

Basic troubleshooting can be found below:

### **How do I set up the camera out of the box?**

When the camera is taken out of the box, plug in the included power supply. The camera has an LED on the back which will turn red. After a few seconds, the camera will initialize by rotating towards the rear, then back to the front. After a few more seconds, the LED on the back of the camera should start slowly flashing green. This signals that the camera is ready to be set up. At this point, you can download the app, "Amcrest View Pro" from the app store or Google Play Store. When you first open the app, follow the on-screen guide to setting up your camera. While you're in the process of adding your camera, choose "Wi-Fi Camera" from the list of devices to add, then scan the QR code with your camera's phone which is located on the bottom of the camera. After this, input the password for the wireless network that the camera will connect to. Tap 'Next' and the camera will connect to the wireless network automatically after a few seconds. The camera is then ready to view live from your smartphone!

### **My camera seems to lose wireless connectivity at random times, how do I fix this?**

There are a few troubleshooting steps to try in situations where your camera does not seem like it is keeping a solid connection. The first thing to try might be a reboot of your camera. Restarting your camera can be an easy fix for connectivity issues. When your camera finishes restarting, it will establish a fresh Wi-Fi connection with your router. The second thing to try is restarting both your modem and your router. Sometimes the equipment that runs your internet connection just needs to be restarted, similar to how your laptop or cell phone become slower after being left on for a few days in a row. If these solutions don't fix your issue, you can try simply moving your camera. One common cause of video problems is that the Wi-Fi signal can be partially blocked by walls, appliances, or other things in your home. Sometimes the router might be too far away for a reliable connection. Moving your camera a few feet or even just a few inches make a big difference in the quality of your connection.

### **I locked myself out of the camera accidentally, how do I log back in?**

As a security precaution, Amcrest cameras 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 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 reset the camera by pushing and holding the reset button for 15 seconds. The reset button will either be on the back of the camera as an LED or a button, or on an attached wire for outdoor cameras. Please consult your camera's user manual for more details.

### **How do I change my video stream resolution?**

On the Amcrest View app, live streaming is set by default to Standard Resolution (not HD) to enable quick connectivity. To enable HD quality video, tap the resolution icon (notated by "HD" on the app), then tap the "HD" icon that pops up in the sub-menu. This will increase the quality of your stream, but may affect your connectivity as higher quality video streams take up more bandwidth.

### **I mounted my camera upside down, how do I flip my camera's video stream?**

To flip or mirror the camera's video stream, tap the flip/mirror icon in the app. you can also flip or mirror the camera via Desktop Access as well. Once you've logged into the camera's desktop interface, click the setup tab near the top right of the page, click the Camera menu on the left hand side, then click the Configuration section. on this screen, you can change the Flip value to 180°, and you can also change the Mirror radio button to "ON" instead of "OFF". Changes should reflect in the preview window on the screen. If you're satisfied with the changes, click "Save" to save these settings.