



**A M C R E S T**

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

# **QUICK START GUIDE**

**IP3M-941 / IP2M-841 / IPM-721**

You can view this guide and others online by visiting:

[www.amcrest.com/support](http://www.amcrest.com/support)

[www.amcrest.com](http://www.amcrest.com)

# THANK YOU FOR PURCHASING AN AMCREST CAMERA!

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

## Setting Up Your Camera ..... 2- 23

### 1. WiFi Setup

The most common method of setup for WiFi cameras. Start here.

### 2. Ethernet WiFi Setup

The most stable method of setup for WiFi cameras. Try this if your camera is having trouble connecting.

### 3. Audio Sync Setup

Available only on select models, this is the quickest setup method for WiFi cameras.

### 4. P2P Setup

Use this method to add your cameras to additional devices once it's been setup.

## Additional Access Methods ..... 24 - 27

### 1. Remote Web Access Setup

Remotely access your camera's live feed and playback recorded video from anywhere in the world via AmcrestView.com

### 2. Local Desktop Access Setup

Locally access your camera on your PC or Mac to fine tune advanced settings.

### 3. Cloud Recording Setup

Set up cloud recording on Amcrest Cloud, available both online and as an app.

## More Information ..... 28 - 29

Troubleshooting  
Information & Links

## SETTING UP YOUR CAMERA WIFI SETUP



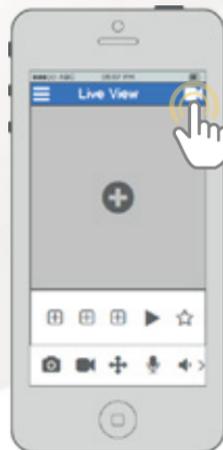
Plug in your camera and follow the steps below to get your camera up and running. Please wait 30 seconds after plugging in the camera to allow it to initialize.

1

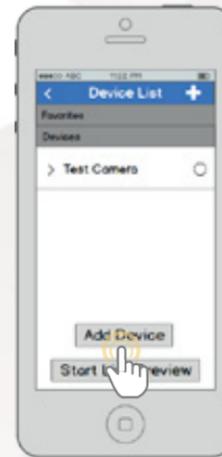
Download and open the Amcrest View Pro app from the App Store or Play Store.



2



3



From the home screen, tap the icon in the top right corner to open the Device List.

Tap the "Add Device" button.

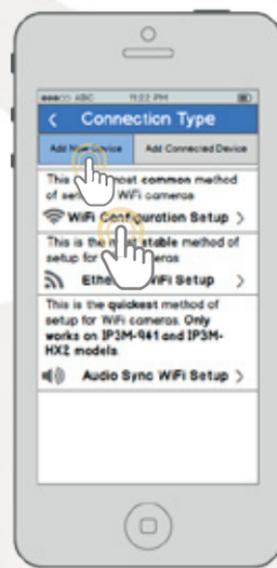


4



Tap "WiFi Camera".

5



Tap "WiFi Configuration Setup".

6



Scan the QR code  from the sticker on your camera. Move the camera or the phone to ensure that the entire QR code is visible and focused in the frame. In case the QR code cannot be scanned, please tap "Enter S/N Manually" to enter in the camera's serial number.

7



Double check to ensure that your S/N (Serial Number) is entered correctly, then tap "Next".



8



Give your camera a name, then enter in the camera's username and password. The default username is **admin** and the default password is **admin**. Once you've filled out all of the fields, tap "Next".

9



Ensure your mobile phone is connected to the WiFi network that you will be connecting your camera to, enter in the password for the WiFi network, and then tap "Next".

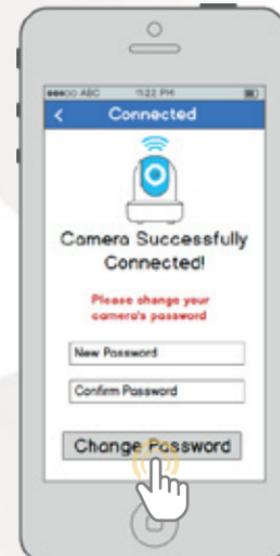
**Note:** Most Amcrest cameras can only connect to 2.4 GHz WiFi networks, so please ensure that your phone is connected to a compatible network.

10



Tap the "Start Live Preview" button to proceed with changing your password.

11



To ensure the security of your camera, you will be asked to change the password for your camera's default username (**admin**). Please select a password that is at least 8 characters long and one that uses a combination of uppercase letters, lowercase letters, and numbers. Note that once the password is changed here it will take effect immediately. If you forget your password, you can always hard reset the camera using the steps detailed in the Troubleshooting section of this guide.

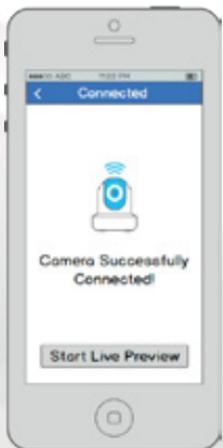
SETTING UP YOUR CAMERA  
**ETHERNET WIFI  
SETUP**



Plug in your camera and follow the steps below to get your camera up and running. Please wait 30 seconds after plugging in the camera to allow it to initialize.

Last step for Wi-Fi Setup

12

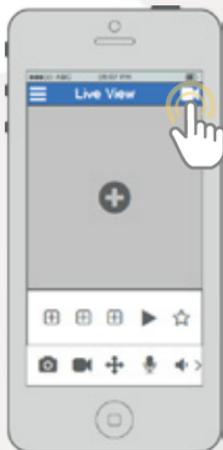


Your camera is now ready to go! Tap the "Start Live Preview" button to get started!

1

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

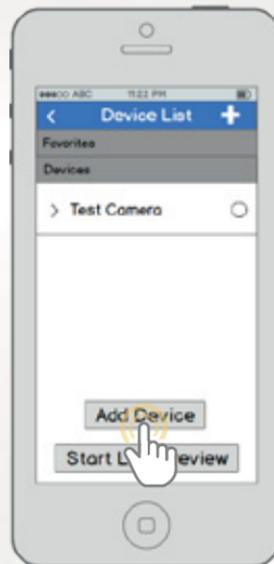
2



From the home screen, tap the icon in the top right corner to open the Device List.

7

3



Tap the "Add Device" button.

4

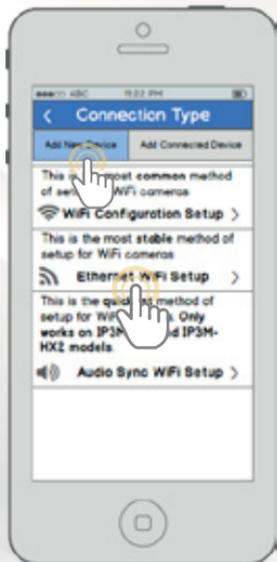


Tap "WiFi Camera".

8



5



Tap "Ethernet WiFi Setup".

6



Plug your camera into your router via an Ethernet cable. Don't worry, once the camera is set up, the camera can be unplugged and moved to a different location.

7



Ensure your mobile phone is connected to the WiFi network that you will be connecting your camera to, then tap "Next".

8



Scan the QR code  from the sticker on your camera. Move the camera or the phone to ensure that the entire QR code is visible and focused in the frame. In case the QR code cannot be scanned, please tap "Enter S/N Manually" to enter in the camera's serial number.

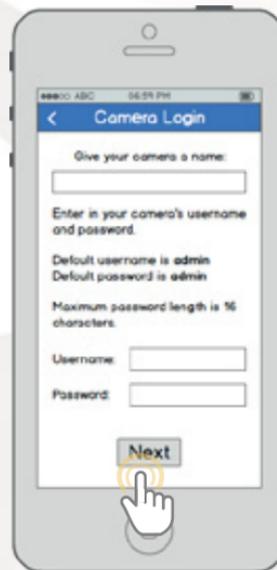


9



Double check to ensure that your S/N (Serial Number) is entered correctly, then tap "Next".

10



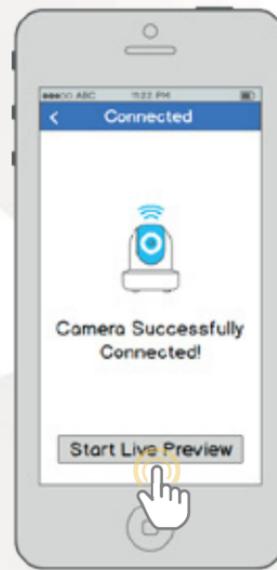
Give your camera a name, then enter in the camera's username and password. The default username is **admin** and the default password is **admin**. Once you've filled out all of the fields, tap "Next".

11



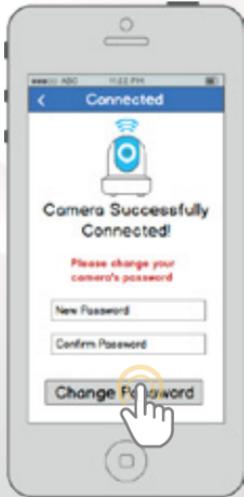
Pick a WiFi network, enter in the password, then tap "Next".  
**Note:** Most Amcrest cameras can only connect to 2.4 GHz WiFi networks, so please ensure that your phone is connected to a compatible network.

12



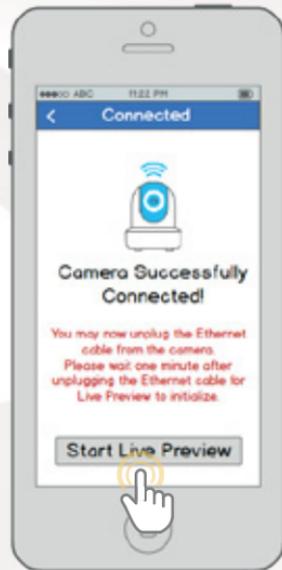
Tap the "Start Live Preview" button to proceed with changing your password.

13



To ensure the security of your camera, you will be asked to change the password for your camera's default username (**admin**). Please select a password that is at least 8 characters long and one that uses a combination of uppercase letters, lowercase letters, and numbers. Note that once the password is changed here it will take effect immediately. If you forget your password, you can always hard reset the camera using the steps detailed in the Troubleshooting section of this guide.

14



Your camera is now ready to go! Unplug the camera from Ethernet and power, then relocate the camera to anywhere within range of the WiFi network that you connected the camera to. Plug in the camera, then wait 1-2 minutes before tapping the "Start Live Preview" button.

For additional assistance, please contact us at  
[www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538.  
 Step-by-step video tutorials available at  
[www.amcrest.com/videos](http://www.amcrest.com/videos)

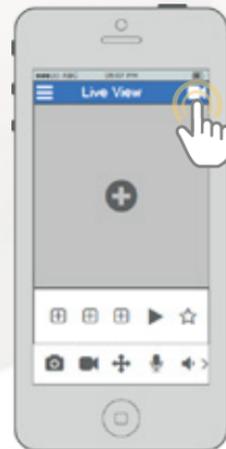
**NOTE:** This setup method is currently available for Amcrest IP3M-941 and IP3M-HX2 model cameras. Please use either WiFi Configuration Setup or Ethernet WiFi Setup if you have another camera model. Plug in your camera and follow the steps below to get your camera up and running. Please wait 30 seconds after plugging in the camera to allow it to initialize.

1

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

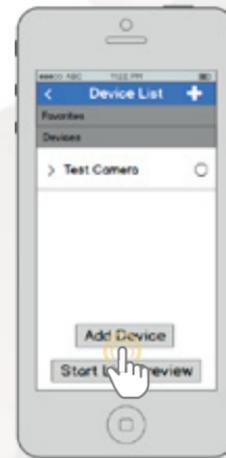


2



From the home screen, tap the icon in the top right corner to open the Device List.

3



Tap the "Add Device" button.

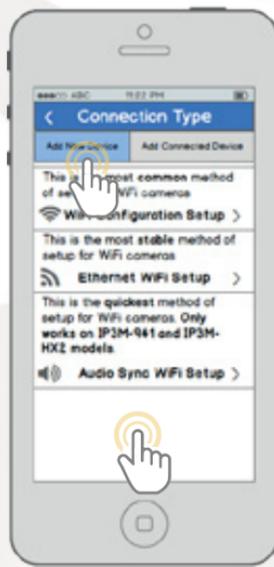


4



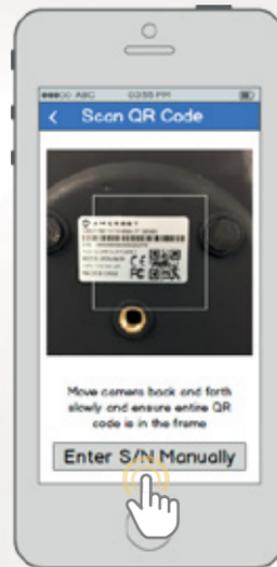
Tap "WiFi Camera".

5



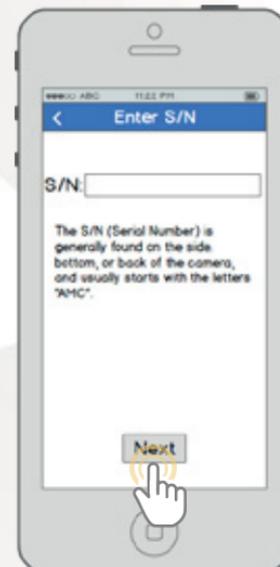
Tap "Audio Sync WiFi Setup".

6



Scan the QR code  from the sticker on your camera. Move the camera or the phone to ensure that the entire QR code is visible and focused in the frame. In case the QR code cannot be scanned, please tap "Enter S/N Manually" to enter in the camera's serial number.

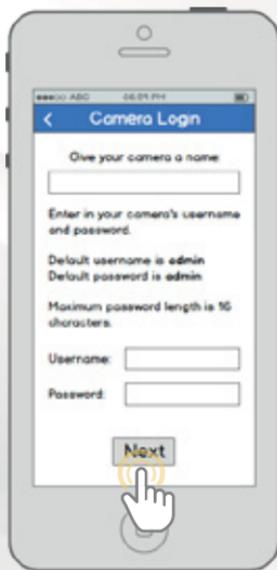
7



Double check to ensure that your S/N (Serial Number) is entered correctly, then tap "Next".



8



Connect your mobile phone to the WiFi that you will be connecting your camera to, give your camera a name, then enter in the camera's username and password. The default username is **admin** and the default password is **admin**. Once you've filled out all of the fields, tap "Next".

9



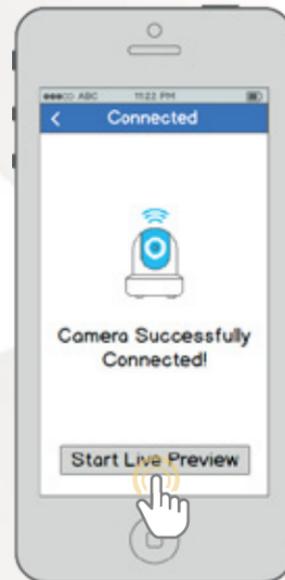
Enter in the password for the WiFi network, and then tap "Next".

10



Before beginning Audio Sync, please ensure that the environment is not too loud or noisy, and bring your smartphone close to the camera. Once you're ready, tap "Begin Audio Sync". Audio Sync should take no more than 15 seconds total.

11

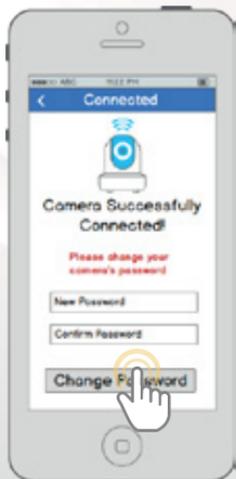


Tap the "Start Live Preview" button to proceed with changing your password.

## SETTING UP YOUR CAMERA AUDIO SYNC WIFI SETUP

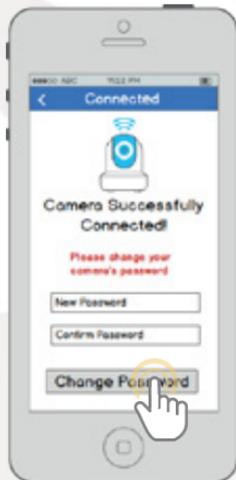


12



To ensure the security of your camera, you will be asked to change the password for your camera's default username (**admin**). Please select a password that is at least 8 characters long and one that uses a combination of uppercase letters, lowercase letters, and numbers. Note that once the password is changed here it will take effect immediately. If you forget your password, you can always hard reset the camera using the steps detailed in the Troubleshooting section of this guide.

13



Your camera is now ready to go! Tap the "Start Live Preview" button to get started!

For additional assistance, please contact us at [www.amcrest.com](http://www.amcrest.com) or give us a call at 1-888-212-7538. Step-by-step video tutorials available at [www.amcrest.com/videos](http://www.amcrest.com/videos)

## SETTING UP YOUR CAMERA P2P SETUP



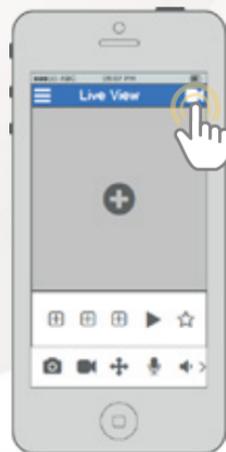
This setup method should only be used if the camera is already connected to the Internet via WiFi or Ethernet cable. Use this setup method when you need to add the camera to additional mobile devices.

1

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

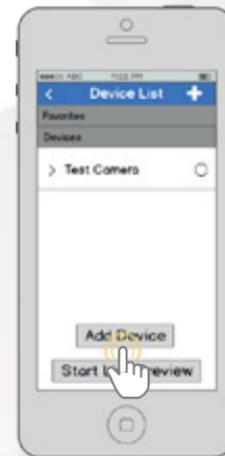


2



From the home screen, tap the icon in the top right corner to open the Device List.

3



Tap the "Add Device" button.



4



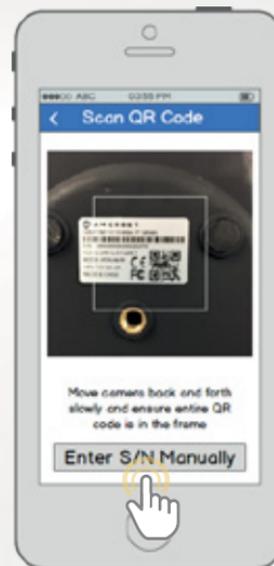
Tap "WiFi Camera".

5



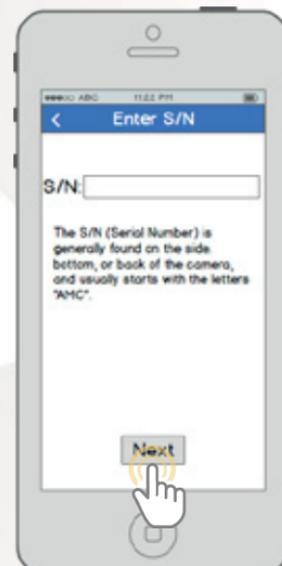
Tap the "Add Connected Device" button near the top of the screen, then tap "P2P Setup".

6



Scan the QR code  from the sticker on your camera. Move the camera or the phone to ensure that the entire QR code is visible and focused in the frame. In case the QR code cannot be scanned, please tap "Enter S/N Manually" to enter in the camera's serial number.

7



Double check to ensure that your S/N (Serial Number) is entered correctly, then tap "Next".

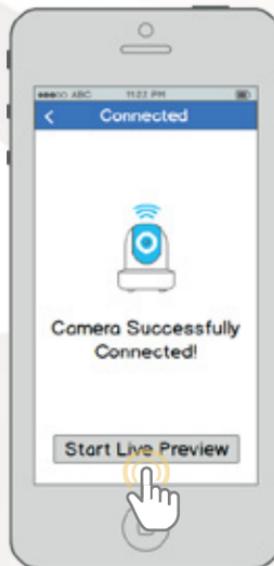


8



Give your camera a name, then enter in the camera's username and password. The default username is **admin** and the default password is **admin**. Once you've filled out all of the fields, tap "Next".

9



Your camera is now ready to go! Tap the "Start Live Preview" button to get started!

## ADDITIONAL ACCESS METHODS REMOTE WEB ACCESS SETUP



1

Using Internet Explorer, Firefox, or Safari, go to [www.AmcrestView.com](http://www.AmcrestView.com) and register for an account. You will be required to activate your account by e-mail (double-check your spam folder).

2

Once activated, download and install the plugin for your web browser. The installation of the plugin will require all web browsers to close.

3

Log in to your account. To add a camera, click the "Add Device" button. Give the camera a name, enter the S/N (found on your camera's sticker), then enter the login details for the camera. The default username and password for the camera is **admin**.

4

Once added, the camera should appear in the device list. Click the  icon next to the camera's S/N to open the live view and playback interface.

5

Click the camera name in the list on the left to enable it. The camera should now be successfully set up for live viewing and playback!



To watch a video on setting up your camera for remote web access, please visit [www.amcrest.com/remotewebsetup](http://www.amcrest.com/remotewebsetup)

## ADDITIONAL ACCESS METHODS

### LOCAL DESKTOP ACCESS SETUP



- 1 Using a PC or Mac, insert the included CD and install the IP Config software. Alternatively, you can download the IP Config software from [www.amcrest.com/support](http://www.amcrest.com/support)
- 2 Open the IP Config software and hit the refresh button. The camera will appear in the device list. Click the  icon to open the camera in your web browser. Ensure that you are using **Internet Explorer** or **Safari**.
- 3 Log in to the camera using the default login credentials (use **admin** for both the username and password). If this is your first time logging into the camera, you will be prompted to change your password. Please select a password that is at least 8 characters long, and one that uses a combination of uppercase letters, lowercase letters, and numbers.
- 4 Download and install the Amcrest browser plugin to enable live viewing, and the camera is now successfully set up for live viewing and playback!
- 5 To set up WiFi (optional), navigate to Setup > Network > WiFi, then double-click the line that shows your WiFi network. If necessary, enter your WiFi network's password. The camera may take up to 2 minutes to connect to the WiFi network. Click the Refresh button after the process is complete. Once the camera has successfully connected to your WiFi, you should see the word "Connected" in green display next to your WiFi network's name in the WiFi Network Information table under the WiFi List table.

6

Note that the IP address may have changed once connected to WiFi. Be sure to use the IP Config tool to access the camera using its updated IP address.

7

After configuring the camera to connect to WiFi, use the P2P Setup method on page 6 to connect the camera via your smartphone or tablet.

8

For quick and easy remote access on your PC or Mac, please visit [www.AmcrestView.com](http://www.AmcrestView.com). To set up advanced remote access via UPnP/DDNS or Port Forwarding, please refer to your camera's user manual or visit [www.Amcrest.com/support](http://www.Amcrest.com/support).



To watch a video on setting up your camera for desktop access, please visit [www.amcrest.com/desktopsetup](http://www.amcrest.com/desktopsetup)

## ADDITIONAL ACCESS METHODS CLOUD RECORDING SETUP



1

Using a web browser on your PC or Mac, visit [www.amcrest.com/cloud](http://www.amcrest.com/cloud) and register for a free account. Once registered, click the "Add Camera" button. Select "Amcrest", give the camera a name, and enter the camera's S/N (located on the camera's sticker). Click "Next".

2

On the settings page, you can adjust optional preferences for your camera. Once settings have been adjusted, click "Finish." Your camera is now successfully set up for cloud access and storage!

3

View your camera live or watch recorded clips using the menu buttons on the top of the page. You can also use the Amcrest Cloud app on iOS and Android to add more cameras, play recordings, and view your camera live, from anywhere.



To watch a video on setting up your camera for cloud access, please visit [www.amcrest.com/cloudsetup](http://www.amcrest.com/cloudsetup)

## TROUBLESHOOTING FREQUENTLY ASKED QUESTIONS



### 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 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 reset the camera by finding and pushing the reset button for 15 seconds. The reset button will either be on back of camera, on an attached wire, or a button on the internals of the camera. Please consult your camera's user manual for more details.



### HOW DO I CHANGE MY VIDEO STREAM RESOLUTION?

On the Amcrest View app, the live stream is set by default to Standard Resolution (not HD) to enable quick connection. To enable HD, tap the resolution icon HD/  then tap the HD icon on the right. On Desktop Access the default resolution is set to HD. To change the live stream resolution on the desktop interface, click the Main Stream (higher quality) or Sub Stream (lower quality) buttons near the top right hand side. On Amcrest Cloud, find your camera in the camera list, click the pencil icon on the far right of that row, then select a resolution from the Quality dropdown box, then click Apply. On AmcrestView.com, click the "S" icon next to the name of the camera to change the stream to "M" (main stream).



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

To flip or mirror the camera's video stream, tap the flip/mirror icon in the app . You can also flip/mirror the camera via Desktop Access as well. Once you've logged into the camera's Desktop Interface, click the Setup tab near the top right, click the Camera menu on the left hand side, then click the Configuration menu item. On this screen, change the Flip dropdown box to 180°, then change the Mirror radio button to ON. Changes should reflect in the preview window on the Configuration screen. Once you are satisfied, click Save to save your settings.

# INFORMATION & LINKS

To contact our customer service team, please email [support@amcrest.com](mailto:support@amcrest.com) or call **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 View Pro App



To download the Amcrest View Pro app for Android, visit [amcrest.com/androidviewpro](http://amcrest.com/androidviewpro)



To download the Amcrest View Pro app for iOS, visit [amcrest.com/iosviewpro](http://amcrest.com/iosviewpro)



To download the Amcrest View Pro app for Amazon, visit [amcrest.com/amazonviewpro](http://amcrest.com/amazonviewpro)

## Amcrest Cloud App



To download the Amcrest Cloud app for Android, visit [amcrest.com/androidcloud](http://amcrest.com/androidcloud)



To download the Amcrest Cloud app for iOS, visit [amcrest.com/ioscloud](http://amcrest.com/ioscloud)

## Product Support

To view our Product Support videos, visit [amcrest.com/videos](http://amcrest.com/videos)

## 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](http://amcrest.com/appwalkthrough)

## User Manual

To download the WiFi Camera User Manual, visit [amcrest.com/wificameramanual](http://amcrest.com/wificameramanual)

# 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 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 to 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.

# 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 give us a ring at **1-888-212-7538**, or drop us an email at **support@amcrest.com**



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[twitter.com/amcrestsecurity](https://twitter.com/amcrestsecurity)



Simple. Reliable. Secure.