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Welcome
Thank you for purchasing our DVR!
This quick start guide will help you become familiar with our DVR 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

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 DVR system in the packaging, unpack it, and check all sides of the DVR to see if there is any physical damage. The protective materials used for the packaging of the DVR 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 DVR unit, check specifically that the label on the bottom of the DVR is not damaged. The serial number of the unit is often needed to provide support.

Please check that all required items for your DVR 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 components.
1. Front/Back Panel Diagrams & Descriptions

There are 4 different kinds of HDCVI DVRs: 4CH, 8CH, 16CH, and 32CH. The 4CH, 8CH, and 16CH all share the same face panels, but the back panels differ in that the 4 channel will have 4 coaxial ports, the 8 channel will have 8 coaxial ports, and the 16 channel will have 16 coaxial ports. However, the 32 channel DVRs, in addition to having 32 coaxial ports on the back panel, also have a different front panel.

The following images, diagrams, and descriptions will be divided by the 2 different classes of DVR based on the front panels: 4/8/16 channel DVRs & 32 channel DVRs.

**Note:** This guide will only show the 4 channel DVR’s back panel and the 8 and 16 channel DVRs should be understood to be different based on their corresponding number of coaxial ports, despite not being shown below.

### 4/8/16 CH

#### Front Panel

**Note:** For detailed operating instructions, please refer to the User’s Manual on the included CD or found on the product listing online: https://amcrest.com/hdcvi-security-camera-systems.html

---

<table>
<thead>
<tr>
<th>#</th>
<th>Icon</th>
<th>Description</th>
<th>Function(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ALARM</td>
<td>Alarm status indicator light</td>
<td>When an alarm event occurs, this LED becomes blue to alert you.</td>
</tr>
<tr>
<td>2</td>
<td>REC</td>
<td>Recording status indicator light</td>
<td>When the DVR is recording footage to the hard drive, this LED will become blue to alert you.</td>
</tr>
<tr>
<td>3</td>
<td>HDD</td>
<td>HDD status indicator light</td>
<td>When an HDD error occurs or the HDD capacity is below the specified threshold, this LED becomes blue to alert you.</td>
</tr>
<tr>
<td>4</td>
<td>NET</td>
<td>Network status indicator light</td>
<td>When a network error occurs or there is no network connection, this LED becomes blue to alert you.</td>
</tr>
<tr>
<td>5</td>
<td>ACT</td>
<td>ENTER</td>
<td>Confirms the current operation.</td>
</tr>
</tbody>
</table>

---

Please refer to the following chart for information on the front panel buttons.
<table>
<thead>
<tr>
<th></th>
<th><strong>POWER</strong></th>
<th>Power status indicator light</th>
<th>When the DVR is powered on, this LED will remain blue.</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Power button</td>
<td>Press and hold the power button for 3 seconds to boot up or shut down the DVR.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Up/Down</td>
<td>Activates current controls, modifies settings, and allows navigating up and down through options. Increases/Decreases numerals. Assists in functions such as PTZ menu.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Left/Right</td>
<td>Shifts current activated controls. When in playback, use these buttons to control the playback bar.</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>ENTER</td>
<td>Confirms the current operation. Goes to the default button. Goes to the menu.</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>IR receiver</td>
<td>This is used to receive the signal from the remote control.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>ESC</td>
<td>Go to the previous menu or cancel the current operation. When in playback, push ESC to restore real-time monitoring.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Assist</td>
<td>In one-window monitoring, push this button to display additional functions such as PTZ control and image color. Backspace function: in numeric/text control, press Fn for 1.5 seconds to delete the character before the cursor. In motion detection setup, use the Fn button and directional keys to adjust the settings. In text mode, push Fn to switch between numeric and English characters (small/capitalized), etc. Activates other special functions.</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>USB 2.0 port</td>
<td>USB 2.0 port: connect a mouse, USB storage device, etc.</td>
<td></td>
</tr>
</tbody>
</table>
Please refer to the following chart for detailed information on the rear panel ports:

<table>
<thead>
<tr>
<th>#</th>
<th>Icon</th>
<th>Description</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><img src="image" alt="usb_icon" /></td>
<td>USB 2.0 port</td>
<td>USB 2.0 port: connect a mouse, USB storage device, etc.</td>
</tr>
<tr>
<td>2</td>
<td><img src="image" alt="network_icon" /></td>
<td>Network port</td>
<td>10M/100M self-adaptive Ethernet port. Connects to the network.</td>
</tr>
<tr>
<td>3</td>
<td><img src="image" alt="hdmi_icon" /></td>
<td>High Definition Multimedia Interface port</td>
<td>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.</td>
</tr>
<tr>
<td>4</td>
<td><img src="image" alt="vga_icon" /></td>
<td>Video Graphics Array output port</td>
<td>VGA video output port: outputs analog video signal. It can connect to a monitor or TV to view analog video.</td>
</tr>
<tr>
<td>5</td>
<td><img src="image" alt="power_icon" /></td>
<td>Power input port</td>
<td>Power socket:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- NV1104/NV4108: Input DC 48V/1.25A/</td>
</tr>
<tr>
<td>6</td>
<td><img src="image" alt="mic_in_icon" /></td>
<td>Audio input port</td>
<td>Bidirectional talk input port: this receives the analog audio signal output from the devices such as a microphone.</td>
</tr>
<tr>
<td>7</td>
<td><img src="image" alt="mic_out_icon" /></td>
<td>Audio output port</td>
<td>Audio output port: used to output the analog audio signal to devices such as the sound box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Bidirectional talk output</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Audio output on 1-window video monitor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Audio output on 1-window video playback</td>
</tr>
<tr>
<td>8</td>
<td><img src="image" alt="coax_icon" /></td>
<td>Coaxial cable ports</td>
<td>Video port for standard coaxial cables to connect your cameras. Can also transmit audio and PTZ signals in higher-end models.</td>
</tr>
<tr>
<td>9</td>
<td>Power switch</td>
<td>N/A</td>
<td>Power button for manually turning DVR ON or OFF.</td>
</tr>
</tbody>
</table>
32 CH

Front Panel

Please refer to the following sheet for front panel button information:

<table>
<thead>
<tr>
<th>#</th>
<th>Icon</th>
<th>Description</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><img src="image" alt="Power button" /></td>
<td>Power button</td>
<td>Power button, press this button for three seconds to boot up or shut down DVR.</td>
</tr>
<tr>
<td>2</td>
<td>Shift</td>
<td>Shift</td>
<td>In textbox, click this button to switch between numeral, English (Small/Capitalized), donation, etc.</td>
</tr>
<tr>
<td>3</td>
<td>▲ / ▼</td>
<td>Up/1 Down/4</td>
<td>Activate current control, modify setup, and then move up and down.</td>
</tr>
</tbody>
</table>

Increase/decrease numeral.

Assistant function such as PTZ menu.

In text mode, input number 1/4 (English character G/H/I)
<table>
<thead>
<tr>
<th>#</th>
<th>Icon</th>
<th>Description</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>⬅️ / ➤️</td>
<td>Left/2 Right/3</td>
<td>Shift current activated control. When using playback, click these buttons to control playback bar. In text mode, input number 2 (English character A/B/C) 3 (English character D/E/F)</td>
</tr>
<tr>
<td>5</td>
<td>ESC</td>
<td>Escape button</td>
<td>Go to previous menu, or cancel current operation. When playback, click it to restore real-time monitor mode.</td>
</tr>
<tr>
<td>6</td>
<td>ENTER</td>
<td>Enter button</td>
<td>Confirm current operation. Go to default button. Go to menu.</td>
</tr>
<tr>
<td>7</td>
<td>REC</td>
<td>Record button</td>
<td>Manually stop/start recording, working with direction keys or numeral keys to select the recording channel.</td>
</tr>
<tr>
<td>8</td>
<td>⬃️</td>
<td>Slow play/8</td>
<td>Multiple slow play speeds or normal playback. In text mode, input number 8 (English character T/U/V).</td>
</tr>
<tr>
<td>9</td>
<td>Fn</td>
<td>Assistant</td>
<td>One-window monitor mode, click this button to display assistant function: PTZ control and image color. Backspace function: in numeral control or text control, press it for 1.5 seconds to delete the previous character before the cursor. In motion detection setup, working with Fn and direction keys to realize setup. In text mode, click it to switch between numeral, English character (small/capitalized) and etc. Realize other special functions.</td>
</tr>
<tr>
<td>10</td>
<td>➤️</td>
<td>Fast play/7</td>
<td>Various fast speeds and normal playback. In text mode, input number 7 (English character P/Q/R/S).</td>
</tr>
<tr>
<td>11</td>
<td>⬅️</td>
<td>Play previous/9</td>
<td>In playback mode, playback the previous video. In text mode, input number 0.</td>
</tr>
<tr>
<td>#</td>
<td>Icon</td>
<td>Description</td>
<td>Function</td>
</tr>
<tr>
<td>----</td>
<td>--------</td>
<td>-----------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
<td>◄</td>
</tr>
<tr>
<td>13</td>
<td>▶│</td>
<td>Play Next/0</td>
<td>In playback mode, jump to next video. In menu setup, go to downward of the dropdown list. In text mode, input number 9. (W/X/Y/Z)</td>
</tr>
<tr>
<td>14</td>
<td>▶‖</td>
<td>Play/Pause /5</td>
<td>In normal playback click this button to pause playback. In pause mode, click this button to resume playback. In text mode, input number 5 (English character J/K/L).</td>
</tr>
<tr>
<td>15</td>
<td>🔘</td>
<td>USB port</td>
<td>To connect USB storage device, USB mouse.</td>
</tr>
<tr>
<td>16</td>
<td>Net</td>
<td>Network abnormal indication light</td>
<td>Network error occurs or there is no network connection, the light becomes red to alert you.</td>
</tr>
<tr>
<td>17</td>
<td>HDD</td>
<td>HDD abnormal indication light</td>
<td>HDD error occurs or HDD capacity is below specified threshold value, the light becomes red to alert you.</td>
</tr>
<tr>
<td>18</td>
<td>Record light</td>
<td>1-16</td>
<td>System is recording or not. It becomes on when system is recording.</td>
</tr>
</tbody>
</table>
Rear Panel

Please refer to the following sheet for detailed information:

<table>
<thead>
<tr>
<th>#</th>
<th>Icon</th>
<th>Description</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MIC IN</td>
<td>Bidirectional talk input port</td>
<td>Input bidirectional talk analog signal from microphone, pick up.</td>
</tr>
<tr>
<td>2</td>
<td>MIC OUT</td>
<td>Bidirectional talk output port</td>
<td>Output bidirectional talk analog signal to sound box and etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Bidirectional talk output.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Audio output of single-window monitor mode.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Audio output of single-window playback mode.</td>
</tr>
<tr>
<td>#</td>
<td>Icon</td>
<td>Description</td>
<td>Function</td>
</tr>
<tr>
<td>----</td>
<td>----------</td>
<td>--------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3</td>
<td>VIDEO OUT</td>
<td>Video output port</td>
<td>Connect to output devices such as TV.</td>
</tr>
<tr>
<td>4</td>
<td>AUDIO OUT</td>
<td>Audio output port</td>
<td>Connect to sound box and etc to output audio signal.</td>
</tr>
<tr>
<td>5</td>
<td>AUDIO IN</td>
<td>Audio input port</td>
<td>Connect to microphone and etc to input audio signal.</td>
</tr>
<tr>
<td>6</td>
<td>VIDEO IN</td>
<td>Video input port</td>
<td>Connect to analog camera to input video signal.</td>
</tr>
<tr>
<td>7</td>
<td>1~16</td>
<td>Alarm input port 1~16</td>
<td>There are four groups. The first group is from port 1 to port 4, the second group is from port 5 to port 8, the third group is from port 9 to port 12, the fourth group is from port 13 to port 16. They are to receive the signal from the external alarm source. There are two types; NO (normal open)/NC (normal close). When your alarm input device is using external power, please make sure the device and the NVR have the same ground.</td>
</tr>
<tr>
<td>7</td>
<td>NO1~NO5</td>
<td>Alarm output port 1~5</td>
<td>5 groups of alarm output ports. (Group 1: port NO1<del>C1, Group 2: port NO2</del>C2, Group 3: port NO3<del>C3, Group 4: port NO4</del>C4, Group 5: port NO5~C5.), Output alarm signal to the alarm device. Please make sure there is power to the external alarm device. NO: Normal open alarm output port. NC: Normal close alarm output port. C: Alarm output public end.</td>
</tr>
<tr>
<td></td>
<td>C1~C5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NC5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A</td>
<td>RS485 communication port</td>
<td>RS485_A port. It is the cable A. You can connect to the control devices such as speed dome PTZ.</td>
</tr>
<tr>
<td>#</td>
<td>Icon</td>
<td>Description</td>
<td>Function</td>
</tr>
<tr>
<td>---</td>
<td>------</td>
<td>-------------</td>
<td>----------</td>
</tr>
<tr>
<td>1</td>
<td>B</td>
<td>RS485_B. It is the cable B. You can connect to the control devices such as speed dome PTZ.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>CTRL 12V</td>
<td>Control power output</td>
<td>Turn off power output when the alarm is cancelled.</td>
</tr>
<tr>
<td>4</td>
<td>8</td>
<td>Network port</td>
<td>1000M Ethernet port</td>
</tr>
<tr>
<td>5</td>
<td>9</td>
<td>RS-232</td>
<td>RS232 debug port</td>
</tr>
<tr>
<td>6</td>
<td>10</td>
<td>VGA</td>
<td>VGA video output port</td>
</tr>
<tr>
<td>7</td>
<td>11</td>
<td>eSATA</td>
<td>eSATA port</td>
</tr>
<tr>
<td>8</td>
<td>12</td>
<td>USB2.0 port</td>
<td>Connect to mouse, USB storage media, USB-burner and etc.</td>
</tr>
<tr>
<td>10</td>
<td>14</td>
<td>HDMI1</td>
<td>High definition media interface 1</td>
</tr>
<tr>
<td>11</td>
<td>15</td>
<td>Power socket and power switch</td>
<td>Power input port/power on/off button.</td>
</tr>
</tbody>
</table>
2. Hardware Setup

Before setting up the DVR, 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

It is recommended to connect all components of the system as shown below before mounting any of the cameras. This is to ensure all components are working. If any components are not functioning, please contact Amcrest Support.

Setting up the cable connections

The following instructions will show you how to set up the cables for the DVR, cameras, as well as a monitor or TV screen.

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

1. Connect a monitor or TV screen to your DVR. The DVR 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 DVR.
2. Connect a USB mouse (included) to the front of the DVR.

3. Connect an Ethernet cable to your router. Then, connect the other end of the cable to the DVR.
4. Connect the camera video extension cable to the camera’s video cable and connect the camera power extension cable to the camera’s power cable. There should be a tag on the video cable to help you make sure the right end of the cable is at hand.
5. Connect the camera cable to any of the video input (coaxial) ports on the DVR.

6. Connect the camera power extension cable to one of the camera power cables, connect this power cable into the power brick, and then plug the cable into an electrical socket.
7. Connect the DVR power cable into the back of the DVR, and then plug in the DVR power adapter into an electrical socket.

8. Make sure that the power switch is in the ON position.
Hardware Setup

- PLEASE READ BELOW-

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

Every single DVR 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 DVR is operational.

If this occurs, please follow the steps below.

Procedure using a VGA cable:

1. Connect your DVR 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 DVR. On the monitor or TV, please make sure the "input" is set to VGA.

3. When the interface loads, you will see the login screen appear. Enter your credentials. (To find your login credentials, please refer to part 3 of this guide: Console Setup > Logging in.)

4. On your DVR, open the Main Menu by left-clicking once on the live feed screen and, under the Settings row, click on the System icon.
5. 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 DVR will reset to effect the change.

6. Disconnect the VGA cable and connect your DVR 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 DVR freely.
Hard drive installation

A hard drive allows you to configure and use the recording functionality of this DVR, including playing back previously recorded footage.

**Note:** This section only applies to HDCVI DVRs purchased without a hard drive already pre-installed. Most ‘kits’ or ‘bundles’ will come with a pre-installed hard drive.

The DVR has connections for only 1 hard drive inside the case and the hard drive must be no bigger than 4TB (Terabytes).

In order to install your hard drive, the following is needed:

- A medium sized (regular) Phillips-head screwdriver - not included
- A hard drive - not included (unless you purchased a ‘kit’ that does have one included)
- Four hard drive fastening screws - included

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

<table>
<thead>
<tr>
<th>1. Loosen the screws of the upper cover and side panel.</th>
<th>2. Attach four screws in the HDD (Turn just three times).</th>
<th>3. Place the HDD in accordance with the four holes in the bottom.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image 1" /></td>
<td><img src="image2.png" alt="Image 2" /></td>
<td><img src="image3.png" alt="Image 3" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. Turn the device upside down and then turn the screws in firmly.</th>
<th>5. Attach the HDD firmly.</th>
<th>6. Connect the HDD cable and power cable.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image4.png" alt="Image 4" /></td>
<td><img src="image5.png" alt="Image 5" /></td>
<td><img src="image6.png" alt="Image 6" /></td>
</tr>
</tbody>
</table>
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:

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.
3. 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 and set up security questions:

First, you will need to enter the default “old” password. The default password to enter into the Old Password field is: admin

Once you’ve 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)

Then, choose a question from the Question 1 dropdown, and enter your answer. Do the same for Question 2.

**Note**: Please write down the new username and password credentials you’ve just created as well as both the security questions and their answers.

After you’re done here, click OK.
You will see a confirmation screen that your password has been successfully modified:

![Confirmation Screen]

If you do not see this screen after clicking OK, please confirm that you’ve correctly filled out the required fields.

**Startup Wizard walkthrough**

The first page of the Startup Wizard will appear:

![Startup Wizard Page]

If you do not want to use the Startup Wizard, or you’ve already gone through it and don’t 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)

![System Login Screen](image)

**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.

![General Settings Screen](image)
The next screen that appears is the **Encode** settings screen. This is where you can adjust the video quality settings for your DVR/cameras, including the compression and frame rate. Make sure to check the **Snapshot** and **Overlay** tabs to see those settings too.

The next 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 DVR is configured, by default, to record everything on all channels 24/7 (this will only actually happen provided you have a hard drive installed). 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 **Next Step** button at the bottom of the screen.
The next screen that appears it the **RECORD** settings screen. On this screen, you can enable or disable the recording function for Main Stream (HD video – selected by default to record) and Extra Stream (non-HD video – selected by default to **not** record). You can also enable or disable snapshots here (email alerts with snapshots are covered later in this guide).

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 DVR 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 last screen that appears is the **P2P** settings screen. This will be enabled by default. It is highly recommended to keep this enabled if you want to use your Amcrest View mobile app or AmcrestView.com to view your cameras remotely.

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 DVR 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 DVR (e.g. email, 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.
4. Motion Detection & Recording Setup

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

Note: The DVR 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 included with every DVR ‘kit’ purchased. You can confirm this by looking at the packaging. If bought as a standalone DVR, a hard drive will need to be purchased separately. Once purchased separately, for hard drive installation instructions, please refer to part 3 of this guide: Console Setup > Hard drive installation.

The following setup processes will be shown using the DVR 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 DVR with your username and password:

   ![SYSTEM LOGIN](image)

   User: admin
   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 DVR 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 DVR 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 DVR 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:

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 DVR 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 DVR will save motion detection recordings, in addition to scheduled ‘regular’ recordings and distinguish between the two in the playback menu.

1. Log into your DVR 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 DVR. You can also select All. Make sure the Enable checkbox is checked. Then, click Set next to Region to configure the motion detection areas.
4. You can set up ‘regions’ for motion detection using the region grid on your DVR. 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, then Save.

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 enable or Open the desired channels:

Make sure to click Apply, then OK 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 is to create a new Gmail account that is dedicated to sending you email alert snapshots. 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”. 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”.

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”.

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 “Mail Test Normal” pop-up 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:

5. Computer Access Setup

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

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

**Remote Access**: Logging into your DVR’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 DVR 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 DVR through a web browser, the following two steps must be completed:**

1. You must access the DVR’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 DVR.

A browser plugin is just like a translator. Using your DVR 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 DVR 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 DVR speaks in a way that a computer can understand. That’s what the browser plugin is for.

There are 2 ways to access the DVR’s web interface: (1) **Amcrest IP Config Software method** and the built-in interface method.

**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](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:

   ![amcrest.com/support](https://example.com/amcrest.png)

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.

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 DVR 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 DVR.

![Amcrest IP Config Software main screen]

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 DVR’s IP address and use your computer’s “default” web browser to access and log into your DVR. 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 DVR 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. As long as your DVR 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 DVR, 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**.

![Plugin Installation Popup](image)

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

![Webplugin.exe Install Button](image)

   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**.

![Allow for All Websites](image)
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 DVR 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 DVR’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 DVR through the Amcrest web interface (the most common method).

To view a video on how to setup the DVR for local access on a computer/laptop go to [http://amcrest.com/videos](http://amcrest.com/videos), click the **Videos** tab, then find the video titled “HDCVI - Local Access Setup for PC”.

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 DVR, only items 2 and 3 of this list need to be true)
2. You have located your DVR’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 DVR 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 DVR’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 DVR’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 DVR 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 DVR 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)“.

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

1. Log in to your DVR’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:

2. 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.
3. The system will need to reboot for this change to take effect. Click OK.

![Message]

System needs to restart to activate current setup. Are you sure to restart now?

OK  Cancel

4. Once rebooted, login to your DVR 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.

![DDNS Setting]

7. Create and write down the entire Domain Name field, including the white text that says: .quickddns.com (e.g. "mydvrtest.amcrestddns.com"). Then, click Apply.
8. Click UPnP from the left navigation panel, and select the Enable radio button at the top. Then, locate row 1 in the Port Mapping List, where HTTP is written beneath Service Name Protocol, and click the edit icon to change the HTTP External Port.

9. In the PORT INFO window that appears, click into the number field next External Port to change it to the same port number that was chosen in step 2 above (e.g. 12345). Then click OK.
10. Now, click **Apply**, and ensure it says ‘Searching’ in the field next to **UPnP Status**.

   ![UPnP Status Searching]

11. Exit this menu to go back to the main menu, then re-enter the UPnP menu, and ensure the **UPnP Status** says ‘Success’.

   ![UPnP Status Success]

   **Note:** If this does not say ‘Success’, try resetting the DVR, 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.

12. 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://mydvrtest.amcrestddns.com and your HTTP Port is 12345, the URL would be http://mydvrtest.amcrestddns.com:12345

13. 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**.)

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

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

   ![DVR Web Access]

   ![Login Button]
To get more detailed information on other methods to set up remote web access for the Amcrest DVR, 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 DVR 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 DVR’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/” (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 in order 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 DVR’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 DVR. Please refer to part 2 of this guide: Front/Back Panel Diagrams & Descriptions.

7. **Check for UPnP:** In order for remote access to work, UPnP has to be enabled on your DVR 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/](http://www.amcrest.com/videos/) and find the video by clicking Playlists (tab) > Amcrest - 1080P & 720P HDCVI DVR > HDCVI - Remote Access Setup for PC (Port Forwarding).
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
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.
6. 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 accessing the DVR through the app using the easy plug-and-play method (P2P Setup), confirm that P2P is enabled on the DVR. This feature should be enabled by default.

Enabling P2P on the DVR

1. Log into your DVR console’s built-in interface using the DVR login credentials. Please refer to part 3 of this guide: Console Setup > Logging in.

2. Open the MAIN MENU by left-clicking the DVR’s home preview screen. Then, click NETWORK in the bottom SETTINGS row:

3. Select P2P from the left navigation panel’s list of options. Make sure the checkbox next to Enable is checked. If it is not, check it, then click Apply and Save.

4. Exit out of the main menu, then come back to the P2P page and confirm that the Status is ‘Online’.
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.

1. On your Android device, locate and open the Play Store.

2. Type “Amcrest View” in the search bar, hit enter, then tap Amcrest View Pro.
3. Tap **Install** to begin installation.

4. Tap **Accept** on the next screen.
5. When finished installing, tap **Open** to launch the app. You will see some screens appear.

6. When it shows the screens with arrows, you can swipe them out of the way.
7. Now you should see the home screen of your app. Tap the icon in the top-right to get to the **Device List**.

8. Tap the + icon in the top right of this window to get to the **Connection Type** screen.
9. Select **P2P Setup** from the list to get to the P2P Setup main page.

10. **Name** your device (this can be any name you want).
11. Next, we need to input the DVR’s **serial number**. You can either scan the QR code or enter the serial number manually.

**QR scan (recommended method - easier):**

Tap the QR code icon in the far right of the S/N field, and it will activate your smartphone’s camera:

![QR code scan instructions](image)

*Note*: the QR code will only scan if positioned entirely inside the clear square in the center of the screen. Once centered, if the QR code still appears blurry, move your smartphone back and forth slowly until the image comes into focus.

Try to center *and* focus the QR code as shown below, to the right.
As soon as the QR code is read, your phone will vibrate and the app will automatically take you back to the P2P Setup page where you will notice that the serial number has been automatically populated in the S/N field:

Entering serial number manually (technical method - harder):

In order to locate your serial number, you must either have physical access to the DVR or computer access to the web interface.

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

Then enter this into the S/N field of the P2P Setup screen of your app.
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 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.
12. 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 DVR, 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 DVR.

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 cameras.
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 DVR console’s built-in interface.

2. **Confirm your phone is online**: Make sure that your phone is receiving a strong WiFi or cellular data signal. Confirm the Internet connection is working by loading a webpage or testing another internet enabled app.

3. **Confirm the DVR is online**: Make sure an Ethernet cable is connected from your router to the Internet port on the back panel of your DVR console. (For help with this, refer to part 2 of this guide: Hardware Setup > Setting up the cable connections.)

4. **Confirm P2P is enabled**: In order to use the P2P Setup to gain plug-and-play instant access, P2P needs to be enabled on the DVR. It will be enabled by default. To confirm P2P is enabled, log into the main console built-in interface for your DVR 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 of the above troubleshooting steps, try rebooting your DVR. 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 DVR for remote access on a smartphone or tablet, go to [http://amcrest.com/videos](http://amcrest.com/videos) and view the video titled “How to Setup Amcrest HDCVI DVR for Remote Access on Smartphone/Tablet”.

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Amcrest View App Setup
App setup not working? (troubleshooting steps)
Amcrest View Pro interface overview

Once the app is setup to work with your DVR, 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.

Clicking the Menu Icon on the top left hand corner will open the menu for this app, and it should look like the image below on the right.

Live Preview is the default screen that the app opens on, but from the menu, Playback, and Device Manager can be opened, as well as other menu items for other features.

**Note:** For help identifying and understanding app features, either tap the icon to see a tooltip description, or open the main menu, then tap Help to learn more.
7. Amcrest View Web Portal Setup

You can access your DVR 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 DVR using AmcrestView.com: the user method (registering an account for login), and the device method (instant direct access using the serial number).

Both of these 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" 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:

   ![Download Now Button](image)

   Please restart the browser after upgrade.

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

   ![Run Button](image)

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**:

   ![View Downloads Button](image)

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

   ![Right Click and Run Anyway](image)
7. The plugin will close your browser sessions to install. Save any pages, then click **Yes**: 

![Image](image1.png)

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

![Image](image2.png)

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**: 

![Image](image3.png)
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**:

![Internet Explorer Security popup]

Now the plugin has been installed successfully and you can continue on to register for an account for DVR 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 DVR.

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

![Registration form](image)

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

![Registration Successful](image)
Check your email, and click the confirmation email from AmcrestView.com:

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

5. You will be taken back to AmcrestView.com and shown confirmation that your account has been activated. Click Go to Login:
6. You will be taken back to the login screen. Enter your new AmcrestView.com username and password, then click **Login**:

![Login screen]

7. A popup will appear from your Windows Firewall. Click **Allow access**:
8. You will be taken to the main screen of your account. From here, click the Add Device button:

9. Now you can enter your DVR’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 DVR 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 DVR, not the username and password you just created for AmcrestView.com. To find your DVR login credentials, please refer to part 4 of this guide: Console Setup (Login & Startup Wizard) > Logging in. Finally, click OK:
10. You will then see your DVR added to the device list on the main screen. Click the ‘eye’ icon to view the live feed:

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

12. 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:
13. 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**:

![Internet Explorer Security](image)

14. 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:

![Amcrest View Web Portal](image)

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 DVR 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 DVR’s login credentials and the serial number.

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

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

To find your DVR’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:

![Screen capture showing the notification to allow the plugin]

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:

![Screen capture showing the popup to confirm plugin allow]

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Amcrest View Web Portal Setup

Device method

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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 AmcrestView 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 DVRs 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 DVR’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:

![Password Change Form](image)

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 DVR. The first tab is the **Live** tab:

![Live View Section](image)

Here, you can enable the live feeds for any connected cameras, control PTZ, take snapshots, use 2-way audio, view them in full screen, and more.
The next tab is the **Playback** tab:

![Playback Tab Image]

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 or not a hard drive is installed in your DVR. However, you will need to have a hard drive installed and recordings properly configured in order to view the playback.

### 8. References & Contact Information

For a detailed operational introduction, please refer to our CD included in your package for the electronic version of the *User Manual*.

To view setup videos for many of the steps outlined in this guide, go to [http://amcrest.com/videos](http://amcrest.com/videos)

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.

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If you have any questions or concerns, please contact us at [support@amcrest.com](mailto:support@amcrest.com), or call us at 888-212-7538.