How to reset the password of a Capture Advance IP Camera
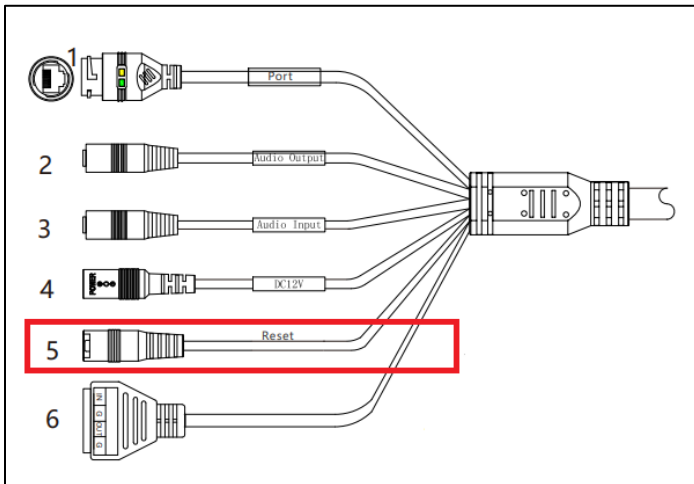
This document outlines the methods on how to reset the password of a Capture Advance IP Camera.

1. Using the Reset Button
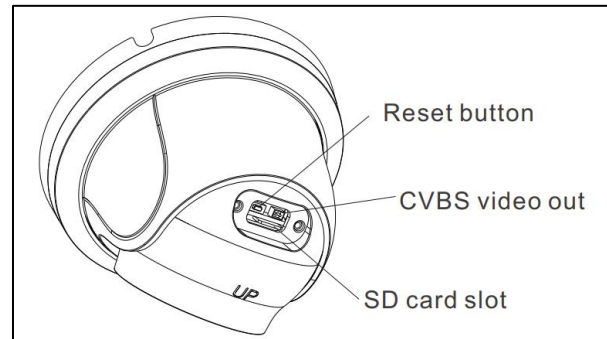2. Getting Assistance from the Technical Support

Using the Reset Button

The Capture Advance IP cameras are equipped with reset button. To restore the camera to its factory settings, press and hold the reset button for 5 seconds.
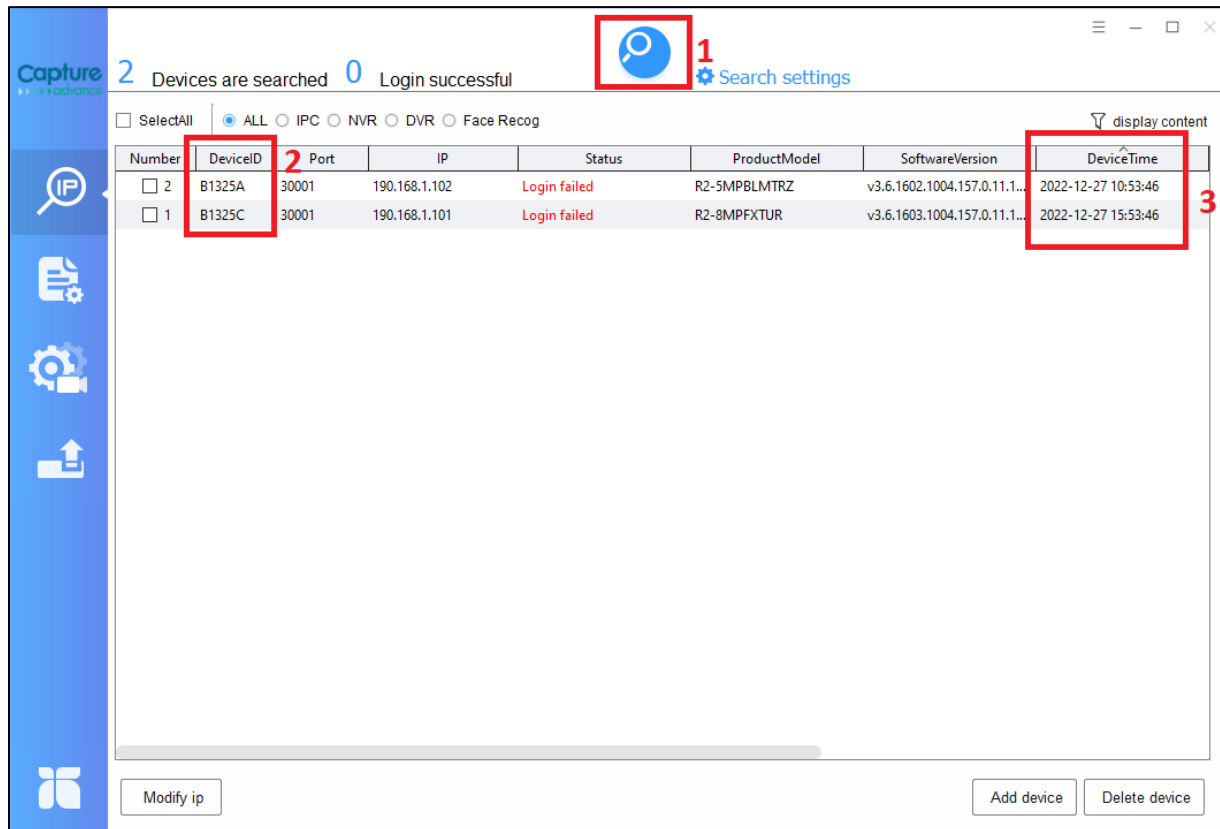
5MP/8MP IP Camera   4MP IP Camera

Getting Assistance from the Technical Support

1. Download the Capture ADV Tool from this link:
    https://dy47zo3o04pkc.cloudfront.net/CaptureADV_Tool_1.9.9.exe

2. Open the tool and click the Search button. Take note of the **Device ID** and **Device Time** (date & time).

3. Contact Technical Support. Provide Technical Support with the **Device ID** and **Device Time** (date and time), and you will be given a temporary password.
    - Phone: 833-553-7060
    - Email: info@captureadvtech.com

    Please take note that the temporary password is only valid until 11:59 PM on the same date it was provided.

4. Access the camera's web interface and log in with the temporary password. You'll be prompted to change your password. Make sure you follow the camera's password requirements.
    - Password length must be at least 8 characters.
    - Password must include at least one or any combination of the following: numbers, uppercase letters and lowercase letters.
    - Password must not contain any special characters.