LET US KNOW
WHAT YOU THINK



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

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

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AMCREST

Simple. Reliable. Secure.

AMCREST

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

QUICK START GUIDE

INITIAL SETUP

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

www.amcrest.com

V1.0.0

THANK YOU FOR PURCHASING AN AMCREST CAMERA!

AMCREST

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

Device Initialization Setup 3
Initialize a setup a POE camera before adding it to Amcrest View Pro 2.

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1. POE Camera Setup
Setup your camera using Power Over Ethernet (POE or POE+).

2. WiFi Configuration Setup
Setup you WiFi camera using Amcrest View Pro 2.

3. Ethernet WiFi Setup
Setup you WiFi camera using an Ethernet cable to connect to your home WiFi network.

4. Device Search
Automatically search and add your camera if it is already connected to your network.

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1. Local Desktop Setup Using Web Browsers (Recommended)
Most stable and recommended method of accessing and using your camera.
2. Amcrest Blue Iris
Professional surveillance software that allows you to view, playback and record up to 64 cameras.
3. Amcrest Surveillance Pro & Amcrest Orion Surveillance
Free professional surveillance software used to monitor your camera via a computer without a web browser.

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Contact information and useful links for additional information.

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GET THE PREMIUM MONITORING EXPERIENCE WITH AMCREST CLOUD

	Amcrest Cloud	Amcrest View Pro 2
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 Download	+ Push Notifications + Two-Way + Motion Detection + MicroSD + Email Alerts + NVR Recording *NVR not included
PRICING	Free Plan - Unlimited Live Viewing (No Storage)	FOREVER FREE

VISIT AMCREST.COM/CLOUD FOR MORE DETAILS

DEVICE INITIALIZATION

POE SETUP

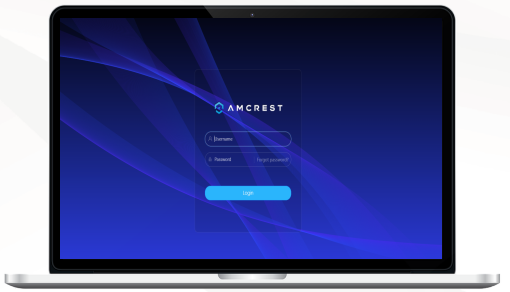
The device must be initialized before it can be accessed on other platforms such as the Amcrest View Pro 2 app or other services.

- Cameras using web 5.0 or later must be initialized using a web browser before adding to the app.
- Make sure the device is powered on, receiving data, and on the same network as your computer.
- Some AI features and other functionality may only be available in **Windows** based web browsers.

1

Download and install the Amcrest IP config tool on your computer. The software is available for Windows or Mac and can be found at **amcrest.com/downloads.**

Some AI and other features may only be compatible in **Windows** based browsers.



Set the region, date & time, and password of the camera. The password should be between 8 and 32 characters long with a combination of letters, numbers, and symbols. Click **Finish** to complete the initialization of your camera.

If the camera does not support web 5.0 or operates on a legacy protocol, it can be added to the app without initializing. For more information please visit **amcrest.com/support**

SETUP YOUR CAMERA WITH AMCREST VIEW PRO 2

AMCREST VIEW PRO 2 POE CAMERA SETUP

Recommended setup procedure for adding a POE camera to Amcrest View Pro 2.

- Make sure the camera has been initialized **before** adding it to Amcrest View Pro 2.
- Make sure your camera and mobile device are on the same network during setup.

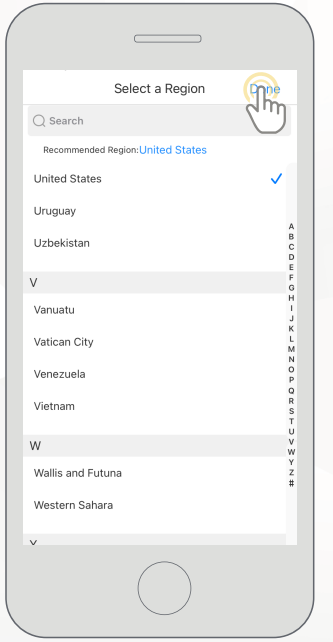
1

Download and open the Amcrest View Pro 2 app from the App Store or Play Store.

Download on the App Store | GET IT ON Google Play

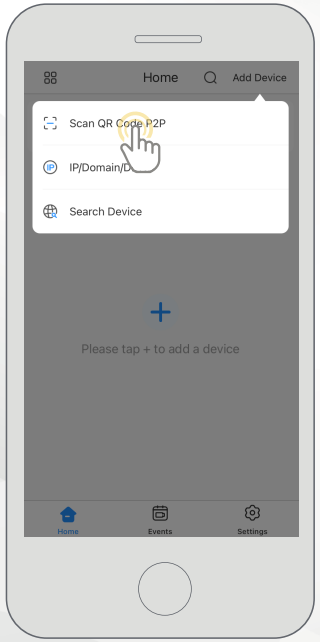
Please allow all location permissions to allow the app to discover and connect to all Amcrest View Pro 2 compatible devices on your network.

2



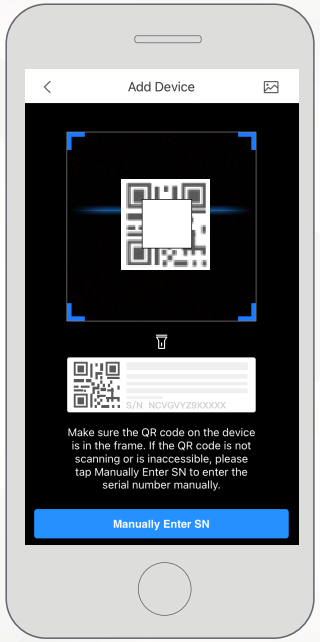
Select a **Region**. Click **Done**.

3



Tap **Add Device** and select **Scan QR Code P2P.**

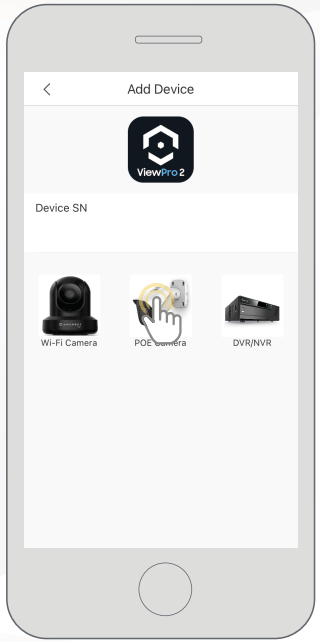
4



Scan the QR code on the camera or manually enter the device's serial number into the **Enter camera S/N** (serial number) field.

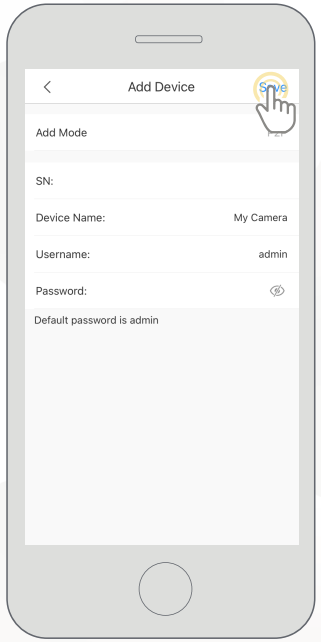
AMCREST VIEW PRO 2
POE CAMERA SETUP

5



Tap **POE Camera.**

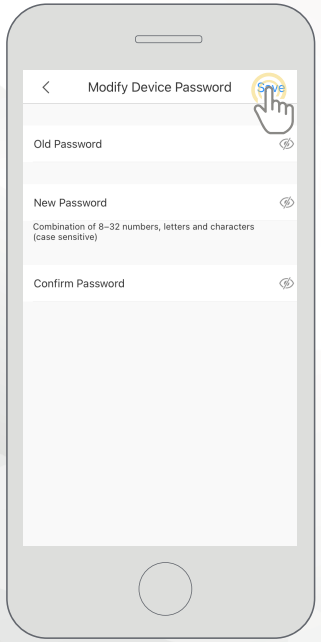
6



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

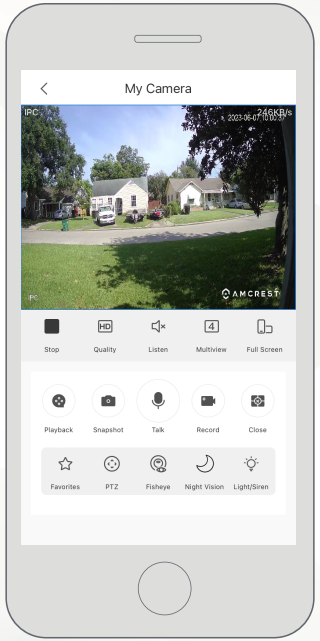
POE CAMERA SETUP

6



Enter the default password into the **Old Password** field, enter a new password in the **New Password** field and confirm. Tap **Save**.

7



Your device has been successfully added to the app.

For more information on the function of your specific model please visit, **amcrest.com/support**

WIFI CONFIG SETUP

This section will cover each method for setting up your WiFi camera in Amcrest View Pro 2.

- Apply power to the device and wait for it to boot before attempting to connect it to the app.
- Make sure your camera and mobile device are on the same network during setup.
- Some models may require you to connect to a hotspot using SoftAP, however, please use WiFi Configuration Setup as a primary setup method.

1

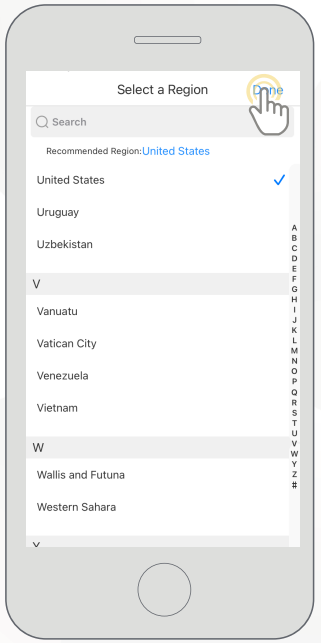
Download and open the Amcrest View Pro 2 app from the App Store or Play Store.

Download on the App Store

GET IT ON Google Play

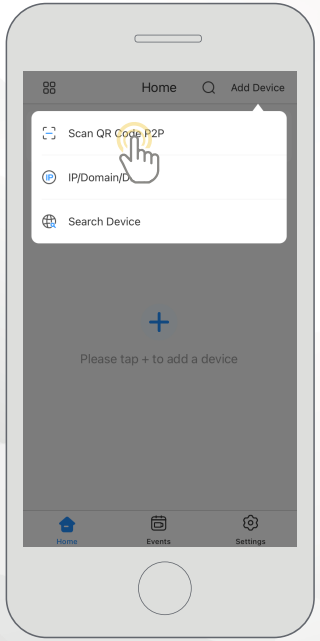
Please allow any location permissions to allow the app to discover and connect to all Amcrest View Pro 2 compatible devices on your network.

2



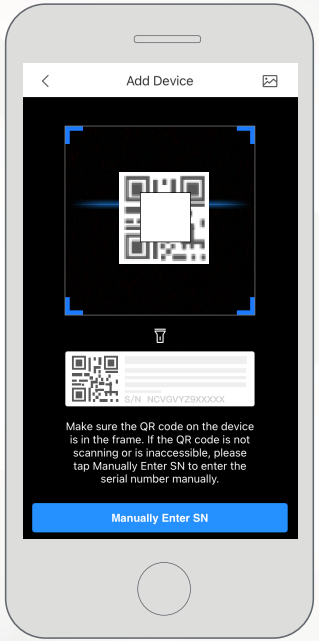
Select a **Region**.
Click **Done**.

3



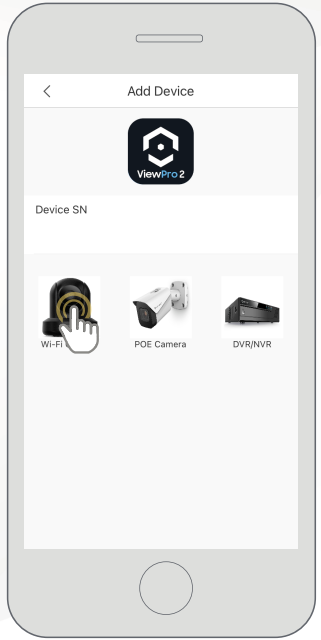
Tap **Add Device** and select **Scan QR Code P2P.**

4



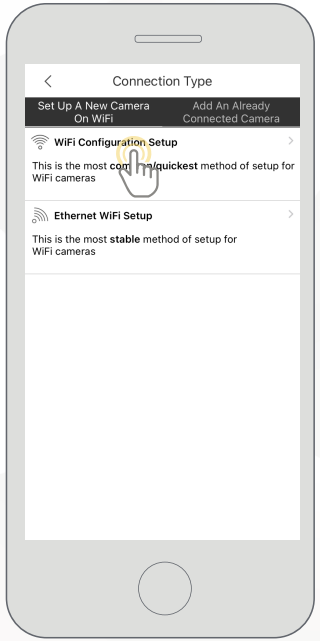
Scan the QR code on the camera or manually enter the device's serial number into the **Enter camera S/N** (serial number) field.

5



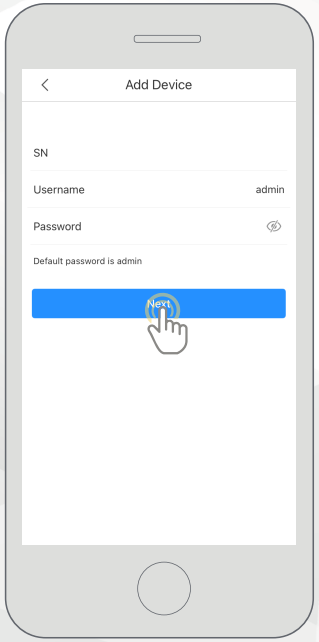
Tap **WiFi Camera.**

6



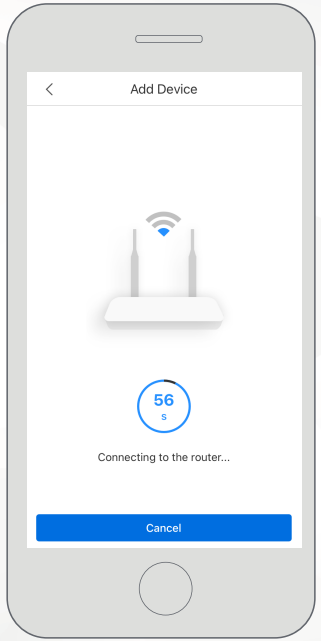
Tap **WiFi Configuration Setup**

7



Tap **Next**. Allow all permissions. If using Android, tap **Connect to Hotspot** and connect to the SSID manually. Enter **admin** into the **Password** field. Tap **Next**.

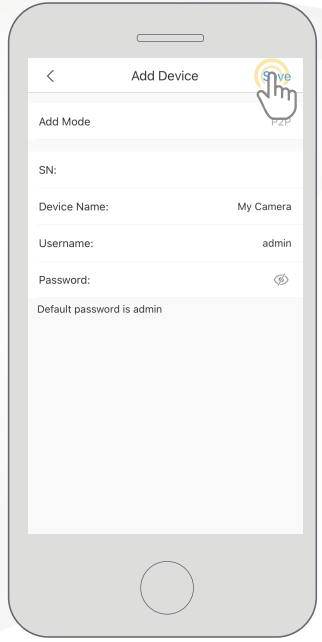
8



Select your WiFi network. Enter the password for your WiFi network and tap **Next**. Allow the camera to connect to the network.

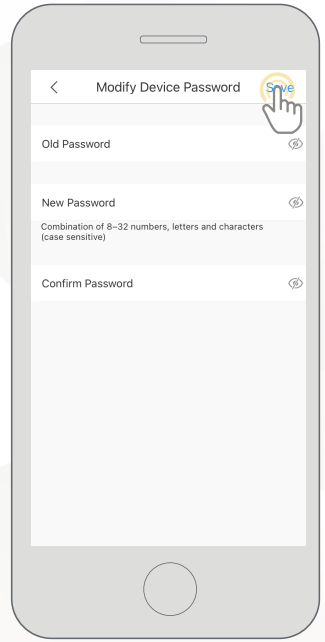
If it fails to connect, use **Ethernet WiFi Setup** or tap **Try Again**.

9



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

10



Enter the default password into the **Old Password** field, enter a new password in the **New Password** field and confirm. Tap **Save** to add the camera to the app.

Secondary setup procedure for adding a new WiFi camera to Amcrest View Pro 2.

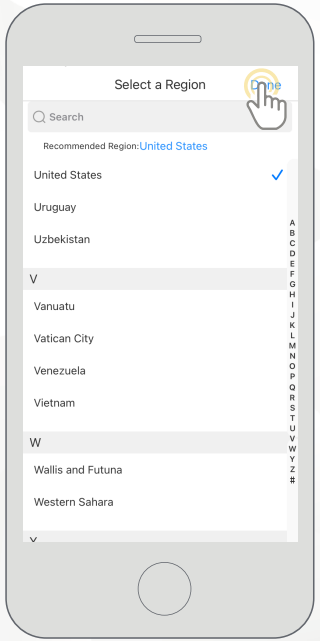
- Connect an Ethernet cable from the Ethernet port of the camera to the router. Apply power to the device and wait for the camera to boot.
- Make sure your camera and mobile device are on the same network during setup.
- After connected, remove the Ethernet cable and wait 30 seconds before initially accessing the device.

1

Download and open the Amcrest View Pro 2 app from the App Store or Play Store.

Please allow any location permissions to allow the app to discover and connect to all Amcrest View Pro 2 compatible devices on your network.

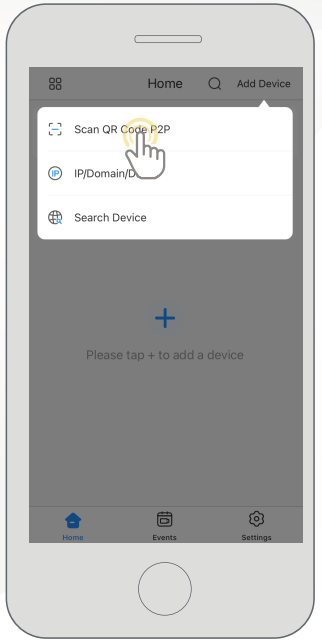
2



Select a **Region**.
Click **Done**.

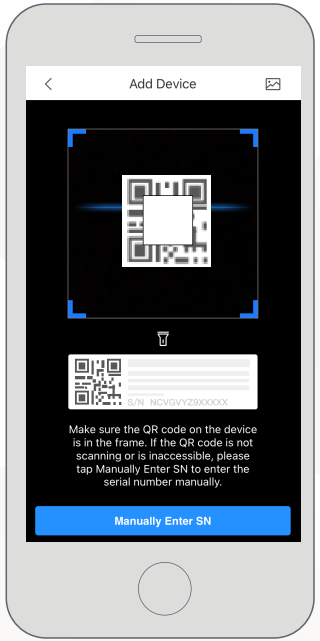
AMCREST VIEW PRO 2
ETHERNET WIFI SETUP

3



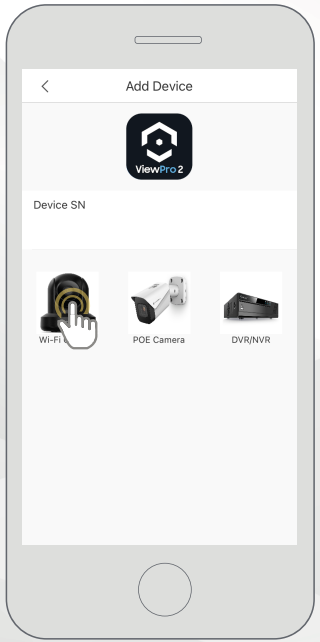
Tap **Add Device** and select **Scan QR Code P2P.**

4



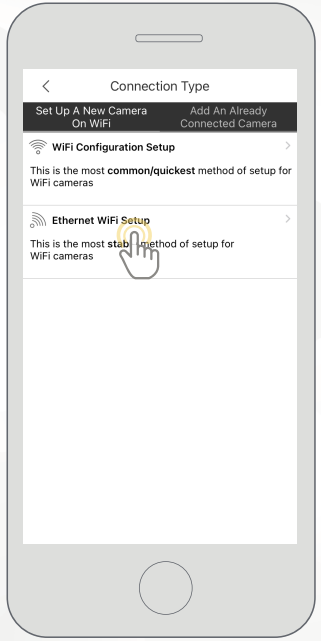
Scan the QR code on the camera or manually enter the device's serial number into the **Enter camera S/N** (serial number) field.

5



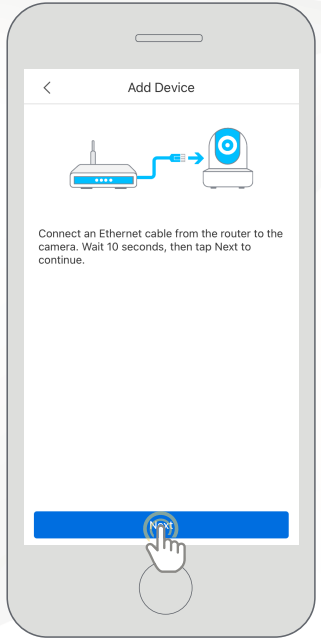
Tap **WiFi Camera.**

6



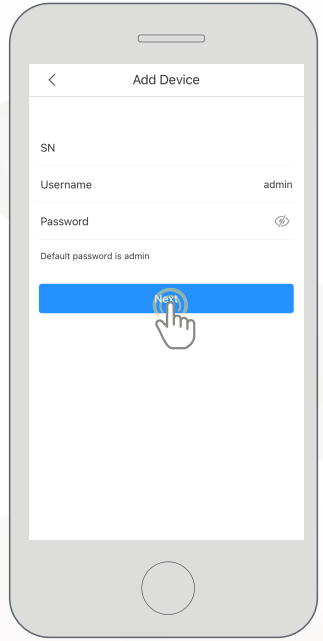
Tap **Ethernet WiFi Setup**

7



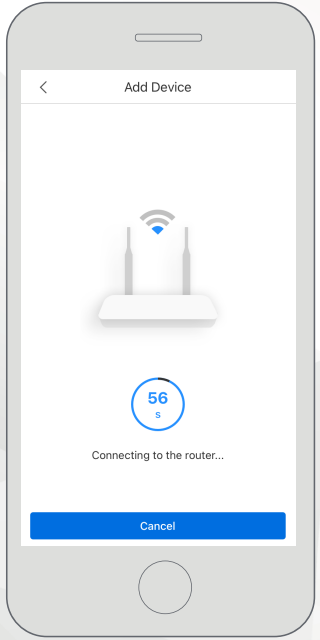
Tap **Next** twice to confirm your camera has been properly connected and ready to connect.

8



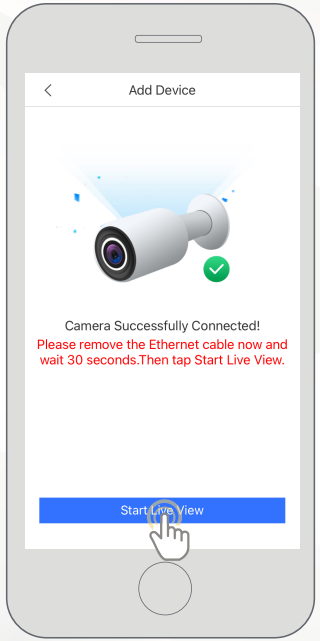
Tap **Next**. Allow all permissions. If using Android, tap **Connect to Hotspot** and connect to the SSID manually. Enter **admin** into the **Password** field. Tap **Next**.

9



Select your WiFi network. Enter the password for your Wifi network and tap **Next**. Allow the camera to connect to the network.

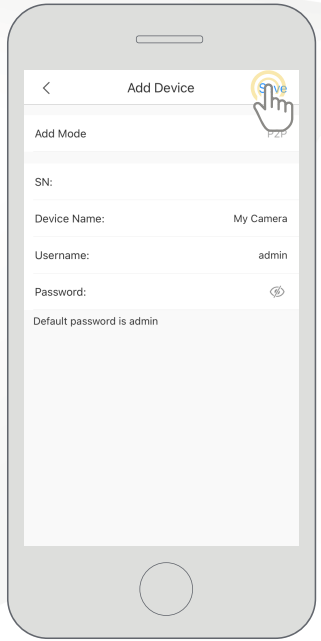
10



Remove the Ethernet cable from the camera and wait 30 seconds. Tap **Start Live View.**

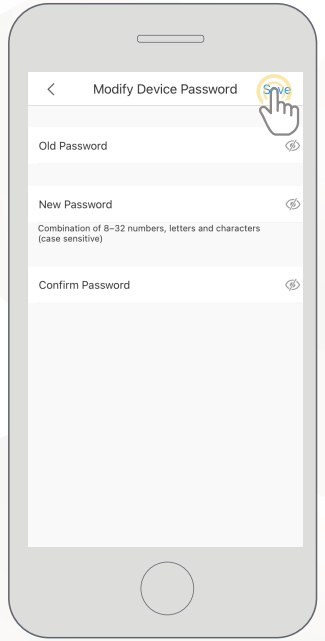
AMCREST VIEW PRO 2
ETHERNET WIFI SETUP

9



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

10



Enter the default password into the **Old Password** field, enter a new password in the **New Password** field and confirm. Tap **Save** to add the camera to the app.

AMCREST VIEW PRO 2

DEVICE SEARCH SETUP

The device search method can be used to add an already connected camera to the app using P2P.

- Make sure the camera is online and ready to be connected to the app.
- Make sure your camera and mobile device are on the same network during setup.
- Make sure to have the username and password for the camera before adding it to the app.

1

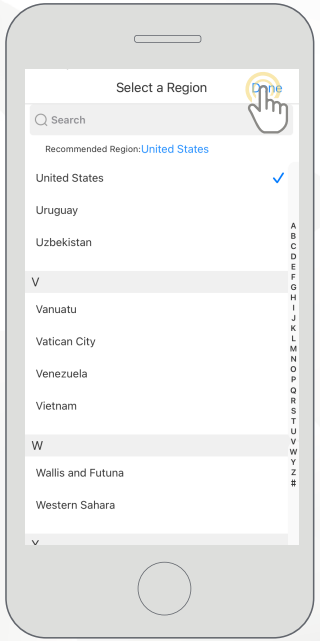
Download and open the Amcrest View Pro 2 app from the App Store or Play Store.

Download on the App Store

GET IT ON Google Play

Please allow any location permissions to allow the app to discover and connect to all Amcrest View Pro 2 compatible devices on your network.

2

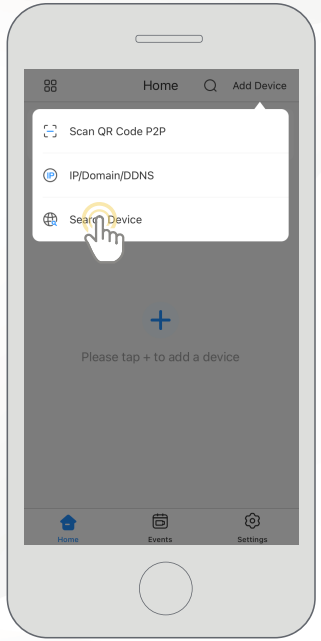


Select a **Region**. Click **Done**.

AMCREST VIEW PRO 2

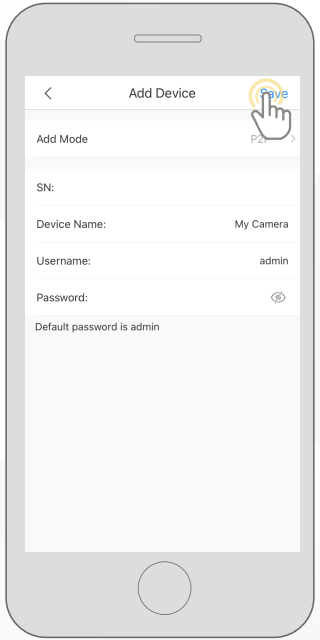
DEVICE SEARCH

3



Tap **Add Device** and select **Search Device.**

4



Select the device and select **P2P** from the Add Mode menu. Give the device a name and enter the device's password in the **Password** feild. Tap **Save** to add the device to the app.

DESKTOP ACCESS METHODS

For more information on AI camera based desktop access, visit, amcrest.com/support

1 LOCAL DESKTOP ACCESS USING A WEB BROWSER

Amcrest devices feature the latest in JavaScript technology which allows you to access your device using a wide variety of web browsers such as, Google Chrome, Firefox, or other mainstream web browsers. Please note, some models may require the use of a .exe plugin for more advanced AI features or full functionality with other more advanced features, therefore it is highly recommended to access your device on Windows based operating systems.

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 please feel free 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**

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/support**

3 AMCREST SURVEILLANCE PRO & AMCREST ORION SURVEILLANCE

These are free professional surveillance software applications provided by Amcrest that allow users access to their cameras from a Windows or Mac. Please note, if adding you are adding your AI camera into the the software certain AI features may only be available in a web browser. For more information on Amcrest Surveillance Pro or Amcrest Orion software, visit: **amcrest.com/support**

ALTERNATIVE ACCESS METHODS

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

1 AMCREST CLOUD SETUP

This setup method will be used for setting up your camera on the cloud using a web browser on a PC, laptop, or using the Amcrest Cloud app. For more information on Amcrest Cloud visit:

amcrest.com/cloud

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/support

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/support

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 TURRET CAMERA INSTALLATION:

amcrest.com/support

2 AMCREST BULLET CAMERA INSTALLATION:

amcrest.com/support

3 AMCREST POE DOME CAMERA INSTALLATION:

amcrest.com/support

4 AMCREST PTZ CAMERA INSTALLATION:

amcrest.com/support

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

TROUBLESHOOTING/FAQ

HOW DO SETUP PUSH NOTIFICATIONS?

Push notifications can be set in the app which can allow you to be notified once an event is detected by the camera. This can include events such as, motion detection, IVS, human detection, vehicle detection, face detection, etc. These can be set in the app, per device as needed. Push notifications can be found in the Events menu located on the main interface of the app.

To set push notifications, access the device from the main menu and select the settings icon. Select Push Notfications from this menu and enable the function. Select which push types you would like to enable, please note, the feature must be enabled in the app or via a web browser for it to function. Once the notification type is set, tap Save. When the rule or feature is triggered a push event will be sent to your phone. Use the Events option on the main menu to access the event. For more information please visit amcrest.com/support

HOW DO I DOWNLOAD RECORDINGS TO MY PHONE?

The playback option in the app allows you to clip or manually record a recording and export it to your phone. Please allow any permissions that will prevent the recording from being exported from the app to your phone before proceeding. All clipped recordings can be accessed in the File folder located on the main menu.

To clip a recording, access the playback menu and select a recording via the timeline or file list. Locate the recording you would like to download, tap the clip icon, then tap the play icon to begin clipping the recording, tap stop when done. The clipped recording will be displayed in the File menu. To download it to your phone, tap and hold the clipped recording and tap Export. The recording with then automatically export to the photos or video folder on your phone. For more information please visit amcrest.com/support

HOW DO I CHANGE NIGHT VISION SETTINGS?

The app allows you to change between different night vision settings depending on the settings your specific model supports, such as white light modes for color night vision, smart illumination, IR modes, etc. To access and change night vision settings, select the device and tap the settings option. Tap Night Vision and select the night vision mode from the provided menu.

This allows you to turn it on (enable) set to automatically trigger, or disable. Once a night vision mode is set, tap Save. For more information on night vision modes, please visit amcrest.com/support

HOW DO I ENABLE TWO WAY TALK USING THE APP?

Two way talk is a feature only applicable if the camera either has a built-in mic or speaker, or if an external RCA mic and speaker are connected and supported. However, two way talk can be accessed directly from the live view screen of the device.

To enable two way talk, tap the Talk button. If this is your first time using this feature the app may ask you permission to use the mic, allow this feature and the two way talk option will not be enabled for you to use. You should only have to allow the permission one time to use, to use this feature in the future, just tap Talk. For more information please visit amcrest.com/support

HOW DO I CHANGE MY VIDEO STREAM RESOLUTION?

The resolution of the video stream can be changed using the app or web user interface. Having a higher resolution video stream may help to increase the overall accuracy of AI or IVS reporting data. To change the video stream using the app, select your device and tap the settings icon, tap Video Stream, select configuration center and select Video Encode. Adjust the resolution accordingly if needed. For more information on changing video streams or general info regarding AI features , 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 2 App

To access the latest version of the Amcrest View Pro 2 app, please visit:

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**

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.