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 AI CAMERA INITIAL SETUP

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

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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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 + Camera Health + Email Alerts + Motion Detection + Push Notifications + Direct Video	+ Push Notifications + Two-Way + Motion Detection + MicroSD + Email Alerts + NVR Recording *NVR not included
PRICING	Free Plan - Unlimited Live Viewing (No Storage)	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.

- Make sure the camera is powered using a PoE or PoE+ connection and a username and password for the camera are set before connecting to the cloud.
- To set a username and password for the camera, access the camera using the Amcrest View Pro app or web user interface using a web browser.
- Make sure your camera and mobile device are on the same network during setup.

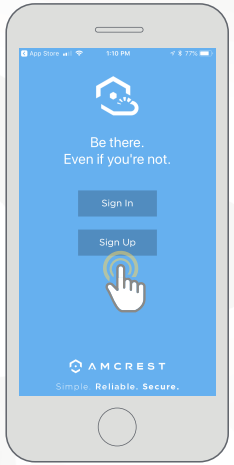
1

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

Download on the App Store

GET IT ON Google Play

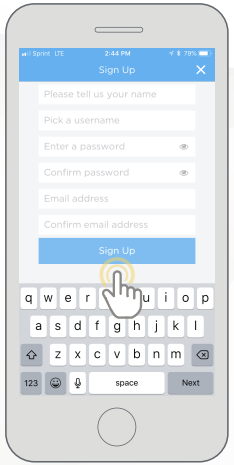
2



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.

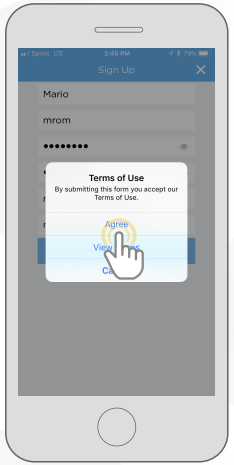
3



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.

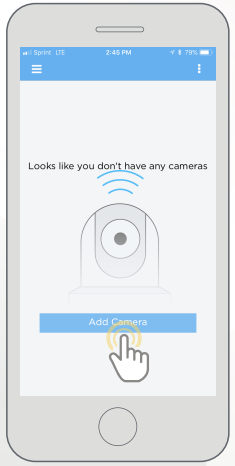
Next, enter your email address. This will be the email address that will be associated with your cloud account. Enter the same email address into the **Confirm email address** section and press the **Sign Up** button when you are done.

4



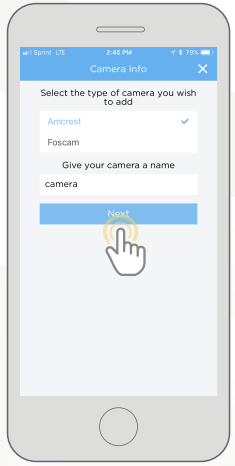
Accept the terms of use for the account. To view the terms of use, click on **View Terms.** Tap on **Agree** to accept the terms of use and proceed with Amcrest Cloud setup.

5



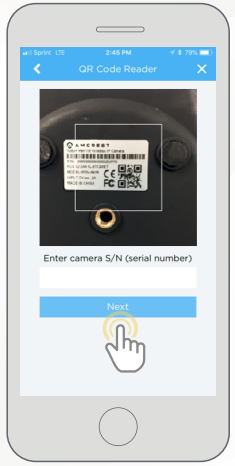
Tap on **Add Camera.**

6



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

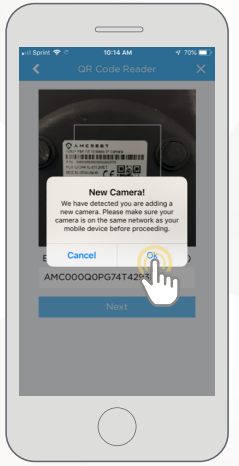
7



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 reader.

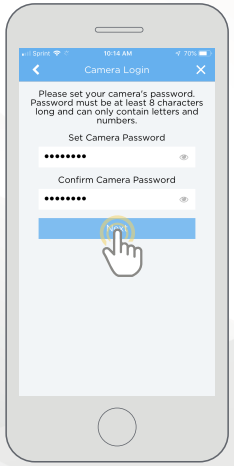
8



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,

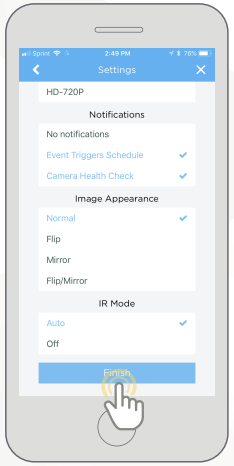
9



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

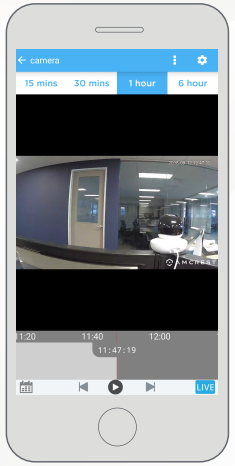
When you have finished setting the password, enter the password again in the **Confirm Camera Password** section. Tap **Next** to continue.

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/support

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

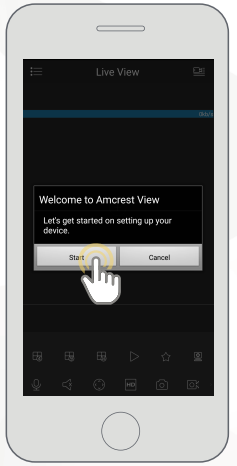
1

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

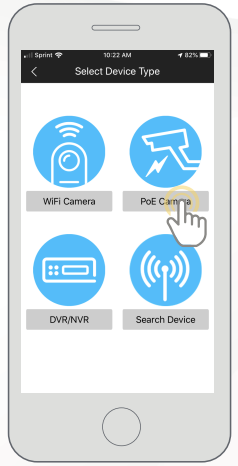
Android users using Android 8.0 and above and iOS users using iOS 13.0 and above please allow location access to allow the app to access network

2



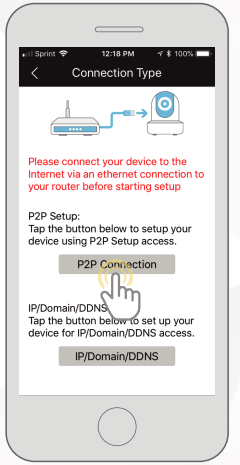
Once all permissions have been allowed, tap on the **Start** button to begin setting up your camera.

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,

For IP Doman/DDNS setup visit, www.amcrest.com/ipdomainddnssetup This setup is used for establishing a

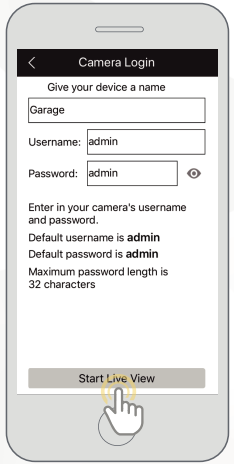
6



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.

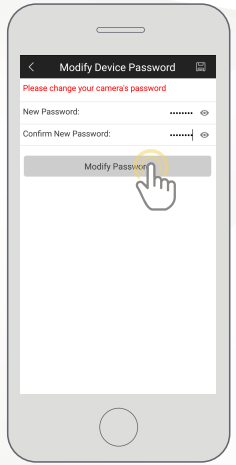
7



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

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.

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

1

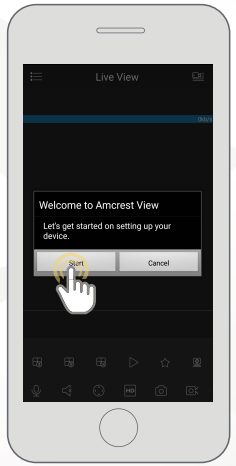
Download and open the Amcrest View Pro app from the App Store or Play Store.

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.

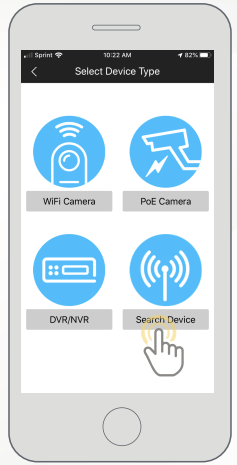
2



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

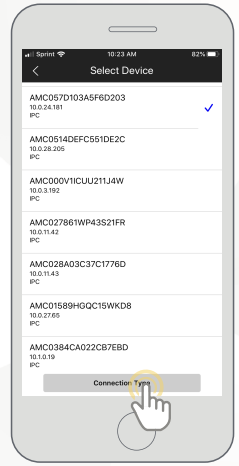
DEVICE SEARCH

3



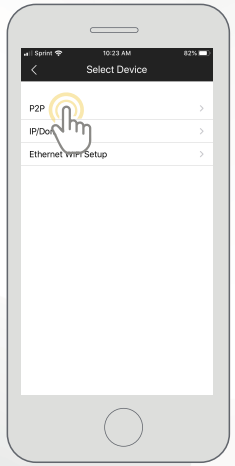
Tap on **Search Device.**

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**.

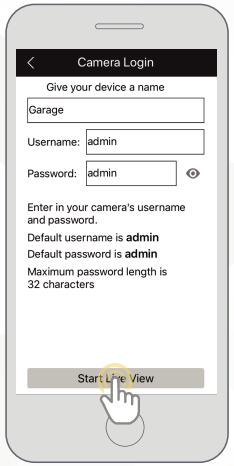
5



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:

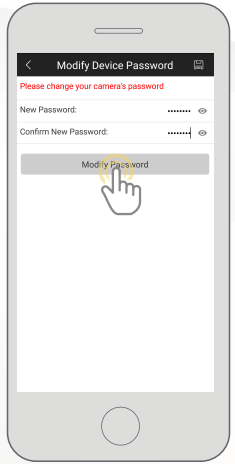
6



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 AI camera based desktop access, visit, amcrest.com/aisetup

1 LOCAL DESKTOP ACCESS USING A WEB BROWSER

The camera can be accessed through most mainstream web browsers such as, Google Chrome, Mozilla FireFox, or Safari, however, as a primary means of accessing the web user interface we highly recommend using Internet Explorer. If Internet Explorer is not an option for your device, please use the other recommended web browsers previously mentioned. Please note, AI features can only be modified using a web user interface solution.

Other secondary browsers such as, SeaMonkey, and Pale Moon will be compatible. SeaMonkey is compatible with Windows and Mac and is free to use. Pale Moon is only compatible with Windows and Linux systems. If you use Pale Moon, please use the 32-bit version as 64-bit will be incompatible.

For more information on local desktop access for your camera visit: amcrest.com/support

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 AMCREST SURVEILLANCE PRO

Amcrest Surveillance Pro is a free professional surveillance software provided by Amcrest that allows users access to their cameras from a Windows or Mac device without the use of a web browser or plugin. Please note, if adding you are adding your AI camera into the Amcrest Surveillance Pro software certain AI features may not be available. Therefore, it is highly recommended to access your camera via a web browser . For more information on Amcrest Surveillance Pro, visit: amcrest.com/surveillancepro

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/support

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

1. AMCREST POE AI TURRET CAMERA INSTALLATION:
   amcrest.com/aiturretinstall
2. AMCREST POE AI BULLET CAMERA INSTALLATION:
   amcrest.com/aibulletinstall
3. AMCREST POE AI DOME CAMERA INSTALLATION:
   amcrest.com/aidomeinstall
4. AMCREST POE AI SMART PTZ CAMERA INSTALLATION:
   amcrest.com/smartptzinstall

For access to a full user manual, please visit amcrest.com/support

TROUBLESHOOTING/FAQ

HOW DO I ACCESS THE WEB USER INTERFACE?

The camera can be accessed through most mainstream web browsers such as, Google Chrome, Mozilla Firefox, or Safari, however, as a primary means of accessing the web user interface, we highly recommend using Internet Explorer. If Internet Explorer is not an option, please use the other recommended web browsers previously mentioned to access the web user interface. Please note, AI features can only be modified using the web user interface solution.

Other secondary browsers such as, SeaMonkey, and Pale Moon are also compatible. SeaMonkey is compatible with Windows and Mac and is free to use. Pale Moon is only compatible with Windows and Linux systems. If using Pale Moon, please use the 32-bit version as 64-bit will be incompatible.

For more information on local desktop access for your device, visit: amcrest.com/support

HOW DO I USE THE AI FEATURES FOR MY CAMERA?

To use the AI features for your device, a smart plan must be activated using the web user interface. A smart plan acts as a master switch for the AI rules which will be set later in the camera. Once a smart plan is established you will need to customize your IVS rules which are located in the "IVS" or "Deep IVS" section of the interface. IVS stands for intelligent video system analytics and is the basis for all the AI rules associated with your camera. IVS rules and setup may vary based on the model of the camera. For more information on the features available for your specific device, please visit: amcrest.com/support

HOW DO I USE SMART MOTION DETECTION?

Smart Motion Detection uses an advanced algorithm to filter between human and motor vehicle events and sends an alarms only when a person or vehicle has been detected. This feature may not be included in all Amcrest AI devices, however, it helps to reduce false alarms from other objects such as trees, animals or other non-human or motor vehicle shapes. To use this feature, access the smart motion detection menu in the web user interface and select the filters that will apply. For more information on how to use smart motion detection using the web user interface , please visit: amcrest.com/support

HOW DO I VIEW MY AI RECORDINGS?

To view recordings from your AI device a microSD card (class 10 or above, formatted to FAT32) will need to be installed. Recordings from a microSD card can be viewed via the Amcrest View Pro app or in the web user interface using a web browser. Most IVS events will either be retained as a snapshot or as a motion recording and can be accessed via the playback interface. IVS video recordings will be default to 20 seconds of initial record time, however, they can be adjusted up to 300 seconds if needed. For more information on how to view AI recordings, please visit: amcrest.com/support

An Amcrest AI NVR (sold separately) can also be used to playback and view recordings if a hard drive (formatted to FAT32) is installed. For more information on Amcrest AI NVRs please visit: amcrest.com/support

HOW DO I CHANGE MY VIDEO STREAM RESOLUTION?

The resolution of the video stream can be changed using the device's built in web user interface. Having a higher resolution video stream may help to increase the overall accuracy of AI or IVS reporting data. For more information on how to change the video stream resolution using the web user interface , please visit: amcrest.com/support

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

For 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.