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**

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amcrest.com/support

AMCREST

Simple. Reliable. Secure.

AMCREST

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

QUICK START GUIDE

WI-FI CAMERA INITIAL SETUP

For the most recent version of this Quick Start Guide visit:
amcrest.com/quickstartwifi

www.amcrest.com

THANK YOU FOR PURCHASING AN AMCREST CAMERA!

AMCREST

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

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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 + Email Alerts + Push Notifications + Camera Health Check + Motion Detection + Direct Video Download	+ Push Notifications + Motion Detection + Email Alerts + Two-Way Audio + MicroSD Recording + NVR Recording *NVR not included
PRICING	Limited Free Plan Premium plans start at $6/Camera/Month	FOREVER FREE
	Begin **Amcrest Cloud** *Setup on* **Page 3**	*Begin* **Amcrest View Pro** *Setup on* **Page 10**

SETUP YOUR CAMERA WITH AMCREST CLOUD

AMCREST CLOUD MOBILE SETUP

Setup procedure for adding a new camera to Amcrest Cloud.

- Before starting, it is recommeded to reset your camera. Simply unplug the power source and plug it back in.
- Please make sure your camera is plugged into a power source and your Ethernet cable is connected from the camera to your router. The Ethernet cable can be removed after setup.
- Make sure your camera and mobile device are on the same network during setup.

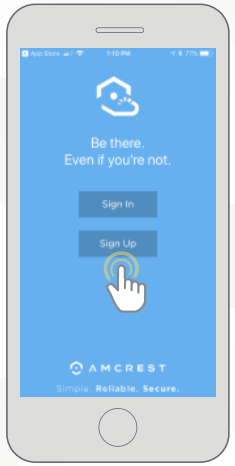
1

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

Download on the App Store

GET IT ON Google Play

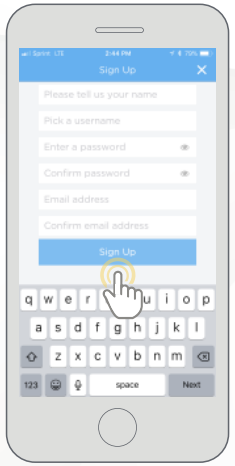
2



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.

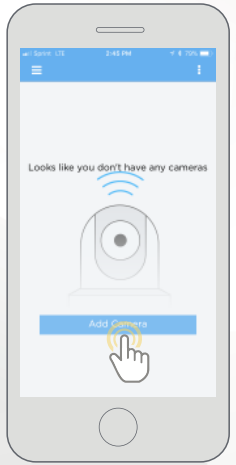
Next, enter your email address. This will be the email address that will be associated with your cloud account. Enter the same email address into the **Confirm email address** section and press the **Sign Up** button when you are done.

4



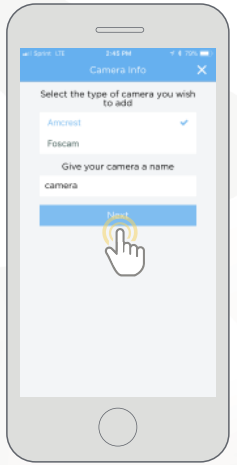
Accept the terms of use for the account. To view the terms of use, click on **View Terms.** Tap on **Agree** to accept the terms of use and proceed with Amcrest Cloud setup.

5



Tap on **Add Camera.**

6



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

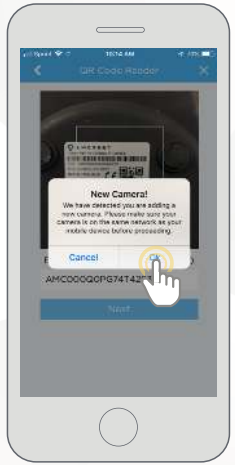
7



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.*

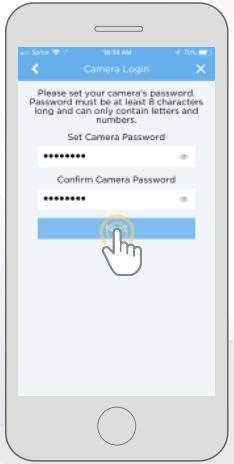
8



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.

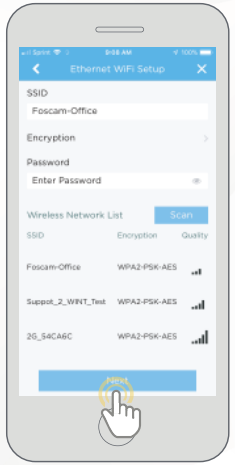
When you have finished setting the password, enter the password again in the **Confirm Camera Password** section. Tap **Next** to continue.

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**.
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.**

11

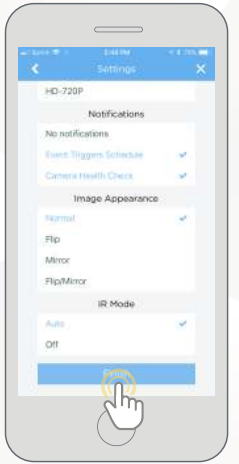


If you wish to enable WiFi on your WiFi device, tap **Scan** to scan and select your WiFi network from the **Wireless Network List.**

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

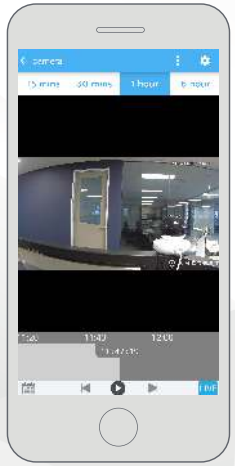
***Note:** For Android 8.0 and above users, you will have to enable Location Permissions in order to scan for your WiFi Network*

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.

For more information on key features and walkthrough of the Amcrest Cloud app, visit **amcrest.com/cloudwalkthrough**

For more information on how to set up your camera on Amcrest Cloud using a web browser on Windows or Mac, visit **amcrest.com/amcrestcloudwebsetup**

AMCREST VIEW PRO

ETHERNET WIFI SETUP

Recommended WiFi setup method for adding a new WiFi camera to Amcrest View Pro.

- Please ensure your camera is plugged into a power source and your Ethernet cable is connected from the camera to your router. The Ethernet cable can be removed after setup.
- Make sure your camera and mobile device are on the same network during setup.

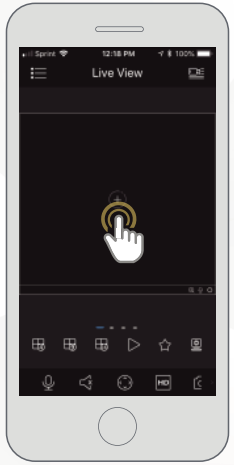
1

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

Download on the App Store

GET IT ON Google Play

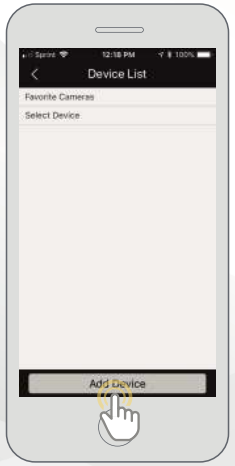
2



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

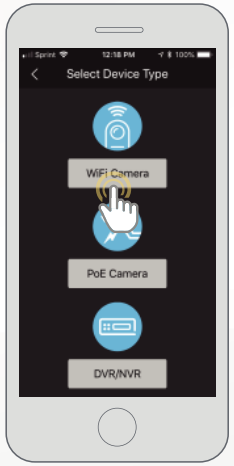
ETHERNET WIFI SETUP

3



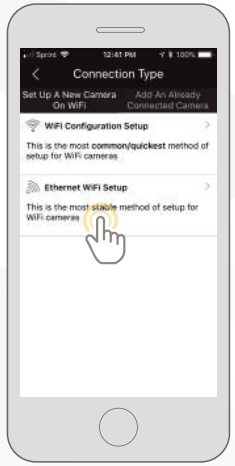
Tap on **Add Device.**

4



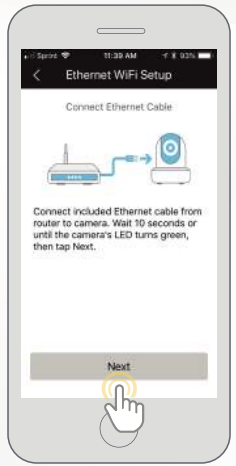
Tap on **Wifi Camera.**

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.

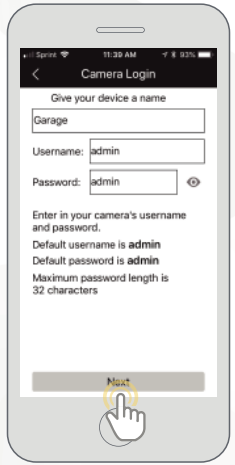
8



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.

Android users, please verify the S/N on your device has been properly scanned. Tap **Next** to continue.

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 and will be **admin**. Tap **Next** to continue.

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

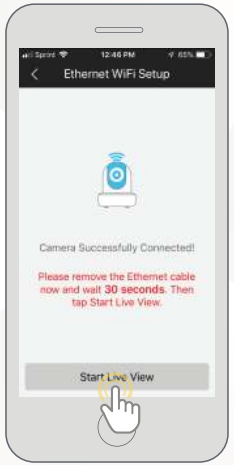
10



Select your WiFi network from the WiFi network list. Enter the WiFi password for your WiFi network in the Password field. Press **Next** to continue.

Note: ***Android 8.0 and above users, please enable Location Permissions in order to scan for your WiFi Network.***

11



Remove the Ethernet cable from your camera and wait 30 seconds, then 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**

AMCREST VIEW PRO

WIFI CONFIG SETUP

Secondary setup procedure for adding a new WiFi camera to Amcrest View Pro.

- Please ensure your camera is plugged into a power source.
- Make sure your camera and mobile device are on the same network during setup.
- If camera fails to connect, please revert to Ethernet WiFi Setup, pg. 10.
- We recommend you have your Ethernet cable connected from the camera to your router for more stability. Ethernet cable may be removed after setup.

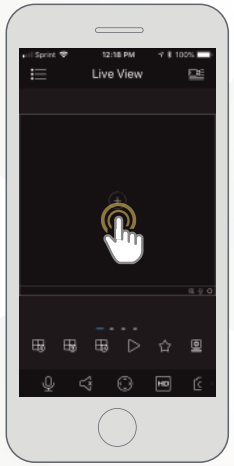
1

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

Download on the App Store

GET IT ON Google Play

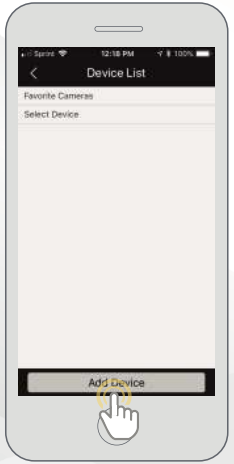
2



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

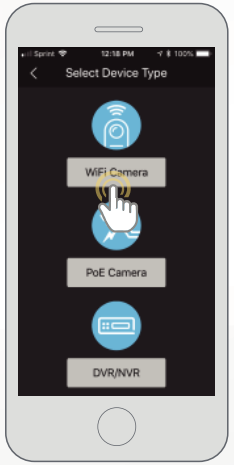
WIFI CONFIG SETUP

3



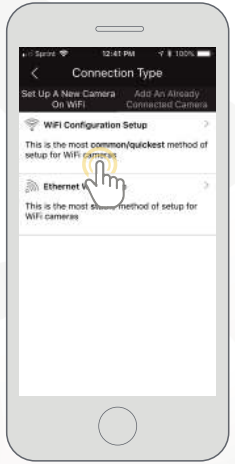
Tap on **Add Device.**

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 **WiFi Configuration Setup** to continue.

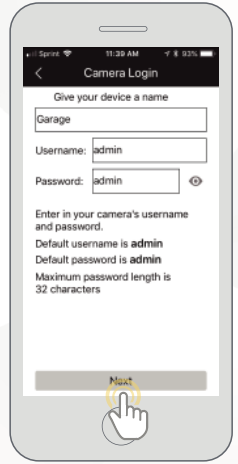
6



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.

Android users, please verify the S/N on your device has been properly scanned. Tap **Next** to continue.

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 password will be **admin**. Tap **Next** to continue.

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

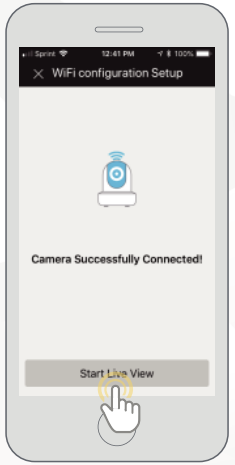
8



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

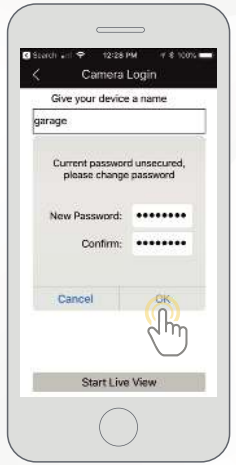
***Note:** Enter the WiFi password for your WiFi network in the Password field. Press **Next** to continue.*

9



Tap on **Start Live View**.

10



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.

11



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**

DESKTOP ACCESS METHODS

For more information on general PC based access, visit,
amcrest.com/generalpcaccess

1 AMCREST SURVEILLANCE PRO

The most stable and recommended method for accessing your camera from a computer. It is a free software, provided by Amcrest, that provides a means of accessing your devices from one central location without the use of a plugin or web browser.

For more information on Amcrest Surveillance Pro, visit: **amcrest.com/surveillancepro**

2 AMCREST BLUE IRIS

Amcrest Blue Iris is a professional Windows based surveillance software that allows you to view and record up to 64 IP cameras, or DVR/CCTV based cameras simultaneously. It is a third-party software that is compatible with a vast majority of IP camera and DVR/NVR brands.

To purchase Amcrest Blue Iris, please visit: **amcrest.com/blueiris**

3 LOCAL DESKTOP ACCESS USING A WEB BROWSER

As a primary means of accessing the web user interface for your Amcrest device in a web browser, we recommend using Internet Explorer.

Other secondary browsers such as, SeaMonkey, and Pale Moon will be compatible. SeaMonkey is compatible with Windows and Mac and is free to use, Pale Moon is only compatible with Windows and Linux systems. If you use Pale Moon, please use the 32-bit version as 64-bit will be incompatible. The Amcrest Web View app plugin for Google Chrome, and a previously released version of Mozilla Firefox, such as Firefox 49.0.2, or Safari 11 will also be compatible.

Certain Amcrest models have an updated JavaScript firmware available which will allow most standard modern browsers to work properly without the use of a plugin.

For more information on local desktop access for your camera visit: **amcrest.com/generalpcaccess**

ALTERNATIVE ACCESS METHODS

For additional access methods, refer to the alternative access 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/cloudwebsetup

2 ADDING ALREADY SETUP CAMERAS

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

ALTERNATIVE ACCESS METHODS

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

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

For more information on Alternative Access Methods visit, **amcrest.com/generalpcaccess**

PHYSICAL INSTALLATION METHODS

HARDWARE SETUP

Physical installation should begin after initial setup of the camera has been completed. Installation guides and setup videos can be found by specific model at amcrest.com/support.

1 AMCREST WIFI BULLET CAMERA INSTALLATION:

amcrest.com/wifibulletinstall

2 AMCREST WIFI DOME CAMERA INSTALLATION:

amcrest.com/wifidomeinstall

3 AMCREST WIFI SPEED DOME CAMERA INSTALLATION:

amcrest.com/wifispeeddomeinstall

5 AMCREST WIFI PROHD CAMERA INSTALLATION:

amcrest.com/wifiprohdinstall

6 AMCREST WIFI SENTINEL CAMERA INSTALLATION:

amcrest.com/wifisentinelinstall

For access to a full user manual for your specific Amcrest device, please visit **amcrest.com/support**

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. For more information on upgrading your cloud and pricing, visit **amcrest.com/cloud**

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 steam 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

Contact our customer service team
support@amcrest.com
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, **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/cloudwalkthrough**

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 users 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.