LET US KNOW
WHAT YOU THINK

We sincerely thank you for your business and are committed to ensuring your full satisfaction. If you are not entirely satisfied for whatever reason, please reach out to us and we will do all within our power to make it right.



As a young and growing company, it would mean the world to us if you could leave an honest online review about our product and services.

If your experience has been something less than amazing, please drop us an email at **support@amcrest.com** or give us a ring at **1-888-212-7538**

facebook.com/amcrest

twitter.com/amcrestsecurity

Instagram.com/amcresttechnologies

amcrest.com/videos

amcrest.com/support

AMCREST

Simple. Reliable. Secure.

AMCREST

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

QUICK START GUIDE

POE CAMERA INITIAL SETUP

For the most recent version of this Quick Start Guide visit:
amcrest.com/quickstartpoe

www.amcrest.com

THANK YOU FOR PURCHASING AN AMCREST CAMERA!

AMCREST

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

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1. Amcrest Cloud Mobile Setup
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3. Local Desktop Setup Using Web Browsers
Recommended methods for accessing your camera using a web browser.

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Resources on how to physically install your POE camera.

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Contact information and useful links for additional information.

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Provides insight into the FCC compliance statement for all Amcrest cameras.

GET THE PREMIUM MONITORING EXPERIENCE WITH AMCREST CLOUD

	Amcrest Cloud	Amcrest View Pro
VIDEO STORAGE	Secure off-site Cloud Storage	MicroSD card (most models)
MULTI-VIEW CAMERA EXPERIENCE	View unlimited cameras simultaneously	View up to 16 Cameras
EXTRA FEATURES	+ Alexa Support + Email Alerts + Push Notifications + Camera Health Check + Motion Detection + Direct Video Download	+ Push Notifications + Motion Detection + Email Alerts + Two-Way Audio + MicroSD Recording + NVR Recording *NVR not included
PRICING	Free Plan - Unlimited Cameras (No Storage) Premium plans start at $6/Camera/Month	FOREVER FREE
	Begin **Amcrest Cloud** *Setup on* **Page 3**	*Begin* **Amcrest View Pro** *Setup on* **Page 9**

SETUP YOUR CAMERA WITH AMCREST CLOUD

AMCREST CLOUD MOBILE SETUP

Setup procedure for adding a new camera to Amcrest Cloud.

- Before starting, it is recommeded to reset your camera. Simply unplug the power source and plug it back in.
- Please make sure your camera is plugged in to 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.

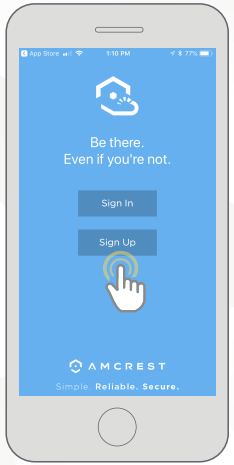
1

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

Download on the App Store

GET IT ON Google Play

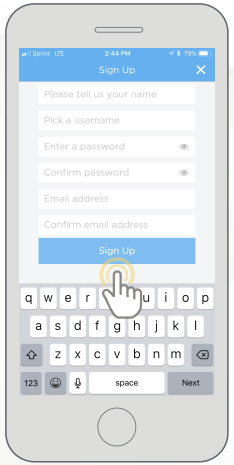
2



Once you have downloaded the Amcrest Cloud app, open the app and allow all notifications.

Press **Sign Up** to create a new Amcrest Cloud account. If you have already signed up for Amcrest Cloud, login and skip to step 5.

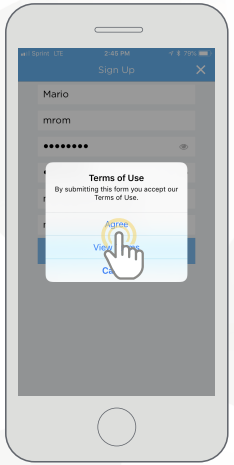
3



To sign up for an Amcrest Cloud account, enter your name, and choose a username and password for the cloud account. Enter the password again into the **Confirm password** section.

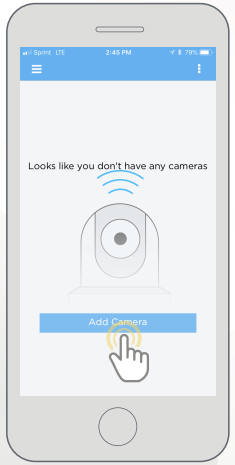
Next, enter your email address. This will be the email address that will be associated with your cloud account. Enter the same email address into the **Confirm email address** section and press the **Sign Up** button when you are done.

4



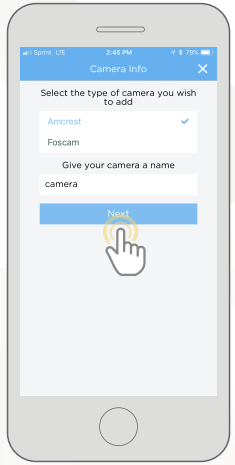
Accept the terms of use for the account. To view the terms of use, click on **View Terms.** Tap on **Agree** to accept the terms of use and proceed with Amcrest Cloud setup.

5



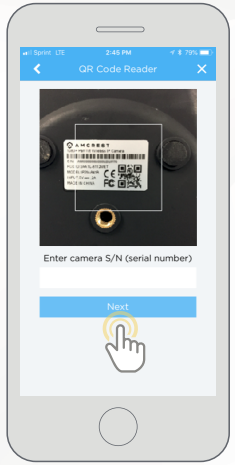
Tap on **Add Camera.**

6



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

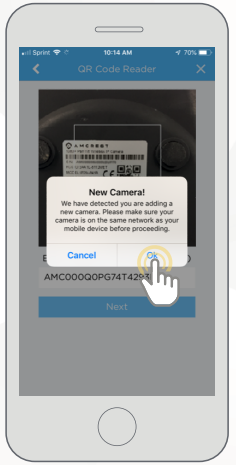
7



Scan the QR code on the back/side/bottom of the camera or manually enter the camera's serial number into the **Enter camera S/N** (serial number) field. Press **Next** to continue.

Note: *On Android mobile devices, tap on* ***Scan QR Code*** *to access the QR code scanner.*

8

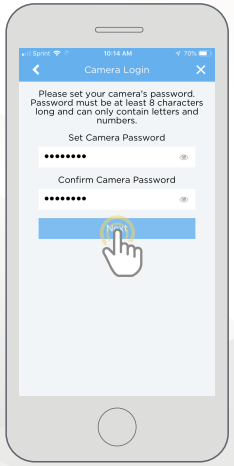


If you are adding a new camera that does not have a set password the app will automatically detect that a new camera is being added. Tap on **OK** to continue.

If you already have a set password for your camera, enter the username and password, press **Next**, and skip to step 10.

AMCREST CLOUD
MOBILE SETUP

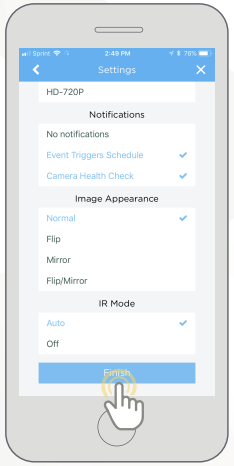
9



Set a new password for your device. The password must be between 8 to 32 characters long and contain only letters and numbers.

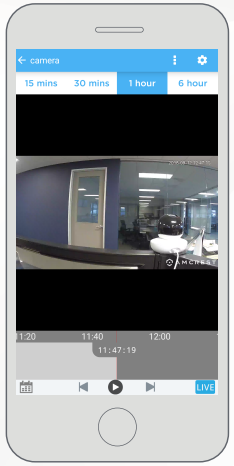
When you have finished setting the password, enter the password again in the **Confirm Camera Password** section. Tap **Next** to continue.

10



Confirm and adjust any needed settings for your camera. When all settings have been confirmed, tap on **Finish.**

11



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

For more information on how to set up your camera on Amcrest Cloud using a web browser on Windows or Mac, visit **amcrest.com/amcrestcloudwebsetup**

SETUP YOUR CAMERA WITH AMCREST VIEW PRO

AMCREST VIEW PRO POE CAMERA SETUP

Recommended setup procedure for adding a new POE camera to Amcrest View Pro.

- It is recommended to use a POE or POE+ switch with an Ethernet cable. The camera may also be powered using a power adapter. For more information regarding POE and POE+, please refer to the FAQ.
- Make sure your camera and mobile device are on the same network during setup.

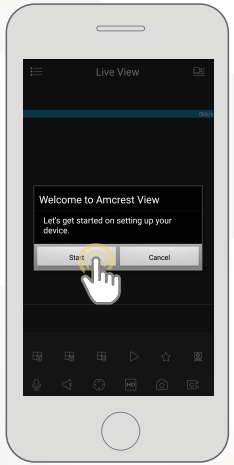
1

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

Download on the App Store | GET IT ON Google Play

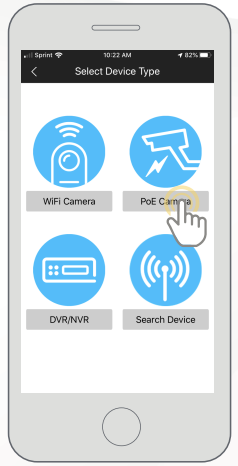
Android users using Android 8.0 and above and iOS users using iOS 13.0 and above please allow location access to allow the app to access network connected devices.

2



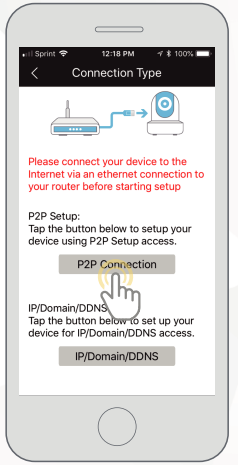
Once all permissions have been allowed, tap on the **Start** button to begin setting up your camera.

3



Tap on **PoE Camera.**

4



Next, we will need to select a connection type. Since we will be setting up a basic P2P connection with the device, tap on **"P2P Connection"** to continue.

Note: *On Android mobile devices, tap on P2P Setup.*

For IP Doman/DDNS setup visit, **www.amcrest.com/ipdomainddnssetup** This setup is used for establishing a direct connection without using P2P.

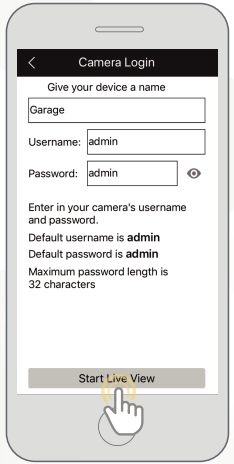
6



Scan the QR code on the back/side/bottom of the camera or manually enter the camera's serial number into the **Enter camera S/N** (serial number) field. Press **Next** to continue.

Android users, please verify the S/N on your device has been properly scanned. Tap **Next** to continue.

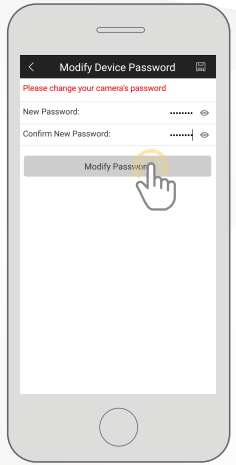
7



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.

Note: *You can tap on the icon to verify the password.*

8



The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password.

Tap **Modify Password** to continue. iOS users, tap **OK** to continue.

9



Your camera has now been successfully added to your Amcrest View Pro app.

For more information on how to use the major features on the app tap **Yes** to access a walkthrough. You can access the walkthrough at any time in the app by going to Help>Wizard.

AMCREST VIEW PRO

DEVICE SEARCH

Recommended setup procedure for adding a new POE camera to Amcrest View Pro.

- It is recommended to use a POE or POE+ switch with an Ethernet cable. The camera may also be powered using a power adapter. For more information regarding POE and POE+, please refer to the FAQ.
- Make sure your camera and mobile device are on the same network during setup.

1

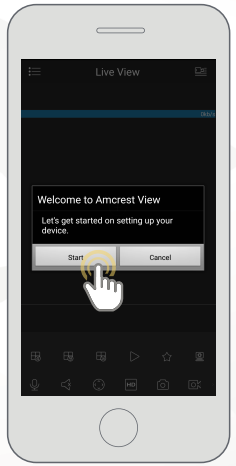
Download and open the Amcrest View Pro app from the App Store or Play Store.

Download on the App Store

GET IT ON Google Play

Android users using Android 8.0 and above and iOS users using iOS 13.0 and above must allow location access to allow the app to access network connected devices.

2

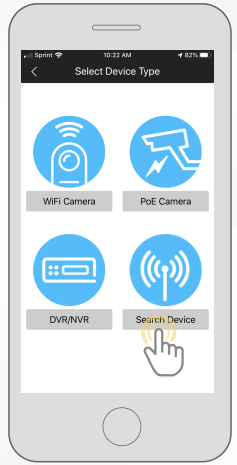


Once all permissions have been allowed, tap on the **Start** button to begin setting up your camera.

AMCREST VIEW PRO

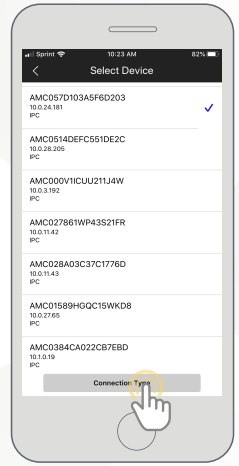
DEVICE SEARCH

3



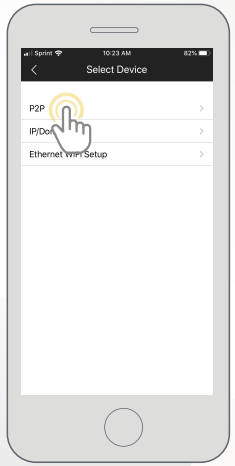
Tap on **Search Device.**

4



The app will automatically begin scanning your network for your device. When the list has finished loading, select your device from the list and tap on **Connection Type**.

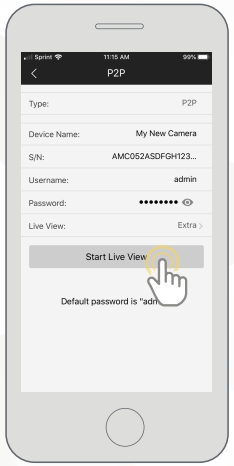
5



Tap on **P2P** to connect your WiFi device.

Note: *If you are setting up your camera remotely using IP/Domain, tap on IP/Domain. For more information on setting up IP/Domain visit:* **amcrest.com/ipdomainddnssetup**

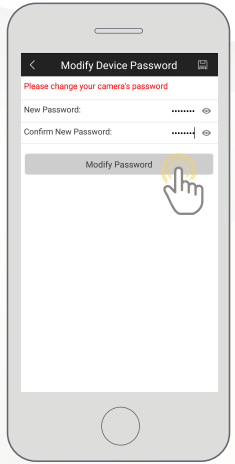
6



Enter a name and login credentials for your camera. If this is your first time logging in the default username and password will be **admin**

Tap **Start Live View** to continue.

7



The app will prompt you to change the password. Enter a password between 8 and 32 characters and confirm the password.

Tap **Modify Password** to continue. iOS users, tap **OK** to continue.

8



Your camera has now been successfully added to your Amcrest View Pro app.

For more information on how to use the major features on the app tap **Yes** to access a walkthrough. You can access the walkthrough at any time in the app by going to Help>Wizard.

DESKTOP ACCESS METHODS

For more information on general PC based access, visit,
amcrest.com/generalpcaccess

1 AMCREST SURVEILLANCE PRO

The most stable and recommended method for accessing your camera from a computer. It is a free software, provided by Amcrest, that provides a means of accessing your devices from one central location without the use of a plugin or web browser.

For more information on Amcrest Surveillance Pro, visit: **amcrest.com/surveillancepro**

2 AMCREST BLUE IRIS

Amcrest Blue Iris is a professional Windows based surveillance software that allows you to view and record up to 64 IP cameras, or DVR/CCTV based cameras simultaneously. It is a third-party software that is compatible with a vast majority of IP camera and DVR/NVR brands.

To purchase Amcrest Blue Iris, please visit: **amcrest.com/blueiris**

3 LOCAL DESKTOP ACCESS USING A WEB BROWSER

Most Amcrest cameras come equipped with the latest version of firmware that will allow you to access your camera from most mainstream web browsers without the use of a plugin. We recommend when accessing your camera to use Google Chrome since it is the most widely used and most efficient way to access your camera.

The camera will not work on older browsers such as Internet Explorer or other related web browsers. Mac users can use Safari or other compatible browsers as well to access their camera from a web browser.

If your camera has firmware that will require a plugin it is recommended to use Internet Explorer as an alternative means of accessing your camea on a browser until a viable solution is available for your device.

For more information on how to access your camera locally using a web browser, please visit: **amcrest.com/webui**

ALTERNATIVE ACCESS METHODS

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

1 CLOUD DESKTOP SETUP

This setup method will be used for setting up your camera on the cloud via a web browser on a PC or laptop. For more information on cloud desktop setup visit:

amcrest.com/cloudwebsetup

2 ADDING ALREADY SETUP CAMERAS

The P2P setup method will be used for setting up already connected devices to the Amcrest View Pro app. For more information on P2P setup, visit:

amcrest.com/p2psetup

3 IP/DOMAIN/DDNS SETUP

The IP/Domain/DDNS Setup method will be used to establish a direct connection without using P2P. For more information on IP/Domain/DDNS setup, visit:

amcrest.com/ipdomainddnssetup

ALTERNATIVE ACCESS METHODS

For additional setup methods for your Amcrest camera, refer to the alternative setup methods provided below.

6 AMCRESTVIEW.COM SETUP

This setup method will be used to setup a amcrestview.com connection for your device. The web page will connect via a P2P method through a designated web interface. For more information on how to setup a connection using amcrestview.com, visit:

amcrest.com/amcrestviewsetup

7 REMOTE ACCESS DESKTOP SETUP

This setup method will be used for establishing and accessing your device remotely, via a web interface, on a desktop or laptop. For more information on local access desktop setup, visit:

amcrest.com/remotewebsetup

For more information on Alternative Access Methods visit, **amcrest.com/generalpcaccess**

PHYSICAL INSTALLATION METHODS

HARDWARE SETUP

Physical installation should begin after initial setup of the camera has been completed. Installation guides and setup videos can be found by specific model at amcrest.com/support.

1 AMCREST POE BULLET CAMERA INSTALLATION:

amcrest.com/poebulletinstall

2 AMCREST POE DOME CAMERA INSTALLATION:

amcrest.com/poedomeinstall

3 AMCREST POE SPEED DOME CAMERA INSTALLATION:

amcrest.com/poespeeddomeinstall

4 AMCREST POE TURRET CAMERA INSTALLATION:

amcrest.com/poeturretinstall

5 AMCREST POE PROHD CAMERA INSTALLATION:

amcrest.com/poeprohdinstall

6 AMCREST POE FISHEYE CAMERA INSTALLATION:

amcrest.com/fisheyeinstall

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

TROUBLESHOOTING/FAQ

HOW DO I ADD ADDITIONAL CAMERAS TO MY CLOUD ACCOUNT?

If you are on a free trial version of Amcrest Cloud and would like to add an additional camera to your cloud account you will first need to upgrade your cloud account to a premium plan. For more information on upgrading your cloud and pricing, visit **amcrest.com/cloud**

If you are already on a premium cloud plan and would like to proceed with adding another camera to your account, log into your account on the Amcrest Cloud app or PC/Mac. To add a camera on the app, click on the (⋮) icon in the main menu, tap on **Add Camera,** and follow the setup prompts listed.

To add an additional camera to your cloud account on a PC or Mac, log into your account and click on the menu (☰) icon, select **Add Camera**, and follow the setup procedures listed in this menu. For more information on how to add additional cameras on your cloud account, visit **amcrest.com/additionalcloudcameras**

I'VE LOCKED MYSELF OUT OF THE CAMERA ACCIDENTALLY.

As a security precaution, your Amcrest camera will lock out any user who tries to log in with the wrong password after a handful of consecutive attempts. If you find that you have accidentally locked yourself out, you can wait 5 minutes to log back in or you can power cycle the camera by

unplugging and replugging the camera's power cable.

If you have forgotten your password entirely, you can hard factory reset the camera by pressing and holding the reset button down for 45 seconds. The reset button will either be on the back or on the internals of the camera. For more information on hard factory reset procedures for your device visit **amcrest.com/support**

HOW DO I SETUP MOTION DETECTION/PUSH NOTIFICATIONS FOR MY CAMERA?

By default, the Amcrest Cloud app will automatically send push notifications of a motion detected event, however, if you want to receive additional motion detection events from the Amcrest View Pro app you will need to make these configurations manually.

To setup push notifications on the Amcrest View Pro app, tap on the menu (☰) icon and tap **Push Notifications.** Next, select **Configuration** from the push notifications menu. Tap on the camera you wish to enable and toggle the push notification toggle switch to the 'on' position. When set, tap on **Motion Detect** to enable the camera for motion detection. When finished, tap on the **Save** icon to save the settings to your device. For more information on how to setup push notifications, visit: **amcrest.com/pushnotifications**

HOW DO I CHANGE MY VIDEO STREAM RESOLUTION?

On the Amcrest Cloud app, locate the camera you wish to modify and tap the **settings** (☰) icon. In the settings menu, tap on **"Quality"** and change the resolution accordingly. When the resolution has been changed successfully, tap the **Save** button in the upper left-hand corner to save your settings.

On the Amcrest View app, for efficiency purposes, the live steam is set by default to standard resolution (not HD). To enable HD, tap the resolution (HD) icon and then tap on the pencil icon next to HD. After setting the resolution, tap on OK/ ✓ to confirm your settings.

On desktop access the default resolution is set to HD. To change the live stream resolution on the web interface, navigate to **Setup**>>**Camera**>>**Video** and in the **Resolution** drop down menu, select which resolution you would like to set for your camera. When you have successfully set your desired video stream resolution click on **Save** to apply the resolution setting. For more information on how to change video stream resolution visit, **amcrest.com/changingresolution**

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

On the Amcrest Cloud app, locate the camera you wish to modify and tap the **settings** (⚙) icon. In the settings menu, tap on **"Image Appearance"** and tap on **"Flip"**. Return to the previous menu and tap the **Save** button in the upper left-hand corner to save your settings.

To flip or mirror the camera's video stream on the Amcrest view Pro app, tap the flip/mirror (⟲) icon. You can also flip/mirror the camera via the web interface on a laptop or PC. For more information on how to flip/mirror the video stream on the web interface, visit, **amcrest.com/flipimage**

WHAT IS THE DIFFERENCE BETWEEN POE AND POE+?

PoE (Power over Ethernet) is a networking feature defined by the IEEE 802.3af (PoE) and 802.3at (PoE+) standards. PoE lets Ethernet cables supply power to network devices over the existing data connection.

PoE-capable devices can be power sourcing equipment (PSE), powered devices (PDs), or sometimes both. The device that transmits power is a PSE, while the device that is powered is a PD. Most PSEs are either network switches or PoE injectors intended for use with non-PoE switches. Common examples of PDs include VoIP phones, wireless access points, and IP cameras.

PoE+, the update to PoE, is the IEEE 802.3at standard. The major difference between 802.3af (PoE) and 802.3at (PoE+) is that PoE+ PSEs can provide almost twice as much power over a single Ethernet cable. Amcrest cameras with PoE+ compatibility, like our larger speed dome cameras, can **only** be powered by using a PoE+ PSE such as a PoE+ switch or PoE+ injector or with the included power supply. PoE+ PSEs can supply power to both PoE and PoE+ PDs, but PoE PSEs can only supply power to PoE PDs. **PoE+ PDs require more power than PoE PSEs can provide.**

Ethernet, PoE, and PoE+ restrict cable distances up to **100 meters (328 feet)** between network ports. Anything exceeding this limit may result in signal degradation or insufficient power to the PD. In such cases, an Ethernet and PoE extender may be recommended. For more information on POE and POE+ devices, visit **amcrest.com/poeplus**

INFORMATION & LINKS

Contact our customer service team
support@amcrest.com
USA Toll Free: (888) 212-7538
USA Direct: 713-893-8956
Canada: 437-888-0177
UK: 203-769-2757
International Callers: +1-713-893-8956

Amcrest Cloud App

To download the Amcrest Cloud app for Android, visit **amcrest.com/androidcloud**

To download the Amcrest Cloud app for iOS, visit **amcrest.com/ioscloud**

Amcrest View Pro App

To download the Amcrest View Pro app for Android, visit **amcrest.com/androidviewpro**

To download the Amcrest View Pro app for iOS, visit **amcrest.com/iosviewpro**

Product Support

To download the User Manual for your camera, **amcrest.com/support**

To view our product support videos visit **amcrest.com/videos**

To view translated versions of this document visit **amcrest.com/languages**

Amcrest Cloud Features

To help guide you through the features of the Amcrest Cloud app, visit **amcrest.com/cloudwalkthrough**

Amcrest View Pro App Features

To help guide you through the features of the Amcrest View Pro App, please refer to the user manual or visit: **amcrest.com/appwalkthrough**

FCC COMPLIANCE STATEMENT

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

2. The users manual or instruction manual for an intentional or unintentional radiator shall caution the user that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

3. (b) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual: NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

4. RF exposure warning this equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.