IP5M-1190W

5MP Wi-Fi Pan/Tilt Speed Dome Camera

User Manual

Version: 1.0.0
November 2nd, 2021

Contents

Welcome 3
Overview 4
Device Overview 5
Physical Installation 6
Camera Access Setup 8
Live 15
Playback 16
Cloud Storage 17
Setup 18
Camera 18
Video 22
Audio 24
Network 25
PTZ 29
Event 30
Destination 46
System 48
Alarm 54
Logout 54
FCC Statement 55
IC Warning Statement 55
Appendix A: Toxic or Hazardous Materials or Elements 56

Welcome

Thank you for purchasing an Amcrest Wi-Fi Pan/Tilt Speed Dome PTZ camera!

This user manual is designed to be a reference tool for the installation and operation of your camera. Here you can find information about the camera's features and functions, as well as information to aid in troubleshooting and basic operation.

For access to the quick start guide and other support information, go to http://amcrest.com/support
To contact Amcrest support, please do one of the following:

Visit https://amcrest.com/contactus and use the email form

Call Amcrest Support using one of the following numbers:

Toll Free: (888)212-7538
International Callers (Outside of US): +1-713-8938956
USA: +1-713-893-8956
Canada: 437-888-0177
UK: 203-769-2757

Important Security Warning

To keep your Amcrest camera secure and prevent unauthorized access, please make sure to follow the steps below:



- Always make sure that your camera has the latest firmware as listed on www.amcrest.com/firmware
- Never use the default password for your camera. Always ensure that your password is at least 8-10 characters long and contains a combination of lowercase characters, uppercase characters as well as numbers.

Important Safeguards and Warnings

Electrical Safety

All installation and operation should conform to your local electrical safety codes.
The product must be grounded to reduce the risk of electric shock. We assume no liability or responsibility for any fires or electrical shock caused by improper handling or installation.

Transportation Security

Heavy stress, violent vibrations, and excess moisture should not occur during transportation, storage, and installation of the device.

Installation

Handle the device with care. Do not apply power to the camera before completing installation. Do not place objects on top of the camera.

Repair Professionals

All the examination and repair work should be done by qualified service engineers.
We are not liable for any problems caused by unauthorized modifications or user-attempted repair.

5. **Environment**

The camera should be kept in a cool, dry place away from direct sunlight, flammable materials, explosive substances, etc.
This product should be transported, stored, and used only in the specified environments as stated above. Do not aim the camera at a strong light source, as it may cause overexposure of the picture, and may affect the longevity of the camera's sensors. Ensure that the camera is in a well-ventilated area to prevent overheating.

6. **Operation and Maintenance**

Do not touch the camera sensor or lens directly.
To clean dust or dirt off the lens, use an air blower or a microfiber cloth.

7. **Accessories**

Be sure to use only the accessories recommended by manufacturer. Before installation, please open the package and check to ensure that all the components are present.
Contact the retailer that you purchased from, or Amcrest directly if anything is broken or missing in the package.

Overview

This camera features the latest JS technology which allows the camera to operate in any web browser without the use of a plugin. It uses a built-in hotspot to connect to your Wi-Fi network using the Amcrest View Pro app. The camera has a variety of functions such as motion detection, playback, as well as IVS features such as tripwire and intrusion for perimeter protection and smart motion detection which allows the camera to only detect when a human figure is detected.

Features

The Amcrest Outdoor Speed Dome PTZ camera has the following features:

Network Access

This device uses SoftAP to connect the camera to your WiFi network. SoftAP is an abbreviated term for "software-enabled access point" and is used to provide a more efficient way of connecting your device wirelessly. The camera by default broadcasts a unique SSID that will be used for the SoftAP connection process. This means, if you are connecting your camera wirelessly, SoftAP must be used using the Amcrest View Pro app to connect the camera to your Wi-Fi network.

Cloud Storage Functionality

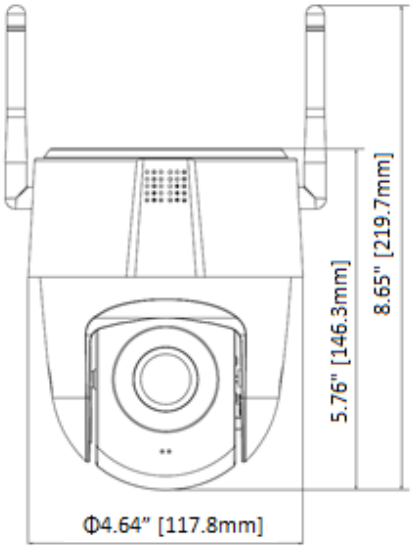
This device can record video and audio streams to the Amcrest Cloud service to enable long-term storage for recordings. Amcrest Cloud also allows the user to easily find and download recorded video for playback from any internet connected PC or Mac computer.

AI Features

This device supports the following AI features, Smart Motion Detection, which allows the camera to only detect when a human has been detected, and IVS (Tripwire and Intrusion) which provides more efficient perimeter protection. Please note, IVS recordings will be displayed as motion detection event types in the playback interface.

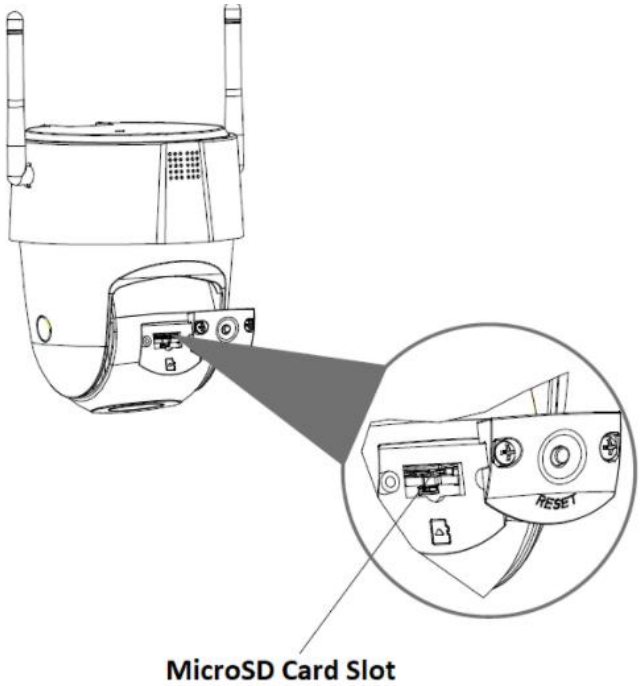
Device Overview

The below represents the height and width of the camera. The camera weights roughly 1.1lbs.



Installing a MicroSD Card

The camera can support a microSD card of up to 256GB. To insert a microSD card, you will need a Phillips head screwdriver to open the "Reset" hatch on the camera as the microSD card slot is in this area. Locate the Reset hatch on the camera and use a Phillips head screwdriver to open the hatch. Locate the microSD card slot and insert the microSD card into the slot, gold pins down, and press in to secure the microSD card into the slot. Place the Reset hatch on the camera and secure it back onto the camera.

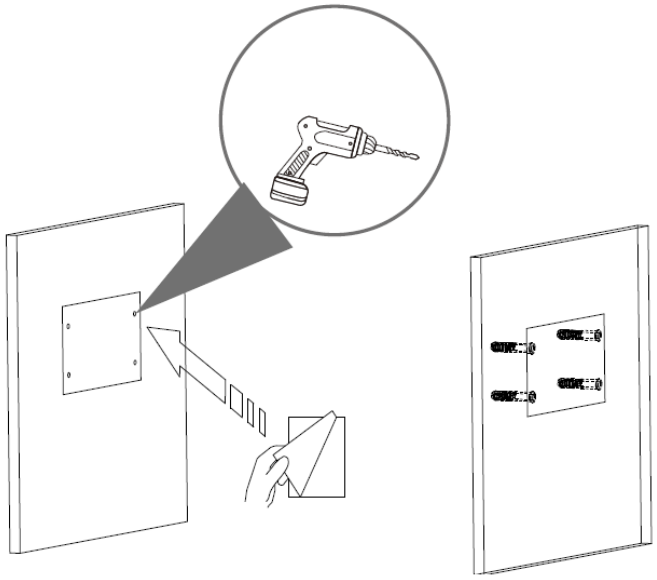


Physical Installation

Before physical installation of your camera please make sure the surface you are installing the camera on can support up to 3x the weight of the camera. Included with your device is a mounting bracket, two small security screws (to attach the camera to the bracket, four installation screws, 4 wall anchors, and installation screws. The following items may also be needed and are sold separately.

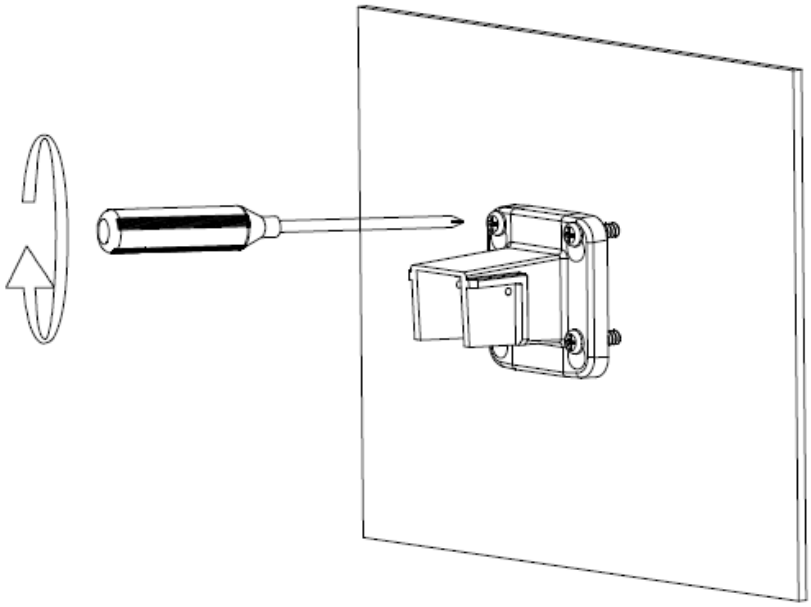


1. Peel the sticker of the installation sticker off and place it onto the mounting surface. Use a drill to drill the installation holes and insert the included wall anchors into the holes.

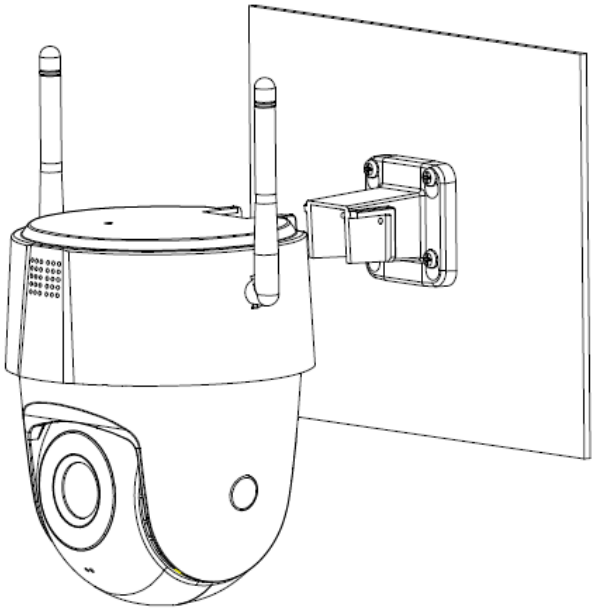


Note: If you are installing on a wall, make sure the arrow on the installation sticker is pointing upwards. If you are installing it on a ceiling, make sure the arrow on the installation sticker is pointing downwards.

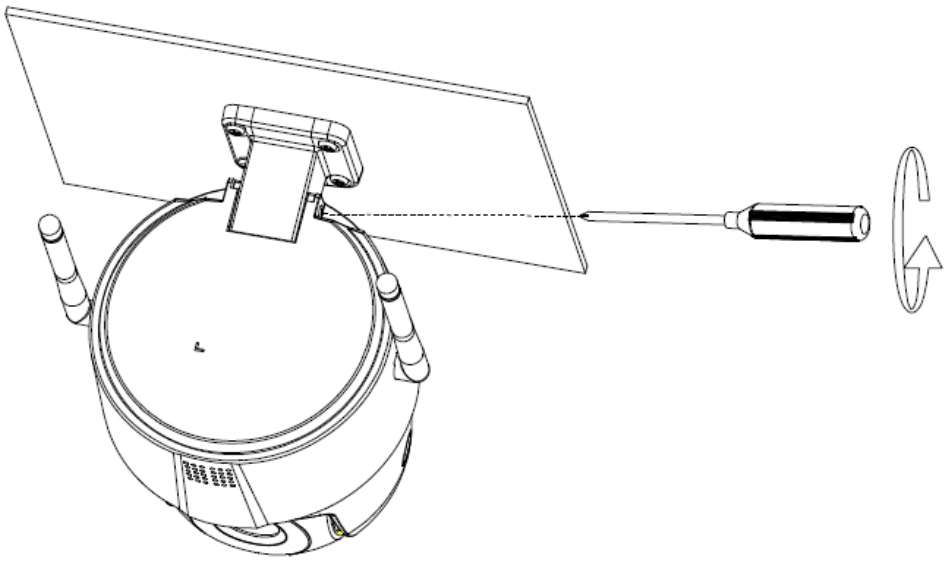
2. Align the holes on the installation bracket with the wall anchors. Insert the installation screws into the holes and use a Phillips head screwdriver to secure the installation bracket to the mounting surface.



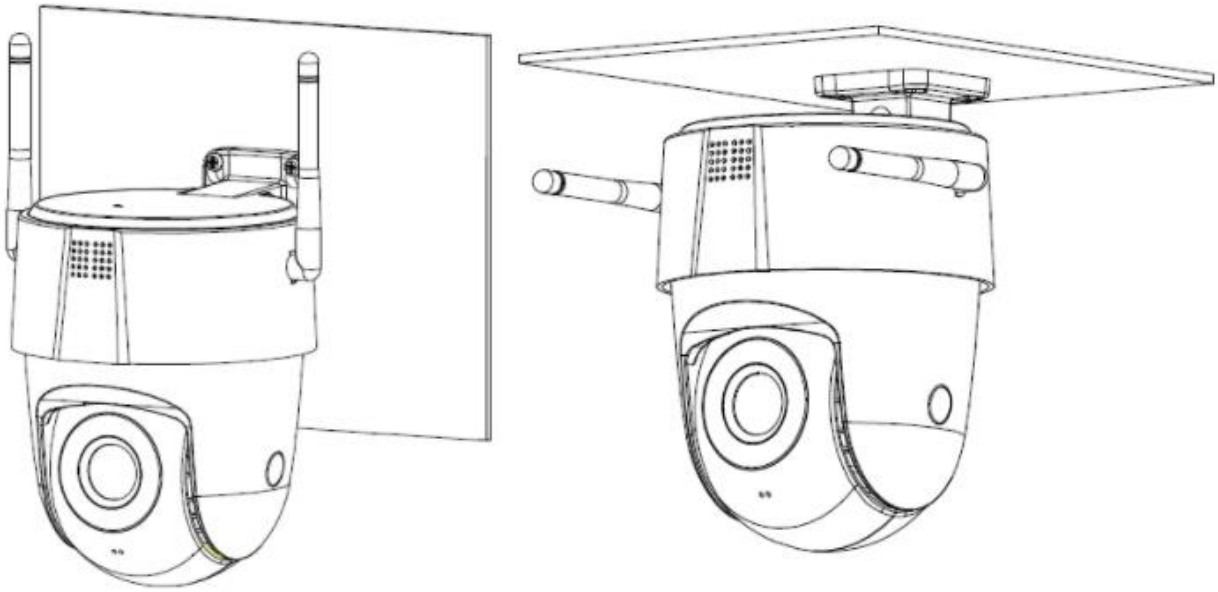
3. Insert the camera into the bracket and align the security holes of the camera to the security holes on the installation bracket.



4. Insert the included security screws into the security holes and use a Phillips head screwdriver to tighten these screws to secure the camera to the installation bracket.



Note: If you are installing on a wall the Wi-Fi antennas can be facing upwards, however, if you are installing on a surface such as a ceiling, the antennas can be facing forwards.



Camera Access Setup

This section of the guide will provide the user with information on how to setup access to the camera through any of the following methods This device uses SoftAP to connect the camera to your network. SoftAP is an abbreviated term for "software-enabled access point" and is used to provide a more efficient way of connecting your device wirelessly. The camera by default broadcasts a unique SSID that will be used for the SoftAP connection process. This means, if you are connecting your camera wirelessly, SoftAP must be used using the Amcrest View Pro app to connect the camera to your Wi-Fi network.

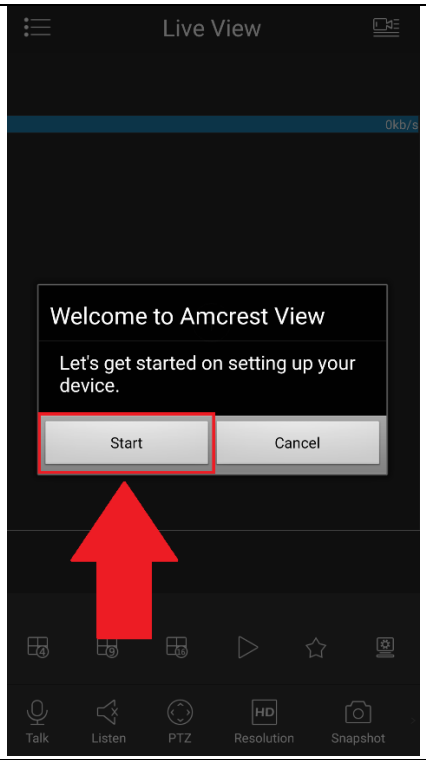
Before proceeding, please ensure the camera is plugged into a power source, make sure the camera and your mobile device are on the same network during setup. Please note, users using iOS can connect to the hotspot automatically

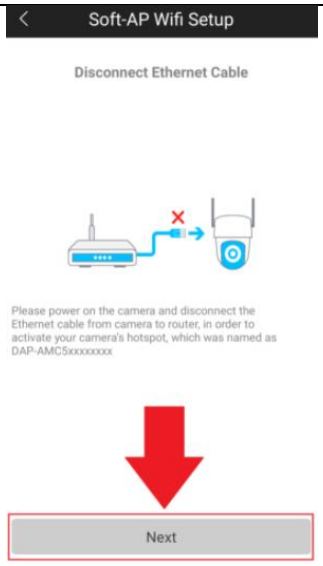
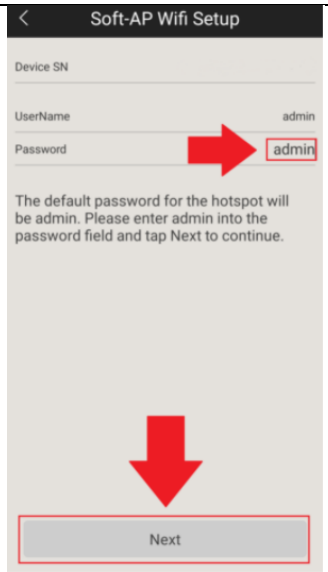
however users using Android 10 or higher will have to manually connect to the hotspot during setup. For more information on how to connect your camera using SoftAP, please refer to the information provided below.

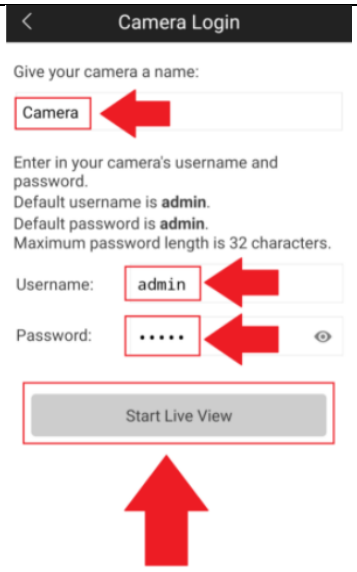
Amcrest View Pro Setup

Please ensure the camera is plugged into a power source.
Make sure the camera and the mobile device are on the same network during setup.
The camera broadcasts a hotspot that will be used for initial setup. **Users using iOS can connect to the hotspot automatically however users using Android 10 or higher will have to manually connect to the hotspot during setup.**



	
1. Download the Amcrest View Pro app from the App Store or Play Store. Open the app and allow all requested permissions. Tap **Start** to begin.	2. Open the app and allow all requested permissions. Tap **Start** to begin. Tap **WiFi Camera**.

	
3. Tap **WiFi Configuration Setup**.	4. Scan the QR Code located on your camera. **Note:** If you do not have access to the QR code, tap Enter S/N Manually to enter the serial number for the camera manually. Tap **Next** to continue.
	
5. Ensure the camera is powered on and disconnected from an Ethernet cable. Tap **Next** to continue.	6. The app will attempt to automatically connect to the camera's hotspot (SSID). Allow up to 30 seconds for the app to connect. Once it connects to the hotspot, enter the default password for the camera's hotspot. The default password will be admin. Tap **Next** to continue.

	
7. If the app fails to automatically connect to the app on this step you will need to manually connect to the hotspot. To manually connect to the hotspot, tap on the **Go to the WLAN Setting** option. This will direct you to your mobile device's WiFi settings page. Select the camera's hotspot SSID from the menu (DAP-AMC501XXXXXXXXX) and return to the app to complete the setup.	8. Locate your WiFi network then enter the WiFi password in the interface. Tap **Next** and allow the camera to connect to your WiFi network.
	
9. Give the camera a name (e.g. Garage, Kitchen, Living Room, etc.) and provide the username and password for your camera. The default username and password will be admin. Tap **Start Live View** to continue.	10. Enter a new password for your camera, confirm the password, and click **Modify Password**.

For more information about Amcrest View Pro and its functionalities visit amcrest.com/support

Amcrest Cloud App Setup

Once the camera has been successfully connected to your network you can then connect the camera to the Amcrest Cloud. This is an optional paid service Amcrest Cloud allows you to access your device from anywhere in the world. Please note, you will need an Amcrest Cloud account to proceed with Amcrest Cloud app setup. You can register for a cloud account in the Amcrest Cloud app or from the Amcrest Cloud website at amcrestcloud.com

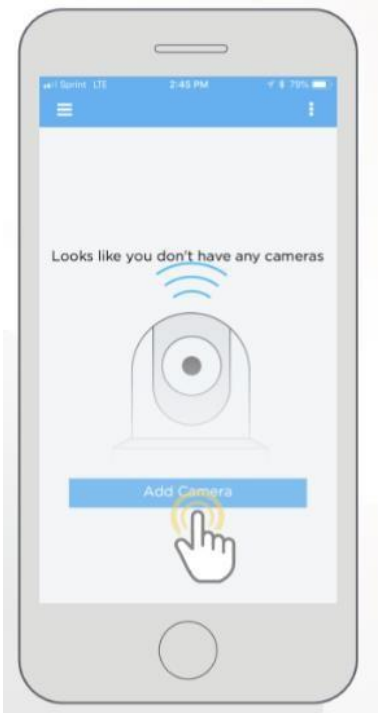
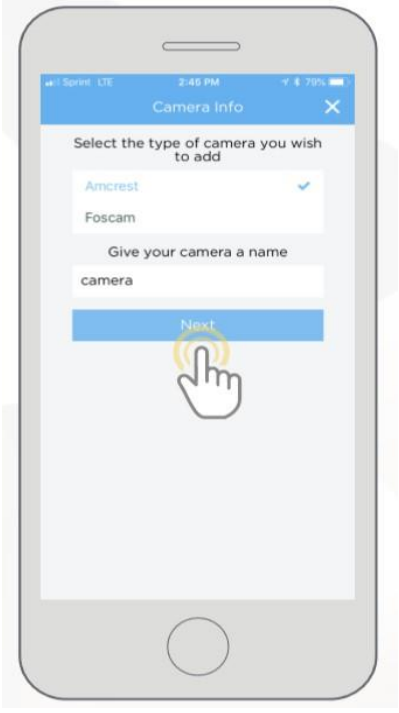
- Please make sure your camera is plugged into a power source and your Ethernet cable is connected from the camera to your router.
- Make sure your camera and mobile device are on the same network during setup.
- To ensure the camera connects to the cloud, a reboot of your camera is recommended. To add your camera onto the Amcrest Cloud app, follow these steps:

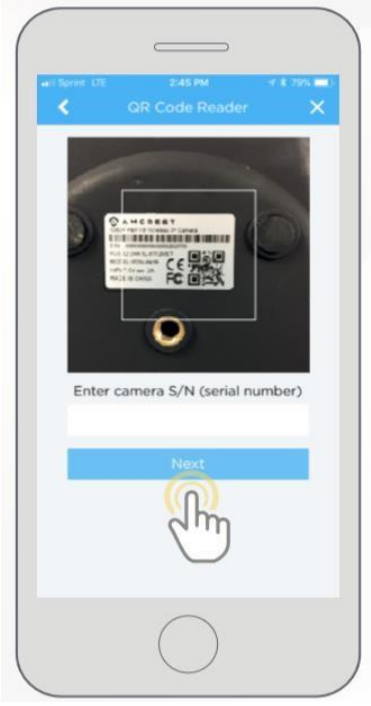
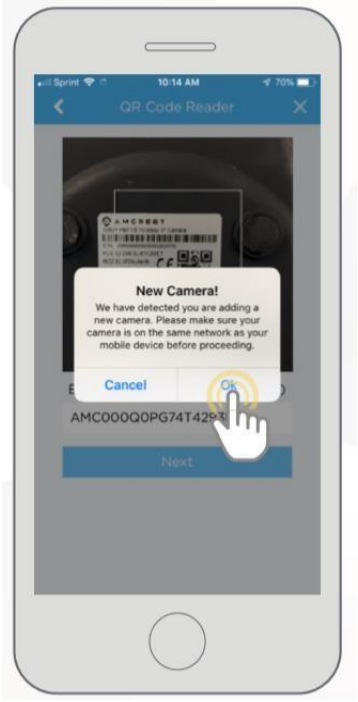
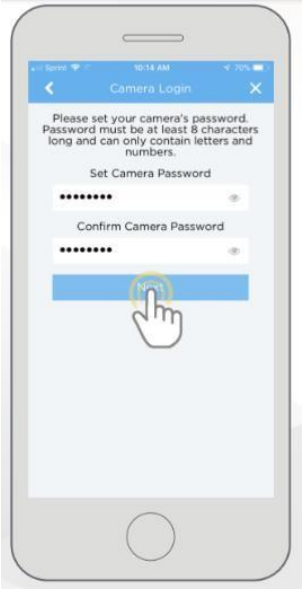
1. Download and open the Amcrest Cloud app from the App Store or Play Store

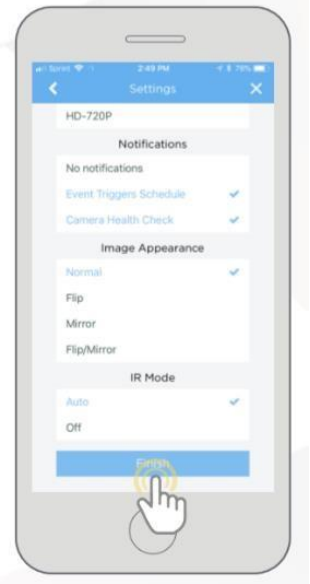


Note: Connect your mobile device to the same network that your camera is on.

2. Register for an Amcrest Cloud account. To register click on **Sign Up** and fill out the form to complete registration.

	
3. Tap on **Add Camera**	4. Give your camera a name (Ex. Garage, Living Room, Kitchen, etc.) and tap **Next** to continue.

	
5. Scan the QR code on the back/side/bottom of the camera or manually enter the camera's serial number in the **Enter camera S/N (serial number** field. Press **Next** to continue.	6. If you are adding a new camera that does not have a set password the app will automatically detect that a new camera is being added. Tap **OK** to proceed.
	

7. Set a new password for your camera. The password must be between 8 to 32 characters long and contain only letters and numbers. When you have finished setting the password for your camera, enter the password again in the **Confirm Camera Password** section. Tap **Next** to continue.	8. If you are connecting a WiFi camera to the Amcrest Cloud and would like to enable WiFi via the Ethernet WiFi Setup method, tap **Setup Camera WiFi**. Additionally, if you would like to skip the WiFi process and have your WiFi camera running solely as a wired device, tap on **Skip WiFi Setup**.
	
9. If you wish to enable WiFi on your WiFi camera, tap **Scan** to scan and select your WiFi network from the **WiFi Network List**. Enter the password for your WiFi network onto the **Password** field. When the WiFi password has been entered, tap **Next** to continue.	10. Confirm and adjust any needed settings for your camera. When all settings have been confirmed, tap **Finish**.

Accessing the Web User Interface

After the camera has been successfully connected to your network the web UI can now be accessed. This camera features the latest in Javascript technology which allows you to access your camera using a wide variety of web browsers including, Google Chrome, Firefox, Safari, or other mainstream web browsers using your PC or Mac. Please note, for an optimal experience with a web browser, it is highly recommended to use the Internet Explorer or IE Mode using Microsoft Edge as some features may still require the use of a plugin.

If using IE Mode or Internet Explorer, please make sure to allow all plugins as they will be necessary to view all the features. For more information on how to access your camera from your computer please refer to the information below.

To access your camera from your computer you will need to first locate the camera's IP address. To locate the camera's IP address is it highly recommended to download our free Amcrest IP Config Tool software. The Amcrest IP Config Tool can be downloaded at the following web page: amcrest.com/downloads

In the All **Downloads** menu, click on **IP Config Software** to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser. Open

the web browser and enter this IP address into the browser. Press Enter to access the web user interface. Enter the username and password for your camera and click **Login** to access the web UI.

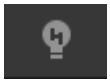
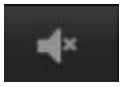
Live

The live view interface allows the user to see a live video feed from the camera, the current bit rate (Kbps), adjust PT controls, set PT functions, etc. Below is a description of the options provided in this menu.

Main Stream: Click this option to view the main stream feed of the camera.
Sub Stream: Click this option to view the sub stream feed of the camera.
PTZ Control: Use these options to pan/tilt the camera. **Please note, this device does not support digital zoom**.
PTZ Function: Access PT presets and "Aux On" and "Aux Off" assistant settings.

Please refer to the tables provided below for a description of the features listed in this menu.

Section 1: This bar allows the user to select which stream type and which protocol they want to choose. **Section 2**: The functions bar allows the user to perform different camera functions while in live mode. See the table below for an explanation of the different functions available:

Button	Function Name	Function Description
	Water Removal/Heater	Enable this option to remove water, condensation, or ice from the lens of the camera. The default duration for this option is 30 minutes however it can range from 1-2880 minutes.
	Spotlight Activation	Click this option to manually activate the built-in spotlight (blinking). If this option is triggered or enabled, click this icon again to turn off the light.
	Alarm Output	Click this button to generate an alarm output signal. This button becomes red/grey depending on alarm output activation or cancellation.
	Snapshot	Click this button to take a screenshot of the live feed. The picture is saved at the path specified in Setup -> Camera -> Video -> Path.
	Manual Record	Click this button to manually record video. The video is saved at the path specified in Setup -> Camera -> Video -> Path. **Only available in IE Mode**.
	Audio	Click this button to enable or disable audio output from the camera. This feature allows the user to listen in on the audio the camera's microphone is picking up.
	Bidirectional Talk	Click and hold this button to enable bidirectional talk. This feature allows the user to broadcast audio from their computer to the camera. While this is active, the camera's speaker is shut off to keep audio quality high. **Only available in IE Mode**

Button	Function Name	Function Description
	Image Adjustment	This button opens the image adjustment toolbar, which allows the user to adjust brightness, contrast, saturation, and hue for the live feed's picture. **Only available in IE Mode**
	Adapt/Original Size	This button allows the user to switch between displaying the original size of the stream in its set resolution, or to adapt to the size of the monitor display the feed is being viewed on. **Only available in IE Mode**
	Full Screen	This button allows the user to make the live feed go into full screen mode. Double click the mouse or click the ESC button to exit full screen mode. **Only available in IE Mode**
	Width/Height Ratio	This button allows the user to change the width/height ratio for the live feed. The options are Original and Adaptive. Original uses the aspect ratio of the stream's set resolution, and adaptive fits the feed to the aspect ratio of the monitor display the feed is being viewed on. **Only available in IE Mode**
	Stream Fluency	This button allows the user to change the stream fluency. There are 3 options. Realtime reduces delay and decreases fluency, and Fluency has a larger delay, but the video stream becomes more fluid. **Only available in IE Mode**
	Pan Tilt	Click this button to enable or disable the PTZ controls on the interface.

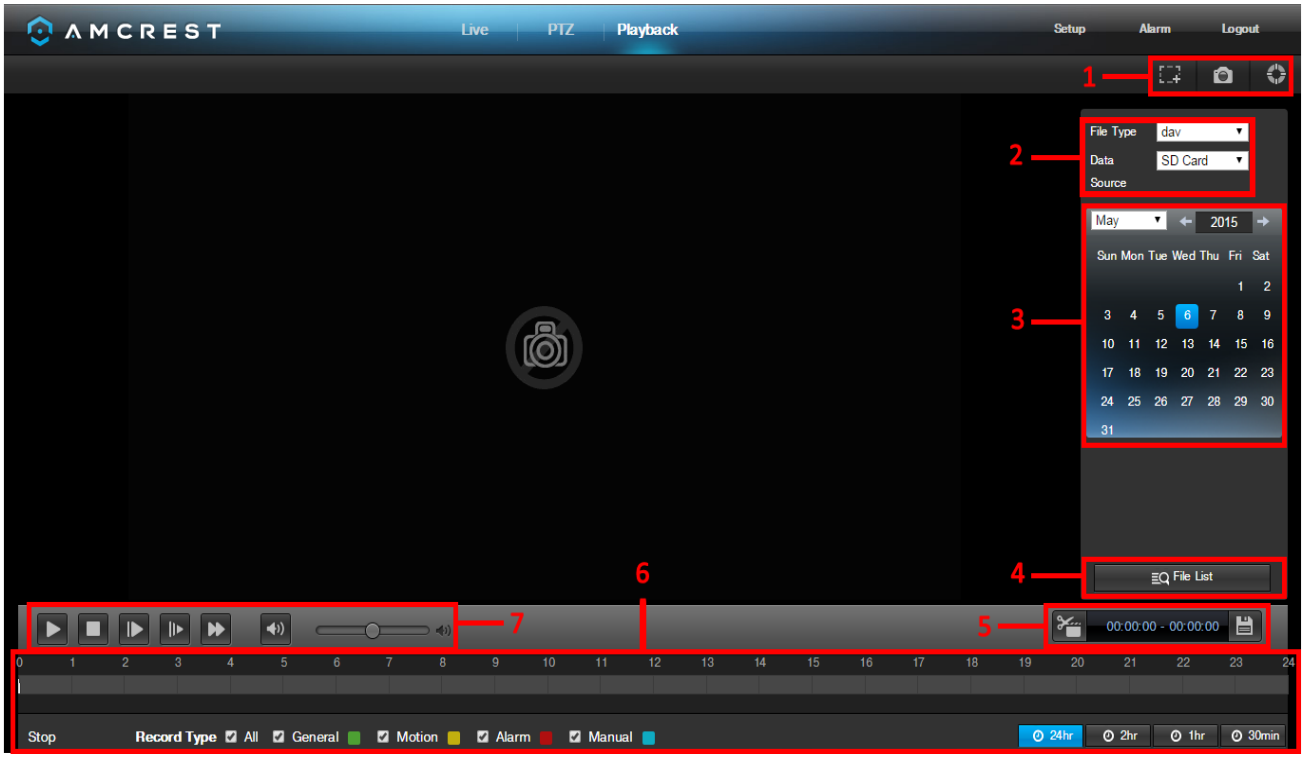
PTZ Control

This option allows the user to pan/tilt the camera, set pan/tilt speeds, and access PT preset options. Please note, this camera only supports pan/tilt functions and does not support optical or digital zoom. The arrows on the PTZ control panel allow the user to move the camera's position in a specific direction. The speed dropdown box allows the user to control the speed at which the camera moves. The values range from 1 to 8, 8 being the fastest.

The dropdown box under **PTZ Function** allows the user to access presets set by the user from the PTZ>>Function menu. To access these options, set the preset in the PTZ>>Function menu, return to the PTZ Control menu, select the preset and press **Go To** to activate the preset.

Playback

The Playback tab allows the user to playback the camera's recorded video. Below is a screenshot of the Playback tab:



This is the interface for the playback menu. There are 7 main sections:

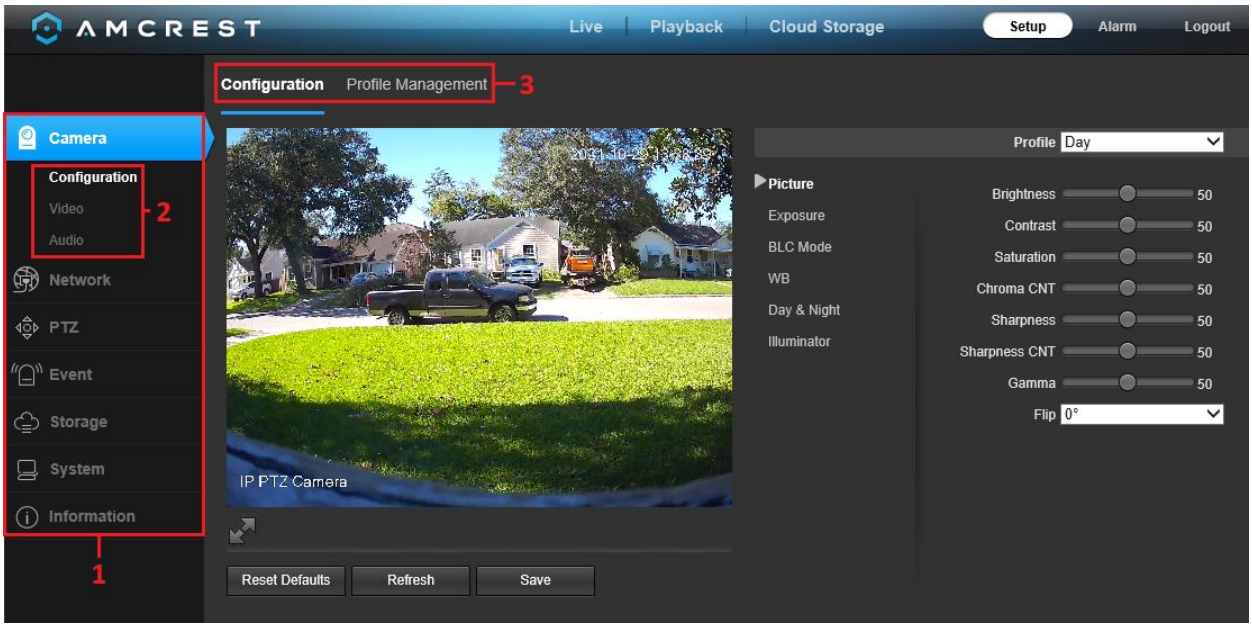
Quick Actions: This panel allows the user to zoom in on playback footage, take a snapshot of the playback footage, or open the help menu.
File Menu: This panel allows the user to select a file type and data source.
Calendar: This panel allows the user to pick a date that they would like to playback video from. When a date has recorded footage available, it's green. The current date is blue, unless it has recorded footage, then it's a lighter green.
File List: This button opens a file list of all recorded video for a specific date range. From here, the user can download these videos to their PC.
Trim Panel: This panel allows the user to trim playback video for download. By specifying time stamps, the user can trim down.
Recorded Video Panel: This panel allows the user to specify what type of video they would like to playback and it also allows the user to select where to start playback from. The buttons on the bottom right allow the user to select a zoom level.
Playback Bar: This panel allows the user to control playback. It also allows the user to control playback speed, and playback volume. Clicking the File List opens the following screen on the sidebar:
This allows the user to select files for download. Select the files by clicking the checkbox next to each file, and then click  to download the files to your computer.

Cloud Storage

The Cloud Storage button allows the user quick access to the Amcrest Cloud website. At this website (amcrestcloud.com) users can register for new accounts as well as view or modify existing accounts.
For more information on Amcrest Cloud visit: amcrest.com/cloud

Setup

The Setup tab allows the user to change different camera settings Below is a screenshot of the setup tab:



There are 3 main sections to note in the Setup tab:

1. Menu Bar: The menu bar is composed of menu sections, which when clicked display any menu items that fall under their category.
2. Menu Items: These menu items each open a different menu that allows the user to change specific settings.
3. Menu Tab: These options allow the user to access other tabs associated with a selected menu item.

Camera

This menu section allows the user to change different camera settings for video, audio, and to manage image profiles.

Configuration

This menu allows the user to configure image profiles for normal, day, and night usage.

Picture

The picture menu allows the user to adjust image options for the camera. Below is an explanation for each of the fields on the Configuration tab in the Configuration menu item:

Profile: This dropdown box allows the user to select which profile to modify. The 3 options are Day, Night, and General.
Brightness: This slider is used to adjust playback and recorded video window brightness. The value ranges from 0 to 100. The default value is 50. The larger the number, the brighter the video is. When you input the value here, the bright section and the dark section of the video will be adjusted accordingly. You can use this function when

the whole video is too dark or too bright. Please note the video may become hazy if the value is too high. The recommended value ranges from 40 to 60.
Contrast: This slider is used to adjust playback and recorded video window contrast. The value ranges from 0 to 100. The default value is 50. The larger the number is, the higher the contrast is. You can use this function when the whole video brightness is OK but the contrast is not correct. Please note the video may become hazy if the value is too low. If this value is too high, the dark section may lack brightness while the bright section may overexpose. The recommended value ranges from 40 to 60.
Saturation: This slider is used to adjust playback and recorded video window saturation. The value ranges from 0 to 100. The default value is 50. The larger the number, the stronger the color is. This value has no effect on the general brightness of the whole video. The video color may become too strong if the value is too high. For the grey part of the video, distortion may occur if the white balance is not accurate. Please note the video may not be clear if the value is too low. The recommended value ranges from 40 to 60.
Chroma CNT: This slider is used to adjust how pure or monochromatic the image will be compared to a white surface. The value ranges from 0 to 100. The default value is 50. The larger the number, the stronger the purity of the color. The value has no effect on general brightness or clarity of the video stream however, if the values are too high it could cause stream issues. It is recommended to keep this value at the default setting of 50 to avoid streaming issues.
Sharpness: This slider is used to adjust the sharpness of the video. The value ranges from 0 to 100. The larger the value is, the clearer the edges are and vice versa. Note: The higher the value, the higher likelihood of picture noise occurring. The default value is 50 and the recommended value ranges from 40 to 60.
Sharpness CNT: This slider is used to adjust how pure or monochromatic the sharpness of the image will be compared to a white surface. The default value is 50. The larger the number, the stronger the purity of the sharpness. The value has no effect on general brightness or clarity of the video stream however, if the values are too high it could cause stream issues. It is recommended to keep this value at the default setting of 50 to avoid streaming issues.
Gamma: This slider is used to adjust the gamma of the video. The larger the number, the brighter the video is. The default value is 50 and the recommended value ranges from 40 to 60.
Flip: This dropdown box allows the user to flip the video feed picture. Flipping the picture is recommended only if the camera is mounted upside down.

To reset to default settings, click the **Reset Defaults** button. To refresh the screen, click on Refresh. To save the settings, click the **Save** button.

Exposure

This menu allows users to select and adjust exposure settings which ultimately control the amount of light that reaches your camera's sensor. Below is an explanation of the exposure features for this camera.
Profile: This dropdown box allows the user to select which profile to modify. The 3 options are Day, Night, and General.
Anti-Flicker: These radio buttons allow the user to select what type of antiflicker technology should be used for the video feed. The three options are 50 Hz, 60 Hz, and Outdoor. The desired option should offset any flickering effect caused by the electrical current used in the specific area.
Mode: This dropdown box allows the user to select different exposure settings such as, Auto, Aperture Priority, Shutter Priority, Gain Priority or manual settings. For more information on these settings, refer to the information provided below:

Auto: Allows the user to automatically set exposure settings based on surrounding environments.

Shutter Priority: Allows the user to set shutter settings in the camera. This allows the camera to automatically detect optimal aperture settings based on surrounding environments. The default shutter speed is 1/30, however, it can range to 1/30000.

gainFirst: Allows the user to prioritize gain levels based on the surrounding environment of the camera. The default gain value is from 0 ~ 50, however, can range from 0 ~ 100.

Manual: Allows the user to manually control and adjust aperture, shutter, and gain priorities. Each value will be set to default unless modified by the user.

Exposure Comp: This slider allows the user to adjust for exposure composition. The default value is 50, however, can range between 0 and 100.

2D NR: This radio button allows the user to turn the 2D Noise Reduction feature on or off.

Grade: This slider allows the user to specify the level of 2D noise reduction level. The value ranges from 1 -50 **3D NR**: This radio button allows the user to turn the 3D Noise Reduction feature on or off.

3D NR Level: This slider allows the user to specify the 3D Noise Reduction level. The value ranges from 1-50.

To reset to default settings, click the **Reset Defaults** button. To refresh the screen, click on Refresh. To save the settings, click the **Save** button.

BLC Mode

This menu allows the user to set backlight composition settings to enhance image quality. Below is an explanation of the features provided in this menu.

Profile: This dropdown box allows the user to select which profile to modify. The 3 options are Day, Night, and General.

Mode: These modes allow the user to set compensation settings within the camera. The items listed in this dropdown box are; BLC, HLC, and WDR.

BLC: Stands for backlight compensation. Select this option to optimize exposure in the foreground and background of the video stream.

HLC: Stands for highlight compensation. Select this option to reduce glare or other high-level light spots. This is typically useful for night vision or in other dark or low-level light environments.

WDR: Stands for Wide Dynamic Range. Like BLC, select this option to help balance out washed out video due to high levels of natural light in the environment.

To reset to default settings, click the **Reset Defaults** button. To refresh the screen, click on Refresh. To save the settings, click the **Save** button.

WB

This menu allows the user to apply white balance presets to the video stream. The different options in this menu are; auto, indoor, outdoor, ATW, customized, sodium lamp, sunny, night. Below is an explanation of the features provided in this menu.

Profile: This dropdown box allows the user to select which profile to modify. The 3 options are Day, Night, and General.

Mode: Use this dropdown menu to select a white balance preset.

Auto: Allows the user to automatically set white balance settings based on surrounding environments

Indoor: Allows the user to set preset settings for indoor use.

Outdoor: Allows the user to set preset white balance settings for outdoor use.

ATW: Stands for auto tracing white balance. This setting allows the user to allow the camera to automatically detect white balance values based on the surrounding environment of the camera. This can be set for indoor or outdoor use.
Customized: Allows the user to adjust the red and blue colors of the video stream. The default settings for both values are 50, but they can range from 0 ~ 100.
Sodium Lamp: Allows the white balance of the video stream to be adjust according to light and dark environments. The overall effect is based on the concept of a sodium lamp which adjusts different light spectrums of the video stream based on its surrounding environment.
Sunny: Allows the user to automatically set white balance settings based on heavily lite or sunny environments.
Night: Allows the user to automatically set white balance settings based on low light or dark environments.

To reset to default settings, click the **Reset Defaults** button. To refresh the screen, click on Refresh. To save the settings, click the **Save** button.

Day & Night

Used to determine when black and white mode is turned on in a dark environment. Below is an explanation of the features provided in this menu.

Profile: This dropdown box allows the user to select which profile to modify. The 3 options are Day, Night, and General.
Type: These radio buttons are used to switch between Electrical and ICR settings.
Electrical: This option uses an image processing method for day & night transition.
ICR: This option uses an IR filter for day and night transitions.
Mode: This menu allows user to select day & night presets based on the surrounding environment of the camera. For more information on the items listed in this field, refer to the information provided below:
Color - Always represents picture in color, does not use IR or black and white mode. Performs poorly in dimly lit areas unless you are using the Starlight series cameras.
B/W: Allows the user to set the video stream to black and white, however, if the illuminated image is too dark it will switch to IR mode.
Auto: Uses day and night sensitivity settings to change between color mode, infrared, and black& white modes.
Sensitivity: This option allows the user to change the Day/Night Sensitivity of the camera. The three options are Low, Middle, and High. The higher the sensitivity, the quicker the camera will change into another mode depending on the light levels.
Delay: This dropdown box allows the user to set a delay in seconds for how long it takes to switch between Day and Night modes. The values range from 2 seconds to 10 seconds.

To reset to default settings, click the **Reset Defaults** button. To refresh the screen, click on Refresh. To save the settings, click the **Save** button.

Illuminator

This menu allows users to choose different night vision modes. Below is an explanation of the features provided in this menu.

Profile: This dropdown box allows the user to select which profile to modify. The 3 options are Day, Night, and General.

Fill Light: Allows the user to choose between different night vision modes.

White Light: Illuminates the spotlights for color night vision.

IR Mode: Illuminates the IR LEDs for black and white night vision.

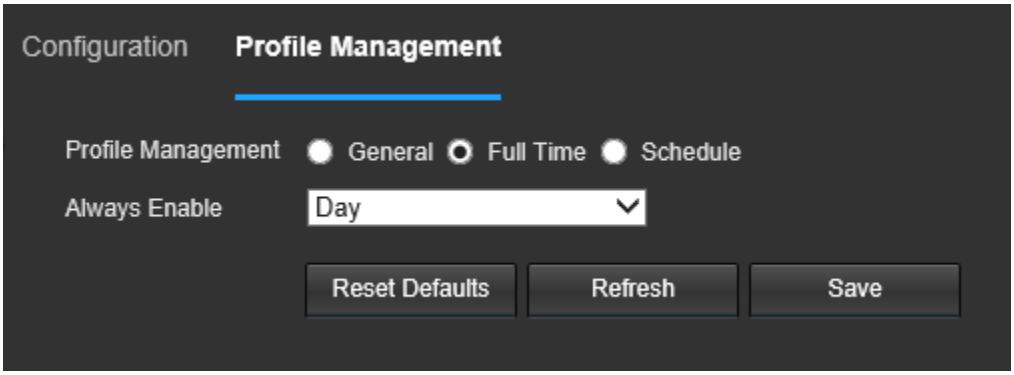
Smart Illumination: Controls the intensity of the white light based on conditions in the area. It also allows you to set an illuminator delay which will illuminate the light based on a set duration. The default delay is 60 seconds however it can range from 30~300 seconds.

Mode: Allows the user to set a selected night vision mode to activate manually, automatically, or turn it off.

To reset to default settings, you can also click the **Reset Defaults** button. To refresh the screen, click on Refresh. To save the settings, click the **Save** button.

Profile Management

Allows the user to manage global profile settings. Below is a screenshot that shows the Profile Management tab in the Configuration menu item:



Below is an explanation for each of the fields on the Profile Management tab in the Configuration menu item:

Profile Management: This set of radio buttons allow the user to set what basis the profile management settings run on. There are 3 options: General, Full Time, and Schedule.

General: The camera can be set to manually alternate between night and day based on the profiles for each.

Full Time: The camera sticks to one profile the entire time it is running.

Schedule: allows the user to choose which times of the day are designated for the day profile and the night profile.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Video

The video menu allows the user to view and adjust encode, snapshot, overlay, and path settings. Below is an explanation for each of the fields on the **Video** tab in the Video menu item:

Encode Mode: This dropdown box allows the user to select a compression protocol. The system supports H.264 and MJPEG video compression protocols.

Smart Codec: Reduces bandwidth consumption without losing visible image quality by intelligently increasing compression where it will not make a visible difference in the scene.
Resolution: This dropdown box allows the user to set the resolution. The system supports various resolutions and they can be selected from this dropdown list.
Frame Rate (FPS): This dropdown box allows the user to select a frame rate. Frame rate settings are measured in frames per second (FPS) and can range from 1f/s to 25f/s in PAL mode and 1f/s to 30f/s in NTSC mode.
Bit Rate Type: This dropdown box allows the user to select a bit rate type. The system supports two bit rate types: CBR and VBR. In VBR mode, video quality can be set.
Reference Bit Rate: This is the recommended bit rate value according to the resolution and frame rate selected.
Bit Rate: This dropdown box allows the user to select a bit rate.
Frame Interval: This field allows the user to set the P frame amount between two I frames. The value ranges from 1 to 150 seconds. Default value is 50. Recommended value is frame rate *2.
Watermark Settings: This function allows the user to verify if the video has been tampered with.
Watermark Character: This field allows the user to set the watermark's text. The default string is Digital CCTV. The maximum length is 85 characters. This string can only include numbers, characters, and underscores.

Sub Stream is a lower quality stream that allows the feed to take up less resources and bandwidth when streaming.

To reset to default settings, click the Reset Defaults button. To refresh the page, click the Refresh button. To save the settings, click the Save button.

Snapshot

The snapshot tab allows the user to adjust all snapshot settings sent by the camera. This includes the type, size, quality and intervals. Below is an explanation of the features provided in this menu.

Snapshot Type: This dropdown box allows the user to select a snapshot mode. There are two snapshot modes:
General: Apply settings to all general snapshot events sent by the camera.
Event: Apply settings to all event snapshot events sent by the camera.
Image Size: This dropdown box shows the image size. By default, the screenshot size is the same size as the video feed's resolution.
Quality: This dropdown box allows the user to select image quality. Quality is adjusted on a scale of 1-6.
Interval: This is to set snapshot frequency. The value ranges from 1 to 7 seconds. The maximum setting for a customized interval is 3600s/picture.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Overlay

The overlay tab allows the user to customize channel titles, time, OSD information, and/or custom titles. This menu also allows the user to enable or disable the Amcrest overlay on the live view screen. Please note, due to certain limitations within the camera, it does not offer features such as privacy masking. Below is an explanation of the features in this menu.

Channel Title: Modify the name of the camera in the provided overlay. Use your mouse to place the overlay in different areas on the screen.

Time: Enable or disable the date & time overlay on the live view screen. Enable the Display Day of the Week option to display the day of the week as well in the overlay.
Logo Overlay: Enable or disable the Amcrest logo on the live view screen.
Custom Overlay: Create a custom text overlay that will be displayed on the live view screen. Use the Text Align dropdown menu to align the text left or right.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Path

This menu allows the user to set a designated path on their computer for a specified recording type. Please note, this feature is only available on Internet Explorer or IE Mode on Microsoft Edge as it requires a plugin from the browser to function. Below is an explanation for each of the fields on the Path tab in the Video menu item:

Live Snapshot: Allows the user to select where to save live snapshots to. Click the Browse button to select a different destination folder.
Live Record: Allows the user to select where to save live recordings to. Click the Browse button to select a different destination folder.
Playback Snapshot: Allows the user to select where to save playback snapshots to. Click the Browse button to select a different destination folder.
Playback Download: Allows the user to select where to save playback video downloads to. Click the Browse button to select a different destination folder.
Video Clips: Allows the user to select where to save video clips to. Click the Browse button to select a different destination folder.

To reset to default settings, click the **Reset Defaults** button. To save the settings, click the **Save** button.

Audio

This menu allows the user to modify audio settings for the camera. Below is an explanation for each of the fields on the Audio menu:

Enable: This checkbox allows the user to enable audio recording.
Encode Mode: This dropdown box allows the user to select what audio format the audio should be recorded in.
Sampling Frequency: This dropdown box allows the user to select a sampling frequency for audio. The options are 8k, 16k, 32k, 48k, and 64k. It is recommended to keep this option as default which is 8k for both mainstream and substream.
Audio in Device: This field allows the user to select what source to get audio from. The default is the camera's built-in mic. Alternatively, the line in mic can be selected.
Noise Filter: This dropdown box allows the user to enable or disable the audio noise filter function. This function provides cleaner audio quality when enabled.
Microphone Volume: This slider allows the user to adjust the audio in volume for the camera. The value ranges from 0 to 100. The default value is 100.
Speaker Volume: This slider allows the user to adjust the audio out volume of the camera. The value ranges from 0 to 100. The default value is 50.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Network

This menu allows the user to modify network settings for the camera. This includes, TCP/IP settings, port connections, DDNS, Email settings, Wi-Fi, and HTTPS settings.

TCP/IP

The TCP/IP menu item has two tabs: TCP/IP and P2P. TCP/IP stands for Transmission Control Protocol/Internet Protocol and it is the language/protocol that allows communication between internet connected devices, whether on a local network, or a on the Internet at large. This screen allows for TCP/IP settings to be modified for the camera to establish a connection to the network.

Below is an explanation of the fields on the TCP/IP settings tab:

Host Name: This text field allows the user to change the host device name for the camera. This field supports a maximum of 15 characters.
Ethernet Card: This dropdown box allows the user to select which internet access device to use. If the device is connected to a wired connection and a wireless one at the same time, then this box will have options to pick either of the connections. The Set as Default button allows the user to select one of the connection methods as the default one.
Mode: Static vs DHCP: This radio button allows the user to choose between a static IP address, and a dynamic IP address. DHCP stands for Dynamic Host Configuration Protocol, and this enables the camera to automatically obtain an IP address from another network device such as a server or more commonly, a router. When the DHCP function is enabled, the user cannot modify the IP address, Subnet Mask, or Default Gateway, as these values are obtained from the DHCP function. To view the current IP address, DHCP needs to be disabled.
MAC Address: This field shows the camera's MAC address, which is unique to this device. This number is read only and is used to access a local area network (LAN).
IP Version: This dropdown allows the user to select the IP version. The two options are IPV4 and IPV6.
IP Address: This field allows the user to enter a custom IP address.
Subnet Mask: This field allows the user to enter a custom subnet mask.
Default Gateway: This field allows the user to enter a custom default gateway.
Preferred DNS Server: This field allows the user to enter the preferred DNS server IP address.
Alternate DNS Server: This field allows the user to enter the alternate DNS server IP address.
Enable ARP/Ping to set IP Address Service: This checkbox allows the user to enable the ARP/Ping service to change the IP address service. For more information on this feature, click the help button while on the TCP/IP settings tab.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

P2P

This menu provides the ability to enable or disable P2P, the current P2P, the serial number of the camera, and a scannable QR code which can be used to link the camera to the Amcrest View Pro app or other applicable devices.

Below is an explanation of the fields on the P2P settings tab:

Enable: This checkbox allows the user to enable the P2P feature for the camera. This feature must be enabled for the camera to connect to a smartphone or tablet via the Amcrest View app.
Status: This field displays the status of the P2P connection. Once the camera is connected to a device, this field should display the word Online.
S/N: This field displays the Token ID for the camera. The Token ID can be used to manually enter the camera's information on a mobile or tablet device in case the QR code scanning feature cannot be used.
QR Code: This image is a Quick Response (QR) code. By scanning this image using the Amcrest View app, this camera can establish a connection with the app.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Connection

This menu allows the user to change network ports of the camera as well as enable and disable ONVIF authentication for the camera. Below is an explanation of the fields on the Connection settings tab:

Max Connections: This field allows the user to specify the maximum number of users that can be connected to the camera at the same time. The maximum number of users the camera can support at one time is 20.
TCP Port: This field designates the Transmission Control Protocol (TCP) port number. The default value is 37777.
UDP Port: This field designates the User Datagram Protocol (UDP) port number. The default value is 37778.
HTTP Port: This field designates the Hypertext Transfer Protocol (HTTP) port number. The default value is 80.
RTSP Port: This field designates the Real Time Streaming Protocol (RTSP) port number. The default value is 554.
HTTPS: This field enables the use of the HTTPS protocol for accessing the camera.
HTTPS Port: This field designates the Hypertext Transfer Protocol Secure (HTTPS) port number. The default value is 443.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

ONVIF

This tab allows the user to enable and disable the ONVIF authentication for the camera. To enable ONVIF, click the radio button next to Enable, and then click the save button.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

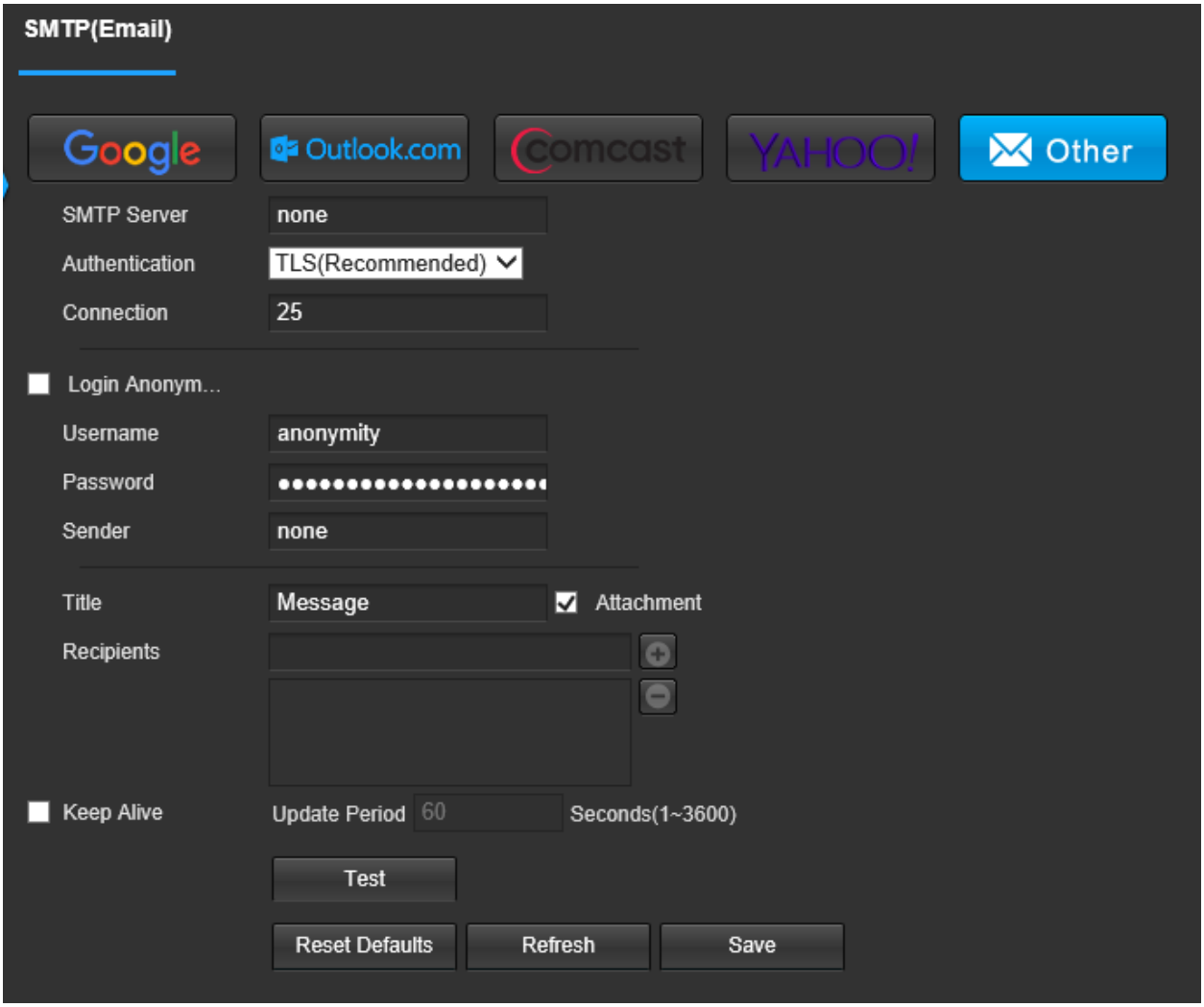
DDNS

DDNS stands for Dynamic Domain Name Server. This technology is used to automatically update name servers in real time to help the camera maintain a persistent address despite changes in location or configuration. It is recommended to use a NO IP DDNS type. Please note, this is a third-party setup method, for more information on how to setup NO IP DDNS, please visit: https://www.noip.com

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

SMTP (Email)

This screen allows for the configuring of email settings to permit the camera to send emails when an alarm is triggered. Below is a screenshot of the email settings screen:



Below is an explanation of fields on the SMTP (Email) settings screen:

SMTP Server: SMTP stands for Simple Mail Transfer Protocol. This field allows the user to enter the SMTP server used by the email service.
Authentication: This dropdown box allows the user to select an encryption type. There are two types of email encryption protocols that are available.

SSL: Secure Socket Layer
TLS: Transport Layer Security

Connection: This field allows the user to enter the port that corresponds to the selected SMTP server.
Login Anonymously: This checkbox allows the user to anonymously login to the server.
Username: This field allows the user to enter the SMTP username.

Password: This field allows the user to enter the password associated with the SMTP username.
Sender: This field allows the user to enter the sender email address. This email address will be the one that sends out all emails pertaining to the alerts and alarm emails sent by the camera.
Title: This field allows the user to define the subject line of the email that is sent to the receivers.
Recipients: This field allows the user to enter the receiver email address. These email addresses are the ones that will receive any emails pertaining to alert and alarm emails sent by the camera. Up to 3 email addresses can be entered in this field.
Keep Alive: This checkbox allows the user to enable a function to periodically check in with the SMTP server to ensure it can connect correctly.
Test: This button causes the system to automatically send out an email to test the connection is OK or not. Prior to the email test, please save the email setup information.

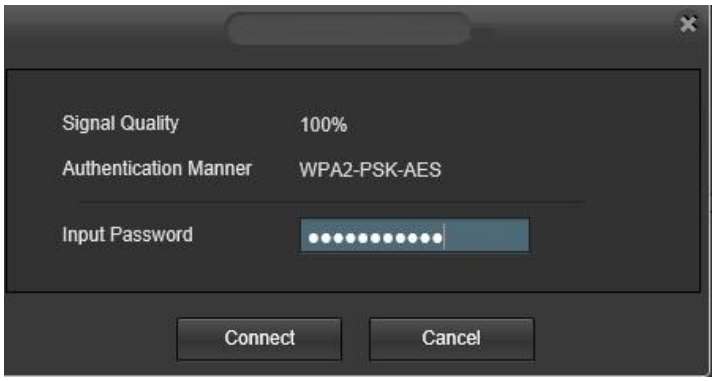
To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

WiFi

This camera connects to your network using SoftAP which means it connects to your WiFi network using a hotspot. To connect to a different WiFi network, please factory reset the camera and connect to the new network using the Amcrest View Pro app. This menu will show the current WiFi IP address, subnet mask, and default gateway of the camera. Below is an explanation of the fields on the WiFi tab of the WiFi menu:

Enable: This checkbox allows the user to enable WiFi functionality.
Add SSID: This button allows the user to manually enter in an SSID.
Search SSID: This button allows the user to search for more SSIDs.
Refresh: This button obtains the most recent WiFi network information.

To check the signal quality of the WiFi connection, select the SSID from the menu.



HTTPS

This menu allows the user to enable and create HTTPS certificates. To enable HTTPS, click **Create**. Enter your country in the Region field, enter the IP address for the camera in the IP or Domain field, enter your state into the Province field, enter your city in the Location field, if applicable, enter the Organization and Organization unit, then enter your email. Click **Create**.

Once this has been created, click **Install** and allow the certificate to be installed. To download the certificate, click **Download** and install the cert manually to your computer. Click on the **Enable HTTPS** option and click Save to complete the process.

PTZ

This menu allows the user to set PTZ presets, tours, scans, patterns, pan settings, and other PTZ related functions to the camera. Below is a screenshot of this menu:



Below is an explanation of the features listed in this menu:

Preset: Allows the user to add and delete preset options for PTZ functionality. To begin adding a preset to your camera, click the **Add** button. To refresh the screen click **Refresh**, to delete a preset, press **Delete** or to remove all the presets, click **Remove**.
PowerUp: Allows the user to set PTZ controls to be enabled on startup. Click the Enable option to enable this feature, then in the PowerUp field, select whether a preset or auto preset will be applied once the camera is powered up.
PTZ Restart: Allows the user to refresh and restart the PTZ function being performed. To restart the PTZ function, click the **PTZ Restart** button.
Reset Defaults: Allows the user to reset all PTZ functions set in the camera to default. Click the **Reset Default** button to reset any set PTZ functions.

In this field you will also notice an additional quick access to the PTZ control panel. The arrows on the PTZ control panel allow the user to move the camera's position in a specific direction. The button in the middle of the direction arrow allows the user to select an area in the live view to zoom in on. The speed dropdown box allows the user to control the speed at which the camera moves. The values range from 1 to 8, 8 being the fastest.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Event

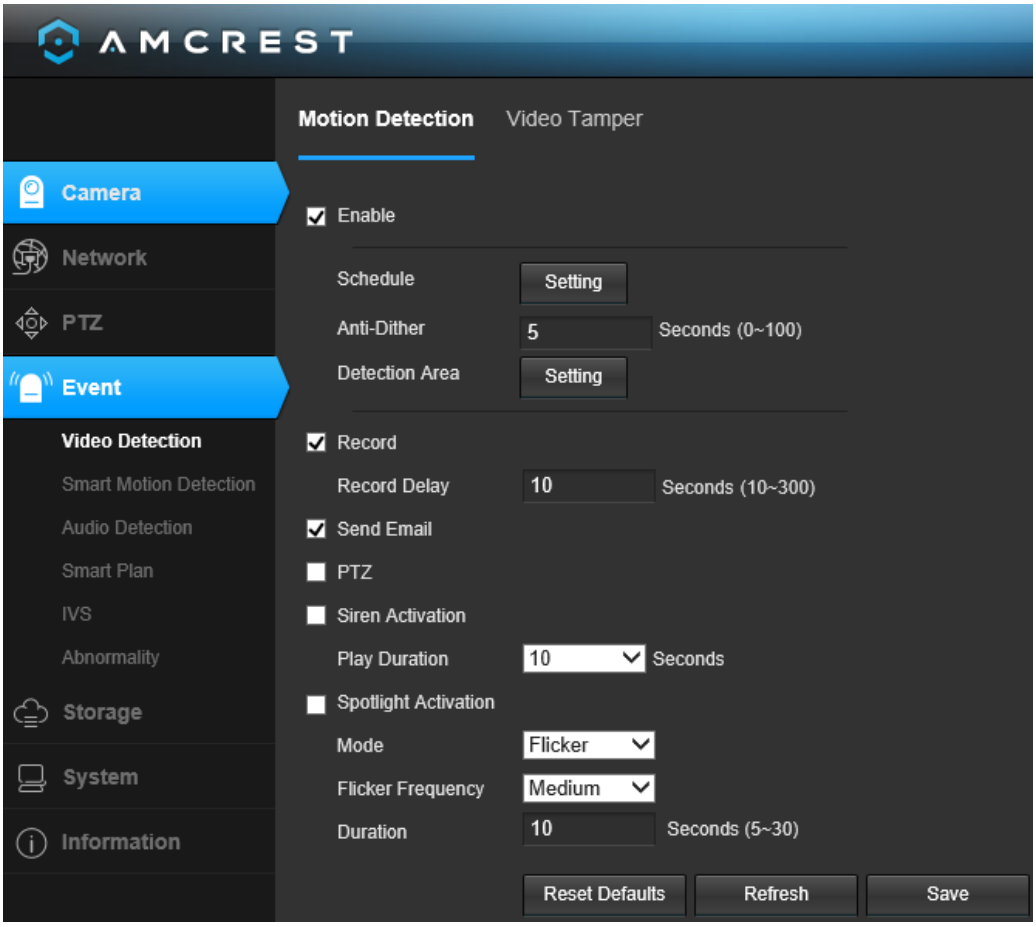
This menu section allows the user to change different settings for triggering events.

Video Detection

The video detection menu has two tabs: Motion Detect and Video Tamper.

Motion Detect

This tab allows the user to modify motion detection settings. Below is a screenshot of the Motion Detect tab:



Below is an explanation of the fields on the Motion Detect tab:

Enable: This checkbox enables motion detection for the camera.

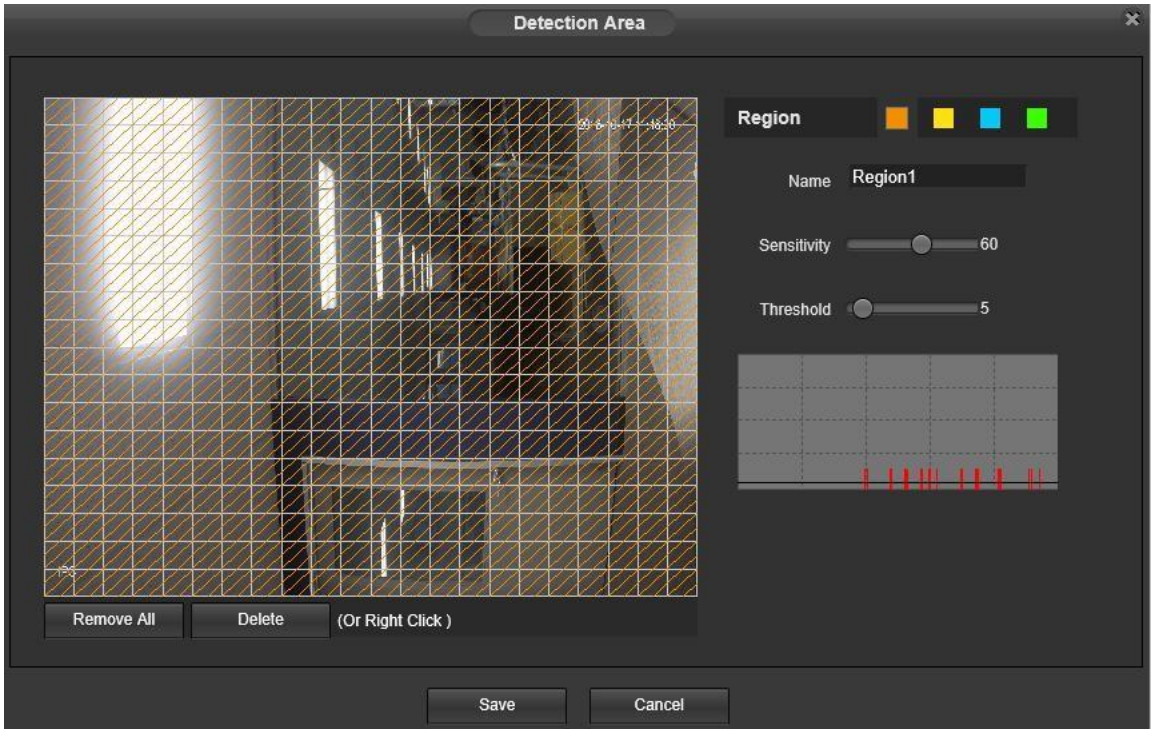
Schedule: Clicking this button opens a weekly schedule that can be used to set times.

Click and drag to set motion detection for certain days of the week. Also, periods of motion detection can be set for each day and enabled using the period settings on the bottom half of the screen. There are a total of 6 periods that can be set.

Anti-Dither: This field allows the user to set the anti-dither time. The values in this field can range from 5 to 600 seconds. This time value controls how long the alarm signal lasts. Based on motion detection, a buzzer can go off, a tour can begin a snapshot can be taken, or the camera can begin recording.

For example, if the anti-dither time is set to 10 seconds, each alarm may last 10 seconds if the local alarm is activated. During the process, if the system detects another local alarm signal at the fifth second, the buzzer, tour, snapshot, record channel functions will begin another 10 seconds while the screen prompt, alarm upload, email will not be activated again. After 10 seconds, if system detects another alarm signal, it can generate a new alarm since the anti-dither time has expired.

Detection Area: Clicking this button opens a pop-up screen that can be used to set detection areas.



When the setup button is clicked, a live stream of the video is shown. The user can then set up to 4 regions, each with their own region name, sensitivity (1-100), and threshold (1-100). Each region has a specific color, and the region selector tool is displayed when the mouse is moved to the top of the screen.

Sensitivity is the amount of change required to increase the motion detected by a percentage. The lower the sensitivity, the more movement is required to trigger an alarm.

Threshold is the level that the motion detection needs to reach to trigger an alarm. The lower the threshold, the more likely that motion will trigger an alarm.

To designate a zone, click and drag the mouse over the area desired. When a colored box is displayed over the live feed, that area is now enabled for motion detection.

After the motion detection zone is set, click the enter button to exit the motion detection screen.

Remember to click the save button on the motion detection settings screen, otherwise the motion detection zones will not go into effect. Clicking the cancel button to leave the motion detection zone and will not save the zone setup.

Record: This checkbox allows the user to enable the camera to record video when a motion detection alarm is triggered.

Record Delay: This field specifies in seconds how long the delay between alarm activation and recording should be.

Send Email: This checkbox allows the user to enable the camera to send an email when a motion detection alarm is triggered. A single snapshot of the event will be sent.
PTZ: This checkbox allows the user to enable PTZ events to be sent from the camera. This event can be sent via email alerts or via the web interface directly.
Siren Activation: This checkbox allows the camera to sound a siren once an event is detected.

Play Duration: Use this dropdown menu to select how long the siren will play for after activated.

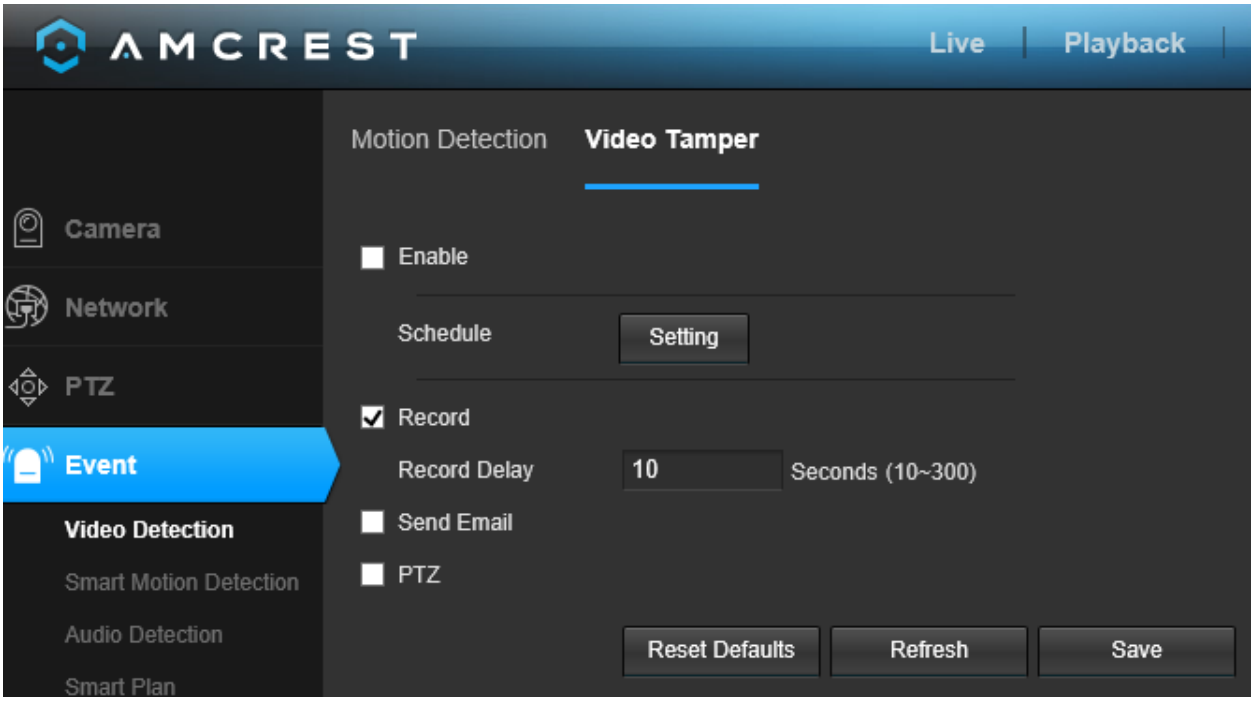
Spotlight Activation: This checkbox allows the camera to activate the onboard spotlights once an event is detected.

Mode: The flicker option indicates the spotlights will flicker on and off after an event is detected.
Flicker Frequency: Use this dropdown menu to select how frequent the spotlights will flicker.
Duration: Set how long the spotlights will flicker before it stops. The default is 10 seconds, however, can be adjusted from 5~30 seconds.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Video Tamper

This tab allows the user to modify video tamper settings. Below is a screenshot of the Video Tamper tab:



Below is an explanation of the fields on the Video Tamper tab:

Enable: This checkbox enables a video tamper alarm for the camera.
Schedule: Clicking this button opens a weekly schedule that can be used to set times.

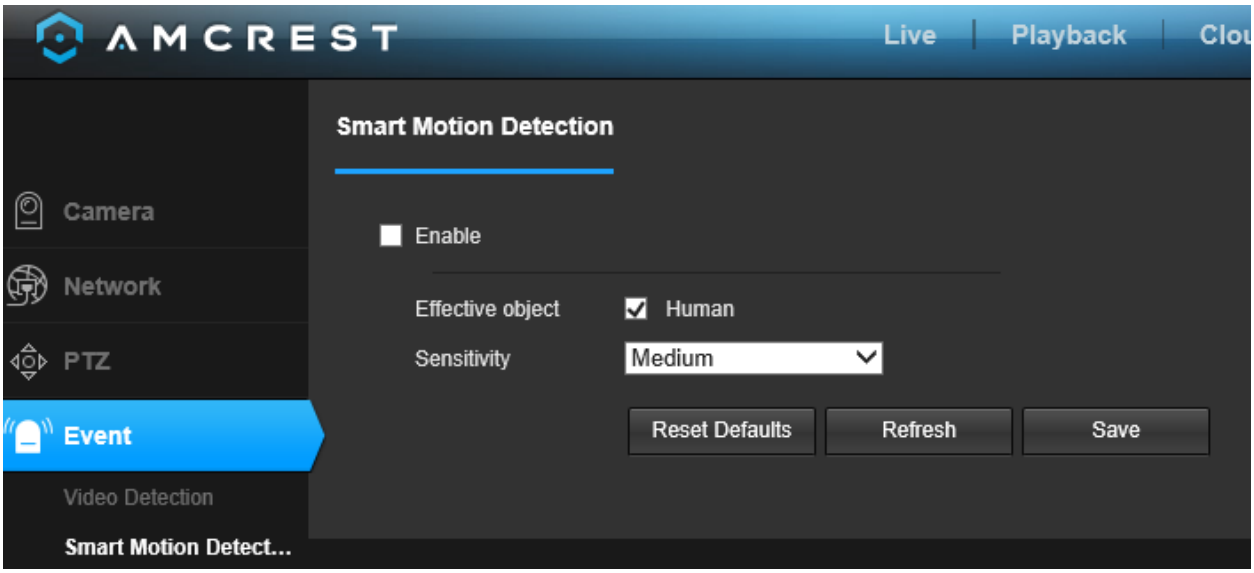
Click and drag to set video tampering for certain days of the week. Also, periods of video tampering can be set for each day and enabled using the period settings on the bottom half of the screen. There are a total of 6 periods that can be set.

Record: This checkbox allows the user to enable the camera to record video when a video tampering alarm is triggered.
Record Delay: This field specifies in seconds how long the delay between alarm activation and recording should be.
Send Email: This checkbox allows the user to enable the camera to send an email when a video tampering alarm is triggered.
PTZ: This checkbox allows the user to enable PTZ events to be sent from the camera. This event can be sent via email alerts or via the web interface directly.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Smart Motion Detection

Smart Motion Detection (SMD) uses an advanced algorithm to detect and send alerts only when a human is detected by the camera. Below is a screenshot of the **Smart Motion Detection** menu:



Below is an explanation of the fields in this menu:

Enable: Click this checkbox to enable smart motion detection.
Effective object: Click this option to enable Human Detection.
Sensitivity: Use this dropdown menu to select a sensitivity setting for smart motion detection. The sensitivity can be set as low, medium, or high.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Audio Detection

This menu allows the user to modify audio detection settings. Below is an explanation of the fields on the Audio Detection tab:

Input Abnormal: Click this checkbox to enable audio detection.
Enable Intensity Change: Click this checkbox to enable the sensitivity and threshold sliders.
Sensitivity: The higher the sensitivity, the more likely that audio will trigger an alarm.
Threshold: The lower the threshold, the more likely that audio will trigger an alarm.
Schedule: Clicking this button opens a weekly schedule that can be used to set times.
Click and drag to set audio tampering for certain days of the week. Also, periods of audio detection can be set for each day and enabled using the period settings on the bottom half of the screen. There are a total of 6 periods that can be set. 93.
Anti-Dither: This field allows the user to set the anti-dither time. The values in this field can range from 5 to 600 seconds. This time value controls how long the alarm signal lasts. Based on audio detection, a buzzer can go off, a tour can begin, PTZ can be activated, a snapshot can be taken, or the camera can begin recording.
For example, if the anti-dither time is set to 10 seconds, each alarm may last 10 seconds if the local alarm is activated. During the process, if the system detects another local alarm signal at the fifth second, the buzzer, tour, PTZ activation, snapshot, record channel functions will begin another 10 seconds while the screen prompt, alarm upload, email will not be activated again. After 10 seconds, if system detects another alarm signal, it can generate a new alarm since the anti-dither time has expired.
Record: This checkbox allows the user to enable the camera to record video when an audio detection alarm is triggered.
Record Delay: his field specifies in seconds how long the delay between alarm activation and recording should be.
Send Email: This checkbox allows the user to enable the camera to send an email when an audio detection alarm is triggered.
PTZ: This checkbox allows the user to enable PTZ events to be sent from the camera. This event can be sent via email alerts or via the web interface directly.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Smart Plan

A smart plan acts as a “master switch” for the IVS features associated with your camera. A smart plan must be enabled for the IVS features to work. Click the IVS function tile and click Save to save and enable the smart plan.

IVS

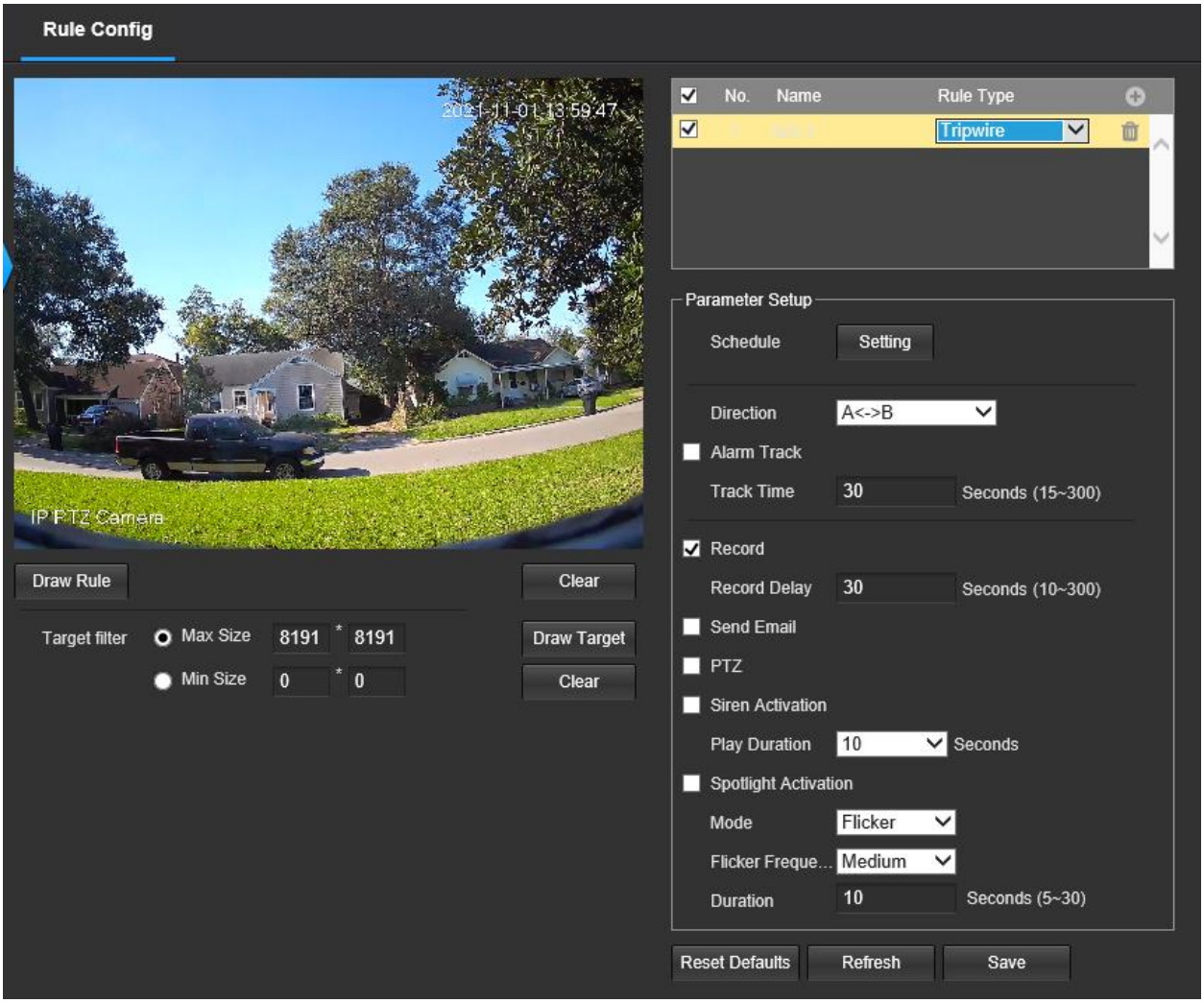
IVS stands for stands for intelligent video system analytics and provides additional perimeter protection. The camera has two IVS features, tripwire and intrusion. For more information on how to set IVS rules, please refer to the information provided below.

Setting an IVS Rule

All IVS rules can only be set and/or modified using the web user interface. They cannot be set using the Amcrest View Pro app or any other platforms associated with your device. For more information on setting IVS rule, refer to the information below.
1. Ensure a Smart Plan has been activated in the Smart Plan menu for IVS.
2. Access the IVS menu and click on the Add ( ) icon to begin customizing IVS rules.
3. Use the dropdown menu in the Rule Type column to select which IVS rule you want to use.

Tripwire

Tripwire allows the camera to trigger an event if an object, such as a human or vehicle, crosses the set tripwire line. Below is a screenshot of the Tripwire menu:



Below is a description of the features in this menu:

No.: Provides the order in which the IVS rules will be displayed in the menu.
Name: Allows the user to customize a name for their rule. Double click the name in the Rule column to modify.
Rule Type: This dropdown menu allows the user to select an IVS rule type (Tripwire or Intrusion).
Schedule: Allows the user to set a schedule in which the IVS rule will be triggered.
Direction: This dropdown menu allows the user to set which direction the object will be going for the tripwire to be triggered. It can be set left, right, or in both directions (A<->B).
Alarm Track: This checkbox allows the user to set the camera to automatically track the object once it is detected.
Track Time: The duration in which the camera will automatically track the object. The default is 30 seconds however it can be adjusted from 15~300 seconds.
Record: This checkbox allows the user to enable the camera to record video when an IVS event is triggered.
Record Delay: This field specifies, in seconds, how long the delay between IVS events should be. The default is 30 seconds however this can be modified between 15~300 seconds.
Send Email: This checkbox allows the user to enable the camera to send an email when an IVS event is triggered.

PTZ: This checkbox allows the user to enable PTZ events to be sent from the camera. This event can be sent via email alerts or via the web interface directly.
Siren Activation: This checkbox allows the camera to sound a siren once an event is detected.

Play Duration: Use this dropdown menu to select how long the siren will play for after activated.

Spotlight Activation: This checkbox allows the camera to activate the onboard spotlights once an event is detected.

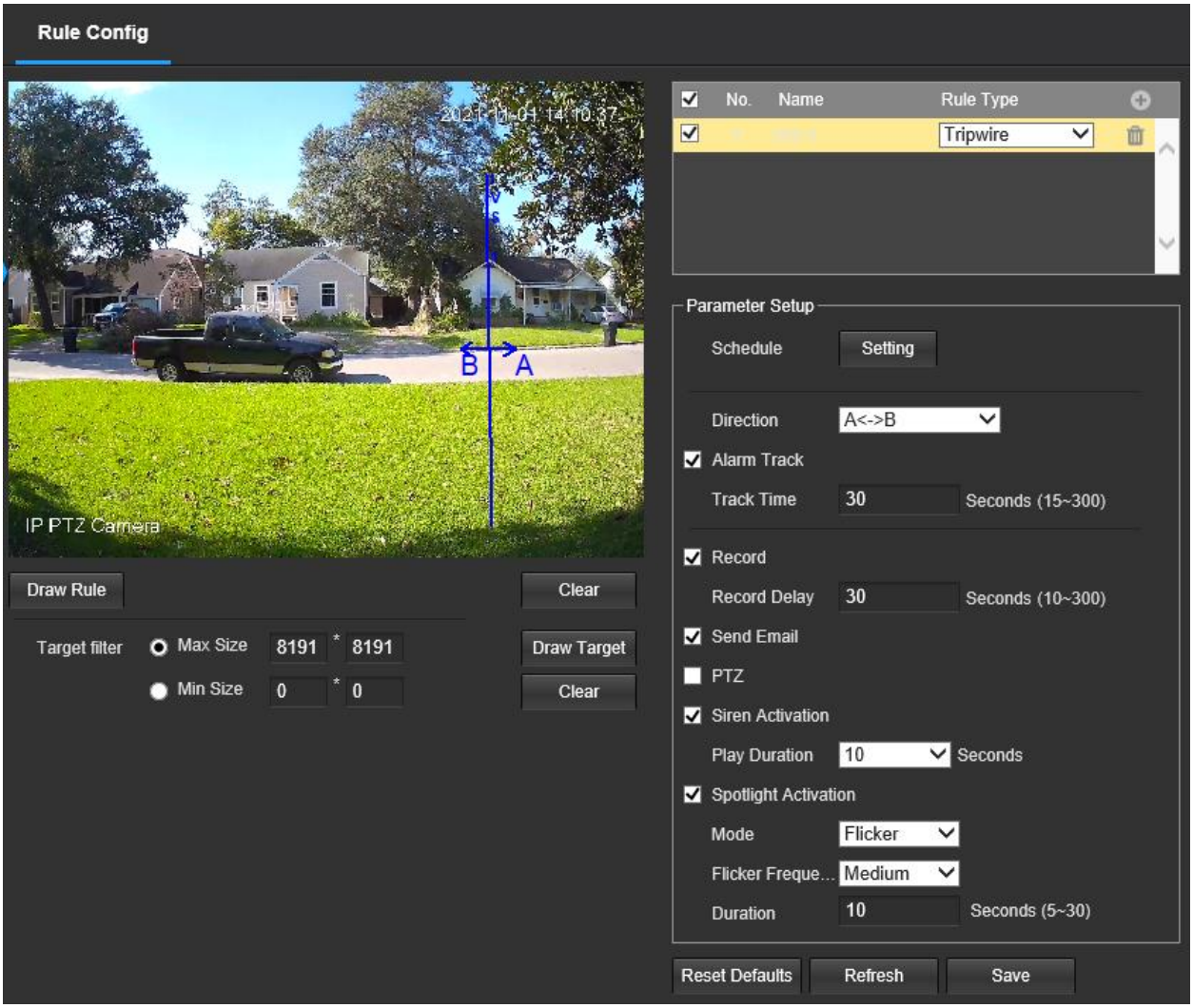
Mode: The flicker option indicates the spotlights will flicker on and off after an event is detected.
Flicker Frequency: Use this dropdown menu to select how frequent the spotlights will flicker.
Duration: Set how long the spotlights will flicker before it stops. The default is 10 seconds, however, can be adjusted from 5~30 seconds.

Draw Rule: This option allows the user to use their mouse to customize (draw) a rule/area on the screen. This will be the area or line in which an IVS rule will be triggered.
Clear: This option is used to clear the drawn rule set on the live monitor screen.
Target filter: Sets a maximum and minimum size in which an event will be triggered.
Clear: Clears the modified target area to draw the target area on the live monitoring screen.
Draw Target: Allows the user to set a target area on the live monitor screen. **An IVS event will not occur outside the target line.**
Clear: Clears the modified target area to draw the target area on the live monitoring screen.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Setting a Tripwire

1. Click the "+" icon and select Tripwire from the **Rule Type** drop down menu. Set a name for the rule by double clicking the mouse over the **Name** of the rule.
2. In the **Direction** menu, choose which direction the object will be going for the tripwire to be triggered.
3. If you would like the camera to track the object after it is detected, enable the **Alarm Track** option. The default tracking time will be 30 seconds, however, can be set between 15 to 300 seconds.
4. Enable the **Record** checkbox to record the event.
5. Check the **Send Email** checkbox if you would like a snapshot of the event emailed to you. A valid Email address must be established in the camera prior to enabling this setting.
6. If you would like the siren to sound once an event is detected, enable the **Siren Activation** option. Same applies to the spotlight, if you would like the spotlight to be activated once an event is detected enable the **Spotlight Activation** option.
7. Click the **Draw Rule** option and use your mouse to draw the rule on the live monitoring screen. Once the rule has been drawn click the monitoring screen to finish setting the rule. The drawn line will turn blue/green when set depending on the browser you are using.

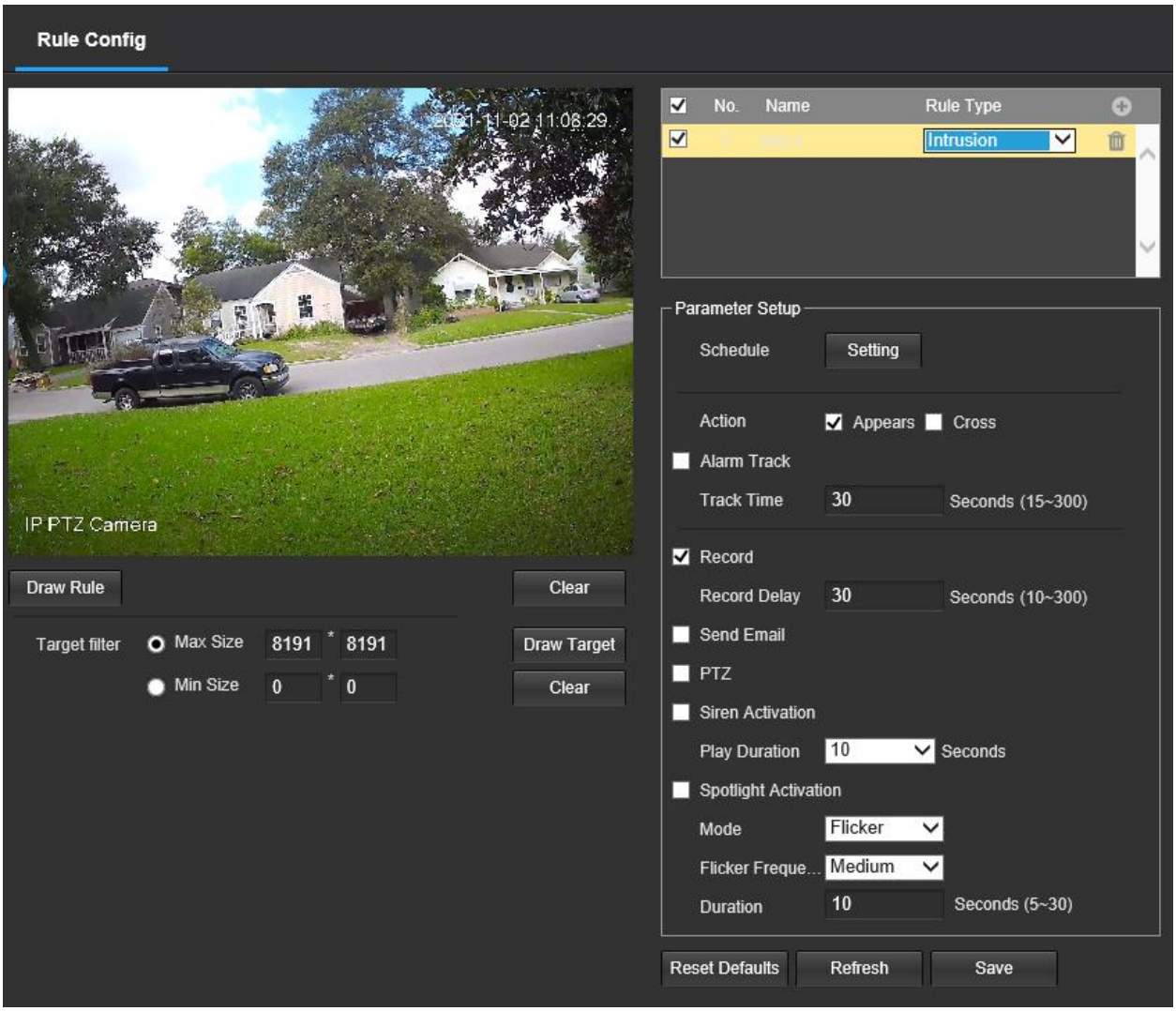


Note: Target filtering can be used to refine the set rule however for optimal experience it is highly recommended to leave these settings as default

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Intrusion

Intrusion allows the camera to trigger an event if an object, such as a human or vehicle, appears or crosses a set intrusion area set by the user. Below is a screenshot of the Intrusion menu:



Below is a description of the features in this menu:

No.: Provides the order in which the IVS rules will be displayed in the menu.
Name: Allows the user to customize a name for their rule. Double click the name in the Rule column to modify.
Rule Type: This dropdown menu allows the user to select an IVS rule type (Tripwire or Intrusion).
Schedule: Allows the user to set a schedule in which the IVS rule will be triggered.
Action: These checkboxes allow the user to choose a parameter filter that will activate a trigger if an object were to cross or appear in the set intrusion area.

Cross: The rule will trigger when a target enters or exits the area.

Appears: The rule will trigger when a target appears inside the area.

Alarm Track: This checkbox allows the user to set the camera to automatically track the object once it is detected.

Track Time: The duration in which the camera will automatically track the object. The default is 30 seconds however it can be adjusted from 15~300 seconds.

Send Email: This checkbox allows the user to enable the camera to send an email when an IVS event is triggered.
PTZ: This checkbox allows the user to enable PTZ events to be sent from the camera. This event can be sent via email alerts or via the web interface directly.
Siren Activation: This checkbox allows the camera to sound a siren once an event is detected.

Play Duration: Use this dropdown menu to select how long the siren will play for after activated.

Spotlight Activation: This checkbox allows the camera to activate the onboard spotlights once an event is detected.

Mode: The flicker option indicates the spotlights will flicker on and off after an event is detected.

Flicker Frequency: Use this dropdown menu to select how frequent the spotlights will flicker.

Duration: Set how long the spotlights will flicker before it stops. The default is 10 seconds, however, can be adjusted from 5~30 seconds.

Draw Rule: This option allows the user to use their mouse to customize (draw) a rule/area on the screen. This will be the area or line in which an IVS rule will be triggered.

Clear: This option is used to clear the drawn rule set on the live monitor screen.

Target filter: Sets a maximum and minimum pixel size in which an event will be triggered.

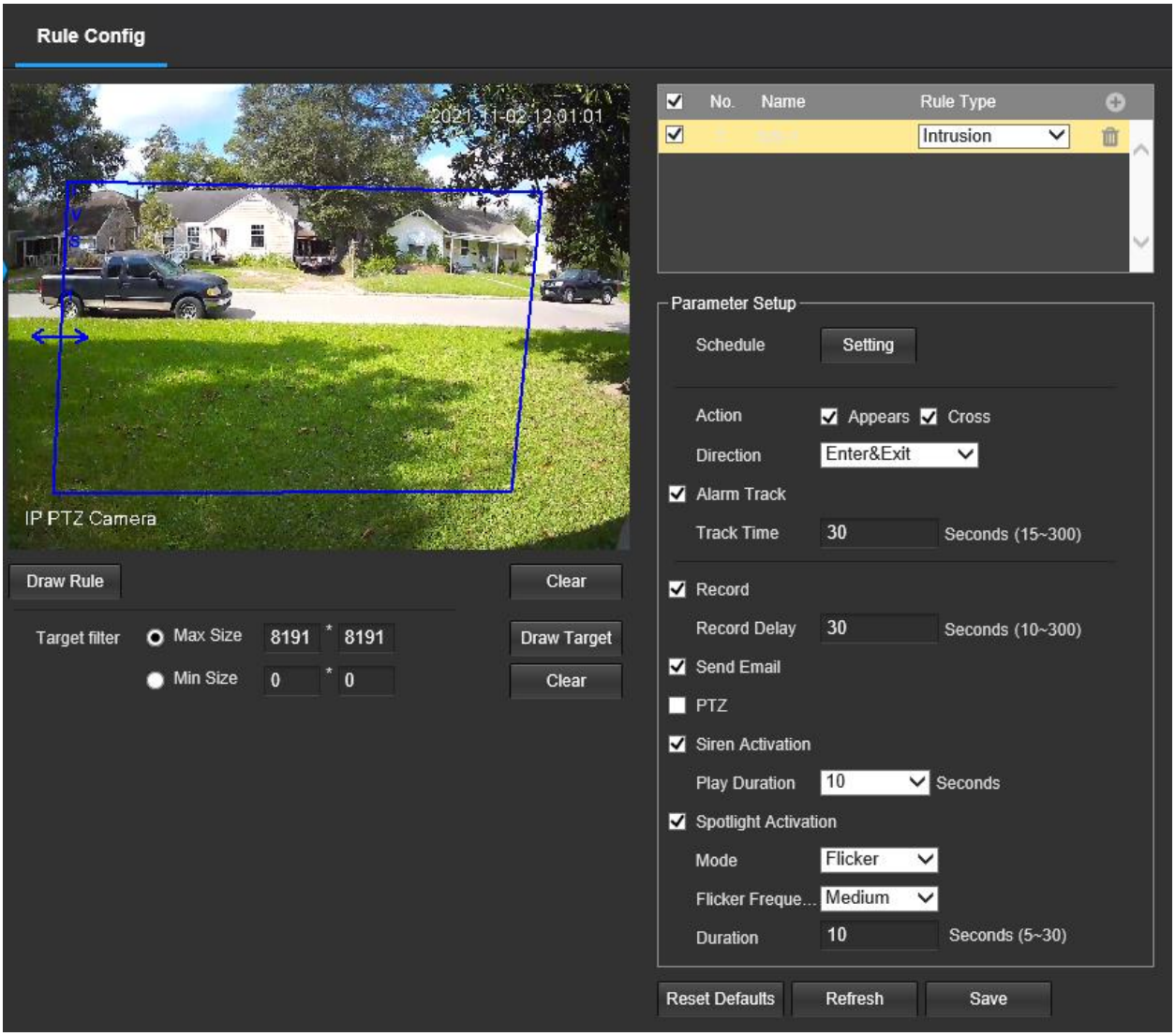
Draw Target: Allows the user to set a target area on the live monitor screen. **An IVS event will not occur outside the target box.**

Clear: Clears the modified target area to draw the target area on the live monitoring screen

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Setting an Intrusion Area

1. Click on the "+" icon and select **Intrusion** from the **Rule Type** drop down menu. Set a name for the rule by double clicking the mouse over the **Name** of the rule.
2. In the **Action** menu, select whether the rule will be triggered when the object appears or crosses the detection area. If setting the Cross option, click on the Direction dropdown menu and select whether the rule will be triggered when the object enters, exits, or enters & exits the detection area.
3. If you would like the camera to track the object after it is detected, enable the **Alarm Track** option. The default tracking time will be 30 seconds, however, can be set between 15 to 300 seconds.
4. Enable the **Record** checkbox to record the event.
5. Check the **Send Email** checkbox if you would like a snapshot of the event emailed to you. A valid Email address must be established in the camera prior to enabling this setting.
6. If you would like the siren to sound once an event is detected, enable the **Siren Activation** option. Same applies to the spotlight, if you would like the spotlight to be activated once an event is detected enable the **Spotlight Activation** option.
7. Click the **Draw Rule** option and use your mouse to draw the rule on the live monitoring screen. Once the rule has been drawn click the monitoring screen to finish setting the rule. The drawn line will turn blue/green when set depending on the browser you are using.



Note: Target filtering can be used to refine the set rule however for optimal experience it is highly recommended to leave these settings as default

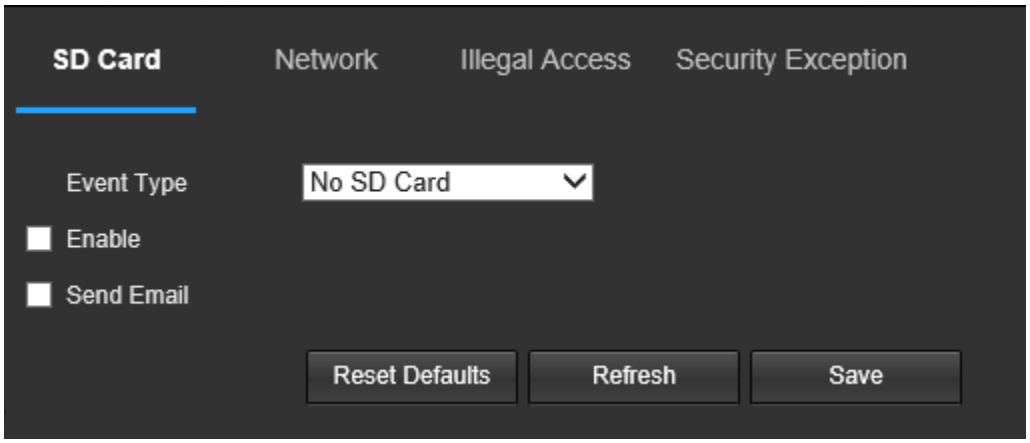
To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Abnormality

This menu allows the user to adjust abnormality event settings. This menu has 3 tabs: SD Card, Network, and Illegal Access.

SD Card

This tab allows the user to set the camera's response to an SD card related abnormality. Below is a screenshot of the SD card tab screen:



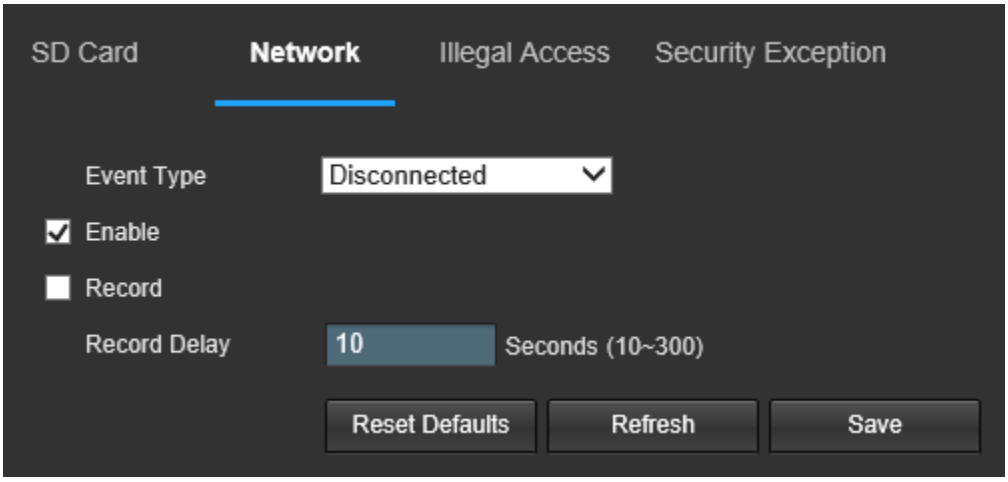
Below is an explanation of the fields on the SD Card settings tab:

Event Type: This dropdown box allows the user to select which SD card abnormality to set event triggers for. The 3 options are No SD Card, SD Card Error, and Capacity Warning.
Enable: This checkbox enables the SD Card abnormality trigger for the camera.
Send Email: Receive an email notification when the abnormality is triggered. A valid email address must be established in the camera for this option to work.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Network

This tab allows the user to set the camera's response to a Network related abnormality. Below is a screenshot of the Network tab screen:



Below is an explanation of the fields on the Network settings tab:

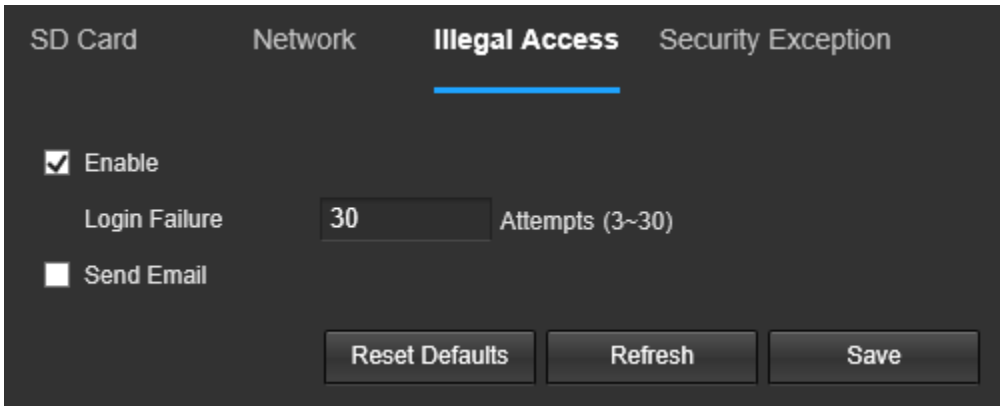
Event Type: This dropdown box allows the user to select which Network abnormality to set event triggers for. The 2 options are Disconnection and IP Conflict.
Enable: This checkbox enables the Network abnormality trigger for the camera.

Record: Enable this option for the event to be recorded to a microSD card.
Record Delay: This field specifies, in seconds, how long the delay between events should be. The default is 30 seconds however this can be modified between 15~300 seconds.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Illegal Access

This tab allows the user to set the camera's response to an Illegal Access related abnormality. Below is a screenshot of the Illegal Access tab screen:



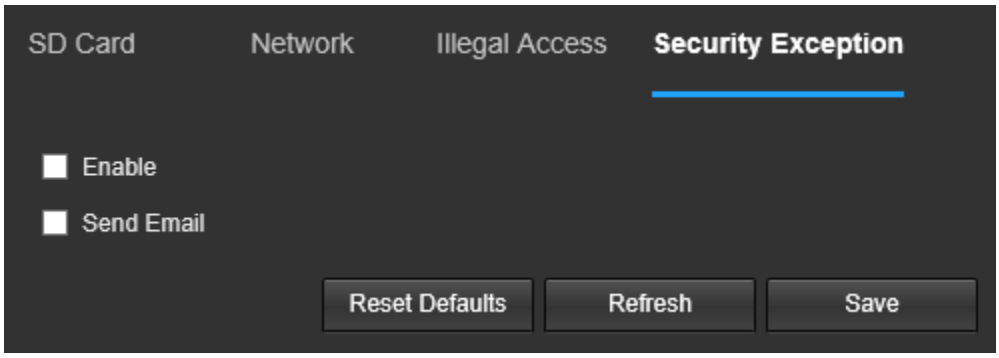
Below is an explanation of the fields on the Illegal Access settings tab:

Enable: This checkbox enables the Illegal Access abnormality trigger for the camera.
Login Failure: This field allows the user to specify how many failed login attempts must be attempted to trigger an Illegal Access abnormality event.
Send Email: Receive an email notification when the abnormality is triggered. A valid email address must be established in the camera for this option to work.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Security Exception

This tab allows the user to set the camera to produce an abnormality alert if a brute force attack of the Web path is detected, a brute force attack of session ID is attempted, a session connection over-limit, or an abnormal program is activated in the trusted environment, etc.



Enable: Enable the security exception abnormality option.
Send Email: Receive an email notification when the abnormality is triggered. A valid email address must be established in the camera for this option to work.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Storage

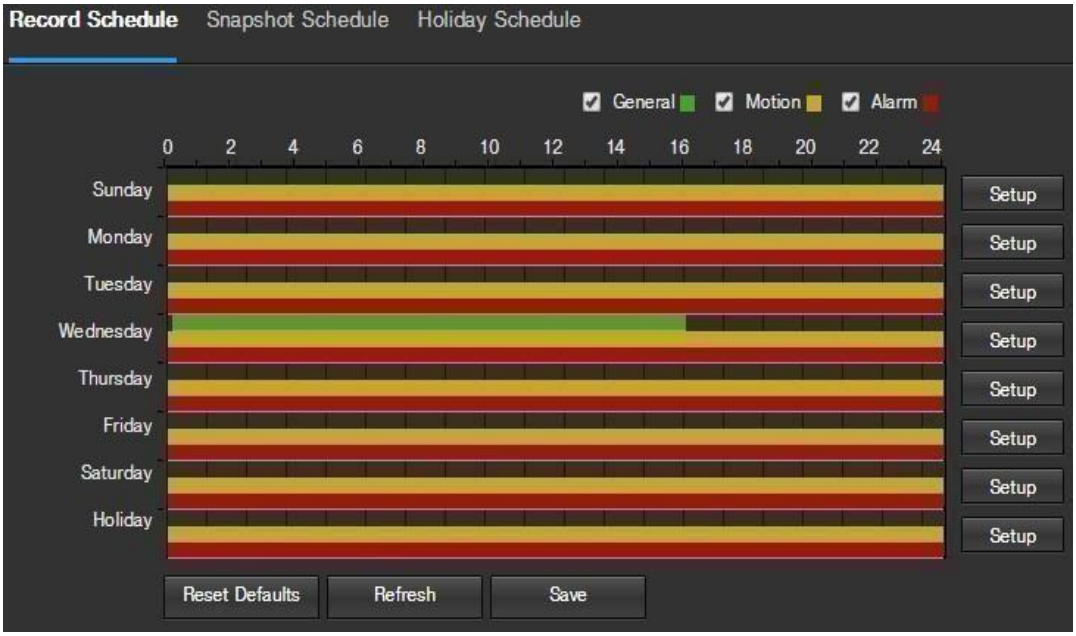
This menu section allows the user to change storage settings for the camera.

Schedule

The schedule menu manages the recording schedule for the camera. This menu has 3 tabs: Record Schedule, Snapshot Schedule, and Holiday Schedule.

Record Schedule

This tab is where video recording settings are configured. Below is a screenshot of the Record Schedule settings screen:



Below is an explanation of the fields on the Record Schedule settings tab:

Record Type: These checkboxes allow the user to select which recording type they want to configure on the schedule. There are 3 types of recordings:

General: General recording means that the camera captures all footage for the specified time period. General recording is represented by the color green.

Motion: Motion Detection recording means that the camera captures only footage when the motion detection alarm is activated. Motion recording is represented by the color yellow.

Alarm: Alarm recording means that the camera captures only footage when an alarm is activated. Alarm recording is represented by the color red.

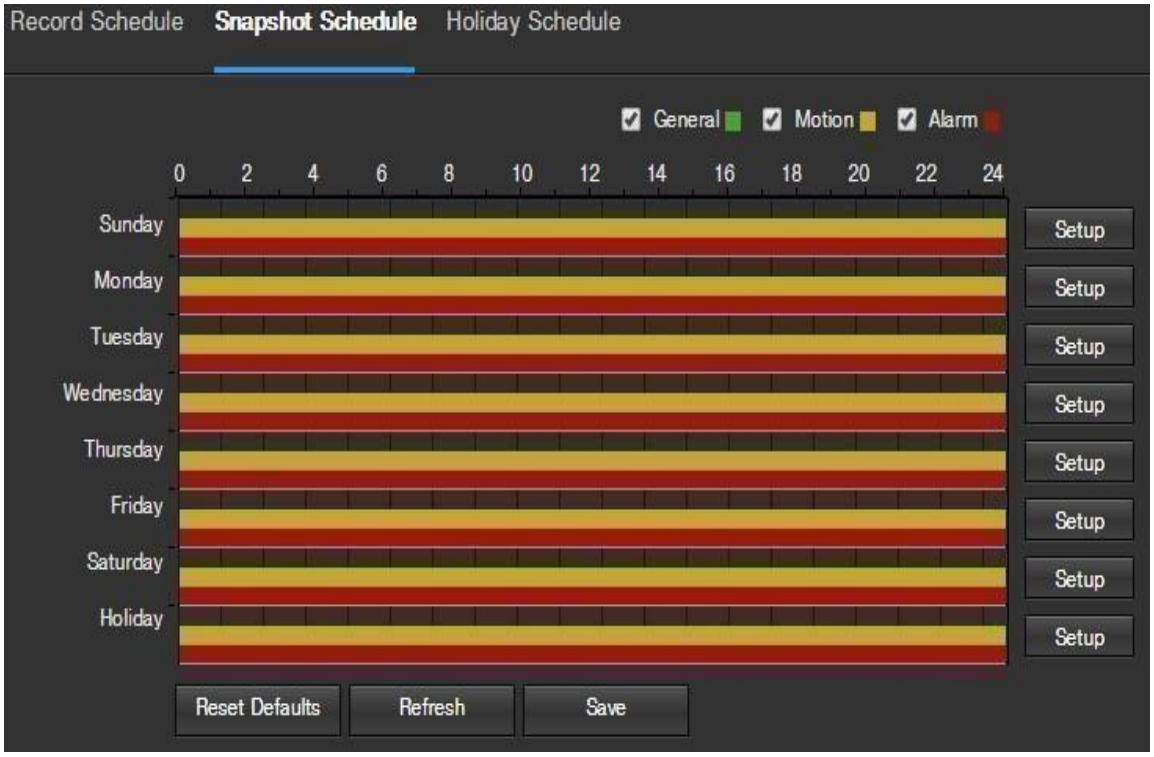
Video Recording Schedule: To specify a video recording range, first select the type of recording desired, then click and drag on time bar for the desired date. To edit multiple days at once, drag the cursor further up or down to cover the other days.

Setup: Clicking this button opens a screen that allows for recording periods to be set for each day and for each recording type. There are a total of 6 periods that can be set.

To reset to default settings, click the Reset Defaults button. To refresh the page, click the Refresh button. To save the settings, click the Save button.

Snapshot Schedule

This tab is where snapshot recording settings are configured. Below is a screenshot of the Snapshot Schedule settings screen:



Below is an explanation of the fields on the Snapshot Schedule settings tab:

Record Type: These checkboxes allow the user to select which snapshot type they want to configure on the schedule. There are 3 types of snapshots:

General: General means that the camera will take snapshots during the specified time period. General recording is represented by the color green.

Motion: Motion Detection means that the camera only takes snapshots when the motion detection alarm is activated. Motion recording is represented by the color yellow.

Alarm: Alarm means that the camera only takes snapshots when an alarm is activated. Alarm recording is represented by the color red.

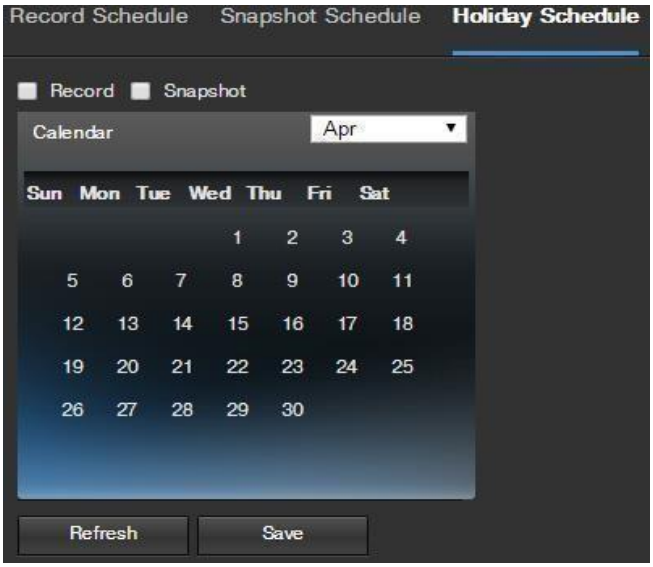
Snapshot Recording Schedule: To specify a snapshot range, first select the type of snapshot desired, then click and drag on time bar for the desired date. To edit multiple days at once, drag the cursor further up or down to cover the other days.

Setup: Clicking this button opens a screen that allows for snapshot periods to be set for each day and for each snapshot type. There are a total of 6 periods that can be set.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Holiday Schedule

This tab is where holiday settings are configured. Below is a screenshot of the Holiday Schedule settings screen:



Below is an explanation of the fields on the Holiday Schedule settings tab:

Record Type: These checkboxes allow the user to select which recording type they want to configure on the schedule. There are 2 types of recordings:

Record: This checkbox is referring to video recording.

Snapshot: This checkbox is referring to snapshot recording.

Calendar: This calendar allows the user to select days to designate as holidays. Once a day is designated, it can be customized to stop recording or snapshots for that day by using the Record and Snapshot checkboxes.

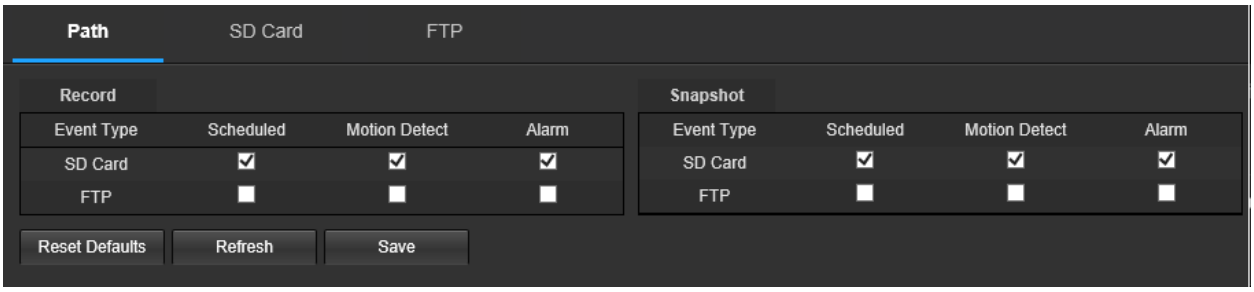
To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Destination

This menu controls where recorded media is stored. There are 4 tabs in this menu: Path, SD Card, FTP, and NAS.

Path

This tab is where the user can designate a path for recorded video and snapshots to reside in. Please note, this camera does not support the ability to connect to a NAS. Below is a screenshot of the Path tab:



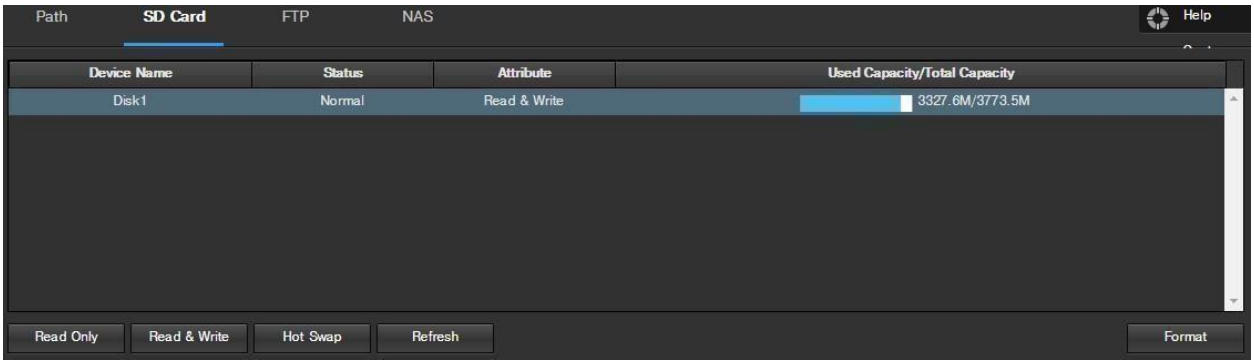
Below is an explanation of the fields on the Path settings tab:

Event Type: This column designates storage options available to the camera. The options are SD Card, and FTP.
Record: These columns designate which recording type should be recorded to which event type. Check the box at the intersection of the record type and event type to designate where that recording should be sent to.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

SD Card

This tab is where the user can change SD card settings. Below is a screenshot of the SD Card tab:



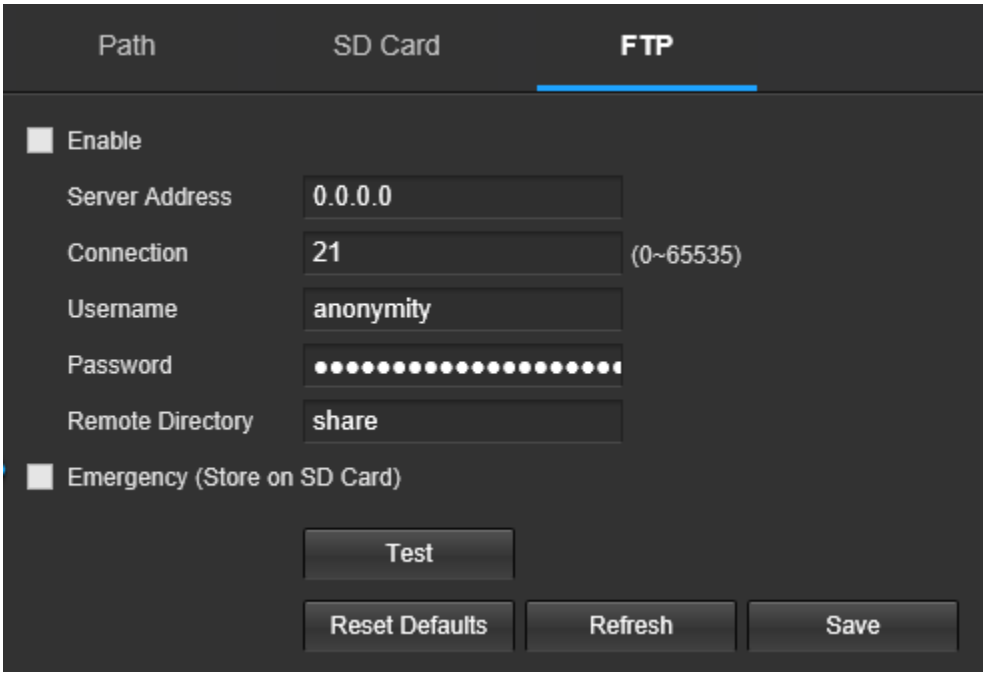
Below is an explanation of the fields on the SD Card settings tab:

- **Device Name**: This column designates the name of the SD card that is currently in the camera.
- **Status**: This column designates the status of the SD card.
- **Attribute**: This column designates the read/write attributes for the SD card. By default, this is Read & Write.
- **Used Capacity/Total Capacity**: This column shows the available memory on the SC card.
  Read Only: This button allows the user to designate an SD card as read only.
- **Hot Swap:** This button allows the user to physically remove the SD card and replace it with another safely.

- **Refresh:** This button refreshes the SD card table.
- **Format:** This button formats the SD card.

FTP

This tab is where the user can change FTP settings. Below is a screenshot of the FTP tab:



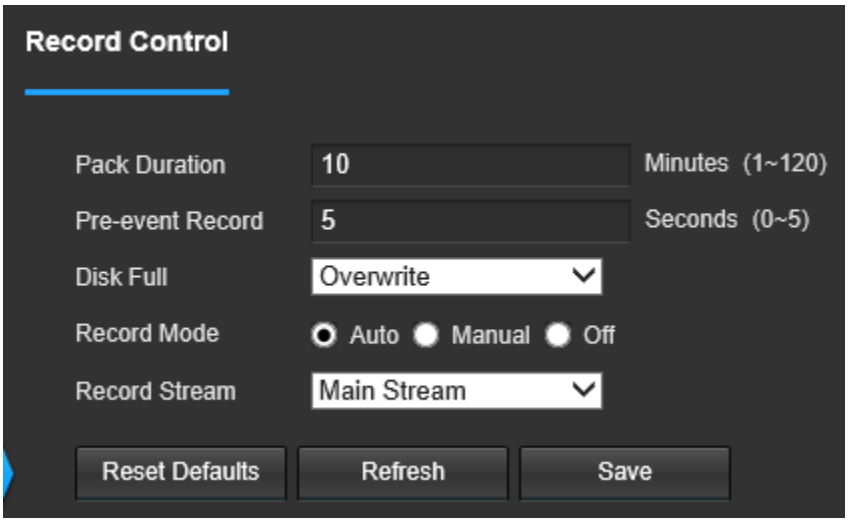
Below is an explanation of the fields on the FTP settings tab:

Enable: This checkbox allows the user to enable FTP uploading for the camera's recorded media.
Server Address: This field allows the user to designate a DDNS address for the FTP server.
Port: This field allows the user to designate the port number for the FTP server.
User Name: This field allows the user to input the username used to login to the FTP server.
Password: This field allows the user to input the password used to login to the FTP server.
Remote Directory: This field allows the user to specify a remote directory on the FTP to send the recorded media to.
Emergency (Store on SD Card): This checkbox allows the camera to store recorded media on the SD card in case the FTP server is unavailable.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Record Control

This menu is where general recording settings are configured. Below is a screenshot of the record control menu:



Below is an explanation of the fields on the Record Control settings tab:

Pack Duration: This field allows the user to set how many minutes each file is comprised of.
Pre-event Record: This field allows the user to specify how many seconds before an event should be recorded.
Disk Full: This dropdown box allows the user to designate what the camera should do when the disk is full. There are 2 options: Overwrite or Stop.
Record Mode: This set of radio buttons allows the user to designate the recording mode. The options are Auto, Manual, and Off.
Record Stream: This dropdown box allows the user to specify which stream to record. The options are main stream and sub stream.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

System

This menu section allows the user to change general settings for the camera.

General

This menu controls where general settings are configured. There are 2 tabs in this menu: General and Date & Time.

General

This tab is where the user can configure some basic camera settings. Below is an explanation of the fields on the General settings tab:

Device Name: This field allows the user to change the device's name.
Language: This dropdown box allows the user to change the language used in the camera.
Video Standard: This dropdown box allows the user to select either the NTSC or PAL video standard.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Date & Time

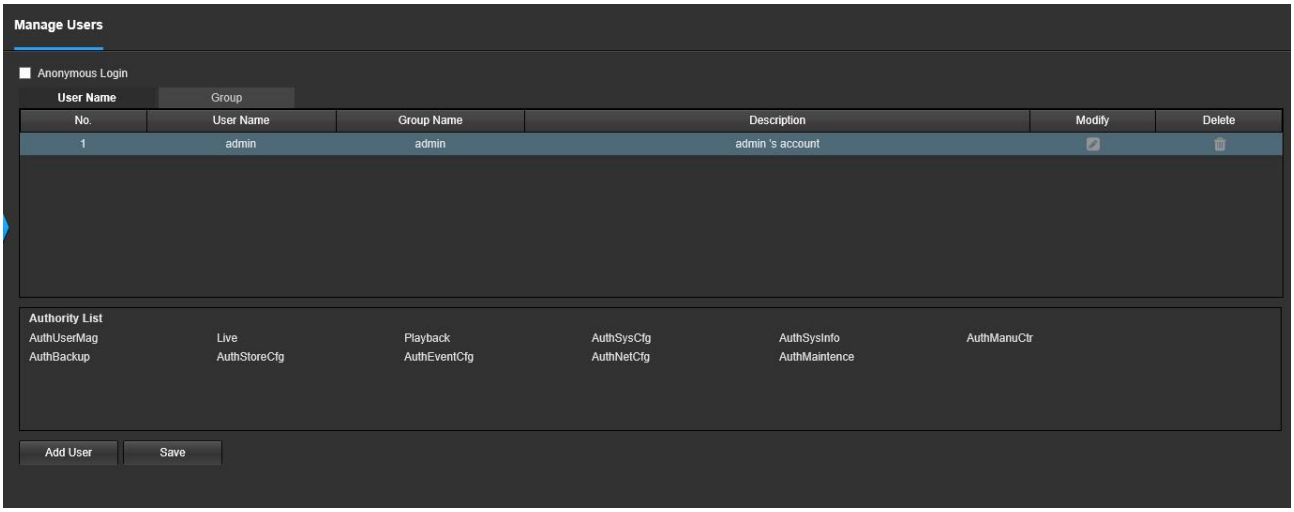
This tab is where the user can configure the date and time settings for the camera. Below is an explanation of the fields on the Date & Time settings tab:

Date Format: This dropdown box allows the user to change the date format used in the camera.
Time Format: This dropdown box allows the user to change the time format used in the camera.
Time Zone: This dropdown box allows the user to change the time zone used in the camera.
Current Time: This field allows the user to enter in the date and time manually. Clicking the PC Sync button allows the camera to sync with a Network Time Protocol (NTP) server.
Enable DST: This checkbox allows the user to enable daylight savings time for the camera.
DST Type: This radio button allows the user to select whether DST is based on the week, or a specific day.
Start Time: This dropdown box and field allow the user to enter in the start time for DST.
End Time: This dropdown box and field allow the user to enter in the end time for DST.
Synchronize with NTP: This checkbox allows the user to enable the camera's synchronization with an NTP server.
NTP Server: This field allows the user to enter in an NTP server.
Port: This field allows the user to enter in the port number for the NTP server.
Update Period: This field allows the user to enter in the update period time. This number designates how frequently the camera pings the NTP server to ensure it has the correct time. The range is from 0-30 minutes.

To reset to default settings, click the **Reset Defaults** button. To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Manage Users

This menu allows the user to change the user accounts on the camera. By default, the camera only has the admin account which has all rights/authorities. Additional accounts can be created on this screen. Below is a screenshot of the account screen:



Below is an explanation of the fields on the Account screen:

Anonymous Login: This checkbox allows the user to enable the anonymous login feature. This allows all user account names to remain hidden on this screen.

User Name: This tab shows the usernames available on the camera.
Group: This tab shows the user groups available on the camera.
No.: This column shows the user's number on the user list.
User Name: This column shows the usernames of the different accounts on the camera.
Group Name: This column shows the group of the different accounts on the camera.
Description: This column shows a description of the account.
Modify: This column allows the user to modify the user account.
Delete: This column allows the user to delete a user account. Note: The admin account cannot be deleted.
Authority List: This box shows which user rights/authorities are assigned to an account.
Add User: This button allows the user to add a new user to the camera.

Safety

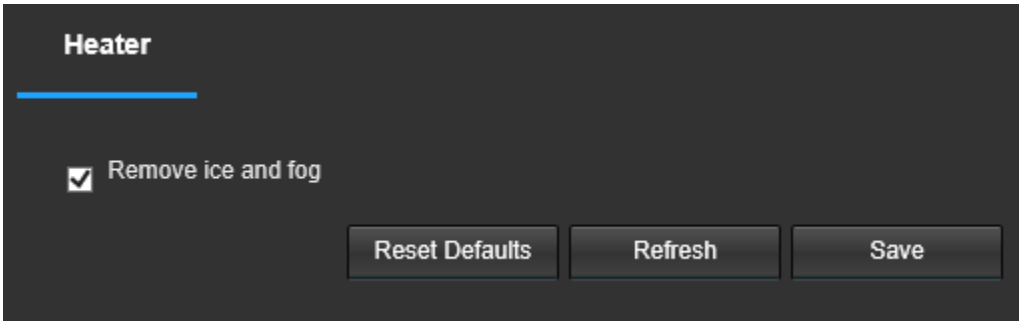
This menu allows the user to set basic RTSP and SSH authentications for the camera. Below is a screenshot of this menu:



Below is an explanation of the settings in the RTSP Authentication field:
SSH: This checkbox allows the user to enable secure shell authentication protocols from the camera.
IP Filter: Allows the user to add IP/MAC addresses that can be whitelisted in the camera.

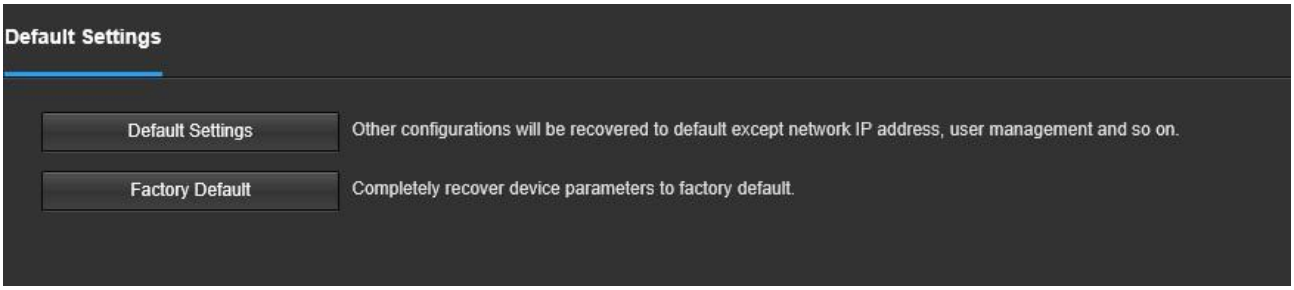
Peripheral

This menu allows the user to remove ice or fog from the lens using the camera's onboard heater. To activate this option, enable the **Remove ice and fog** option and click **Save**.



Default Settings

This screen allows the user to reset the camera and all its settings to the factory settings. Below is a screenshot of the Default screen:

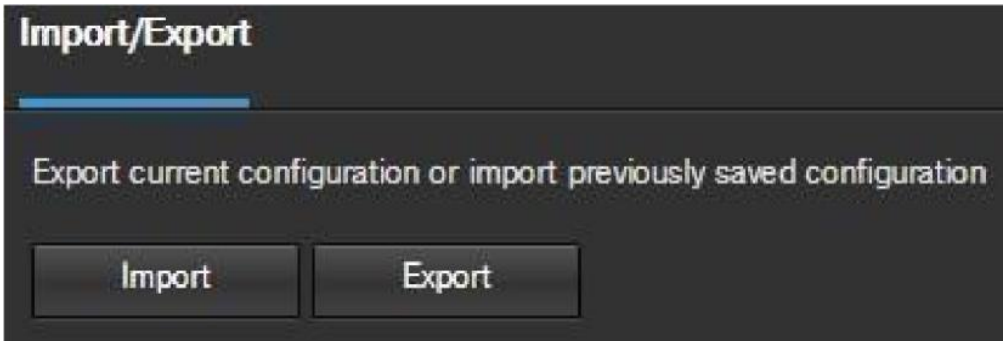


Below is an explanation of the items listed in this field:

Default Settings: Only the IP address, user management, and other settings can be recovered after reset.
Factory Default: Completely resets the camera to factory default settings. No settings can be recovered after the camera has been returned to its factory default settings.

Import/Export

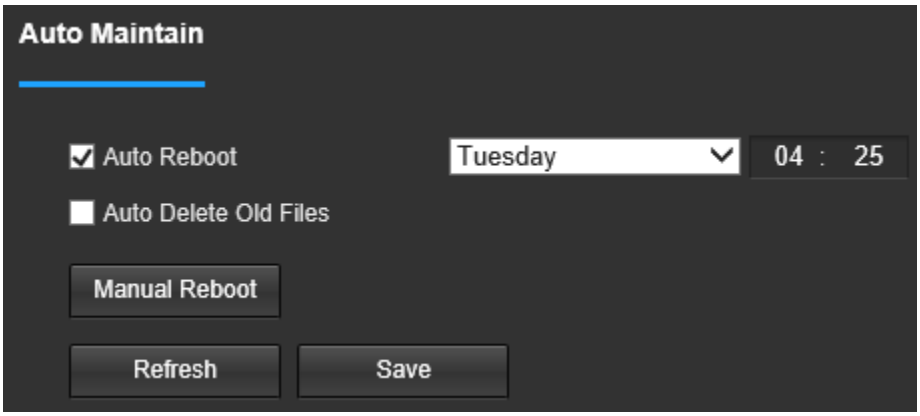
This screen allows the user to import or export settings from the camera. Below is a screenshot of the Import/Export screen:



To import settings, click the Import button. To export settings, click the Export button.

Auto Maintain

This screen allows the user to set auto maintenance settings for the camera. Below is a screenshot of the Auto Maintain screen:



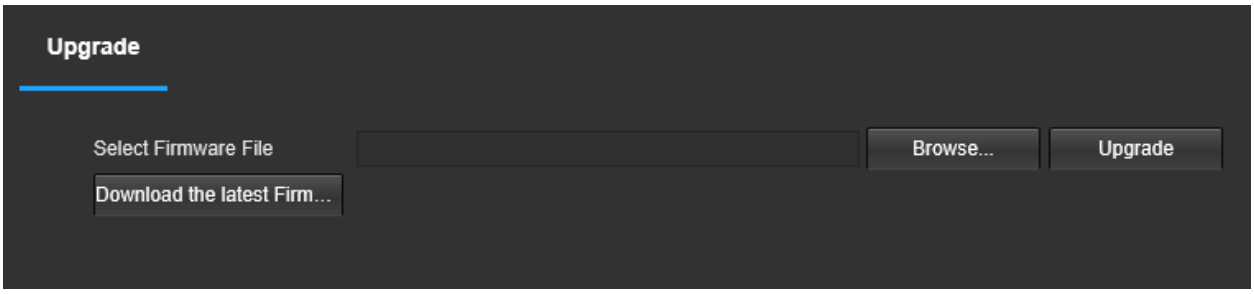
Below is an explanation of the fields on the Auto Maintain screen:

Auto Reboot: This checkbox allows the user to enable the auto reboot function. The dropdown box and field to the right of this checkbox allow the user to specify what date and time of the week the camera will auto reboot.
Auto Delete Old Files: This checkbox allows the user to enable the auto deletion of old files on the camera.
Manual Reboot: This button allows the user to manually reboot the camera.

To refresh the page, click the **Refresh** button. To save the settings, click the **Save** button.

Upgrade

This menu allows the user to upgrade the camera's firmware. Below is a screenshot of the Upgrade screen:



To upgrade the firmware for your camera, follow the steps provided below:

Go to amcrest.com/firmware-subscribe
Search for the model number of your camera and download the latest firmware file.
Return to the web user interface for your camera and press the **Browse** button to locate and import the firmware file you just downloaded.
Once the firmware file has been imported, click **Upgrade**.
The device will reset, return to the web user interface. The upgrade is now complete.

Note: When upgrading the camera's firmware, do not disconnect the internet or power from the camera.

Information

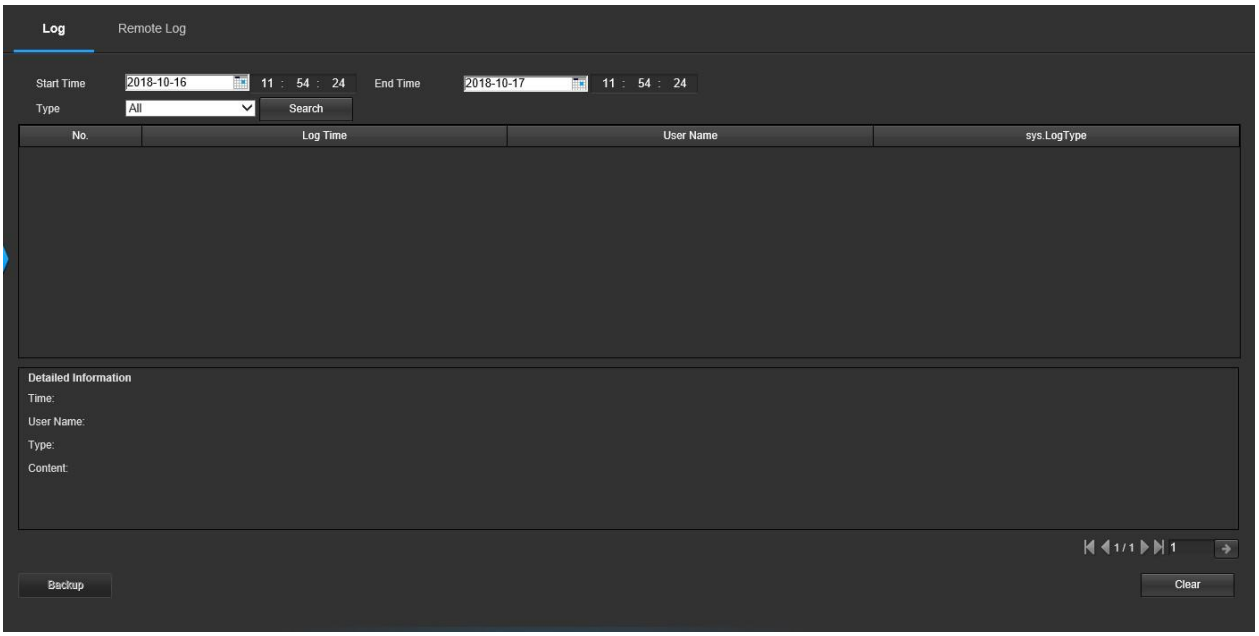
This menu section allows the user to view information about the camera for reference purposes.

Version

This screen allows the user to see various information about the camera's software versions, as well as other information. On this screen, software version, web interface version, and ONVIF version are displayed. Also, the S/N (Token ID) is displayed here.

Log

This screen is where the camera's activity log is kept. Below is a screenshot of the Log screen:

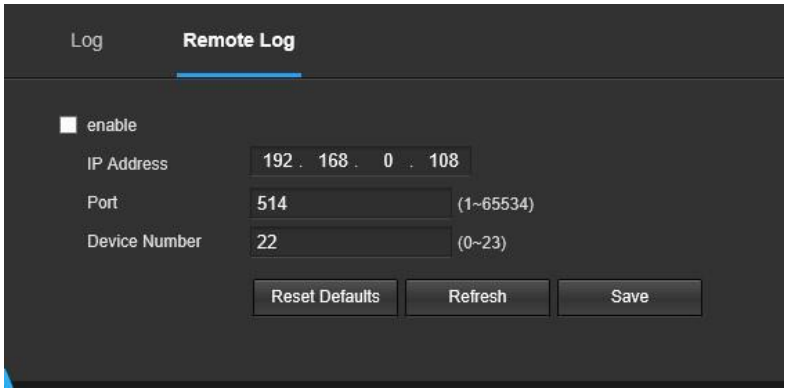


To view logs for a specific time period, modify the start time and end time fields, choose the type of event (system, setting, data, event, record, manage users, clear log), and click search.

To backup the log, click the Backup button. To clear the log, click the Clear button.

Remote Log

This tab allows the user to enable and access remote logs within the camera. Below is a screenshot of this menu:

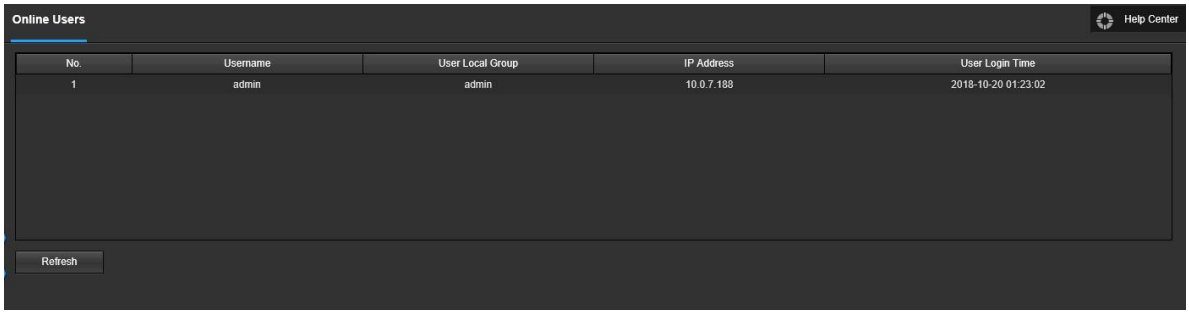


To use this menu, check the **enable** check box to enable remote log functionality. Enter the IP address, port number and device number of the device you would like to pull remote logs from.

To save your settings, click **Save**. If you would like to refresh the screen to show applied settings, click **Refresh**. To set the screen back to its original default settings, click **Reset Defaults**.

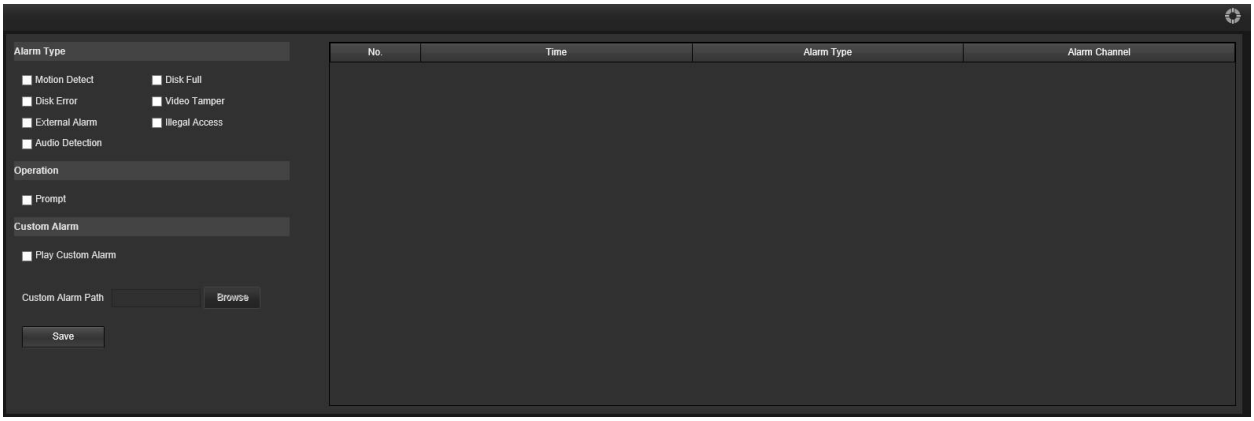
Online Users

This screen allows the user to see which users are online. Below is a screenshot of the Online Users screen:



Alarm

This screen is where the alarm log is kept. Below is a screenshot of the alarm screen:



The table on the right shows the alarm log and all the alarm instances that have occurred.
The checkboxes allow the user to narrow down which alarms they want to see in the alarm log. Clicking the checkbox next to Prompt will cause the system to pop up a dialog box anytime an alarm is triggered. Clicking the checkbox next to Play Custom Alarm will use a custom alarm sound for the alarm prompt. Click the Browse button to search for a custom alarm sound to use.

Logout

Clicking the logout button will log out the user.

FCC 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's 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.

IC Warning Statement

TThis device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause interference; and (2) This device must accept any interference, including interference that may cause undesired operation of the device. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body. Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil ettoutes les personnes.

Appendix A: Toxic or Hazardous Materials or Elements

Component Name	Toxic or Hazardous Materials or Elements					
	Pb	**Hg**	**Cd**	**Cr VI**	**PBB**	**PBDE**
Sheet Metal(Case)	o	o	o	o	o	o
Plastic Parts (Panel)	o	o	o	o	o	o
Circuit Board	o	o	o	o	o	o
Fastener	o	o	o	o	o	o
Cable/AC Adapter	o	o	o	o	o	o
Packing Material	o	o	o	o	o	o
Accessories	o	o	o	o	o	o

O: Indicates that the concentration of the hazardous substance in all homogeneous materials in the parts is below the relevant threshold of the SJ/T11363-2006 standard.
X: Indicates that the concentration of the hazardous substance of at least one of all homogeneous materials in the parts is above the relevant threshold of the SJ/T11363-2006 standard. During the environmental-friendly use period (EFUP) period, the toxic or hazardous substance or elements contained in products will not leak or mutate so that the use of these (substances or elements) will not result in any severe environmental pollution, any bodily injury or damage to any assets. The consumer is not authorized to process such kind of substances or elements, please return to the corresponding local authorities to process according to your local government statutes.

O: Indicates that the concentration of the hazardous substance in all homogeneous materials in the parts is below the relevant threshold of the SJ/T11363-2006 standard.
X: Indicates that the concentration of the hazardous substance of at least one of all homogeneous materials in the parts is above the relevant threshold of the SJ/T11363-2006 standard. During the environmental-friendly use period (EFUP) period, the toxic or hazardous substance or elements contained in products will not leak or mutate so that the use of these (substances or elements) will not result in any severe environmental pollution, any bodily injury or damage to any assets. The consumer is not authorized to process such kind of substances or elements, please return to the corresponding local authorities to process according to your local government statutes.

Note:
This user manual is for reference only. Slight differences may be found in the user interface.
All the designs and software here are subject to change without prior written notice.
All trademarks and registered trademarks mentioned are the properties of their respective owners.

To contact Amcrest support, please do one of the following:

Visit https://amcrest.com/contactus and use the email form.
Call Amcrest Support using one of the following numbers:
Toll Free US: (888) 212-7538
International Callers (Outside of US): +1-713-893-8956
USA: 713-893-8956
Canada: 437-888-0177
UK: 203-769-2757