

How to download the Capture ADV app (NEW USERS)

Android Users

1. Go to the Google Play Store app and search for Capture ADV. Open the app information and then tap **Install**.
2. After installation, make sure to allow all permissions for the app.
3. Follow the steps below (pages 2-5) or view the [video tutorial](#) outlining how to add an NVR/DVR to your Capture ADV mobile app.

iOS Users

1. Go to App Store and search for Capture ADV. Open the app information and then tap **Install**.
2. After installation, make sure to allow all permissions for the app.
3. Follow the steps below (pages 2-5) or view the [video tutorial](#) outlining how to add an NVR/DVR to your Capture ADV mobile app.

How to update the Capture ADV app (EXISTING USERS)

Android Users

1. If your Android device is set to 'Auto-update apps', the Capture ADV app will be updated automatically in the background based on the configuration you have set (over any network or Wi-Fi only).
 - To check this setting, open the Google Play Store app. At the top right, **tap the profile icon** and then tap **Settings** > **Network Preferences** > **Auto-update apps**. For more information about this setting, visit <https://support.google.com/googleplay/answer/113412>.
2. If your Android device is **not set** to 'Auto-update apps', go to the Google Play Store app and search for Capture ADV. Open the app information in the Google Play Store and then tap **Update**.

iOS Users

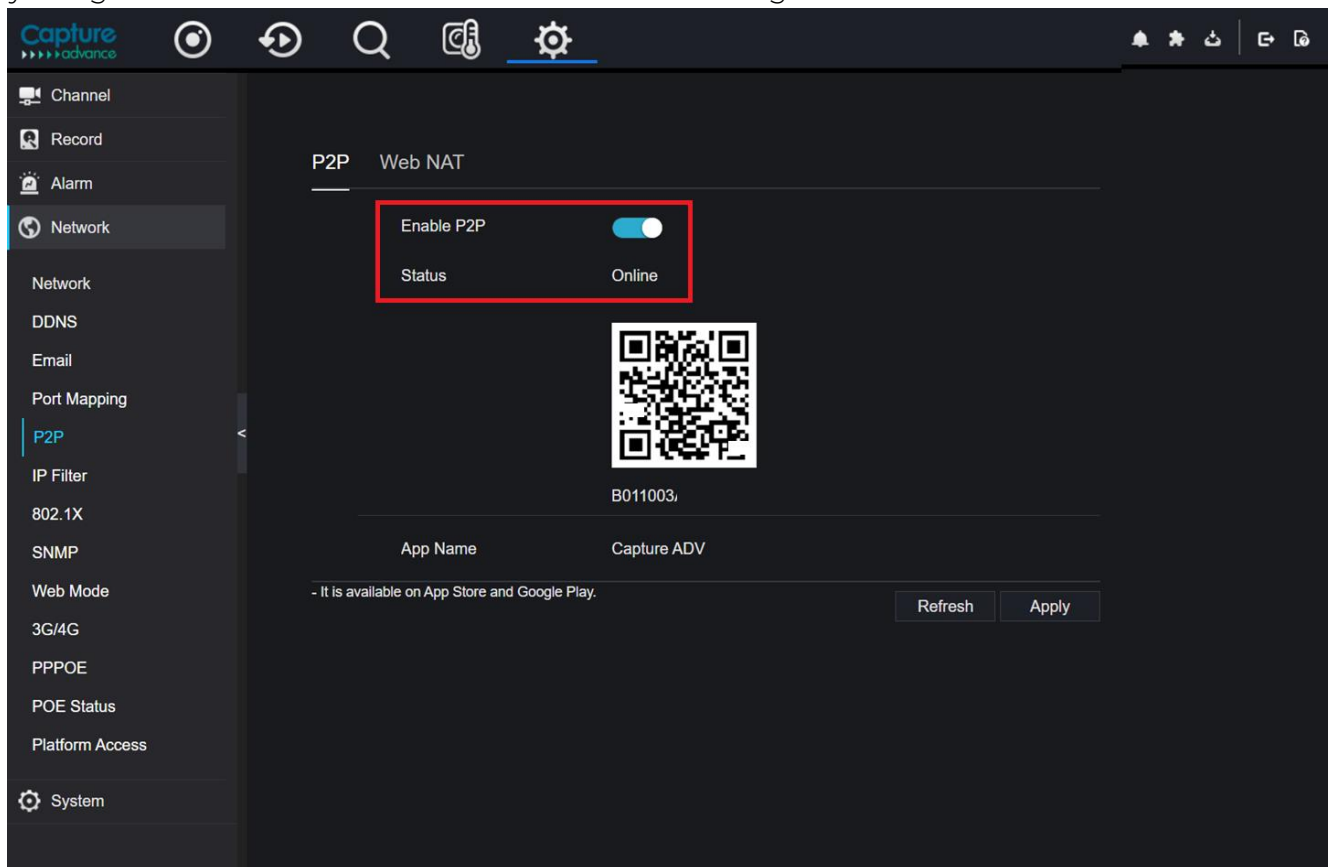
1. If 'App Updates' is enabled on your iOS device, the Capture ADV app will be updated automatically in the background based on the configuration you have set (enable cellular data for automatic downloads).
 - To check this setting, open **Settings** and go to the **App Store**, then enable **APP Updates**, and **Automatic Downloads** under **Cellular Data**.
 - The auto-update will happen when your phone is in idle time. Auto-update will not occur in low battery status.
2. If 'App Updates' is **not enabled** on your iOS, go to the App Store and search for Capture ADV. Open the app in the App Store and tap **Update**.

How to add a Capture Advance NVR/DVR to the Capture ADV mobile app

Follow the steps below or view the [video tutorial](#) outlining how to add an NVR/DVR to your Capture ADV mobile app.

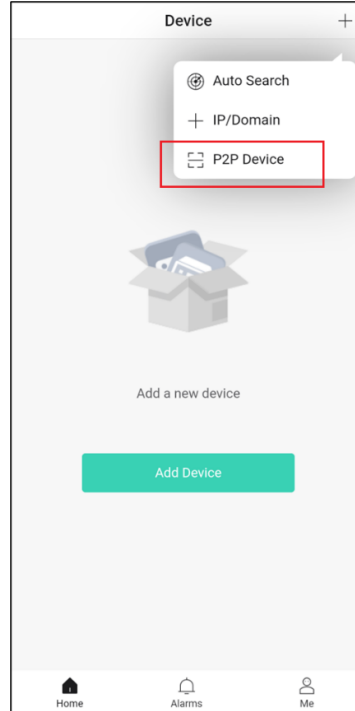
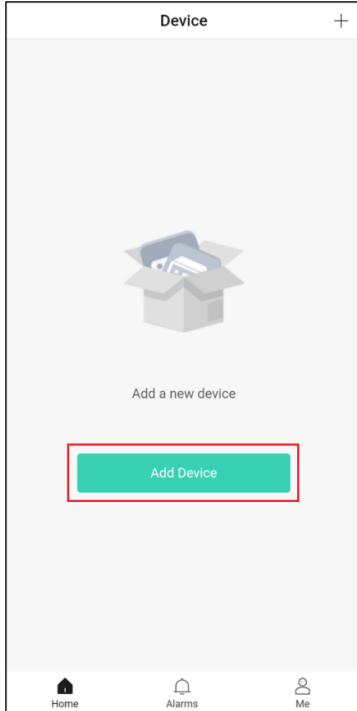
Preparation:

1. Download and install the Capture ADV app from the Google Play Store or Apple Store.
2. Ensure that the device is connected to a network with an active internet connection. The **P2P should be enabled** and the status should be 'Online'. You can find this information when you right-click on the main screen of the device and go to **Network > P2P**.

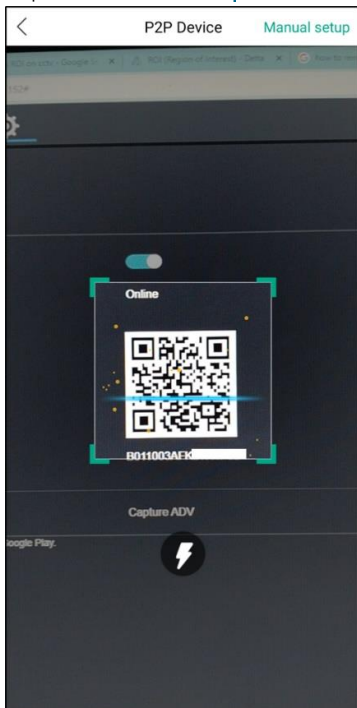


Procedure:

1. Open the **Capture ADV app** on your phone.
2. Tap **Add Device** and then tap **P2P device**.

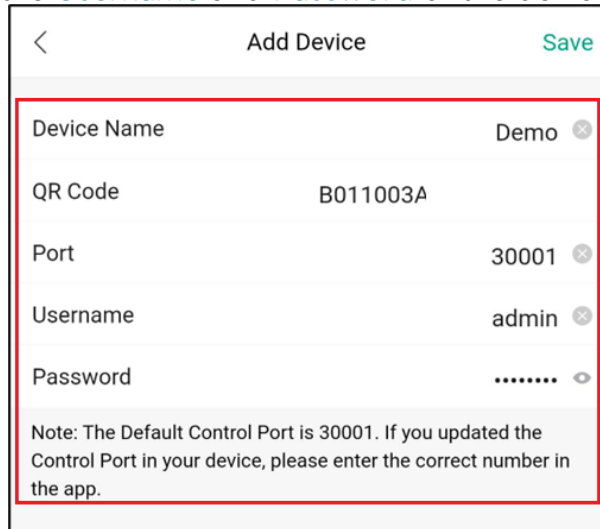


3. Scan the **QR Code (P2P ID)** in your device's screen. This QR Code can be found when you right-click on the main screen and go to **Network > P2P**. If you're unable to scan the QR Code, tap **Manual setup** instead.

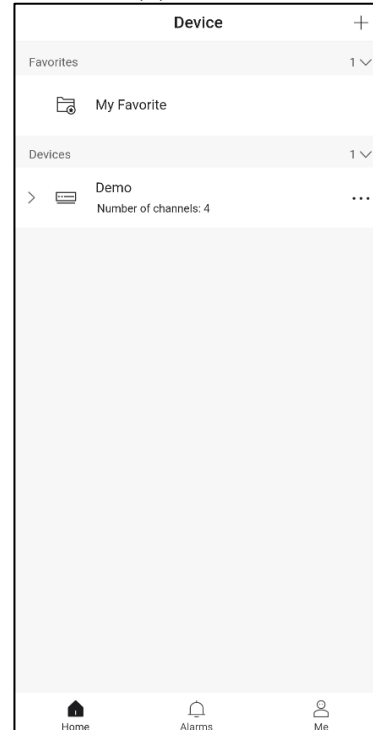
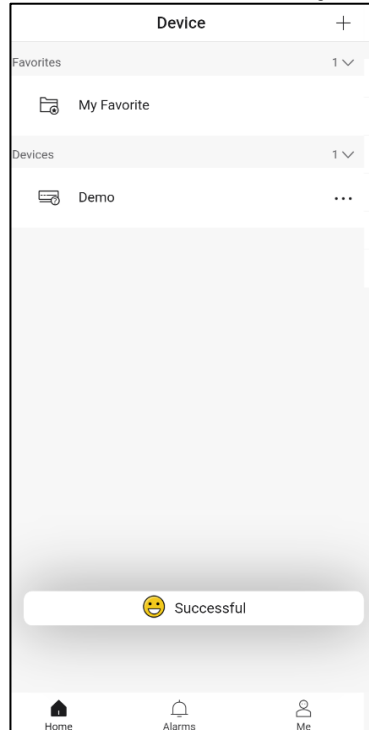
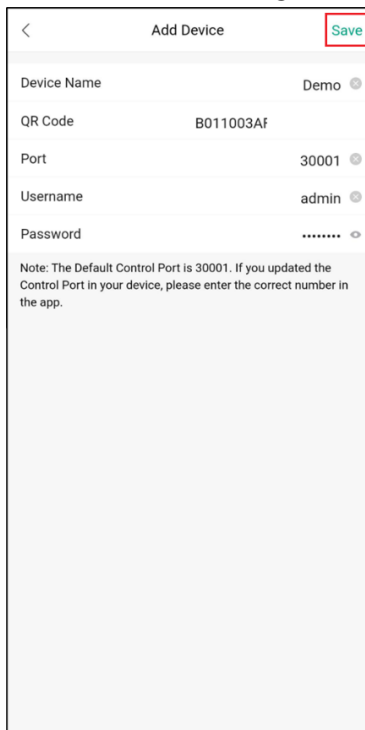


4. Input the needed information in the app.
 - a. Enter a **Device Name**.
 - b. The **QR Code** will be automatically populated if you have scanned the QR code successfully. Otherwise, you can manually input it instead.
 - c. In the **Port** field, input the **Client Port** indicated in the device setting. This information can be found in **Network > Network > Port**.

Please note: The default value of the Client Port is 30001. If you have changed it to a different number, please make sure to input the new port number in the app.
 - d. Enter the **Username** and **Password** of the device.



5. Tap **Save** at the upper right corner to save the information. You will be prompted with a **'Successful'** message if the device was successfully added in the app.



How to resolve errors when adding a Capture Advance NVR/DVR to the Capture ADV app

There are several error messages that you may encounter when adding a Capture Advance NVR/DVR to the Capture ADV mobile app. Below is the list of error messages and the steps to resolve them.

Error Message	Resolution
The P2P device is offline. Do you want to continue adding?	<ol style="list-style-type: none"> 1. Make sure that Enable P2P is turned on in Menu/Settings > Network > P2P. 2. Make sure that the NVR/DVR is connected to an active internet connection and the P2P Status is 'Online'.
Failed to connect to the device. Do you want to continue adding?	<p>Make sure you enter the correct Control Port into the app. Note: The default Control Port of the device is 30001. If you updated the Control Port of your device, make sure that you enter the correct number in the app.</p>
Incorrect username or password	Make sure you are using the correct NVR/DVR username and password.
The UUID input is incorrect	Make sure you scan the correct P2P ID QR Code, which can be found under Menu/Settings > Network > P2P .
An unregistered UUID	If you choose to enter the NVR/DVR information manually, be sure to enter the correct P2P ID.
Incorrect parameter input	Before pressing the ' Save ' button, confirm that no information is missing.
Network abnormality, please check the network	This indicates that there is no internet connection on your phone. Please ensure that your phone has an active internet connection.
The device has max connection already.	<p>This indicates that the NVR/DVR has already established a connection with the maximum number of users at once.</p> <ul style="list-style-type: none"> • NVR - 8 maximum number of simultaneous users • DVR - 4 maximum number of simultaneous users
The P2P server responds abnormally	There is an issue with the P2P Server. Please contact Capture Advance Support at 833-553-7060 for further assistance.