

How can I reset my DVR password?

When a customer forgets or loses the DVR password, they can call our Customer Service Helpline to recover the “admin” password. Please note that you may be asked where and when you purchased your CCTV, for security purposes. Always use a password to protect your confidential data and make a note for future reference.

- Contact Customer Service, providing the information requested;
 - Customers in the UK: Call 0845 366 4685
 - Customers in Ireland: Call 1 890 812 721
- We will provide you with a password to enter on your DVR which will enable you to login
- Your DVR will ask you to create a new password and you will then be able to login as normal.

END