Quick Start Guide

1080P HD Dual-Lens Pan/Tilt Wi-Fi

Outdoor Security Camera

Model: **P402W**





How can we help?

We are dedicated to providing the highest quality support to our customers and are available 7 days a week.

Online Quick Start Guide

amcrest.com/support

Need help?

amcrest.com/contact

1-888-212-7538

Camera Introduction



LED Indicator Status	Device Status
Off	• Power off/LED turned off • Device is in sleep mode.
Solid red	• Booting • Device malfunction
Flashing blue	• Ready for pairing • Pairing failed
Flashing red and blue	• Connecting to the network • Firmware is in progress.
Solid blue	• Functioning Properly
Flashing red	• Updating firmware

Note: Disconnect the camera from power before physical installation.

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Setting Up the Camera

The Amcrest Like app will be used to connect your camera to your Android or IOS mobile device, ensuring you are always connected to what matters most.

Download on the App Store

GET IT ON Google Play

To get the app, search for **"Amcrest Link"** in the Google Play or App Store.

Note: The device will not connect to any other platforms or apps except the Amcrest Link app. A bluetooth connection will be required to connect the camera.

Connecting to the Amcrest Link App

Open the Amcrest Link app and register for an Amcrest Link account. After registering, log into the app and begin adding your device

You will need to allow all notification and location permissions if requested to allow the camera to connect to your mobile device.



Note: While setting up your camera the Amcrest Link app will ask for Bluetooth permission. Please allow all requested permissions so your mobile device can discover the camera. For more information please visit: **amcrest.com/support**

Connecting Your Camera

Apply power to the camera and allow it to initialize. Wait for the status indicator LED on the device to flash blue, once it flashes blue it is ready to add to the app.

Connect your mobile device to your Wi-Fi network and make sure Bluetooth is enabled. Tap the add icon in the Amcrest Link app to begin adding your camera.

Follow the on-screen prompts to finish adding the camera to your account.



Note: For more information on the setup and use of your device, please visit: **amcrest.com/support**

FAQ

Q: The device is not booting as expected?

Check the LED indicator status. If the light is not in flashing blue press and hold the reset button for 10 seconds to reset the camera.

Q: How to connect the camera to another Wi-Fi network?

In the Amcrest Link app access the device and go to Device **Device Settings > General Settings > WiFi Network** and select the Wi-Fi network from the list.

If the camera is registering as offline, press and hold the reset button for 10 seconds to reset the camera and try to connect to the camera again.

Q: Connection is taking too long or is timing out?

Check the distance between the camera and the router and ensure that the distance between the camera and the router is within 164' (5m).

Check the Wi-Fi configuration at the router, firewalls or any other network settings that may be blocking the connection to your Wi-Fi network. Reset the camera, wait until the LED is flashing blue and reconnect.

Q: When the microSD card is full, how is the recorded video saved?

When the microSD card is full, the system will overwrite the previous recorded videos. Save the important information in time.

Q: Where are the recorded videos saved?

If you have activated the cloud storage and installed a microSD card, the recordings will be both saved to the card and cloud. If the cloud storage is deactivated, the recordings are saved to the microSD card. Videos recorded during live view or playback are saved on your phone.

FAQ

Q: How Do I Acticate Amcrest Link Cloud Storage?

The Amcrest Link app will provide easy access to activate a cloud storage account. To activate, select your device in the app, and tap the cloud storage icon to begin registering and setting up your storage plan.

Q: How Do I Check To Make Sure My Camera Is Using The Latest Firmware?

For security and performance it is highly recommended to make sure your camera is operating on the most up to date firmware version. To verify your current firmware version, access your device and tap on **Device Settings > Firmware** to access firmware details and updates.

Q: How Do I Set My Camera Up To Only Detect Humans?

The camera has a built-in human detection mode that will allow the camera to only detect humans in the area. This is useful for reducing false alerts and increase motion detection accuracy. To activate human detection, access your device and go to **Device Settings** to enable human detection.

Q: What Is Human Tracking And How Can I Use It?

The human tracking option is used to automatically follow a human in the area once it has been detected by the camera. The camera will track the person, record the event, and stop tracking once the person has left the detection area. This option can be enabled in the **Device Settings** menu along with human detection if needed.

Q: How Do I Allow Push Notifications To Come Through?

If using push notifications, please make sure your mobile device allows notifications from the Amcrest Link app. To enable push notifications in the app, go to **Device Settings > General Settings** and enable the push notification option.

FCC Statement

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.