



Connecting a DVR / NVR to Night Owl X or X HD after a Password Reset

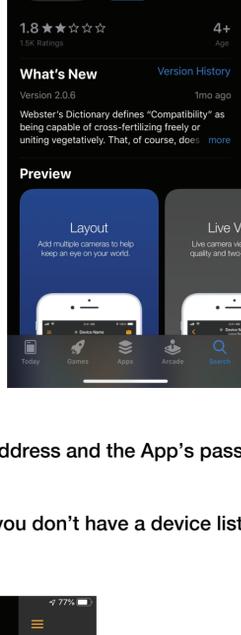
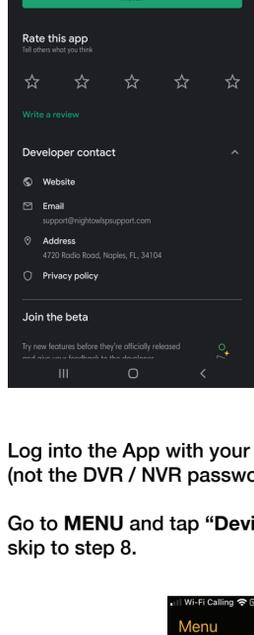
After resetting the DVR / NVR password, you **MUST** follow the steps below to remove and add the device to the Night Owl X / X HD App.

YOU MUST FOLLOW THE STEPS BELOW OR YOUR DEVICE WILL NOT WORK WITH THE APP! DO NOT SKIP THE FOLLOWING STEPS!!



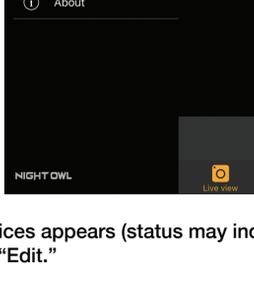
STOP The following instructions are **ONLY** for DVR's / NVR's that use the **Night Owl X or Night Owl X HD App**.

Step 1: If you don't have the App, download it from the Google Play Store (Android) or App Store (iOS).

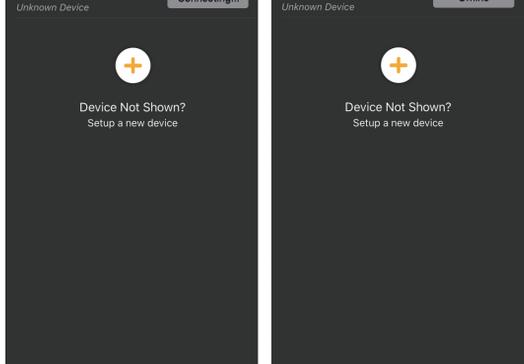


Step 2: Log into the App with your email address and the App's password (not the DVR / NVR password).

Step 3: Go to **MENU** and tap **"Device."** If you don't have a device listed, skip to step 8.

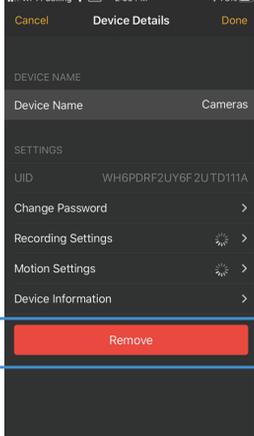


Step 4: A list of your devices appears (status may indicate "Connecting" or "Offline"), tap **"Edit."**

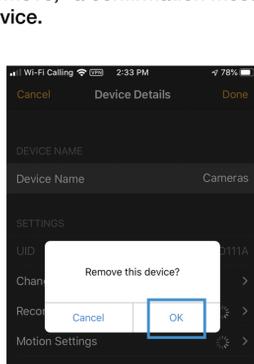


Step 5: Select the device that had its password reset.

Step 6: On the "Device Details" screen, tap **"Remove."**

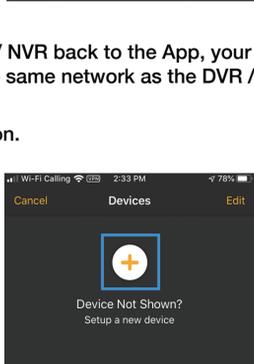


Step 7: After tapping "Remove," a confirmation message appears. Tap **"OK"** to remove the device.

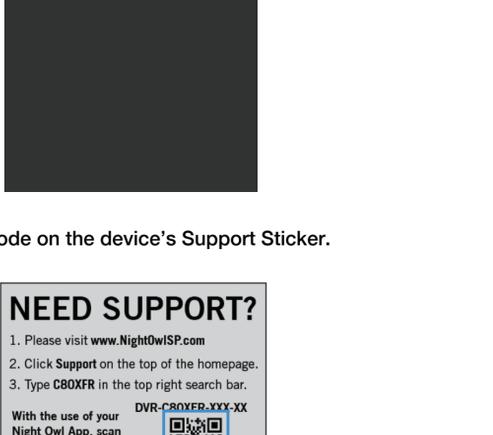


Step 8: To add the DVR / NVR back to the App, your Smart Device **MUST** be connected to the same network as the DVR / NVR.

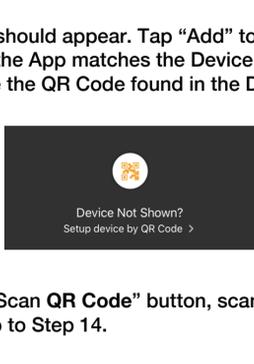
Step 9: Tap the **"+"** button.



Step 10: Locate the QR Code on the device's Support Sticker.

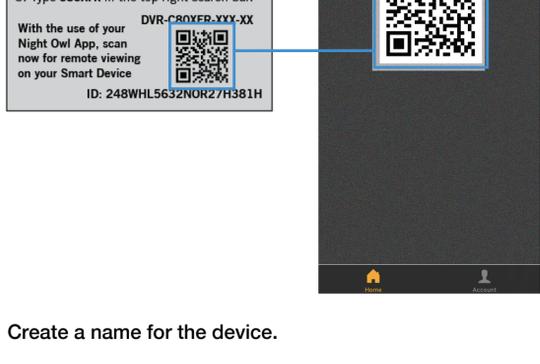


Step 11: A list of devices should appear. Tap **"Add"** to add the device, making sure the Device ID in the App matches the Device ID on the Support Sticker. You can also use the QR Code found in the DVR / NVR Menu.

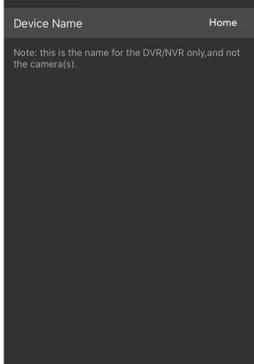


Step 12: If you used the "Scan QR Code" button, scan the Device's QR Code. If you didn't, skip to Step 14.

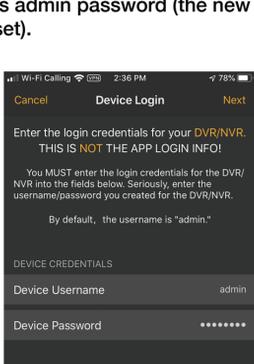
Step 13: Scan the Device's QR Code.



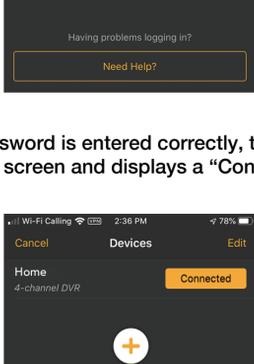
Step 14: Create a name for the device.



Step 15: Enter the device's admin password (the new password created during the password reset).



Step 16: Finally, if the password is entered correctly, the DVR / NVR appears on the "Devices" screen and displays a "Connected" status.



Well done!

Make sure to save your new password in a secure location. Remember, the Night Owl Support Site has the answers to your Questions. Why call when our Support Site has it all!