How to update the firmware of a Capture Advance IP Camera using the Capture ADV Tool

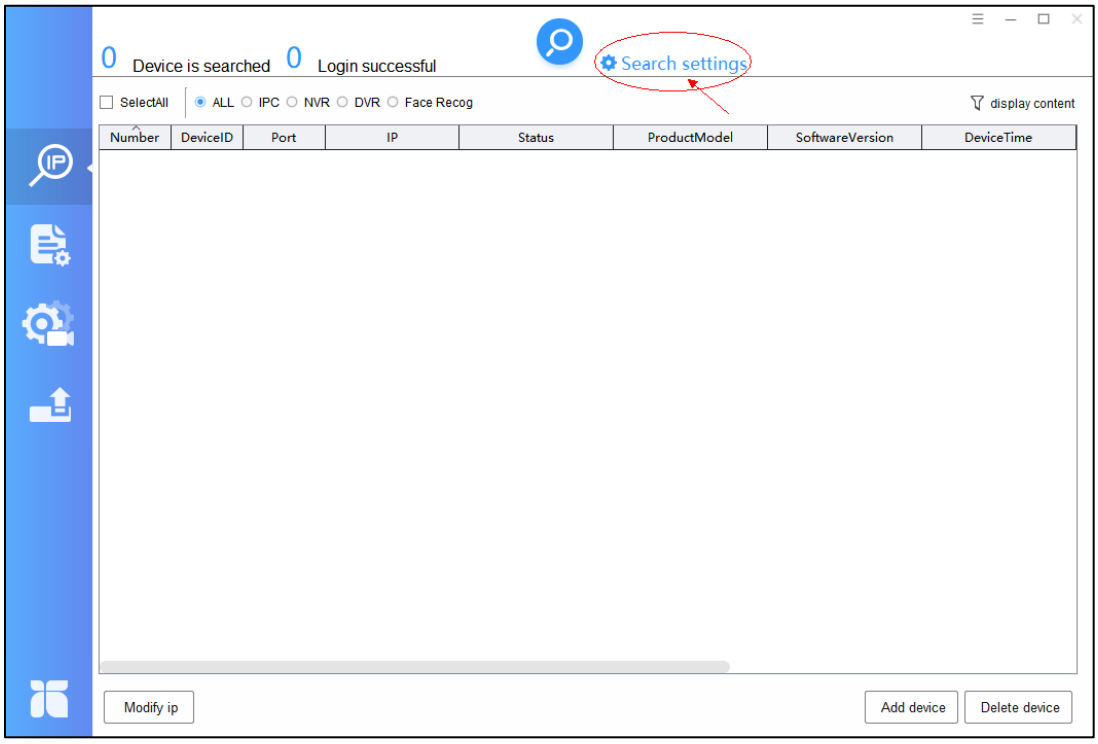
Follow the steps below outlining how to update a Capture Advance IP Camera using the Capture ADV Tool.

Preparation:

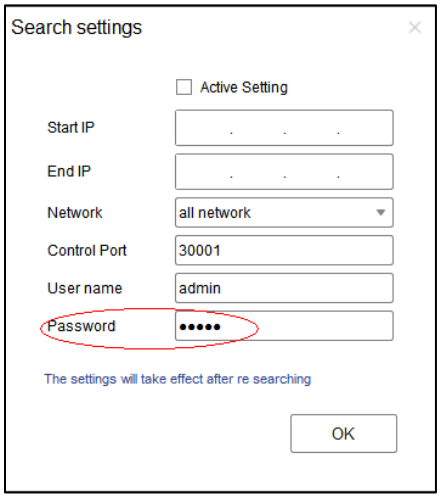
1. Download the correct firmware for your camera at www.capture-adv.com and then select Software & Firmware.
2. Download the Capture Advance Tool from this link: https://dy47zo3o04pkc.cloudfront.net/CaptureADV_Tool_1.9.9.exe
3. Ensure that the PC and the camera are on the same network segment.

Procedures:

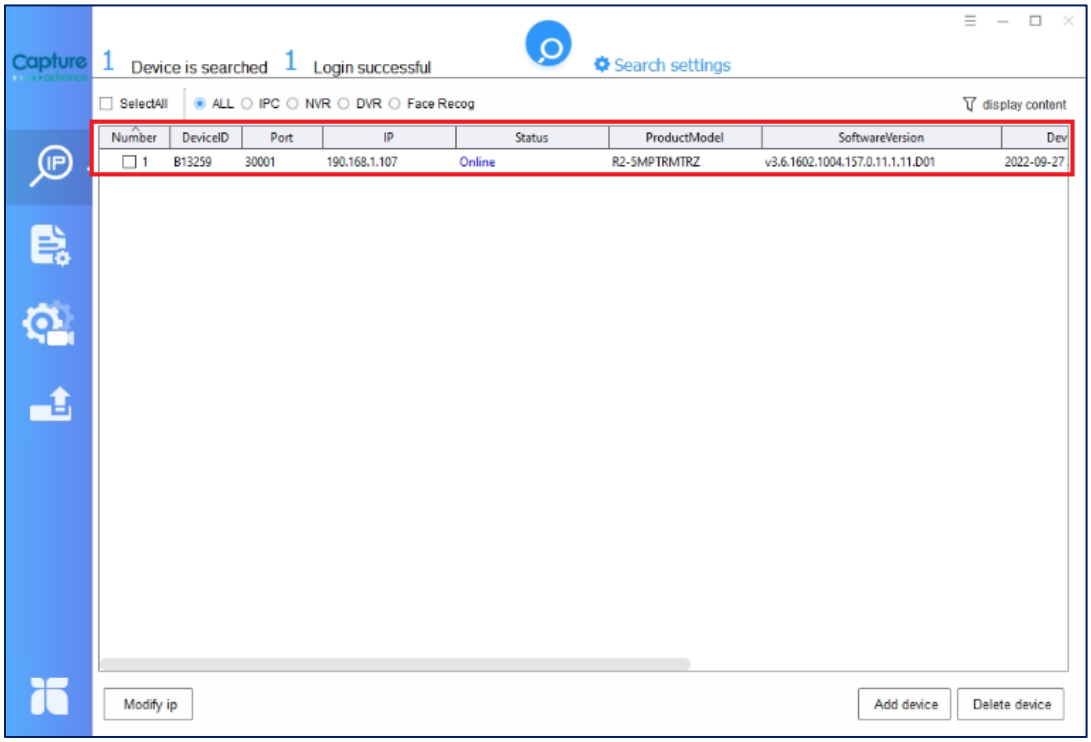
1. Open the Capture Advance Tool and click Search settings.



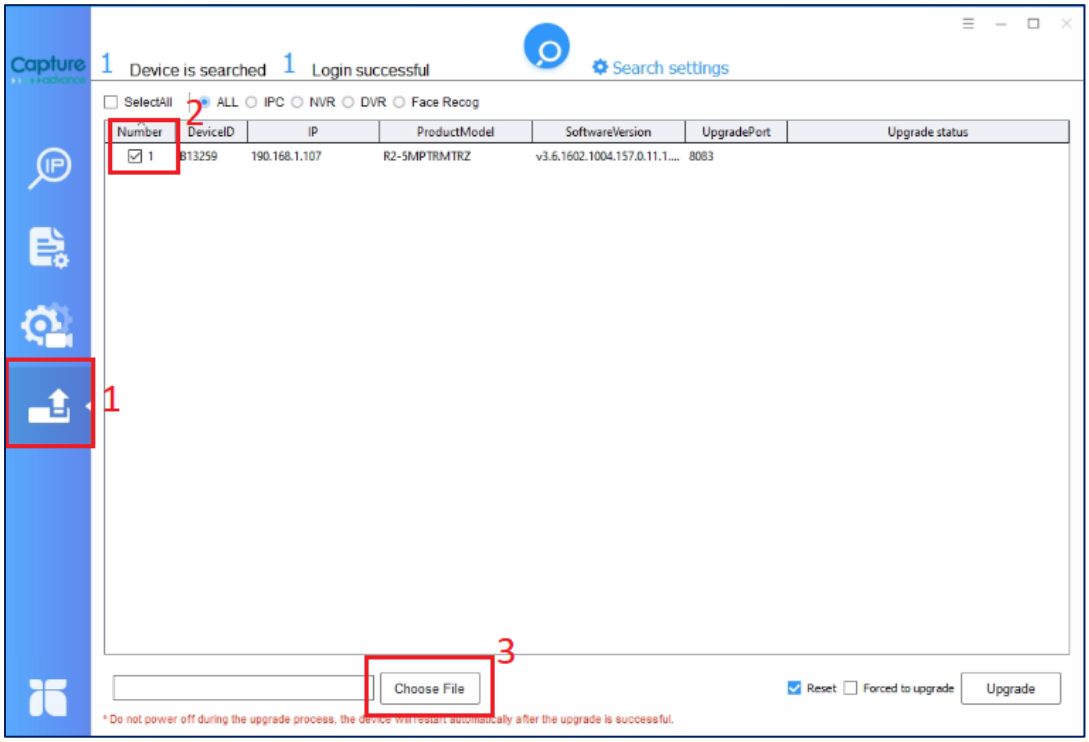
2. Input the camera password in the Password field. Then, click OK.



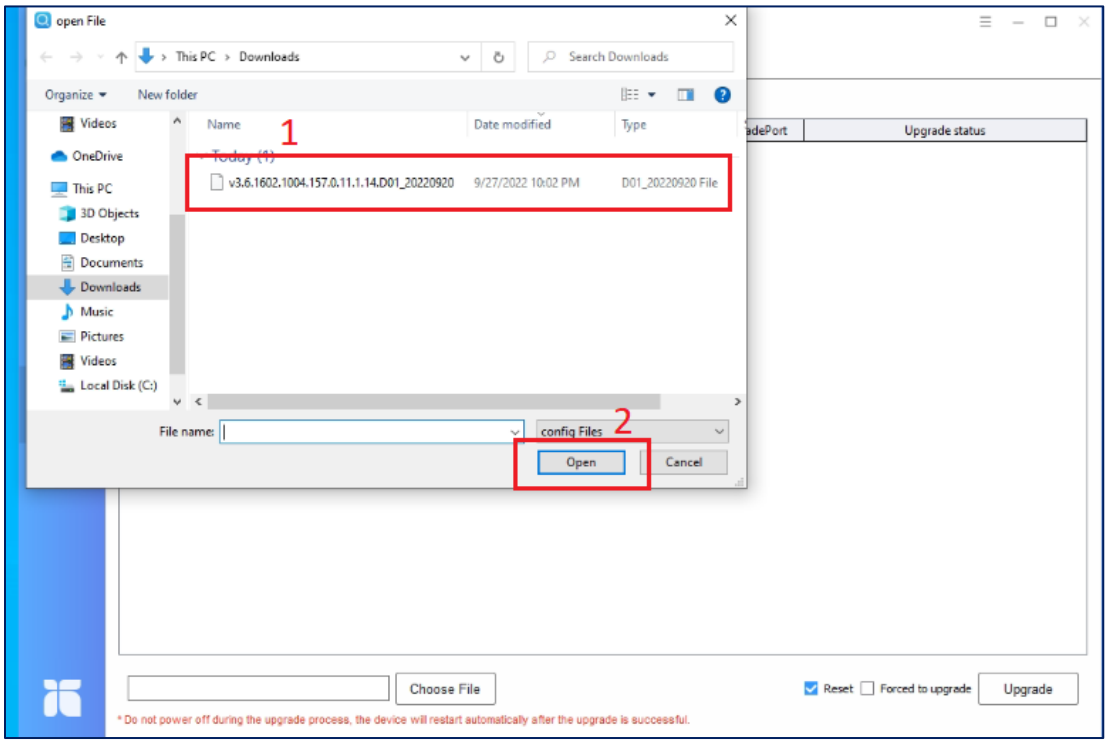
3. Click the Search (magnifying glass icon) button. If the entered password is correct, the camera status will be 'Online'. If it says 'Login failed', it cannot be updated using the tool.



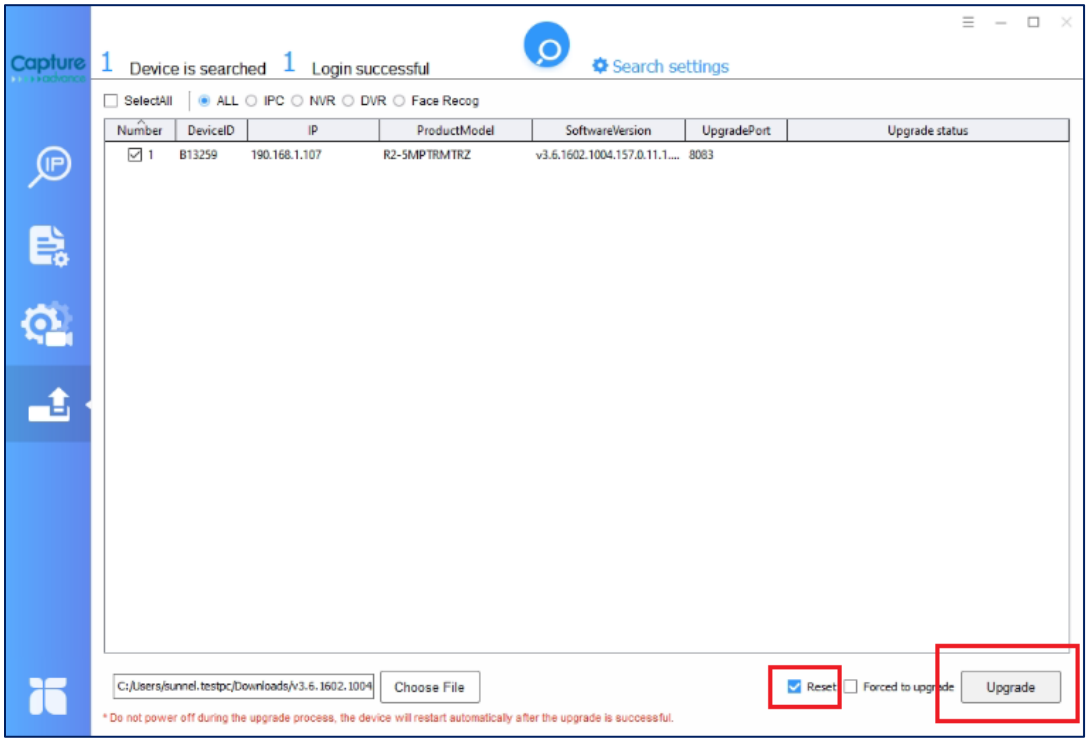
4. Click the Firmware update icon, and tick the box of the camera that will be upgraded. Click Choose File.



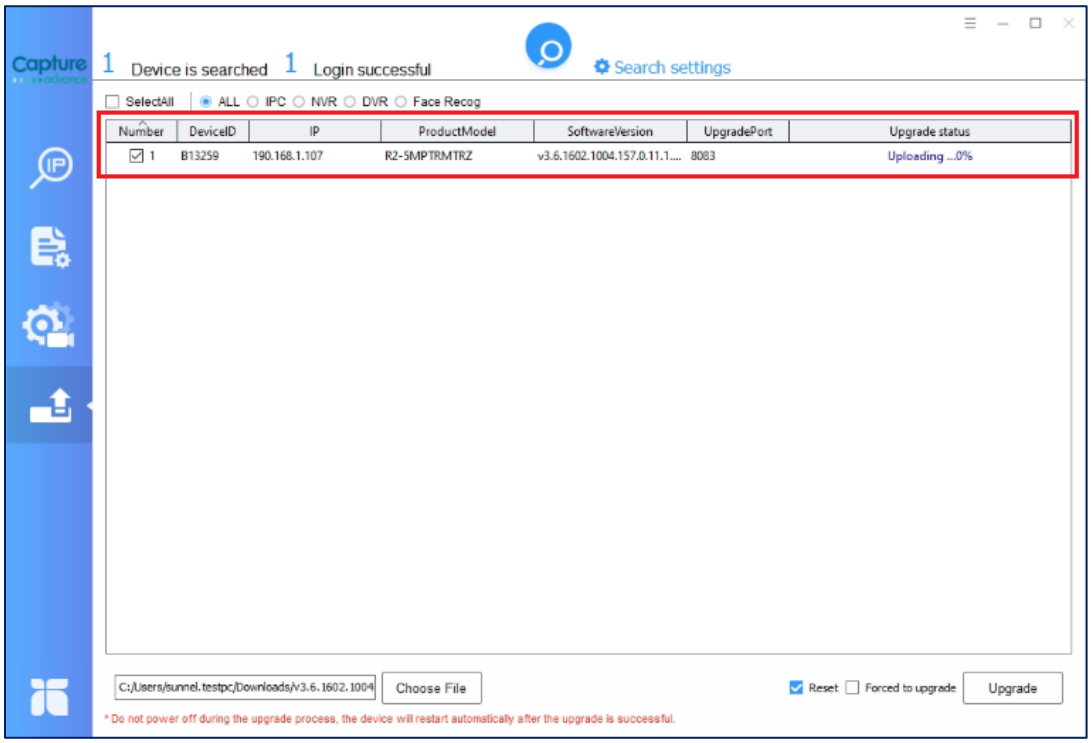
5. Select the correct firmware file and click Open.

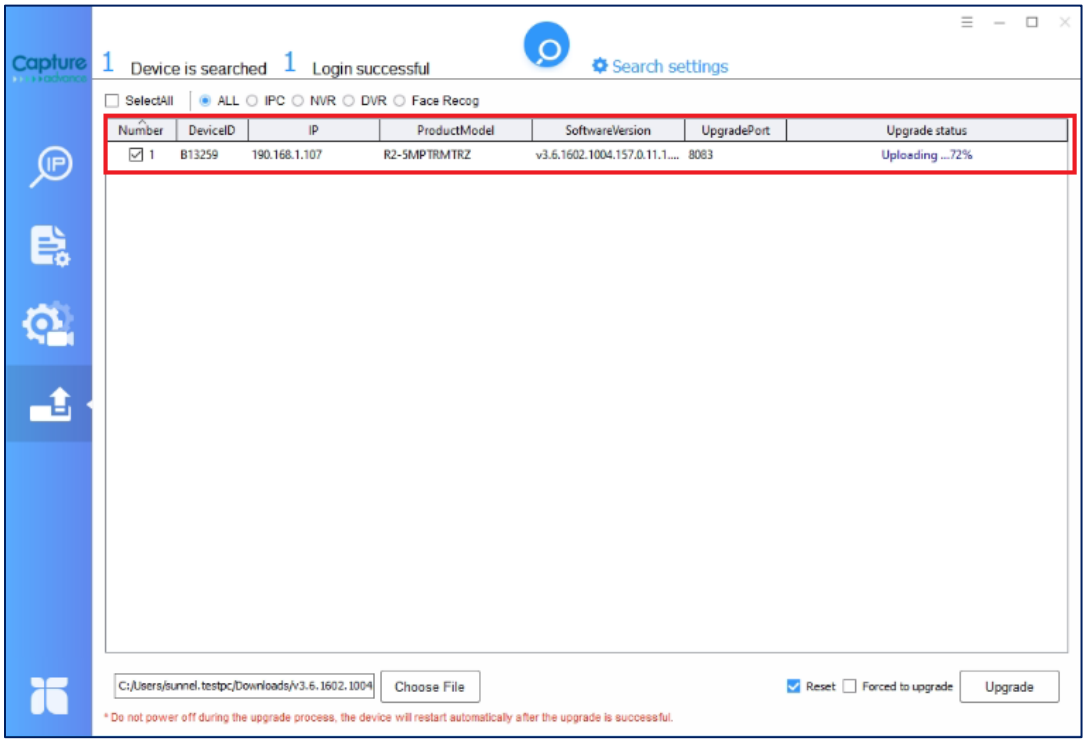


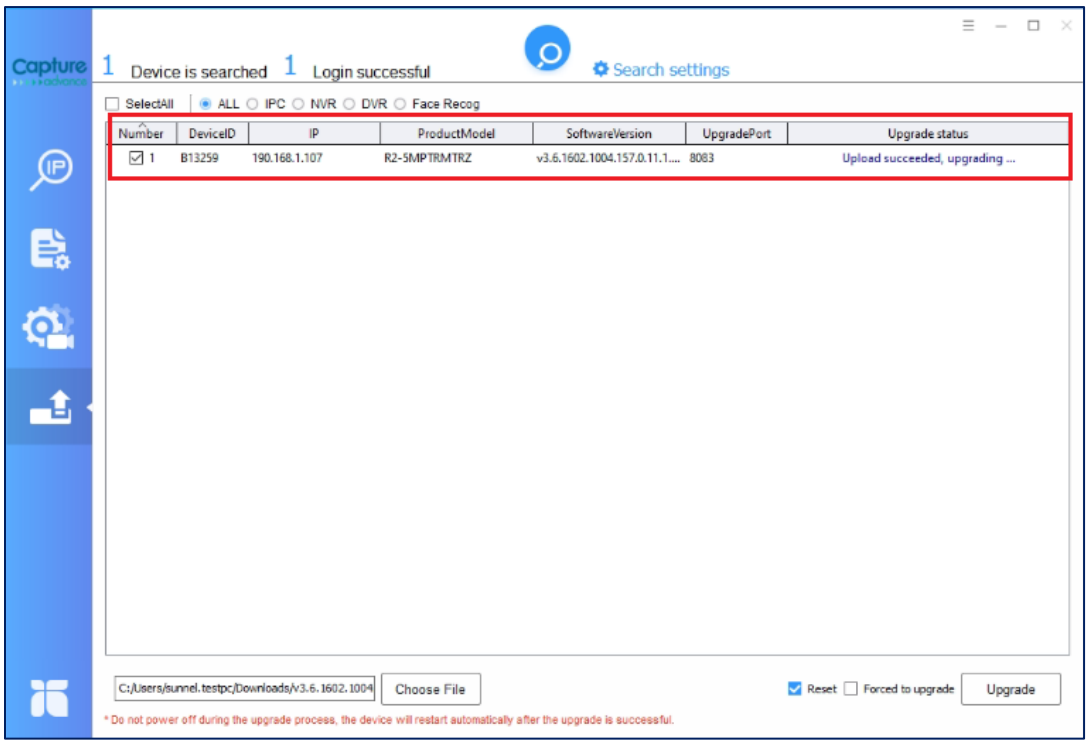
6. You may also tick the box beside Reset to reset the camera to the default settings after the upgrade. Click Upgrade to proceed with upgrading the camera.



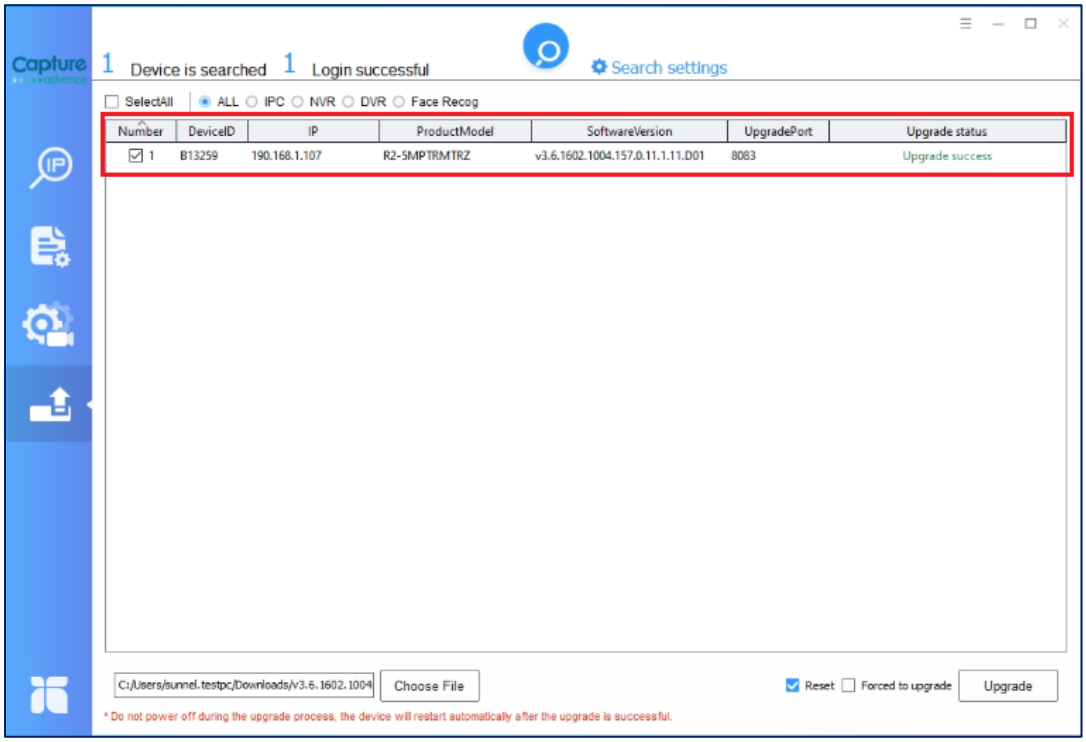
7. After the firmware has been uploaded to the camera, the upgrade will proceed. Do not close the tool until the update is completed.



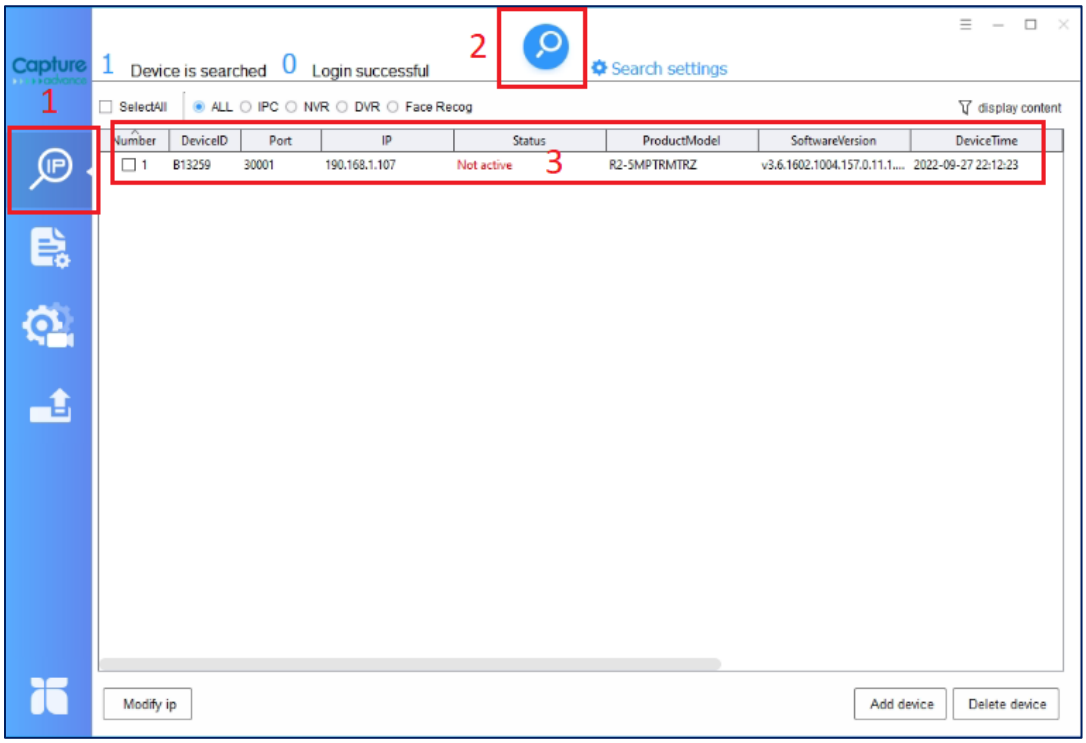

1 Device is searched 1 Login successful
Search settings
SelectAll ALL IPC NVR DVR Face Recog
Number DeviceID IP ProductModel SoftwareVersion UpgradePort Upgrade status
1 B13259 190.168.1.107 R2-5MPTRMTRZ v3.6.1602.1004.157.0.11.1.... 8083 Uploading ...72%
C:/Users/sunnel.testpc/Downloads/v3.6.1602.1004
Choose File
Reset Forced to upgrade
Upgrade
* Do not power off during the upgrade process, the device will restart automatically after the upgrade is successful.


1 Device is searched 1 Login successful
Search settings
SelectAll ALL IPC NVR DVR Face Recog
Number DeviceID IP ProductModel SoftwareVersion UpgradePort Upgrade status
1 B13259 190.168.1.107 R2-5MPTRMTRZ v3.6.1602.1004.157.0.11.1.... 8083 Upload succeeded, upgrading ...
C:/Users/sunnel.testpc/Downloads/v3.6.1602.1004
Choose File
Reset Forced to upgrade
Upgrade
* Do not power off during the upgrade process, the device will restart automatically after the upgrade is successful.

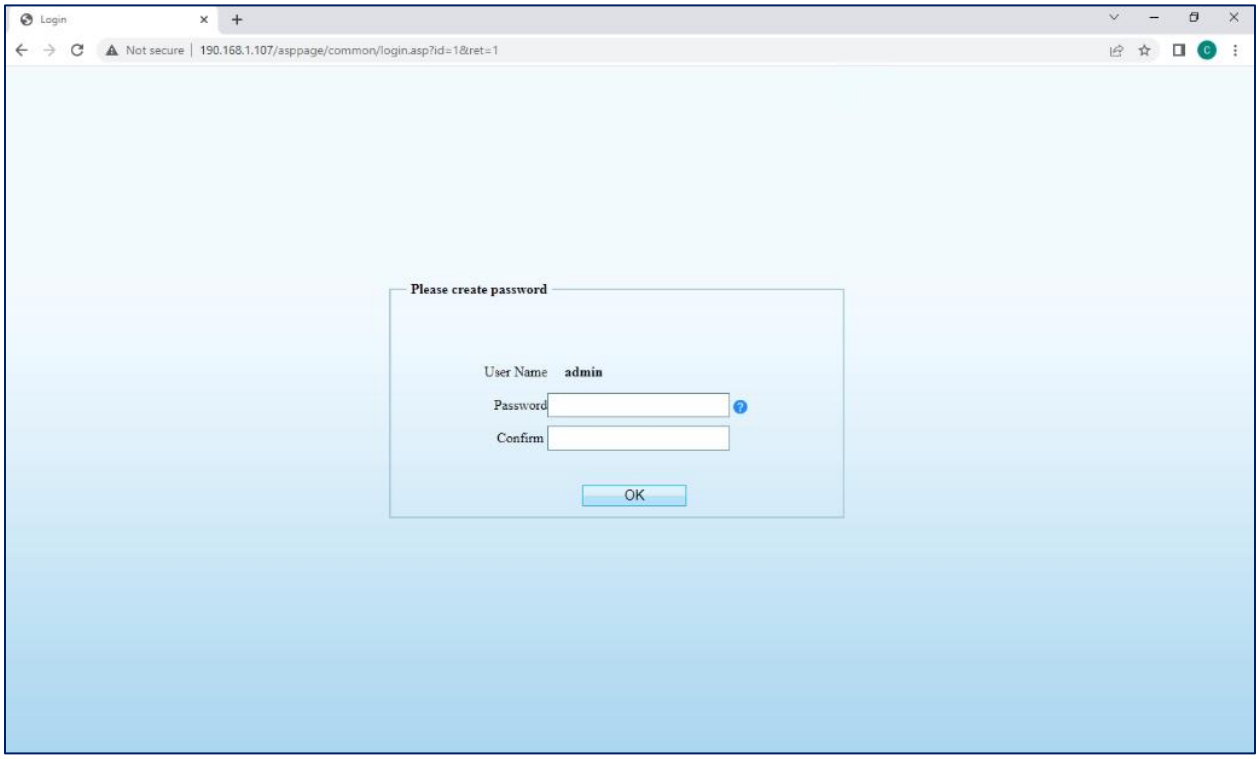
8. Once the upgrade is successful, you will see 'Upgrade success' under Upgrade status on the tool.



9. Go back to the IP Search icon and click Search. The status of the camera will be 'Not Active' if you opted to reset the camera during the upgrade.



10. You may reactivate the camera by creating a new password.



You may also use the Capture ADV Tool to reactivate the camera. You can watch the video guide here: https://youtu.be/O0s3uJzOPQg