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Welcome

Thank you for purchasing an Amcrest product!

This document will provide a brief overview on recommended methods for accessing your devices on both PC and Mac computers.

For access to the quick start guide for your device and other support related information, go to http://amcrest.com/support

To contact Amcrest support, please do one of the following:

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: +1-713-893-8956
Canada: 437-888-0177
UK: 203-769-2757
Email Amcrest Customer Support support@amcrest.com

Overview

NPAPI plugins have been recently removed by most mainstream web browsers such as Google Chrome, Outlook, and Firefox. Amcrest is pushing forward to create new and diverse ways for you to more easily access your devices from anywhere at any time. This document was created to provide a general overview and understanding on how to best access your device from your computer.

Amcrest Surveillance Pro

Amcrest Surveillance Pro is an abbreviation for Professional Surveillance System. This software the most stable and recommended method of accessing your devices from your computer. It is a free software provided by Amcrest that can provide a means of accessing all your devices in one central location without the use of a plugin or web browser.

Note: Mac users, Amcrest Surveillance Pro currently functions as a 32-bit platform and may not be compatible with certain 64-bit Mac operating systems.

Installation

To install the Amcrest Surveillance Pro software on your computer, please visit amcrest.com/downloads
In the All Downloads page you will notice separate sections for Mac OS and PC/Windows downloads for the free Amcrest Surveillance Pro software. Click on the option that applies to your computer’s operating system to begin installing the software.

To install the software, double click the Amcrest_Surveillance_Pro_Setup.exe to begin the installation.
Click **Next** to continue. Please read the End-User License Agreement (“EULA”) carefully and click the **Accept** radio button when finished to agree. Once accepted, click the **Next** button to continue.

Select the functions that you want to install with the software. You can choose to bundle the PC-NVR function with the software. PC-NVR turns your computer into an NVR and will utilize your hard drive (HDD) on your PC to store and access recorded video. To proceed with the installation, click **Next**.
Select the destination folder in which you would like recorded files to be retained. To choose a folder, click on the **Browse** button and select the folder. Once a folder has been selected, click the **Install** button to begin installing the software on your computer.

Once the software has finished installing you will see a few options. You will have the options to view the release note and run the Amcrest Surveillance Pro software. To view the release notes after pressing
Finish select the **Release note** checkbox. To begin running the software directly after pressing finish, select the **Run Amcrest Surveillance Pro** checkbox. When complete, click the **Finish** button to proceed.

**Setting a Password**

After the installation of the Amcrest Surveillance Pro software you will need to set an administrator password. This password will be set password for the admin account on the software. When a valid password has been entered, confirm the password in the **Confirm Password** field and click **OK** to continue.

Type the created password into the **Password** field on the next screen and click **Login** to log into the software. If you do not wish to have to retype your password every time you log into the system, click on the **Remember Password** checkbox. If you wish to exit the software, click **Exit**.
Main Interface Overview

When you first log into the software you will be taken to the main interface of the software.

Below is a description of the items listed in this menu.

<table>
<thead>
<tr>
<th>Menu</th>
<th>In this section you can view the home page icons and any currently open functions in the software. Click the Add button to add a function icon to the top pane.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings Menu</td>
<td>This menu allows you to Search, Add, Delete, or Import, and Export settings of devices connected to your network.</td>
</tr>
<tr>
<td>All Devices</td>
<td>This menu allows you to view all added devices associated with the software.</td>
</tr>
</tbody>
</table>
Adding Devices into Amcrest Surveillance Pro

To provide the highest efficiency and security when adding a device into the Amcrest Surveillance Pro software it is highly recommended to add the device using a direct IP address as opposed to using a P2P connection. Using a direct IP provides a direct connection to your device without the use of utilizing a P2P server.

Direct IP Connection

To begin adding a camera, you will need the IP address of the device. To obtain the IP address for your device, it is recommended to download the Amcrest IP Config tool. To get the Amcrest IP Config tool, go to amcrest.com/downloads and click on the IP Config software link for either PC/Windows or Mac OS. Launch the IP Config tool and locate the IP address for your device. The IP address will be listed in the IP field of the software.

![Amcrest IP Config Tool](image)

After locating the IP address in the Amcrest IP Config tool for the device, return to the Amcrest Surveillance Pro software and click on the Add button.

![Amcrest Surveillance Pro Add Device](image)

In the add menu, enter a name you would like to assign to your device. In this example, we are using “Front Door Camera”. Next, in the Method to add menu, use the default setting “IP/Domain”, then enter the IP address and port number of the device being added. As a reminder, the IP and port number of the device can be located in the IP Config software. The group name will then be applied as Default Group, then enter the user name and password for your device. If this is the first time using your device, the default username and password will be admin. Click the Save and Continue or Add buttons to proceed.
Once the device has been properly added the added device will appear in the **Device** menu.

If the device is properly connected in the software, you will notice an icon in the **Online Status** field. If the device is not connected properly, click on the online status will be red. To modify settings for your device, click on the icon located in the **Operation** menu. This menu allows to rename the camera as well as change the port number, username, and password. To update the password, remove the default password and type the new password in this field. When done, click on **Save** to save the information for the device.

**Setting a Device to a Static IP**

For security purposes it is highly recommended to set the camera to a static IP address. Setting your device to a static IP will ensure the stability and the efficiency of your device while operating it in the
Amcrest Surveillance Pro software. To set your device to a static IP, click on the Home Page icon and navigate to the Device Config menu.

In the Organizations menu on the far left, click on the device you wish to modify. Then in the device configuration menu, under General click on the Network icon to access the network settings for your device.

In the Network Settings menu, in the Mode section click on the Static radio button to set your device to a static IP. Click Save and Apply to apply the network settings to your device.
Viewing an Added Device

To begin viewing an added device, navigate to the **Home Page** of the software and click on the **LIVEVIEW** icon located in the **Basic** section.

In the **Organizations** menu, on the far-right side of the live view screen, double-click the device you want to view to load the live feed into the viewer.
For more details on the features listed in this menu, refer to the table provided below:

<table>
<thead>
<tr>
<th>SN</th>
<th>Item</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bit stream information and shortcut operation menu</td>
<td>Please refer to the following contents for detailed information.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [ ] : Enable/disable local record.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [ ] : Snapshot.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [ ] : Enable/disable audio.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [ ] : Enable/disable bidirectional talk.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [ ] : Instant playback.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [ ] : Digital zoom</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- [x] : Close current window.</td>
</tr>
<tr>
<td>2</td>
<td>Video window</td>
<td>Real-time video</td>
</tr>
<tr>
<td>3</td>
<td>Window split mode</td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>●</td>
<td>Sets the live view to 1-64-window mode.</td>
<td></td>
</tr>
<tr>
<td>●</td>
<td>Select a window and then click this button to customize its setup.</td>
<td></td>
</tr>
<tr>
<td>●</td>
<td>Adjust video scale.</td>
<td></td>
</tr>
<tr>
<td>●</td>
<td>Full screen.</td>
<td></td>
</tr>
</tbody>
</table>

| 4 | Intelligent button |
|-------------------|
| 📸 | Save current liveview as image. You can view under View. |
| ⚙️ | Enable tour plan. |
| ⏰ | Close tour plan. |

| 5 | PTZ |
|----|
| It is for PTZ dome camera or fisheye camera series product only. Here you can set camera direction, zoom in, zoom out, iris, etc. |
| Click the advanced button to set preset, tour, aux function or other settings related to PTZ. |

| 6 | Device list |
|----|
| Display device group and the corresponding channel. |
| Here you can create a new group and drag a device to it. |
| Right click a channel, you can select main stream/sub stream or quickly go to the device setup interface. |

**How to Setup PC-NVR**

PC-NVR allows your device to record directly to your computer’s hard drive. To setup PC-NVR on your computer, follow the instructions set provided below.

**Note:** PC-NVR is not compatible with MacOS. **PC-NVR is only compatible with Windows based operating systems.**

To begin setting up PC-NVR, navigate to the command prompt menu for your computer. The command prompt can be found by typing “cmd” in the **Type here to search** (Cortona) option on your desktop. Click on **Command Prompt.**
In the command prompt menu, type in `ipconfig` to access the IPv4 Address for your computer.

When the IPv4 address for your computer has been located, navigate back to the home page in the Amcrest Surveillance Pro software and click on the Devices icon located in the Settings menu.
In the **Devices** menu, click on the **Add** button. In the **Manually Add** screen enter a name, preferably “PC-NVR” and in the **IP/Domain Name** field, enter the **IPv4 Address** from the command prompt screen. Lastly, enter the username and password. The username and password will both be **admin**. When complete, press **Save and Continue** to proceed.

![Manually Add](image)

The **PC-NVR** entry will then be added into the **Devices** menu.

To enable **PC-NVR**, navigate to the **Home Page** and in the **Settings** menu, click on the **PC-NVR** icon.

![Settings](image)

Once the **PC-NVR** tab opens, you will find your **PC-NVR** details, select **Remote Device**.
Click on the **Plus** button to add a camera from the cameras you have connected to Amcrest Surveillance Pro.

The **Add Channel** window will appear, select your camera from the **Default Group** or Custom Group list you’ve created.

The camera will appear in the right screen, check the **IPCamera** check box. Click **Save**.

**How to Setup Storage for PC-NVR Recording**

Access the PC-NVR menu and navigate to the **Disk Manager** tab in the far-left corner of the screen.
Disk Manager will appear showing you a list of drives that could be used to allocate storage space for your cameras through Amcrest Surveillance Pro.

Select a disk you would wish to use for recording purposes, you may allocate as much space as you have available on the drive within its minimum and maximum allowance.

Once you’ve set a number between the possible storage sizes, click Allocate.
A prompt window will appear to warn you the allocation may take several minutes, and the application will restart after completion. Click OK to begin the allocation.

![Information dialog]

You will notice the disk you selected will now have the allocated space you selected, and at any point in time you can select Free to free up the space by wiping that allocation.

![Disk Manager window]

At the top of the Disk Manager window you can select what happens when the disk you’ve allocated gets full. Two options, Stop Record to end all recordings after the disk is full or Overwrite to continue to save over the oldest recorded data.

![Disk Manager settings]

You’ve successfully turned your computer into a PC-NVR and have the camera recording any or all the motion events you have set up internally on the cameras main interface.

How to Setup Recording
The Amcrest Surveillance Pro software allows you the opportunity to set your added device to record on motion or on continuous (general) recording. You can also set recording schedules for your device.

Storage
To begin setting up recording settings for your device, a microSD card or PC-NVR must be established to storage the recordings. When a storage device has been established in your device, navigate to the Home Page and click on the Device CFG icon in the settings menu. Select the device you wish to configure and in the Storage field, click on the Record icon.
Below is a description of the fields listed in this menu:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>Regular sets your device to continuously record, 24/7. This field is designated by a green color in the software.</td>
</tr>
<tr>
<td>MD</td>
<td>MD, or Motion Detection recordings, are set to set your device to record on motion detection. This field is designated by a yellow color in the software.</td>
</tr>
<tr>
<td>Alarm</td>
<td>Alarm recordings are set to set your device to record only when a specific alarm is triggered. This is designated by a red color in the software.</td>
</tr>
<tr>
<td>MD&amp;Alarm</td>
<td>MD&amp;Alarm, combine both motion detection and alarm settings into on specific attribute. This field is designated with blue color in the software.</td>
</tr>
</tbody>
</table>
Smart is set to only apply smart features such as, face detection or other intelligent features, to trigger recording. Amcrest cameras do not currently support smart features. However, this is designated with an orange color in the software.

To begin setting a record schedule for your device, click on the icon next to the day you want to schedule your record plan.

Clicking this button opens a screen that allows for recording periods to be set for each day and for each recording type. There are a total of 6 periods that can be set. To set a recording schedule, select the record type (Regular, Motion, Alarm, MD&Alarm, Smart) and select the times you would like your schedule to apply. If you would like the record type to record 24/7 the period will remain on 00:00:00 – 23:59:59.

Next, select which days you would like the schedule to apply with and click Save to continue. If you would like the schedule to apply to all days, click the All button. On the main record menu, click on Apply and Save to save the schedule to the software.

How to View Playback
To playback recorded material in the Amcrest Surveillance Pro software, navigate back to the Home Page and in the Basic menu, click on Playback.
In the **Organizations** menu, click on the device you would like to view playback on. Ensure the checkbox next to the device name and group name are checked.

In the **Type** dropdown box, select which type of recording you would like to view. To view all records, make sure **All** is selected from the drop down box. Next, ensure the correct stream is enabled in the **Stream** menu. The default stream will be **Main Stream**. Then, select a specified date and time for the file and click on **Search**.

The playback controls can now be used to play, stop, skip to next event, control the speed of playback, and mute audio. If you're viewing more than one camera, on the right-hand side of the play back controls you will find a channel selection drop down menu to add or remove multiple channels, as well as go full screen.
For more information on the Amcrest Surveillance Pro software and its functionality, please refer to the full Amcrest Surveillance Pro user manual which can be found at amcrest.com/aspusermanual

**Amcrest Blue Iris**

Blue Iris is professional Windows based surveillance software that allows you to view and record up to 64 IP cameras, DVR/CCTV based cameras ($59.95 Paid License for 64 Cameras) simultaneously. It is a third-party based, software that is compatible with a vast majority of IP camera and DVR brands.

In addition, it takes advantage of H.264 video compression allowing you to save hard drive space and reduce bandwidth consumption. Use Amcrest Blue Iris to turn your existing Windows PC into a fully featured professional video surveillance system.

For more details about Blue Iris software and its features, please visit http://blueirissoftware.com/

**Installation**

Blue Iris is a Windows based software, it is not available for Mac or Linux. For this reason, it is recommended for these users to use Amcrest Surveillance Pro as previously outlined.

To install the Amcrest Blue Iris software on your computer, please visit https://amcrest.com/blue-iris.html and download the **Amcrest Blue Iris (for Windows Only)** software to your computer.

**Minimum requirements:**

- Pentium dual-core or equivalent 2GHz processor or better
- 2GB or more system RAM
- Microsoft Windows XP SP3 or newer, or a server OS
• One or more USB or Network IP cameras, or an analog capture card with DirectShow drivers.

Recommendations when using many and/or HD cameras:

• Intel core i7 with QuickSync for hardware decoding
• 8GB or more RAM
• Microsoft Windows 8.1 or 10, 64 bit
• nVIDIA graphics adaptor for efficient screen display
• 7200+ RPM drives and/or SSD drive

To install the software on your computer, click on the Amcrest+Blue+Iris.exe file to launch the installation wizard. Click Next to begin the installation process and allow the software to download.

Please review the license terms before installing the Amcrest Blue Iris software. Read the license agreement carefully, and then to accept the terms, click the radio button next to the I accept the terms in the license agreement statement. Click Next to continue.
Choose a file destination in which you would like the Amcrest Blue Iris software to download. If you would like to specify another path, besides the default path, click Change. It is recommended to leave the default download path when installing the software. To continue the installation, click Next.

Select the features you want to install and deselect the features you do not want to install. If your OS is 64-bit it is highly recommended to leave this option at 64-bit. To continue, click Next.

To begin installing the software click on the Install button and allow the software to download to your computer.
When the software has finished downloading, click on the **Finish** button to launch the software.

**Note:** if you do not wish to read the ReadMe file for the software, uncheck the **View the ReadMe file now** checkbox.

**Purchasing an Amcrest Blue Iris License**

Amcrest provides a 15-day free trial of the Amcrest Blue Iris software. If you find the Blue Iris software useful, please register and purchase a license. To continue the free trail version of this software, click **Next** to continue.
Amcrest offers two versions of the Blue Iris software; Full, and Lite. The full version ($59.95) allows you to use up to 64 cameras with all the added features of Blue Iris. The Lite version allows you to use a single camera on the software with all the functionality of the software.
If you would like to purchase a license, select which license you would like to use and a registration code will be sent to your email address. When a valid key has been sent, enter the key into the License screen pictured above. If you would like to proceed with the free trial version, click on Demo to proceed to the evaluation version of the software.

**Note:** When accessing the software, make sure to Allow access to all communications blocked by Windows Defender.

---

### How To Add a Device Into Blue Iris

To add a device into the Blue Iris software, locate the IP address for your device using the Amcrest IP Config Tool. The Amcrest IP Config Tool can be downloaded at the following web page: [amcrest.com/downloads](http://amcrest.com/downloads)

In the All Downloads menu, click on IP Config Software to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser.

This is the IP address that will be used in the Amcrest Blue Iris Software. To add a device, navigate to the Blue Iris software and click on the button.
In the **New Camera** menu, provide a name for your camera. This can be a full name and a short name. Select which type of camera is being added to the software, and enable the options associated with your device. Click **OK** to continue.

Next, enter the IP address of the device. This is the IP address discovered in the IP config tool. Enter the IP address in the **Address** field, then enter the user name and password for your device. If this is the first time using your camera, the password will be **admin**. Click **OK** to continue.
The next screen will be the settings menu for your device. In this menu you can set Alerts, Schedules, PTZ/Control, General, Video, Audio, and other settings associated with your device. Click OK to continue.
The device will now be successfully connected to the Blue Iris software.

To view an informative video on how to add an Amcrest device into the Amcrest Blue Iris software, please view this informative video: https://www.youtube.com/watch?v=RqcfLHANCd8

For more information on the features included in the Blue Iris software visit, http://blueirissoftware.com/

**Web Operation**

NPAPI plugins have been recently depreciated by most mainstream web browsers such as Google Chrome, Edge, and Firefox. Currently, our team is pursuing a solution to this, however, as a primary means of accessing the web user interface for your Amcrest device in a web browser, we recommend using Internet Explorer. Other browser will also be functional such as, the Amcrest Web View app for Google Chrome, a previously released version of Mozilla Firefox, such as Firefox 49.0.2, or Safari 11.

As an alternative, other secondary browsers will also be functional for the web user interface such as, SeaMonkey, and Pale Moon web browsers. SeaMonkey is compatible with Windows and Mac and is free to use, Pale Moon is only compatible with Windows and Linux systems. Conversely, both browsers will require the use of a plugin like other web browsers.

**Note:** Pale Moon users, please use the 32-bit version of the browser as the 64-bit version may be incompatible with our plugins.

You can also use the Amcrest Cloud to access your device from your computer. Amcrest Cloud does not require the use of a plugin to function and is compatible on most modern browsers. For more information on the Amcrest Cloud, visit amcrest.com/cloud.
Web Access for Safari and Mac Users

Most current versions of Safari do not support NPAPI plugins. Certain browsers, such as Safari 11, may be compatible, however, would require the user to revert from their current version of Safari to Safari 11. Amcrest has devised ways Mac users can enjoy their Amcrest products on their computers without the hassle of dealing with plugins with software such as Amcrest Blue Iris and Surveillance Pro.

Conversely, MacOS Mojave may be the last operating system to support 32-bit apps, such as, Amcrest Surveillance Pro. For this reason, it is highly advised for Mac users to take advantage of such options as the Google Chrome Extension app, Amcrest Blue Iris, Mozilla Firefox version 49.0.2., and SeaMonkey. Each of these methods of web-based access will be covered in the sections provided.

How to Install SeaMonkey

SeaMonkey is a free and open-source internet browser that serves as an excellent means of implementing the plugins required to access your device via a web browser. SeaMonkey is compatible for both Windows and Mac Operating Systems. It is a continuation of the former Mozilla Application Suite and is based on the same source code which itself grew out of Netscape Communicator and formed the base of Netscape 6 and Netscape 7.

To download SeaMonkey on your computer, visit https://www.SeaMonkey-project.org/releases/ Select the download that applies to your computer and begin the installation process.

Click on the downloaded SeaMonkey Setup file and run the setup wizard. For purposes of these instructions we will be using Windows, however, the Mac setup process will be similar. Click Next to proceed.
Please review the license terms before installing SeaMonkey. Read the license agreement carefully, and then to accept the terms, click the checkbox next to the **I accept the terms in the License Agreement** checkbox. Click **Next** to continue.

Choose the type of setup you prefer. There are two types of setup, **Standard** and **Custom**. In this case, it is recommended to run the standard setup since it is the most common. This is selected by default in the wizard. To continue, click the **Next** button.
The wizard will then prompt you to install the software onto your computer. Click the Install button to install the browser.

Allow the browser to install on your computer. When it has finished installing click on Finish to launch the browser.

How To Access a Device Using SeaMonkey
To access the web user interface, locate the IP address for your device using the Amcrest IP Config Tool. The Amcrest IP Config Tool can be downloaded at the following web page: amcrest.com/downloads
In the All Downloads menu, click on IP Config Software to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser.

![ConfigTool](image)

Enter this IP address into the SeaMonkey web browser to load the web user interface.

![SeaMonkey](image)

In the web user interface, enter the login credentials for your device. If this is the first time accessing the device, the username and password will both be admin. Click on Login.

![AMCREST](image)

If this is the first-time logging into your device, you will be prompted to modify the password for your device. To modify the password, enter the new password you would like to use in the New Password field and confirm. The password used should be between 8 and 32 characters long with a combination of letters and numbers. Click Ok when done to log into the web user interface.
To view your device on the browser you will need to download the plugin. To download the plugin, click on the **Please click here to download and install the plugin** prompt in the middle of the screen.

Click on **Save File** to begin downloading the plugin and save the file to your computer.

The browsers **Download Manager** will appear, showing the plugin file that was just downloaded. Double click on the file in the download manager to begin installing the plugin to the SeaMonkey web browser.
The browser will then show the live feed of your connected device in the web user interface.

For more information on the web user interface and the features it provides, please refer to the user manual for your device. User manuals can be found at amcrest.com/support or on the original listing of your device.

Using Multiple Cameras in the Web UI
Due to chipset limitations with certain model Amcrest cameras, different plugins may be required when accessing your camera on your computer.

This section is specifically geared towards customers who have 3MP and below cameras and are experiencing issues when accessing a newer, 4MP and above camera, simultaneously with their old setup. Higher megapixel cameras will require the use of a different plugin when accessing them on a web browser.

This is normal as most higher megapixel cameras require different internal hardware to function. Conversely, this may pose a compatibility issue when accessing a lower megapixel camera in a web browser at the same time as the higher megapixel camera since the higher megapixel camera's plugins will take precedence over the lower megapixel camera's plugin.
How To Install Pale Moon

Like SeaMonkey, Pale Moon is a free and open-source internet browser that serves as an excellent means of implementing the plugins required to access your device via a web browser. **Pale Moon is only compatible with Windows and Linux** operating systems however, a beta version is coming soon for Mac. The browser is a continuation of the former Mozilla Application Suite and is based on the same source code which itself grew out of Netscape Communicator and formed the base of Netscape 6 and Netscape 7.

To download Pale Moon on your computer, visit [https://www.palemoon.org/download.shtml](https://www.palemoon.org/download.shtml) Select the download that applies to your computer from the 32-bit downloads link section on the page and begin the installation process.

Click on the downloaded Pale Moon Setup file and run the setup wizard. For purposes of these instructions we will be using Windows, however, other setup process will be similar. Click **Run** to proceed to the setup wizard. Click **Next** to begin.

Choose the type of setup you prefer. There are two types of setup, **Standard** and **Custom**. In this case, it is recommended to run the standard setup since it is the most common. This is selected by default in the wizard. To continue, click the **Next** button.
The wizard will then prompt you to install the software onto your computer. Click the **Install** button to install the browser.

Allow the browser to install on your computer. When it has finished installing click on **Finish** to launch the browser.
How To Access a Device Using Pale Moon

To access the web user interface, locate the IP address for your device using the Amcrest IP Config Tool. The Amcrest IP Config Tool can be downloaded at the following web page: amcrest.com/downloads

In the **All Downloads** menu, click on **IP Config Software** to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser.

Enter this IP address into the Pale Moon web browser to load the web user interface.
In the web user interface, enter the login credentials for your device. If this is the first time accessing the device, the username and password will both be admin. Click on Login.

If this is the first-time logging into your device, you will be prompted to modify the password for your device. To modify the password, enter the new password you would like to use in the New Password field and confirm. The password used should be between 8 and 32 characters long with a combination of letters and numbers. Click Ok when done to log into the web user interface.

To view your device on the browser you will need to download the plugin. To download the plugin, click on the Please click here to download and install the plugin prompt in the middle of the screen.
Click on **Save File** to begin downloading the plugin and save the file to your computer.

The **webplugin.exe** will then be downloaded to the downloads folder and be shown in the **Download Manager** in the upper right-hand corner of the browser. To launch the plugin, click on the **webplugin.exe** file in the download manager.

The browser will then show the live feed of your connected device in the web user interface.
For more information on the web user interface and the features it provides, please refer to the user manual for your device. User manuals can be found at [amcrest.com/support](http://amcrest.com/support) or on the original listing of your device.

Using Multiple Cameras in the Web UI
Due to chipset limitations with certain model Amcrest cameras, different plugins may be required when accessing your camera on your computer.

This section is specifically geared towards customers who have 3MP and below cameras and are experiencing issues when accessing a newer, 4MP and above camera, simultaneously with their old setup. Higher megapixel cameras will require the use of a different plugin when accessing them on a web browser.

This is normal as most higher megapixel cameras require different internal hardware to function. Conversely, this may pose a compatibility issue when accessing a lower megapixel camera in a web browser at the same time as the higher megapixel camera since the higher megapixel camera's plugins will take precedence over the lower megapixel camera's plugin.

How To Access a Device Using the Google Chrome Extension
Web based access for Amcrest device can be utilized in Google Chrome using the Amcrest Web View Chrome App. This is an app designed by Amcrest specifically for the use of accessing your device in Chrome without the use of a plugin and is available in the Chrome web store. To add the Amcrest Web View app to your browser, click [here](http://example.com).

Adding the Amcrest Web View App
In the Chrome Web Store, click on the **Add to Chrome** button to add the extension to your Chrome browser.

To confirm the addition of the Amcrest Web View app to your browser, click on the **Add app** option listed in the popup.

The app will begin to download to your Chrome app store. The Chrome app store can be accessed by typing the following URL into your browser: `chrome://apps` Click on the **Amcrest Web View** to launch the app.
To access your device using the Google Chrome Extension please refer to the information provided below.

Locate the IP address for your device using the Amcrest IP Config Tool. The Amcrest IP Config Tool can be downloaded at the following web page: amcrest.com/downloads

In the All Downloads menu, click on IP Config Software to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser.

![Amcrest IP Config Tool](image)

Enter this IP address into the Chrome web browser to load the web user interface.

![Amcrest Web View](image)

In the web user interface, enter the login credentials for your device. If this is the first time accessing the device, the username and password will both be admin. Click on Login.

![Amcrest Login](image)

If this is the first-time logging into your device, you will be prompted to modify the password for your device. To modify the password, enter the new password you would like to use in the New Password field and confirm. The password used should be between 8 and 32 characters long with a combination of letters and numbers. Click Ok when done to log into the web user interface.
The app will then show the live feed of your connected device in the web user interface.

For more information on the web user interface and the features it provides, please refer to the user manual for your device. User manuals can be found at amcrest.com/support or on the original listing of your device.

**How to Access a Device Using Firefox**

The latest update of Mozilla Firefox will be discontinuing the use of plugins which may cause issues with accessing the web user interface for your device while using Firefox. The plugin will affect the ability to view and playback, however, setting changes will still be available using this method on most devices. We are currently working on a more permanent solution to the issue but currently, we recommend using a previous version of Firefox such as Firefox 49.0.2. For more information on how to revert to Mozilla Firefox 49.0.2. refer to the instructions provided below.

**Reverting to Firefox 49.0.2.**

To use the Firefox web browser with your device a previous version, such as 49.0.2. is recommended. You can download the previous version of Firefox by clicking [here](#). To revert to this version, click on the .exe file provided and then click “Run” to begin downloading.
The file will then begin to extract the setup Wizard. Click **Next** to continue the process.

Choose the type of setup you prefer. There are two types of setup, **Standard** and **Custom**. In this case, it is recommended to run the standard setup since it is the most common. This is selected by default in the wizard. To continue, click the **Next** button.
The wizard will then prompt you to install the software onto your computer. Click the Install button to install the browser.

When the installation is complete, click on the finish button to automatically launch the browser.

A shortcut icon will also be displayed on your desktop for quick access to the browser if necessary.

Preventing Automatic Updates
Once the browser has finished loading, it is recommended to make sure that no future automatic updates are applied to the browser. If an automatic update were to occur, the browser will revert to the
most current version of the FireFox web browser which will prevent the use of plugins on your browser. To prevent automatic updates from occurring, please refer to the following:

In the web browser, click on the settings menu located at the top of the screen. Then in the settings menu, click on the **Options** icon.

In the options menu, click on **Advanced** and then click on the **Update** tab. In the update tab, select the **Never check for updates** radio button. This will deactivate your browser from obtaining any future updates of the browser.
How to Access the Web User Interface Using FireFox.

Before accessing your device using Mozilla Firefox, ensure you are using the correct version of Firefox. As discussed previously, later versions of Firefox may prevent the use of plugins which are needed to access your device.

**Verify the Correct Version of Firefox is Being Used**

To verify the correct version is being used, click on the settings menu located at the top of your screen and click on the help menu at the bottom of the settings menu.

In the help menu, select **About Firefox**.
The version being used will be displayed in the About Mozilla Firefox menu as displayed in the image below.

It is recommended to use version 49.0.2. **Do not click on Restart Firefox to Update.** This will update the browser and cause the plugins not to work on the browser.

**Accessing the Web User Interface**

To access the web user interface, locate the IP address for your device using the Amcrest IP Config Tool. The Amcrest IP Config Tool can be downloaded at the following web page: amcrest.com/downloads

In the All Downloads menu, click on IP Config Software to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser.

Enter this IP address into the Firefox web browser to load the web user interface.

In the web user interface, enter the login credentials for your device. If this is the first time accessing the device, the username and password will both be admin. Click on Login.
If this is the first-time logging into your device, you will be prompted to modify the password for your device. To modify the password, enter the new password you would like to use in the New Password field and confirm. The password used should be between 8 and 32 characters long with a combination of letters and numbers. Click Ok when done to log into the web user interface.

To view your device on the browser you will need to download the plugin. To download the plugin, click on the Please click here to download and install the plugin prompt in the middle of the screen.
Click on **Save File** to begin downloading the plugin.

The `webplugin.exe` file will save to your downloads folder. To install the plugin, click on the downloads icon and click on the `webplugin.exe` to install the plugin on your computer.

After the web plugin has been installed, close out of the browser completely and then reopen the browser. Type in the IP address for your device into the browser and log into the web user interface with your device’s login credentials. Click on the **Activate MMX** icon in the middle of the screen to activate the plugin.
The browser will then need to run the MMX plugin. Click on **Allow and Remember** to allow the browser to run the MMX plugin.

The browser will then show the live feed of your connected device in the web user interface.

For more information on the web user interface and the features it provides, please refer to the user manual for your device. User manuals can be found at [amcrest.com/support](http://amcrest.com/support) or on the original listing of your device.

**How To Access the Web User Interface Using Internet Explorer**

Internet Explorer is currently the most preferred method of accessing your device on your computer from a web browser. To access the web UI via Internet Explorer please refer to the information provided below.

Locate the IP address for your device using the Amcrest IP Config Tool. The Amcrest IP Config Tool can be downloaded at the following web page: [amcrest.com/downloads](http://amcrest.com/downloads)

In the **All Downloads** menu, click on **IP Config Software** to begin the free download. Once the download has completed installing, locate the IP address associated with the device you would like to view in the browser.
Enter this IP address into the Internet Explorer browser and press enter to load the web user interface.

In the web user interface, enter the login credentials for your device. If this is the first time accessing the device, the username and password will both be admin. Click on Login.

If this is the first-time logging into your device, you will be prompted to modify the password for your device. To modify the password, enter the new password you would like to use in the New Password field and confirm. The password used should be between 8 and 32 characters long with a combination of letters and numbers. Click Ok when done to log into the web user interface.

To view your device on the browser you will need to download the plugin. To download the plugin, click on the Please click here to download and install the plugin prompt in the middle of the screen.
Click **Run** to download the plugin.

The browser will then show the live feed of your connected device in the web user interface.

For more information on the web user interface and the features it provides, please refer to the user manual for your device. User manuals can be found at [amcrest.com/support](http://amcrest.com/support) or on the original listing of your device.
Remote Web Access Setup

There are two main methods for setting up remote access: UPnP/DDNS, and Port Forwarding.

UPnP/DDNS Remote Web Access Setup

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 refer to your router manufacturer’s documentation to learn how to enable uPnP on your router.

Below is a step-by-step walkthrough that details how to setup Amcrest cameras for Remote Web Access using UPnP and DDNS:

1. Login to your camera’s web interface, open the main menu then go to Setup -> Network.
2. Using the left-hand menu, go to the Connection menu, and write down the HTTP port. It is recommended to ensure the port number is at least 5 digits long to prevent any port conflicts. If need be, change the port to a 5-digit number that is less than 65535, note the number down, and click save before proceeding to the next step.
3. The system will prompt you to reset the camera. Click OK and wait for the camera to restart.
4. Restarting the camera may cause the device to use another IP address. Use the included IP Config tool to find the IP address as detailed previously in this document.
5. Login to your camera, open the main menu then go to Setup -> Network.
6. Click the Connections menu item on the left-hand menu and ensure that the HTTP port has changed.
7. Click the DDNS menu item on the left-hand menu, pick Amcrest DDNS from the drop down box, click the checkbox next to Server Type, and then click the Save button on the bottom right.
8. To set a custom DDNS name, fill out the Domain Name field and click Save.
9. Write down the entire Domain Name field, including the white text that says .AmcrestDDNS.com
10. Click the UPnP menu item on the left-hand menu and click the enable checkbox at the top.
11. While in the UPnP menu, double click the HTTP port, and change both the internal and external HTTP ports to match the number that was used in step 2.
12. Uncheck the last 4 checkboxes in the PAT table on the UPnP menu.
13. Click apply, then exit this menu to go back to the main menu, then re-enter the UPnP menu, and ensure the UPnP status says, “Mapping Successful”.
14. Open a web browser and enter in the DDNS domain name address from step 9, enter in a colon, then type the port number from step 4 on to the end.
   a. For example, if the DDNS domain name is http://abc123456789.AmcrestDDNS.com and your HTTP Port is 33333, the URL would be http://abc123456789.AmcrestDDNS.com:33333
15. The browser may prompt you to install a plugin. Click install to download the plugin, and then click on the plugin installation file to install the plugin.
16. If the browser prompts you to allow the plugin to work on the computer, hit Allow to ensure the plugin can run successfully.
17. Enter in login details into the username and password fields and click login.
   If the process above is not working, please contact Amcrest Support via one of the following options:

Visit http://amcrest.com/contacts and use the email form.
Port Forwarding Remote Web Access Setup

Port Forwarding is an alternative method to setting up remote access for Amcrest cameras. This method should only be used if the UPnP/DDNS Remote Access method did not work.

Below is a step-by-step walkthrough that details how to setup the camera for Remote Web Access using Port Forwarding:

1. Login to your camera, open the main menu then go to Setup -> Network.
2. Open the TCP/IP settings screen.
3. By default, the camera has the mode set to DHCP. Ensure that DHCP is selected. The IP Address, Subnet Mask, Default Gateway, Preferred DNS, and Alternate DNS should all be 0s if DHCP is selected.
4. Click Save to save these settings. This should now open the main menu.
5. From the main menu, go to Setup -> Network.
6. On the TCP/IP settings screen, the IP Address, Subnet Mask, Default Gateway, Preferred DNS, and Alternate DNS should all be populated.
7. Click the radio button next to Static, to change the mode to Static.
8. Write down the IP Address that is currently in the IP address field.
9. Click the Save button.
10. Using the left hand menu, go to the Connection menu, and write down the TCP, UDP, and HTTP port number. It is recommended to ensure that these port numbers are at least 5 digits long to prevent any port conflicts. If need be, change each of these port numbers to a 5-digit number that is less than 65535, note the numbers down, and click save before proceeding to the next step.
11. Go to http://www.canyouseeme.org/ and check to ensure each of the port numbers specified in step 10 is open.
12. Write down the manufacturer name, brand, and model name for the router that the camera is connected to, and then proceed to http://www.portforward.com on your web browser.
13. Open the port forwarding guide section on the left-hand side menu.
14. Find the router brand name in the list and click it.
15. Find the router model number and click it.
16. Click the Default Guide link near the middle of the page.
17. This guide will help you take the step necessary to port forward on the router. Follow these steps, and then return to the camera.
18. Login to your camera, open the main menu then go to Setup -> Network.
19. Click the DDNS menu item on the left-hand menu, pick AMCRESTDDNS from the drop-down box, click the checkbox next to Server Type, and then click the Save button on the bottom right.
20. To set a custom DDNS name, fill out the Domain Name field and click Save.
21. Write down the entire Domain Name field, including the white text that says .AmcrestDDNS.com

Call Amcrest Support using one of the following numbers
Toll Free: (888) 212-7538
International Callers (Outside of US): +1-713-893-8956
USA: (888) 212-7538
Canada: 437-888-0177
UK: 203-769-2757
Email Amcrest Customer Support support@amcrest.com
22. Open a web browser and enter in the DDNS domain name address from step 21, enter in a colon, then type the HTTP port number from step 10 on to the end.
   For example, if the DDNS domain name is http://abc123456789.AmcrestDDNS.com and your HTTP Port is 33333, the URL would be http://abc123456789.AmcrestDDNS.com:33333
23. Enter in login details into the username and password fields and click login.

If the process above is not working, please contact Amcrest Support via one of the following options:

Visit [http://amcrest.com/contacts](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: (888) 212-7538
Canada: 437-888-0177
UK: 203-769-2757
Email Amcrest Customer Support support@amcrest.com

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