

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
-  twitter.com/amcrestsecurity
-  instagram.com/amcresttechnologies
-  amcrest.com/videos
-  amcrest.com/support



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!



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

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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. (a) 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.

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: 203-769-2157
 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

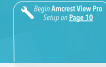
To help guide you through the features of the Amcrest Cloud app, visit amcrest.com/cloudwalkthrough

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

GET THE PREMIUM MONITORING EXPERIENCE WITH AMCREST CLOUD

	Amcrest Cloud	Amcrest View Pro
VIDEO STORAGE	Secure off-site Cloud Storage	MicroSD card (sold separately)
MULTI-VIEW CAMERA EXPERIENCE	View unlimited cameras simultaneously	View up to 16 Cameras
EXTRA FEATURES	<ul style="list-style-type: none"> Ateli Support Email Alerts Push Notifications Direct Video Download 	<ul style="list-style-type: none"> Camera Health Check Motion Detection Two-Way Audio MicroSD Recording IR Night Vision Mobile Recording
PRICING	Free Plan - Unlimited Live Viewing (No Storage) Premium plans start at \$6/Camera/Month	FOREVER FREE



- 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
- 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
- IP/DHCP/DNS SETUP**
 This setup method will be used for setting up your camera on the cloud without using a web browser. For more information on IP/DHCP/DNS setup, visit amcrest.com/ipdhcpdnssetup

ALTERNATIVE ACCESS METHODS

For additional access methods, refer to the alternative access methods provided below.

For more information on how to set up your camera on Amcrest Cloud using a web browser, visit amcrest.com/amcrestcloudwebbrowser



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

AMCREST CLOUD MOBILE SETUP

5



Tap on **Add Camera**.

6



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

6

If you are adding a new camera that does not have a QR code, the camera's serial number (SN) and a 6-digit PIN will be automatically generated. If you have already entered a PIN and password for your camera, enter the same PIN and password for **Next** and tap to continue.



8

Scan the QR code on the back of the camera. The Amcrest mobile app will automatically detect the new camera and attempt to connect to it. If you are unable to connect, tap **Scan QR Code** to continue.



7

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 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 for PC/Mac. To add a camera to your account, click on the **+** icon in the main menu, tap on **Add Camera**, and follow the setup prompts.

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 the menu for more information on how to add additional cameras on your cloud account.

Amcrest Cloud offers a free trial version of Amcrest Cloud. 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 need to upgrade your cloud account to a premium plan. For more information on upgrading your cloud and pricing, visit amcrest.com/cloud

WHY AM I UNABLE TO LOCATE AN SSID?

Amcrest users using 802.11n and 802.11ac experience this issue if location permissions are not enabled on the device. The user when the app Android has implemented this feature to increase the overall security of your Wi-Fi connection as well as provide an added layer of protection for your mobile device.

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 interior of the camera. For more information on hard factory reset procedures for your device, visit amcrest.com/support

I'VE LOCKED MYSELF OUT OF THE CAMERA ACCIDENTALLY.

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

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 Wi-Fi configuration menu where you can enter the Wi-Fi password for your network.

Select the Wi-Fi network you would like to connect with and enter the Wi-Fi password for your network. 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 Wi-Fi network. Your SSID will appear.

To locate an SSID, during Wi-Fi setup on the Amcrest Cloud app, tap on **Scan** in the Ethernet Wi-Fi 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 Wi-Fi network. Your SSID will appear.

PHYSICAL INSTALLATION METHODS

HARDWARE SETUP

- 1 **AMCREST WITH BULLET CAMERA INSTALLATION:** amcrest.com/wifibulletinstall
 - 2 **AMCREST WITH DOME CAMERA INSTALLATION:** amcrest.com/wifidomeinstall
 - 3 **AMCREST WITH SPEED DOME CAMERA INSTALLATION:** amcrest.com/wifispeeddomeinstall
 - 4 **AMCREST WITH PHOND CAMERA INSTALLATION:** amcrest.com/wifiphondinstall
 - 5 **AMCREST WITH SENTINEL CAMERA INSTALLATION:** amcrest.com/wifisentinellinstall
- For access to a full user manual for your specific Amcrest device, please visit amcrest.com/support

Physical installation should begin after initial setup of the camera has been completed.



10

When you have finished entering the password, enter the password again in the **Confirm Setup Password** section. Only letters and numbers must be between 8 to 32 characters long and contain at least one letter and one number.



9

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.



3

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.



4

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

MOBILE SETUP

AMCREST CLOUD

SETUP YOUR CAMERA WITH AMCREST CLOUD

AMCREST CLOUD MOBILE SETUP

Setup procedure for adding a new camera to Amcrest Cloud.

- Before starting, it is recommended 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 an 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



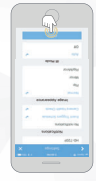
Download and open the Amcrest Cloud app from the App Store or Play Store.

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.



8

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



11

If you wish to enable WiFi on your device, **Scan Network List**. Enter the password for your WiFi network in the **Password** field. Tap **Next** to continue.

- 6 **AMCRESTVIEW.COM SETUP** amcrest.com/amcrestview.comsetup
This setup method will be used to setup a amcrestview.com connection for your device. The web page will connect via a 27 method through a designed web interface. For more information on how to setup a connection using amcrestview.com, visit amcrest.com/amcrestview.comsetup
- 7 **REMOTE ACCESS DESKTOP SETUP** amcrest.com/remotedesktopsetup
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/remotedesktopsetup

For more information on Alternative Access Methods visit amcrest.com/alternativeaccess

ALTERNATIVE ACCESS METHODS

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

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 this 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

DESKTOP ACCESS METHODS

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

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 ONVIF/RTSP based cameras simultaneously. It is a third party software that is compatible with a vast majority of IP cameras and DVR/NVR brands.

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

3 LOCAL DESKTOP ACCESS USING A WEB BROWSER

Most Amcrest cameras come equipped with the latest version of firmware that will allow you to access your camera from most mainstream web browsers without the use of a plugin. We recommend when accessing your camera to use Google Chrome since it is the most widely used and most efficient way to access your camera.

The camera will not work on older browsers such as Internet Explorer or other related web browsers. Mac users can use Safari or other compatible browsers as well to access their camera from a web browser.

If your camera has firmware that will require a plugin it is recommended to use Internet Explorer as an alternative means of accessing your camera on a browser until a viable solution is available to your device.

For more information on how to access your camera locally using a web browser, please visit: amcrest.com/webui

SETUP YOUR CAMERA WITH AMCREST VIEW PRO

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.



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

Android users using Android 8.0 and above and iOS users using iOS 13.0 and above please allow location access to complete WiFi setup. If you are unable to access to the app the location permission and protocol will be disabled.



Once all permissions have been allowed, tap the **Start** button to begin setting up your camera.

AMCREST.COM/PCACCESS

Permissions to allow your mobile device to locate your WiFi Network.

Note: Please make sure you enable location permissions to allow your mobile device to locate your WiFi Network.

Tap **Next** to continue.

Enter a name and begin credentials for your camera. If this is your first time setting up your camera, the default username and password will be **admin**.

Tap **Next** to continue.

Choose your WiFi network from the list and enter the password for your SSID.

Tap **Next** to continue.

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AMCREST VIEW PRO ETHERNET WIFI SETUP



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

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



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.



Scan the QR code on the backside/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.



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**.

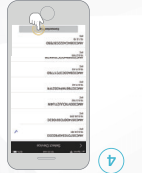
Tap **Next** to continue.

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

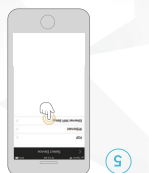
AMCREST VIEW PRO DEVICE SEARCH SETUP



Tap on **Search Device**.



The app will automatically begin scanning your network for your camera. When the list is finished loading, select your camera. **Note:** If you are setting up your camera, the app will automatically begin scanning your network for your camera.



Tap on **Ethernet WiFi Setup**.

Note: If you are setting up your camera, the app will automatically begin scanning your network for your camera.

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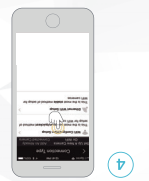
Tap on **Ethernet WiFi Setup**.

Tap on **Ethernet WiFi Setup**.

AMCREST VIEW PRO WIFI CONFIG SETUP



Tap on **WiFi Camera**.



Select your camera from the list.



Remove the Ethernet cable from the WiFi list and enter the password for your SSID.



Tap on **Start Live View**.

AMCREST.COM/PCACCESS

Permissions to allow your mobile device to locate your WiFi Network.

Note: Please make sure you enable location permissions to allow your mobile device to locate your WiFi Network.

Tap **Next** to continue.

Enter a name and begin credentials for your camera. If this is your first time setting up your camera, the default username and password will be **admin**.

Tap **Next** to continue.

Choose your WiFi network from the list and enter the password for your SSID.

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