

# VL-NVR - How to Reset Lost Password

## INTRODUCTION

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This “How to Guide” shows the procedure for resetting the password on Vista VL-NVR range of Network Video Recorders when any of the below instances occur.

- Password has been lost / forgotten
- When first setting the password, the correct procedure was not followed (security question)
- Takeover from another installation company

**Note:** This process can take up to 24 hours.

## PROCEDURE

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1. From the log in screen select Retrieve password as shown (Fig. 1)

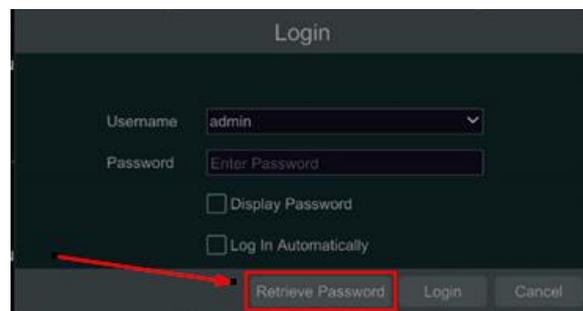


Fig. 1

2. You will be presented with the Retrieve Password box as shown (Fig. 2)

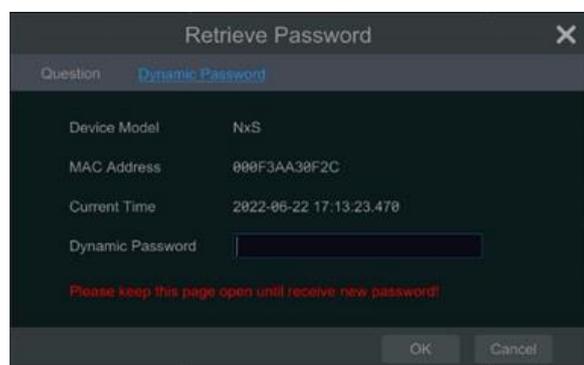


Fig. 2

Take a screen shot of the retrieve password page or Make a note of the following

- Device model
- MAC address
- Time and date shown within the password retrieval box

**Note:- YOU MUST LEAVE THE PASSWORD RETREVEAL BOX OPEN ON THE SCREEN UNTIL YOU RECEIEVE YOUR DYNAMIC PASSWORD**

Then email scrennshot / details along with company name to [tsgmail@norbain.com](mailto:tsgmail@norbain.com)

If possible, please use your company email address, on occasion Norbain may check your Details with your head office.

Norbain TSG will email you the dynamic password within 24 hrs, Once received input dynamic password as shown (Fig. 3)

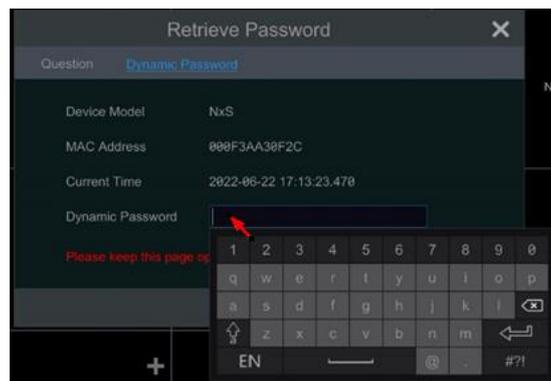


Fig. 3

Then enter new password and follow the procedure for password reset via the security questions.

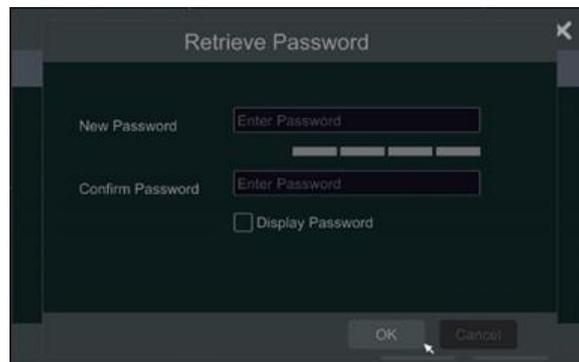


Fig.4

This completes the Procedure.