



**AMCREST**

Simple. Reliable. Secure.

# Welcome to the Amcrest Family!

## **APP WALKTHROUGH**

You can view this guide and others online by visiting:  
[\*\*www.amcrest.com/support\*\*](http://www.amcrest.com/support)

[www.amcrest.com](http://www.amcrest.com)

V 2.0.0

## Amcrest View Pro App



To download the Amcrest View Pro app for Android, visit [amcrest.com/androidviewpro](http://amcrest.com/androidviewpro)



To download the Amcrest View Pro app for iOS, visit [amcrest.com/iosviewpro](http://amcrest.com/iosviewpro)



To download the Amcrest View Pro app for Amazon, visit [amcrest.com/amazonviewpro](http://amcrest.com/amazonviewpro)

## Amcrest Cloud App



To download the Amcrest Cloud app for Android, visit [amcrest.com/androidcloud](http://amcrest.com/androidcloud)



To download the Amcrest Cloud app for iOS, visit [amcrest.com/ioscloud](http://amcrest.com/ioscloud)



Simple. Reliable. Secure.

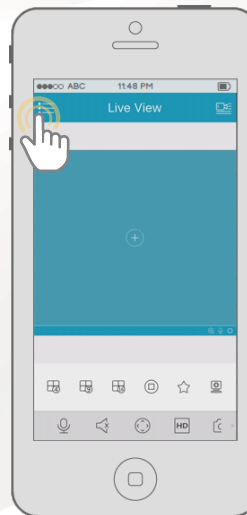


## GETTING STARTED MOTION DETECTION SET UP



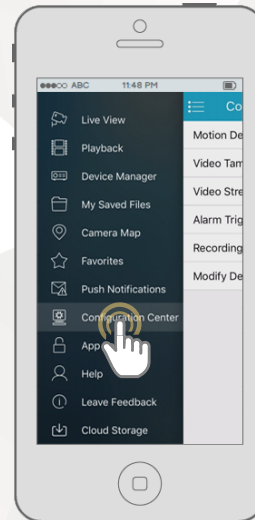
Follow the steps below to setup motion detection on your camera.

1



From the home screen, tap the icon on the top left corner to open the Main Menu.

2



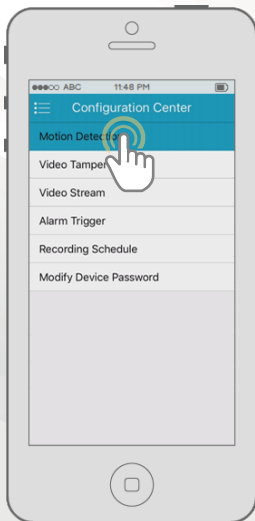
Tap "Configuration Center" to open the Configuration Center.



## GETTING STARTED MOTION DETECTION SET UP

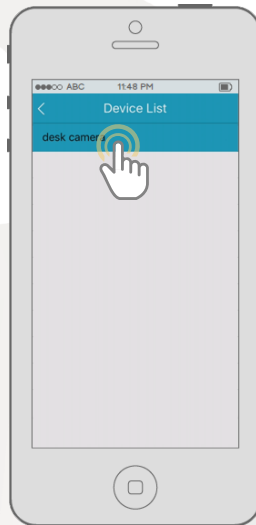


1



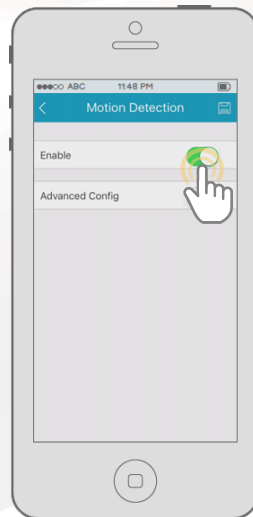
Tap "Motion Detect" to open the Motion Detection settings menu.

2



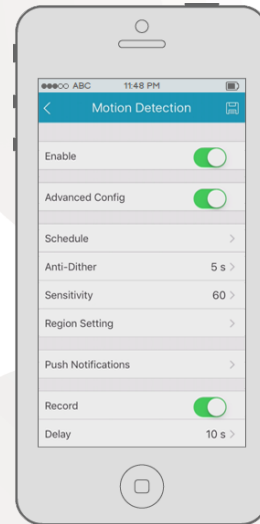
Tap the name of the camera you'd like to modify the Motion Detection settings for.

3



By default, motion detection is enabled. To configure advanced settings, tap the toggle switch in the "Advanced Config" row.

4



From this screen, you can modify the settings to fine tune how to use motion detection.

**Schedule:** Set a schedule for when motion detection should be enabled.

**Sensitivity:** Set how sensitive motion detection should be.

**Region Settings:** Specify regions on the screen where motion would be detected.

**Record:** Toggle this switch to record when motion is detected.

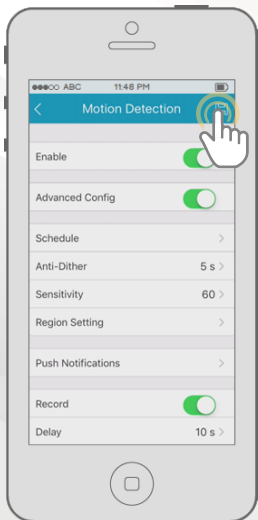
**Snapshot:** Toggle this switch to take a snapshot when motion is detected.



## GETTING STARTED MOTION DETECTION SET UP

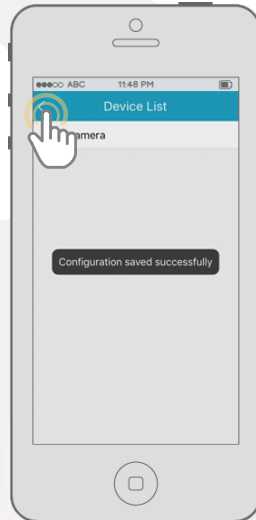


5



Once the camera is configured as desired, tap the save icon in the upper right.

6



Tap the back icon to return to the Configuration Center.

## GETTING STARTED SET UP RECORDING TO MICRO-SD



**NOTE:** Your camera must have Micro-SD storage to use this feature.

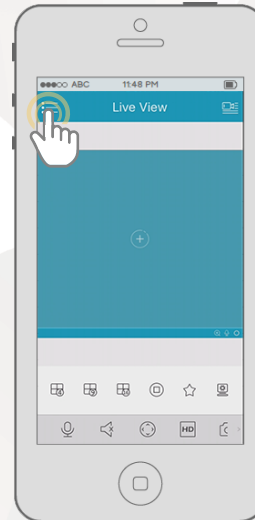
1



To begin, insert a Micro-SD card into your Amcrest camera.

**Note:** Formatting of the Micro-SD card will be needed upon the first installation. To format, please follow our guide located at [www.Amcrest.com/howtoformat](http://www.Amcrest.com/howtoformat)

2



From the home screen, tap the icon in the top left corner to open the Main Menu.

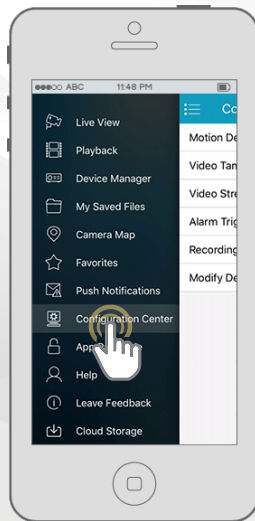




## GETTING STARTED SET UP RECORDING TO MICRO-SD

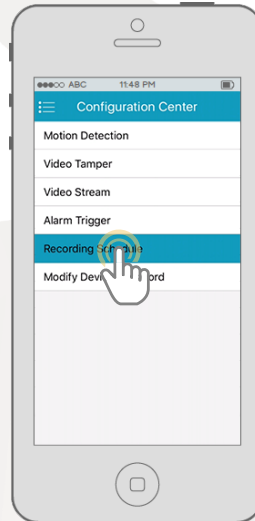


3



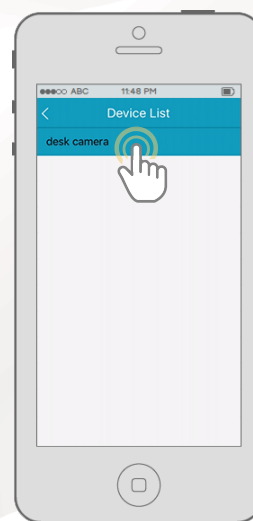
Tap "Configuration Center" to open the Configuration Center.

4



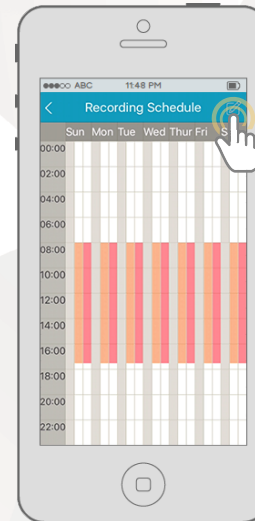
Tap "Recording Schedule" to open the Recording Scheduler.

5



Tap the camera that you would like to configure.

6



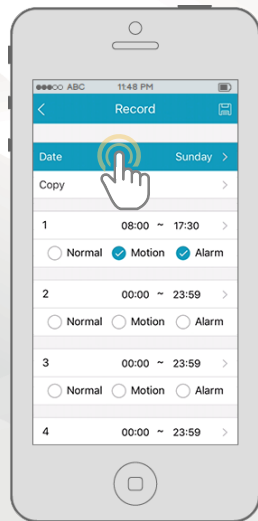
Tap the Edit icon in the upper right hand corner.



## GETTING STARTED SET UP RECORDING TO MICRO-SD

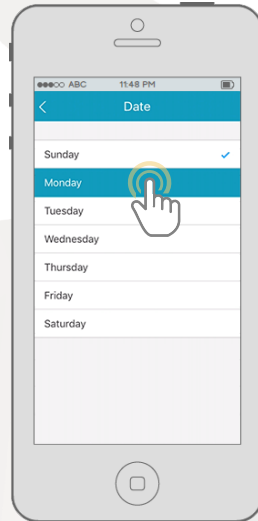


7



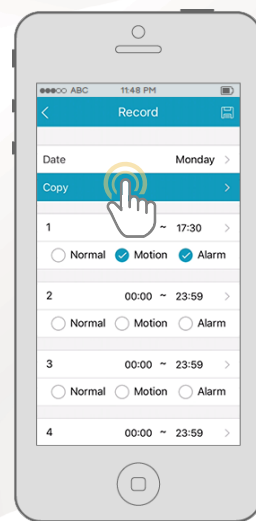
Tap "Date" at the top.

8



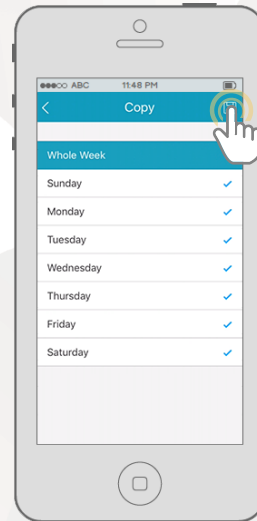
From within the date menu, select a single day to set a recording schedule.

9



If desired, the schedule that will be set for the previously selected day may be applied to multiple days by tapping "Copy."

10



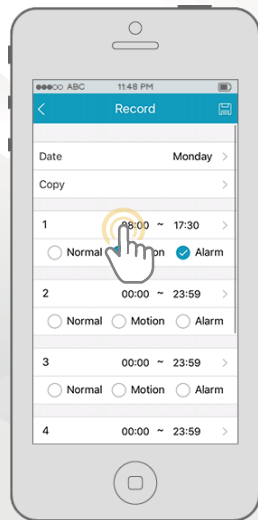
Within the Copy menu, select the days you wish to apply the recording schedule. Tap the Save icon in the upper right hand corner to confirm and save.



## GETTING STARTED SET UP RECORDING TO MICRO-SD

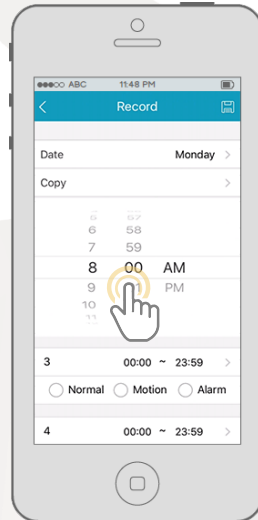


11



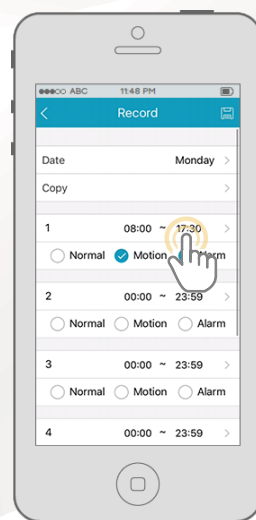
Tap the left most time shown in the first timeslot section to set the start time.

12



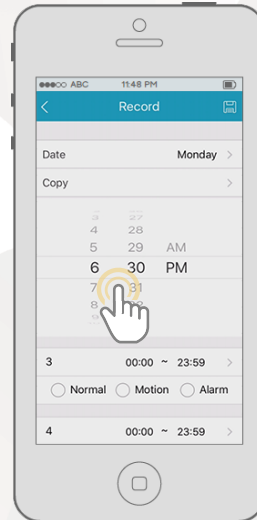
Scroll up and down on the dials to select the start time and tap outside of the dials to save.

13



Tap the right most time shown in the first timeslot section to set the end time.

14



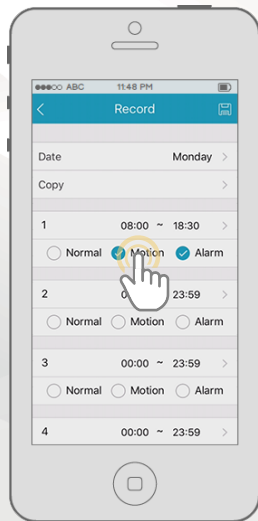
Scroll up and down on the dials to select the end time and tap outside of the dials to save.



## GETTING STARTED SET UP RECORDING TO MICRO-SD

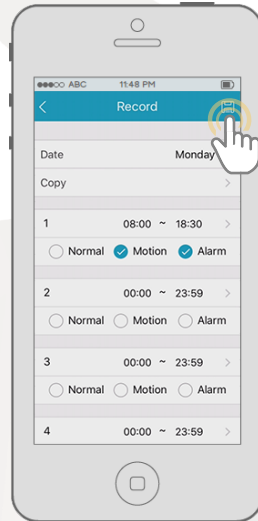


15



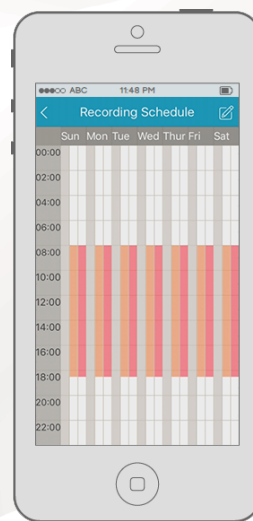
Tap the desired recording actions.  
**Normal:** Enables around the clock recording.  
**Motion:** Enables motion detection recording.  
**Alarm:** Enables an alarm output signal recording (advanced users).

16



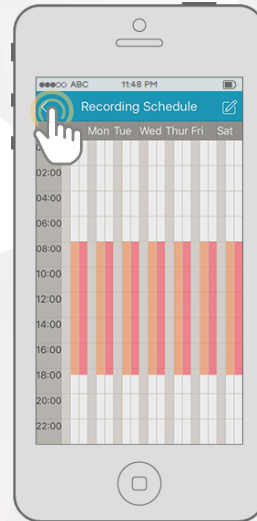
When the selections have been made, tap the save icon in the upper right hand corner.

17



Visually confirm that the settings are correct.

18



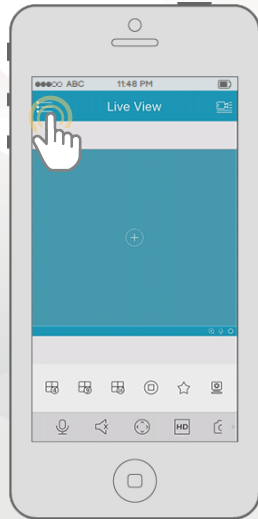
Tap the back arrow to return to the Configuration Center.

## GETTING STARTED VIEWING MICRO-SD FOOTAGE



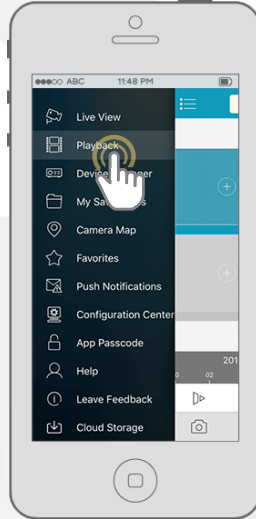
**NOTE:** Your camera must have Micro-SD storage to use this feature.

1



From the home screen, tap the top left corner to open the main menu.

2



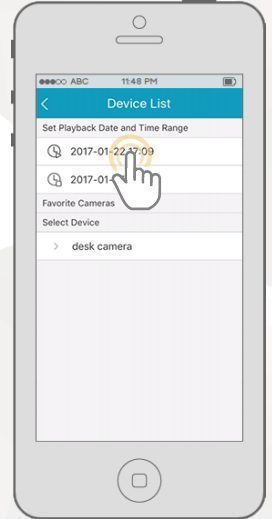
Tap "Playback."

3



Tap and open video feed window.

4



Select the start time for reviewing footage by tapping the first row where date and time is listed.

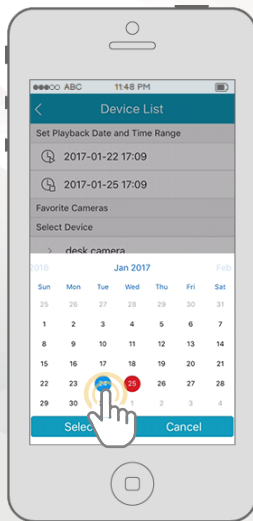




## GETTING STARTED VIEWING MICRO-SD FOOTAGE



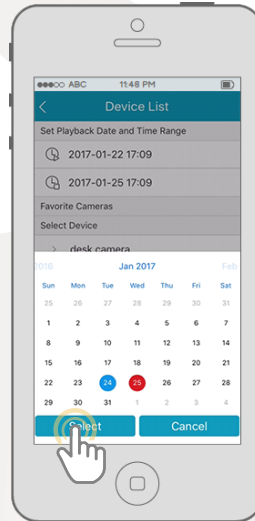
5



Tap the start date.

**Blue Date:** This indicates the currently selected date.  
**Red Date:** This indicates today's date.

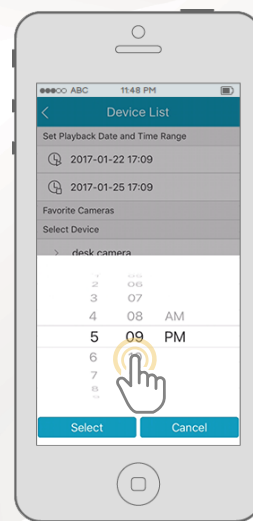
6



Tap "Select" to confirm.

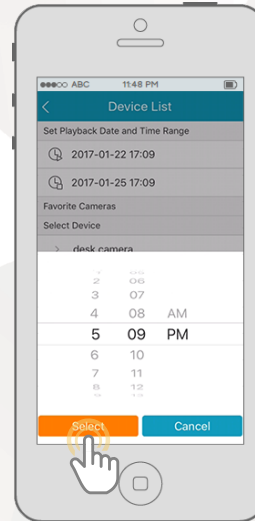
**IMPORTANT NOTE:**  
Recordings may only be reviewed in a 3 day duration on iPhone and a 1 day duration on Android.

7



Next, select the time. Scroll using the dials to select the start time.

8



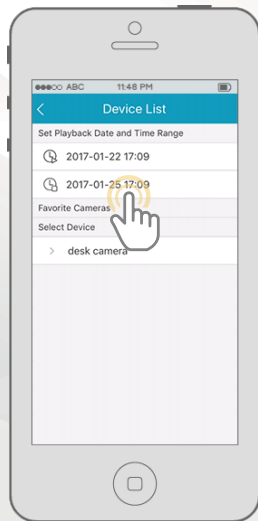
Tap "Select" to confirm.



## GETTING STARTED VIEWING MICRO-SD FOOTAGE

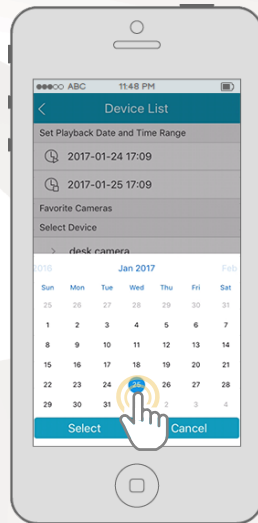


9



Select the end time for reviewing footage by tapping the second row where date and time is listed.

10

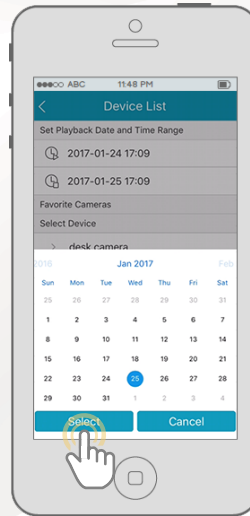


Tap the end date.

**Blue Date:** This indicates the currently selected date.  
**Red Date:** This indicates today's date.

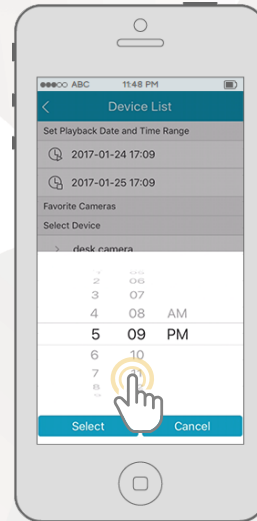
**IMPORTANT NOTE:**  
Recordings may only be reviewed in a 3 day duration on iPhone and a 1 day duration on Android, currently selected date.

11



Tap "select" to confirm.

12



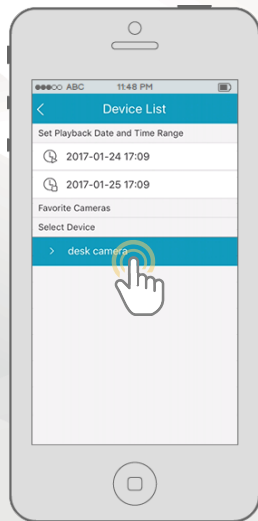
Next, select the time. Scroll using the dials to select the end time.



## GETTING STARTED VIEWING MICRO-SD FOOTAGE

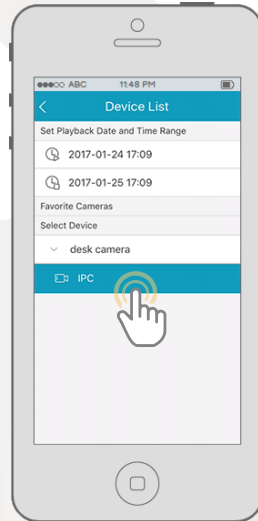


13



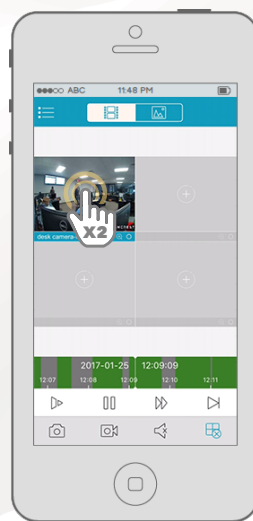
Tap the name of the camera to review its footage.

14



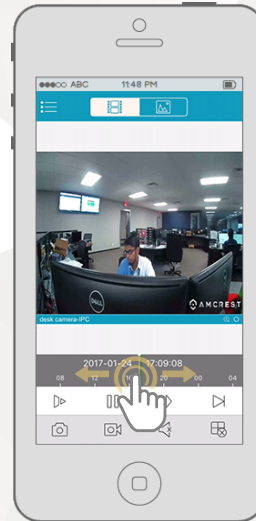
If needed, tap the sub-name of the camera if it appears from the drop-down. In this example, it is "IPC".

15



The camera's footage should now load as seen above if recordings were present during the selected time and date range. If needed, double tap the window to enlarge.

16



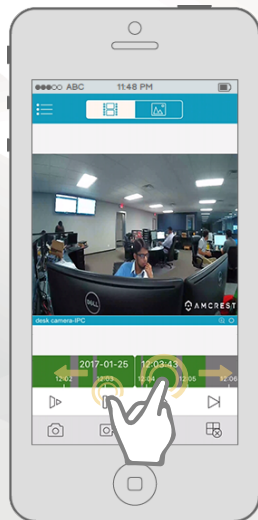
Drag left and right on the timeline to view recorded video clips. Clips are highlighted in green on the timeline.



## GETTING STARTED VIEWING MICRO-SD FOOTAGE

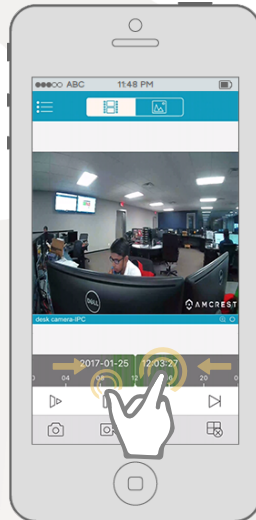


17



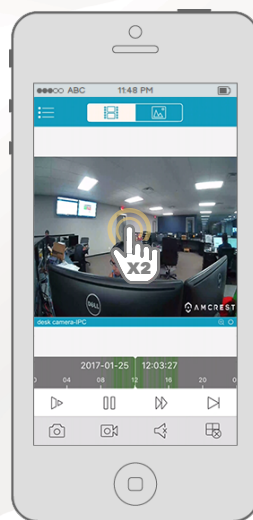
With two fingers, spread the timeline to zoom in on recordings.

18



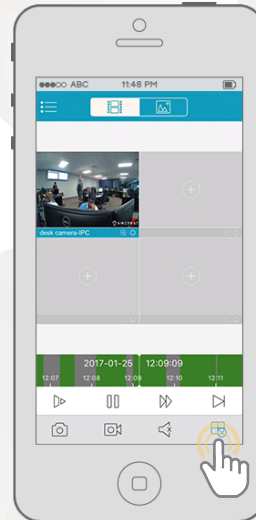
With two fingers, pinch the timeline to zoom out.

19



Double tap the window to return to the multiple window view.

20



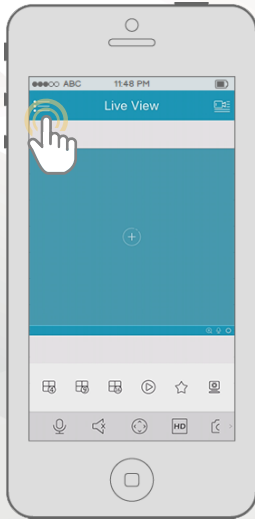
Tap the "close all windows" icon in the lower right hand corner to stop viewing recorded footage. Repeat steps 3 through 20 to view footage from additional cameras.

## GETTING STARTED PUSH NOTIFICATIONS SET UP



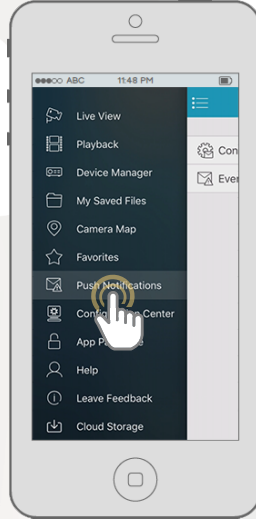
**Note:** To receive snapshots or recordings via a push notification a camera with Micro-SD compatibility is needed

1



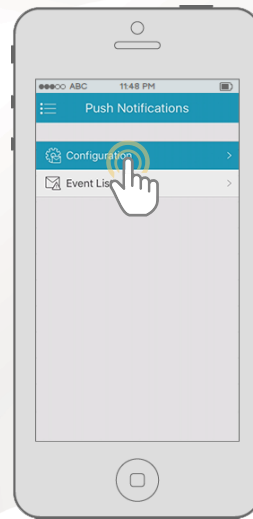
From the home screen, tap the icon in the top left hand corner to open the Main Menu.

2



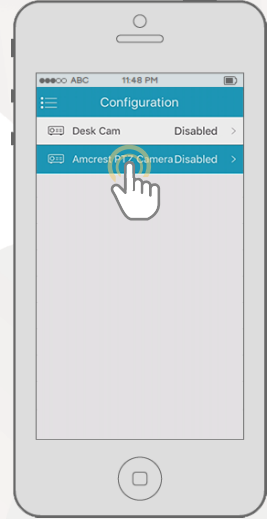
Tap "Push Notifications" to open the Push Notifications Menu.

3



Tap "Configuration" to configure Push Notification settings.

4



Tap the name of the camera that you wish to modify Push Notifications for.

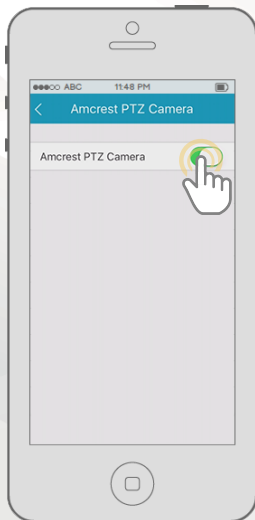




## GETTING STARTED PUSH NOTIFICATIONS SET UP



5



Slide the Toggle Switch to activate Push Notifications.

6



From this screen, you can modify the settings to fine-tune push notifications.

**Push Type:** Select what screen displays when opening a push notification.

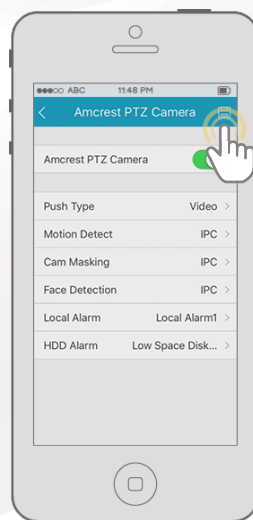
**Motion Detect:** Enables push notifications when motion is detected.

**Cam Masking:** Enables push notifications when a camera is completely covered.

**Local Alarm:** Enables push notifications for alarm input triggers (advanced users).

**HDD Alarm:** Enables push notifications based on hard drive status (for DVR/NVR systems).

7



Tap the save icon in the upper right hand corner to confirm and save changes.

8



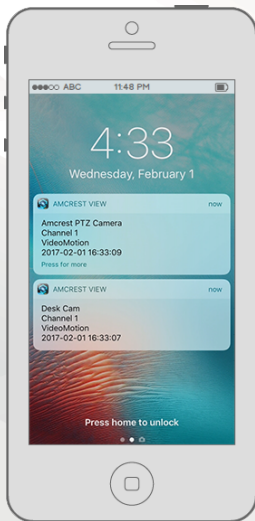
Now that the changes have been saved you may configure other camera alerts from this screen or press back to return to the configuration menu.

## GETTING STARTED VIEW PUSH NOTIFICATIONS



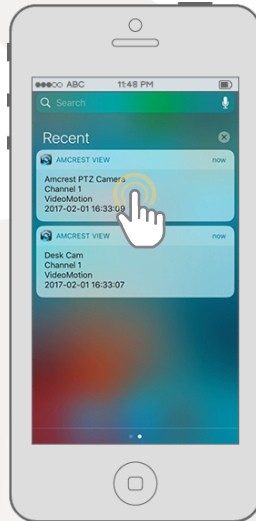
**Note:** To receive snapshots or recordings via a push notification a camera with Micro-SD compatibility is needed

1



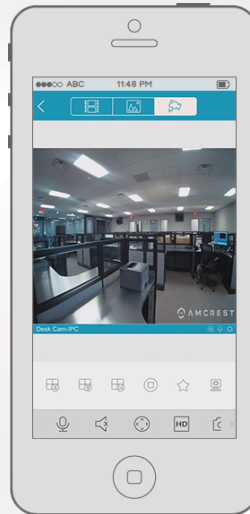
With notifications enabled in both the app and your mobile device, a message will be shown when motion is detected. **Note:** Appearance may differ on Android. Lock screen notifications must be enabled to be shown when the device is locked.

2



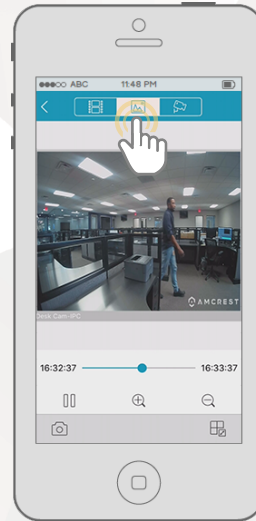
To review a push notification, swipe the notification on the lock screen, or tap on a notification under the notifications menu after unlocking your mobile device.

3



When a notification is opened, the app will open and display either a live view, recorded video, or saved image of the motion detection. What is displayed depends on what was set as your "Push Type" when notification settings were being configured.

4



Tap the center icon at the top to view previous images captured by the camera.



## GETTING STARTED VIEW PUSH NOTIFICATIONS



5



Tap the film icon at the top to review recorded footage.

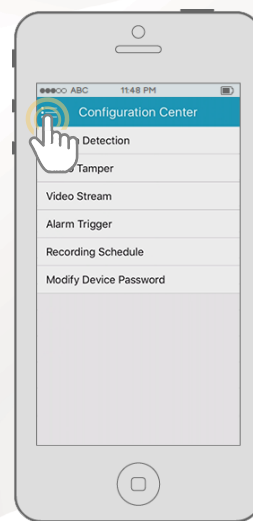
**Note: Your camera must have a Micro-SD card inserted in order to record and review motion notifications.**

6



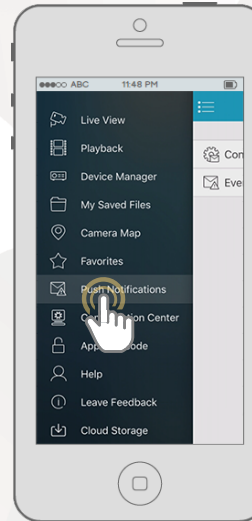
To review past notifications and events, tap the back arrow.

7



Tap the Menu Icon

8



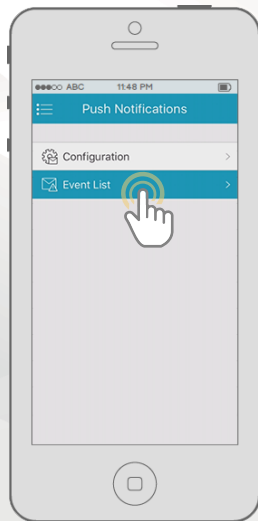
Tap "Push Notifications"



## GETTING STARTED VIEW PUSH NOTIFICATIONS

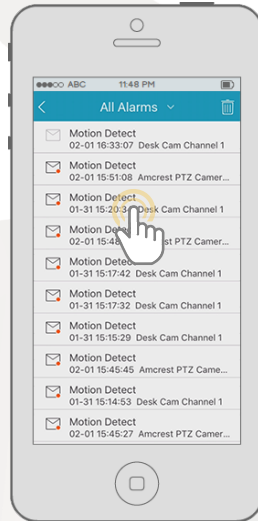


9



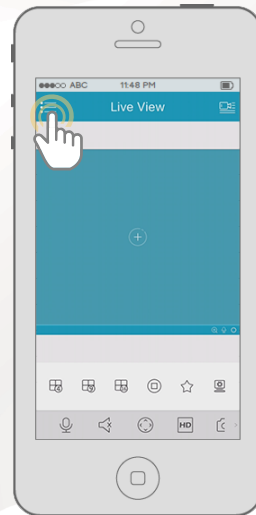
Tap "Event List."

10



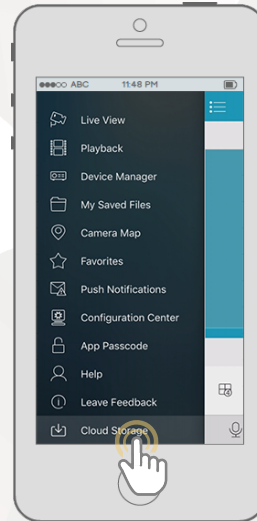
Tap the past event to review.

1



From the home screen, tap  
the icon in the top left corner  
to open the Main Menu.

2



Tap "Cloud Storage."

## GETTING STARTED AMCREST CLOUD RECORDING SET UP

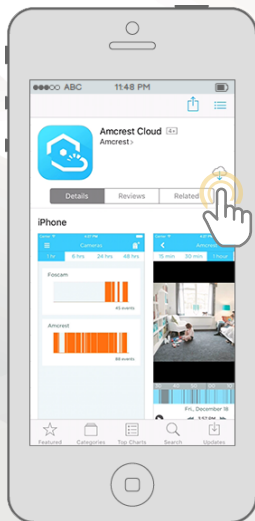




## GETTING STARTED CLOUD RECORDING SET UP



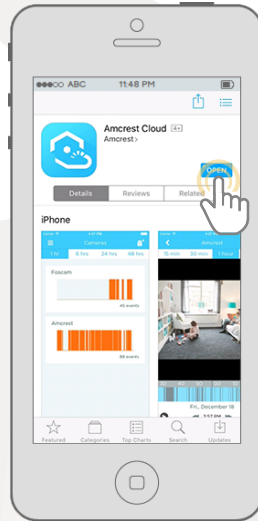
3



Tap the download button in the App Store to download "Amcrest Cloud".

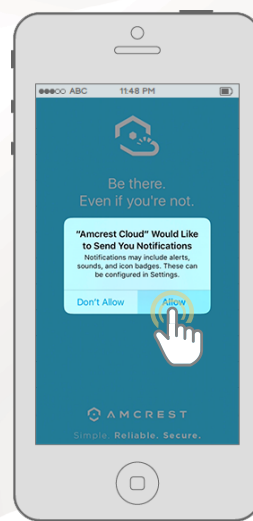
\*The app store may appear different on Android devices.

4



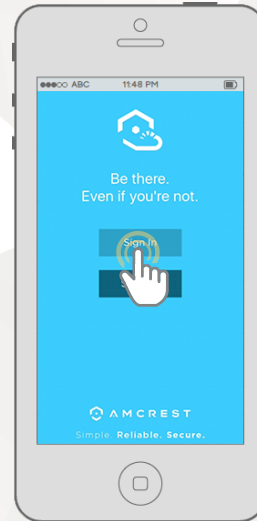
Tap "Open."

5



Tap "Allow" for Amcrest Cloud to send push notifications.

6



Tap "Sign Up" if this is your first time using Amcrest Cloud. If you already have an account, tap "Sign In".

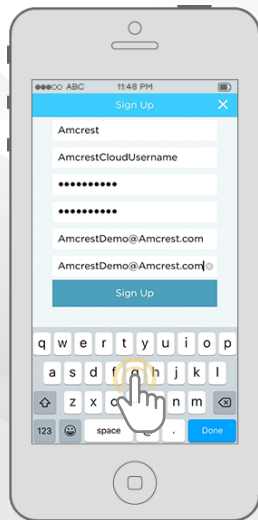




## GETTING STARTED CLOUD RECORDING SET UP

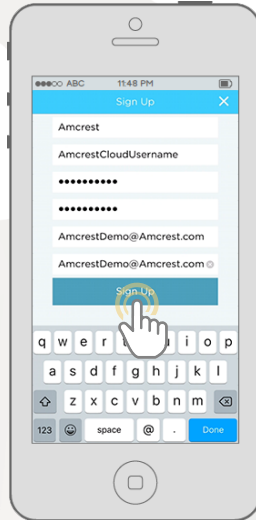


7



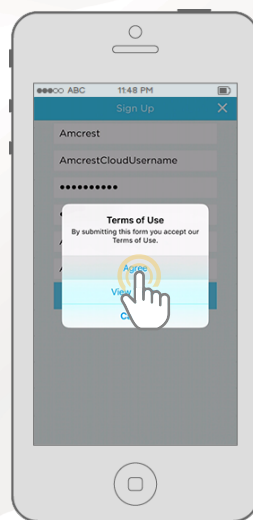
Enter in your name, username, password, and email address in the fields to continue.

8



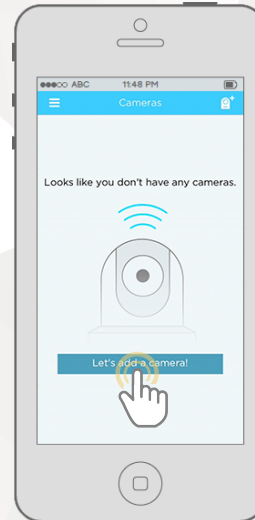
Tap "Sign Up."

9



Tap "Agree" to continue to the app interface.

10



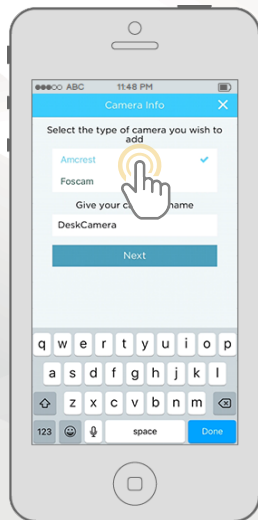
Tap "Let's add a camera!"



## GETTING STARTED CLOUD RECORDING SET UP

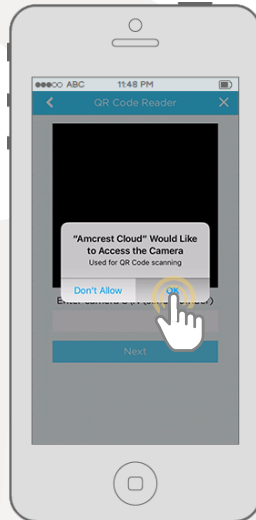


11



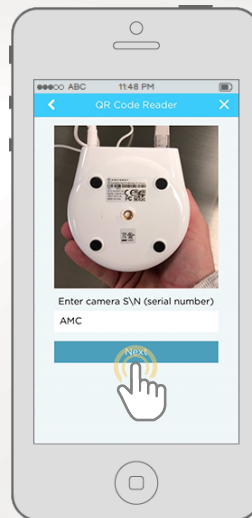
Tap "Amcrest" and name your camera in the field below. Once named, Tap "Next."

12



Tap "OK" to allow the Amcrest Cloud app to scan the QR code on your camera.

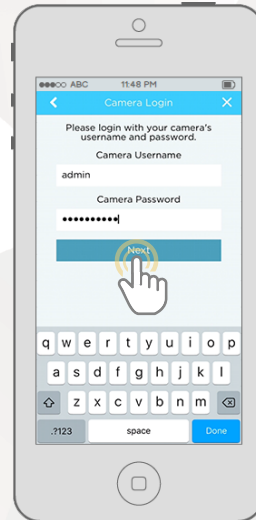
13



Scan the QR code with your mobile device. Once scanned the serial number for the camera will appear in the line under the image. Once the QR code has been scanned tap "Next."

**Note:** You may manually enter the serial number code by tapping the text line and typing in the S/N found on the sticker.

14



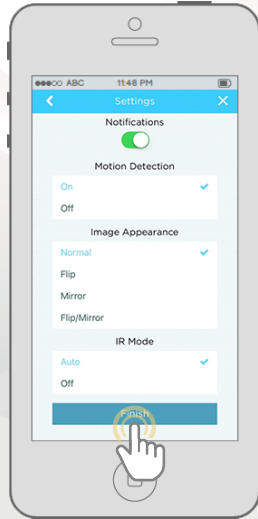
Type in the camera's username and password. Once complete, tap "Next".



## GETTING STARTED CLOUD RECORDING SET UP

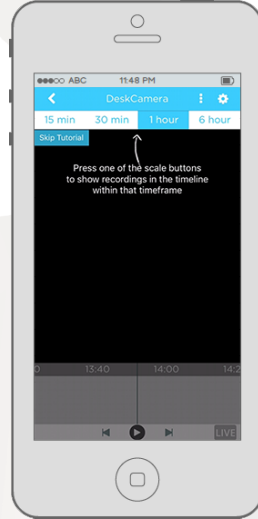


15



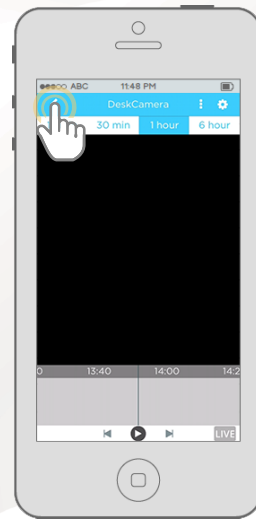
Set the recording and notification settings as desired within the shown settings window.

16



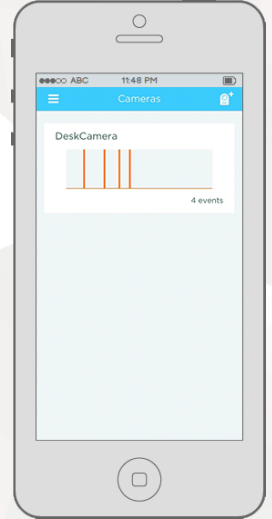
Carefully complete the tutorial as it will explain the features of Amcrest Cloud.

17



Now Amcrest cloud has been configured for Recording and Playback. Press the Back Arrow in the upper left hand corner.

18

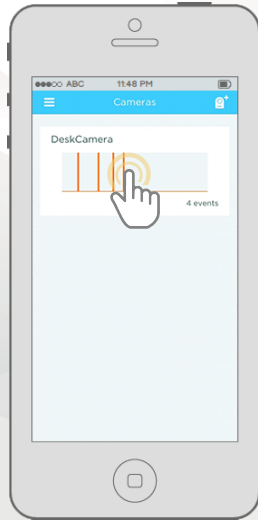


Upon revisiting the app after motion recording has been triggered, a recording event timeline will be shown in this window. Please allow time for events to be recorded.

## GETTING STARTED AMCREST CLOUD FOOTAGE PLAYBACK

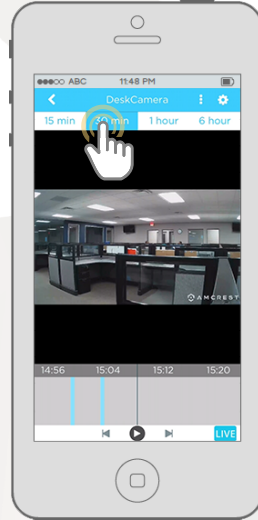


1



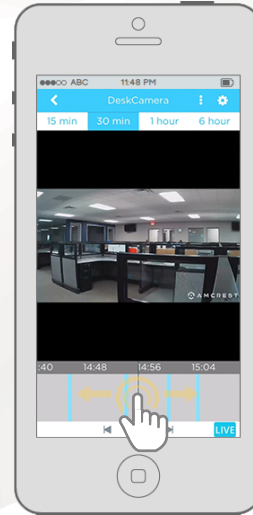
Open the Amcrest Cloud app and tap the camera you wish to review recordings from.

2



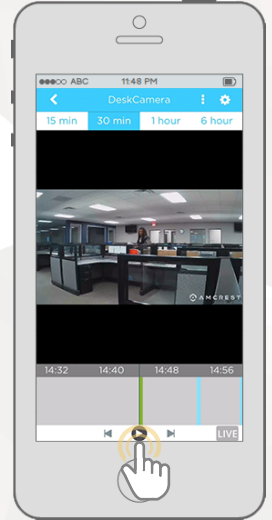
Select the timeline interval across the top of the window. In this example we are showing the last 30 minutes.

3



Swipe left and right on the timeline to browse recorded events.

4



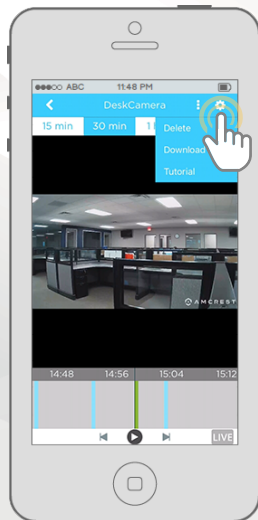
Tap play near the event you wish to view to begin playback.



## GETTING STARTED AMCREST CLOUD FOOTAGE PLAYBACK



5



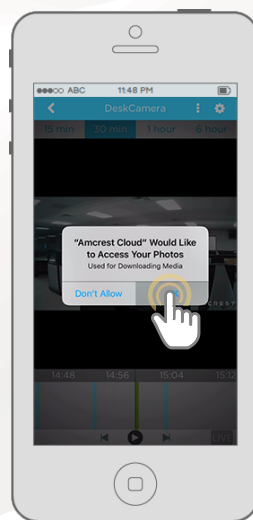
To download an event, tap the settings icon on the top right hand corner.

6



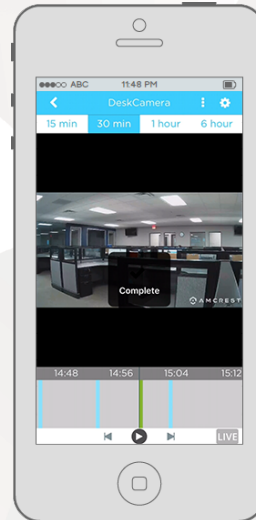
Tap "Download."

7



Tap "OK" so that Amcrest Cloud may access your mobile device storage.

8



Once the download is done, "Complete" will be displayed.

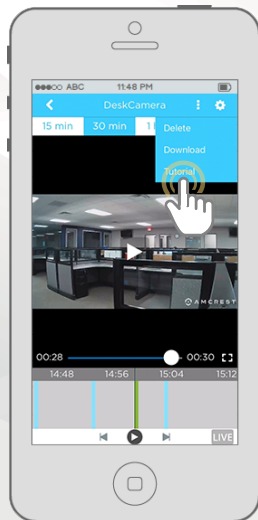




## GETTING STARTED AMCREST CLOUD FOOTAGE PLAYBACK

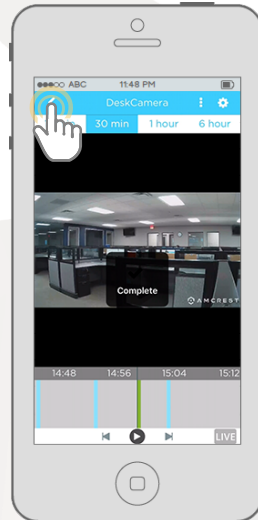


9



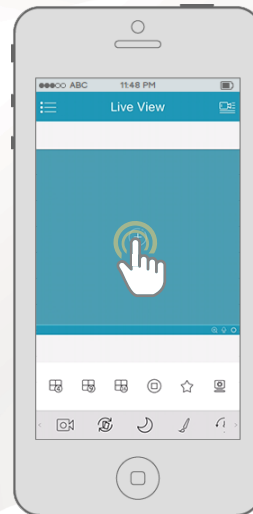
At any time you may review the Amcrest Cloud tutorial by tapping "Tutorial" in the settings menu.

10



To go back to the main menu tap the back arrow.

1



From the Live View screen, tap the "plus" icon on an unused camera window.

2



Note: To close a previously opened camera window, tap and hold on the video until the trash can icon is shown, then drag to the trash can icon. This removes the camera and allows you to replace it with another camera feed.

## GETTING STARTED TWO-WAY COMMUNICATION SET UP



NOTE: to use two-way communication your camera must support two-way audio.

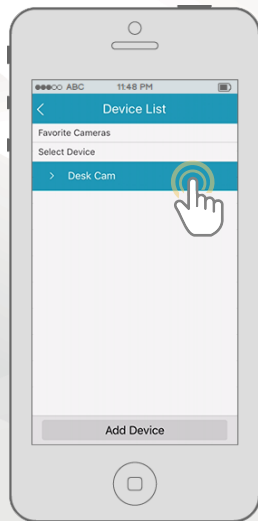


## GETTING STARTED

### TWO-WAY COMMUNICATION SET UP

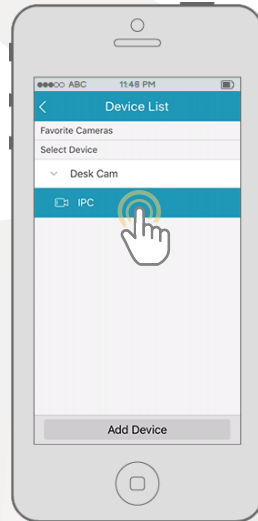


3



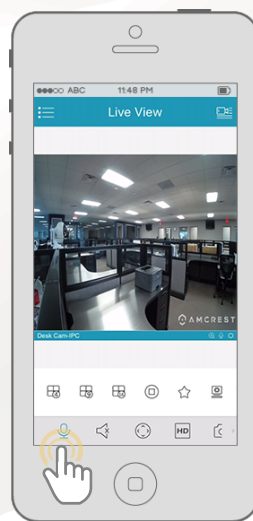
Tap the name of the camera you wish to view.

4



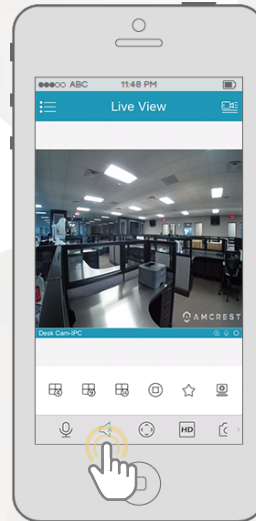
If needed, tap the sub-name of the camera if it appears from the drop-down. In this example, it is "IPC".

5



Tap the Microphone icon on the bottom left and speak once it is highlighted. Your voice will transmit to the camera for others to hear in the camera's vicinity.

6



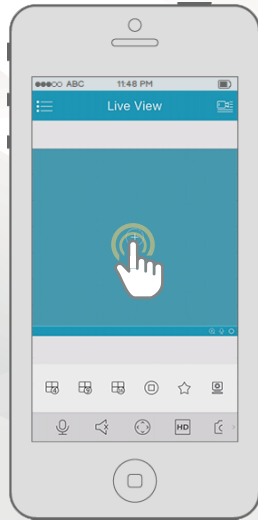
Tap the Speaker icon to hear audio from the camera. If the icons for both microphone and speaker are highlighted, tap them again to disable them.

## GETTING STARTED PAN TILT AND ZOOM SET UP



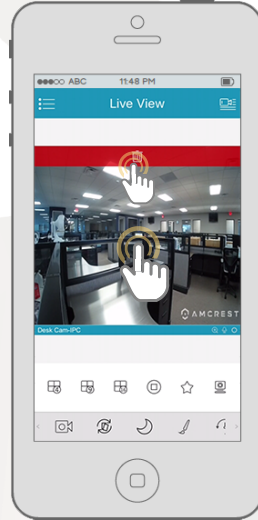
**NOTE:** Your camera must support Pan, Tilt and zoom to use this feature.

1



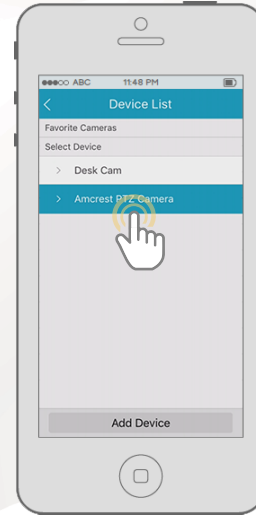
From the Live View screen, tap the "plus" icon on an unused camera window.

2



**Note:** To close a previously opened camera window, tap and hold on the video until the trash can icon is shown, then drag to the trash can icon. This removes the camera and allows you to replace it with another camera feed.

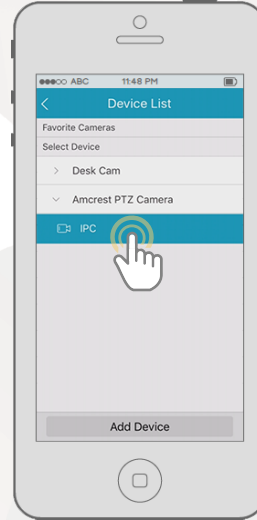
3



Tap the name of the camera you wish to view.

**Note:** The device must have pan, tilt and zoom functionality to pan, tilt and zoom.

4



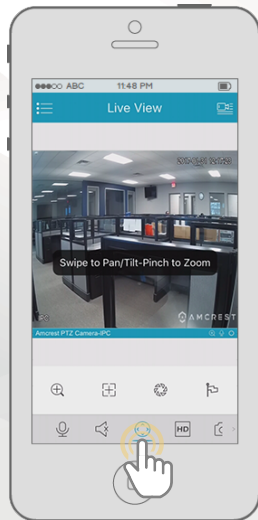
If needed, tap the sub-name of the camera if it appears from the drop-down. In this example, it is "IPC".



## GETTING STARTED PAN TILT AND ZOOM SET UP

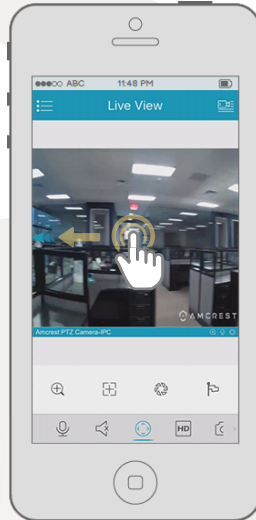


5



Tap the Pan/Tilt/Zoom icon at the bottom of the Live View screen.

6

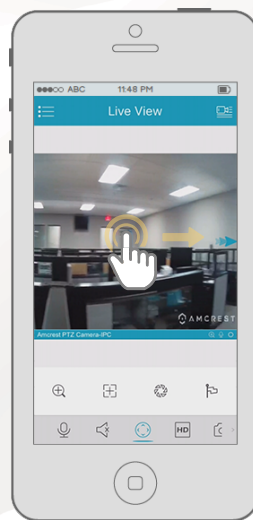


Swipe left to pan left.

Tip: Keep your finger on the screen at the end of the swipe to continue panning or tilting.

53

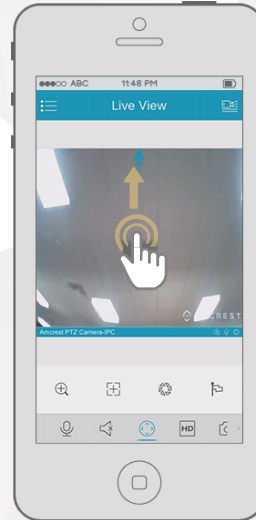
7



Swipe right to pan right.

Tip: Keep your finger on the screen at the end of the swipe to continue panning or tilting.

8



Swipe up to tilt up.

Tip: Keep your finger on the screen at the end of the swipe

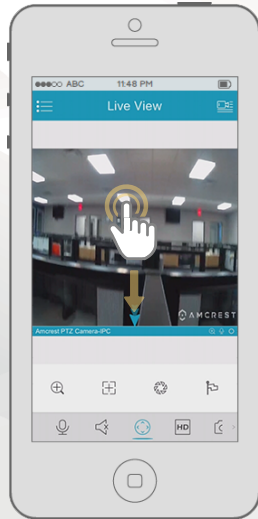
54



## GETTING STARTED PAN TILT AND ZOOM SET UP



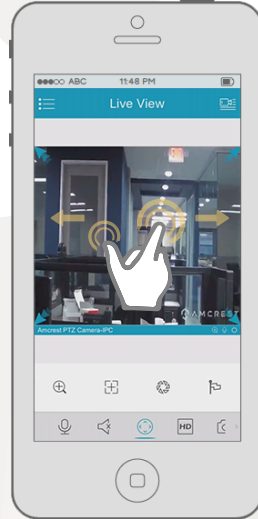
9



Swipe down to pan down.

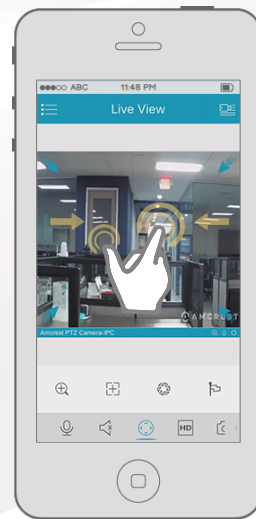
**Tip:** Keep your finger on the screen at the end of the swipe to continue panning or tilting.

10



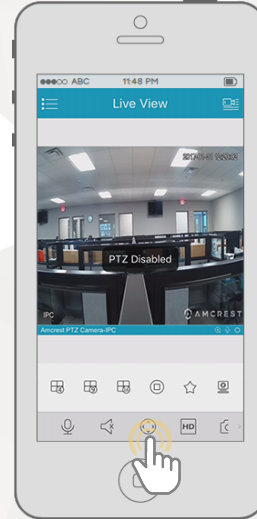
Place two fingers on the picture and then spread your fingers apart to zoom in.

11



Place two fingers on the edge of the picture and pinch your fingers together to zoom out.

12



Tap the Pan, Tilt and Zoom icon again to disable this feature.

# AMCREST APP FAQ

## How to reset your camera's password.

As always, we suggest creating a password strong enough to prevent against malicious login attempts, but reliable enough to be remembered.

Depending on the device, the password reset procedure may vary. If you need to reset your password, we recommend viewing support center articles related to your specific camera model at [www.amcrest.com/support](http://www.amcrest.com/support).

## How to fix the "Failed to Connect" and "Login Timed Out" issue.

If you receive this error message, try force-closing your app and opening it again to see if the issue persists. If you still have trouble, unplug the camera from its power source for 45 seconds, then replug the power source back into the camera and attempt to stream the live view once more. If the issue still persists beyond this point, we recommend power cycling your network router.

## How to fix the "User Locked" notification.

If you receive this error message, it means that you have attempted to login to your camera with the wrong username and/or password. Remember that your password is required to be changed on your first login, and that this new password needs to be used when connecting to the camera in the future. When the camera locks the user, it will lock the user for up to 5 minutes. Alternatively, you can bypass the wait time by unplugging the camera from its power source for 45 seconds, then plugging the power source back into the camera and attempting to stream the camera once more.

# LET US KNOW WHAT YOU THINK

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