How to Password Reset your AmSecu Device.

Quick Guide

(How to reset password of IPC/NVR)

IMPORTANT NOTES:

Please keep in mind the device must stay connected and powered on throughout this entire process. Any interruption will cause this process to fail.

If at any point during this process you need assistance. Please email us at info@amsecu.com or call us

(949) 536-7268

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https://amsecu.com/

Step 1: Head over to https://amsecu.com/device-config-tool to download and install our Device Config tool which will assist you in finding the required information to proceed with the password reset.
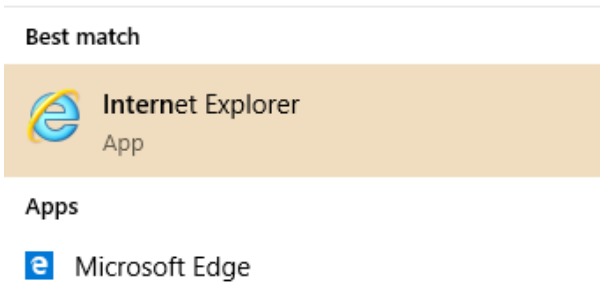
Step 2: Open the tool and connect your camera to the internet and power it on. Wait 30 seconds for it to appear. Click "search" if the camera does not appear. While your device is connected to the network and powered on it should appear in the Device Search tool. (Sometimes a device can take several minutes to fully power up)

Once the camera appears note down the IP address and Mac Address of the camera as you will need this information.
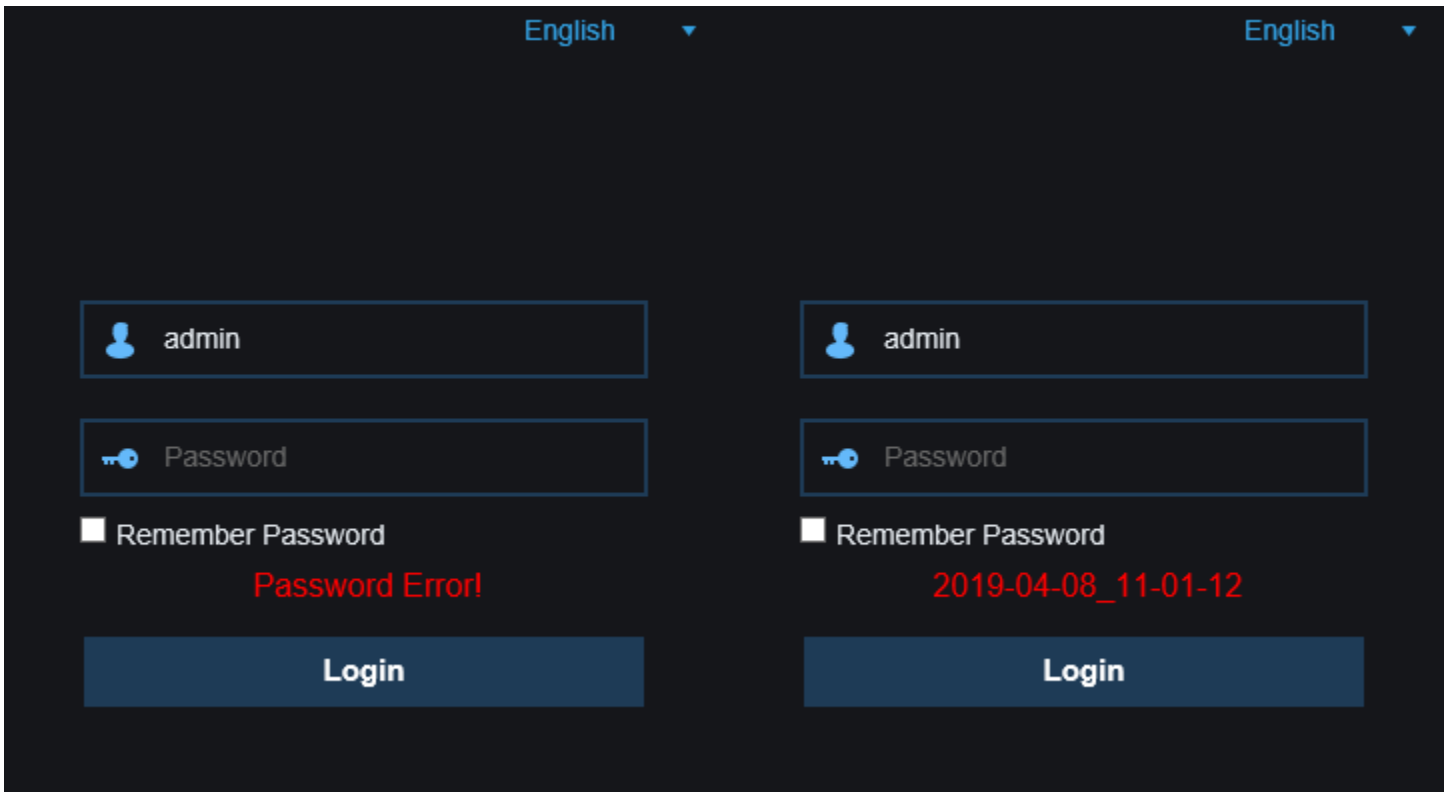

Step 3: Open Internet Explorer (Note: Please ensure you are using Internet Explorer and NOT Microsoft Edge) The best way to find this is by pressing the Windows Key and searching Internet Explorer.

Step 4: Enter your camera's IP from earlier into the address bar at the top of the Internet Explorer Window. The default factory IP is 192.168.1.168 but may be changed.
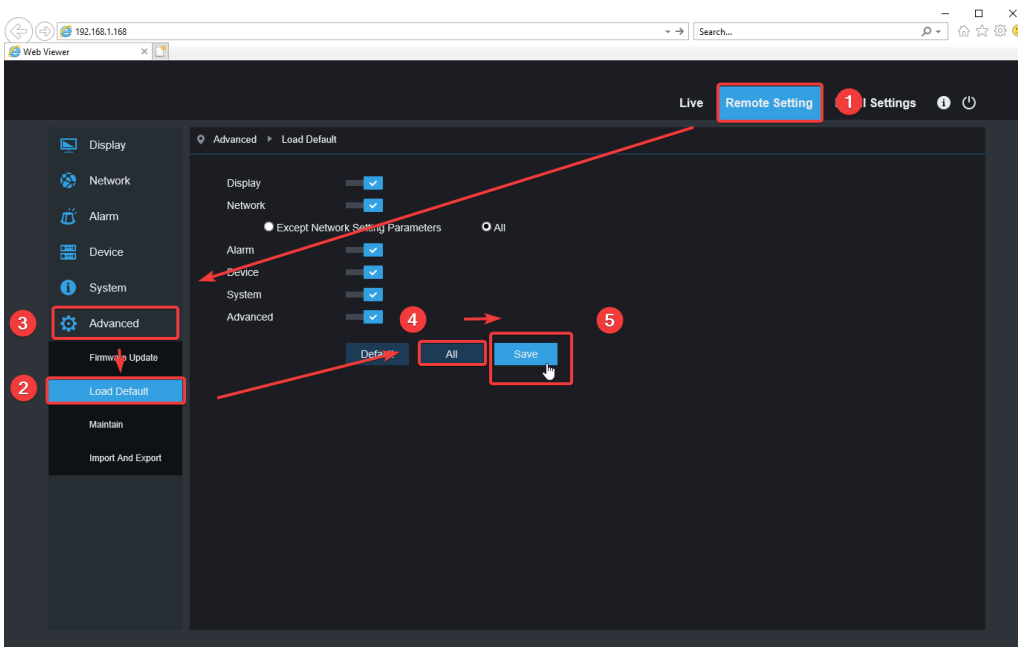
Step 5: Next you will be greeted by the camera login page. Click the login button until the error message switches to a date as shown below. (Usually 3 clicks) Note down the Year-Month-date as you will need it later.

Step 6: Next email us at info@amsecu.com with the Mac Address and the Date your received from the camera login page. We will then reply to you with a password you may use to enter the camera.

STEP 7: Using the generated password you received, login to the camera and head over to "Remote Settings>Advanced>Load Default> Click All and Save.

STEP 8: At this point the camera will be reset to factory settings and you will be logged out of the camera. Enter 192.168.1.168 into the internet explorer address bar and you will be prompted to enter your new password.

That's it!

If at any point during this process you need assistance or something isn't working as it should. Please email us at info@amsecu.com or call us.

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