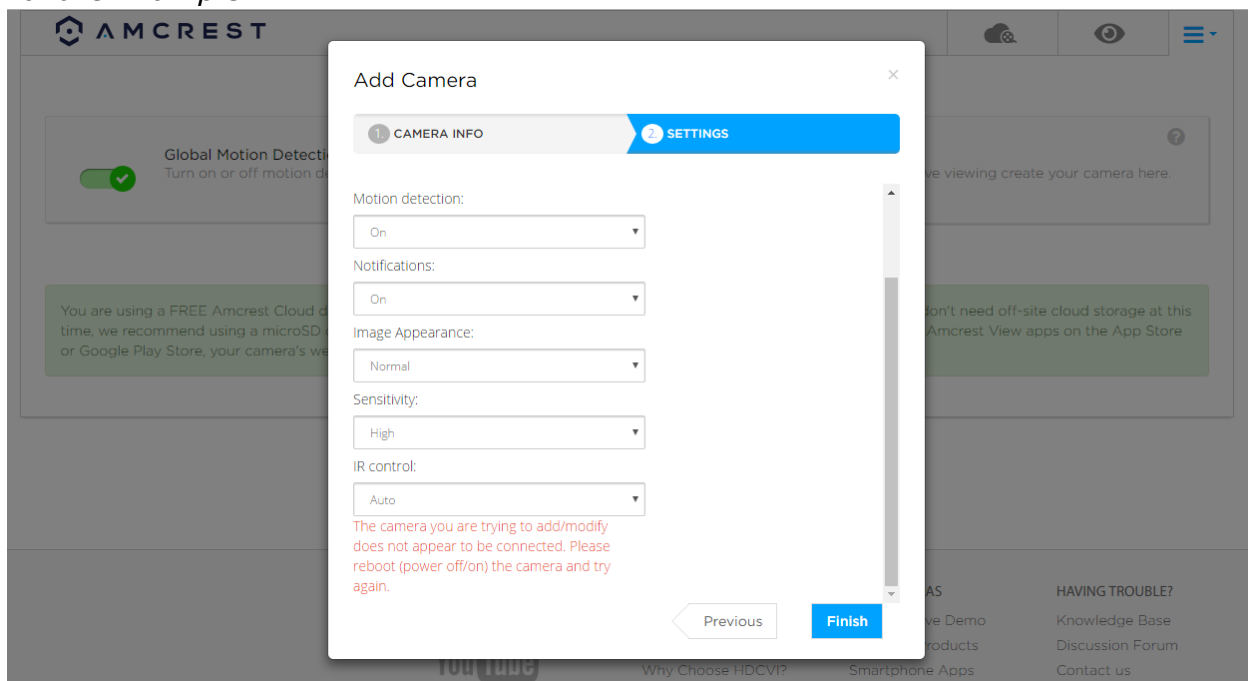


## Important Notice: Unable to connect to AmcrestCloud.com

Built into all of our Amcrest IP cameras is a security feature which automatically disconnects the Amcrest camera from the AmcrestCloud server if the user does not connect the camera to an AmcrestCloud account within 2 hours of establishing an internet connection. The reason for this feature is to prevent any unnecessary data transfer and to maintain the independence and secure the integrity of each Amcrest IP Camera from any potential unauthorized access attempts.

Below is an example of what the connection failure will look like if you try connecting a device outside of the two(2) hour time limit.

### Failure Example:

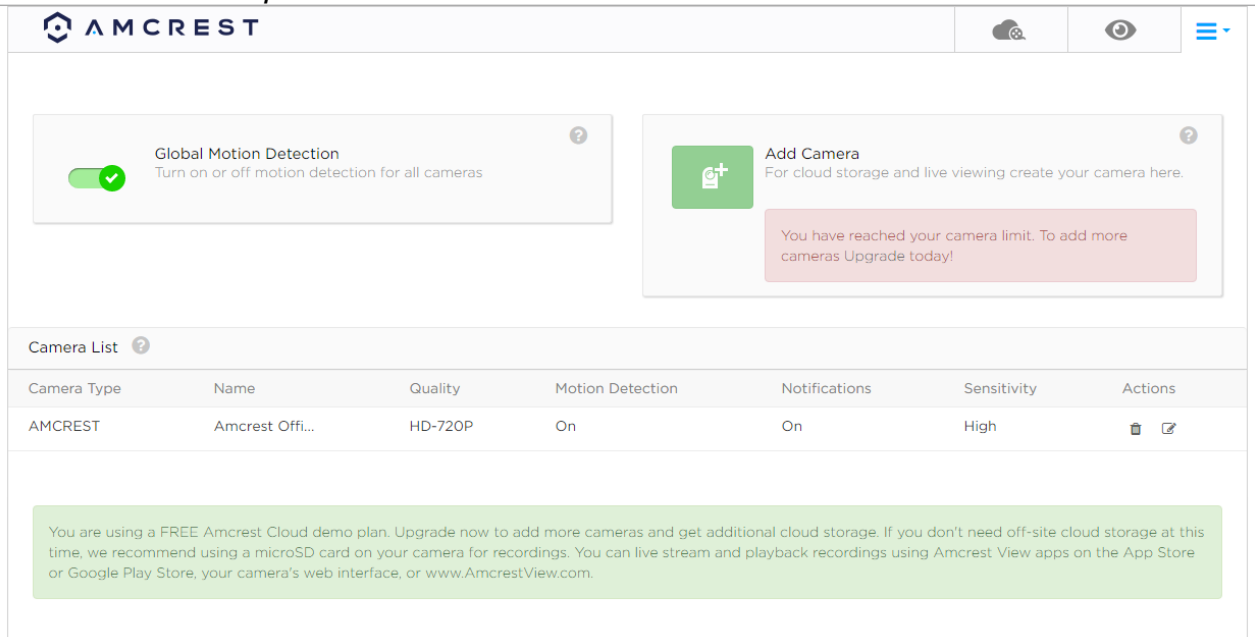


If you are having an issue with connecting your camera to AmcrestCloud.com and it has been more than two (2) hours since your camera has had network access you will need to cycle the power to the device in order to reinitialize the ability for a connection to be established. To power cycle the device simply log into the user interface via the cameras IP address and select Setup, auto maintain and then manual reboot. Alternatively, you may disconnect and reconnect the power.

Once the reset has been performed you will need to ensure that your camera is connected to your network and then proceed with connecting the device to AmcrestCloud within the newly allocated two (2) hour window.

Below is an example of what a successful connection will look like

*Successful Example:*





AMCREST

Global Motion Detection  
Turn on or off motion detection for all cameras

Add Camera  
For cloud storage and live viewing create your camera here.

You have reached your camera limit. To add more cameras Upgrade today!

Camera List

Camera Type	Name	Quality	Motion Detection	Notifications	Sensitivity	Actions
AMCREST	Amcrest Offi...	HD-720P	On	On	High	 

You are using a FREE Amcrest Cloud demo plan. Upgrade now to add more cameras and get additional cloud storage. If you don't need off-site cloud storage at this time, we recommend using a microSD card on your camera for recordings. You can live stream and playback recordings using Amcrest View apps on the App Store or Google Play Store, your camera's web interface, or [www.AmcrestView.com](http://www.AmcrestView.com).

***If you are in the initial stages of configuring your newly purchased Amcrest IP camera and you intend on connecting the camera to our AmcrestCloud.com service then please add the device in AmcrestCloud.com immediately after connecting the device to your network.***