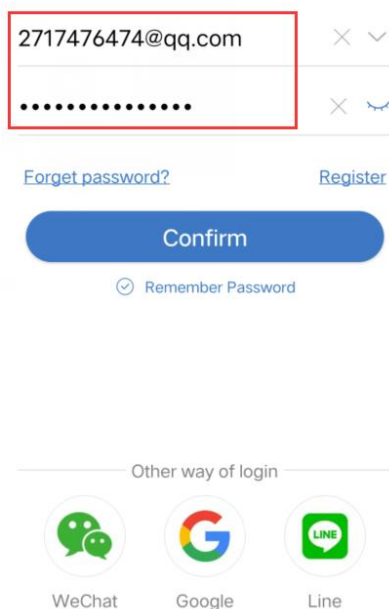


App adds the device prompt "The device has been bound by another account. Please contact the owner to share and add". The reason is that the device has been upgraded to the security level. After the device is added by the user (APP account) for the first time, it will automatically bind the user , This user is the device owner. If the owner does not share the device, other people cannot add it even if they know the device Cloud ID number and password.

If the above prompt appears when you add a device, there are 3 solutions:

I. If you are the device owner, please log in to the APP with the device owner account to add the device.

Log In



2717476474@qq.com




.....

[Forget password?](#) [Register](#)

Confirm

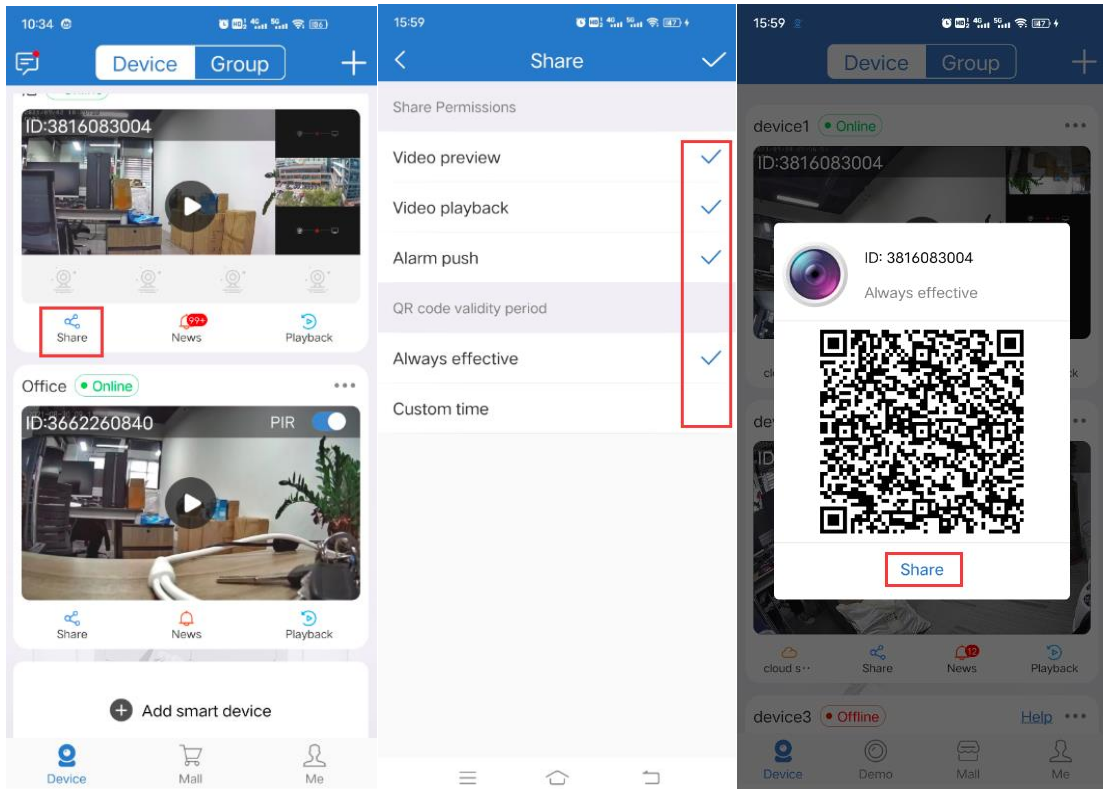
Remember Password

Other way of login

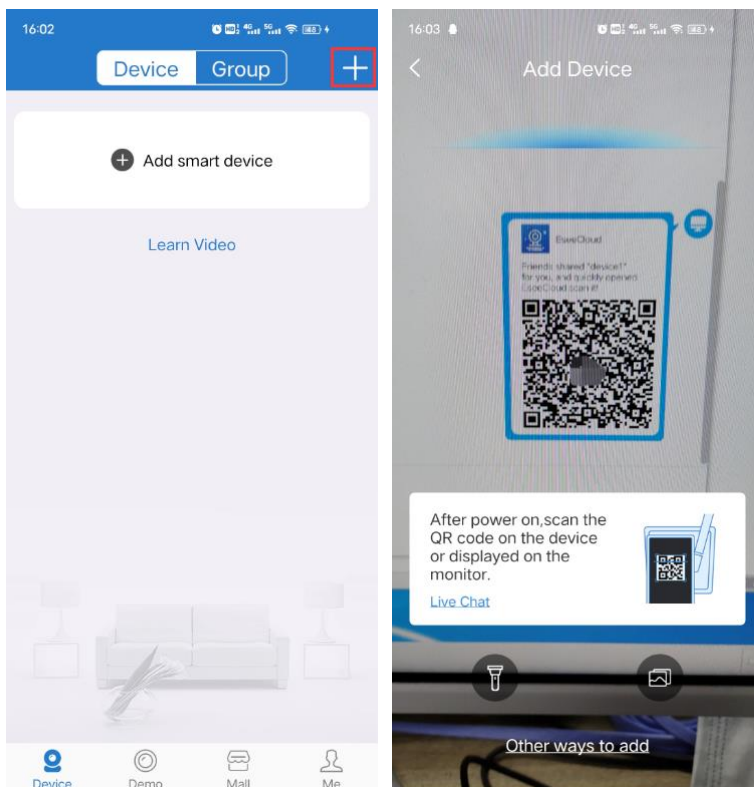
 WeChat  Google  Line

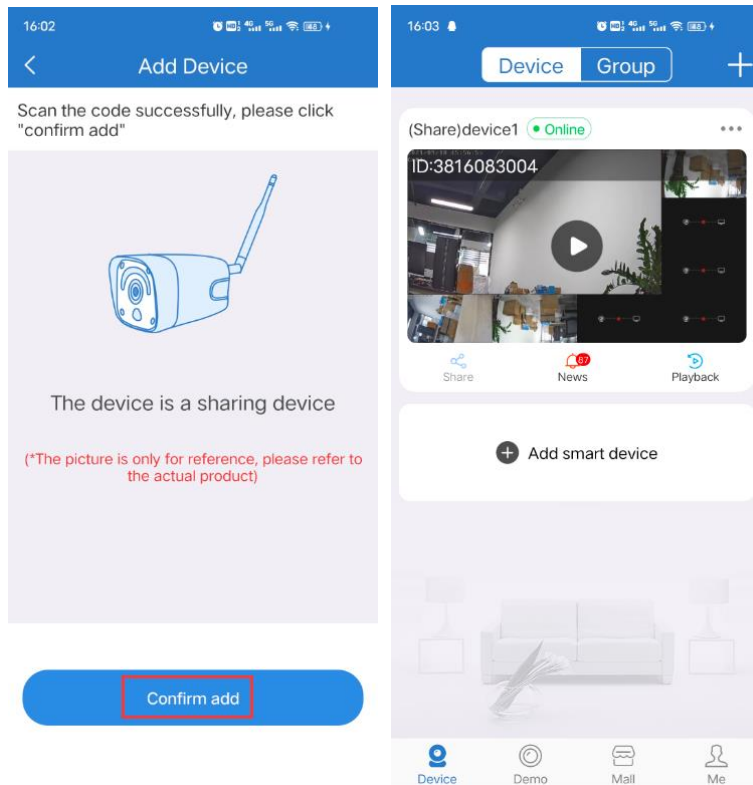
II. If you are not the owner of the device, please contact the owner to share the device for you to add:

① Click "share" on the owner's phone, set the sharing permissions, and click "share" to send to the person who needs to add.



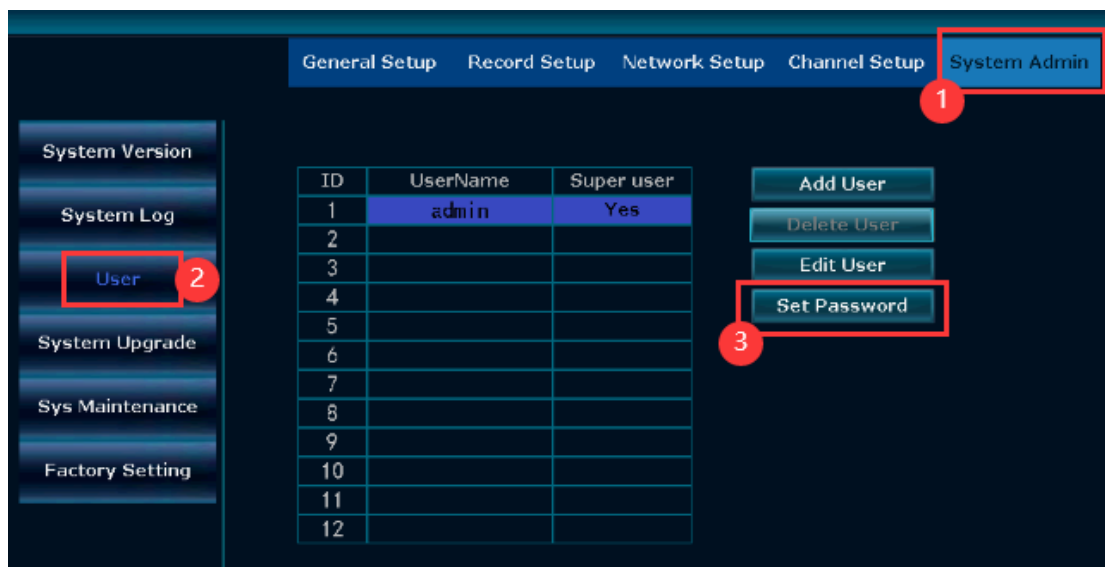
2 Click "+" on the adder's phone, scan the QR code shared by the owner, and click "confirm add" to add.





III.If you are the device owner but forget the device owner account, delete the device password and add it again:

① Please right click mouse to enter menu “System Setup” > System Admin > user> Set Password.



② Enter Old password, leave New password blank, click OK to save



3 Now the APP can add devices. After adding, if you want to set a password for the NVR, follow the above 1-2 operations to set the password. After the NVR has set the password, the APP will prompt "Wrong user name or password ", which needs to be change to the correct password on the APP:

Click "more" on the right of the device name, click "edit", enter the correct password and click "complete" to save.

