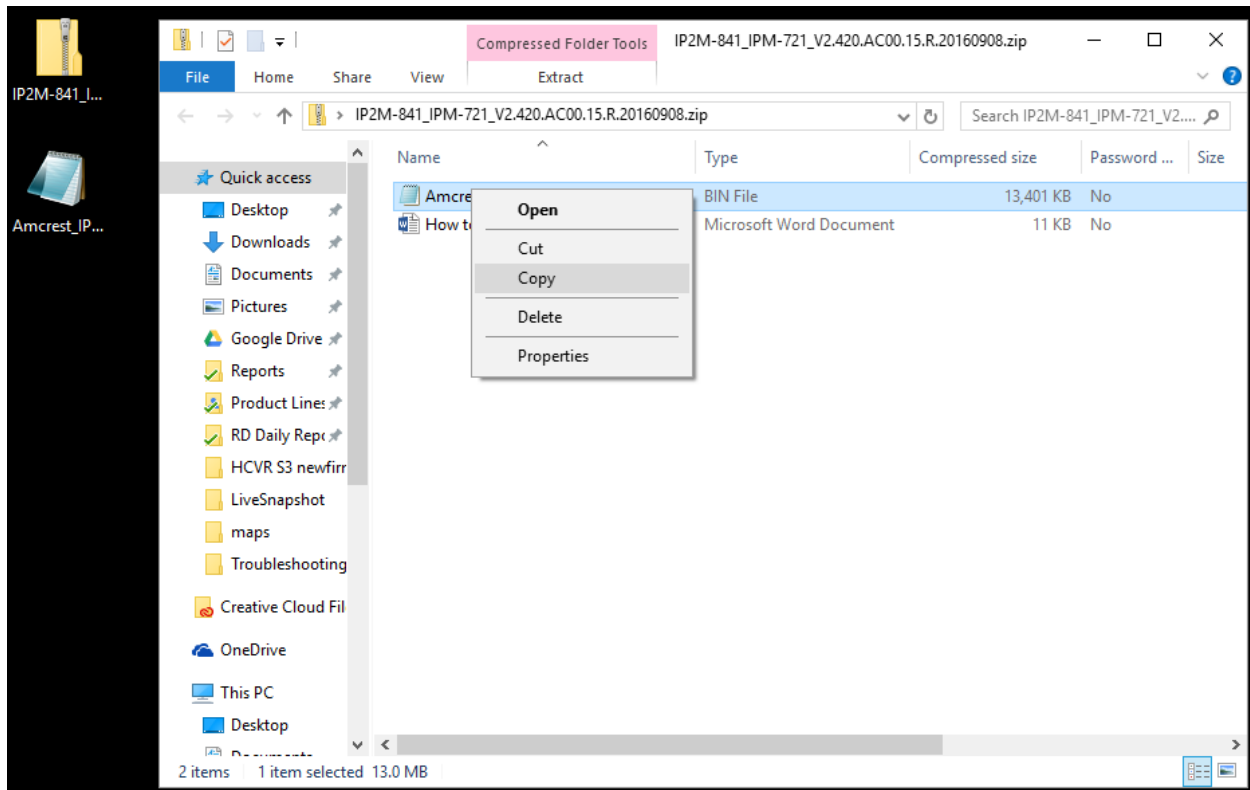


How to upgrade Amcrest IP Camera firmware

Important Note: We highly recommend updating the firmware from the same local network. When it is possible, please hardwire the camera into the network instead of using the wireless connection. This will prevent many errors and possible damage to the camera.

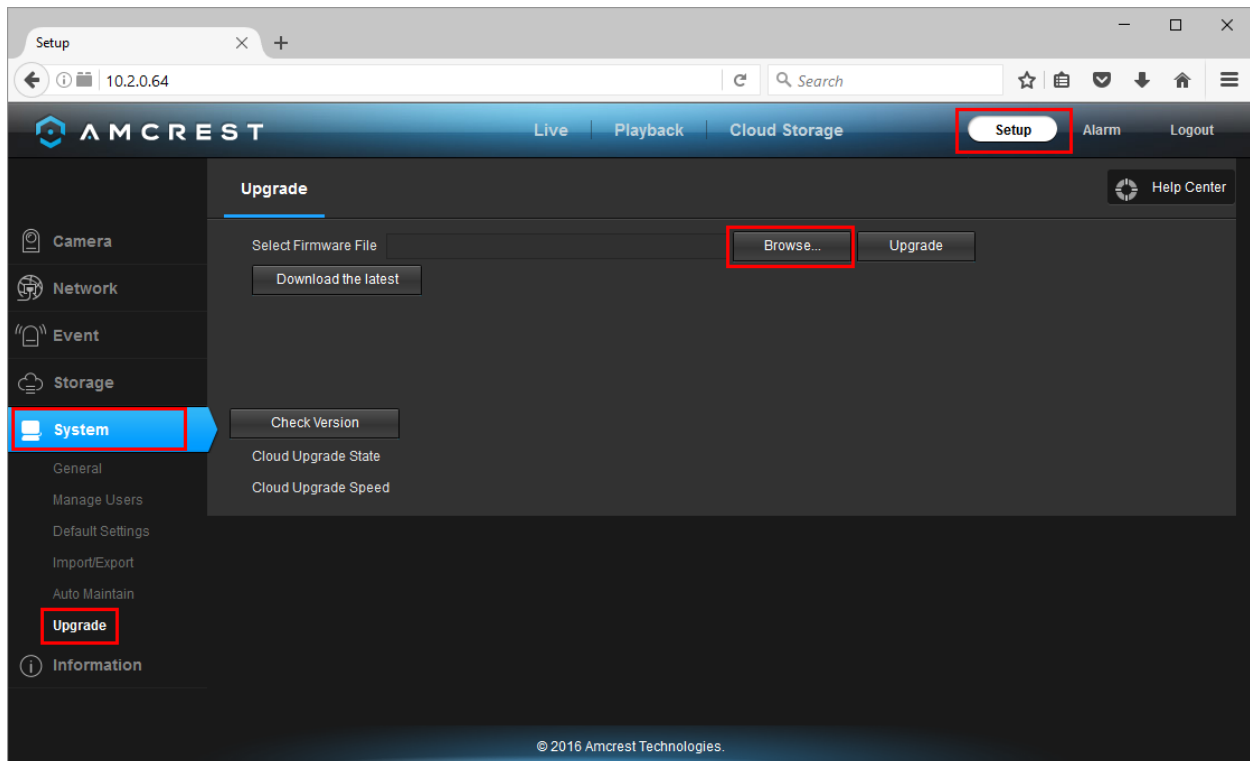
First identify your camera and download the most recent firmware from www.amcrest.com/firmware.

Open the downloaded zip file and copy and paste the file ending in .bin to somewhere easy to find like your desktop.

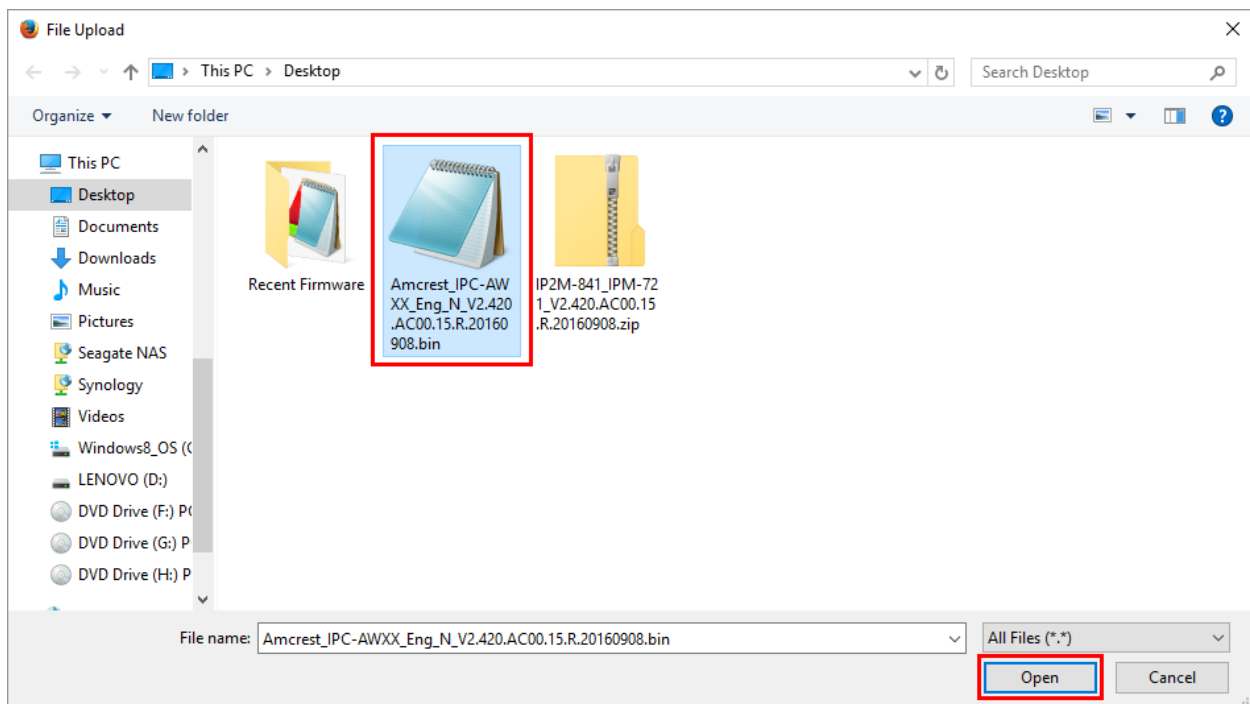


Log in to your camera's web interface. Instructions on how to do this can be found at <https://support.amcrest.com/hc/en-us/articles/225256708-Amcrest-View-Desktop-Setup>

From the main page click the "Setup" button near the top right of the page. On the left panel click "System" to expand the submenu then select "Upgrade".

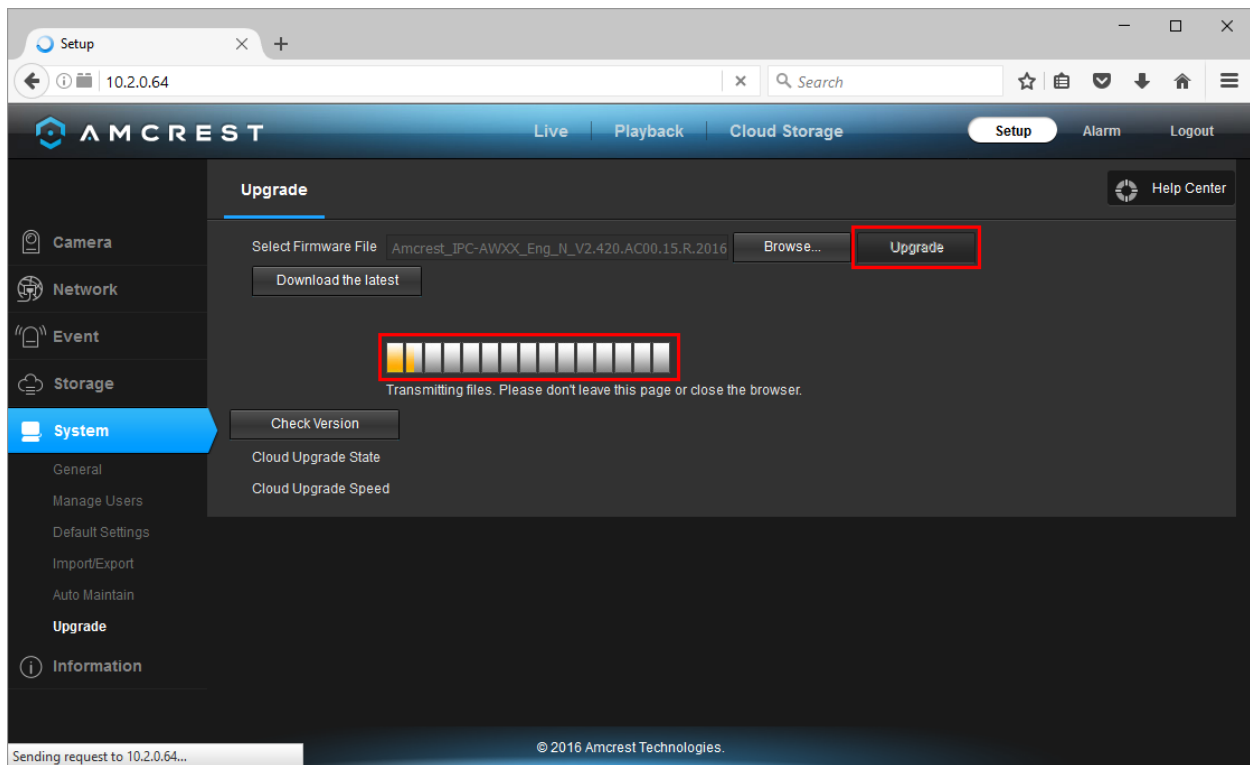


In the main panel select the “Browse” button. Navigate to and select the .bin file we copied in the second step. Double click this file or click “Open”.

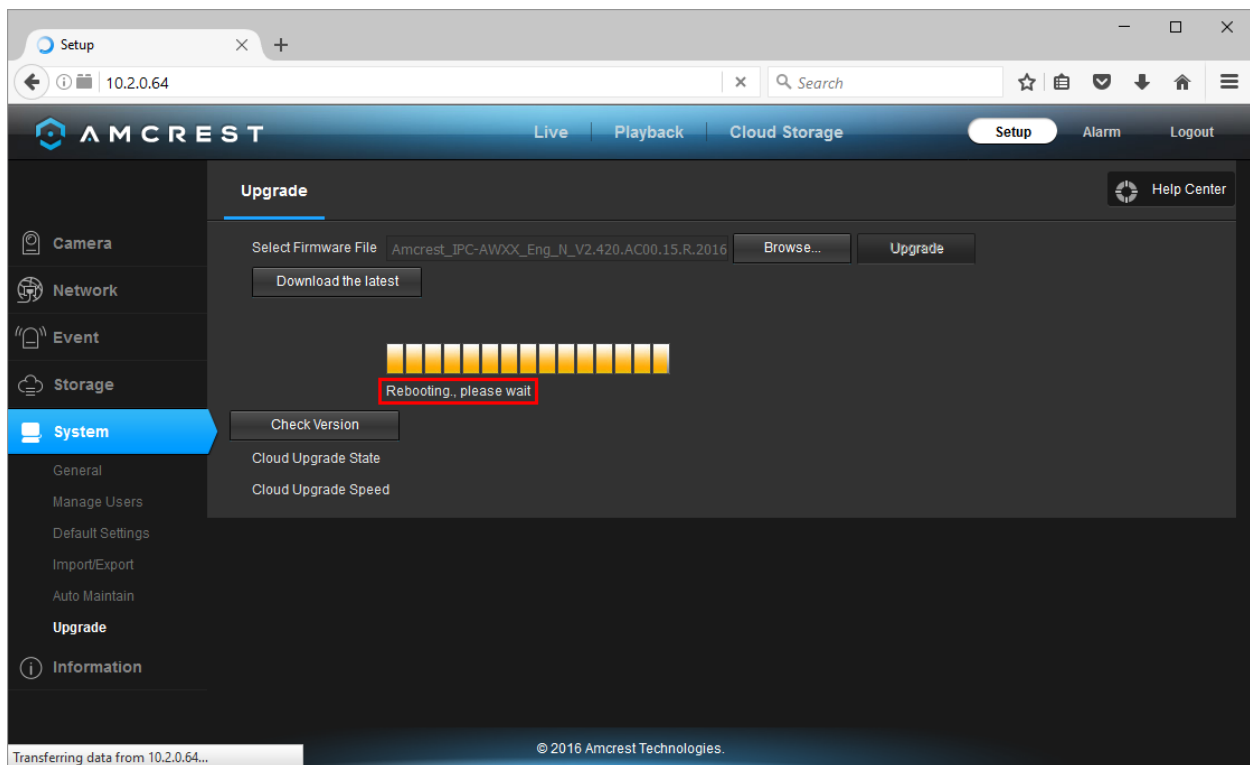


Click the “Upgrade” button and the camera will begin updating the firmware. **Once the upgrade has started DO NOT power off the camera or close or leave the page. This can damage the camera.**

A progress bar will appear to let you know it is working.



A message will be shown under the progress bar that the camera is rebooting. This means the firmware has successfully upgraded and will restart to finalize the upgrade.



If the firmware update fails, a message will let you know and ask to reboot the camera.

Troubleshooting:

The most likely cause for firmware to fail upgrading is the connection dropped while upgrading or the incorrect file was used. If the camera is wireless, hardwire the camera into the router or network and try again. Otherwise check the label on your camera and make sure you have downloaded the correct firmware.

If issues persist or you have any other questions, please contact our support department at support@amcrest.com or by phone at (888) 212-7538.