

## **User Account Locked**

Your system will lock itself out when you or someone else has attempted to log into your DVR with an incorrect user/password combination more than three times within 30 minutes

When this happens you have two options.

1. Wait 30 minutes after the last failed login attempt and try again.
2. Reboot the DVR by using the rear toggle switch or by unplugging.

When the unit powers back on try and login with the default username and passwords.

Username: **admin**

Password: **admin**

or

Username: **888888**

Password: **888888**

If neither of these passwords get you into your system you will need to email us at [Support@CCTVSecurityPros.com](mailto:Support@CCTVSecurityPros.com) and request a Master Password. Once we can confirm your account we will happily be able to provide you with the correct login credentials.

Please have your Order Number or DVR/NVR Model Number when requesting a Master Password.

\*Note: The DVR/NVR Model Number can be found on the Bottom or Side of your system.