How to Troubleshoot When It Shows the Device Has Already Been Registered When I Try to Add It to EZView or EZCloud?

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Description

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.
https://global.uniview.com/Support/Service_Hotline/

Preparation

Video: https://www.youtube.com/watch?v=4W0pm41s4Nk&list=PLrBaKYrUJkiv_ShCVIqTeIAsOxyFEljjR&index=7

Sometimes when you try to add your NVR or camera to an EZView or EZCloud account, it says 'the device has already been registered'. This is because **one device can only be added to one primary EZView/EZCloud account**, but your device has already been added to another account.
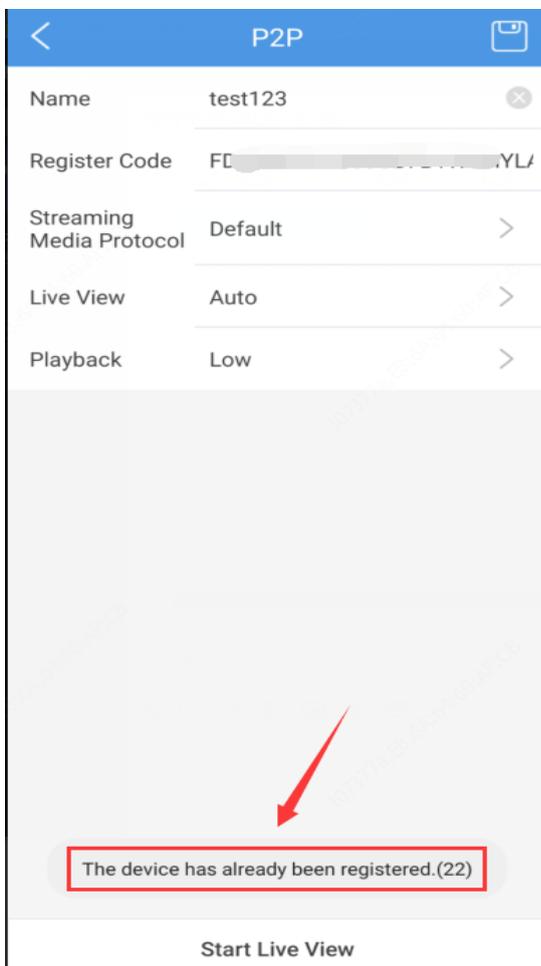
You can unbind the device from the old account either from the device's web interface under **Setup>Network>EZCloud** or GUI of NVR under **Menu >Network>Basuc>EZCloud** first and then try to add it again to your account.

Operating Steps

Method 1

From the Device's web interface

Step 1 Log into your device.

Step 2 Find and click **Delete** or **Log out** under **Setup>Network>EZCloud**, then your device will be deleted from the previously registered EZView account.

Step 3 Use your own EZView account to add the device.
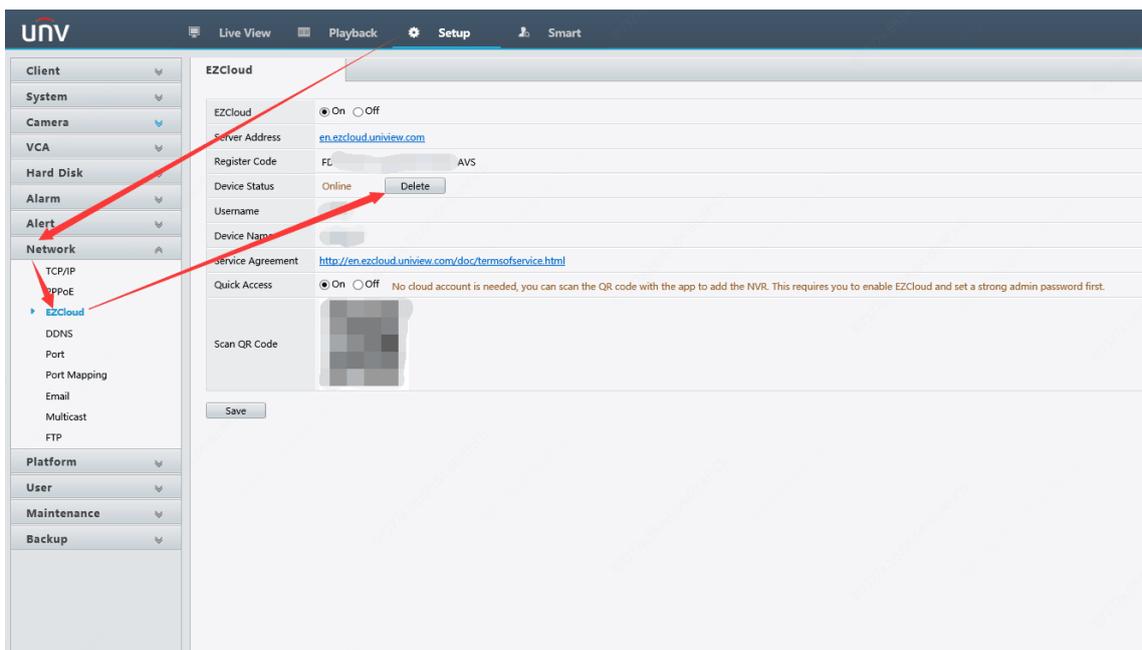
Method 2

From NVR's monitor/GUI

Step 1 Log into your device.

Step 2 Find and click **Delete** or **Log out** under **Menu>Network>Basic>EZCloud**, then your device will be deleted from the previous registered EZView account.

Step 3 Use your own EZView account to add the device.

If you cannot find the **Delete** or **Logout** button under **EZCloud**, please upgrade your device to the latest version and see how it works.

How to upgrade the Uniview NVR by cloud?

Step 1 Make sure your device is connected to the Internet and EZCloud is online.
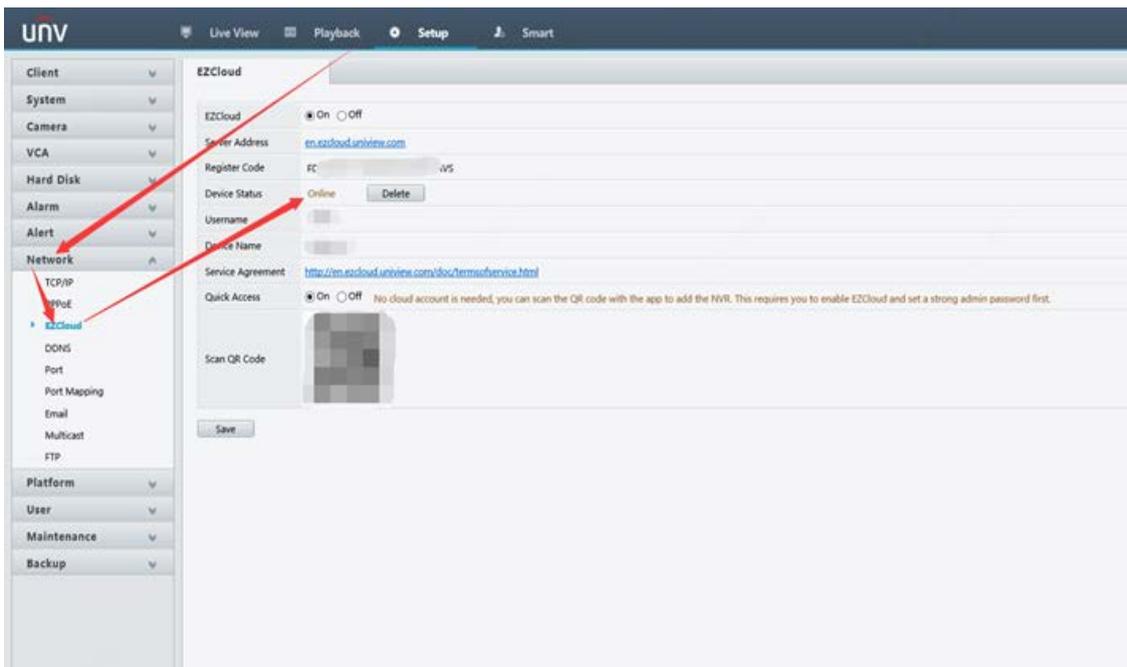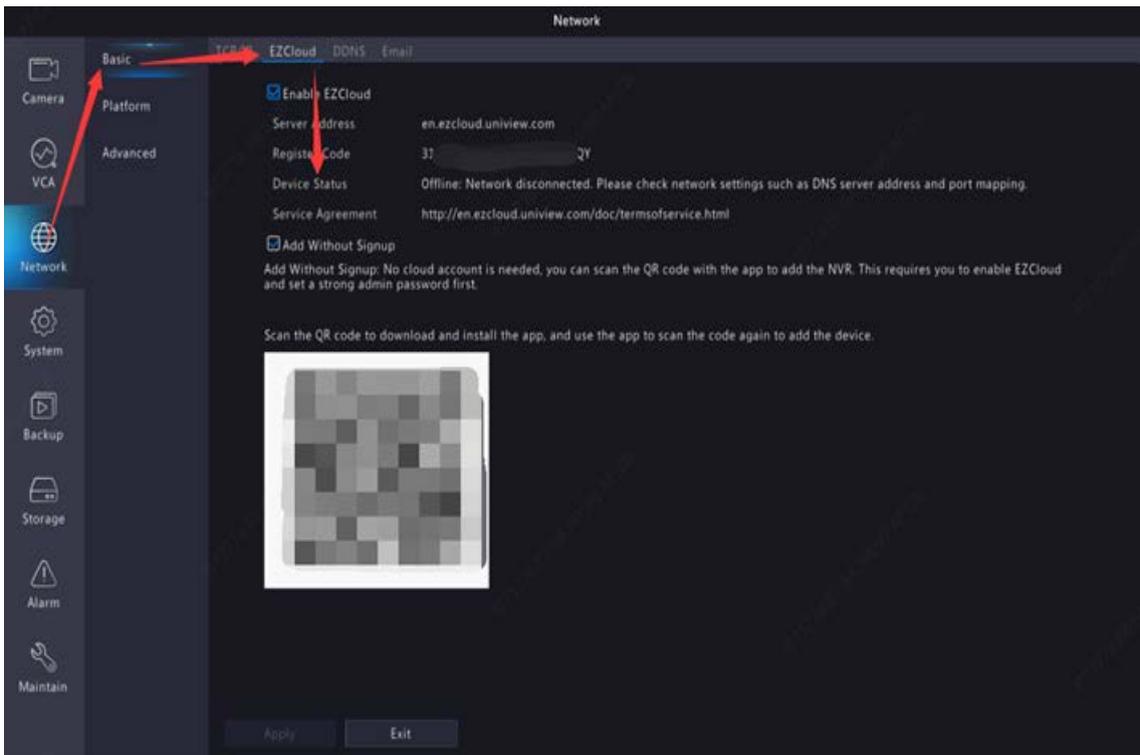
Step 2 Click **Check New Version** on the NVR's web interface under **Menu>Maintenance>Maintenance>Maintenance**. There will be a small window which pops up and tells you if there is any new firmware for your NVR.

Step 3 If there is a new version detected, you can click **Upgrade** to cloud upgrade your NVR.
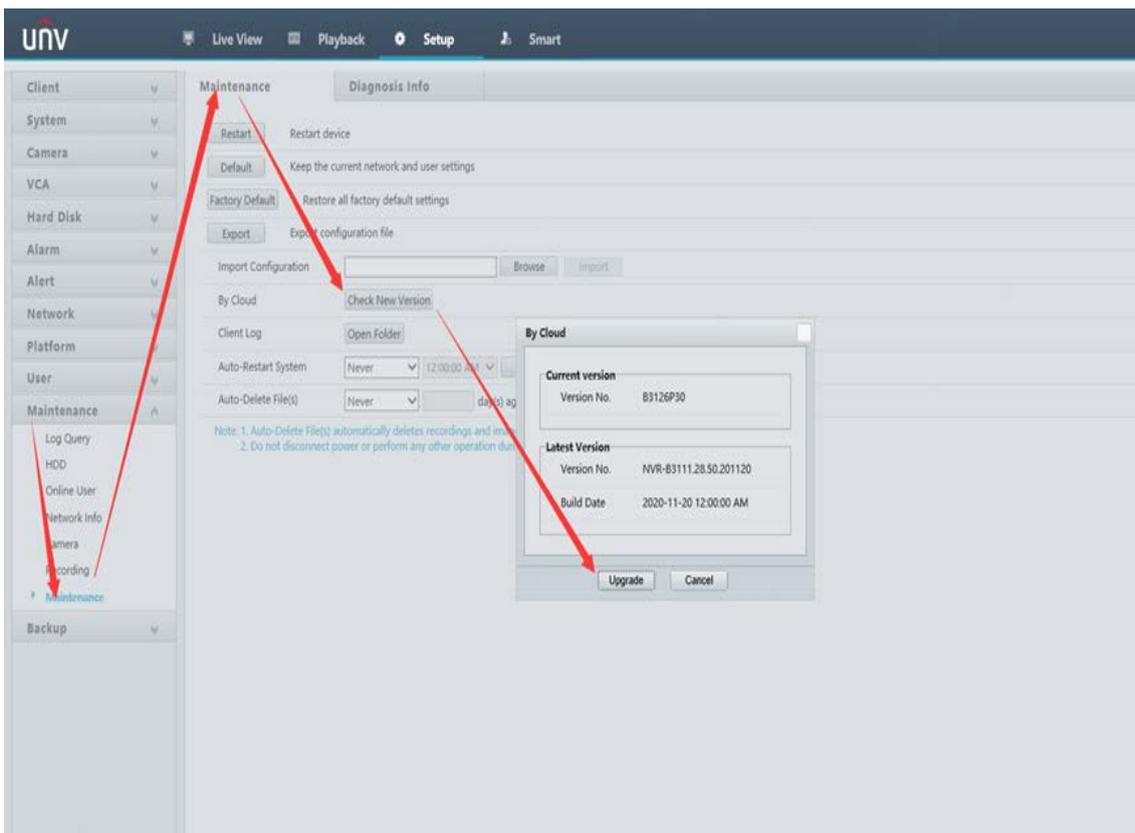
It is almost the same if you operate on the NVR's monitor.

Step 1 Click **Check** under **Menu>Maintain>Upgrade>Upgrade by Cloud** to see if there is a new firmware for your NVR.
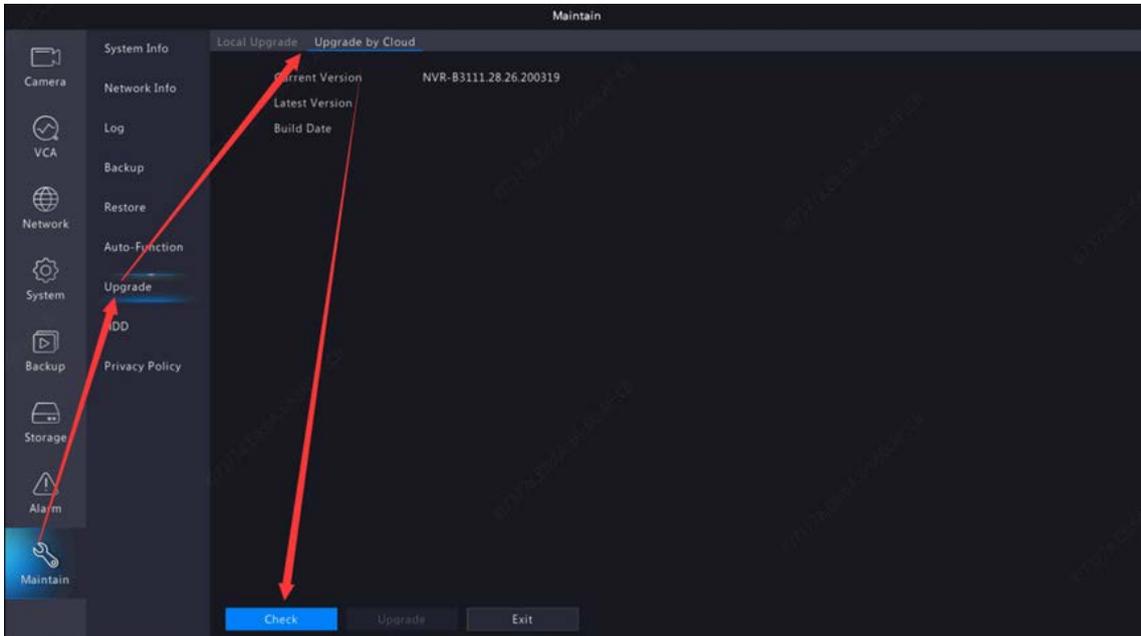
Step 2 If there is a new version detected, you can click **Upgrade** to cloud upgrade your NVR.

If there is still no Delete or Logout option after upgrading, please send **a picture of the full view of your camera or NVR** and **a picture of the white sticker (with SN) on the device body** to **service@uniview.com**, and we will help you with this issue.