

## How to download the Capture ADV mobile app (NEW USERS)

### Android Users

1. Go to the Google Play Store app and search for Capture ADV. Open the app information and then tap **Install**.
2. After installation, make sure to allow all permissions for the app.
3. Follow the steps in this [video tutorial](#) outlining how to add an NVR/DVR to your Capture ADV mobile app.

### iOS Users

1. Go to App Store and search for Capture ADV. Open the app information and then tap **Install**.
2. After installation, make sure to allow all permissions for the app.
3. Follow the steps in this [video tutorial](#) outlining how to add an NVR/DVR to your Capture ADV mobile app.

## How to update the Capture ADV mobile app (EXISTING USERS)

### Android Users

1. If your Android device is set to 'Auto-update apps', the Capture ADV app will be updated automatically in the background based on the configuration you have set (over any network or Wi-Fi only).
  - To check this setting, open the Google Play Store app. At the top right, **tap the profile icon** and then tap **Settings** > **Network Preferences** > **Auto-update apps**. For more information about this setting, visit <https://support.google.com/googleplay/answer/113412>.
2. If your Android device is **not set** to 'Auto-update apps', go the Google Play Store app and search for Capture ADV. Open the app information in the Google Play Store and then tap **Update**.

### iOS Users

1. If 'App Updates' is enabled on your iOS device, the Capture ADV app will be updated automatically in the background based on the configuration you have set (enable cellular data for automatic downloads).
  - To check this setting, open **Settings** and go to the **App Store**, then enable **APP Updates**, and **Automatic Downloads** under **Cellular Data**.
  - The auto-update will happen when your phone is in idle time. Auto-update will not occur in low battery status.
2. If 'App Updates' is **not enabled** on your iOS, go to the App Store and search for Capture ADV. Open the app in the App Store and tap **Update**.