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www.flir.com/security/pro




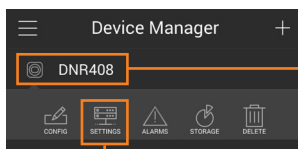
DVRs and NVRs using the **FLIR Cloud app for smartphones and tablets** support password resets through the app, which you can perform yourself.

Important Notes:

- Make sure your DVR / NVR is powered on and connected to the network.
- Do not attempt to delete your DVR / NVR from the app or reinstall the app on your smartphone or tablet.
- You must be signed into your FLIR Cloud app using the administrator account. Secondary users cannot perform password resets.
- Password reset feature is currently only supported on iOS (iPhone / iPad users only). We will update this article when the fix becomes available for Android users.

To reset your DVR / NVR password:

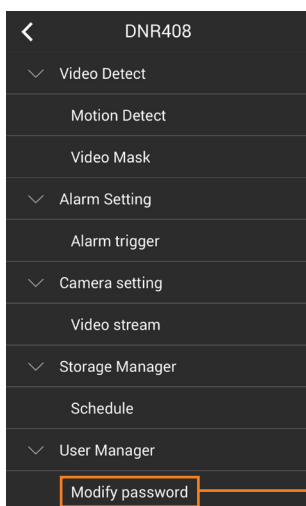
1. Open the **FLIR Cloud app** on your smartphone or tablet.
2. Tap  in the upper-left corner to open the app menu. Tap **Device Manager**.
3. Tap your DVR / NVR from the Device Manager menu, then tap **Settings**:




Tap the device you want to change the password for.

Tap **Settings**.

4. Tap **Modify password**.



Tap **Modify password**.

5. Enter and confirm a **new 6-character password** for your DVR / NVR, then tap .

Your new password will be used to access your DVR / NVR locally from now on, as well as remotely using a smartphone, tablet or computer.