



**A M C R E S T**

Simple. Reliable. Secure.

Welcome to the Amcrest Family!

# **QUICK START GUIDE**

**IP2M-842E / IPM-743E / IP2M-844E  
IP3M-954E / IP3M-956E / IP4M-1025E**

You can download this guide online by visiting:

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

[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 ..... 3 - 10****PoE Camera Setup**

Set up your new camera or add your camera to additional mobile devices.

**Additional Access Methods ..... 12 - 16****1. Cloud Recording Setup**

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

**2. Remote Web Access Setup**

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

**3. Local Desktop Access Setup**

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

**More Information ..... 17 - 18**

Troubleshooting  
Information & Links

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**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)

## POE CAMERA SETUP



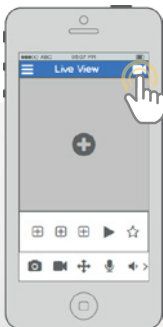
Before starting, make sure your camera is connected to the internet using a Power Over Ethernet (PoE) 802.3at compliant switch or injector connected to your router.

1

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

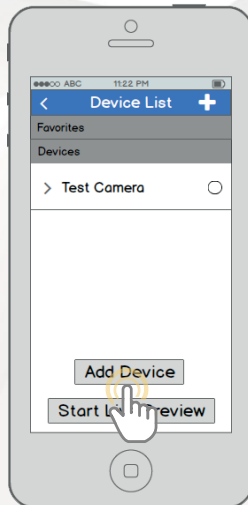


2



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

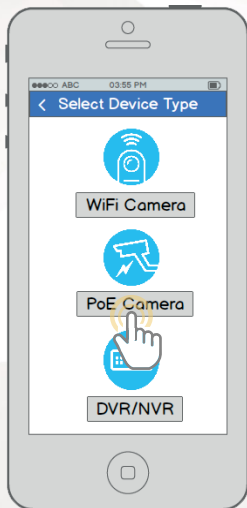
3



Tap the "Add Device" button.

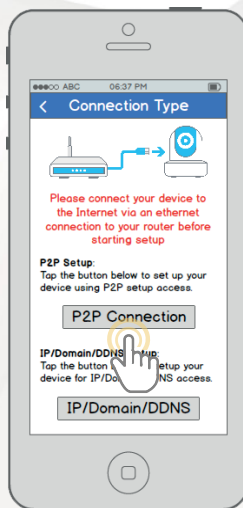


4



Tap "PoE Camera".

5




Tap the "P2P Connection"

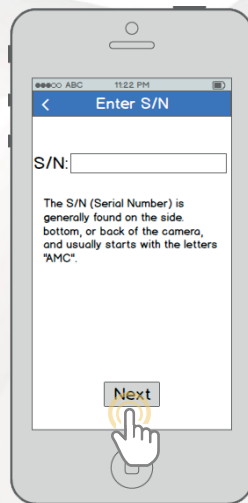


6

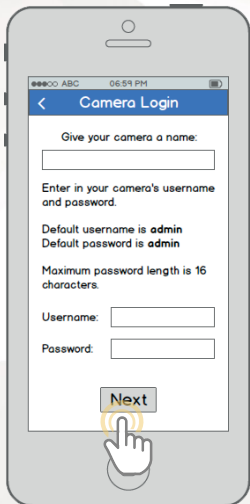


Scan the QR code  from the sticker on your camera. Move the camera or the phone to ensure that the entire QR code is visible and focused in the frame. In case the QR code cannot be scanned, please tap "Enter S/N Manually" to enter in the camera's serial number.

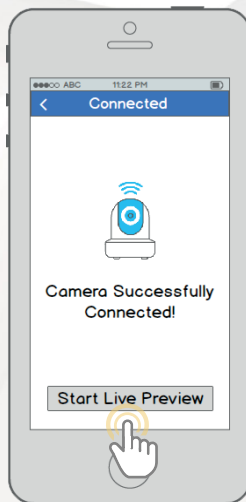
7



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



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".



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

For additional assistance, please contact us at  
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Step-by-step video tutorials available at  
[www.amcrest.com/videos](http://www.amcrest.com/videos)



# ADDITIONAL ACCESS METHODS

*Access your camera from a PC or Mac*

1

Using a web browser on your Mac or PC, 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)

## 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!

YouTube

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

For additional assistance, please contact us at

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## 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 Mac or PC, 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)


## 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).

### 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

## Product Support

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

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

## 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)

## 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)

## User Manual

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

# 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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