

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



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 user 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/videos
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 (most models)
MULTI-VIEW CAMERA EXPERIENCE	View unlimited cameras simultaneously	View up to 16 Cameras
EXTRA FEATURES	➔ Alert Support ➔ Email Alerts ➔ Push Notifications ➔ Direct Video Download	➔ Camera Health Check ➔ Motion Detection ➔ Push Notifications ➔ Email Alerts ➔ Two-Way Audio ➔ Motion Detection ➔ MicroSD Browsing ➔ HMR Recording *HMR not included
PRICING	Free Plan - Unlimited Live Viewing (No Storage) Premium plans start at \$6/Camera/Month	FOREVER FREE



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

For more information on how to set up your camera in Amcrest Cloud, visit amcrest.com/amcrestcloudsetup

ALTERNATIVE ACCESS METHODS

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

1 CLOUD DESKTOP SETUP

This desktop 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/DNS SETUP

The P/DNS setup method will be used to establish a direct connection without using P2P. For more information on IP/DNS setup, visit amcrest.com/pdomaindnssetup

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 adding cameras, 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, tap 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 this menu. For more information on how to add additional cameras on your cloud account, visit amcrest.com/addadditionalcameras

WHY AM I UNABLE TO LOCATE AN SSID?

Android users using 5.0 and above may experience this issue if location permissions are not enabled or are denied by the user when the app is installed. 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.

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

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

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

Make: On Android mobile device, tap on **Scan QR Code** to access the QR code reader.

Scan the QR code on the back of the camera or manually enter the camera's serial number into the **Enter Camera SN** (serial number) field. Press **Next** to continue.

If you are adding a new camera that does not have a set password or manually enter the camera's serial number into the **Enter Camera SN** (serial number) field. Press **Next** to continue.

If the username and password you entered is incorrect, tap **Next** and skip to step 10.



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



Tap on **Add Camera**.

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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 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.

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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.

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.

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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.



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.

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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

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

1. **AMCREST W/PI BULLET CAMERA INSTALLATION:** amcrest.com/wpibulletinstall
2. **AMCREST W/PI DOME CAMERA INSTALLATION:** amcrest.com/wpidomeinstall
3. **AMCREST W/PI SPEED DOME CAMERA INSTALLATION:** amcrest.com/wpispeeddomeinstall
5. **AMCREST W/PI POHD CAMERA INSTALLATION:** amcrest.com/wpipohdinstall
6. **AMCREST W/PI SENTINEL CAMERA INSTALLATION:** amcrest.com/wpisentinelinstall

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



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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.

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

6. **AMCRESTVIEW.WE.COM SETUP** amcrest.com/amcrestviewwebsetup
This setup method will be used to setup a connection using a web interface. For more information on local access desktop setup, visit amcrest.com/remotewebside
7. **REMOTE ACCESS DESKTOP SETUP** amcrest.com/remotewebside
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/remotewebside

For additional setup methods for your Amcrest camera, refer to the Alternative Setup Methods provided below.



AMCREST VIEW PRO WIFI CONFIG SETUP

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

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Tap on **Start Live View**.

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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.

6



Ensure your smartphone or tablet is connected to the same WiFi network as your camera.
Tap **Next** to continue.

AMCREST VIEW PRO ETHERNET WIFI SETUP

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Tap on **WiFi Camera**.

4



Tap on **Ethernet WiFi Setup**.

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The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password.
Tap **Modify Password** to continue. iOS users, tap **OK** to continue.

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Your camera is now set up and ready for use on the app.

For more information on how to use the major features on the app, tap the 'Help' button in the bottom right corner of the app. You can access the walkthrough at any time in the app by going to **Help > Wizard**.

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Android users using Android 8.0 and above and iOS users using iOS 13.0 and above please allow location access to allow the app to access connected Wi-Fi devices.

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



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

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.

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For more information on how to use the major features on the app, tap the 'Help' button in the bottom right corner of the app. You can access the walkthrough at any time in the app by going to **Help > Wizard**.

The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password.
Tap **Modify Password** to continue. iOS users, tap **OK** to continue.

Your camera is now set up and ready for use in the Amcrest View Pro app.

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

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Android users using Android 8.0 and above and iOS users using iOS 13.0 and above please allow location access to allow the app to access connected Wi-Fi devices.

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



- Please ensure 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.

AMCREST VIEW PRO DEVICE SEARCH SETUP

Using the Device Search option allows you to automatically search and add your device.

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The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password.
Tap **Modify Password** to continue. iOS users, tap **OK** to continue.

Your camera is now set up and ready for use in the Amcrest View Pro app.

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Tap on **Start Live View**.

For more information on how to use the major features on the app, tap the 'Help' button in the bottom right corner of the app. You can access the walkthrough at any time in the app by going to **Help > Wizard**.

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