

D3000 Series Frequently Asked Questions

Q: When connecting to the DVR, I am getting the message "Your current password is unsecure, please change your password." Is this normal?

A: To improve the security of our products, the mobile apps and PC / Mac software have been updated to require that you create a personalized password for your DVR. If you are still using the default password (**000000**), the first time you connect to your DVR using the mobile apps or CMS, you will be prompted to change your DVR password. You will then create a new 6 character password to connect to the system.

The new DVR password will be used to connect to the DVR on any other apps or software. It will also be required to login to the system locally to access the DVR menus.

Q: I am getting a "Password Error" or "Cannot Connect" message when trying to connect to my DVR. What should I do?

A: The password may have been changed on another device or by another user (see above for details). Make sure your device is using the correct DVR password.

Q: I have forgotten the password to the DVR. What do I do?

A: If you have forgotten the password for your DVR, you must call FLIR Visible Technical Support to have the password reset. For security, there is no way to reset the password yourself. Before calling Technical Support, please ensure your DVR is connected to your network (connect the DVR to your router with an Ethernet cable and restart the DVR).


Q: What is the default username and password for the DVR?

A: The default user name is **admin** and the default password is **000000**. By default, passwords are enabled on the system and are required to access system menus or log into the DVR over the Internet. For security, the first time you log into the DVR over the Internet, you will be prompted to create a unique password for the DVR.

Even if you do not use the remote connectivity features of the DVR, it is still essential to create your own password to ensure that unauthorized people cannot gain access to your system. See the following question for details on how to change the default password.

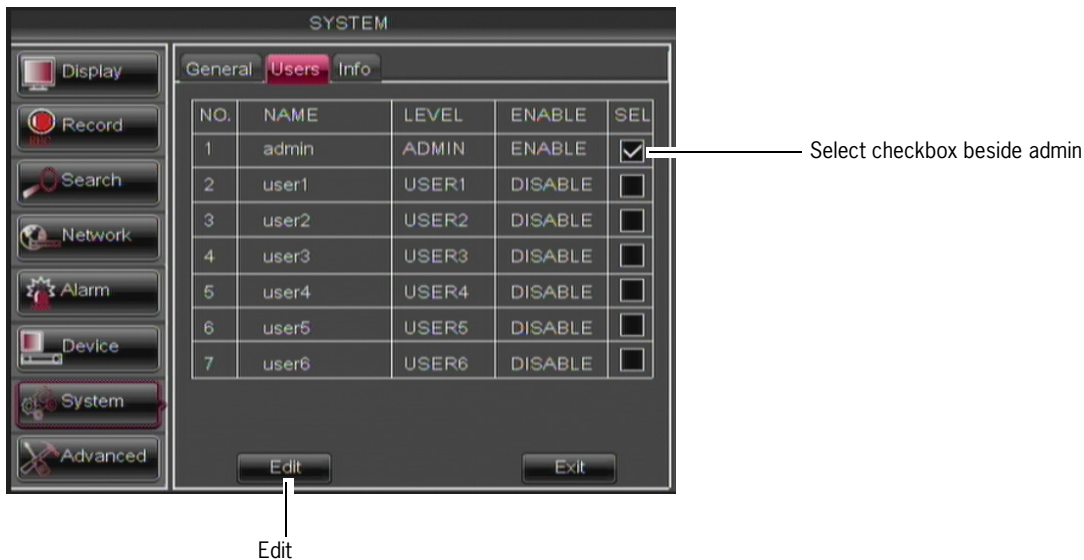
Q: How do I change the password for the DVR?

A: Follow the steps below.

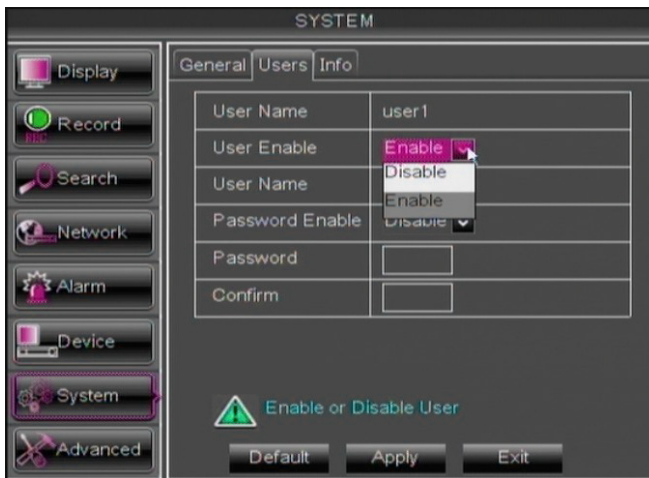
1. Right-click to open the Menu Bar and click the Main Menu button ().
2. Enter the user name (default: **admin**) and password (default: **000000**) and click **Apply** to log in.

Q: How do I set up the DVR to record only when there is motion detected?

3. Click **System** and select the **Users** tab.
4. Select the checkbox beside admin to change the admin password, then click the **Edit** button.



5. Configure the following:
 - **User Name:** Enter the desired admin user name.
 - **Password:** Enter your desired password.
 - **Confirm:** Re-enter the password.




6. Click **Apply** to save your settings.

Q: How do I set up the DVR to record only when there is motion detected?

A: To set up the DVR to record only when motion is detected, you will need to configure a recording schedule that will record motion events only, copy the schedule to all channels, and configure your cameras for motion detection.

Step 1 of 2: Configure an event-only recording schedule:

1. Right-click to open the Menu Bar and click the  button to open the Main Menu.
2. Click **Record** then select the **Schedule** tab.

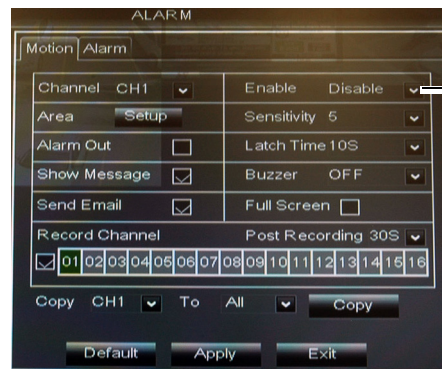
- Click inside the grid to configure a schedule that looks like the one below. The entire top row should be gray, and the middle row should be all yellow. This schedule enables motion recording all day on Sunday for Channel 1. In the next steps, we will copy this schedule to all days and all channels.



- Under the first **Copy** controls, select **Sun** and **All**. Click **Copy** to copy the schedule above to every day of the week. Click **Ok**.
- Under the second **Copy** controls, select **CH1** and **All**. Click **Copy** to copy the schedule to all channels. Click **Ok**.
- Click **Apply** to save your changes.

Step 2 of 2: Configure your cameras for motion detection:

- From the Main Menu, click **Alarm** then select the **Motion** tab.
- Under **Enable**, select **Enable** to turn on motion detection on Channel 1.



- Under **Copy**, select **CH1** and **All**. Click **Copy** to turn on motion detection on all channels. Click **Ok**.
- Click **Apply** to save your changes.