



**A M C R E S T**

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

# ***QUICK START GUIDE***

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

# HOW TO SETUP YOUR AMCREST CAMERA

To make your experience with the Amcrest Wifi camera easy and simple, we've provided multiple ways to set up, view, and operate your camera depending on your needs. Please follow the instructions on this page to set up your camera in the way that works best for you.



## SETTING UP YOUR CAMERA FOR THE FIRST TIME

If setting up your camera for the first time, please follow the instructions as outlined on Pages 2 & 3. Using the Amcrest View app on your smartphone or tablet, you can view your camera live from anywhere, and access features such as pan/tilt/zoom, recording, taking snapshots, two-way audio, and more.



## ACCESSING YOUR CAMERA USING MULTIPLE MOBILE DEVICES

If you followed the instructions on pages 2 & 3 (App Setup) to initially set up your camera and would like to add the camera to another smartphone or tablet, follow the instructions as outlined on Page 6 (P2P Setup) using your other devices.



## FOR CONFIGURING ADVANCED SETTINGS ON YOUR CAMERA

If you would like to configure your camera to enable advanced features such as motion detection, e-mail alerts, FTP, image adjustments, scheduling, and more, please follow the instructions as outlined on Pages 4 & 5 (Desktop Access).



## FOR CLOUD STORAGE AND PLAYBACK

Amcrest Cloud is our optional cloud storage and playback service which allows you to access recorded footage from any device. We offer 4 hours of free storage for your first camera. Please follow the instructions as outlined on Page 7 (Cloud Access) to sign up for our Amcrest Cloud service and get 4 hours of free storage.



## FOR QUICK WEB ACCESS TO YOUR CAMERAS

AmcrestView.com is a web portal that allows you to view your cameras and recordings quickly and easily from anywhere in the world using a web browser. Use Amcrestview.com if you need to simply check-in at a moment's notice. If you would like to use Amcrestview.com, please follow the instructions outlined on Page 8 (Web Access).

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**Start Here:** Instantly set up your camera on your wireless network and immediately begin live viewing from your smartphone or tablet.

## QUICK START GUIDE

App Setup



*Note: If you have a dual band router, and your camera is not connecting to your WiFi network, please use the Desktop Setup Method on pages 4 & 5.*



### Step 1

Connect the camera to a power supply using the included power adapter. Wait 30 seconds for the camera to start-up and initialize. The camera is ready when the LED on the back is blinking green (or solid green).





### Step 2

First connect your mobile device to your WiFi and download the app Amcrest View (Lite or Pro) on the App Store or Play Store. The Pro version contains features such as push notifications, sharing video and image files, exporting video in MP4 format, and exporting image files to your phone.




### Step 3

Tap the menu icon  on the top left and select "Device Manager". Next, tap the plus icon  on the top right and select "WiFi Configuration".



### Step 4

Give the camera a name, then tap on the QR code icon  in the "S/N" field. Your mobile device is now ready to scan the QR code.



### Step 5

Scan the QR code on the bottom of the camera. Try to move the camera back and forth slowly to ensure that the entire QR code is within the scanning window. In case the QR code cannot be scanned, please enter in the Serial Number (S/N) that is found on the bottom of the camera.

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## Step 6

Tap "Next" and enter your WiFi password on the next screen. Once you click "Next", wait for around 2 minutes to give the camera time to connect to your WiFi network. If the camera does not connect, we recommend using the desktop setup method as outlined on pages 4 & 5.



## Step 7

If you are logging in for the first time, you will be prompted to create a new password. Please select a password that is at least 8 characters long, and one that uses a combination of uppercase letters, lowercase letters, and numbers. Note that once the password is changed here, it will take effect immediately. If you forget your password, you can always hard reset your camera by holding the LED reset button on the back of the camera for 30 seconds.



## Step 8

Tap the Start Live Preview button to access your live stream. You are now connected to your camera!




## Step 9

To connect your camera to additional smartphones and tablets, please use the P2P Setup method as outlined on Page 6.



## Step 10

To better understand the App's interface and features, please visit the Help Center within the app. To access the Help Center, tap the menu icon on the top left hand side  , tap More, tap Help, then select which screen you'd like more information about.

For additional assistance, please contact us at

[www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538.

Step-by-step video tutorials available at [www.amcrest.com/videos](http://www.amcrest.com/videos)



## Step 1

Connect the camera to a power supply using the included power adapter.



## Step 2

Connect the camera to your router using the included ethernet cable. (Skip this step if you have already set up the camera on WiFi using the **App Setup** method on pages 2 & 3).



## Step 3

Using a PC or Mac, insert the included CD and install the IP Config software. Alternatively, you can download the IP Config software from [www.amcrest.com/support](http://www.amcrest.com/support)



## Step 4

Open the IP Config software and hit the refresh button. The camera will appear in the device list. Click the **e** icon to open the camera in your web browser. Ensure that you are using **Internet Explorer** or **Safari**.



## Step 5

Log in to the camera using the default login credentials (use admin for both the username and password). If this is your first time logging into the camera, you will be prompted to change your password. Please select a password that is at least 8 characters long, and one that uses a combination of uppercase letters, lowercase letters, and numbers.



## Step 6

Download and install the Amcrest browser plugin to enable live viewing.

# QUICK START GUIDE

## Desktop Access





## Step 7

The camera is now successfully set up for live viewing and playback!



## Step 8

To set up WiFi (optional), navigate to Setup > Network > WiFi, then double-click the line that shows your WiFi network. If necessary, enter your WiFi network's password. The camera may take up to 2 minutes to connect to the WiFi network. Click the Refresh button after the process is complete. Once the camera has successfully connected to your WiFi, you should see the word "Connected" in green display next to your WiFi network's name in the WiFi Network Information table under the WiFi List table.



## Step 9

Note that the IP address may have changed once connected to WiFi. Be sure to use the IP Config tool to access the camera using its updated IP address.



## Step 10

After configuring the camera to connect to WiFi, use the P2P Setup method on page 6 to connect the camera via your smartphone or your tablet.



## Step 11

For quick and easy remote access on your PC or Mac, please use AmcrestCloud.com (see page 7) or AmcrestView.com (see page 8). To setup advanced remote access via UPnP/DDNS or Port Forwarding, please refer to the user manual which can be accessed at [amcrest.com/wificameramanual](http://amcrest.com/wificameramanual)



## Step 12

To set up the camera's desktop interface for remote access, please refer to the user manual which can be accessed at [amcrest.com/wificameramanual](http://amcrest.com/wificameramanual)

For additional assistance, please contact us at [www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538. Step-by-step video tutorials available at [www.amcrest.com/videos](http://www.amcrest.com/videos)



**Easily add your camera to devices:** P2P setup allows you to add your camera to other smartphones or tablet devices once you have initially set up the camera on the internet.

# QUICK START GUIDE

## P2P Setup



**Note:** Use if your camera has already been connected to the internet, either via a wired or WiFi connection.



## Step 1

Connect the camera to a power supply using the included power adapter. Wait 30 seconds for the camera to start-up and initialize.



## Step 2

Connect the camera to the internet, either through a wired or WiFi connection (see **App Setup** or **Step 2** of **Desktop Access**).




## Step 3

Open the app. Tap the menu icon  on the top left and select "Device Manager". Next tap the plus icon  on the top right and select the "P2P" option.



## Step 4

Give the camera a name, then tap on QR code icon  in the "S/N" field. Your mobile device is now ready to scan the QR code. In case the QR code cannot be scanned, please enter in the Serial Number (S/N) that is found on the bottom of the camera.



## Step 5

Scan the QR code on the bottom of the camera. Once scanned, the username and password fields will populate automatically. If you have already changed your password, or are logging in as another user, please change the username and password fields accordingly.



## Step 6

Tap "Next" and wait for the app to connect your phone to the camera. Once connected, tap "Start Live Preview". If logging in for the first time, you will be prompted to create a new password.

For additional assistance, please contact us at [www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538. Step-by-step video tutorials available at [www.amcrest.com/videos](http://www.amcrest.com/videos)



## QUICK START GUIDE

### Cloud Access



#### Step 1

Connect the camera to a power supply using the included power adapter.



#### Step 2

Connect the camera to the internet, either through a wired or WiFi connection (see **App Setup** or **Step 2 of Desktop Access**).



#### Step 3

Using a web browser on your PC or Mac, visit [www.amcrest.com/cloud](http://www.amcrest.com/cloud) and register for a free account. Once registered, click the "Add Camera" button. Select "Amcrest", give the camera a name, and enter the camera's S/N (located on the bottom of the camera). Click "Next".



#### Step 4

On the settings page, you can adjust optional preferences for your camera. Once settings have been adjusted, click "Finish." Your camera is now successfully set up for cloud access and storage!



#### Step 5

View your camera live or watch recorded clips using the menu buttons on the top of the page. You can also use the **Amcrest Cloud** app on iOS and Android to add more cameras, play recordings, and view your camera live, from anywhere.

For additional assistance, please contact us at [www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538. Step-by-step video tutorials available at [www.amcrest.com/videos](http://www.amcrest.com/videos)



## QUICK START GUIDE

### Web Access



#### Step 1

Connect the camera to a power supply using the included power adapter.



#### Step 2

Connect the camera to the internet, either through a wired or WiFi connection (see **App Setup** or **Step 2 of Desktop Access**).



#### Step 3

Using Internet Explorer, Firefox, or Safari, go to [www.AmcrestView.com](http://www.AmcrestView.com) and register for an account. You will be required to activate your account by e-mail (double-check your spam folder).



#### Step 4

Once activated, download and install the plugin for your web browser. The installation of the plugin will require all web browsers to close.



#### Step 5

Log in to your account. To add a camera, click the "Add Device" button. Give the camera a name, enter the S/N (found on the bottom of your camera), then enter the login details for the camera. The default username and password for the camera is admin.



#### Step 6

Once added, the camera should appear in the device list. Click the  icon next to the camera's S/N to open the live view and playback interface.



#### Step 7

Click the camera name in the list on the left to enable it. The camera should now be successfully set up for live viewing and playback!

For additional assistance, please contact us at [www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538. Step-by-step video tutorials available at [www.amcrest.com/videos](http://www.amcrest.com/videos)



# TROUBLESHOOTING

## FREQUENTLY ASKED QUESTIONS




### I'VE LOCKED MYSELF OUT OF THE CAMERA ACCIDENTALLY

As a security precaution, the 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 accidentally locked yourself out, you can either wait 5 minutes to log back in, or alternatively you can simply unplug the power, wait 30 seconds, then plug the camera back in. As a last resort, you can also "hard reset" the camera by holding the LED reset button on the back until it turns red/orange. This will completely reset the camera to factory default settings.



### HOW DO I CHANGE MY VIDEO STREAM RESOLUTION?

On the Amcrest View app, the live stream is set by default to Standard Resolution (not HD) to enable quick connection. To enable HD, tap the resolution icon HD/  then tap the HD icon on the right. On Desktop Access the default resolution is set to HD. To change the live stream resolution on the desktop interface, click the Main Stream (higher quality) or Sub Stream (lower quality) buttons near the top right hand side. On Amcrest Cloud, find your camera in the camera list, click the pencil icon on the far right of that row, then select a resolution from the Quality dropdown box, then click Apply. On AmcrestView.com, click the "S" icon next to the name of the camera to change the stream to "M" (main stream).



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

To flip the camera's video stream, you have to access the camera through Desktop Access (please see pages 4 & 5). Once you've logged into the camera, click the Setup tab near the top right, click the Camera menu on the left hand side, then click the Configuration menu item. On this screen, change the Flip dropdown box to 180°, then change the Mirror radio button to ON. Changes should reflect in the preview window on the Configuration screen. Once you are satisfied, click Save to save your settings.



### HOW DO I SETUP MOTION DETECTION ON MY CAMERA?

To set up motion detection, you have to access the camera through desktop access (please see pages 5 & 6). Once you've logged into the camera, click the Setup tab near the top right, click the Event menu on the left hand side, then click the Video Detection menu item. On this screen, ensure that the Enable checkbox is checked, then setup the schedule, anti-dither setting, detection area, and then check the boxes of all the actions you want the camera to perform once motion is detected. For more information on this, check out our videos at [amcrest.com/videos](https://www.amcrest.com/videos) or read our support center article at [amcrest.com/support](https://www.amcrest.com/support).

# INFORMATION & LINKS

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

## Customer Support

To view our Product Support videos, visit [amcrest.com/videos](https://www.amcrest.com/videos)

To view our Product Support center, visit [amcrest.com/support](https://www.amcrest.com/support)

## Amcrest View Lite App



To download the Amcrest View Lite app for Android, visit [amcrest.com/androidviewlite](https://www.amcrest.com/androidviewlite)



To download the Amcrest View Lite app for iOS, visit [amcrest.com/iosviewlite](https://www.amcrest.com/iosviewlite)



To download the Amcrest View Lite app for Amazon, visit [amcrest.com/amazonviewlite](https://www.amcrest.com/amazonviewlite)

## Amcrest Cloud App



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



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

## User Manual

To download the WiFi Camera User Manual, visit [amcrest.com/wificameramanual](https://www.amcrest.com/wificameramanual)

# 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 give us a ring at **1-888-212-7538**, or drop us an email at **support@amcrest.com**



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