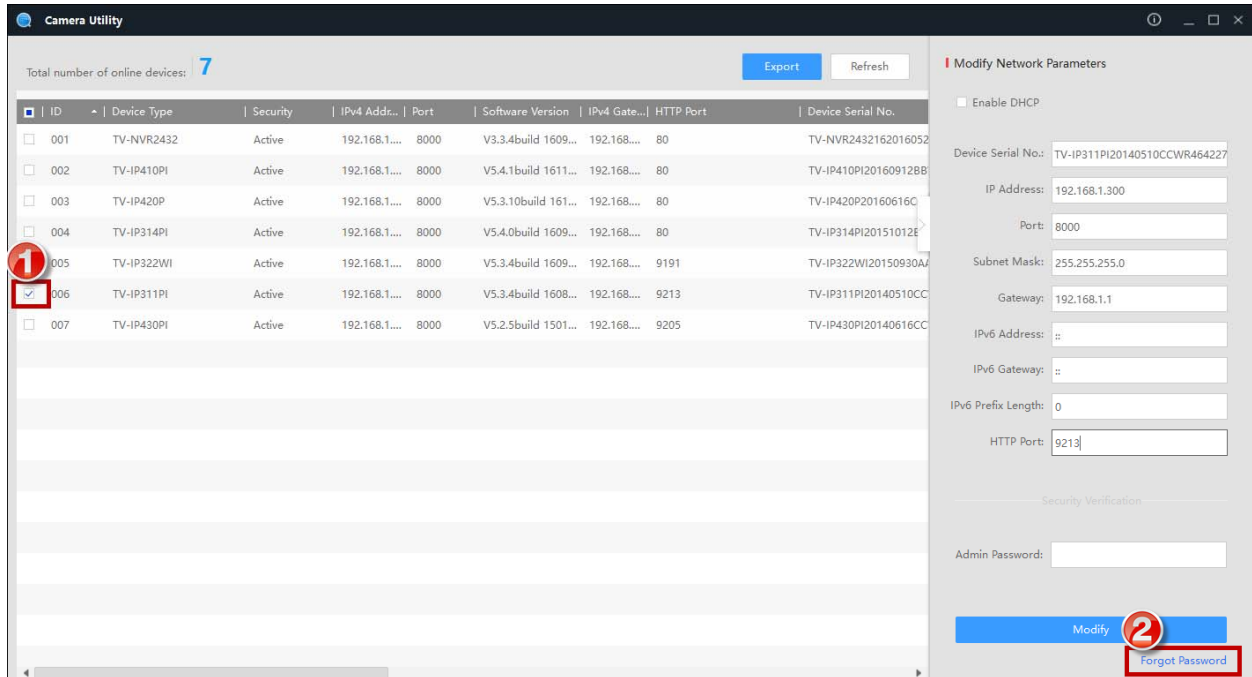


Step 1: Download and Install the **Camera Utility** located here:

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 to reset, then click the **Forgot Password** button.



Step 3: Click on the **Export** button.

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

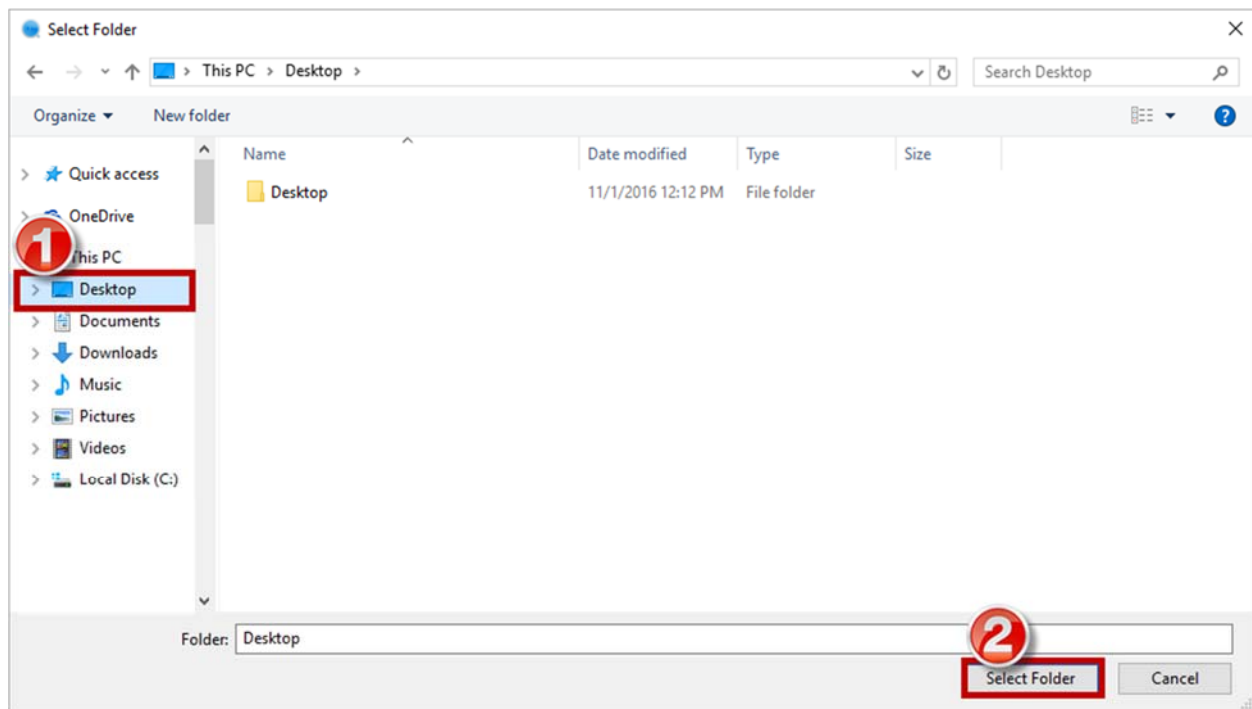
New Password:

Confirm Password:

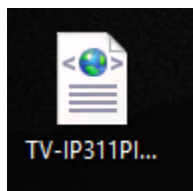
Confirm

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 to request a password reset.



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.

Camera Utility

Total number of online devices: **7**

Export

Refresh

<input checked="" type="checkbox"/>	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 checked="" 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

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

×

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

1

2

New Password:

••••••••

Strong

Confirm Password:

••••••••

3

Confirm

Cancel

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

