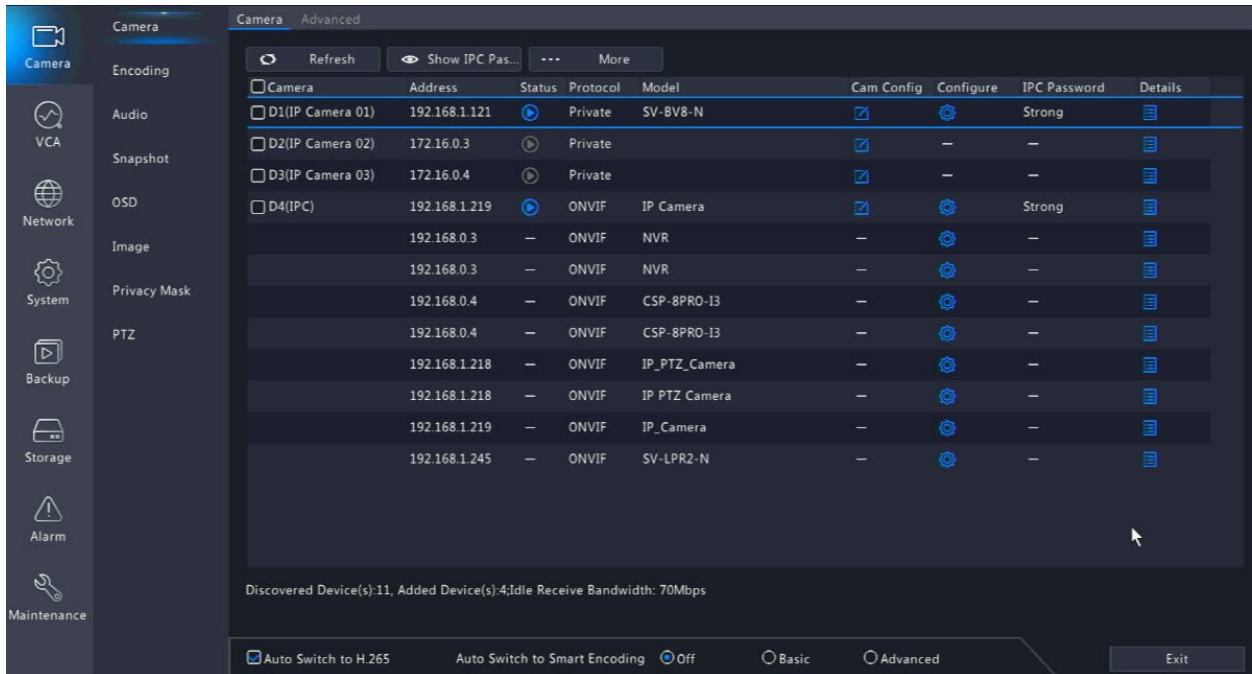
The easiest way to set the password is to click on the Pencil Icon to the left of the error message if available, this will bring up a page to modify the password.

A screenshot of a 'Modify IP Camera' dialog box. The title bar at the top reads 'Modify IP Camera'. The dialog contains several fields: 'Camera ID' with the value 'D1'; 'IP Address' with the value '192 . 168 . 1 . 121'; 'Connection Status' with the value 'Offline(Incorrect Username or Password)'; 'Username' with the value 'admin'; 'Password' with a masked field of asterisks and a small icon on the right; and 'Extended Transmission' with an unchecked checkbox. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

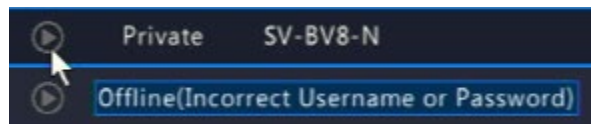
If you type in the correct password the camera will come online. If it is wrong, you have about 4-5 attempts before it will lock, and you need to re-plug the camera back in to input more attempts.

Alternatively, you can also follow these steps to change the password.

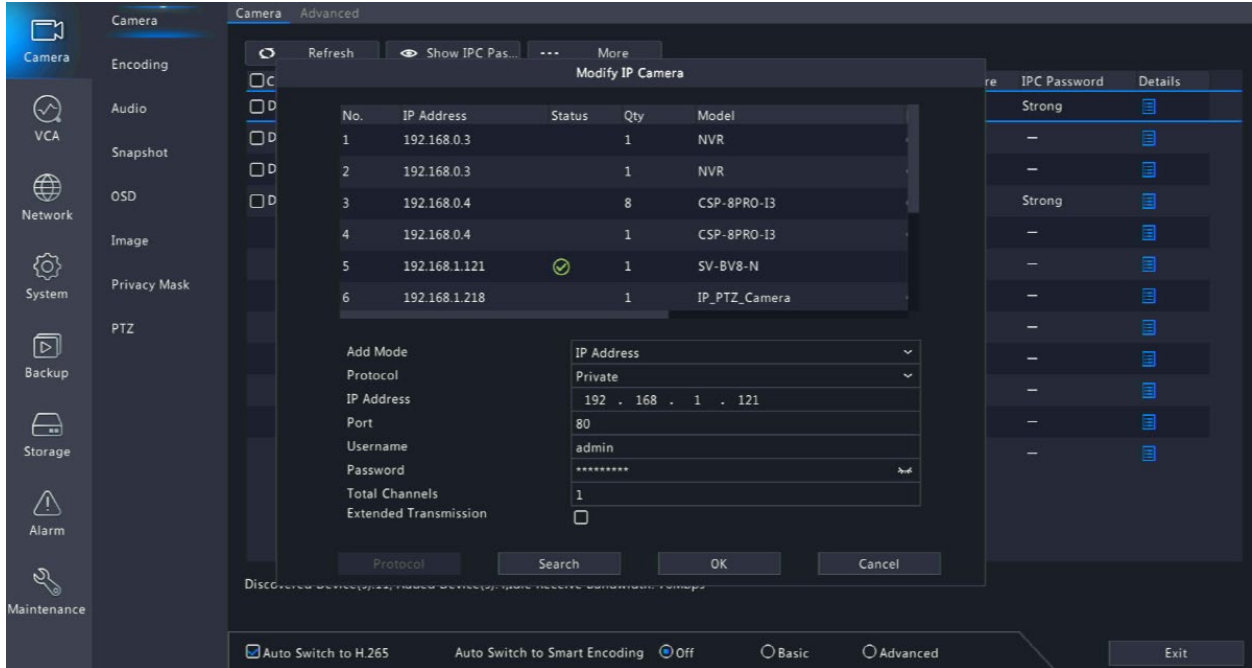
To navigate to input the password into the camera you would need to go to right click with the mouse and left click on Menu > Camera > Camera and select the channel you wish to modify by clicking on the Cam Config Button to the right of the channel that is offline.



(Hint: you can hover your mouse over the Status Icon to view which camera has the Invalid Username or Password Error)



Once on the Cam Config page, you can first try using the camera password 123456. If the camera password does not work, you should try your Surevision NVR password that you created when you first initialized the system.



If the password on the camera you used is not the same as the Surevision NVR password, you may need to resort to defaulting / resetting the camera. Depending on the model you may need to contact support. This requires a computer and logging into the IP address of the camera. The cameras can only be accessed if the computer is on the same network, so if the cameras are on the back of the NVR and the computer is on the router the cameras are technically isolated by the NVR to their own network and you may need an ethernet cable to plug into the POE switch on the back.