



**A M C R E S T**

NVR Quick Start Guide

**Version 4.0.9**  
**Revised November 21<sup>st</sup>, 2018**

## Contents

1. Front Panel .....	3
2. Rear Panel.....	5
3. Hardware Setup.....	7
Setting up the cable connections.....	7
Hard drive installation .....	13
4. Console Setup .....	14
Logging in .....	14
Forgot Password: Account Locked Issues .....	15
Startup Wizard walkthrough .....	15
Main Menu overview.....	19
Adding cameras.....	20
Using the device search method.....	20
5. Motion Detection & Recording Setup .....	25
Setting up recording schedules.....	25
Setting up motion detection and email alerts.....	30
6. Computer Access Setup.....	38
Amcrest IP Config Software method.....	39
Built-in interface method.....	42
Installing the Amcrest browser plugin .....	43
Setting up NVR Local Access (home or business) .....	45
Setting up NVR Remote Access (away from home).....	46
Remote access not working? (troubleshooting steps).....	51
Web Interface Walkthrough.....	52
7. Amcrest View App Setup.....	53
Enabling P2P on the NVR .....	54
Amcrest View Pro Setup.....	55
8. Amcrest View Web Portal Setup .....	60
Installing the AmcrestView.com browser plugin.....	60
User method .....	64
Device method.....	70
AmcrestView Web Interface Overview.....	73
9. FCC Statement.....	76
10. IC Warning Statement .....	76
11. Appendix A Toxic or Hazardous Materials .....	77
12. References & Contact Information .....	78

## Welcome

Thank you for purchasing our NVR!

This quick start guide will help you become familiar with our NVR in a very short time.

Before installation and operation, please read the below safeguards and warnings carefully.

Many of the setup sections below have corresponding videos on YouTube. To access the setup videos, please go to <http://amcrest.com/videos>



**NOTE:** This document is applicable to all 4 channel, 8 channel, 16 channel and 32 channel Amcrest NVR systems, including all HS models.

## Important Safeguards and Warnings

- All installations and operations here should conform to your local electrical safety codes.
- We assume no liability or responsibility for any of the fires or electrical shocks caused by improper handling or installation.
- We are not liable for any problems caused by unauthorized modifications or attempted repair.
- Improper battery use may result in fire, explosion, or personal injury.
- When replacing the battery, please make sure you are using the same model.

## Check Packaging

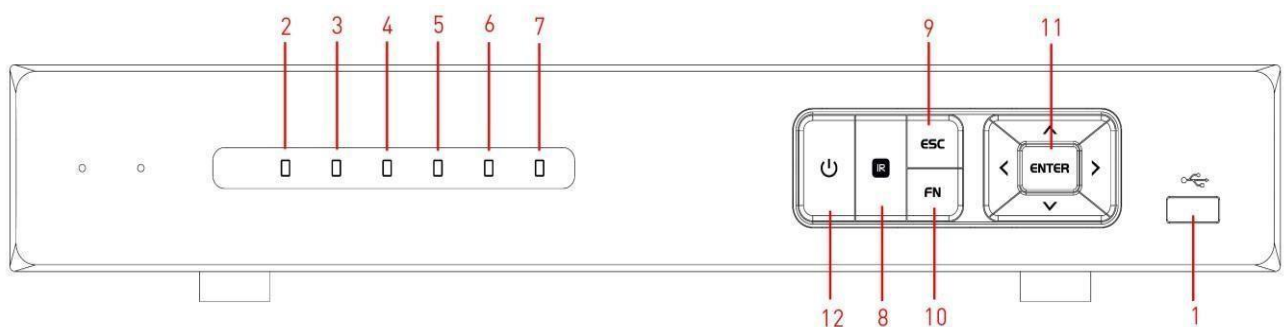
When you receive the NVR system in the packaging, unpack it, and check all sides of the NVR to see if there is any physical damage. The protective materials used for the packaging of the NVR can protect most accidental damage during transportation, but to ensure that your equipment is operating as expected, it is recommended to inspect the product before proceeding further.



On the NVR unit, check specifically that the label on the bottom of the NVR is not damaged. The serial number of the unit is often needed to provide support.

Please check that all required items for your NVR are present and accounted for. To check what is included with your purchase, go to <http://amcrest.com/ip-security-camera-systems.html/> and find the product you purchased, then scroll down and click the 'What's Included' tab. If any item is missing, please contact us as soon as possible so we can send you the missing component(s).

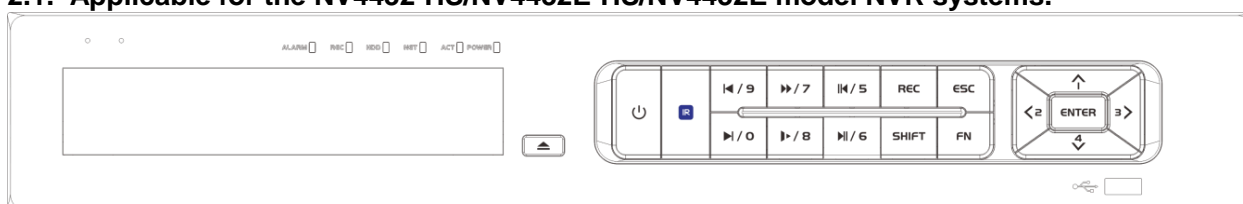
## 1. Front Panel



### 1.1. NV1104E/NV1104E/NV4108/NV4108E/NV4108-HS/NV4416-HS model NVR systems.



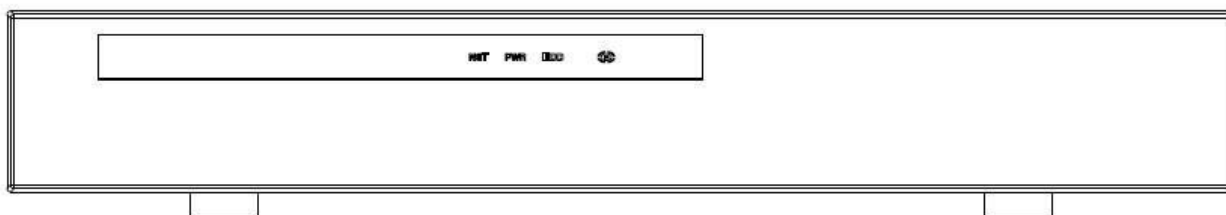
SN	Icon	Name	Function
1		USB port	To connect USB storage device, USB mouse, etc.
2	Alarm	Alarm indicator light	When an alarm occurs, the light becomes red to alert you.
3	REC	Record indicator light	When the DVR is recording, the light turns red to alert you
4	HDD	HDD abnormal indicator light	HDD error occurs, or HDD capacity is below specified threshold value, the light becomes red to alert you.
5	NET	Network abnormal indicator light	Network error occurs or there is no network connection, the light becomes red to alert you.
6	ACT	Remote control indicator light	When the DVR receives a signal from the remote, the light will blink.
7	POWER	Power indicator	When DVR is on, the light is on.
8	ESC	ESC	Go to previous menu or cancel current operation.
			When playback, click it to restore real-time monitor mode.
9	FN	Assist	One-window monitor mode click this button to display assistant function: PTZ control and image color.
10	Enter	ENTER	Confirm current operation
			Go to default button
			Go to menu
11		Power button	Power button press this button for three seconds to boot up or shut down DVR.
12	▲, ▼	Up Down	Activate current control, modify setup, and then move up and down.
			Increase/decrease numeral.
			Assistant function such as PTZ menu.
	◀, ▶	Left Right	Shift current activated control,
When playback, click these buttons to control playback bar.			

### 2.1. Applicable for the NV4432-HS/NV4432E-HS/NV4432E model NVR systems.



Name	Icon	Function
CD Drive		Use this button to open/close the built-in CD drive (if applicable)
Power button		Power button press this button for three seconds to boot up or shut down NVR.
Shift	Shift	In textbox, click this button to switch between numeral, English(Small/Capitalized),donation etc.
Up/1 Down/4	▲、▼	Activate current control, modify setup, and then move up and down.
		Increase/decrease numeral.
		Assistant function such as PTZ menu.
		In text mode, input number 1/4 (English character G/H/I)
Left/2 Right/3	◀ ▶	Shift current activated control,
ESC	ESC	Go to previous menu or cancel current operation. When playback, click it to restore real-time monitor mode.

### 1.3. Applicable for the NV2104/NV2104E/NV2108/ NV2116/NV2108E/NV4108E-HS/NV4116E-HS

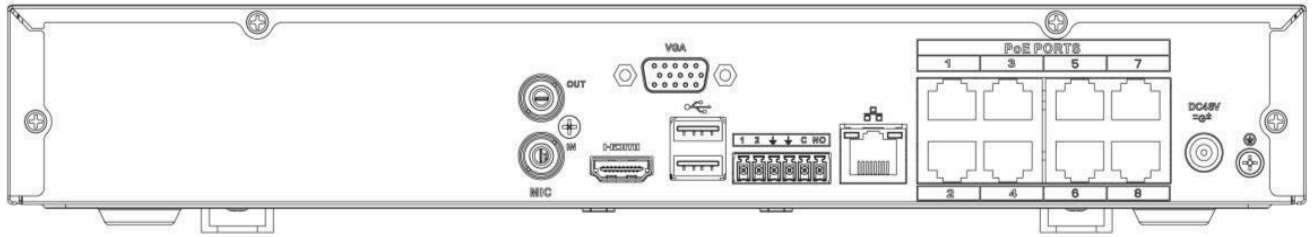


Icon	Name	Function
NET	Network abnormality indicator light	When a network error occurs or there is no network connection, this light turns red.
PWR	Power indicator	When DVR is on, this light remains on.
HDD	HDD abnormal indicator light	When an HDD error occurs, or the HDD capacity is below the specified threshold value, this light turns red.

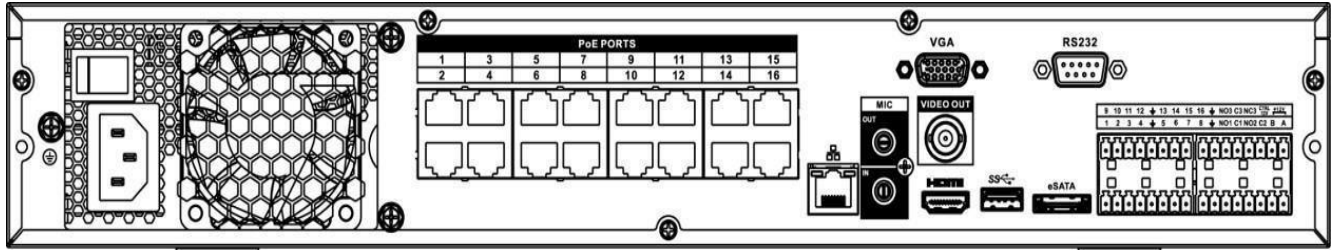
## 2. Rear Panel




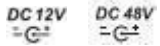
The rear panel of the NVR may differ model to model. Below is a representation of the rear panel of all applicable NVR devices.

**NVXXXX-Series** is shown below.



2.2. NV4432 Series is shown below.



Port Name	Connection	Function
	USB2.0 port	USB2.0 port. Connect a mouse, USB storage device, USB burner, etc.
	Network port	10M/100Mbps self-adaptive Ethernet port. Connects to the network.
HDMI	High Definition Media Interface	High definition audio and video signal output port. It transmits uncompressed high definition video and multiple-channel data to the HDMI port of the display device. HDMI version is 1.4.
VGA	VGA video output port	VGA video output port. Outputs analog video signal. This connects to the monitor to view analog video.
	GND	Ground end
	Power input port	Power socket. <ul style="list-style-type: none"> <li>For NVXXX series, inputs DC 12V/2A.</li> <li>For NV4432 series, inputs DC 48V/1.25A.</li> <li>For NVR41H-8P series, inputs DC 48V/2A.</li> </ul>
		
MIC IN	Audio input port	Bidirectional talk input port. This is used to receive the analog audio signal from the devices such as a microphone.

MIC OUT	Audio output port	Audio output port. This is used to output the analog audio signal to devices such as an amplifier. <ul style="list-style-type: none"> <li>● Bidirectional talk output.</li> <li>● Audio output on 1-window video monitoring.</li> <li>● Audio output on 1-window video playback.</li> </ul>
PoE PORT	PoE port	Built-in switch. Supports PoE. For PoE series products, you can use this port to provide power to the network cameras.

### 3. Hardware Setup

Before setting up the NVR, you will probably need the following items. The items are not included:

- A computer monitor or TV with either an HDMI or VGA input
- A power strip with room for 4 large power plugs
- A hard drive for storing video recordings

It is recommended to connect all components of the system as shown below *before* mounting any of the cameras. (Wi-Fi IP cameras only need a power connection and can be mounted without being connected to the NVR.) This is to ensure all components are working. If any components are not functioning, please contact Amcrest Support.

There will be two parts to this section:

1. **Setting up the cable connections** (NVR, cameras, monitor)
2. **Hard drive installation**

**A hard drive must be installed in this NVR to record or save *any* footage.** If no hard drive is installed, you can only use the live view functionality of this NVR, which means you still can use the mobile app or a computer to view your live camera streams remotely.

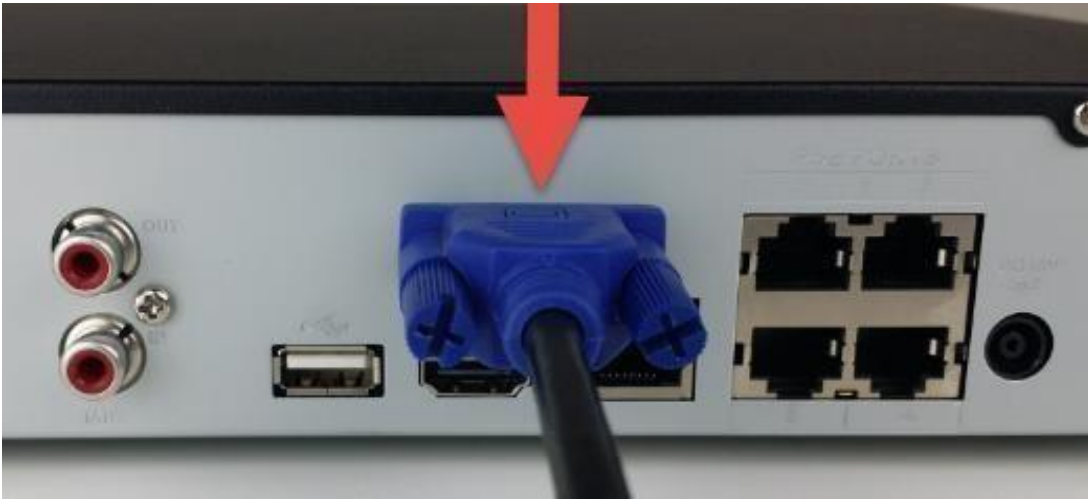
**Note:** Using Amcrest Cloud, you can still record directly through the cloud and no hard drive installation is needed.

#### Setting up the cable connections

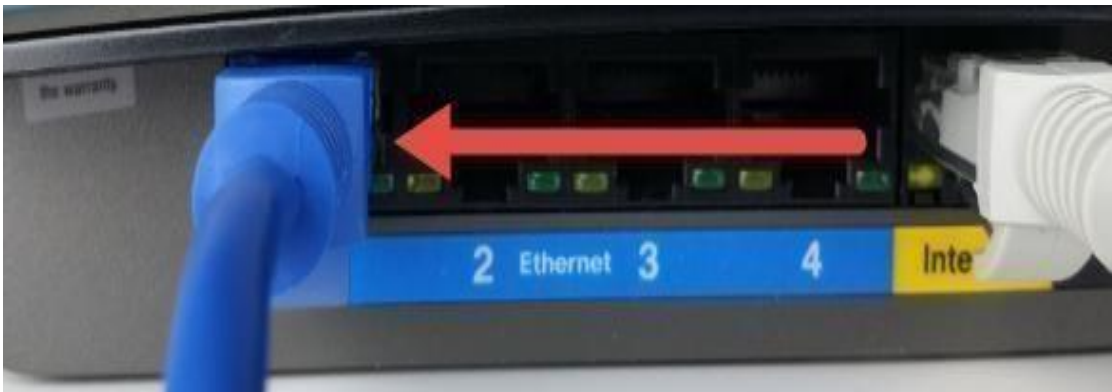
The following instructions will show you how to set up the cables for the NVR, cameras (PoE and Wi-Fi), as well as a monitor or TV screen.

To set up the NVR's cable connections, there are 7 major steps:

1. Connect a monitor or TV screen to your NVR. The NVR is compatible with any monitor or screen that uses a VGA or HDMI connection. For purposes of this guide, we will use a VGA connection. Take a VGA cable, and connect one end to the VGA port on your monitor/screen and the other end to the VGA port on the back panel of your NVR.

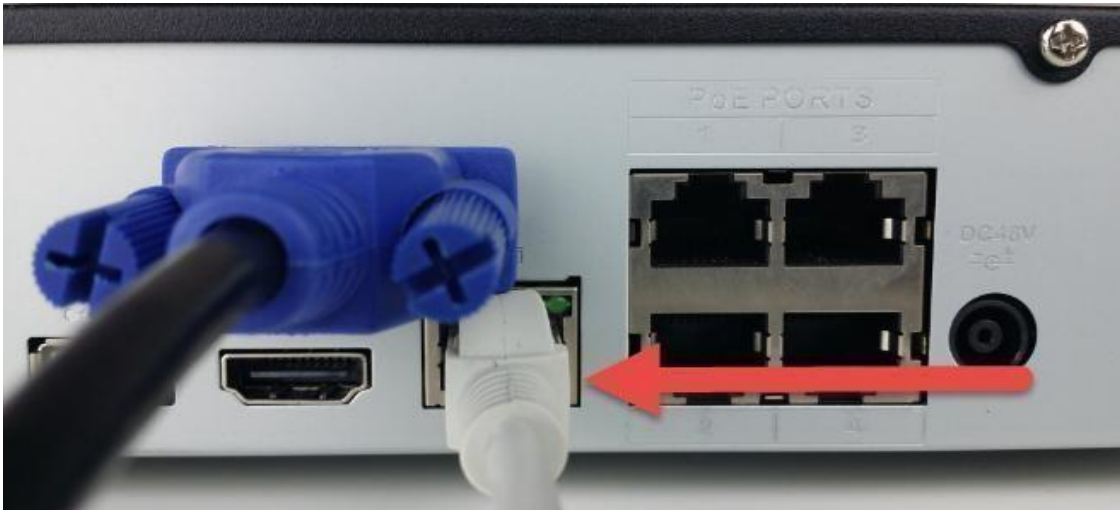


2. Connect an Ethernet cable to your router.



Then, connect the other end of the cable to the NVR.





3. Connect cameras to power.

a. **For PoE NVRs/cameras:** connect an Ethernet cable to the PoE port attached to the camera.



Then, connect the other end of the Ethernet cable to a PoE port on the NVR.



**Note:** PoE cameras can either be powered with a PoE connection or with a standard power adapter (sold separately).

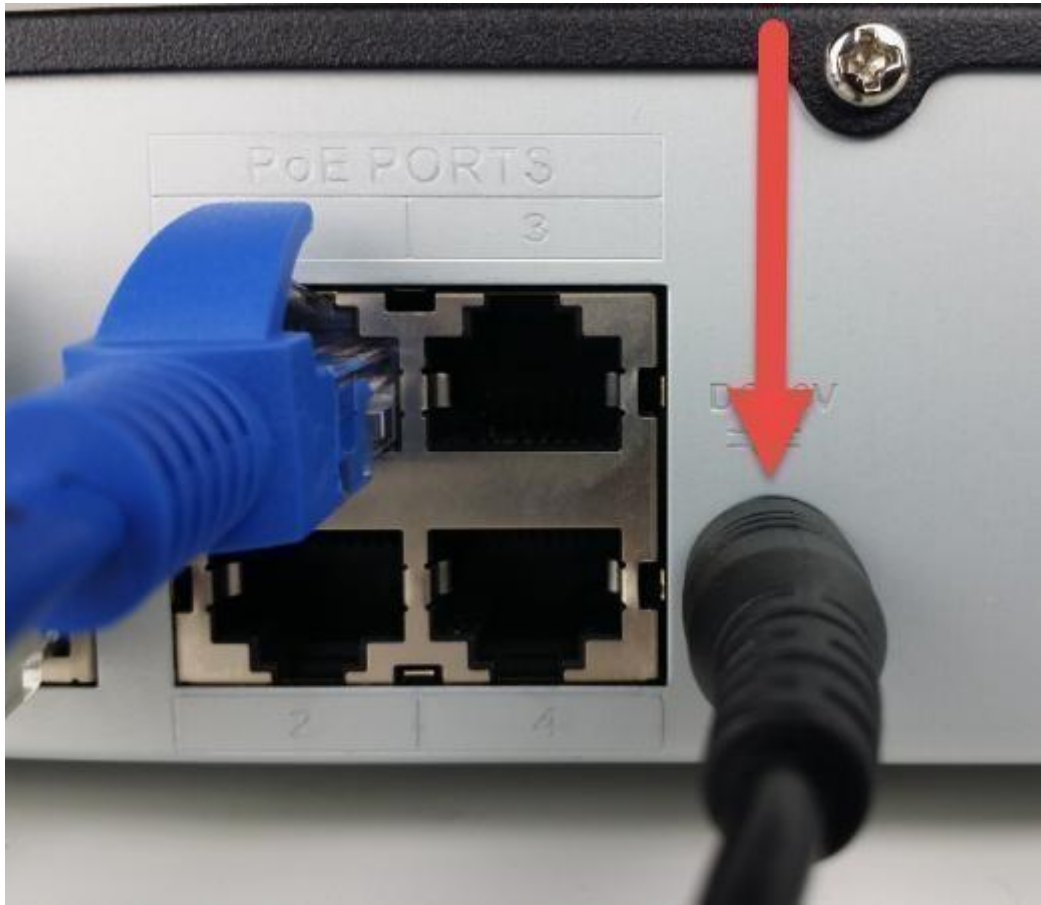
- b. **For non-PoE NVRs/cameras:** Connect the power adapter to the power port attached to the camera.



Then, plug the adapter into a wall outlet or power strip




4. Connect the NVR's power pin (attached to the brick) into the power port on the back of the NVR.



5. Then, take the power plug and connect it to the brick on one end.



6. Finally, connect the other end of the power cable into a wall outlet or power strip. Your NVR can now be powered on. Press the power button  on the front panel.

## - PLEASE READ BELOW-

**Note: Your NVR may not work properly if the following is not accounted for.**

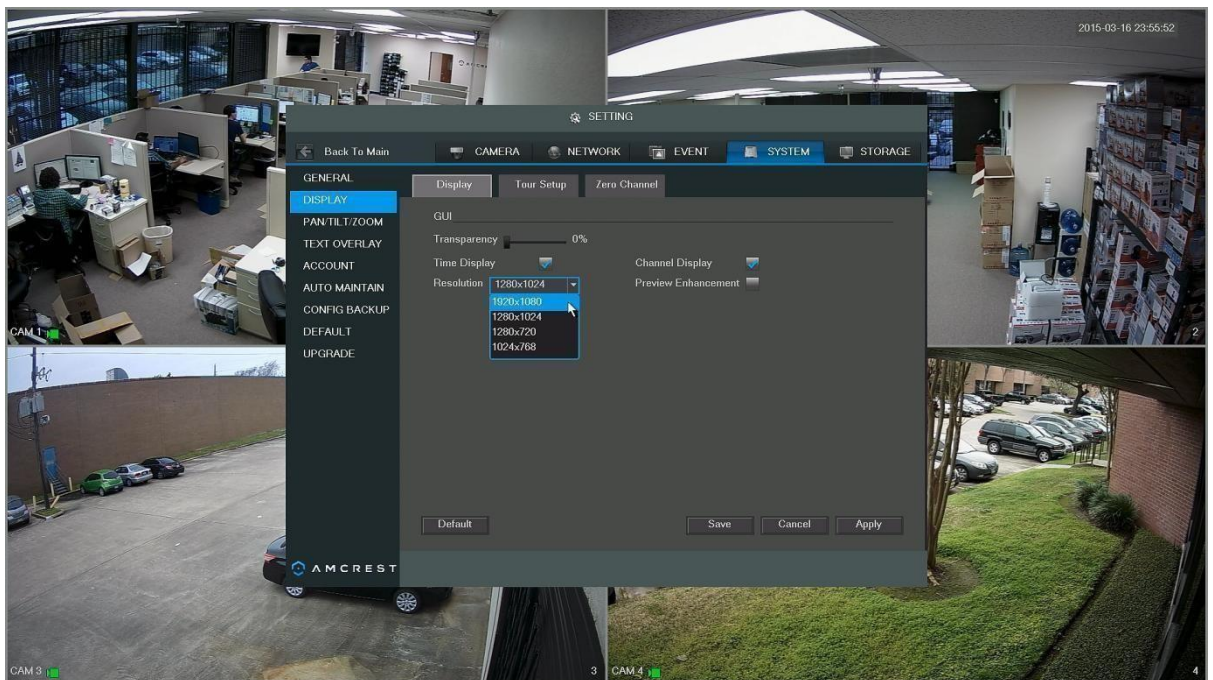
Every single NVR comes preset to a video output resolution of **1280x1024**. What this means is that any time an HDMI cable is plugged into an HDTV, it may result with a blank screen even if the NVR is operational.

If this occurs, please follow the steps below.

### Procedure using a VGA cable:

1. Connect your NVR to a computer monitor or TV screen with a VGA cable (the HDMI cable should not be connected during this process).
2. Boot up your NVR. When the interface loads, you will see the login screen appear. On the monitor or TV, please make sure the 'input' is set to VGA.
3. On your NVR, open the Main Menu by left-clicking once on the live feed screen and, under the Settings row, click on the System icon. Then, on the new window, click Display from the list on the left column of options. Change your resolution from **1280x1024** to **1920x1080** and click Apply down below. Your NVR will reset to effect the change.
4. Disconnect the VGA cable and connect your NVR to an HD monitor or TV using an HDMI cable. Don't forget to change the input to HDMI on a TV. Your interface will now appear, and you can use your NVR freely.

### Display Settings Screen



## Hard drive installation

A hard drive can be installed if you want to be able to use the NVR to record and save footage locally (on the NVR). Having a hard drive allows you to configure and use the recording functionality of this NVR, including playing back previously recorded footage.

Most NVRs have connections for only 1 hard drive inside the case. **A hard drive used in an NVR must be no larger than 6TB (Terabytes)**. However, larger NVRs such as the 32 channel, (NV4432E-HS, NV4432-HS, etc.) can house up to a total of 4 hard drives inside the case.

**Note:** When installing hard drives, on any NVR, each hard drive installed cannot exceed 6TB.

To install your hard drive, the following is needed:

- A medium sized (regular) Phillips-head screwdriver - *not included*
- A hard drive - *not included*
- Four hard drive fastening screws - *included*

**Note:** Before installing the hard drive, make sure the NVR is powered off with the power cable disconnected.



1. Loosen the screws of the upper cover and side panel.



2. Attach four screws in the HDD (Turn just three times).



3. Place the HDD in accordance with the four holes in the bottom.



4. Turn the device upside down and then turn the screws in firmly.



5. Attach the HDD firmly.



6. Connect the HDD cable and power cable.





7. Put the cover in accordance with the clip and then place the upper cover back on.

8. Secure the screws in the rear panel and the side panel.

Once the hard drive is installed, boot your system and, for any cameras that are configured to be recording, you will see the following „recording” icon appear in the bottom-left corner of the live view window for that camera:



## 4. Console Setup

### Logging in

After turning the system on, the default video display shows multiple windows and a page will appear that asks you to change your password:

Old Password

New Password

Confirm Password

First, you will need to enter the default 'old' password.

**The default password to enter the Old Password field is: admin**

Once you have entered 'admin' (without quotes) into that field, proceed to enter a new password into the New Password field, then enter your new password one more time into the Confirm Password field to confirm it.

Please note that the system consists of two accounts (out of the box):

**Username:** admin **Password:** admin (administrator, local and network)

- **Username:** default **Password:** default (hidden user)

After you're done here, click **OK**.

## Forgot Password: Account Locked Issues

As a security measure, your device will lock your account after so many failed attempts. This is implemented to prevent unauthorized users from continually attempting to gain access to your system without consent.

### Troubleshooting

If you experience a locked account issue, there are a few troubleshooting steps you can take to help resolve the problem.

1. **Power Cycle** - To power cycle the device, please remove the device from its power source and allow the device to shut down. This should take approximately **45 seconds** to complete. Once complete, plug the camera back in with its power supply and allow the device to boot back up. When the device is ready, try to connect to the device again.

2. **Wait to Unlock** - Initially, the device will be locked for a duration of 60 minutes. After the 60 minutes have passed, you will be given another round of password attempts to enter in the password correctly.

3. **Password Reset** - If the problem persists, it is highly advisable to fill out a password request form. This form can be found at <https://amcrest.com/password>. For more information on this issue. When completing the form, for security purposes, it will be required to provide a **proof of ownership** to help prevent unauthorized access to your device. A proof of ownership includes:

- A screenshot of the order history showing the purchase of the device.
- An image of the receipt or invoice for your purchase.
- A screenshot of the email confirmation with purchase information included.

**Note:** This information must be provided in common formats such as; PDF, JPG, or PNG format. Please make sure the file does not exceed **900KB**.

If the file is too large, it is advisable to either take a snip of the image, crop it, or resize it to fit these criteria. To expedite your request, please make sure the image is legible and visible enough for verification purposes.

If you have any questions or are having continued issues filling out the password reset form, please view the following instructional video at <https://www.youtube.com/watch?v=20XKCXwwSlk>

### Startup Wizard walkthrough

The first page of the Startup Wizard will appear:





If you do not want to use the Startup Wizard, or you have already gone through it and do not want it to keep appearing, unmark the checkbox next to **Startup** and click **Cancel**.

**Note:** Every page from the Startup Wizard that follows can be accessed and modified at any time through the Main Menu.

To login to the system for the first time, click **Next Step** and the login screen will appear.

You will be asked to log in for the first time now. Enter your new credentials:

**Username:** admin

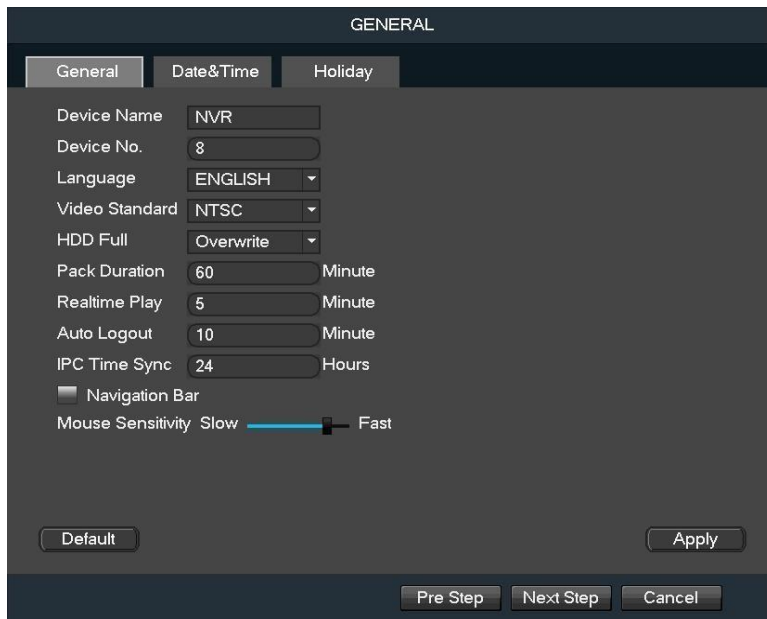
**Password:** (your new password)



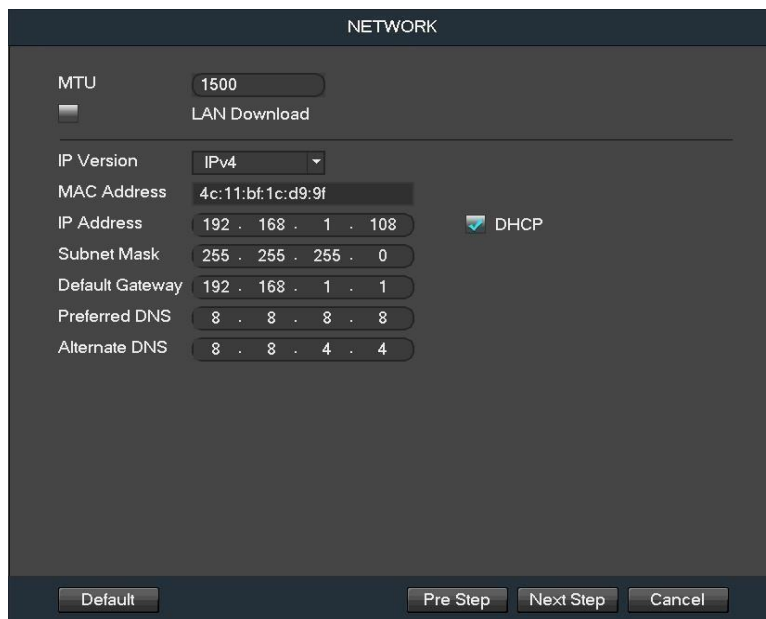
**Note:** If three failed logins are attempted within a 30-minute time period, the system will set off an alarm. After five login failures, the account will be locked.

The next screen that comes up is the **GENERAL** settings screen. Make sure to click the tabs at the top for Date & Time, as well as Holiday to configure those settings as well. Once you are satisfied with the settings on this screen, click the Next Step button at the bottom of the screen.



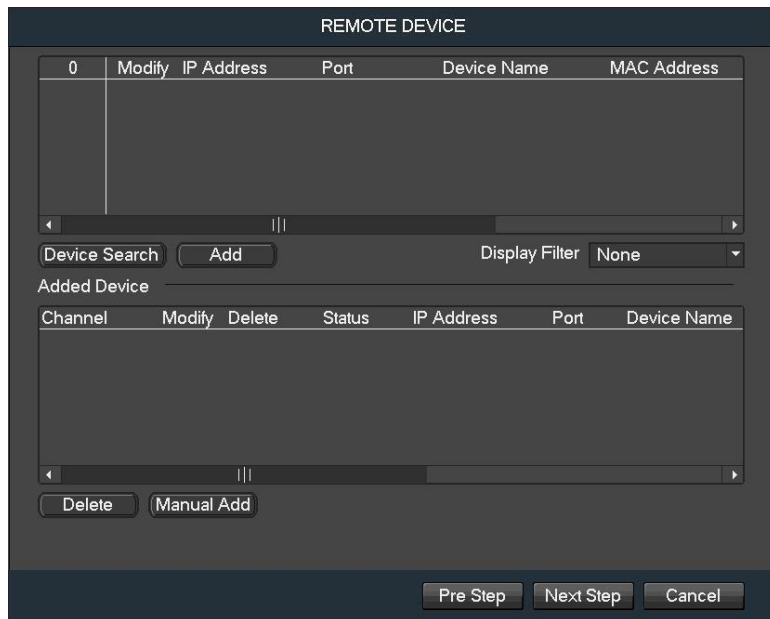


The next screen that comes up is the **NETWORK** settings screen. *Unless you have a specific reason to change these settings, it's best to leave them as they are.* Network access to the NVR through a computer or mobile app will be covered later on in this guide.



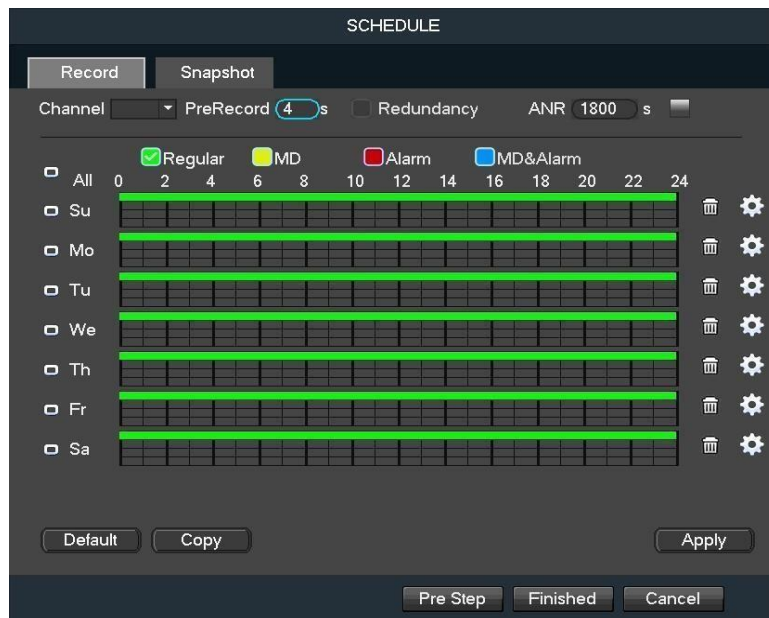
Once you are satisfied with the settings on this screen, click the **Next Step** button at the bottom of the screen.

The next screen that comes up is the **REMOTE DEVICE** settings screen. If you have already added cameras to your network or connected them directly to this NVR, you will be able to find and add them to the interface by clicking Device Search, selecting the camera from the results list, then clicking Add (or by using the Manual Add function). Otherwise, ignore this screen for now as the adding of both Wi-Fi and PoE cameras will be covered later in this guide.



Once you are satisfied with the settings on this screen, click the **Next Step** button at the bottom of the screen.

The final screen you see is the Schedule settings screen. Make sure to click the tabs at the top for Record and Snapshot to configure those settings as well. Your NVR is configured, by default, to record everything on all channels 24/7 (this will only actually happen provided you have a hard drive installed - which will be covered later in this guide). You can also use this screen to set up motion detection and alarm schedules. Once you are satisfied with the settings on this screen, click the **Finished** button at the bottom of the screen.



Once the setup process is finished and you have clicked the 'Finished' button, you should see the below dialog box:

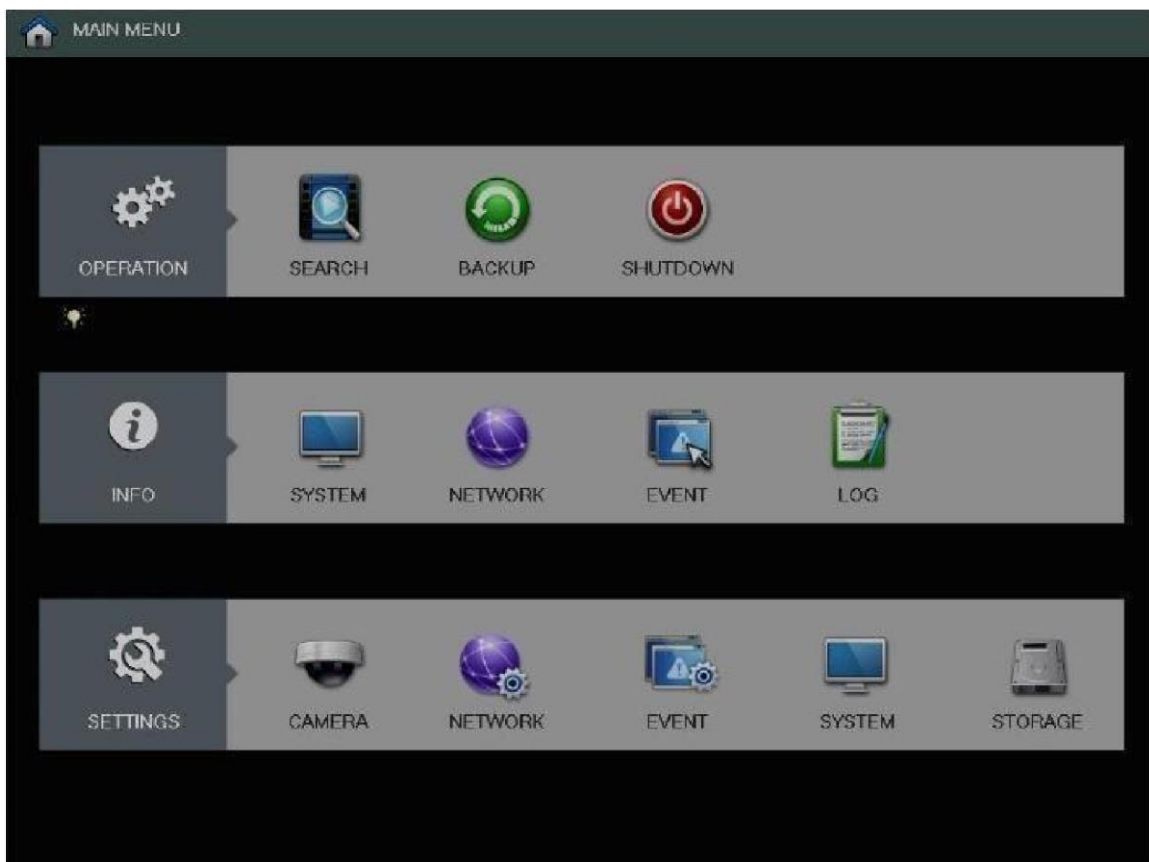


Click OK to continue and the next screen you will reach will be the home 4-window (4-channel) screen for your system.

Before following this guide to the next step, that covers the main menu, you will need to left-click once or right-click and select „Main Menu“ from the right-click menu.

### Main Menu overview

The screenshot below is the main menu screen for the Amcrest NVR console interface:



Below are short descriptions for each of the menu items on the main menu:

**OPERATION -> SEARCH:** Search and playback recorded video that is stored on the hard drive.

**OPERATION -> BACKUP:** Backup recorded files onto a USB drive.

**OPERATION -> SHUTDOWN:** Logout, shutdown, or restart the system.

**INFO -> SYSTEM:** View information about the recordings, hard drive statistics, or version information. **INFO -> NETWORK:** View information about the network or test the network status

**INFO -> EVENT:** Display information about events that triggered recording. **INFO -> LOG:** Display system logs of critical events.

**SETTINGS -> CAMERA:** Review or edit settings for each camera, including video settings (e.g. quality, bit rate, color, etc.).

**SETTINGS -> NETWORK:** Review or edit network settings for the NVR (e.g. email, DDNS, UPnP, etc.) **SETTINGS -> EVENT:** Review or edit settings that trigger recording events (e.g. motion detection, alarm, etc.).

**SETTINGS -> SYSTEM:** Review or edit system parameters or configuration, including account settings (e.g. usernames, etc.).

**SETTINGS -> STORAGE:** Review or edit storage parameters and settings.

## Adding cameras

Using the console's built-in interface, Wi-Fi and PoE IP cameras can be added in 2 ways: using the **device search** method and using the **direct connection (PoE)** method.

**Note: ONVIF cameras, or cameras that support the ONVIF protocol can also be added to this NVR.** These steps will be covered after the **Using the device search method** below.

The **device search** method is recommended for any user who already has IP cameras (e.g. Wi-Fi cameras) installed in the home or business. This method uses the NVR's network scan function to locate, identify, and add these cameras to the NVR's interface. The NVR and the previously set up cameras must be connected to the same local network (your home/business Wi-Fi/router).

The **direct connection (PoE)** method is the primary recommended method for setting up PoE IP cameras on your NVR using a direct Ethernet connection. Using this method, you will quickly be able to see and set up your cameras for the first time all within the NVR's interface for instant access to the live video streams.

### IMPORTANT

if you are adding a camera to your NVR it is highly recommended to set your camera with a **static IP** address prior to adding it to the system. A static IP address can only be set in the camera's web user interface on a computer. For more information on how to set a static IP for your camera visit:

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

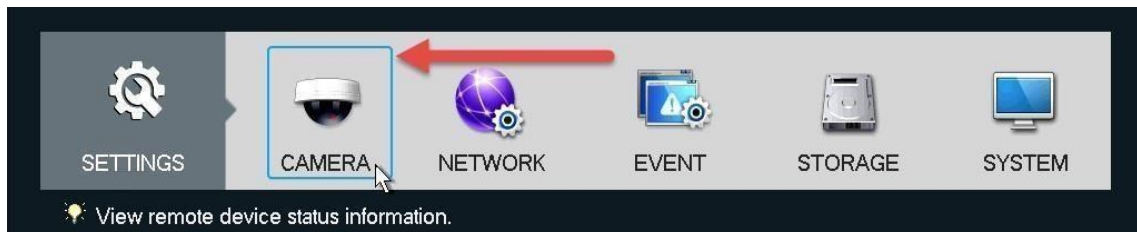
### Using the device search method

Before beginning this process, make sure that the cameras you are trying to add have already been set up on your network, or at least connected to the router with an Ethernet cable. If the username and password were not set up previously, you can still set them up on the NVR and access the feeds with the default username and password.

It is recommended that you identify that camera's IP address before continuing. But, if you don't have the IP address, you can just try adding each list item in the step below until your camera's live feed appears on the NVR.

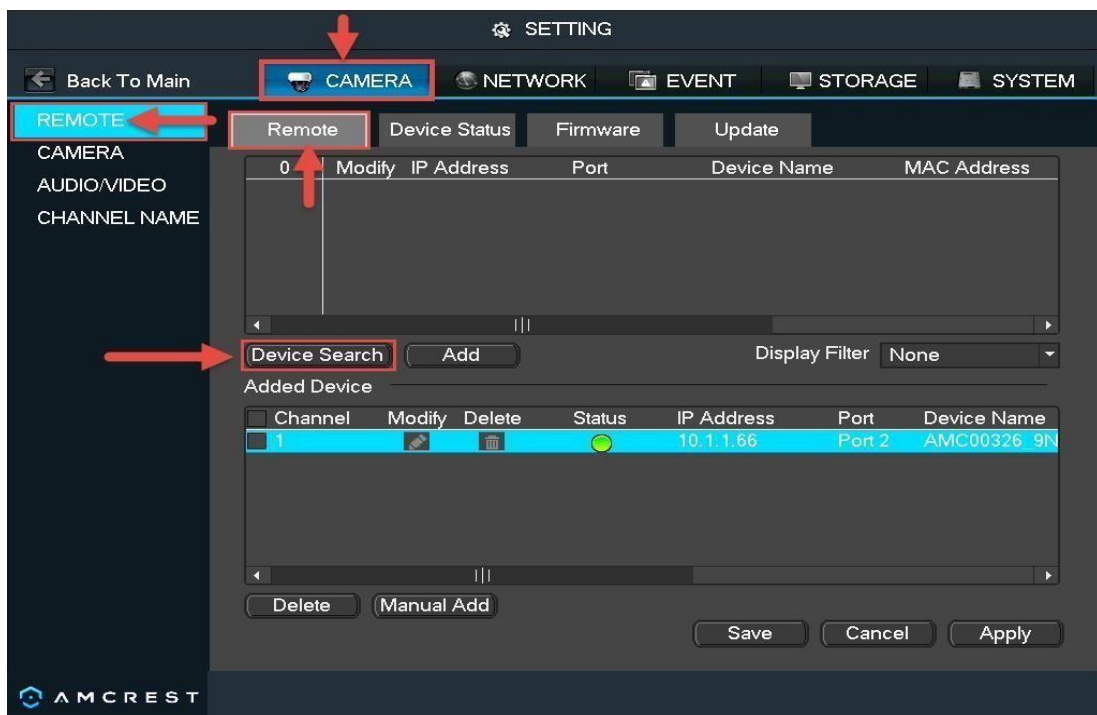
**Note:** Changing your default password is *always* highly recommended to secure access to your cameras.

1. Log into your NVR console's built-in interface using your credentials. Refer to Part 3 of this guide, **Console Setup > Logging in**.
2. Open the main menu by left-clicking once, or right-clicking then left-clicking **MAIN MENU** from the right-click menu.
3. Click **CAMERA** from the bottom **SETTINGS** row.

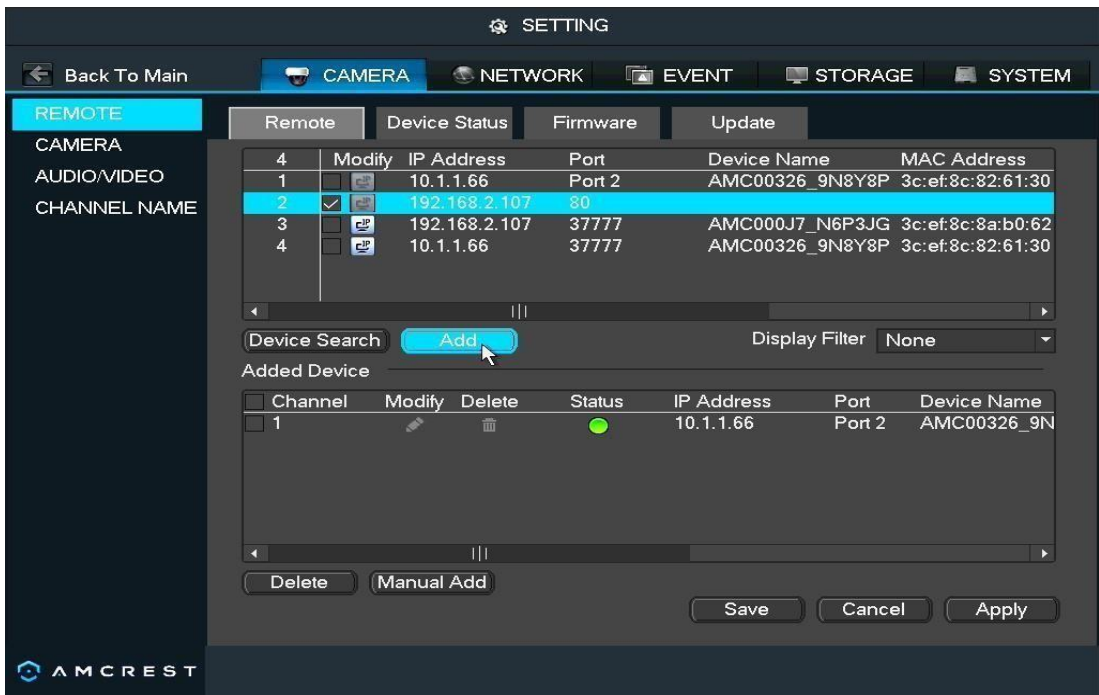


4. Click **REMOTE** from the left navigation panel, then click the **REMOTE** tab on the right to get to the device search page.

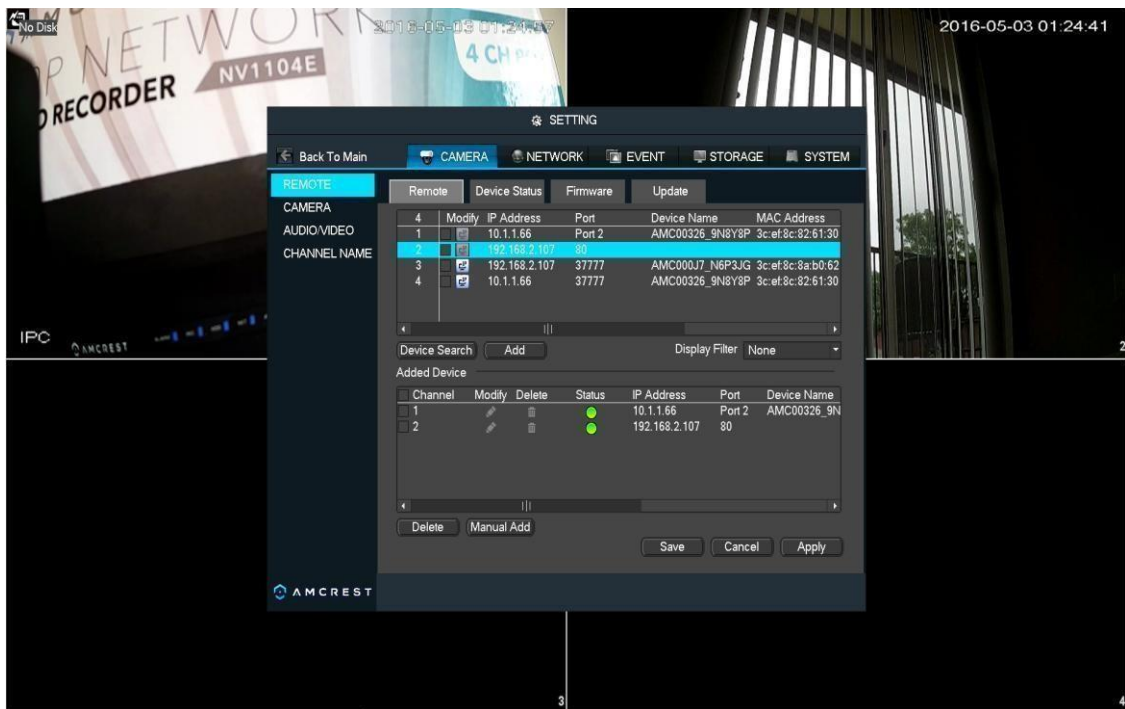
Then, find and click the **Device Search** button to get the list of network-connected devices.



5. From the list, choose the IP address for the camera you want to add. Then, mark the check box to the left of the list item for that camera and click **Add**.



- The selected list item will now be shown in the **Added Device** table below and the feed may appear if the default credentials have not been changed.



The NVR will automatically use the default username and password of 'admin' and 'admin', respectively. However, it is *strongly* recommended to change the default password to secure your cameras.

Changing the password for your IP cameras can only be done by accessing them individually through their built-in interfaces by using their IP addresses. It cannot be done through this NVR. The NVR will only accept the *current* username and password to be able to pull the stream through.

To access the camera's interface to change the username and password, please refer to the manufacturer's documentation for that camera.

Once finished updating the password, you can come back to this device search screen on the NVR and click pencil icon under **Modify** once a camera has been added to the **Added Device** list. This will bring up a screen where you can update the username and password.

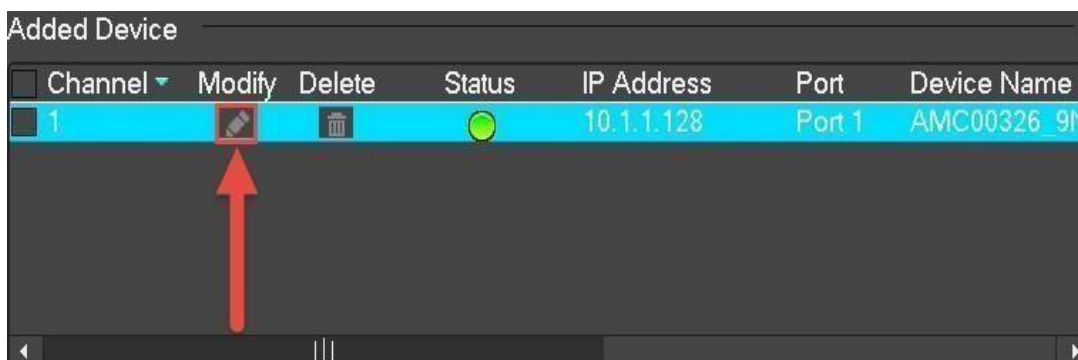
When finished adding cameras and entering the correct login credentials, the live stream should appear behind the setup screen in the background as shown above. Make sure to click **Save**, then **Apply** before closing this window.

### Adding ONVIF cameras

Using ONVIF cameras or adding cameras with the ONVIF protocol can be a very efficient way of using older or outdated cameras. In addition, using ONVIF also makes it easy to consolidate cameras from different manufacturers all onto the same NVR because ONVIF is an industry standard that can allow that kind of cross-compatibility.

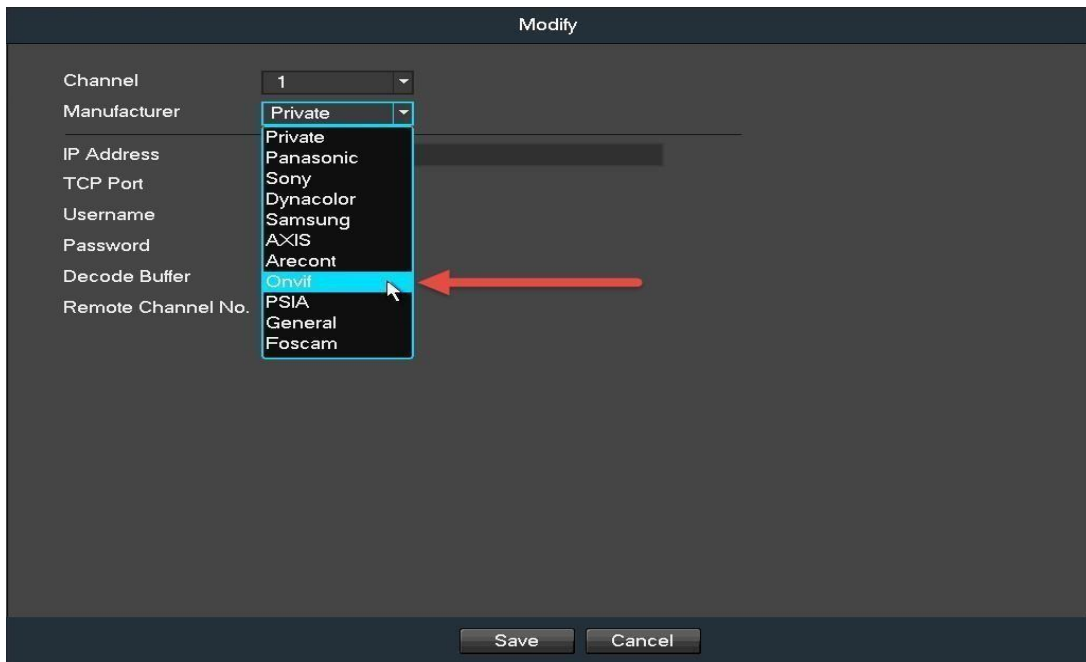
The below steps should be followed all steps in the above **Using the device search method** process have been followed and completed.

1. Once your device has been added to the **Added Device** table, click the pencil icon under **Modify**:



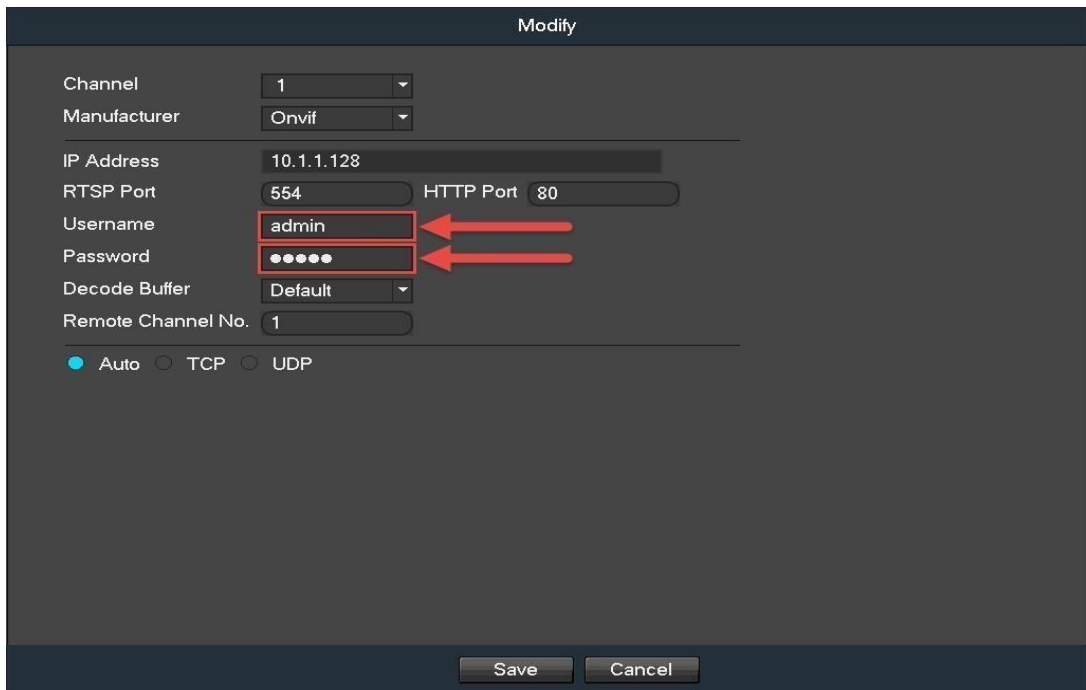
This will take you to the **Modify** page.

2. Click the down arrow next to **Manufacturer** and select **Onvif** from the dropdown:



This will make a different set of options appear for you to configure.

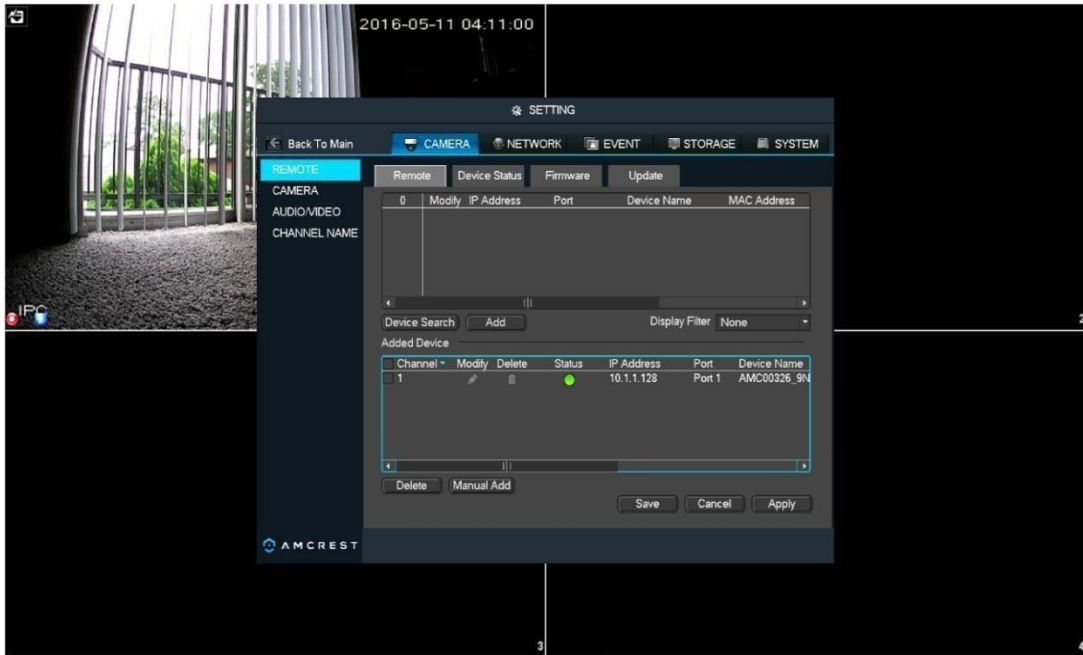
3. It is recommended to not change any of the fields at this point, unless you know what you are doing. However, make sure you update the username and password to match that camera's specific login credentials:



When finished, click **Save** down below.

4. This will take you back to the previous **Remote > Remote** (Device Search) page. Make sure to click **Apply** before leaving this page by clicking **Save**.





## 5. Motion Detection & Recording Setup

This section will cover how to set up your NVR's **scheduled recordings** for both **regular** and **motion detection** recordings. It will also cover how to set up **email alerts with snapshots**.

**Note: The NVR can only be set up to save regular and motion detection recordings if a hard drive has already been installed. However, email alerts with snapshots can still work without a hard drive installed.**

A hard drive is not included with this system. Once purchased separately, for hard drive installation instructions, please refer to part 3 of this guide: **Hardware Setup > Hard drive installation**.

The following setup processes will be shown using the NVR console's built-in interface. However, these same steps can also be done through the web interface on a computer. Despite the difference in appearance, the settings pages have the exact same organizational structure.

When motion detection has been set up correctly on this system, you will see the following icon appear on your cameras' live view windows when motion detection has been triggered:



### Setting up recording schedules

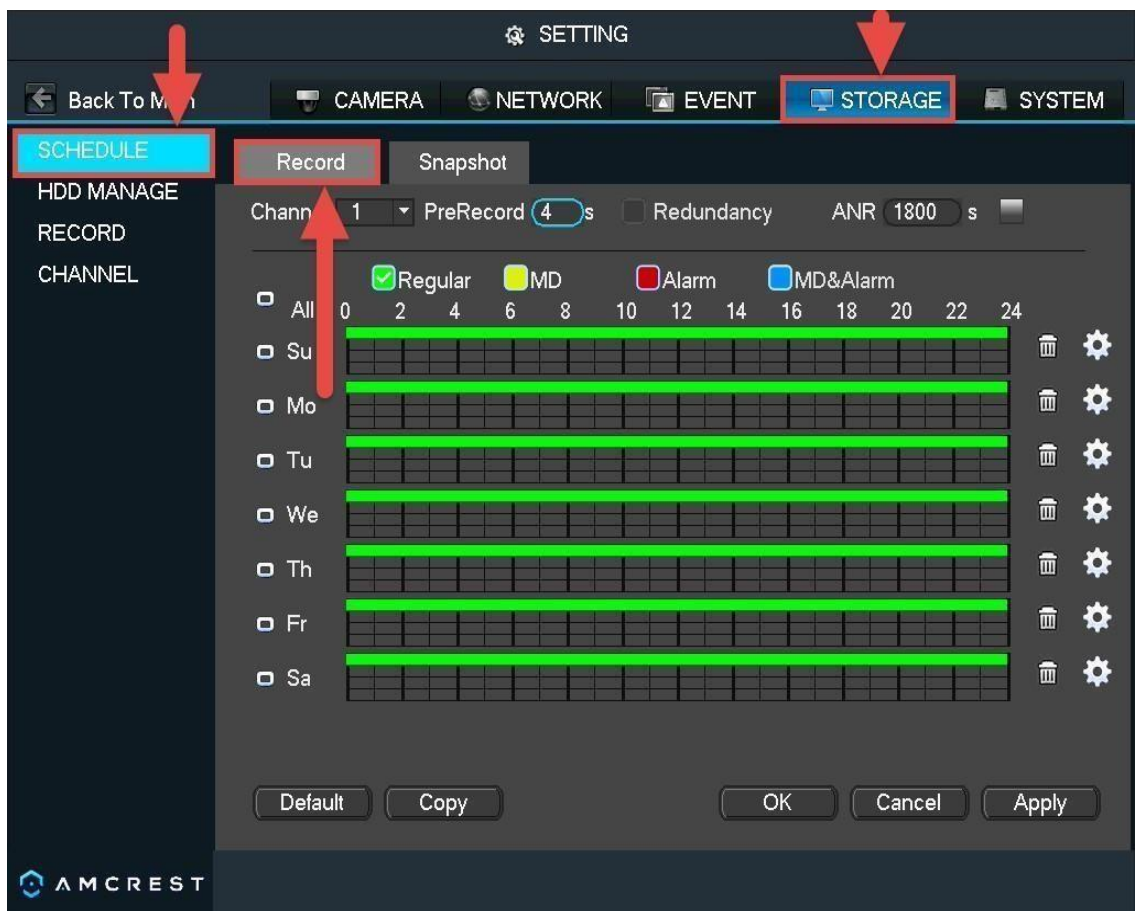
1. Log into your NVR with your username and password:



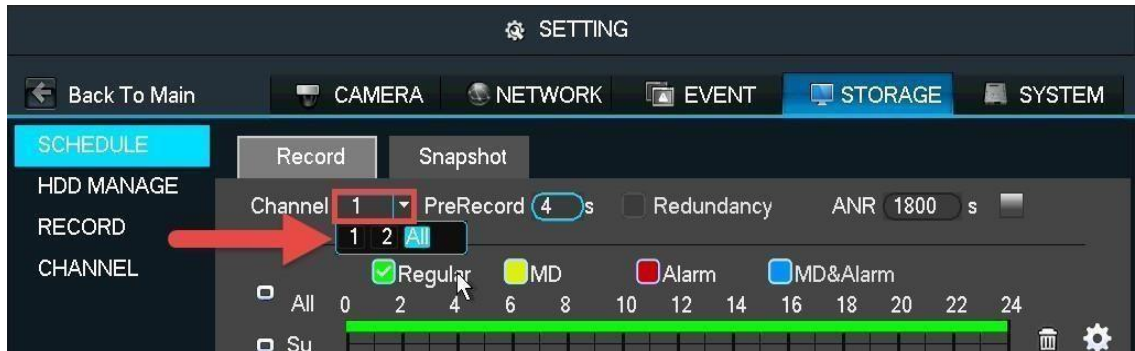
2. Open the **MAIN MENU**, then click **STORAGE** in the **SETTINGS** row:



3. Make sure you are on the **SCHEDULE > Record** page. This is where you can configure the times and days you would like different kinds of recordings to happen.



4. To choose a channel (or camera) for which to configure the recording schedules, click the number next to **Channel**, then select either a single channel or **All**:



5. By default, the NVR will have the schedule configured to record regularly 24/7. Notice the green bars going across each day of the week. Also note that the NVR uses military time, that is, from 0 to 24 instead of from 12 a.m. to 12 a.m.

To change which hours you would like the NVR to record, make sure the **Regular** checkbox is checked, then click the blocks in the grid. You can also click and drag to add or remove multiple block at a time. Each block represents one hour:



Click the trash can icon to the right of any day to clear the entire row of all green blocks.

6. To add or remove motion detection blocks to the grid, mark the checkbox next to **MD**, then click individual cells or click-and-drag for multiple blocks:

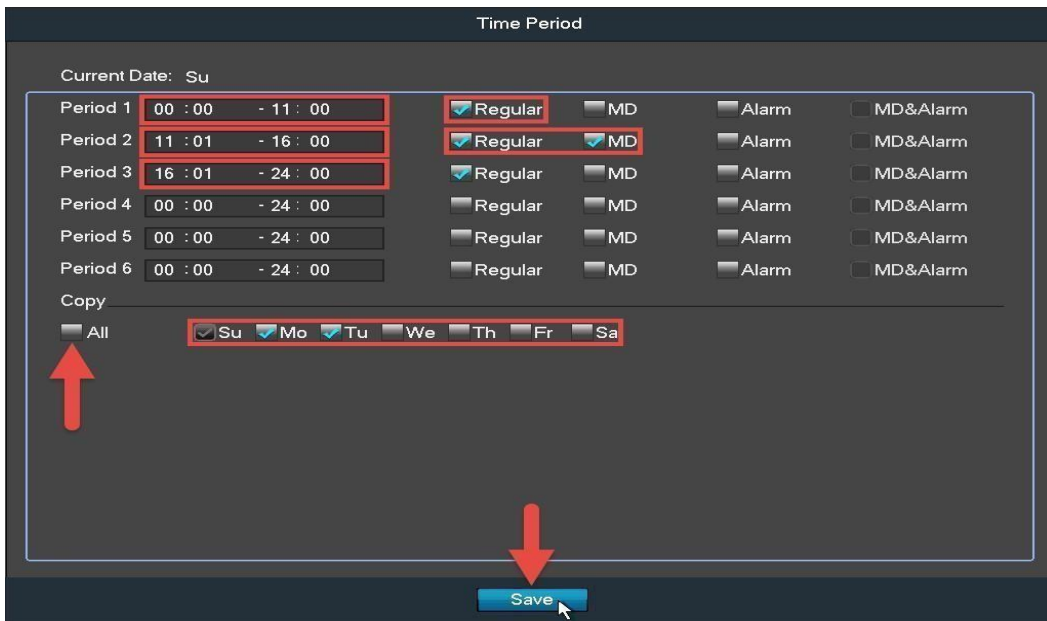


7. To the left of each day, there are small boxes which can be marked to 'link' different days together. This is useful if you want to save time by instantly making changes to multiple days simultaneously.

In the below example, Sunday and Monday are linked, so any blocks that are added or removed for Sunday will automatically and immediately reflect the same for Monday and vice versa:

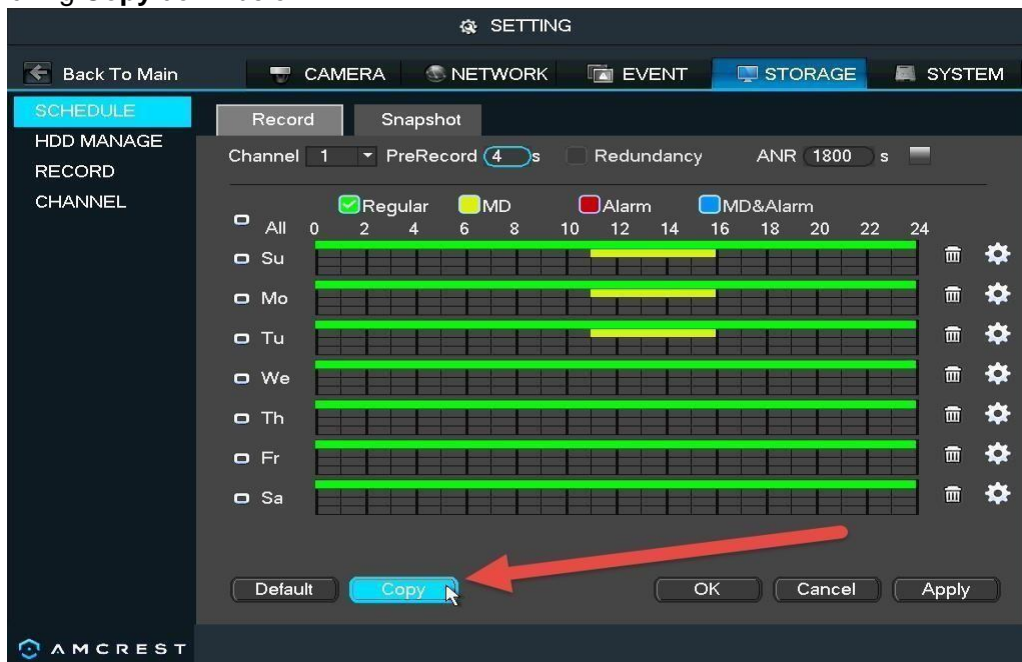


8. Another way to configure recording schedules is by using setting the time periods. Click the „gear” icon to the far right of any day to open the **Time Period** page:



Here, the periods (Periods 1 - 6) must be in specified in chronological order. You can set either **Regular**, **MD**, or both with the checkboxes to the right. You can also copy the time period settings over to other days by checking them individually or checking **All**. Make sure to click **Save** when finished.

9. Now that you've finished configuring the recording schedules, you may need to copy these settings over to another channel (or camera). By default, Channel 1 will be selected when you visit this page. Unless you immediately selected **All** in the channel window from step 4 above, note that you can copy these settings directly over to another channel by clicking **Copy** down below:



In the **Copy** window, you can select individual channels for any cameras you have added to the NVR or select **All**:



Click **OK** when finished.

10. When finished on this screen, click **Apply** to save your changes.

### Setting up motion detection and email alerts

Your NVR will only save motion detection recordings if you have a hard drive installed. However, you can still receive email alerts with snapshots without a hard drive installed.

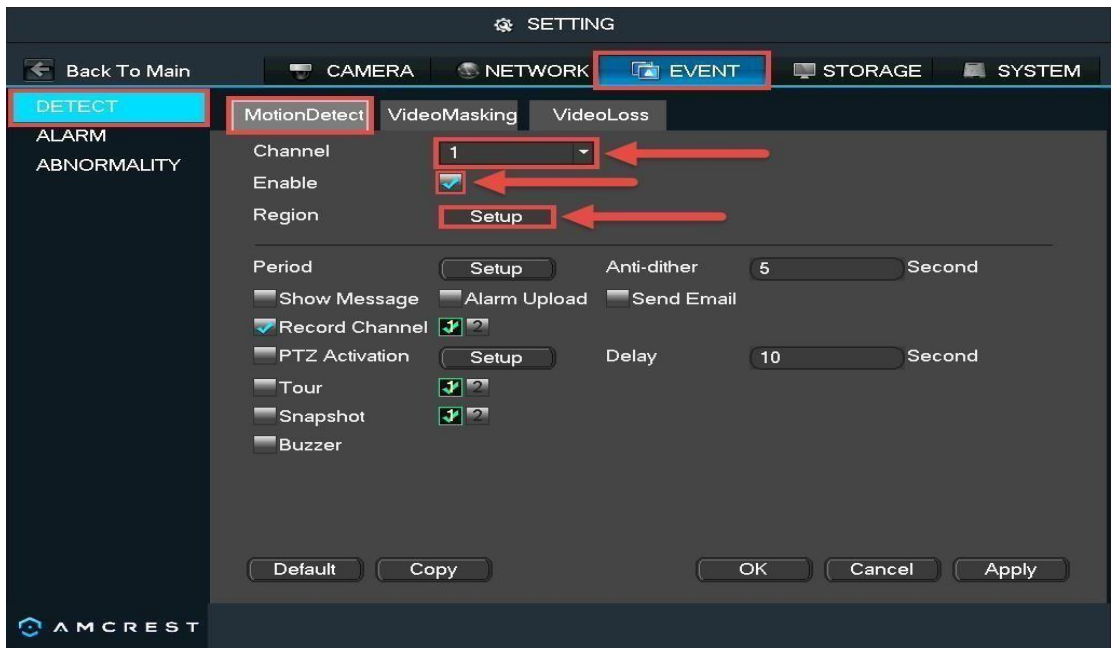
1. Log into your NVR with your username and password:



2. Open the **MAIN MENU**, then click **EVENT** in the **SETTINGS** row:

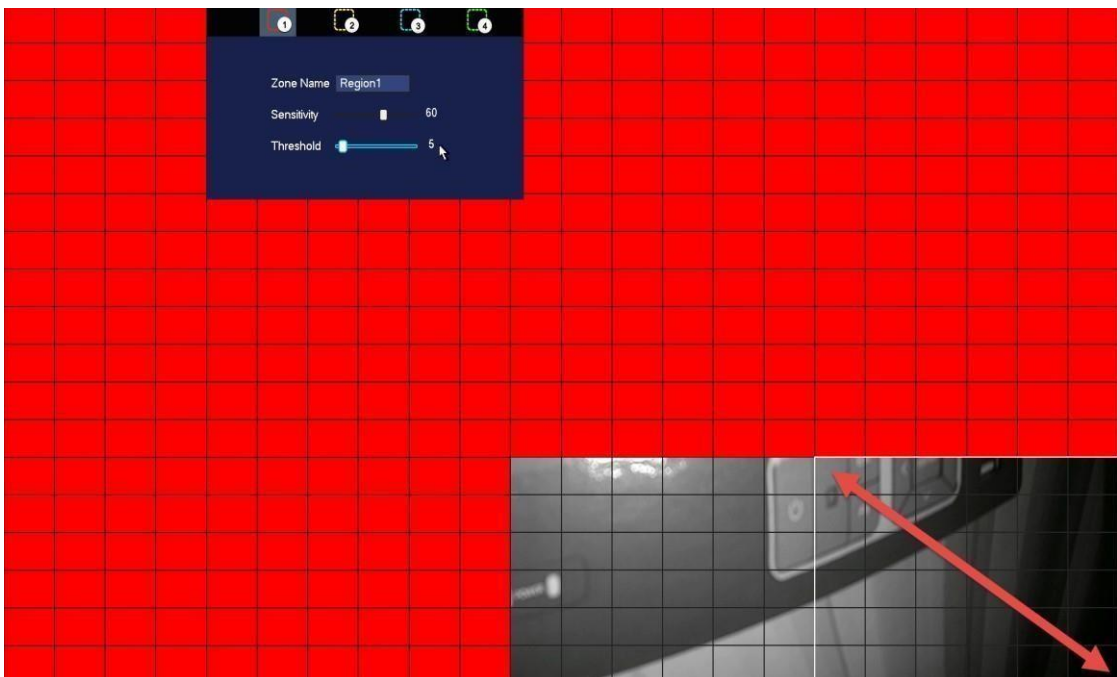


3. Make sure you are on the **DETECT > Motion Detect** page. This is the main configuration page for motion detection:



Change your channel (or camera) by clicking **Channel** and selecting from any cameras currently added to the NVR. You can also select **All**. Make sure the **Enable** checkbox is checked. Then, click **Setup** next to **Region** to configure the motion detection areas.

4. You can set up „regions“ for motion detection using the region grid on your NVR. By default, the entire area of view for your cameras will be highlighted with red blocks. This means that the entire field of view is *active* for motion detection:



Any red blocks that you click or click-and-drag to *remove* will *not* be active for motion detection. Motion detection will not work for any portion of the screen that is *clear*.

If you hover your mouse pointer over the top-center edge of this window, another small window will appear with options to configure **sensitivity** and **threshold** settings as well as to choose from up to **four regions**.



**Sensitivity** - is the measure of how many pixels on the screen need to change before being considered motion. **0** is the lowest value and **100** is the highest.

*In plain English:* Sensitivity is the difference between a squirrel running up a tree, versus a big dog running up to and barking at that tree. A squirrel would trigger motion detection at a *higher* sensitivity because it takes *less change or movement to qualify as motion*. But the dog would trigger motion detection at a *lower* sensitivity because it takes *more change or movement to qualify as motion*.

**Threshold** - is the degree of movement that needs to occur before the motion is defined as a motion event and is triggered. **0** is the lowest value and **100** is the highest.

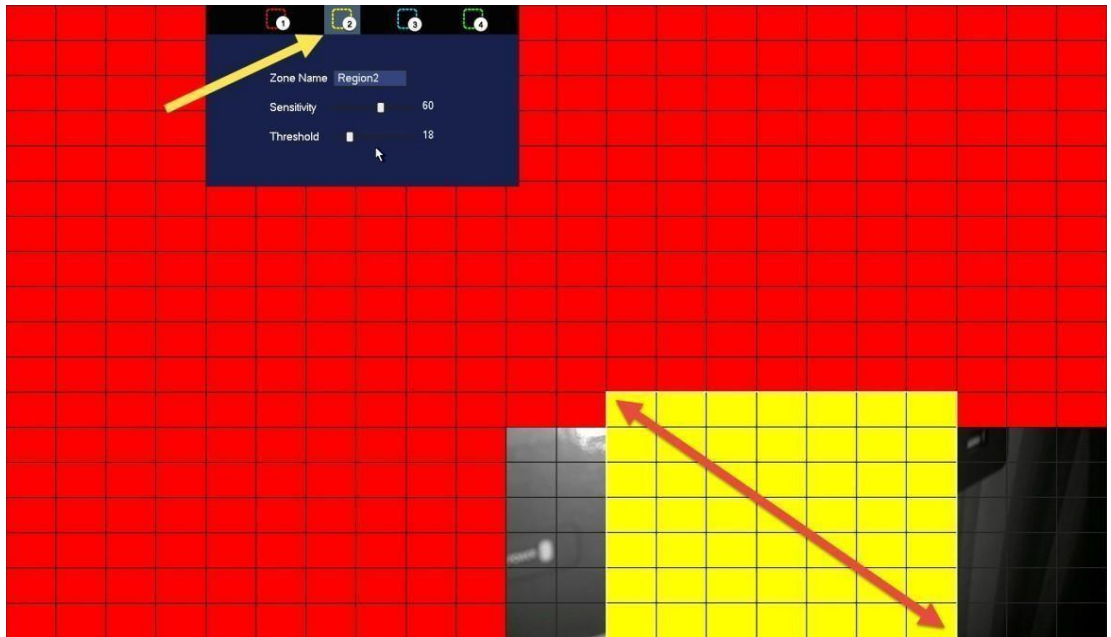
*In plain English:* Threshold is the difference between a car driving quickly by on a street and a car driving into the field of view, slowing down, and turning into a driveway. The car driving past *would not* trigger motion detection based on a certain threshold setting, but the parking car *would* trigger motion detection with that *same* threshold setting. The *higher* the threshold, the *more time* motion needs to occur before motion detection is triggered. The *lower* the threshold, the *less time* motion needs to occur before motion detection is triggered.

If sensitivity is set to 100 and threshold to 0, motion detection will be triggered *most easily* by almost any change in the field of view, large or small. But if sensitivity is set to 0 and threshold to 100, motion detection will be extremely difficult to trigger.

The **four regions** are all different colors, so you can customize the field of view of any camera to your highly specific preferences.

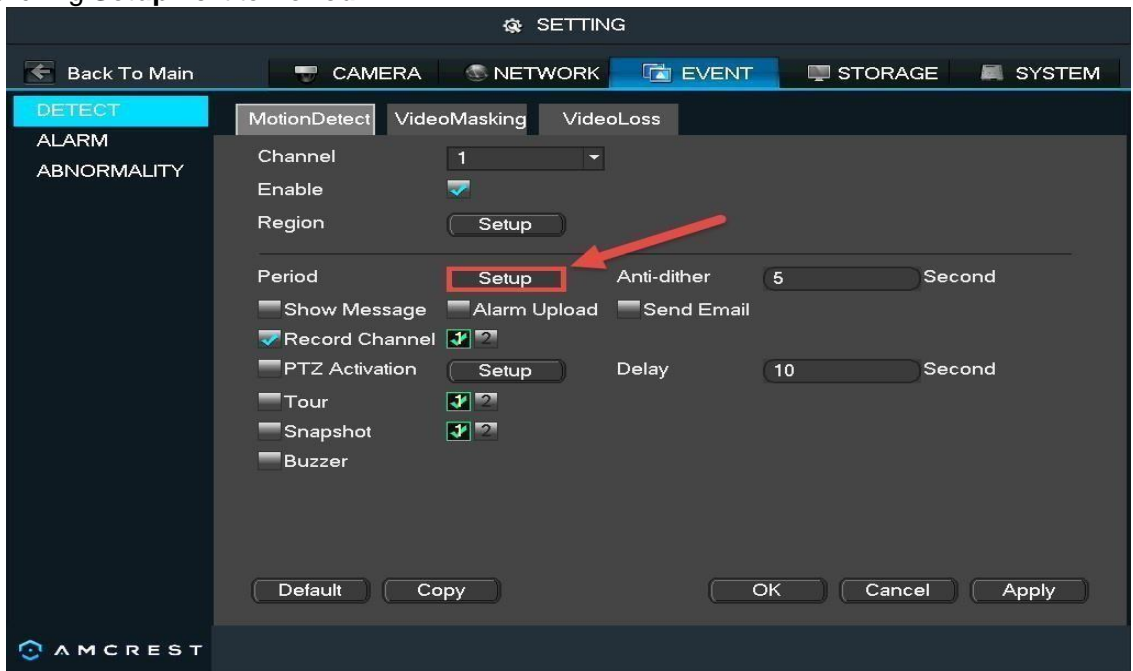
5. To choose another region, hover your mouse pointer near the top-center of the region window, and a small window will appear. Keep your mouse pointer inside that small window and select either region 2, 3, or 4:





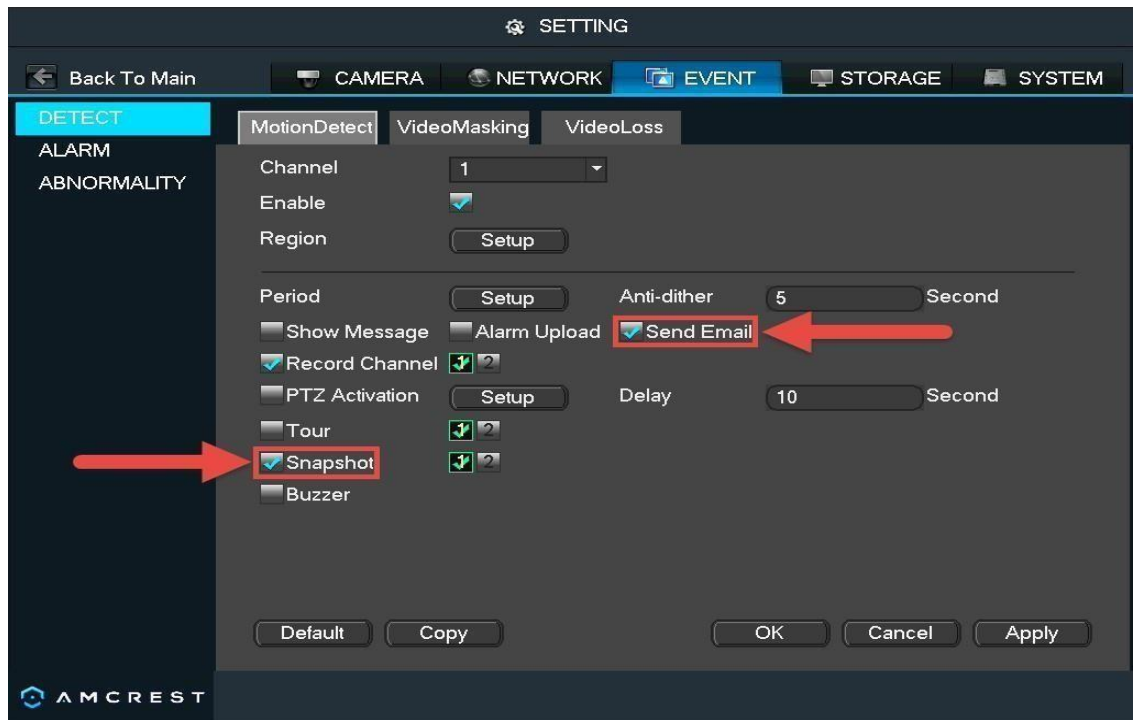
You will be able to click individual blocks or click-and-drag an area with the new selected color to highlight portions of the screen. Each new region (or color) has its own unique sensitivity and threshold settings. The different regions/colors can also overlap one another.

6. You can also adjust the motion detection schedules directly from this settings page by clicking **Setup** next to **Period**:



The **Period Setup** page works very similarly to the recording schedule page featured in the previous section in part 5 of this guide: **Motion Detection & Recording Setup > Setting up recording schedules**.

7. Next, if you want to receive **email alerts with snapshots** from your motion detection events, check the boxes for **Send Email** and **Snapshot**:

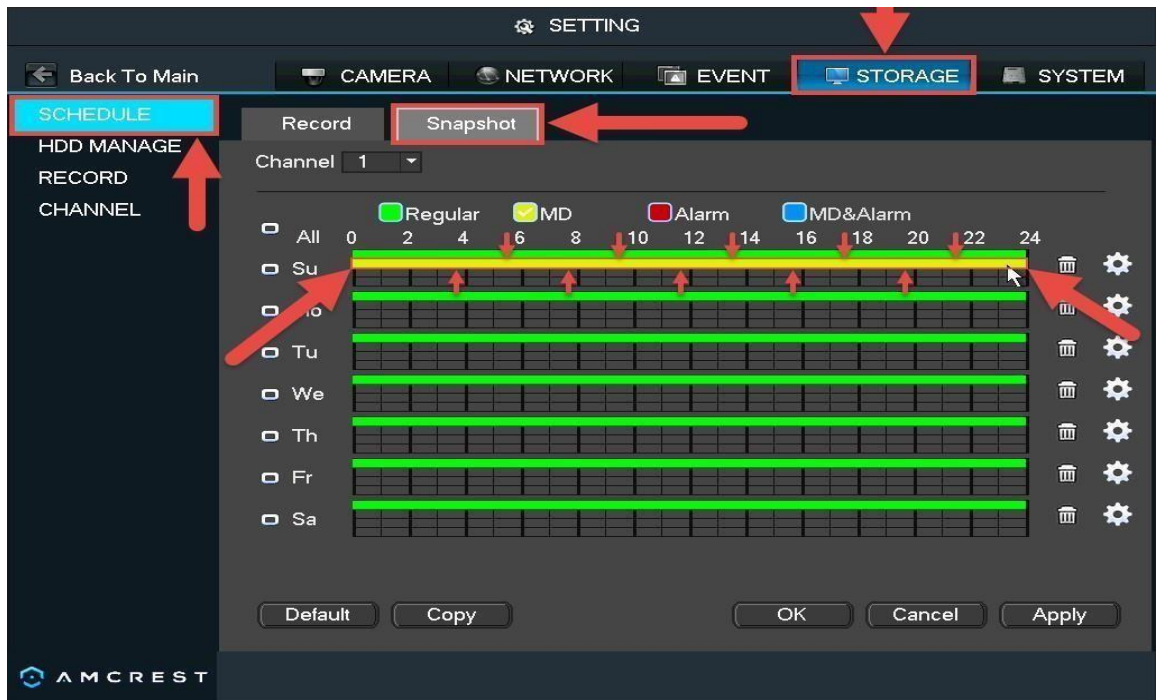


8. Once you have set up your settings for one channel, you can copy them to another channel. If you did not select **All** after clicking **Channel** as described in step 3, click **Copy**, select channels to copy to, then click **OK**:



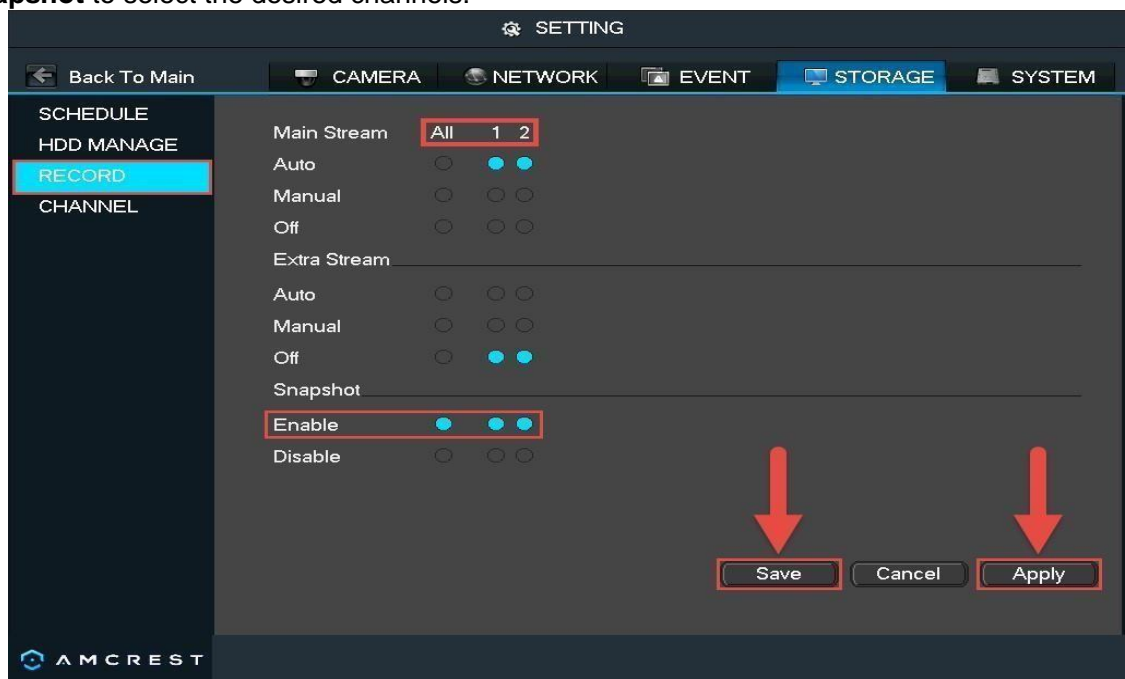
9. Click **Apply** to save all the settings made on this page.

10. Click the **STORAGE** tab on the top row, then click **SCHEDULE > Snapshot** to get to the snapshot schedule settings page:



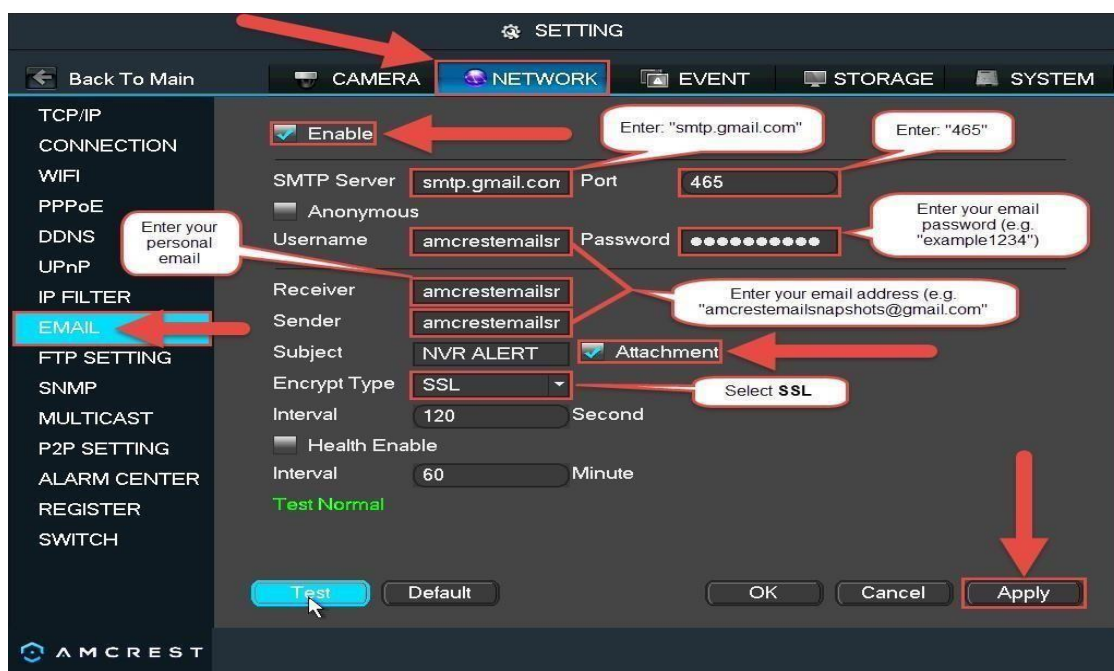
Here, you can set up the snapshot schedule just like you set up the recording schedule. Please refer to the earlier section of part 5 of this guide: **Motion Detection & Recording Setup > Setting up regular and motion detection recording schedules.**

11. Next, click **RECORD** from the left navigation panel, and click the radio buttons under **Snapshot** to select the desired channels:



Make sure to click **Apply**, then **Save** before leaving this page.

12. Next, click the **NETWORK** tab on the top row, then click **EMAIL** from the left navigation panel:



The recommended method for this step is to create a new Gmail account that is dedicated to sending you email alert snapshots for motion detection. This is useful because, then, you don't have to change any of your own personal email's settings. Using a Gmail account is also the easiest way to set up email alerts which could otherwise be somewhat technical and difficult.

This does not mean that you now have to log into a second, separate email account just to see your email alerts - because this email will forward all your email alerts to your personal email. Regardless, it is still recommended to save your email and password information for this new Gmail account.

Start by making sure the box is checked next to **Enable**. Then, enter the **SMTP Server** which, for Gmail, is: 'smtp.gmail.com'. The port number will be: '465'.

In the **Username** field, enter your new Gmail account's address. For example: '[amcrestemailsnapshots@gmail.com](mailto:amcrestemailsnapshots@gmail.com)'. Then, enter the password for this account in the **Password** field.

In the **Receiver** field, enter your own personal email account's address. For example: '[myemail@website.com](mailto:myemail@website.com)'.

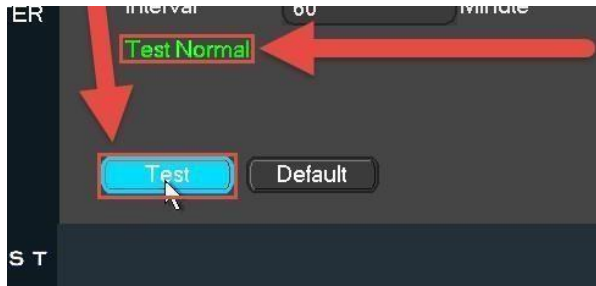
**Note:** In the above example, the Receiver and Sender fields have the same email address. You can do this as well. However, it is recommended to enter your personal email in the Receiver field.

Then, enter your new Gmail account address in the **Sender** field. For example: '[amcrestemailsnapshots@gmail.com](mailto:amcrestemailsnapshots@gmail.com)'.

Make sure the box is checked next to **Attachment**. Then, make sure **SSL** is selected in the **Encrypt Type** field.

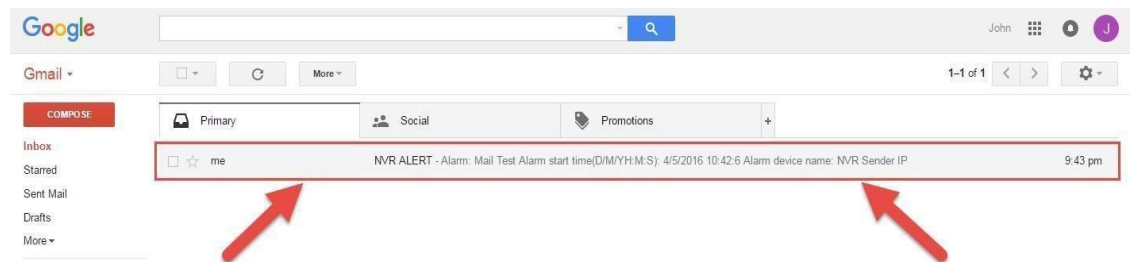
Finally, click **Apply** in the bottom-right of this window to save all your settings.

13. Now, we want to make sure the email setup is working properly. To do this, click **Test** in the bottom-left:

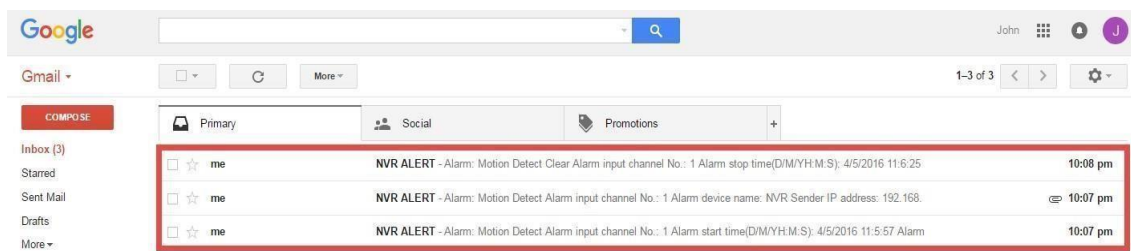


If the setup was successful, you will get the **Test Normal** message after clicking **Test**.

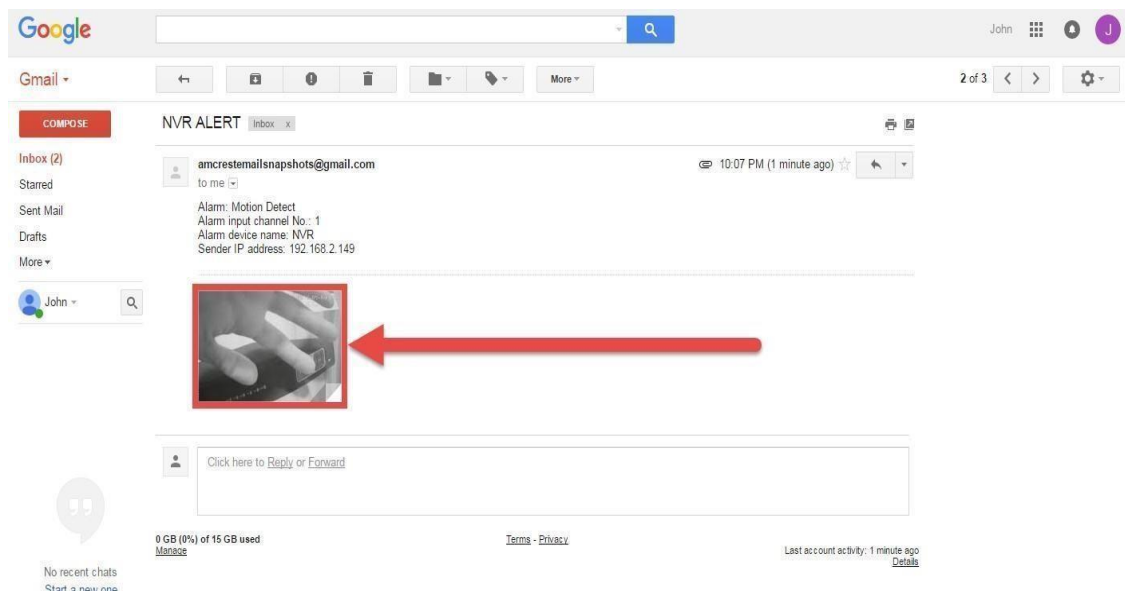
14. Next, check your new Gmail account to see if you received the email test:



15. Now, whenever your camera detects motion, you will get email alerts sent to your personal email from this new Gmail account:



This will include an email with a snapshot of what was seen when motion detection was triggered:



## 6. Computer Access Setup

There are 2 ways to access your NVR from a computer (laptop or desktop) which are: locally or remotely.

**Local Access:** Logging into your NVR's web interface from a computer or laptop device connected to the same network as your NVR (home, office, etc.).

**Remote Access:** Logging into your NVR's web interface from a computer or laptop device connected to a network outside of your home or business network (coffee shop, work computer, etc.)

Local access is preferred by those who, for security reasons or personal preference, do not wish to make their NVR accessible from outside their network. *However, there are several options available for remote access that use standardized and secure network protocols including SSL, TLS, DDNS, etc.* Most other users require remote network access by way of their smartphones, tablets, laptops, or computers, wherever they are

The following section will cover both means of access (local and remote). Keep in mind that any user can have *both* local *and* remote access simultaneously if they so choose.

**Before accessing your NVR through a web browser, the following two steps must be completed:**

1. You must access the NVR's web interface with its **IP address**.
2. You must install the Amcrest web **browser plugin**.

An **IP address** is just an identifier given to any devices that connect to a network. People use names, but internet-connected devices use a set of numbers called an IP address to talk to each other. Once you have the IP address, your computer will be able to find and communicate with your NVR.

A **browser plugin** is just like a translator. Using your NVR by itself, without a computer (the built-in interface featured in previous parts of this guide) is different than using it on your computer. By using the NVR on your computer through a web browser, you need to introduce a new piece of

software that allows your computer to understand the language that the NVR speaks in a way that a computer can understand. That's what the browser plugin is for.

There are 2 ways to access the NVR's web interface:

- (1) **Amcrest IP Config Software method**
- (2) **Built-in interface method.**

**Please note:** NPAPI plugins have recently been depreciated by both Google Chrome and Firefox. To access the web user interface for your device, we recommend using Internet Explorer or Safari. Google Chrome users can use the Google Chrome extension.

For more information on how to access your device using the Google Chrome extension, visit [amcrest.com/chrome](https://amcrest.com/chrome)

## Amcrest IP Config Software method

Amcrest IP Config Software can be installed for free onto your computer from Amcrest's official website. The IP Config Software is available for both Windows and Mac operating systems. To get directly to the downloads page, use this link:

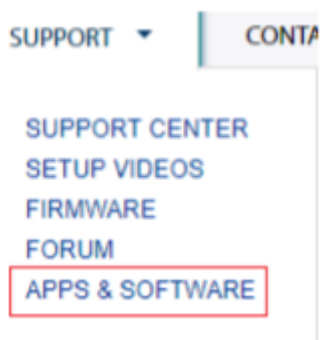
<https://amcrest.zendesk.com/hc/en-us/categories/201939038-All-Downloads>

Otherwise, the steps below will walk you through how to download, install, and use Amcrest IP Config Software:

1. Log onto your computer, open your web browser of choice, and go to [www.amcrest.com/support](http://www.amcrest.com/support):



2. Then, hover over the **Support** tab up top and choose **Downloads** from the dropdown.



3. This brings you to the downloads page. Click the **IP Config Software** download link on this page for either Windows or Mac.

## ✓ All Downloads

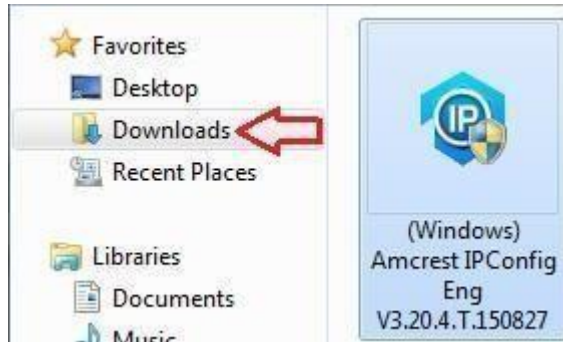
Mac OS

IP Config Software

PC/Windows

★ IP Config Software

4. Find the download in your Downloads folder, and click it to open the installer.

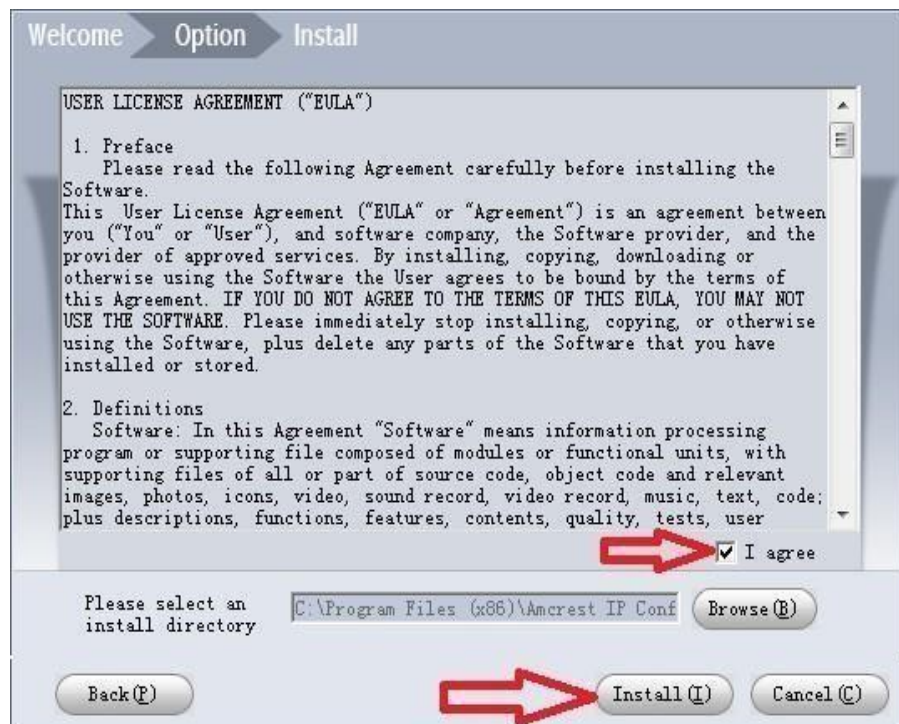


5. You will be asked to allow this program to make changes to your computer with a pop-up window, click Yes.
6. Once you see the first page of the installer wizard, click Next to continue.



7. On the next page, check the box next to 'I agree', then click Install.

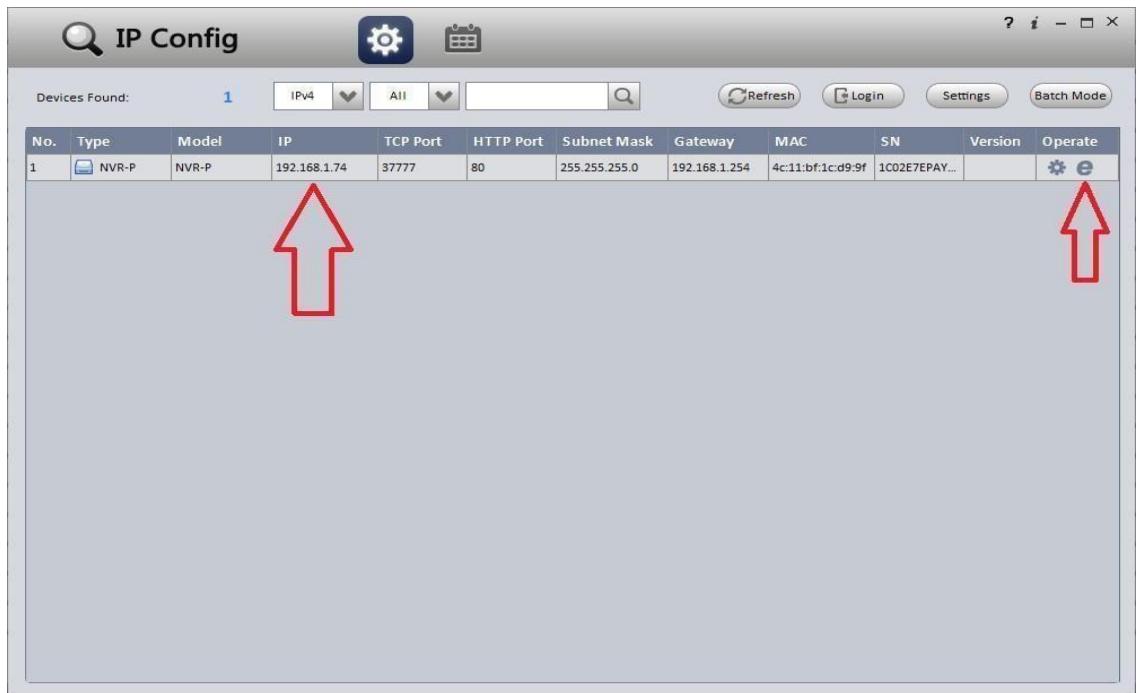




8. After the progress bar completes, if you see a Windows Security Alert popup, click **Allow access**.



9. This brings you to the main screen of Amcrest IP Config Software. Your NVR will automatically be found on your network and appear in the list (if properly connected with an Ethernet cable to your router). You will also see the IP address associated with your NVR.



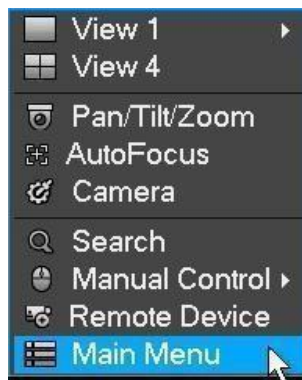
The 'e' icon to the right allows you to launch directly into your web browser from this screen.

**Note:** This 'e' icon will automatically take your NVR's IP address and use your computer's 'default' web browser to access and log into your NVR. If your default browser is not Internet Explorer, you can write down the IP address from the Amcrest IP Config Software (IP address located above), open up Internet Explorer yourself, and type that into the search bar to get to the login screen. Typing your IP address directly into the search bar will look something like this:

`http://192.168.1.74/`

### Built-in interface method

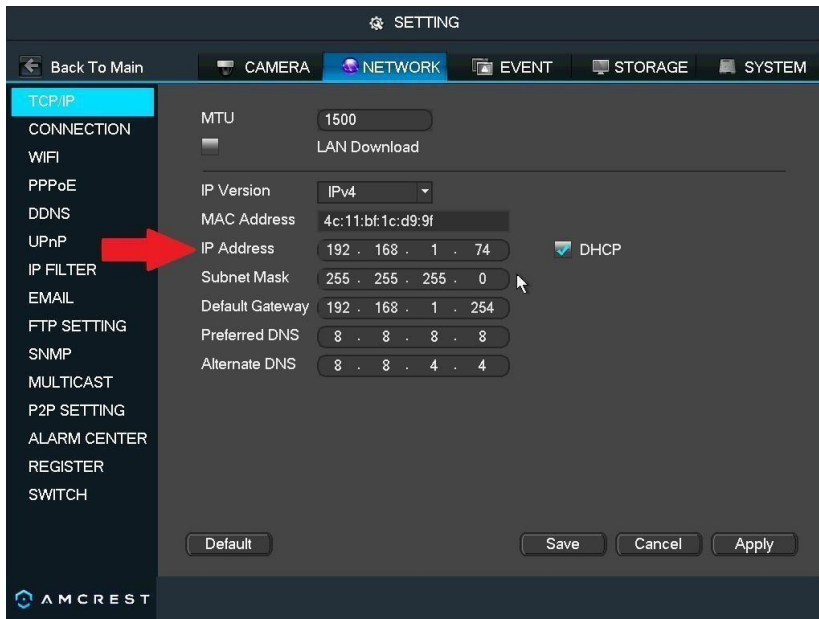
1. Boot up and log into your NVR system (as explained in previous steps of this guide).
2. Left-click on the main 4-window screen to access the Main Menu, or right-click and choose it from the list.



3. Click the **Network** icon, in the third bottom-most row, to the right of **Settings**.



4. On the NETWORK settings page, you will start on the **TCP/IP** tab on the left panel list of options. Locate where it says **IP Address** on the main center page of the window.



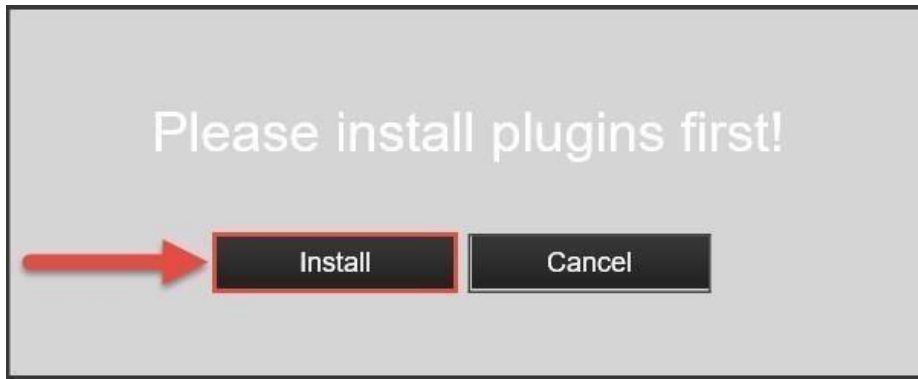
5. Write it down. It will look something like '192.168.1.74', although it may vary depending on your network, router, or service provider.

**Note:** It does not matter what your IP address looks like. If your NVR is connected to your router with an Ethernet cable, and the **DHCP** checkbox is checked on the TCP/IP page, the IP address you write down will be correct.

## Installing the Amcrest browser plugin

Once you've followed one of the above methods to get to the login screen for the NVR, follow the below steps to install the browser plugin on *Internet Explorer*.

1. On the main login screen, you should see a popup in the center. Click **Install**.



2. An install button will appear on the bottom of the screen for the plugin: **webplugin.exe**.



Click **Run**, then go through the prompts of the install wizard.

3. Once you see the notification along the bottom row. Click the small arrow to the right of the **Allow** button and select **Allow for all websites**.



4. If you see a popup window asking you to allow the plugin, mark the checkbox next to 'Do not show me the warning for this program again', then click **Allow**.



## Setting up NVR Local Access (home or business)

The following procedure can be done one of many ways including: using the Amcrest web interface (the most common method - that should be followed if this is your first time using this system), using the RTSP protocol to pull the video feed into a web application (like a custom website) or standalone program (like VLC media player), or using a CGI command through a web browser for a direct stream (without the need for a website or program - the NVR's CGI commands can be found through the main website - a link to this will be provided in this guide).

For the purposes of this guide, we will cover how to access the NVR through the Amcrest web interface (the most common method).

To view a video on how to setup the NVR for local access on a computer/laptop go to <http://amcrest.com/videos>, click the **Videos** tab, then find the video titled



'HDCVI - Local Access Setup for PC'.

**Note:** This is *not* an HDCVI system, but the same setup process outlined in the video applies.

Before performing the steps below to gain local access, you will need to make sure the following items are true:

1. You have your **login credentials** (if using this local access method as your first, initial choice to setup your NVR, only items **2** and **3** of this list need to be true)
2. You have located your NVR's **IP address**
3. You have installed the Amcrest **browser plugin**

To find your **login credentials**, please refer to part 3 of this guide: **Console Setup > Logging in**. Otherwise, if this is your first-time logging into the NVR and you have skipped **Step 3**, you will be able to login with the following username and password:

**Username:** admin

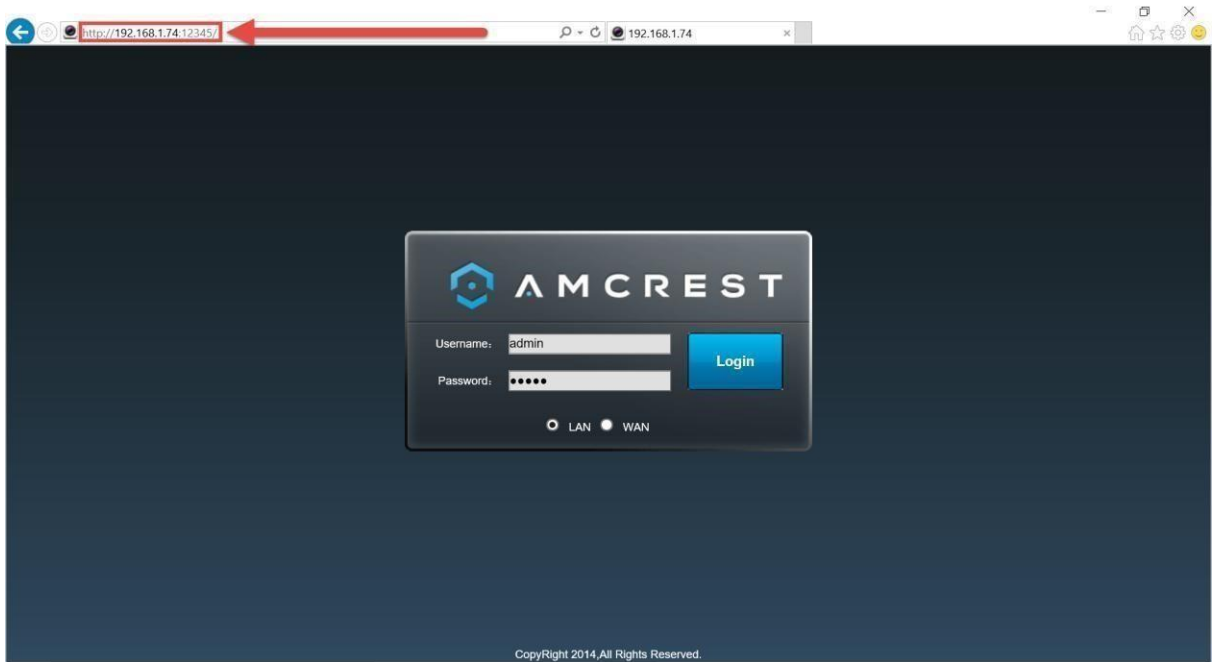
**Password:** admin

**Note:** After logging in for the first time, you will be prompted to change your password.

To find the NVR's **IP address**, please refer to the **Amcrest IP Config Software method** and the **built-in interface method** sections above.

To install the **browser plugin** for the NVR's web interface, please refer to the above section: **Installing the Amcrest browser plugin**.

1. Take the IP address and type it into the Internet Explorer search bar, then hit „Enter“. It should look something like 'http://192.168.1.74:12345/'



2. Enter your login credentials. You may be prompted to change your password.
3. (Optional) Save this web page as a Favorite for easy access in the future.

## Setting up NVR Remote Access (away from home)

For the purposes of this guide, we will outline the most common method for setting up web access. Using Universal Plug and Play (UPnP) and Dynamic Domain Name Server (DDNS) functionality is the easiest way to setup stable remote access. For this method, your router should support the UPnP networking protocol and the protocol should be enabled. *Please note that most common routers will support this feature.* Please refer to your router's manufacturer documentation to learn how to enable UPnP on your router.

To view a video on how to setup the NVR for UPnP/DDNS remote access go to

<http://amcrest.com/videos>, click the **Videos** tab, then find the video titled 'HDCVI - Remote Access Setup for PC (UPnP)'.

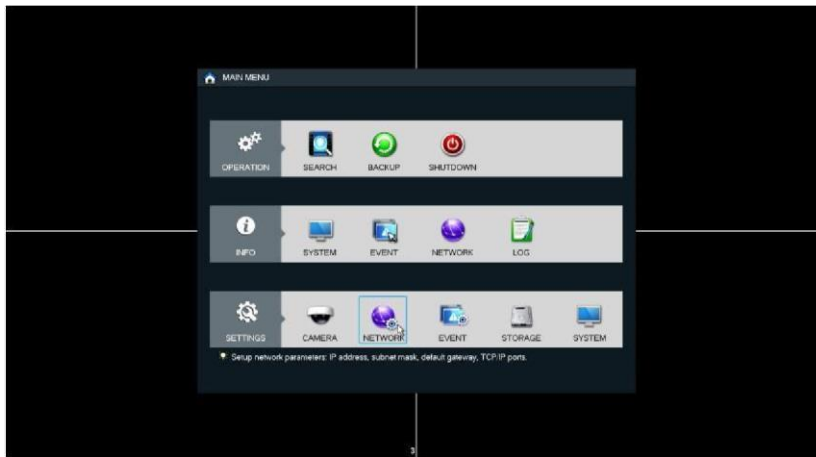


**Note:** This is *not* an HDCVI system, but the same setup process outlined in the video applies.

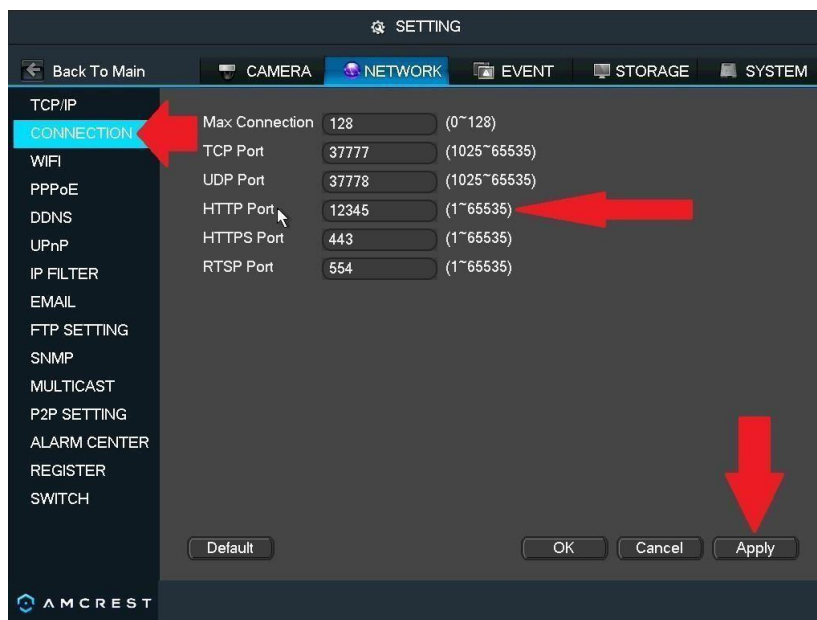
Before performing this setup process, it is recommended that you are familiar with or have completed the steps in both part 3 „**Console Setup**“ and part 5 of this guide: **Computer Access Setup > Setting up NVR Local Access.**

Below is a step-by-step walkthrough that details how to setup the NVR for remote web access using UPnP and DDNS:

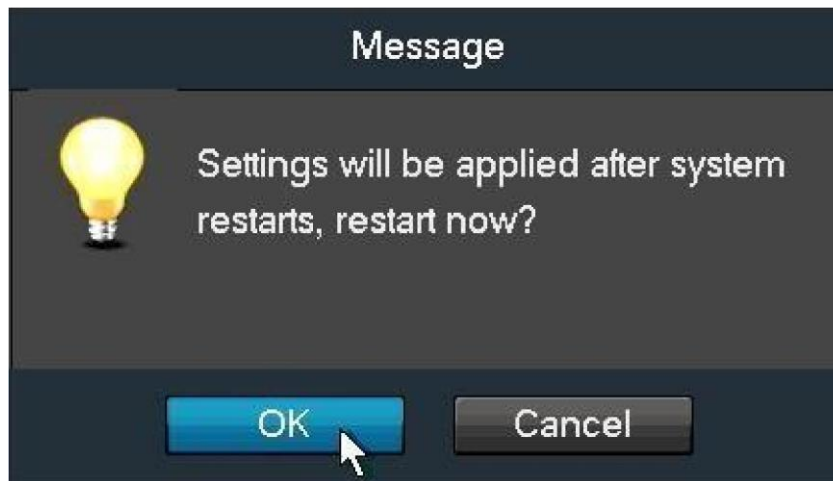
1. Log in to your NVR's built-in (console) interface, open the Main Menu (by left clicking once, or right-clicking and choosing **MAIN MENU** from the dropdown, then click **NETWORK** from the **SETTINGS** row:



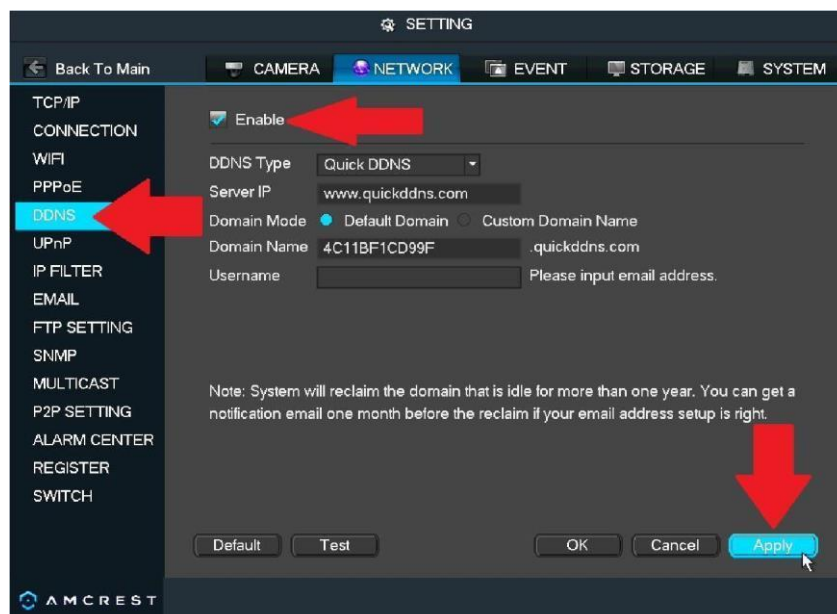
- From the left-hand navigation panel, click **CONNECTION**, then locate the **HTTP port** on the right. It is recommended to ensure the port number is at least 5 digits long to prevent any port conflicts. You can change the port to any 5-digit number that is less than 65535 (e.g. 12345) by clicking the number field and entering a new port number. Write it down, then click **Apply**.



- The system will need to reboot for this change to take effect. Click **OK**.

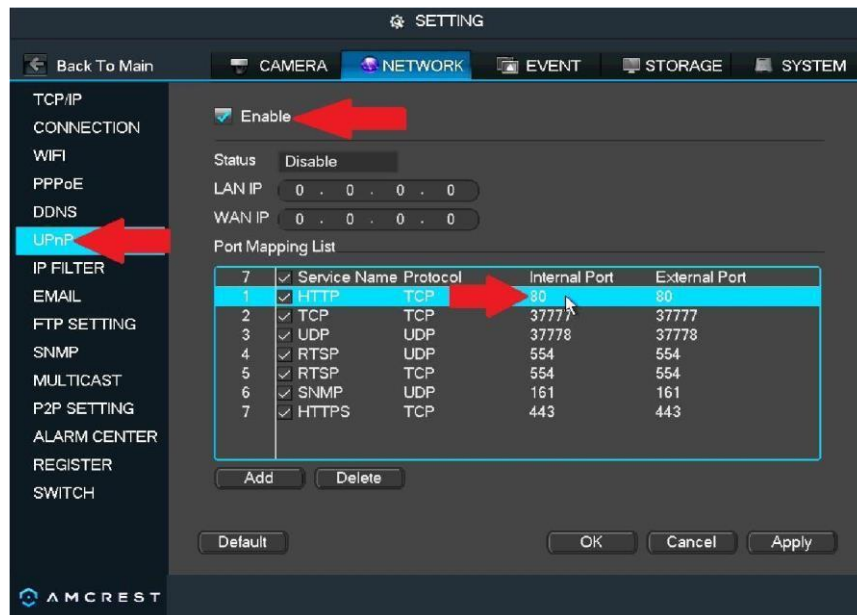


4. Once rebooted, login to your NVR again, open the **MAIN MENU**, then click **NETWORK** under **SETTINGS** again.
5. Click **CONNECTION** from the left navigation panel again and ensure that the **HTTP port** has changed.
6. Next, click **DDNS** from the left navigation panel, check the **Enable** checkbox, then click **Apply** on the bottom-right.



7. Write down the entire **Domain Name** field, including the white text that says: .quickddns.com
8. Click **UPnP** from the left navigation panel and check the **Enable** checkbox at the top. Then, locate row **1** in the **Port Mapping List**, where **HTTP** is written beneath **Service Name**, and double-click the numbers in the field just below **Internal Port** to change the HTTP port numbers.





- In the **PORT INFO** window that appears, click into the number fields next to **Internal Port** and **External Port** to change them to the same port number that was chosen in step 2 above (e.g. 12345). Then click **OK**.



- Once back to the previous **UPnP** page, uncheck the last 4 checkboxes in the **Port Mapping List**: row 4, row 5, row 6, and row 7.

7	<input type="checkbox"/>	Service Name	Protocol	Internal Port	External Port
1	<input checked="" type="checkbox"/>	HTTP	TCP	12345	12345
2	<input checked="" type="checkbox"/>	TCP	TCP	37777	37777
3	<input checked="" type="checkbox"/>	UDP	UDP	37778	37778
4	<input type="checkbox"/>	RTSP	UDP	554	554
5	<input type="checkbox"/>	RTSP	TCP	554	554
6	<input type="checkbox"/>	SNMP	UDP	161	161
7	<input type="checkbox"/>	HTTPS	TCP	443	443

11. Now, click **Apply**, and ensure it says „Searching now“ in the field next to **Status**.



12. Exit this menu to go back to the main menu, then re-enter the UPnP menu, and ensure the UPnP status says „Success“.



**Note:** If this does not say „Success“, try resetting the NVR, then your router. If it still does not work, it may be because your router does not support UPnP. In this case, you will need to **port forward** to gain remote access. Please read step 5: **Check for UPnP** below, in the **troubleshooting steps** that follow this guide for more information on what to do next.

13. Open a web browser and enter in the DDNS domain name address from step 7, enter in a colon ':' (without quotes), then type the port number from step 2 onto the end.

- a. For example, if the DDNS domain name is <http://abc123456789.quickddns.com> and your HTTP Port is 12345, the URL would be <http://abc123456789.quickddns.com:12345>

14. The browser may prompt you to install a plugin. Click install to download the plugin, then click on the plugin installation file to install the plugin. (For help installing the plugin, refer to part 5 of this guide: **Computer Access Setup > Installing the Amcrest browser plugin.**)

15. Enter your login credentials into the username and password fields.

16. Click the **WAN** option, and then click **Login**.



17. Once the main interface opens, click the plug icons next to each camera in the left panel.



After clicking the plug icon, you can choose between Main Stream and Extra Stream.

**Main Stream** is HD and takes more bandwidth (requires faster network speed). **Extra Stream** is SD and requires less bandwidth (can work on slower internet connections).

To get more detailed information on other methods to set up remote web access for the Amcrest NVR, please refer to the user manual.

### Remote access not working? (troubleshooting steps)

1. **Re-enter login credentials:** Confirm that your username and password for accessing the NVR are correct. Please refer to part 3 of this guide: **Console Setup > Logging in**. The same credentials you use to log in to the console in that section are what you will enter into the login screen on the web interface.
2. **Use the correct web browser:** Make sure you are using Internet Explorer as your web browser.
3. **Confirm plugin is installed:** If you still see any popup windows when trying to log in to the web interface, please make sure you have correctly installed the Amcrest browser plugin: **webplugin.exe**. Please refer to part 5 of this guide: **Computer Access Setup> Installing the Amcrest browser plugin**.
4. **Write the URL correctly:** When using Internet Explorer, it is crucial to write the NVR's remote access URL correctly. Some versions of Internet Explorer will not automatically include the 'http://' prefix to the beginning of an IP address that is typed in. Check your search bar and, if you do not see 'http://' before your URL (e.g. 192.168.2.149:12345), please add it. In addition to that, make sure that you are using a *colon* ':' and not a *semicolon* ';'. Your final URL should look something like this: ['http://192.168.2.149:12345/'](http://192.168.2.149:12345/) (without quotes). Keep in mind that the IP address and port number will be different depending on your setup.
5. **Select WAN button:** The **LAN** radio button will be selected by default. You must click and select **WAN** for this remote connection to work.
6. **Connect to the internet:** Confirm that your computer is properly connected to the internet by loading another web page first, then trying the NVR's remote access URL again. Also, confirm that an Ethernet cable is connected from your router to the correct port on the back of your NVR. If using a PoE NVR, it will NOT be one of the 4 or 8 PoE ports bunched together. It will be a standalone internet port. Please refer to part 2 of this guide: **Front/Back Panel Diagrams & Descriptions**.
7. **Check for UPnP:** For remote access to work, UPnP has to be enabled on your NVR *and* it has to be enabled and supported on your router. Check your router's documentation to confirm

whether UPnP is supported. Otherwise, an alternative to UPnP is **port forwarding** which can be done by following a video tutorial for the HDCVI system.

To find this video, go to <http://www.amcrest.com/videos/> and find the video by clicking **Playlists (tab) > Amcrest - 1080P & 720P HDCVI NVR > HDCVI - Remote Access Setup for PC (Port Forwarding)**.

**Note:** This is NOT an “HDCVI” system, it is an NVR. However, the same exact procedure as shown in the video applies.

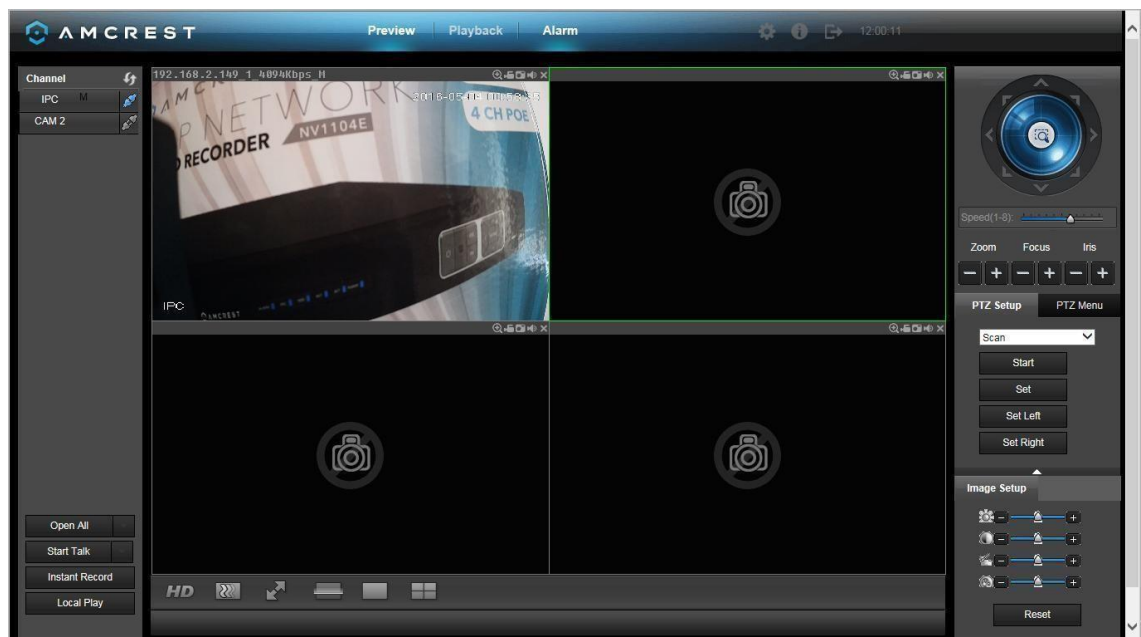
#### 8. Still not working?

Please contact Amcrest Support via one of the following options:

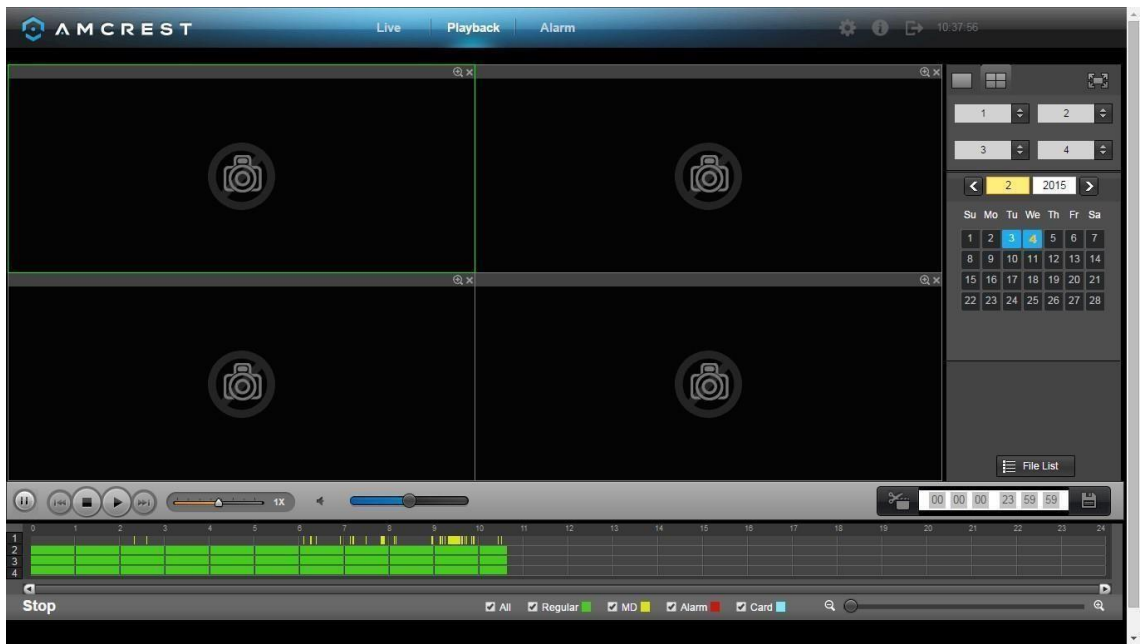
- Visit <http://amcrest.com/contacts> and use the email form
- Call Amcrest Support using one of the following numbers Toll Free: (888) 212-7538  
International Callers (Outside of US): +1-713-893-8956 USA: 713-893-8956 Canada:  
437-888-0177 UK:  
203-769-2757
- Email Amcrest Customer Support [support@amcrest.com](mailto:support@amcrest.com)

## Web Interface Walkthrough

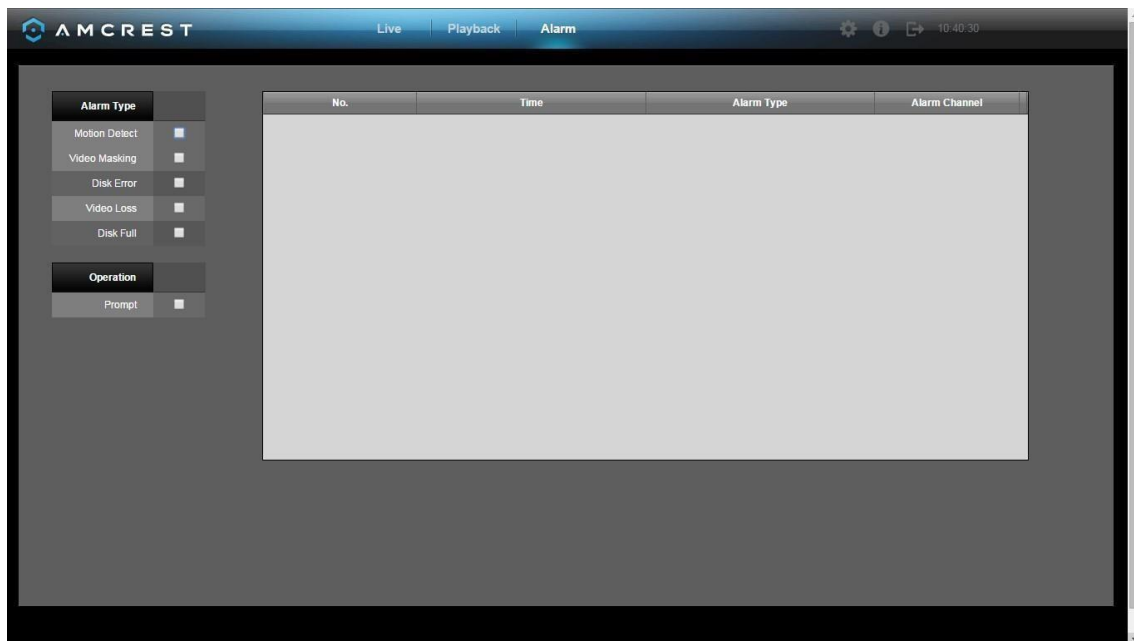
The web interface has 3 main tabs:



**Live:** This tab shows live playback of any connected cameras. Ensure that the small icon on the right of each camera’s name on the left-hand list is blue; otherwise the live video feed will not show. You can also control PTZ and image settings here, as well as view cameras in full screen.



**Playback:** This tab allows for playback of recorded video. Select the date from the menu on the right and then click on the timeline at the bottom of the screen to select a playback starting location. Once the starting point has been selected, hit the play button to begin playback.



**Alarm:** This tab shows a list of any alarms that have been triggered, either by motion detection, video masking, disk error, video loss, or the disk becoming full.

## 7. Amcrest View App Setup

The Amcrest View app grants instant access to all live camera streams from any location. This is the primary application most users prefer when using Amcrest systems. The app supports a

multitude of features and includes both a plug-and-play setup as well as a manual network setup. For purposes of this guide, we will use Amcrest View Pro, which is free on both the App Store and Play Store.

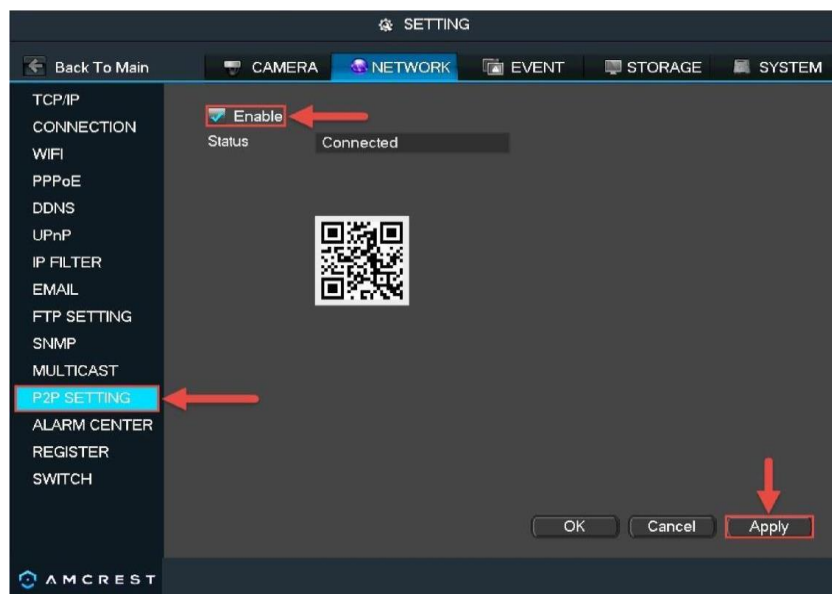
Before the NVR can be accessed through the app using the easy plug-and-play method (P2P Setup), **P2P must be enabled on the NVR.**

## Enabling P2P on the NVR

1. Log into your NVR console's built-in interface using the NVR login credentials. Please refer to part 3 of this guide: **Console Setup > Logging in.**
2. Open the **MAIN MENU** by left-clicking the NVR's home preview screen. Then, click **NETWORK** in the bottom **SETTINGS** row:



3. Select **P2P SETTING** from the left navigation panel's list of pages. Mark the checkbox next to **Enable**, then click **Apply** and **OK**.



4. Exit out of the main menu, then come back to the **P2P SETTING** page and confirm that the **Status** is „**Connected**“.

## Amcrest View Pro Setup

The following steps will continue the app setup process for an Android phone and, though the iPhone version of the app has slightly different steps, most of this process is identical and easy.

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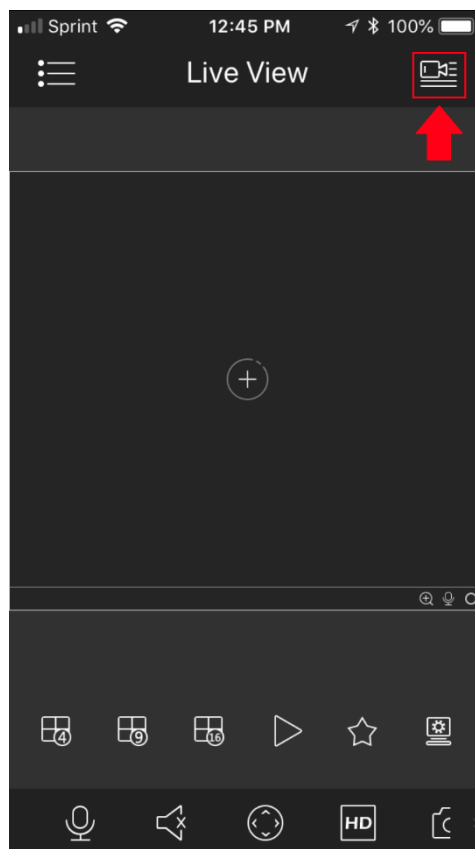
1. Download and install the Amcrest View Pro app for the App Store or Google Play Store.

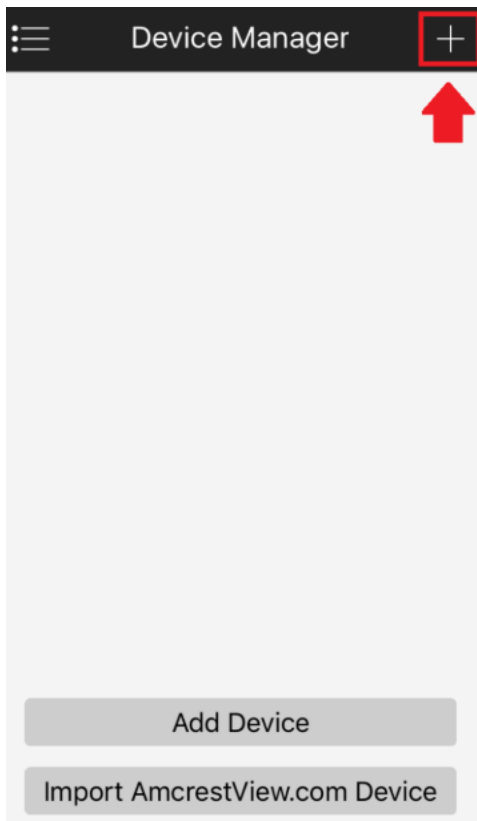


2. Open the app on your mobile device and allow the app to load.



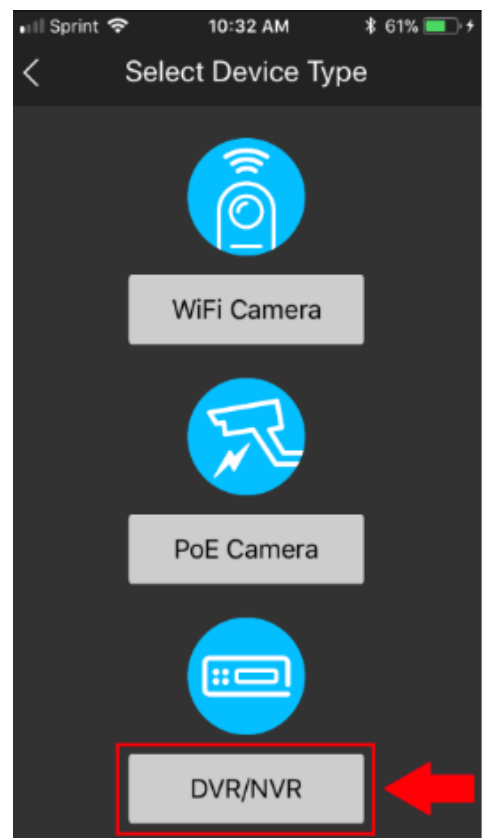
3. Now you should see the home screen of your app. Tap the icon in the top-right to get to the **Device List**.



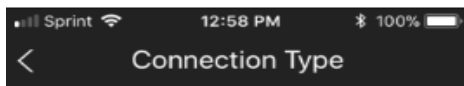


4. Tap the + icon in the top right of this window to get to the Connection Type screen.

5. Select your device type. In this case, we will select 'DVR/NVR' since we are setting up a DVR/NVR.







6. Tap on **P2P Connection** to establish a P2P connection.

Please connect your device to the Internet via an ethernet connection to your router before starting setup

**P2P Setup:**  
Tap the button below to setup your device using P2P Setup access.



**IP/Domain/DDNS Setup:**  
Tap the button below to set up your device for IP/Domain/DDNS access.



7. Scan the QR code for the unit. The QR code can be found on the serial tag along with the scannable barcode. Your mobile device will enable its camera to scan the QR code.

To locate the serial number, you must either have physical access to the NVR or computer access to the web interface.

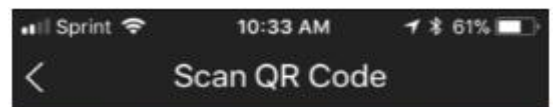
On the bottom of the NVR console, there is a sticker with the serial number printed on it. It will begin with either 'AMR' or 'AMDV'. Write this down.



If the QR code is not able to scan you can also enter in the serial

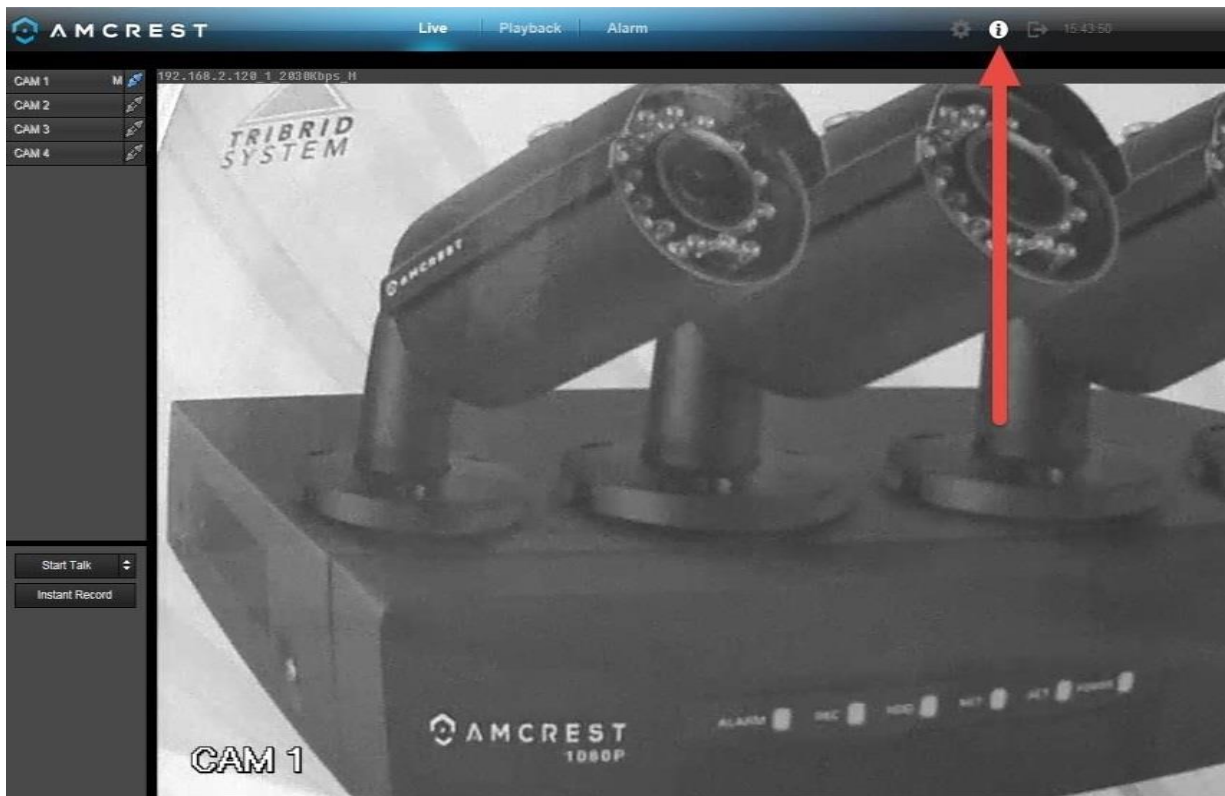
number manually by tapping **Enter S/N Manually**.

Otherwise, if you are setting up the app after gaining local access with a computer, log into the web interface with your username and password. Then, click the 'i' icon at the top of the screen:

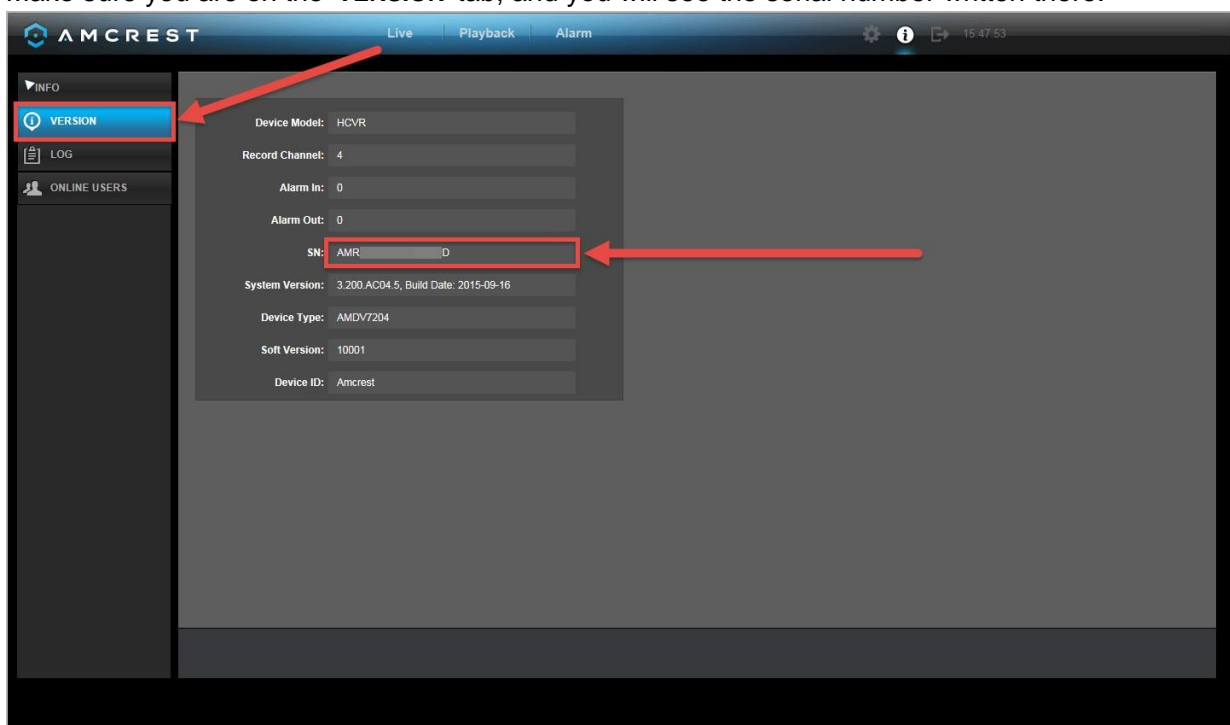


Make sure camera's indicator light is solid green. Move camera back and forth slowly and ensure the entire QR code is in the frame





Make sure you are on the 'VERSION' tab, and you will see the serial number written there:



Write it down, then enter it into the S/N field of the P2P Setup Screen of your app.

Return to your app's **P2P Setup** page and enter your **username** and **password**. These are the same credentials used to access the console's built-in interface directly. Refer to part 3 of this guide: **Console Setup > Logging in**.

If you skipped that step, or this is your first time accessing the NVR, the default username 'admin' and password 'admin' will work, and you will be prompted to change your password.

After entering your **Username** and **Password**, tap **Start Live View** to connect to your NVR. There will be one instructional screen that appears, you can swipe this out of the way before beginning to view the live streams from your connected camera.

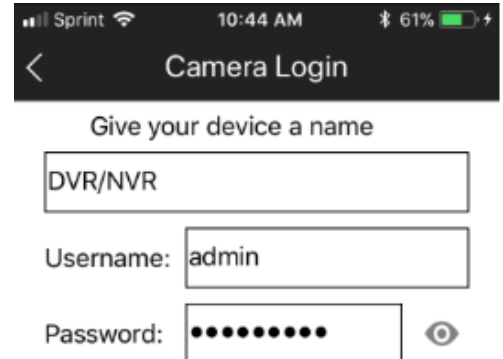
8. Once the data is entered the app you will be taken to a login screen. In this menu you can create a name for your device. Also, enter in the username and password associated with your device.

If this is your first time setting up your device, the default username and password is **admin**.

Tap on **Start Live Preview** to view the live view screen of your device.



Once the app is setup to work with your NVR, it should look like the image below on the left. Here, you will be able to access all crucial functions like taking snapshots, manual recordings, etc.



Enter in your camera's username and password.

Default username is **admin**

Default password is **admin**

Maximum password length is 32 characters



## App setup not working? (troubleshooting steps)

1. **Re-enter login credentials:** Are you getting a (quote 'incorrect password' error) message? Try double checking your username and password. These will be the same credentials used to log into the NVR console's built-in interface.
2. **Confirm your phone is online:** Make sure that your phone is receiving a strong Wi-Fi or cellular data signal. Confirm the Internet connection is working by loading a webpage or testing another internet enabled app.
3. **Confirm the NVR is online:** Make sure an Ethernet cable is connected from your router to the Internet port on the back panel of your NVR console. (For help with this, refer to part 2 of this guide: **Hardware Setup > Setting up the cable connections.**)
4. **Confirm P2P is enabled:** To use the P2P Setup to gain plug-and-play instant access, P2P needs to be enabled on the NVR. It will be enabled by default. To confirm P2P is enabled, log into the main console built-in interface for your NVR and select Network from the Main Menu (in the Settings row). Then, click P2P from the left navigation panel (on the bottom). Make sure the checkbox is checked next to 'Enabled'. If it is not, check it, click Apply down below, then attempt the P2P App Setup again (tap Start Live Preview).
5. **Confirm the serial number:** if you entered the serial number manually, double check that it is correct and re-enter it. This does not apply if you used the QR code scan.
6. **Still not working?**

If you have tried all the above troubleshooting steps, try rebooting your NVR. Then, restart your phone and try the P2P Setup on your app again. Contact support if you are still unable to gain access.

To view a video on how to setup the Amcrest NVR for remote access on a smartphone or tablet, go to <http://amcrest.com/videos> and view the video titled 'How to Setup Amcrest HDCVI NVR for Remote Access on Smartphone/Tablet'.



## 8. Amcrest View Web Portal Setup

You can access your NVR through a computer using the P2P web portal **AmcrestView.com** for quick plug-and-play access. It uses the same technology as the Amcrest View mobile app and is an easy, non-technical setup method.

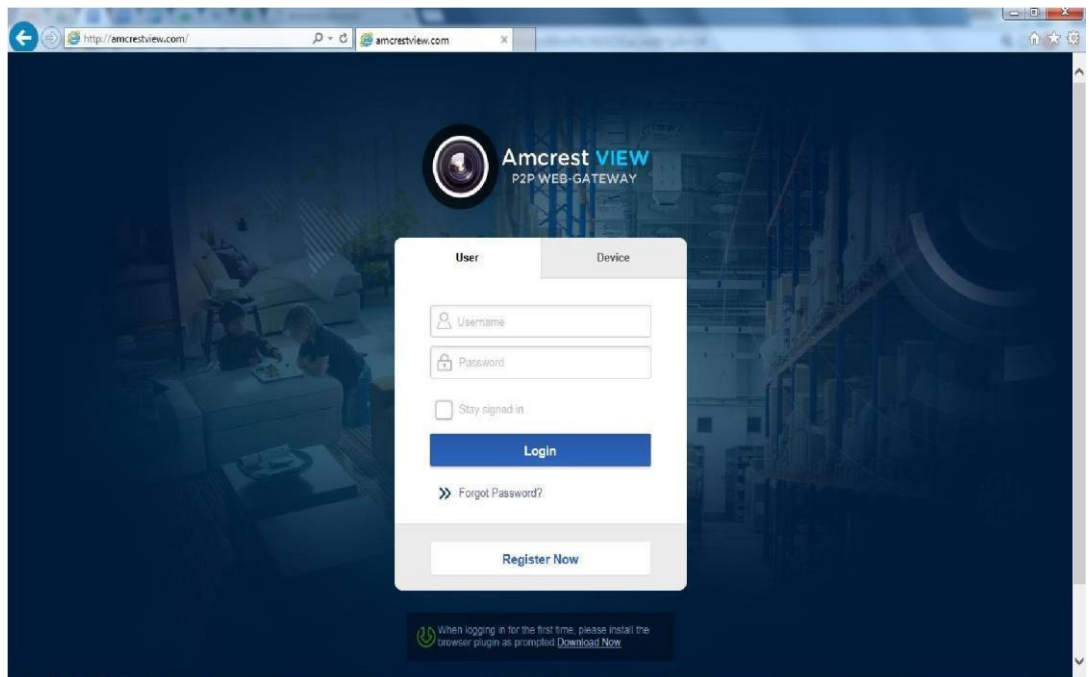
There are 2 methods of accessing your NVR using AmcrestView.com: the **user method** (registering an account for login), and the **device method** (instant direct access using the serial number).

Both methods require that the Amcrest **browser plugin** be installed for AmcrestView.com.

### Installing the AmcrestView.com browser plugin

1. Open Internet Explorer, type '[www.amcrestview.com](http://www.amcrestview.com)' into the search bar, and hit Enter. This will take you to the login screen:





2. Once you're on the login page, you will see a message about installing the plugin below the login box. Click **Download Now**:



3. This will take you to another page where you will need to click the **Download Now** button:

Setup **Web Client** Plugin  
In order to use AmcrestView.com, you must first install/update the ActiveX plugin.



Please restart the browser after upgrade.

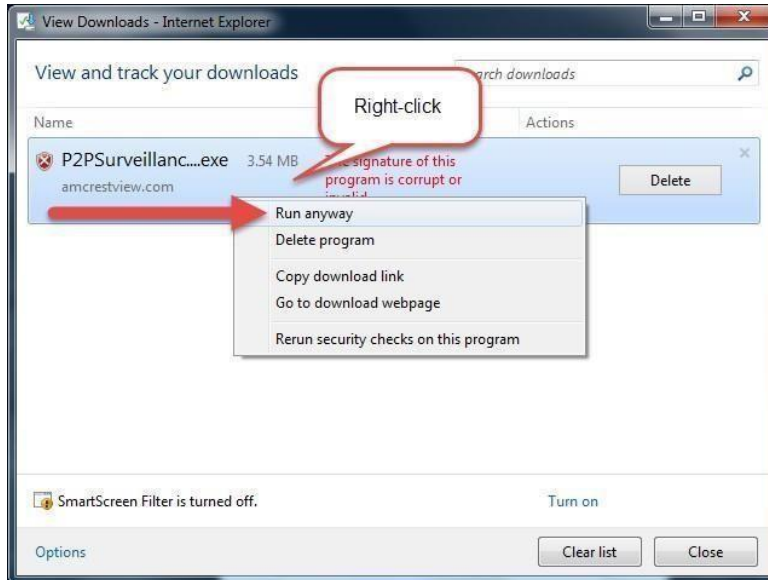
4. You will be prompted by the browser to install the plugin. Click **Run**:



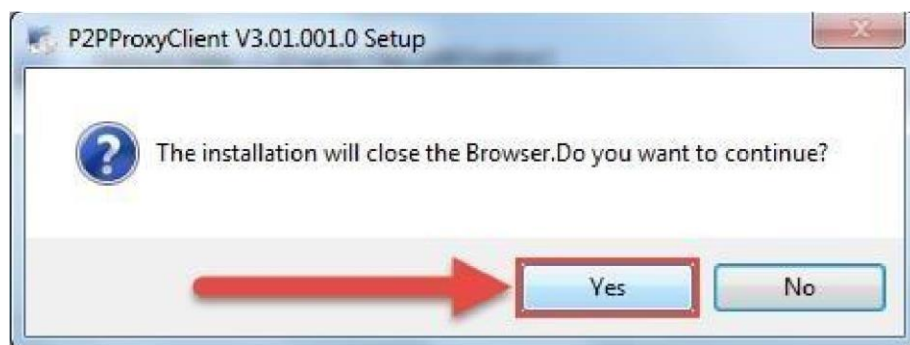
5. You may be prompted to verify this download. This software is not harmful to your computer and will not make any unwanted changes. To verify, start by clicking **View Downloads**:



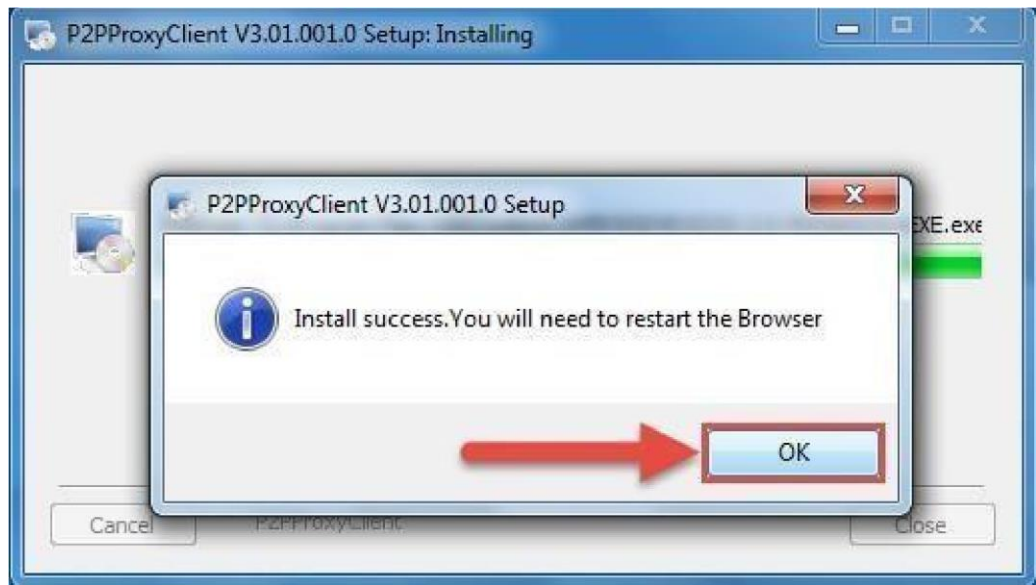
6. In the View Downloads page, right click the plugin, then click **Run Anyway**.



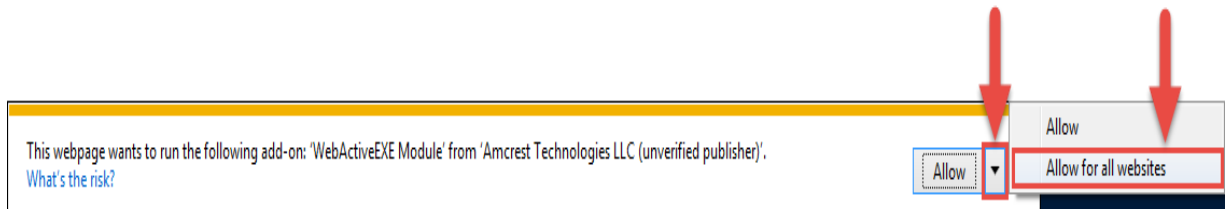
7. The plugin will close your browser sessions to install. Save any pages, then click **Yes**:



8. On the next prompt, it will say the install was successful and ask you to restart your browser. Click **OK**:



9. You will be taken back to the login page and see another notification from your browser asking you to allow this plugin on this web page. Click the small arrow next to **Allow**, then click **Allow for all websites**:



10. Another popup will appear asking you to allow this plugin. Mark the checkbox next to **Do not show me the warning for this program again**, then click **Allow**:

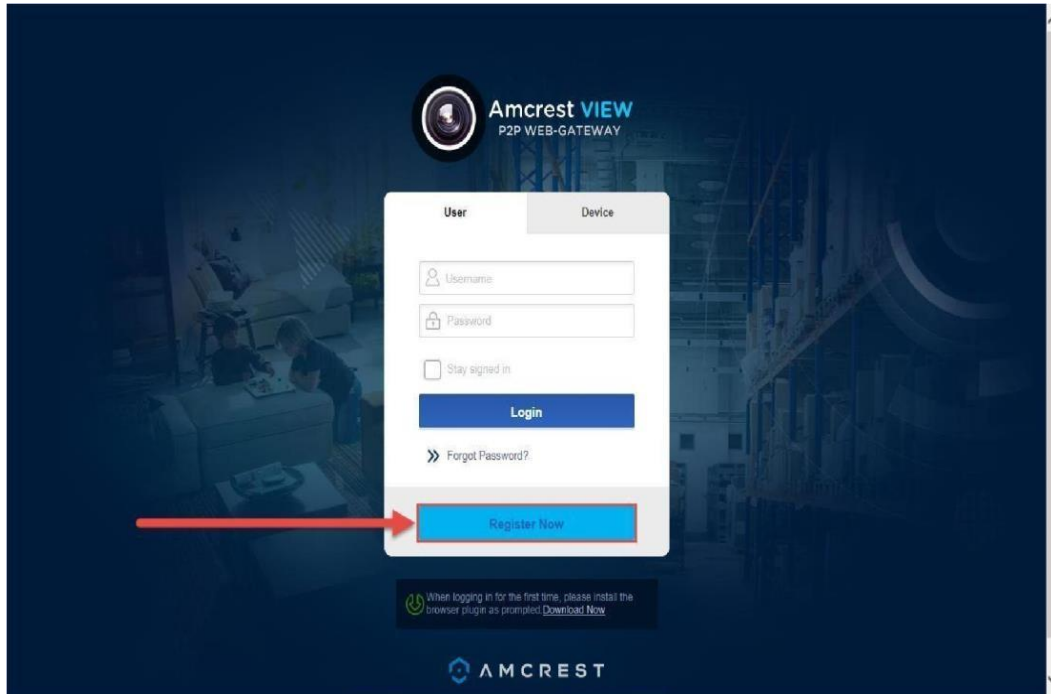


Now the plugin has been installed successfully and you can continue on to register for an account for NVR access through AmcrestView.com

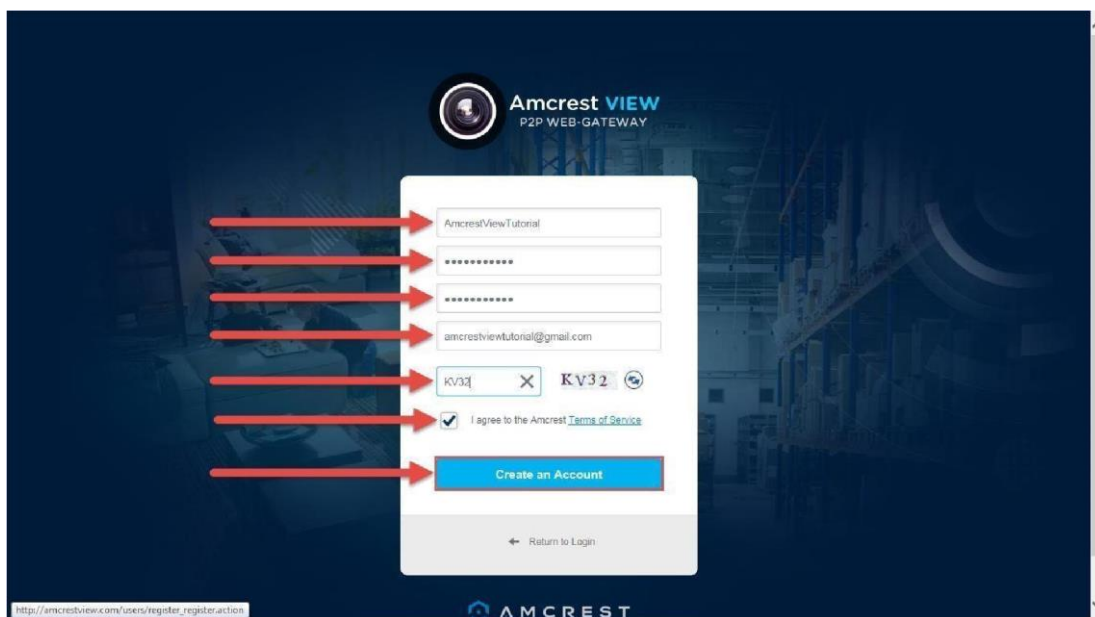
## User method

The **user method** requires that you first install the Amcrest browser plugin for AmcrestView.com. Then, you can register for an account to set up your NVR.

1. On the main login screen, [www.amcrestview.com](http://www.amcrestview.com), click the **Register Now** button:
- 2.

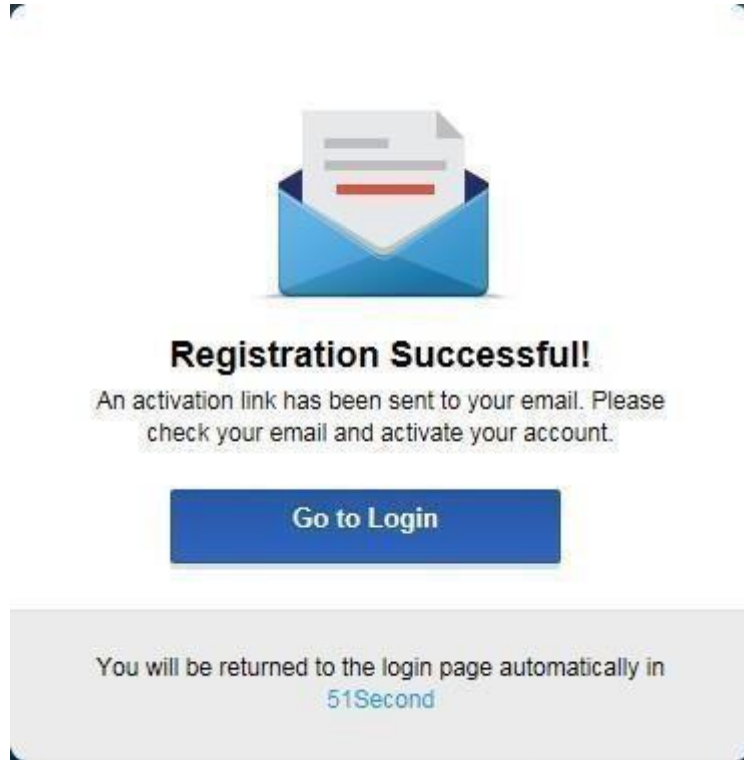


3. You will be taken to the registration form. Enter your **Username**, **Password**, then **Confirm Password**, type your **Email**, enter the **Verification Code**, make sure the box is checked confirming you've read the „Amcrest Terms of Service“, then click **Create an Account**:



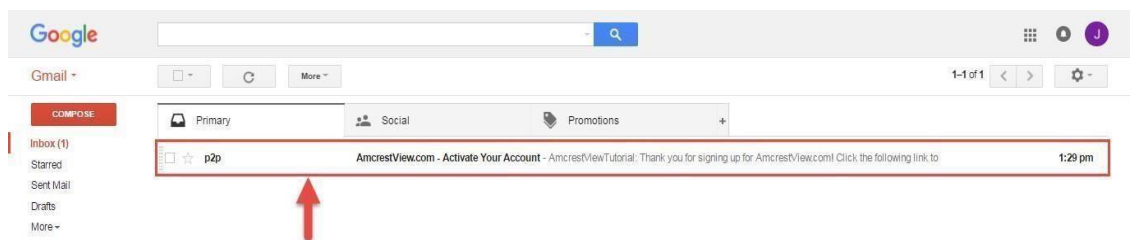


4. You will see the **Registration Successful** message and a confirmation email will be sent to you:



- 5.

Check your email, and click the confirmation email from AmcrestView.com:

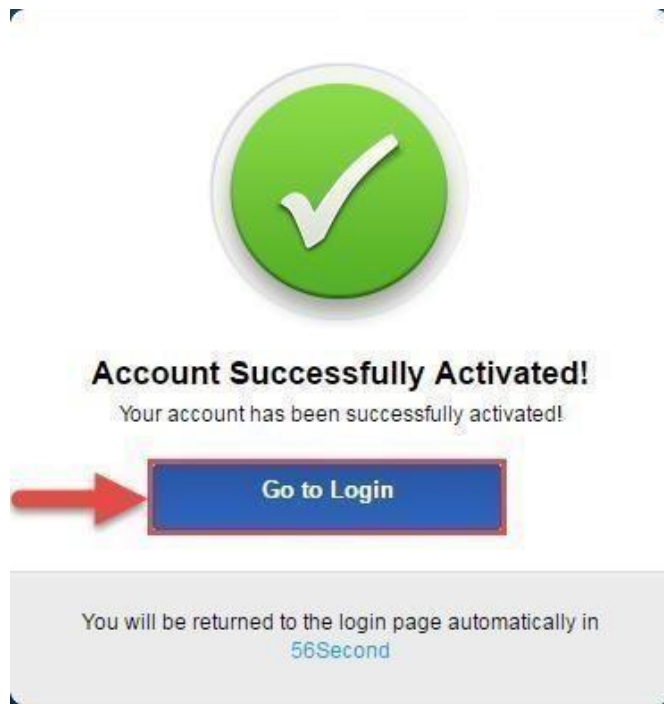


6. Once you've opened the email, click the confirmation link inside to complete your registration:

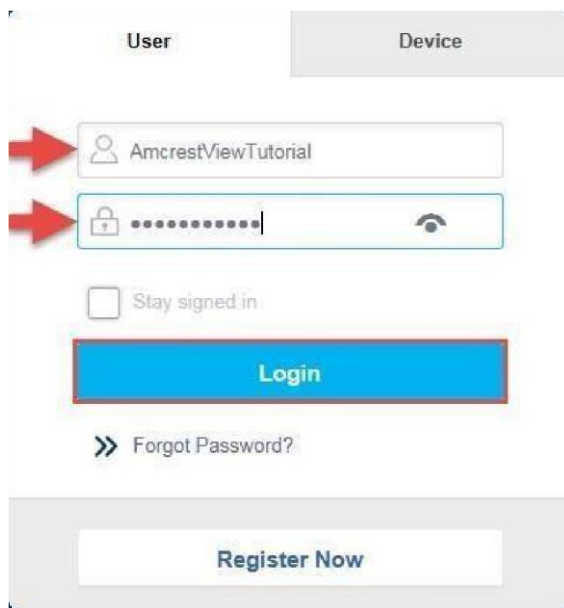


7. You will be taken back to AmcrestView.com and shown confirmation that your account has been activated. Click **Go to Login**:

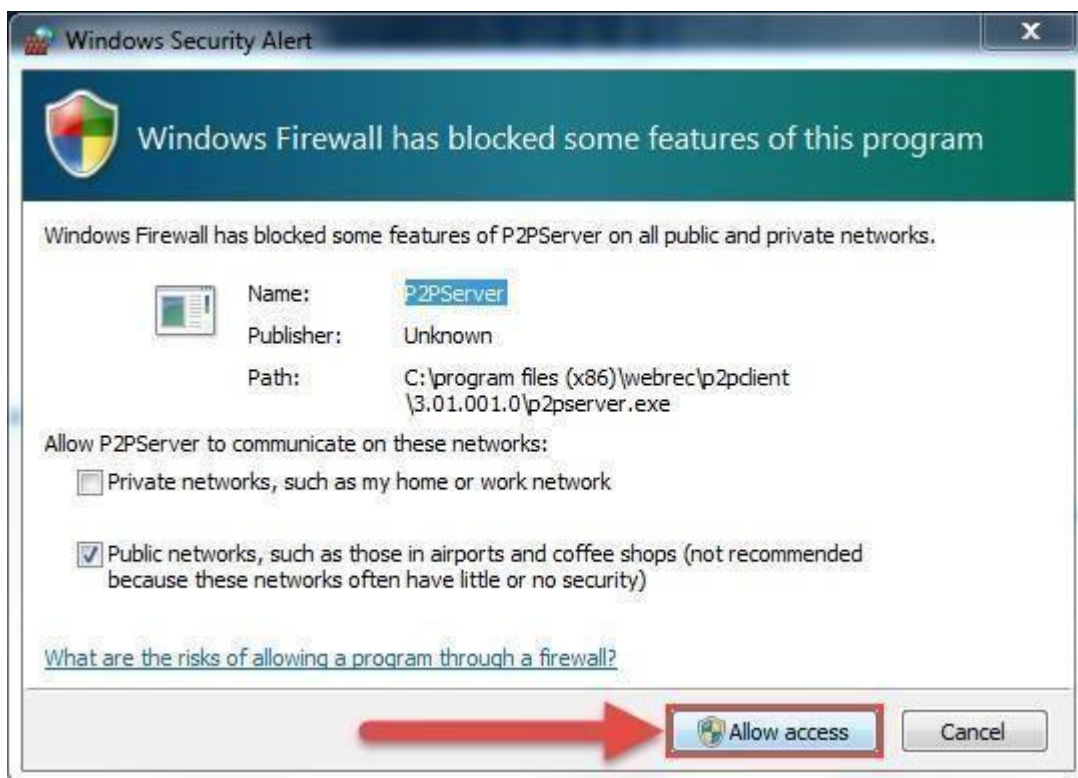




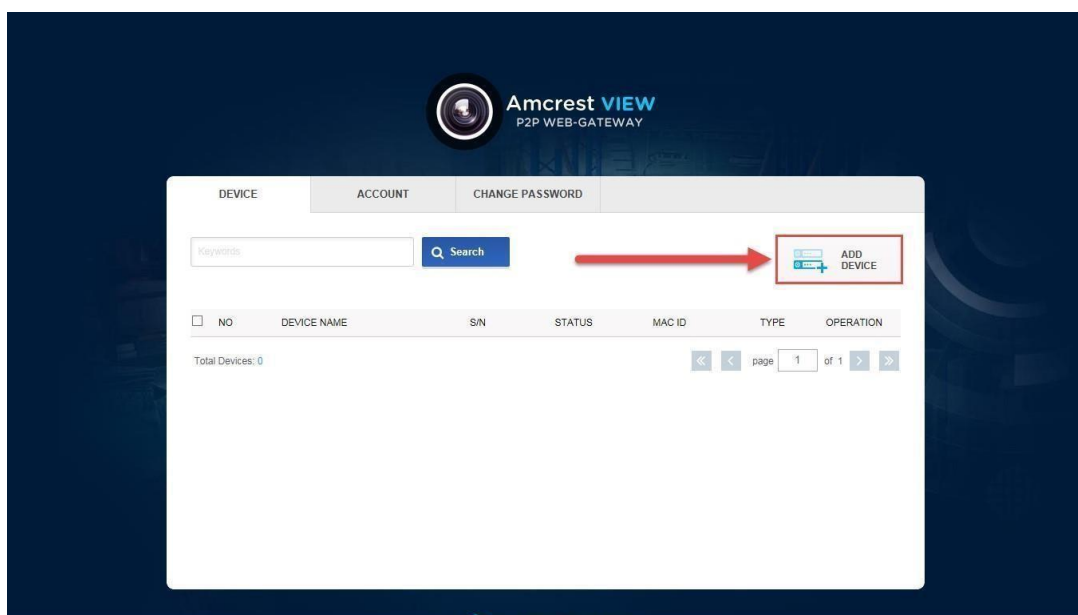
8. You will be taken back to the login screen. Enter your new AmcrestView.com username and password, then click **Login**:



9. A popup will appear from your Windows Firewall. Click **Allow access**:

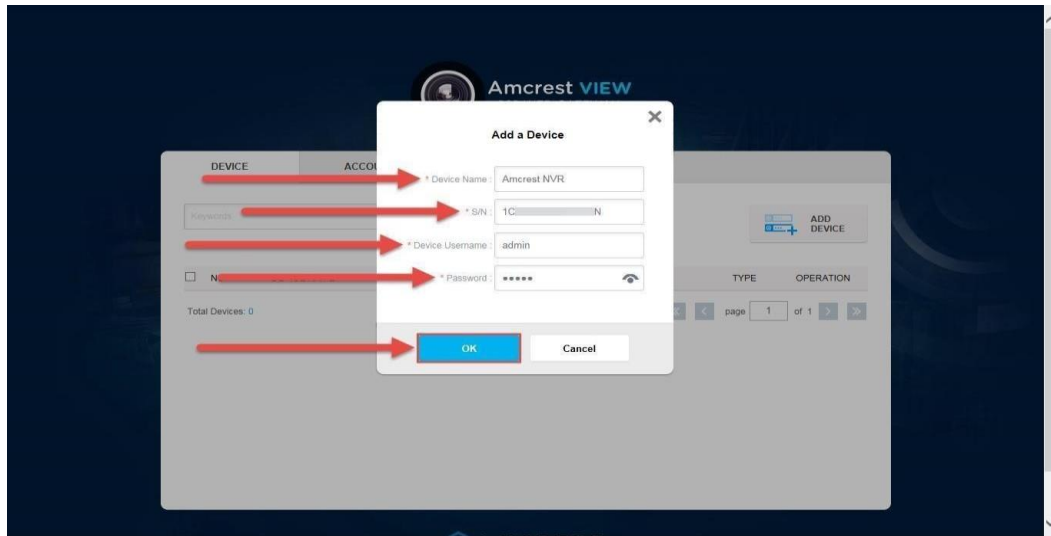


10. You will be taken to the main screen of your account. From here, click the **Add Device** button:

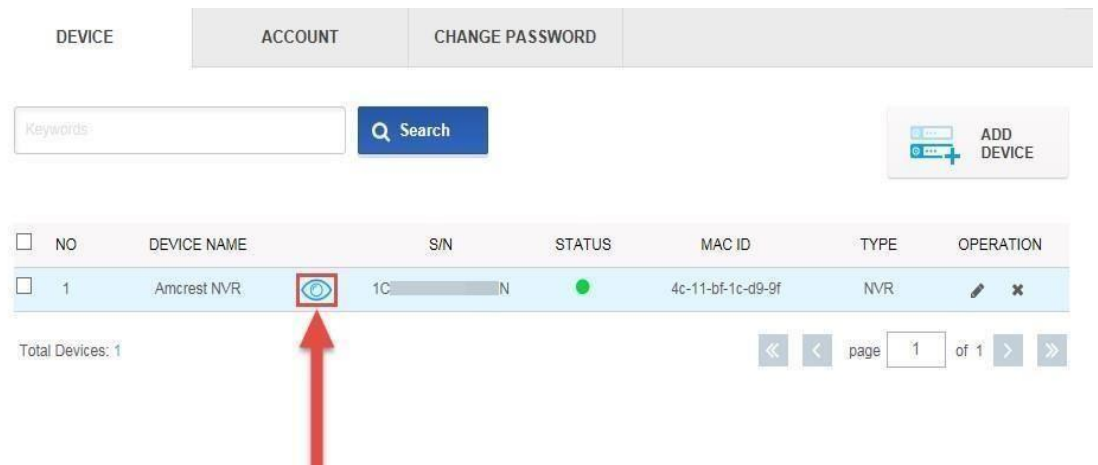


11. Now you can enter your NVR's information. Enter a **Device Name** (this can be anything). Then, fill in the **S/N** (serial number) this can be found on the sticker attached to the bottom of your NVR or through the web interface. Please refer to part 6 of this guide: **Amcrest View App Setup > Entering serial number manually(technical method - harder)**.

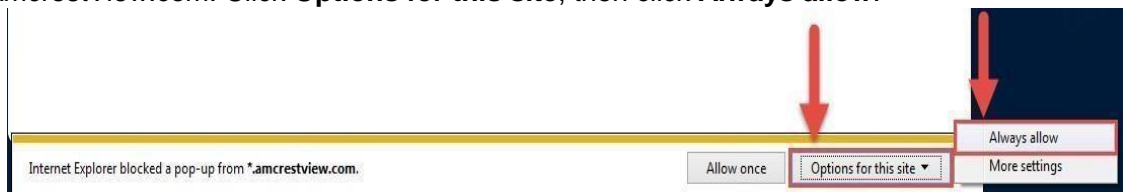
Enter your username and password for the NVR, not the username and password you just created for AmcrestView.com. To find your NVR login credentials, please refer to part 4 of this guide: **Console Setup (Login & Startup Wizard) > Logging in**. Finally, click **OK**:



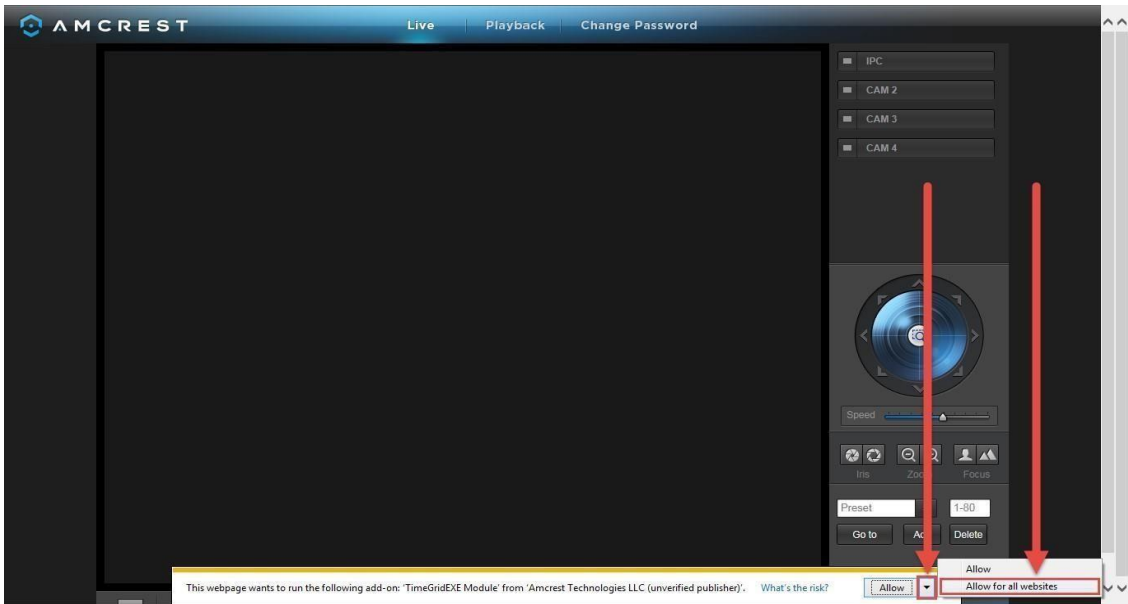
12. You will then see your NVR added to the device list on the main screen. Click the „eye” icon to view the live feed:



13. Your browser will give you a notification asking you to allow popups from AmcrestView.com. Click **Options for this site**, then click **Always allow**:



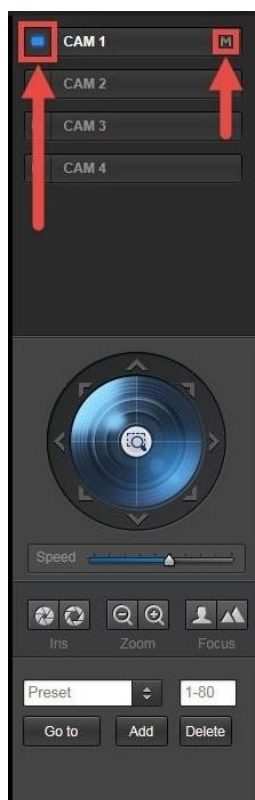
14. You will be taken to the live view page and given a notification to allow the plugin to pull the video feed through here. Click the small arrow to the right of **Allow**, then click **Allow for all websites**:



15. A final popup will appear asking you to confirm that you allow this plugin on your browser. Mark the checkbox next to **Do not show me the warning for this program again**, then click **Allow**:



16. Now you can enable any of your added cameras to see their live feeds. In the top-right panel, there is a channel list. Click the small square icon to enable your feed for an added camera to see the video feed:

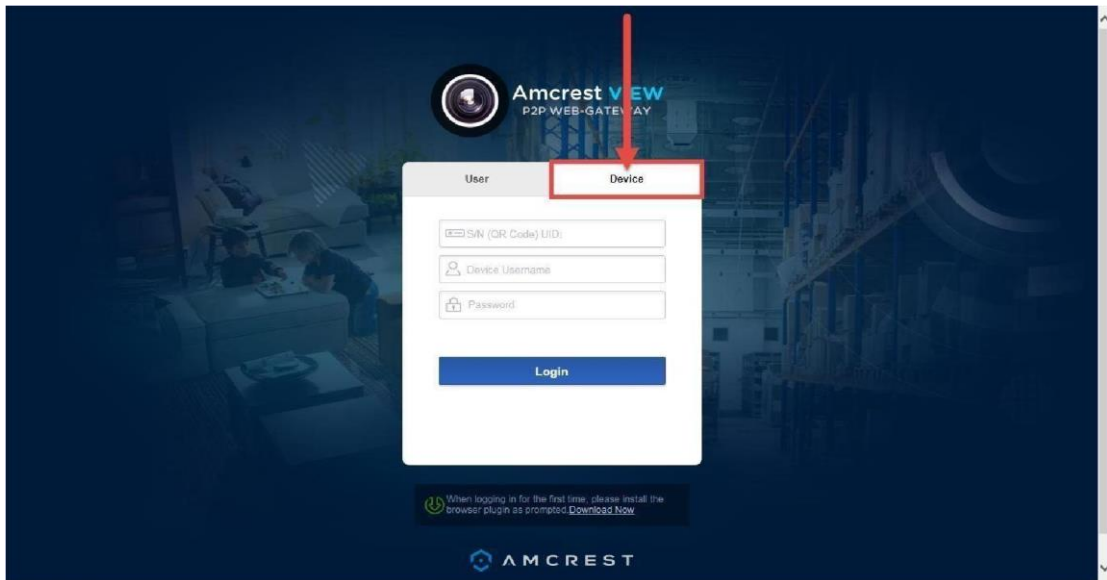


Click the 'S' to change it to an 'M' which stands for 'Main Stream' and will give you a full HD quality video stream. To go back to 'Sub Stream', for lower quality video (that works better on slower internet connections), click the 'M' and change it to an 'S' again.

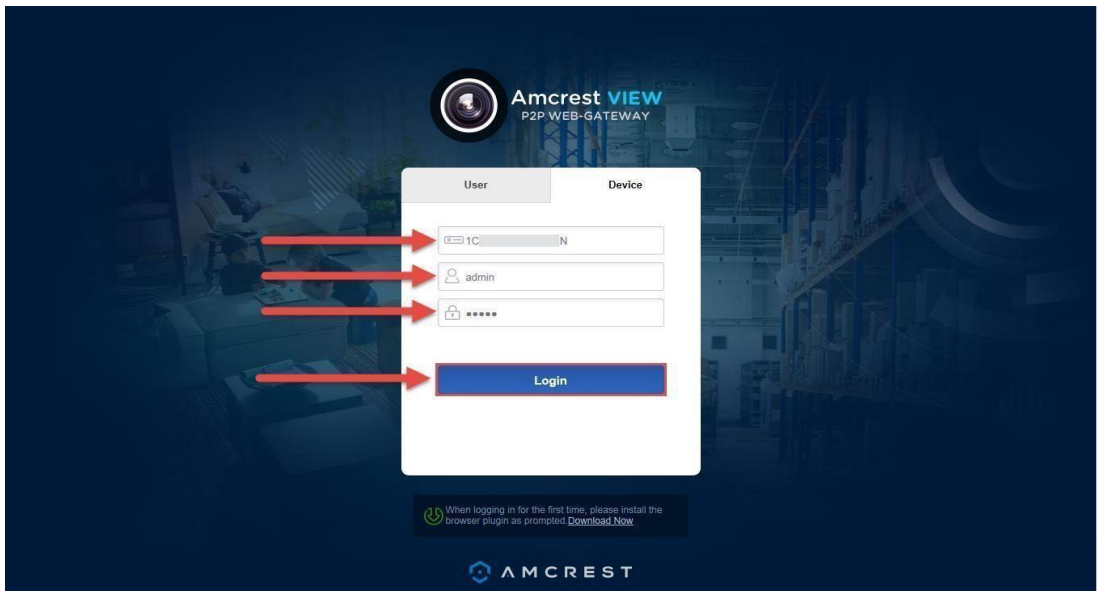
## Device method

To login to your NVR quickly, without having to register, you can use the **device method**. This method still requires that you install a plugin, which is covered above, but can be done with only the NVR's login credentials and the **serial number**.

1. On the main login screen for AmcrestView.com, click the **Device** tab:

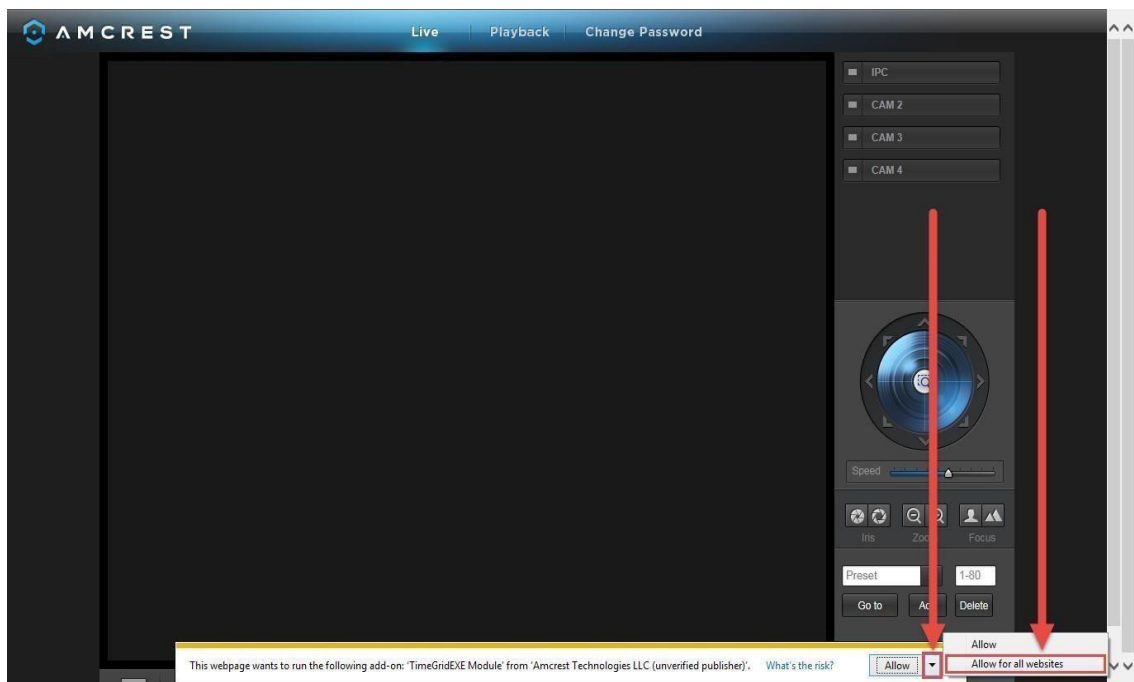


2. Enter your NVR's **S/N**(serial number) into the top field, enter your NVR's username and password, then click **Login**.



To find your NVR's login credentials, please refer to part 4 of this guide: **Console Setup (Login & Startup Wizard) > Logging in**.

3. This will take you straight to the live view screen. You will see a notification from your browser asking you to allow the plugin. Click the small arrow to the right of **Allow**, then click **Allow for all websites**:



4. You will see a popup asking you to confirm that you allow this plugin. Check the box next to **Do not show me the warning for the program again**, then click **Allow**:



5. Now you can enable any of your added cameras to see their live feeds. In the top-right panel, there is a channel list. Click the small square icon to enable your feed for an added camera to see the video feed:





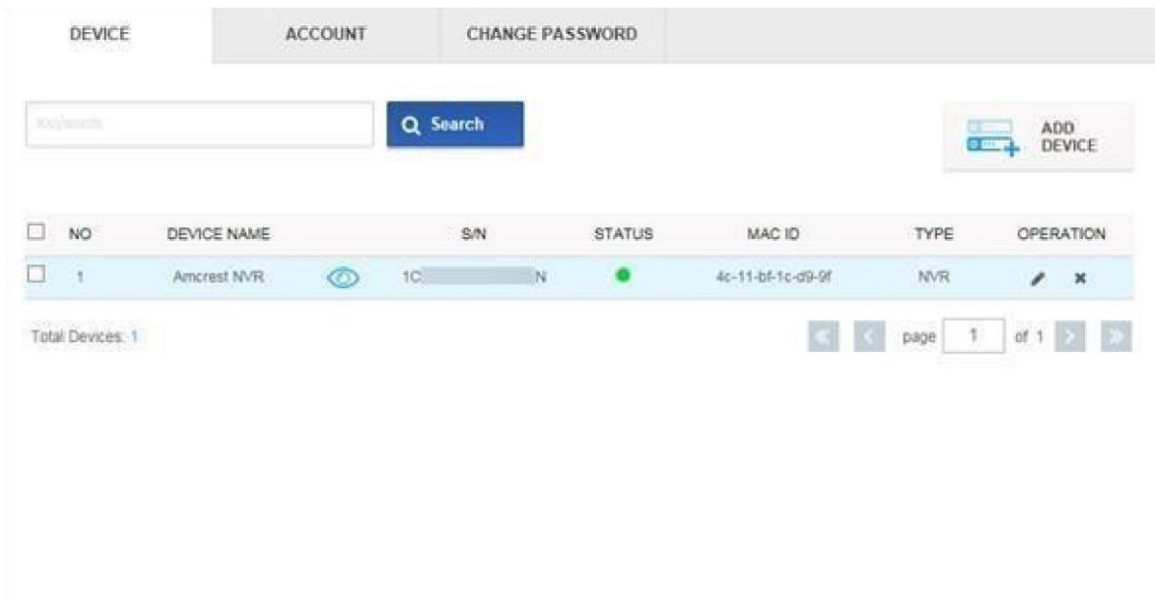
Click the 'S' to change it to an 'M' which stands for 'Main Stream' and will give you a full HD quality video stream. To go back to 'Sub Stream', for lower quality video (that works better on slower internet connections), click the 'M' and change it to an 'S' again.

## AmcrestView Web Interface Overview

There are two main sections inside of the Amcrest View web interface: the main **device list section** (for anyone logged in with a registered account) and the **live view section** (can be accessed by both registered users and those accessing their NVRs using the **device method** covered above).

### Device list section

The device list section has 3 main tabs. The first is the **DEVICE** tab:



This page shows you a list of any added devices and is where you can click the „eye“ icon to view your NVR’s live camera feeds. This is where you can **ADD DEVICE**, **Search**, edit, or delete your added devices.

The next tab is the **ACCOUNT** tab:



This is where you can see your **Username**, change your **Country**, see your **Email**, and enable email notifications from AmcrestView.com.

The last tab for the device list section is the **CHANGE PASSWORD** tab:

DEVICE    ACCOUNT    CHANGE PASSWORD

Old Password:

New Password:

Confirm Password:

Here, you can change your password.

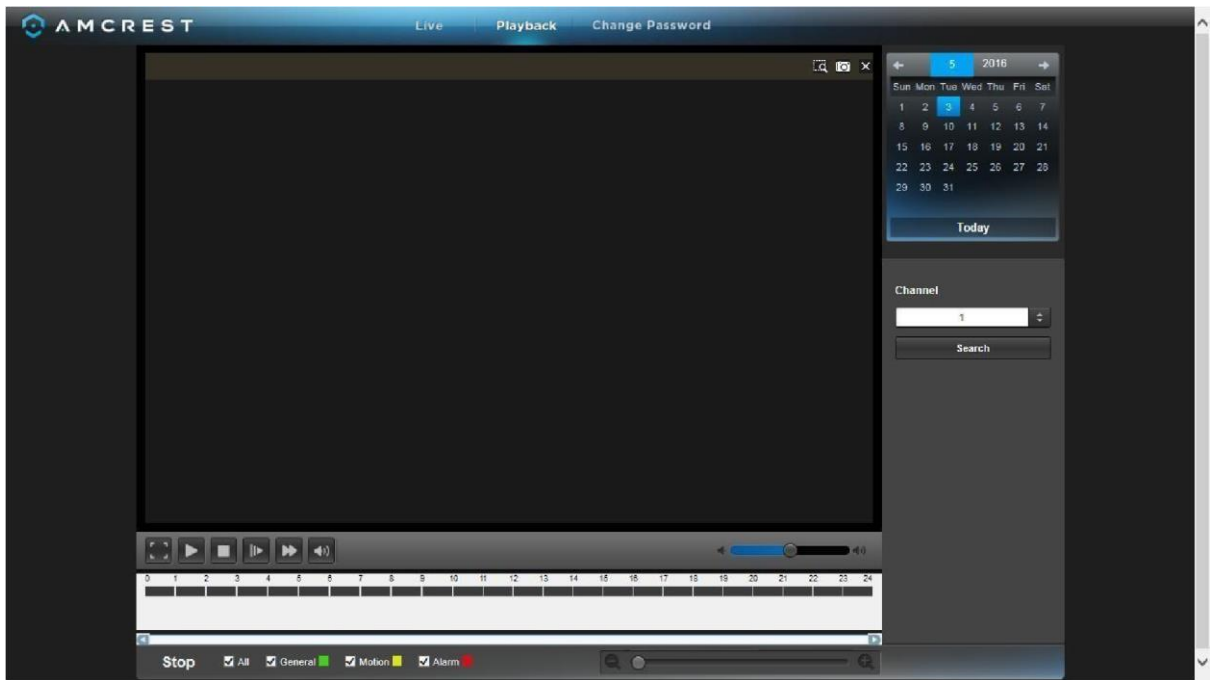
**Live view section**

The live view section is where you can see the live camera feeds and playback footage for any cameras added to your NVR.

The first tab is the **Live** tab

Here, you can enable the live feeds for any connected cameras, take snapshots, record manually, view them in full screen, and more.

The next tab is the **Playback** tab:



Here, on the right panel, there is a calendar for you to choose which day you'd like to see footage from, and you can choose a channel to select which camera you want to see footage from. The timeline on the bottom allows you to play, stop, forward, etc.

**Note:** Keep in mind that you can see the live feeds from your cameras whether a hard drive is installed in your NVR. However, you will need to have a hard drive installed and recordings properly configured to view the playback.

## 9. FCC 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 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.

## 10. IC Warning Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

*Pour se conformer aux exigences de conformité CNR 102 RF exposition, une distance de séparation d'au moins 20 cm doit être maintenue entre l'antenne de cet appareil et toutes les personnes.*

## 11. Appendix A Toxic or Hazardous Materials

Component Name	Toxic or Hazardous Materials or Elements					
	Pb	Hg	Cd	Cr VI	PBB	PBDE
*						
Sheet Metal (Case)	○	○	○	○	○	○
Plastic Parts (Panel)	○	○	○	○	○	○
Circuit Board	○	○	○	○	○	○
Fastener	○	○	○	○	○	○
Wire and Cable/AC Adapter	○	○	○	○	○	○
Packing Material	○	○	○	○	○	○
Accessories	○	○	○	○	○	○

**O:** Indicates that the concentration of the hazardous substance in all homogeneous materials in **Note:** the parts is below the relevant threshold of the SJ/T11363-2006 standard.

**X:** Indicates that the concentration of the hazardous substance of at least one of all homogeneous materials in the parts is above the relevant threshold of the SJ/T11363-2006 standard. During the environmental-friendly use period (EFUP) period, the toxic or hazardous substance or elements contained in products will not leak or mutate so that the use of these (substances or elements) will not result in any severe environmental pollution, any bodily injury or damage to any assets. The consumer is not authorized to process such kind of substances or elements, please return to the corresponding local authorities to process according to your local government statutes.

**Note:**

- This quick start guide is for reference only. Slight differences may be found in the user interface
- All the designs and software here are subject to change without prior written notice.

- All trademarks and registered trademarks mentioned are the properties of their respective owners.
- If there is any uncertainty or controversy, please refer to us for the final explanation.
- Please visit our website or contact your local service engineer for more information.

## 12. References & Contact Information

To view setup videos for many of the steps outlined in this guide, go to <http://amcrest.com/videos>

For more supplemental information to view articles related visit <http://amcrest.com/support>

This quick start guide is for reference only. Slight differences may be found in the user interface.

All the designs and software here are subject to change without prior written notice.

All trademarks and registered trademarks mentioned are the properties of their respective owners.

If you have any questions or concerns, please contact us at [support@amcrest.com](mailto:support@amcrest.com), or call us at 8882127538.

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