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In this article, I show how to reset the Annke DVR to recover from a lost password. The process is very simple and takes less than 5 minutes. After this procedure, you can use the device default credentials to log in. The Annke DVR default password and username are: This method was tested with the following DVR models: DT41Y/DT61Y/DT81Y/DN41R/DN61R/DN81R/DT41GB/DT81GB/DT61GB/DW41J/DW81KD/DW61LD/DT81DP/N48PI/N44PI/N46PI/N44PAM/N48PAW/N46PCK/N88PCH. There are different methods to recover the lost password. You can create a new one or use the default password after resetting the device. Let's discuss the different ways you can do that... Recover the password using the security questions On the login screen click "Forgot My Password" Answer the security questions Choose a new password Take a look at the following pictures that illustrate this method. Just use the "Forgot my Password" option and the "Verify Security Question". Enter the answers you've created during the setup process. And, you are done! After this step you can have access to the DVR's interface to create a new password. Pretty easy, huh? You can use the SADP tool to reset the password by exporting the configuration files, here are the steps: Download and install the SADP tool Open the SADP tool and scan the network Select the device (DVR) and click "Forgot Password" Click Export and download the configuration files Send the files to the Annke support team Import the key files into the DVR to reset the password This process is simple, you just need to make sure the PC and the DVR are in the same local network so the SADP tool can find the device and create the file you will send to the Annke support team. The email you have to send the files is: support@annke.com After exporting the files you need to immediately email them because there's an expiration period. => Don't restart the DVR before you get the key file back from the Annke support team, otherwise, the process won't work and you will need to start all over again. The pictures below show the details of the procedure. Make sure the DVR and the PC are in the same network. Just export the files by clicking the "Export" button. Save them in your computer and send to the Annke support team. After getting the file back just select "Import file" and import it. And that's it. Now you can log in to your Annke DVR. You can reset the Annke DVR and use the default password by using the methods explained in this article. Just in case something goes wrong visit the Annke website to ask for help. Please share this article with your friends. The Annke DVR password reset method varies depending on the model you have. In this article, I show how to reset models using old firmware. This method was tested with the following models: DT41Y/DT61Y/DT81Y/DN41R/DN61R/DN81R/DT41GB/DT81GB/DT61GB/DT81DP/N48PI/N44PI/N46PI/N44Y/N481Y. If you are trying to reset a new model, please read my other article. It's necessary to get some information and send it to the Annke support team which will return a code to reset the DVR. You need to get the device's date and serial number. Here's the step-by-step to reset the DVR: Click the top right corner of the screen to see the DVR date. Click the top left corner of the screen to open the menu. On the login menu click on the left bottom corner. Get all the information and send it to the Annke support team. Use the code supplied by the support team to reset the DVR. The Annke support team email is support@annke.com. You can also use the online form available on the website. It's important to use the code on the same day you received from Annke because it's based on the actual date and it expires if you leave it for the next day. The pictures below show the details of the reset process... After click the "Menu" button a login screen pops up as shown below. Click the bottom left corner to see the next screen with the serial number. There's no button there... but as soon as you click the corner you see the screen. That's the same screen, you use to enter the code supplied by the support team. And that's all. Now you can log in to your DVR again. Click OK and a screen pops up allowing you to enter a new password. And you get the message that everything is OK and the password was reset. And that's all for the Annke DVR password reset. Now you can log in to your DVR again. Remember, this method works with DVRs using old firmware, if it doesn't work for you just read the article: How to reset the Annke DVR. Please share this information with your friends. In this article, I explain how to reset an Annke TVI camera to the factory default setting using a DVR that can send commands via coaxial cable. This article applies to the following models: C51FD/CT1AB/CT1AC/CT1AD/CT1AE/CT1AF/CT1CG/CT1GE/CT1GF/C51BH/C51BG/C51BL/C51BM/CT1DL/CT1DM/CR1BM/CR1BN/CR1BJ/CR1BL/CT1DR/CT1DS/CT1BG/CT1BF/CT1DC/CR1BK/CR1BB/CR1BG. You can have access to an IP camera menu via a web browser, but that's not the case with analog cameras, so to reset the camera, it's necessary to use a reset button or open the OSD (On Screen Display) Menu. Some analog cameras have a small joystick or buttons to allow access to the OSD menu, as shown in the picture below. In other cases, it's necessary to access the OSD menu using a device such as a controller or the DVR (Digital Video Recorder) that sends commands to the camera via wires by using the RS-485 standard or via coaxial cable. The camera must support the protocol to use commands via coaxial cable, and that's the case for the Annke TVI camera connected to a DVR. So, let's see how to use a DVR to reset the Annke TVI camera. Connect the camera to the DVR using a coaxial cable and follow the steps. Open the main menu. Go to the camera management >> PTZ. Select the camera you want to reset. Click the PTZ button. Click the (+) button. In the OSD menu select "FACTORY DEFAULT". Confirm your choice. See the pictures below that illustrate this process. In the PTZ menu, select the camera and click the PTZ button. Source: Annke website. Source: Annke website. Select the Factory Default option to reset the camera. Source: Annke website. And the Annke TVI camera reset is done. Pretty easy, huh? Extra information: The camera reset process is simple, but just in case it doesn't work, please visit the Annke website and ask for support. I hope this article can help you, please share it with your friends. When it comes to providing top-notch security, Annke cameras are consistently ranked among the best choices. These cameras come equipped with advanced features designed to ensure the highest level of privacy and protection for your loved ones. However, technical glitches or issues can occasionally arise, necessitating a reset of the camera. Therefore, it's important to understand the Annke camera reset process. Resetting your surveillance device can often resolve various issues and help maintain optimal performance. On this page, you'll discover the reasons why resetting is essential as well as methods for performing a factory reset on your Annke camera. Stay with us to learn the factory reset Annke camera process effortlessly. Hereon, there are several factors that may require a master reset of the camera, which restores it to its default settings. Problems with the surveillance device can disrupt its recording capabilities and overall functionality. It's important to be aware of common reasons that may necessitate a reset. The camera is not responding/going offline Buying or selling the camera Security concerns Camera stops recording Firmware updater failure Incapable to login, or configure the settings Technical glitches & bugs Now that you understand why a reset might be needed, let's discuss how to perform the reset. There are two primary methods to reset your Annke camera: using the Web GUI method or the reset button. For straightforward procedures, refer to the steps outlined below. To begin with, remove the camera from its place. Now, uncover the reset button at the back of the surveillance device. Utilize a paper clip or any sharp-tipped specialty to push the reset knob. Then, push & hold the button for at least 20-25 seconds. Hereon, release the switch when you see the LED on the gadget switches on. The light on your gadget symbolizes that the reset process is concluded. At last, you are done with the reset process of Annke Camera. First and foremost, confirm that the Annke Camera is turned ON. Then, connect the PC/computer to the current Wi-Fi network. Now, open the web browser and enter the IP address in the browser bar. Hereon, type the administrative details on the login window. After that, you reach the smart home dashboard of the smart surveillance device. Then, go ahead with the Menu > Camera > PTZ. Later, choose the camera you want to clear/delete from the device. Next, tap on the PTZ option and you reach the menu of PTZ. After that, tap on the "+" icon to enter the main menu. Hereon, click on the down arrow that signifies the Factory Default option. Finally, the device reverts to its default settings and the factory reset is done. All in all, the information we share above will surely assist you with the Annke camera reset process. Here, you comprehend why users need to hard reset the gadget. Also, our post will help you determine the expected errors with your intelligent camera that are not fixed in other ways. If you have an Annke surveillance security camera that is not working properly, it can be frustrating and concerning. However, before you panic and consider replacing the camera, there are several troubleshooting steps you can take to try and fix the issue yourself. Check the Power Supply: The first thing you should do is check the power supply to make sure the camera is getting power. Ensure that the power adapter is securely plugged in and that the outlet is working. You may also want to try using a different power adapter to see if that resolves the issue. Reset the Camera: If checking the power supply does not solve the problem, you can try resetting the camera. This can be done by pressing the reset button on the camera or by following the manufacturer's instructions for a hard reset. Resetting the camera can often resolve issues related to software glitches or connectivity problems. Troubleshooting Annke Surveillance Security Cameras If you are experiencing issues with your Annke surveillance security camera, here are some troubleshooting steps you can try: Check the power source: Make sure the camera is properly plugged in and receiving power. Restart the camera: Try restarting the camera by unplugging it and plugging it back in. Check the network connection: Ensure that the camera is connected to the internet and that your network is working properly. Update the firmware: Check if there are any firmware updates available for your camera and install them. Reset the camera: If the above steps do not work, you may need to reset the camera to its factory settings. If you have tried these troubleshooting steps and are still experiencing issues, it may be helpful to contact Annke customer support for further assistance. ANNKE Indoor Security Camera, Two-Way Video Nanny Cameras for Home, WiFi Pet/Cat/Dog Cam with Speaker, Phone app, 2.8-inch Screen, Night Vision, 247, AL... Amazon.com Amazon price updated: May 26, 2025 1:11 pm Check Power Supply and Connection First, make sure that the power supply is connected properly to the surveillance camera. Check the power cable for any damage or loose connections. If the power supply is working correctly, then check the connection between the camera and the DVR or monitoring device. Ensure that all cables are securely connected and that there are no issues with the connections. See also Where to find security camera in an antiof the power supply and connections are all in order, but the camera is still not working, you may need to troubleshoot further or contact technical support for assistance. Reset Camera Settings to Default If you are experiencing issues with your Annke surveillance security camera, you may need to reset the camera settings to default. Follow these steps to reset the settings: Locate the reset button on the camera. This button is usually small and can be found on the back or bottom of the camera. Press and hold the reset button for about 10 seconds until you see the camera's lights flashing. Release the reset button and wait for the camera to reboot. Once the camera has rebooted, the settings will be reset to default. After resetting the camera settings, make sure to reconfigure the camera with your desired settings and preferences. Update Firmware for Improved Performance If you are experiencing issues with your Annke surveillance security camera, updating the firmware may help resolve them. Follow these steps to update the firmware: ANNKE C500 5MP IP Camera with 2.8MM Lens Wide Angle, IP Security Camera Support Work with Alexa, 100 FT EXIR 2.0 Color Night Vision, H.265+, IP67... Amazon.com Amazon price updated: May 26, 2025 1:11 pm Check the current firmware version of your camera by logging into the camera's interface. Visit the official Annke website and navigate to the support section to find the latest firmware for your camera model. Download the firmware file to your computer and extract it if necessary. Connect your computer to the same network as the camera and access the camera's interface. Go to the firmware update section and select the downloaded firmware file to start the update process. Wait for the update to complete and follow any on-screen instructions that may appear. Once the update is finished, restart the camera and check if the issues have been resolved. Updating the firmware can improve the overall performance and stability of your Annke surveillance security camera, so it is recommended to keep it up to date. Adjust Camera Angle and Position One common issue with surveillance cameras is the incorrect angle or position. To fix this, you need to adjust the camera's angle and position for optimal coverage and visibility. Follow these steps: See also How to run security camera several at once Step 1: Determine the Desired Viewing Area First, identify the area you want the camera to monitor. This could be an entryway, a parking lot, or any other specific location you want to keep an eye on. Step 2: Adjust the Camera Angle Use the camera's mounting bracket to adjust the angle. Make sure the camera is pointing directly at the desired area and not too high or low. Test the angle by viewing the camera feed on your monitoring device. Tip: Consider the camera's field of view and adjust the angle to maximize coverage. Clean Camera Lens and Housing One common issue with surveillance security cameras is a dirty lens or housing, which can affect the quality of the video footage. To fix this problem, follow these steps: Turn off the camera and disconnect it from power. Use a soft, lint-free cloth to gently wipe the lens and housing of the camera. Avoid using harsh chemicals or abrasive materials that could damage the lens. If there are stubborn stains or dirt, you can use a lens cleaning solution specifically designed for camera lenses. After cleaning, allow the lens and housing to dry completely before turning the camera back on. Tips: Regularly clean the camera lens and housing to ensure clear and sharp video quality. Consider installing a camera housing or cover to protect the camera from dust, dirt, and other elements. Test Camera in Different Lighting Conditions One common issue with surveillance cameras is poor image quality in certain lighting conditions. To troubleshoot this problem, it is important to test the camera in various lighting environments to determine if the issue is related to the camera settings or the lighting conditions. Here are some steps to test the camera in different lighting conditions: Lighting Condition Testing Procedure Daylight Place the camera in an area with ample natural light and observe the image quality. Adjust camera settings if necessary. Low Light Test the camera in low light conditions or at night. Check if the camera has night vision capabilities and adjust settings accordingly. Harsh Light Expose the camera to harsh or direct sunlight to see if there are any issues with glare or overexposure. Adjust camera positioning or settings as needed. See also Do home security cameras have battery backup? By testing the camera in various lighting conditions, you can identify any issues and make the necessary adjustments to improve the overall performance of your surveillance system. Ensure Network Connectivity for Remote Access One of the key steps in fixing your ANNKE surveillance security camera is to ensure that it is properly connected to your network for remote access. Follow these steps to ensure network connectivity: Check the network cables connected to the camera and ensure they are securely plugged in. Verify that your router is functioning properly and that the camera is connected to the correct network. Restart your router and camera to refresh the network connection. Check the camera settings to ensure that it has a valid IP address and is configured to connect to your network. If you are using a wireless connection, make sure that the camera is within the range of your Wi-Fi signal and that the signal strength is sufficient. Consider resetting the camera to its factory settings and reconfiguring it to establish a new network connection. By ensuring proper network connectivity, you can troubleshoot any issues related to remote access to your ANNKE surveillance security camera. ANNKE C500 - 5MP Outdoor PoE Security IP Camera with Mic/Audio, 2.8mm Lens (116° FOV), 100 ft Night Vision, IP67 Waterproof, Smart Motion Alerts, RTSP... Amazon.com Amazon price updated: May 26, 2025 1:11 pm Contact Annke Support for Further Assistance If you have tried all the troubleshooting steps and your Annke surveillance security camera is still not working properly, it's time to reach out to Annke's customer support team for further assistance. You can contact Annke support via email, phone, or live chat on their website. Make sure to provide them with detailed information about the issue you are experiencing, including any error messages or unusual behavior you have observed. The support team will be able to guide you through additional troubleshooting steps or help you with repair or replacement options if needed. If you are facing issues with your Annke DW81KD security camera or planning to sell it, performing a factory reset is a good option. A factory reset erases all the settings and configurations that you have made to your camera and restores it to the default settings. In this article, we will discuss how to perform a factory reset on an Annke DW81KD security camera. Annke DW81KD is a popular security camera used in both residential and commercial settings. It comes equipped with multiple features such as motion detection, night vision, and remote access through the mobile app. The camera records high-quality footage in 1080p resolution and supports multiple storage options. There can be multiple reasons for performing a factory reset on your Annke DW81KD security camera. Some of them are: You are facing issues with your camera such as connection failure, camera freezing, or other technical issues. You want to sell your camera and want to erase all the settings and configurations. You want to start fresh with the default settings of the camera. During a factory reset, all the settings and configurations are erased from the camera and it restores to the default settings. All the recordings and data stored in the camera are also deleted. The factory reset process erases everything except the firmware version of the camera. You should perform a factory reset on your Annke DW81KD security camera in the following situations: If you are facing technical issues with the camera that cannot be resolved by troubleshooting. If you want to sell the camera and want to erase all the settings and configurations. If you want to start fresh with the default settings of the camera. Before performing a factory reset on your Annke DW81KD security camera, you should keep in mind that the reset process erases all the settings and configurations and restores it to the default settings. So, if you have any recordings or data stored in the camera, make sure to back it up before proceeding with the reset process. Follow the step-by-step guide below to perform a factory reset on an Annke DW81KD security camera. Before you start with the reset process, make sure to back up your recordings and data stored in the camera. You can either transfer the data to your computer or store it in an external hard drive. The reset button is usually located on the back of the camera. It is a small circular button that can be pressed using a sharp object like a paperclip. Using a paperclip or a similar sharp object, press and hold the reset button for 10-15 seconds. After holding the reset button for 10-15 seconds, you will hear a beep sound indicating that the camera has been reset. Once you hear the beep sound, release the reset button. After releasing the reset button, wait for the camera to reboot. This may take a few minutes. Make sure to back up all the recordings and data before performing a factory reset. Use a sharp object like a paperclip to press the reset button. Do not power off the camera during the reset process. Wait for the camera to reboot before using it again. Performing a factory reset on an Annke DW81KD security camera can be a good option if you are facing technical issues or planning to sell the camera. The process erases all the settings and configurations and restores it to the default settings. Make sure to back up all the recordings and data before performing the reset and follow the tips mentioned in this article to ensure a smooth reset process. Can a factory reset resolve all the technical issues in an Annke DW81KD security camera? No, a factory reset can only resolve some technical issues. For more complex issues, it is recommended to contact the customer support team. Will a factory reset erase the firmware version of the camera? No, a factory reset will not erase the firmware version of the camera. Can I perform a factory reset on my Annke DW81KD security camera using the mobile app? No, you cannot perform a factory reset using the mobile app. You have to locate the reset button on the back of the camera. How long does the reset process take? The reset process usually takes a few minutes. Can I use the camera immediately after performing a factory reset? No, you have to wait for the camera to reboot before using it again. Nowadays ANNKE IP cameras, DVRs, and NVRs no longer have a default password. The first time you run their equipment, you'll be forced to create a password. This procedure is in place to ensure the security of your devices and prevent any hacking attacks. However, their old equipment came with a default account. ANNKE's old models have default username admin and default password 123456. They even used some other default accounts which we've listed below. It's worth giving them a shot if you don't remember the password of your ANNKE DVR, NVR, or IP camera. Username: admin Password: 123456 Username: admin Password: admin Moreover, ANNKE is just a reseller, they don't actually own any manufacturing factory to make their own equipment. They are in contract with other CCTV manufacturers and just resell the products under their own brand name. Most of ANNKE products are actually Hikvision OEMs running custom firmware with the modified color scheme ANNKE Default IP Address ANNKE Default IP address is always 192.0.0.64 regardless if it's an IP camera, DVR, or NVR. It will always have the same IP address if the device is out of the box and unused. How to find ANNKE's IP address? You can use the SADP tool to find the IP address of your ANNKE camera or recorder. This tool is in fact software that gets installed on the computer and then it scans the network listing any devices found on it. You can download it here. The IP camera or the recorder needs to be on the same network as the PC, meaning they must be connected to the same router or switch as the computer. That way the SADP tool will be able to see the devices. Run the SADP and the tool will scan the whole network devices. The found cameras or recorders will be listed as shown in the picture below. From here you can modify the IP address to match your own network, change the Getaway, Subnet Mask, etc. To access the camera or the DVR/NVR directly you can type its IP address on the web browser (Internet Explorer) and enter your username/password when you see the login screen. How to Rest ANNKE Password (DVR, NVR, IP Camera) If the default password is not working and you lost or did forget the password you can try to perform a password reset on your unit. If you lost the password for an ANNKE IP camera, open it up and locate the reset button. It's a round black button, usually located inside the motherboard or at the back of the camera. Follow these easy steps: power off the camera, power on then right away press the reset button and hold it for 15 seconds. Then release and wait for the camera to automatically reboot. When it comes back online, you can try the default password or activate it by creating your own password. If you forgot the password for your ANNKE DVR or NVR, click the "Forgot Password" in the lower-left corner of the login window (as shown below). On the following prompt, you can use the three preset security questions or use the GUID files to set a new password and reactivate the device. If you forgot the answers to the questions and don't have the GUID files previously saved, use SADP to export the configuration files to reset the password. Just run the SADP and select the device that you're having a problem with. Click the "Forgot Password" button to enter the Reset Password interface. Click "Export" to download the key request file, and set the file path in the pop-up window. Click "Select Folder" to save the device's key request file on your PC. The exported key request file is an XML file which is named in the form of "Device Serial No.-System Time". Once you export the file, send an email to support@annke.com and they will generate a reset master password (it's a file that will be emailed to you). Open again the SADP tool, select "Import File" as the resetting method. Click the file icon to select the received key file (XML file) and click "Open". Enter a new password twice, and the system will evaluate the password strength automatically. You should see a "successful password reset" message. If you see that, you'll know that the unit was reset. If you still cannot reset then it's better to just call the seller or ANNKE support team. Make sure you have the proof of purchase and a picture of the serial number. Sometimes they may remote in via your laptop to fix the issue. The frustration of a locked-out Annke DVR is real. Forgetting your password can leave you feeling helpless, unable to access your security footage. Luckily, there's a way to regain control and reset your Annke DVR to its factory default settings, even without the password. This guide will walk you through the process, offering clear instructions and troubleshooting tips. Understanding Factory Resets A factory reset erases all settings and configurations on your Annke DVR, returning it to its original state as if it were brand new. This includes: Password: Your forgotten password will be eliminated. Network Settings: Wi-Fi and Ethernet configurations will be lost. Recorded Footage: All stored video recordings will be deleted. This is irreversible, so be absolutely certain before proceeding. User Accounts: Any custom user accounts will be removed. System Settings: All customized system settings will be reverted to factory defaults. Therefore, before proceeding, ensure you've backed up any crucial recordings to an external hard drive or other storage device. Methods for Resetting Your Annke DVR There are typically two ways to perform a factory reset on an Annke DVR, both involving physical interaction with the device. Method 1: Using the Reset Button (Most Common) Most Annke DVR models have a small, recessed reset button located on the back or side of the device. It's often marked with a small arrow or the word "Reset." Locate the Reset Button: Carefully examine your Annke DVR for a tiny button, often requiring a pin or paperclip to press. Power On the DVR: Ensure your DVR is turned on and powered. Press and Hold: Use a thin object (like a straightened paperclip) to firmly press and hold the reset button for approximately 10-15 seconds. Don't release prematurely. Observe the DVR: You might see the DVR reboot or the display change. The process may take a few minutes. Check Settings: Once the DVR restarts, it should be back to factory settings. Configure your network and security settings. Important Note: The exact reset button location and duration may vary slightly depending on your specific Annke DVR model. Consult your DVR's user manual for precise instructions. Method 2: Through the DVR's Menu (If Accessible) If you can still access your DVR's menu, though you've forgotten your password, there may be a factory reset option within the system settings. This method is less reliable if password protection is fully implemented. Access the DVR Menu: Log in to your DVR using the existing (but forgotten) password, if possible. Navigate to System Settings: Look for a section labeled "System," "Settings," or "Configuration." Locate Factory Reset: Find an option like "Factory Reset," "Restore Defaults," or "Default Settings." Confirm Reset: The DVR will likely prompt you for confirmation before proceeding. Carefully read any warnings and then confirm. Reboot: The DVR should reboot, applying the factory settings. This method is less likely to succeed if your Annke DVR's password protection is robust. Troubleshooting Reset Issues If the reset isn't successful, try these steps: Check the Reset Button: Ensure you are pressing the correct button and holding it for the required time. Power Cycle: Unplug the DVR from the power outlet, wait 30 seconds, and then plug it back in. Consult the Manual: Refer to your Annke DVR's user manual for specific instructions and troubleshooting tips. Contact Annke Support: If all else fails, contact Annke's customer support for assistance. Post-Reset Configuration After successfully resetting your Annke DVR, you'll need to reconfigure all settings, including network connection, time, date, camera settings, and user accounts. Remember to create a strong and memorable password this time. This is a critical security measure. You'll likely need to add your cameras back to the system, as well. By following these steps, you should be able to successfully reset your Annke DVR to factory settings, even without your password, allowing you to regain access to your system and your valuable security footage. Remember, data loss is a significant risk, so always back up important recordings regularly.