

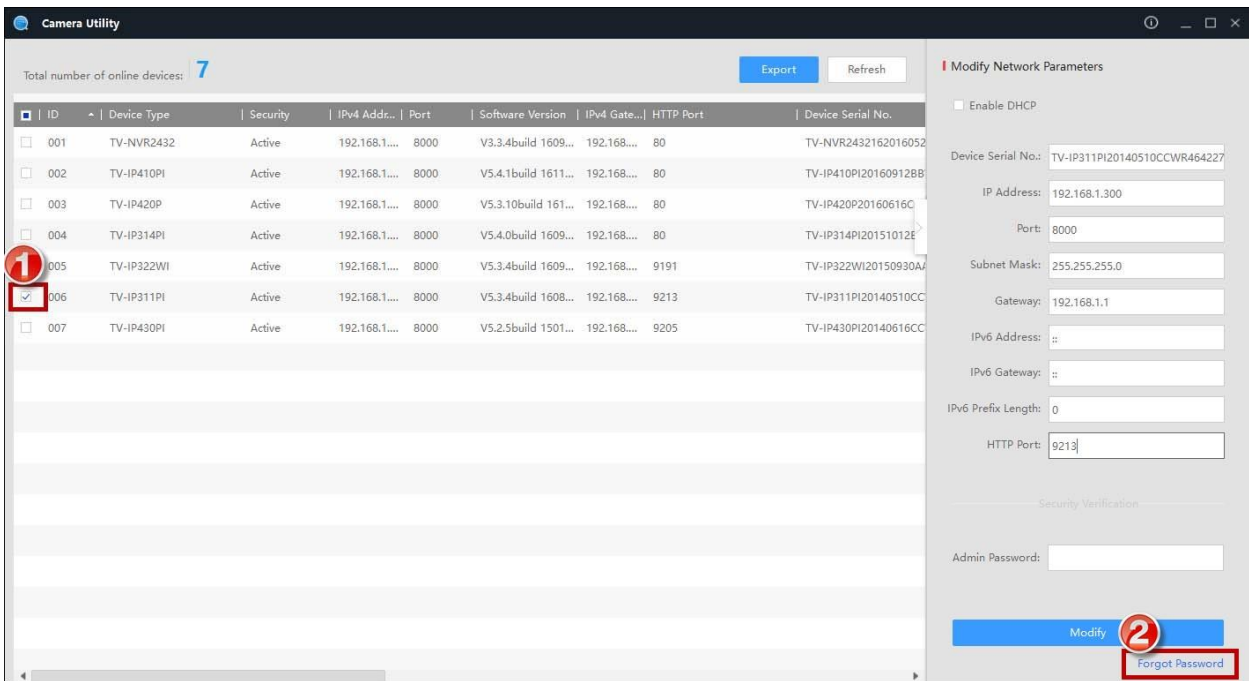
The reset procedure is date and time sensitive. Do not turn off or restart your device(s) after generating files. It will cause the reset process to fail. Generate new file(s) and send them in. Leave your device(s) powered on. When you receive the reset file(s) or security code(s) use them as soon as possible. If the procedure fails, power cycle your device(s) by turning them off and then on again, generate new file(s) and send them in.

Step 1: Download and Install the **Camera Utility** located here:

www.trendnet.com/camerautility

The file is in a compressed format. Unzip the file and install the utility.

Step 2: Run the utility, select the camera or NVR to reset, then click the **Forgot Password** button. Note: If you are prompted for a Security Code, skip to the next section.



Step 3: Click on the **Export** button. If prompted for a Security Code skip to the next section. After generating files do **not** restart or turn off the camera or NVR.

Reset Password

1

Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers.

Export

2

Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.

Import File

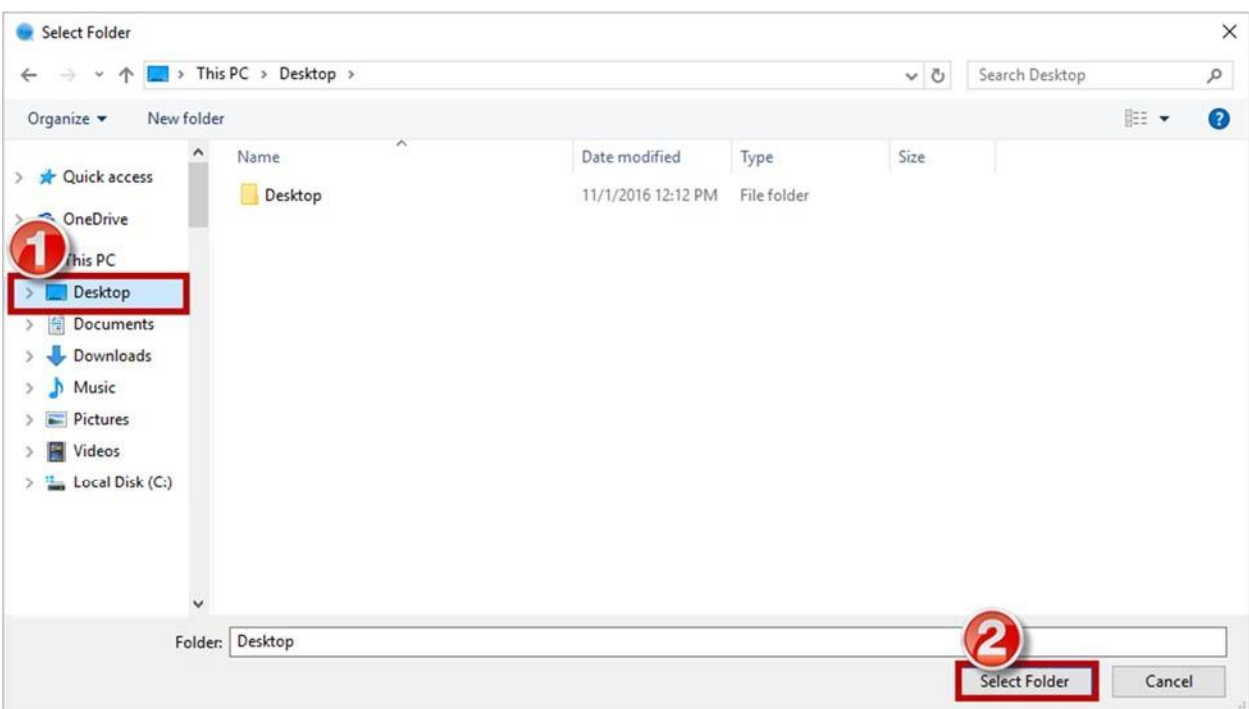
New Password:

Confirm Password:

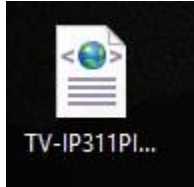
Confirm

Cancel

Step 4: Select your **Desktop** then click the **Select Folder** button.

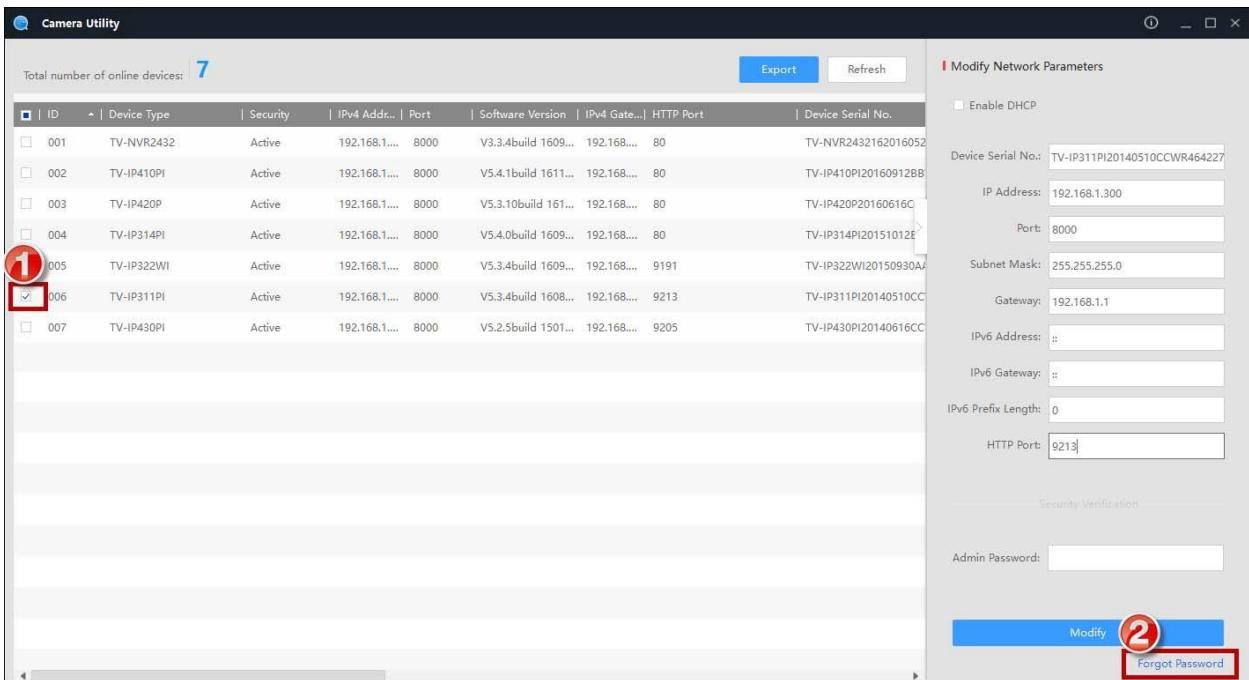


Step 5: Locate the file saved to your desktop and email it to ipcam@trendnet.com or the support representative you were working with.



Uploading encrypted file

You will be emailed an encrypted file that will allow you to reset the password. Copy this file to your desktop. Run the utility again, select the camera and click the **Forgot Password** button.



On the Reset Password page, click the **Browse** button. Locate and select the file on your desktop. Enter the new password, confirm the password, and then click the **Confirm** button.

Reset Password [X]

1 Step 1: Click Export to download the key request file (XML file) or take a photo of the QR code. Send the XML file or QR code photo to our technical engineers.

Export

2 Step 2: Input the key or import the key file received from the technical engineer to reset the password for the device.

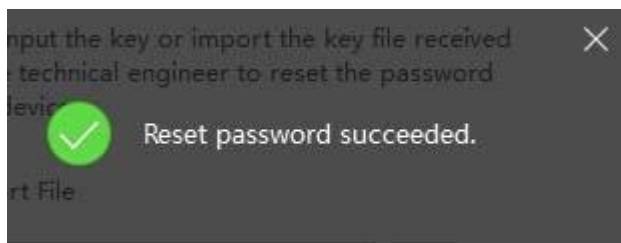
☒ Import File

C:/Users/joseph/Desktop/TV-IP311PI20 [Folder Icon]

2 New Password: [Masked Password]
Strong [Progress Bar]
Confirm Password: [Masked Password]

3 Confirm Cancel

Your password will now be reset to the new password you entered.



Security Code

If you are prompted for a Security Code as follows, click Cancel.

Restore Default Password

Restore Default Password

Security Code:

Confirm

Cancel

On the main page of the utility, select the device, then click the Export button on the top right.

Camera Utility

Total number of online devices: 7

Export

Refresh

| ID | Device Type | Security | IPv4 Addr... | Port | Software Version | IPv4 Gate... | HTTP Port | Device Serial No. |
|---|-------------|----------|---------------|------|---------------------|--------------|-----------|----------------------|
| <input type="checkbox"/> 001 | TV-NVR2432 | Active | 192.168.1.... | 8000 | V3.3.4build 1609... | 192.168.... | 80 | TV-NVR2432162016052 |
| <input type="checkbox"/> 002 | TV-IP410PI | Active | 192.168.1.... | 8000 | V5.4.1build 1611... | 192.168.... | 80 | TV-IP410PI201609128B |
| <input type="checkbox"/> 003 | TV-IP420P | Active | 192.168.1.... | 8000 | V5.3.10build 161... | 192.168.... | 80 | TV-IP420P20160616C |
| <input type="checkbox"/> 004 | TV-IP314PI | Active | 192.168.1.... | 8000 | V5.4.0build 1609... | 192.168.... | 80 | TV-IP314PI20151012E |
| <input type="checkbox"/> 005 | TV-IP322WI | Active | 192.168.1.... | 8000 | V5.3.4build 1609... | 192.168.... | 9191 | TV-IP322WI20150930A |
| <input checked="" type="checkbox"/> 006 | TV-IP311PI | Active | 192.168.1.... | 8000 | V5.3.4build 1608... | 192.168.... | 9213 | TV-IP311PI20140510CC |
| <input type="checkbox"/> 007 | TV-IP430PI | Active | 192.168.1.... | 8000 | V5.2.5build 1501... | 192.168.... | 9205 | TV-IP430PI20140616CC |

Modify Network Parameters

☐ Enable DHCP

Device Serial No.: TV-IP311PI20140510CCWR464227

IP Address: 192.168.1.300

Port: 8000

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.1

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 0

HTTP Port: 9213

Security Verification

Admin Password:

Modify

Forgot Password

A window will pop up. Give the file a name, then click the Folder icon next to File Path and choose your desktop, then click the Confirm button.

Export CSV


×

File Name:

Name your file |

File Path:

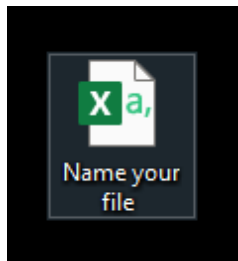
C:\Users\Johnny\Desktop\



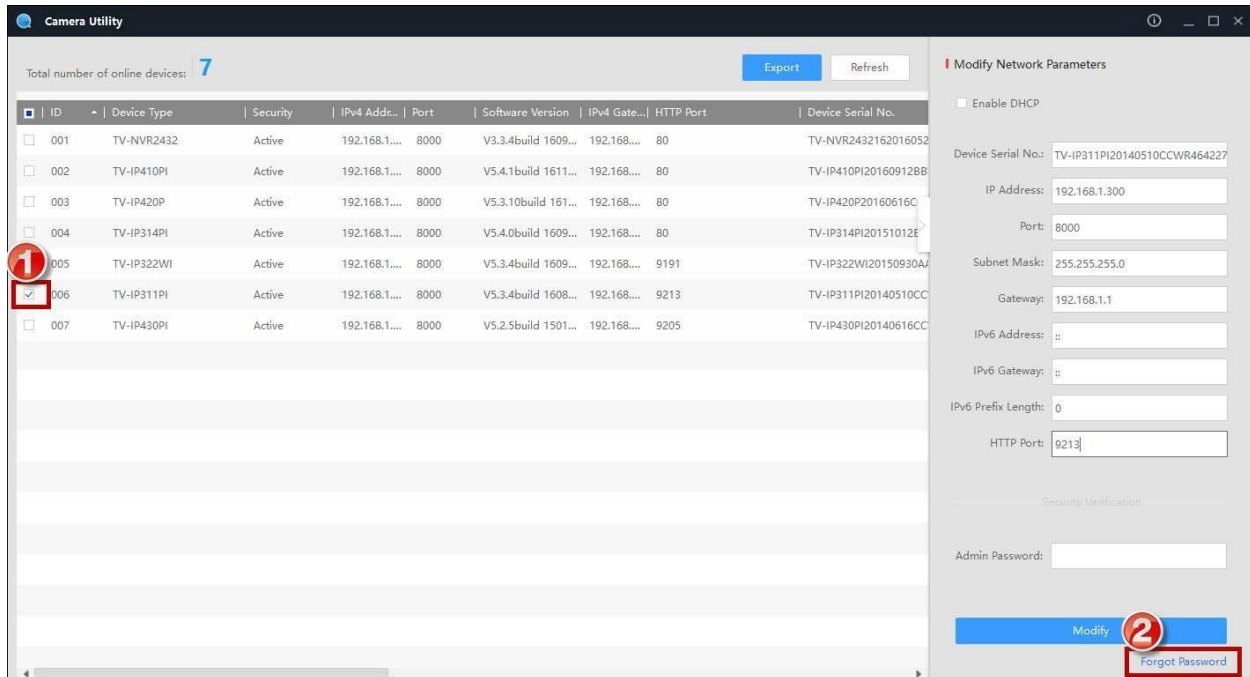
Confirm

Cancel

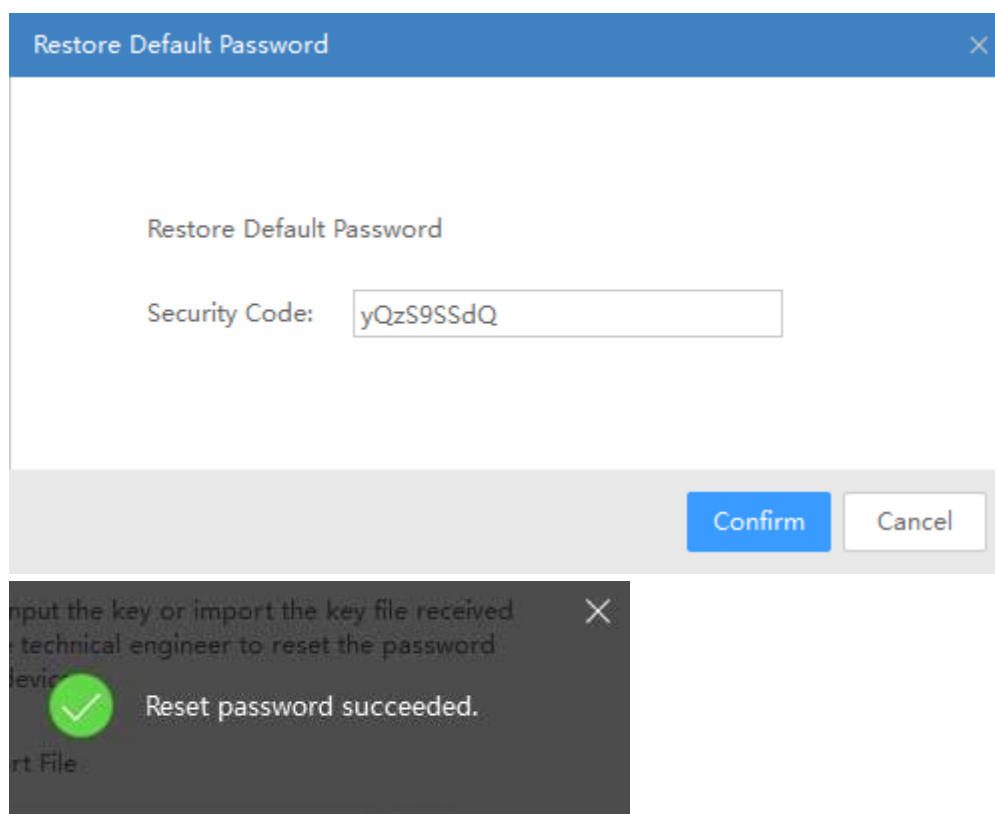
Locate the file saved to your desktop and email it to ipcam@trendnet.com or the support representative you were working with.



After you receive the Security Codes, run the utility, select the camera, then click the Forgot Password button.



Enter the Security Code, then click Confirm. **Please keep in mind that the secure codes are case sensitive.**



The image shows two overlapping windows from a software application. The top window is titled "Restore Default Password" and has a blue header bar. It contains a label "Restore Default Password" and a text input field labeled "Security Code:" with the value "yQzS9SSdQ" entered. At the bottom right of this window are two buttons: "Confirm" (blue) and "Cancel" (white). The bottom window is a dark gray message box with a green checkmark icon. It contains the text "Reset password succeeded." and some partially visible text above it: "Input the key or import the key file received", "technical engineer to reset the password", "device", and "rt File".

Restore Default Password

Restore Default Password

Security Code: yQzS9SSdQ

Confirm Cancel

Input the key or import the key file received
technical engineer to reset the password
device
Reset password succeeded.
rt File

Your password should be reset to admin or 12345.