

LET US KNOW WHAT YOU THINK

We sincerely thank you for your business and are committed to ensuring your full satisfaction. If you are not entirely satisfied for whatever reason, please reach out to us and we will do all within our power to make it right.



As a young and growing company, it would mean the world to us if you could leave an honest online review about our product and services.

If your experience has been something less than amazing, please drop us an email at support@amcrest.com or give us a ring at **1-888-212-7538**



facebook.com/amcrest



amcrest.com/videos



twitter.com/amcrestsecurity



amcrest.com/support



Instagram.com/amcresttechnologies



AMCREST

Simple. Reliable. Secure.



AMCREST

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

QUICK START GUIDE

FOR IP CAMERA INITIAL SETUP

You can view this guide and others online by visiting:

www.amcrest.com/support

www.amcrest.com

THANK YOU FOR PURCHASING AN AMCREST CAMERA!

Please follow the instructions in this Quick Start Guide to get your camera set up.

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1. Mobile Setup

Use the Amcrest Cloud mobile app to configure your new Amcrest camera, select a username and password, and add it to your Amcrest Cloud account.

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1. PoE Camera Setup

This is the setup method for PoE cameras.

2. Ethernet WiFi Setup

The most common method of setup for WiFi cameras.

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GET THE PREMIUM MONITORING EXPERIENCE WITH AMCREST CLOUD



Amcrest Cloud



Amcrest View Pro

VIDEO STORAGE

Secure off-site Cloud Storage

MicroSD card
(most models)

MULTI-VIEW CAMERA EXPERIENCE

View unlimited cameras simultaneously

View up to
16 Cameras

EXTRA FEATURES

+ Alexa Support

+ Camera Health Check

+ Push Notifications

+ Email Alerts

+ Motion Detection

+ Motion Detection

+ Push Notifications

+ Direct Video Download

PRICING

4 hour limited free plan (1 camera)

Subscriptions starting at \$6/Camera/Month

FOREVER FREE



Begin Amcrest Cloud
Setup on [Page 3](#)



Begin Amcrest View Pro
Setup on [Page 9](#)

SETUP YOUR CAMERA WITH AMCREST CLOUD

AMCREST CLOUD MOBILE SETUP



This is the recommended setup procedure for adding a new camera to Amcrest Cloud.

- Please make sure your camera is plugged in to a power source and your Ethernet cable is connected from the camera to your router.
- Make sure your camera and mobile device are on the same network during setup.
- To ensure the camera connects to the cloud, a reboot of your camera is recommended.

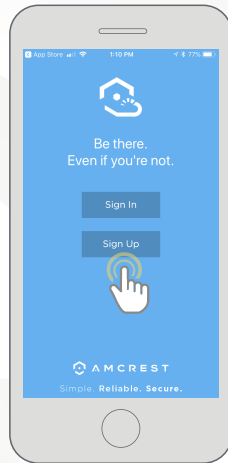
1



Download and open the Amcrest Cloud app from the App Store or Play Store.



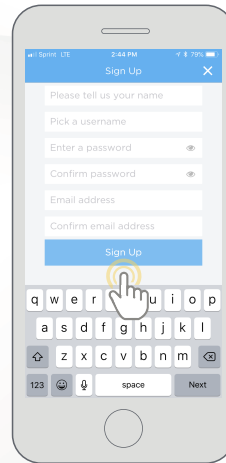
2



Once you have downloaded the Amcrest Cloud app, open the app and allow all notifications.

Press **Sign Up** to create a new Amcrest Cloud account. If you have already signed up for Amcrest Cloud, login and skip to step 5.

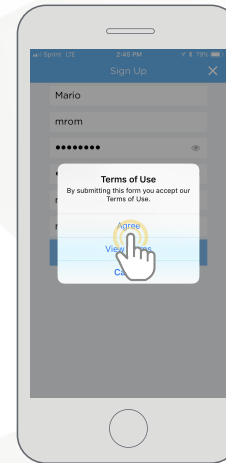
3



To sign up for an Amcrest Cloud account, enter your name, and choose a username and password for the cloud account. Enter the password again into the **Confirm password** section.

Next, enter your email address. This will be the email address that will be associated with your cloud account. Enter the same email address into the **Confirm email address** section and press the **Sign Up** button when you are done.

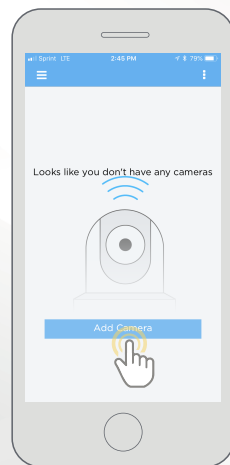
4



Accept the terms of use for the account. To view the terms of use, click on **View Terms**. Tap on **Agree** to accept the terms of use and proceed with Amcrest Cloud setup.

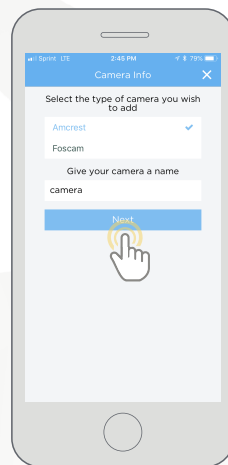


5



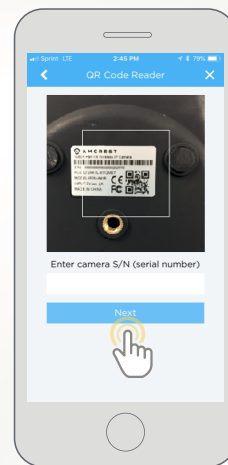
Tap on **Add Camera**.


6



Give the camera a name (Ex. Garage, Living Room, Kitchen, etc.) and tap **Next** to continue.

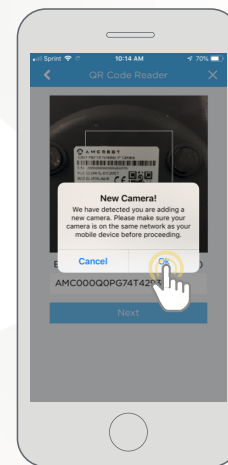
7



Scan the QR code  on the back/side/bottom of the camera or manually enter the camera's serial number into the **Enter camera S/N** (serial number) field. Press **Next** to continue.

*Note: On Android mobile devices, tap on **Scan QR Code** to access the QR code reader.*

8

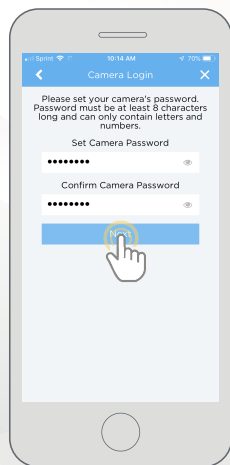


If you are adding a new camera that does not have a set password the app will automatically detect that a new camera is being added. Tap on **OK** to continue.

If you already have a set password for your camera, enter the username and password, press **Next**, and skip to step 10.



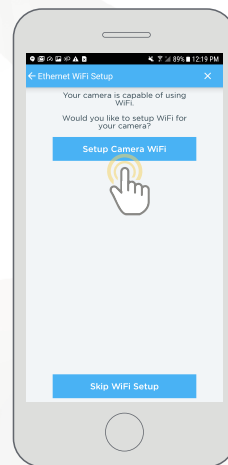
9



Set a new password for your device. The password must be between 8 to 32 characters long and contain only letters and numbers.

When you have finished setting the password, enter the password again in the **Confirm Camera Password** section. Tap **Next** to continue.

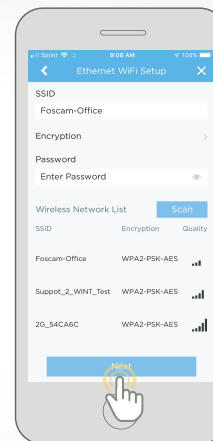
10



If you are connecting a WiFi device to the cloud and would like to enable WiFi via the Ethernet WiFi Setup Method, tap on **Setup Camera WiFi**. If you are connecting a PoE camera to the cloud you can skip to step 12. Additionally, if you would like to skip the WiFi setup process and have your WiFi camera running solely as a wired device, tap on **Skip WiFi Setup**.

7

11



If you wish to enable WiFi on your WiFi device, tap **Scan** to scan and select your WiFi network from the **Wireless Network List**.

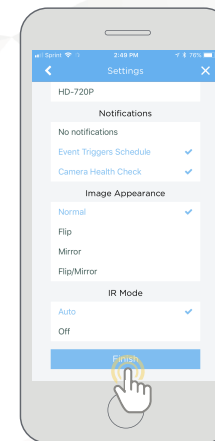
Enter the password for your WiFi network into the **Password** field. When the WiFi password has been entered, tap **Next** to continue.

Note: For Android 8.0 and above users, you will have to enable Location Permissions in order to scan for your WiFi Network



For more information on key features and walkthrough of the Amcrest Cloud app, visit amcrest.com/appwalkthrough
For more information on how to set up your camera on Amcrest Cloud on the web, visit amcrest.com/amcrestcloudwebsetup

12



Confirm and adjust any needed settings for your camera. When all settings have been confirmed, tap on **Finish**.

13



Your camera has now been successfully added to your Amcrest Cloud account.

8

SETUP YOUR CAMERA WITH AMCREST VIEW PRO

AMCREST VIEW PRO POE CAMERA SETUP

This is the recommended setup procedure for adding a new POE camera to Amcrest View Pro.

- Please make sure your camera is plugged in to a power source and your Ethernet cable is connected from the camera to your router.
- Make sure your camera and mobile device are on the same network during setup.

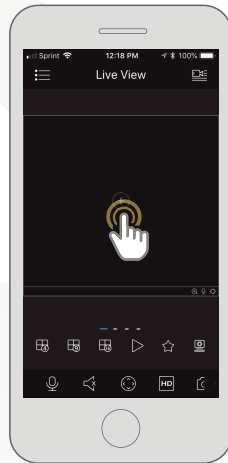
1




Download and open the Amcrest View Pro app from the App Store or Play Store.

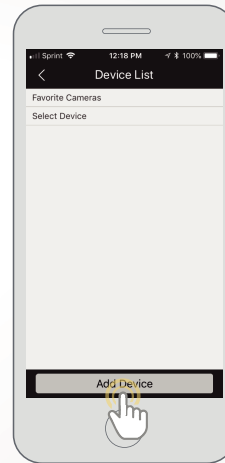


2



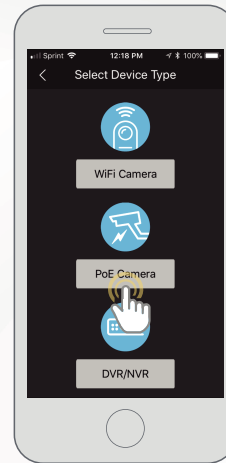
Open the app and tap on the  symbol in the middle of the screen to begin adding your PoE device.

3



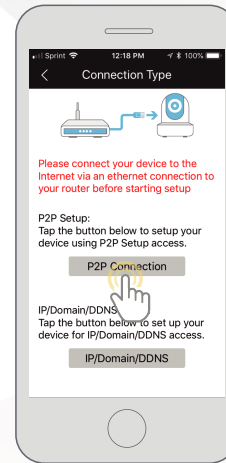
Tap on **Add Device**.

4



Tap on **PoE Camera**.

5



Next, we will need to select a connection type. Since we will be setting up a basic P2P connection with the device, tap on **"P2P Connection"** to continue.

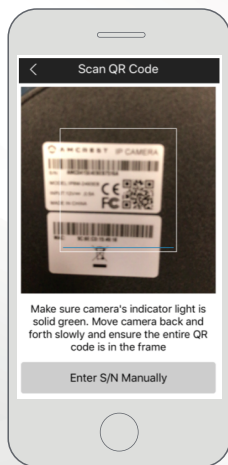
Note: On Android mobile devices, tap on **P2P Setup**.




For IP Domain/DDNS setup visit, www.amcrest.com/IPDomainDDNSsetup
This setup is used for establishing a direct connection without using P2P.



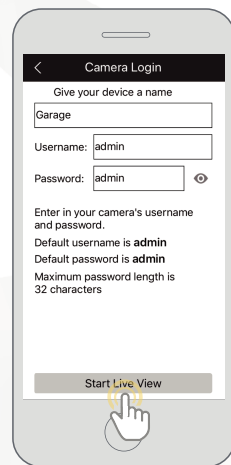
6



Scan the QR code  on the back/side/bottom of the camera or manually enter the camera's serial number into the **Enter camera S/N** (serial number) field. Press **Next** to continue.

On Android mobile devices, tap on **Scan QR Code** to access the QR code reader.

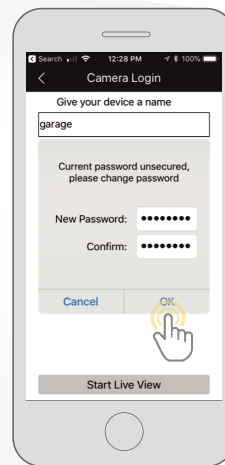
7



Give the camera a name (e.g. Garage, Kitchen, Living Room, etc.) and provide the username and password for your camera. The default username and will be admin. Tap **Start Live View** to continue.

Note: You can tap on the  icon to verify the password.

8



The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password. Press **OK** to continue.

9



Your camera has now been successfully added to your Amcrest View Pro account.



For more information on key features and walkthrough of the Amcrest View Pro app, visit amcrest.com/appwalkthrough

AMCREST VIEW PRO ETHERNET WIFI SETUP



This is the recommended setup procedure for adding a new WiFi camera to Amcrest View Pro.

- Please make sure your camera is plugged in to a power source and your Ethernet cable is connected from the camera to your router.
- Make sure your camera and mobile device are on the same network during setup.

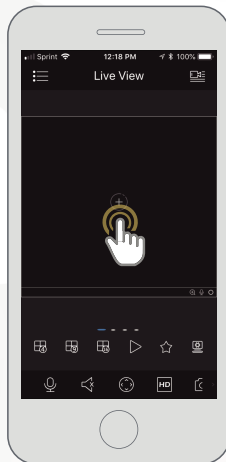
1




Download and open the Amcrest View Pro app from the App Store or Play Store.

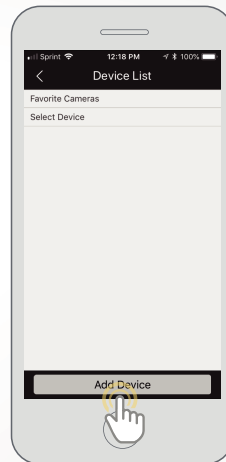


2



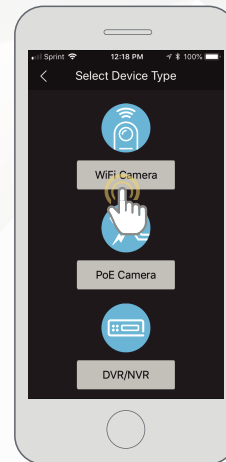
Open the app and tap on the  symbol in the middle of the screen to begin adding your Wifi camera.

3



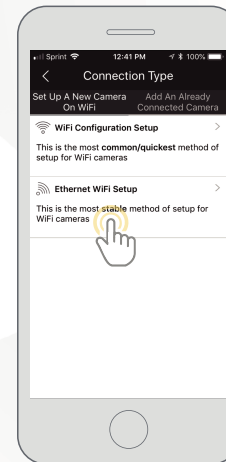
Tap on **Add Device**.

4



Tap on **Wifi Camera**.

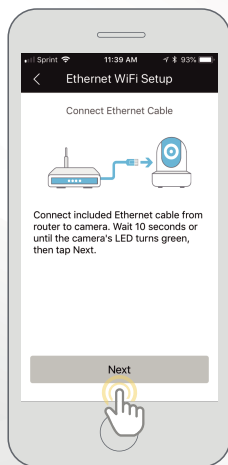
5



Select your connection type, in this case select the left tab **Set Up A New Camera On WiFi** or **Connect New Device** (on Android) to begin adding the device to the app. Tap **Ethernet WiFi Setup** to continue.



6



Connect an Ethernet cable from the router to the camera and power the device with the included power adapter. Allow the device to initialize and press **Next** to continue.


7



Ensure your smartphone or tablet is connected to the same WiFi network as your camera. Tap **Next** to continue.

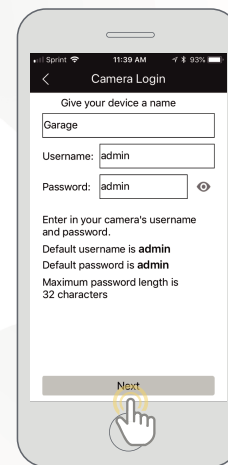
8



Scan the QR code  on the back/side/bottom of the camera or manually enter the camera's serial number into the **Enter camera S/N** (serial number) field. Press **Next** to continue.

On Android mobile devices, tap on **Scan QR Code** to access the QR code reader.

9

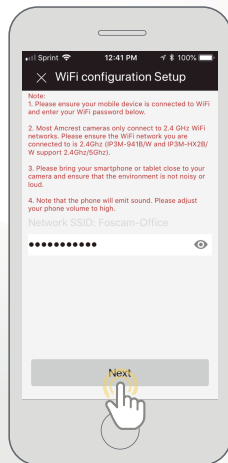


Give the camera a name (e.g. Garage, Kitchen, Living Room, etc.) and provide the username and password for your camera. The default username will be **admin**. Tap **Next** to continue.

Note: You can tap on the  icon to verify the password.



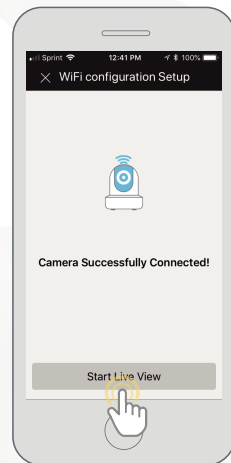
10



Enter the WiFi password for your WiFi network in the Network SSID field. Press **Next** to continue.

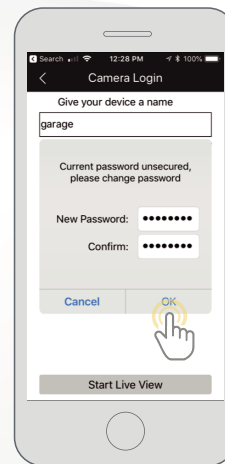
Note: For Android 8.0 and above users, you will have to enable Location Permissions in order to scan for your WiFi Network

11



Tap on **Start Live View**.

12



The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password. Press **OK** to continue.

13



Your camera is now set up and ready for use on the app.



For more information on key features and walkthrough of the Amcrest View Pro app, visit amcrest.com/appwalkthrough



ALTERNATIVE SETUP METHODS



For additional setup methods for your Amcrest camera, refer to the alternative setup methods provided below.

1

CLOUD DESKTOP SETUP

This setup method will be used for setting up your camera on the cloud via a web browser on a PC or laptop. For more information on cloud desktop setup visit:

amcrest.com/amcrestcloudwebsetup

2

P2P SETUP

The P2P setup method will be used for setting up already connected devices to the Amcrest View Pro app. For more information on P2P setup, visit:

amcrest.com/p2psetup

3

IP/DOMAIN/DDNS SETUP

The IP/Domain/DDNS Setup method will be used to establish a direct connection without using P2P. For more information on IP/Domain/DDNS setup, visit:

amcrest.com/IPDomainDDNSsetup

4

WIFI CONFIGURATION SETUP

The WiFi configuration setup method will be used as a secondary option for establishing a WiFi connection to a Wifi camera. For more information on WiFi configuration setup visit:

amcrest.com/wificonfig

5

LOCAL ACCESS DESKTOP SETUP

This setup method will be used for establishing and accessing your device locally, via a web interface, on a desktop or laptop. For more information on local access desktop setup, visit:

amcrest.com/localwebsetup

6

AMCRESTVIEW.COM SETUP

This setup method will be used to setup a amcrestview.com connection for your device. The web page will connect via a P2P method through a designated web interface. For more information on how to setup a connection using amcrestview.com, visit:

amcrest.com/amcrestviewsetup

7

REMOTE ACCESS DESKTOP SETUP

This setup method will be used for establishing and accessing your device remotely, via a web interface, on a desktop or laptop. For more information on local access desktop setup, visit:

amcrest.com/remotewebsetup

TROUBLESHOOTING/FAQ



HOW DO I ADD ADDITIONAL CAMERAS TO MY CLOUD ACCOUNT?

If you are on a free trial version of Amcrest Cloud and would like to add an additional camera to your cloud account you will first need to upgrade your cloud account to a premium plan. Free trial plans are only applicable for one device per account. For more information on upgrading your cloud and pricing, visit <https://amcrest.com/cloud#section8>

If you are already on a premium cloud plan and would like to proceed with adding another camera to your account, log into your account on the Amcrest Cloud app or PC/Mac. To add a camera on the app, click on the (⋮) icon in the main menu, tap on **Add Camera**, and follow the setup prompts listed.

To add an additional camera to your cloud account on a PC or Mac, log into your account and click on the menu (≡) icon, select **Add Camera**, and follow the setup procedures listed in this menu. For more information on how to add additional cameras on your cloud account, visit amcrest.com/additionalcloudcameras



WHY AM I UNABLE TO LOCATE AN SSID?

Android users using 8.0 and above may experience this issue if location permissions are not enabled or are denied by the user within the app. Android has implemented this feature to

increase the overall security of your Wifi connection as well as provide an added layer of protection for your mobile device.

To locate an SSID, during WiFi setup on the Amcrest Cloud app, tap on **Scan** in the Ethernet WiFi Setup menu. A dialog box will appear prompting you to enable location permissions. Tap on **OK** to enable this feature and allow the app to scan for your WiFi network. Your SSID will appear. Select the WiFi network you would like to connect with and enter the WiFi password for your network.

If you are using the Amcrest View Pro app, you must enable location permissions to configure the SSID to your app. When you have enabled location permissions the SSID will show (greyed out) in the WiFi configuration menu where you can enter the WiFi password for your network.

For more information on how to locate an SSID on your mobile device visit: amcrest.com/androidP



I'VE LOCKED MYSELF OUT OF THE CAMERA ACCIDENTALLY.

As a security precaution, your Amcrest camera will lock out any user who tries to log in with the wrong password after a handful of consecutive attempts. If you find that you have accidentally locked yourself out, you can wait 5 minutes to log back in or you can power cycle the camera by unplugging and replugging the camera's power cable.

If you have forgotten your password entirely, you can hard factory reset the camera by pressing and holding the reset button down for 45 seconds. The reset button will either be on the back or on the internals of the camera. For more information on hard factory reset procedures for your device visit amcrest.com/support



HOW DO I SETUP MOTION DETECTION/PUSH NOTIFICATIONS FOR MY CAMERA?

By default, the Amcrest Cloud app will automatically send push notifications of a motion detected event, however, if you want to receive additional motion detection events from the Amcrest View Pro app you will need to make these configurations manually.

To setup push notifications on the Amcrest View Pro app, tap on the menu (☰) icon and tap **Push Notifications**. Next, select **Configuration** from the push notifications menu. Tap on the camera you wish to enable and toggle the push notification toggle switch to the 'on' position. When set, tap on **Motion Detect** to enable the camera for motion detection. When finished, tap on the **Save** icon to save the settings to your device. For more information on how to setup push notifications, visit: amcrest.com/pushnotifications



HOW DO I CHANGE MY VIDEO STREAM RESOLUTION?

On the Amcrest Cloud app, locate the camera you wish to modify and tap the **settings** (⚙️) icon. In the settings menu, tap on **"Quality"** and change the resolution accordingly. When the resolution has been changed successfully, tap the **Save** button in the upper left-hand corner to save your settings.

On the Amcrest View app, for efficiency purposes, the live stream is set by default to standard resolution (not HD). To enable HD, tap the resolution (HD) icon and then tap on the pencil icon next to HD. After setting the resolution, tap on OK/✓ to confirm your settings.

On desktop access the default resolution is set to HD. To change the live stream resolution on the web interface, navigate to **Setup>>Camera>>Video** and in the **Resolution** drop down menu, select which resolution you would like to set for your camera. When you have successfully set your desired video stream resolution click on **Save** to apply the resolution setting. For more information on how to change video stream resolution

visit, amcrest.com/changingresolution



I MOUNTED MY CAMERA UPSIDE DOWN, HOW DO I FLIP MY CAMERA'S VIDEO STREAM?

On the Amcrest Cloud app, locate the camera you wish to modify and tap the **settings** (⚙️) icon. In the settings menu, tap on **"Image Appearance"** and tap on **"Flip"**. Return to the previous menu and tap the **Save** button in the upper left-hand corner to save your settings.

To flip or mirror the camera's video stream on the Amcrest view Pro app, tap the flip/mirror (🔄) icon. You can also flip/mirror the camera via the web interface on a laptop or PC. For more information on how to flip/mirror the video stream on the web interface,

visit, amcrest.com/flipimage

INFORMATION & LINKS

To contact our customer service team, please email **support@amcrest.com** or call **USA Toll Free: (888) 212-7538**
USA Direct: 713-893-8956
Canada: 437-888-0177
UK: 203-769-2757
International Callers: +1-713-893-8956

Amcrest Cloud App



To download the Amcrest Cloud app for Android, visit **amcrest.com/androidcloud**



To download the Amcrest Cloud app for iOS, visit **amcrest.com/ioscloud**

Amcrest View Pro App



To download the Amcrest View Pro app for Android, visit **amcrest.com/androidviewpro**



To download the Amcrest View Pro app for iOS, visit **amcrest.com/iosviewpro**

Product Support

To download the User Manual for your camera, visit **amcrest.com/support**

To view our product support videos visit **amcrest.com/videos**

To view articles based on a specific product visit **amcrest.com/support**

Amcrest Cloud Features

To help guide you through the features of the Amcrest Cloud app, visit **amcrest.com/appwalkthrough**

Amcrest View Pro App Features

To help guide you through the features of the Amcrest View Pro App, please refer to the user manual or visit: **amcrest.com/appwalkthrough**

FCC COMPLIANCE STATEMENT

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

2. The user's manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

3. (b) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual: **NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:-- Reorient or relocate the receiving antenna.-- Increase the separation between the equipment and receiver.-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.-- Consult the dealer or an experienced radio/TV technician for help.

4. **RF exposure warning** This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.