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.

If your experience has been something less than amazing or you need further assistance with your device, please give us a ring at **1-888-212-7538**

© 2025 Helix Technologies. All rights reserved.

helix

Quick Start Guide

Initial Setup

V1.0.0

Thank you for purchasing a Helix camera!

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

Table of contents

Set Up Your Helix Camera 2

1 **Setup Your Camera with the Helix Pro App**
Setup and use your camera in the Helix Pro app using P2P.

2 **Connecting Your Camera to the Amcrest Cloud**
Connect your camera to the Amcrest Cloud for a premium cloud storage option.

3 **IP/Domain/DDNS Setup with the Helix Pro App**
Connect your camera to the Helix Pro app without using P2P.

Desktop Access Methods 10

1 **Local Desktop Setup Using Web Browsers**
Access your camera locally using a web browser.

2 **Access Your Camera in the Cloud On Desktop**
Access your camera in the cloud using a web browser.

3 **Helix Surveillance Pro Desktop Software**
Access your camera in a central location on your computer without the use of a web browser.

Troubleshooting/FAQ 11
Frequently asked questions as well as helpful tips when setting up your Helix camera.

Information & Links 13
Contact information and useful links for additional information.

FCC Compliance Statement 14
Provides insight into the FCC compliance statement for all Helix cameras.

Set Up Your Camera with the Helix Pro App

PoE Camera Setup

Recommended setup procedure for adding a POE camera to the Helix Pro mobile app.

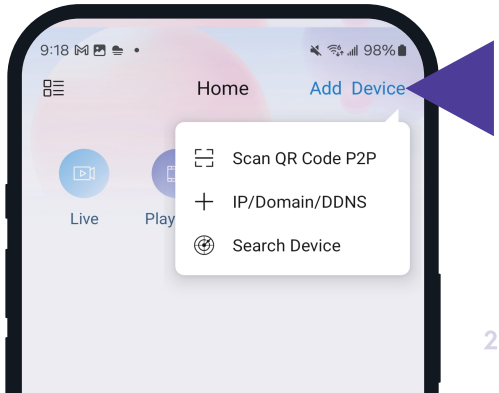
→ Make sure the camera is gettting power and data from the network before adding it to the mobile app.

→ Make sure your camera and mobile device are on the same network during setup.

1 Download and open the Helix Pro app from the **App Store** or **Play Store.**

NOTE Please allow all permissions to allow the app to discover and connect to all Helix compatible devices on your network.

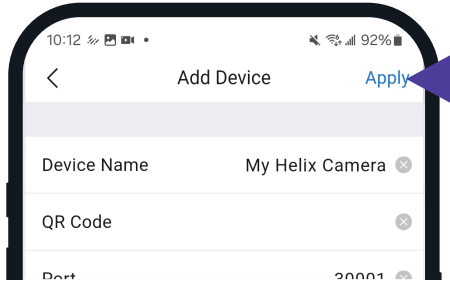
2 Open the app, tap **Add Device**, and select **Scan QR Code P2P.**



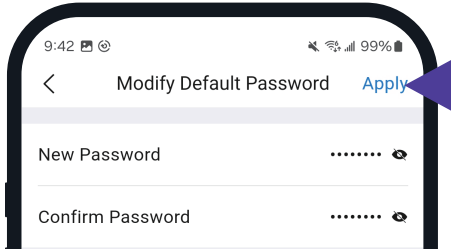


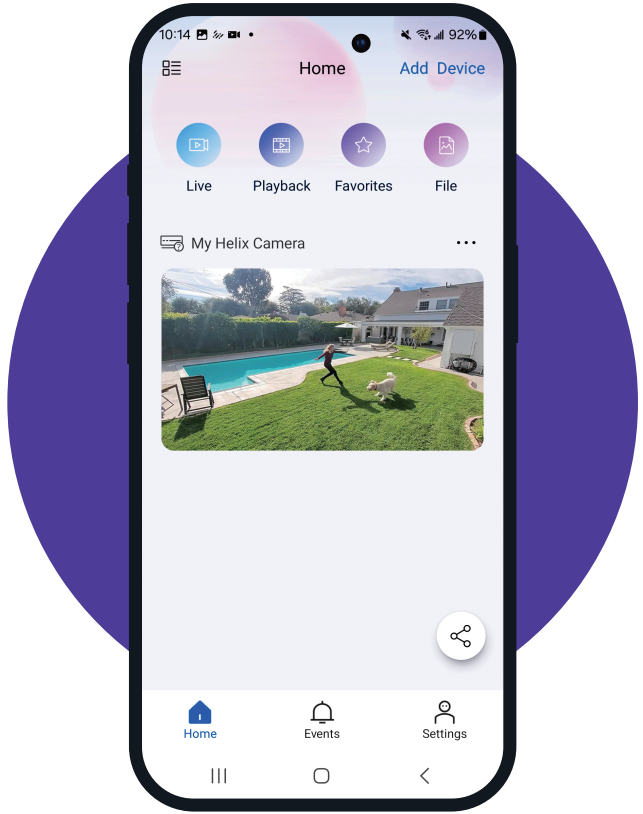
3 Scan the QR code on the camera or manually enter the device's serial number by selecting **Manually Enter QR Code.**

4 Enter a name for the device in the **Device Name** field. Enter the default password for the camera in the **Password** field. The default password will be **admin**. Tap **Apply**.



5 Enter a new password for the camera and tap **Apply**.





The camera has now been added into the Helix Pro app and ready for use.

Connecting Your Camera to the Amcrest Cloud App

Amcrest Cloud Setup

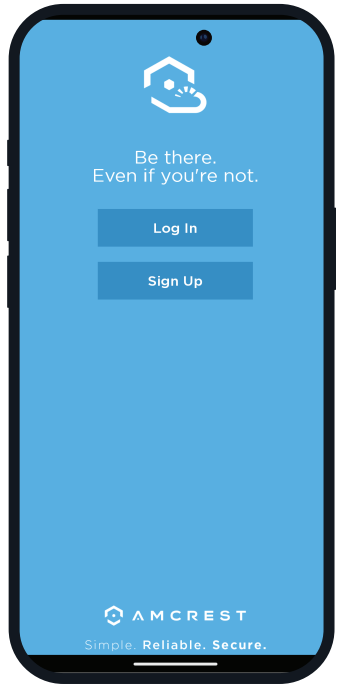
Connect your camera to the Cloud for an optional premium cloud storage option.

→ Make sure your Helix camera is connected to your network before adding it to the cloud.

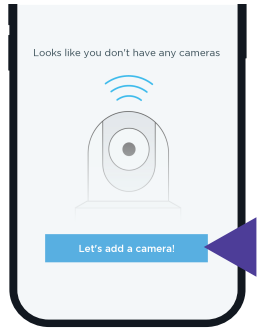
→ You will need the password for your camera to add it to your cloud account.

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

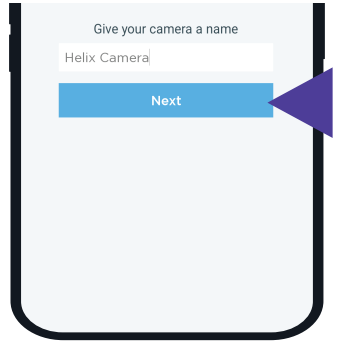
2 Tap **Sign Up** to create a new Amcrest Cloud account. If you have already signed up for Amcrest Cloud, click **Login** and log into your account.



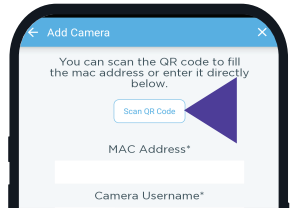
3 Tap **Let's add a camera**!



4 Select **Helix** from the camera type menu and enter a name for your camera. Tap **Next**.

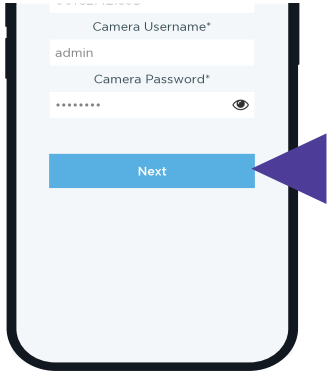


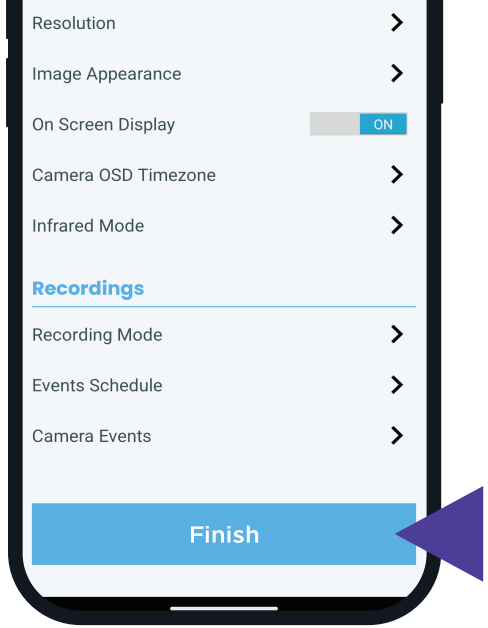
5 Tap **Scan QR Code**. Scan the QR code on your Helix camera and tap **Next** to import the MAC address into the app.



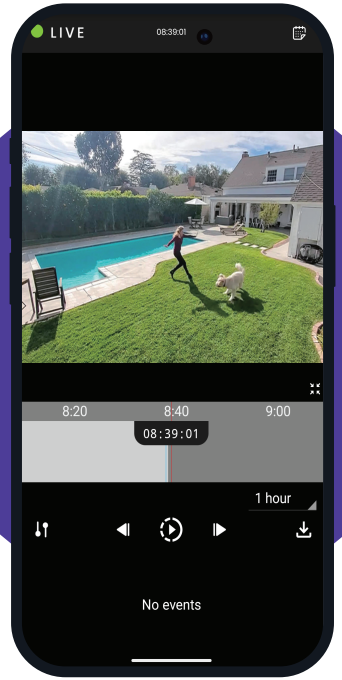
NOTE The MAC address can be entered manually if needed without scanning the QR code.

6 Enter the username and password for your Helix camera. Tap **Next.**





6 The camera's cloud settings will be displayed. Verify or modify any additional camera settings and tap **Finish**.



The camera has now been added into the Amcrest Cloud and ready for use.

IP/Domain/DDNS Setup with the Helix Pro App

IP/Domain/DDNS Setup

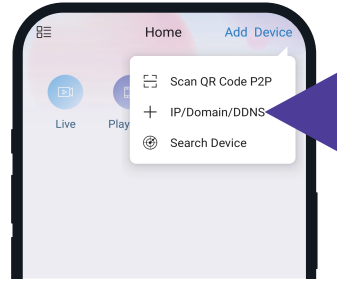
Add a Helix camera to the Helix Pro app without using P2P.

→ If adding remotely, make sure the camera has been port forwarded on your network and ready to add into the app.

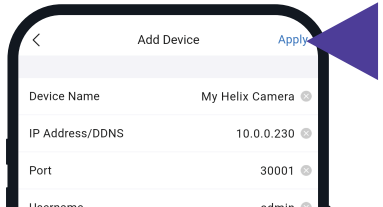
→ If using DDNS, it is highly recommended to use the default DDNS protocol in the web user interface for a more streamlined experience.

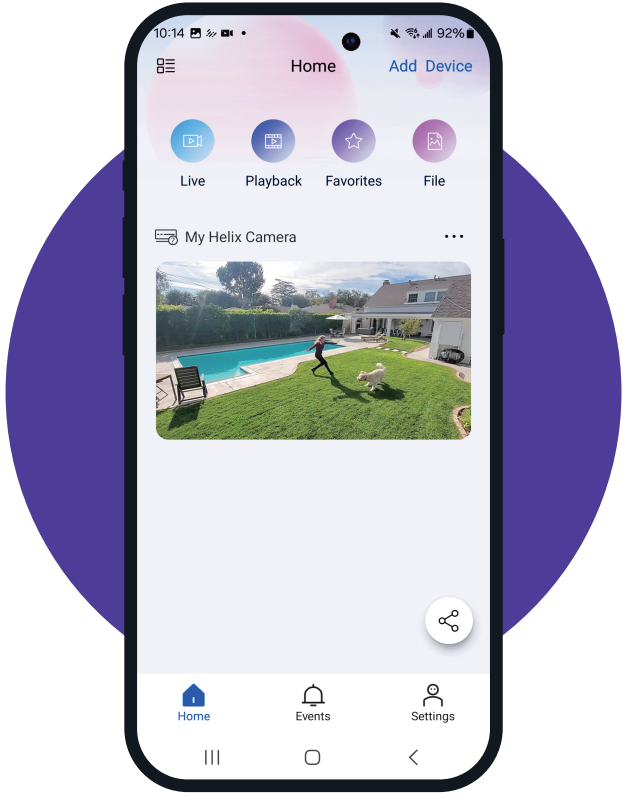
1 Download and open the Helix Pro app from the **App Store** or **Play Store.**

2 Open the app, tap **Add Device**, and select **IP/Domain/DDNS.**



3 Enter a name, the IP address or DDNS domain for the camera, as well as the username and password then tap **Apply**.





The camera has now been added into the Helix Pro app and ready for use.

Desktop Access Methods

1. Local Desktop Access Using a Web Browser

This method allows you to access your Helix device on your computer using a wide variety of web browsers such as Google Chrome, Firefox, or other mainstream web browsers **without the use of a plugin**.

To access the camera from your computer you will need to first locate the camera's IP address. As a means of locating the camera's IP address please feel free to download our free Helix IP Config Tool software from our official web site.

Enter the IP address of the camera into the web browser to access the main web user interface and log in using your camera's username and password. If this is the first time you have accessed your device, the default username and password will be **admin** after which you will be required to update the password.

2. Access Your Camera in the Cloud On Desktop

Amcrest Cloud is an optional premium cloud service that allows you to store and access your recordings from a secure, third-party site. It features multiple cloud storage plans to fit all your cloud storage needs.

Please make sure the camera is initially set up first on your network before adding it into the cloud. Some models do not support microSD card recordings when connected to the cloud.

3. Helix Surveillance Pro Desktop Software

We provide a free, professional surveillance software application for your Windows or Mac desktop computer called Helix Surveillance Pro. This software allows you to access and manage your Helix cameras without a web browser and is available on our official web site. The software provides a dedicated central location to access all your Helix devices; however, it is important to note that certain features or functions may only be available or modified in a web browser or using the Helix Pro app.

TROUBLESHOOTING/FAQ

How do I setup push notifications?

Push notifications are enabled by default in the Helix Pro app. These notifications allow you to be notified once an event is detected by the camera. This can include events such as, motion detection, IVS (tripwire, intrusion, etc.) Human/Vehicle detection (if supported), and other features. Push notifications can be found in the **Events** menu located on the main interface of the app.

To set push notifications, locate the device on the main menu and select the options icon (•••), and tap Settings. Select **Push Notfications** from this menu and make sure the function is enabled. Each feature that is set on the camera will generate a push notification once it is triggered. Use the Events option in the main menu to access the search and access push events.

How do I download recordings from the SD card?

The playback option in the Helix Pro app allows you to download or manually record a recording clip and export it to your phone. Please allow any permissions that will prevent the recording from being exported from the app to your phone before proceeding. All manual recordings will be saved and exported from the **File** folder, however, to download a recording directly, use the video download option provided in the playback interface.

To begin downloading a recording, use the timeline to scroll and locate a start and end time of the event you want to download and tap **Video Download**. Enter the start and end time of the recording you want to download and tap **Start Download**, the recording you selected will begin to download. To check the status of the download, tap **Check download progress**.

How do I change night vision settings?

The Helix Pro app allows you to change between different night vision settings depending on the settings your specific model supports, such as white light modes for color night vision, smart illumination, IR modes, etc. To change night vision settings, access the **Home** menu, select the options icon (•••) for your device and tap **Settings**.

Tap **Night Vision** and select which night vision mode you would like to set for your camera. Once a night vision mode is set, tap **Save**.

How do I enable two way talk using the app?

Two way talk is a feature only applicable if the camera has a built-in mic and speaker. Two way talk can be accessed directly from the live view screen of the device if using the Helix Pro mobile app.

To enable two way talk, tap the **Talk** (microphone) button. If this is your first time using this feature the app may ask you permission to use the mic, allow this feature and the two way talk option will be enabled for you to use. You should only have to allow the permission one time to use, to use this feature in the future, just tap **Talk**.

How do I add my device to a Helix NVR?

To add a camera to an NVR, ensure the camera is active and on the same network as the NVR or connected to the back of the device if the NVR supports POE. Access the NVR, click the **Settings** icon and access the **Camera** menu. If no cameras are in the list click **Search** then click **Device Search** to find the camera. Select the checkbox next to the camera and click **Add**.

If the camera's status in the NVR is red, it may be due to an incorrect password. To fix this, click the edit icon (pencil) next to the device, and enter the correct password. The status of the device in the NVR should switch from red to green once it has been successfully connected to the NVR.

INFORMATION & LINKS

Contact our customer service team.

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

Helix Pro App

The latest version of the Helix Pro app can be downloaded in the **App Store and Play Store.**

Amcrest Cloud App

The latest version of the Amcrest Cloud app can be downloaded in the **App Store and Play Store.**

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. (b) 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.