



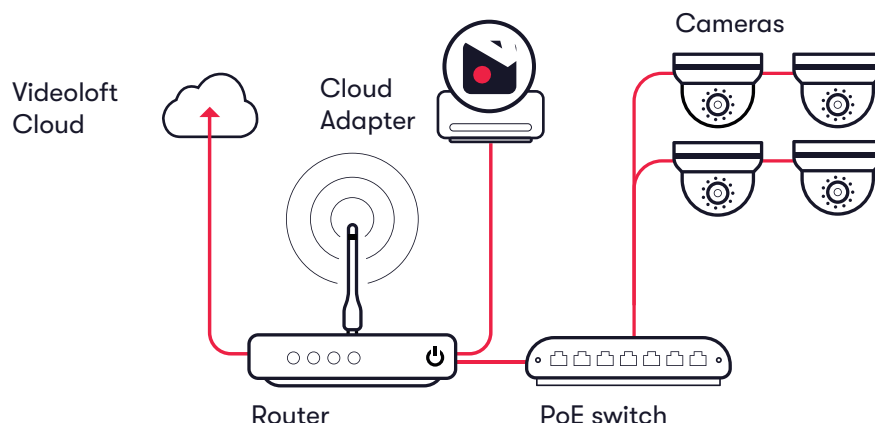
Installation Guide

IP cameras recording directly to cloud via ONVIF



V2 - Mar 2020

1. How it works



2. Pre-installation

2.1 What you'll need

- Videoloft Cloud Adapter
- Smartphone or tablet with the latest Videoloft app (iOS 8 or above, Android 4.2.2 or above)

2.2 Compatible IP cameras

- We have tested cameras from a range of brands:
 - Bosch
 - Dahua
 - H-View
 - Onwote
 - Panasonic
 - Sony
 - Uniview
 - Vivotek
 - Wisenet



We recommend that you test that your specific camera model is compatible with Videoloft and ONVIF before you take it to site to install. Most camera models work very well via ONVIF, but we have seen a few problems and expect more from different models in the field.

- Please contact us for more information - we haven't tested all camera models but will be able to advise further if you tell us the model numbers

2.3 Enabling ONVIF

- A few cameras will have ONVIF enabled straight 'out the box', but most will need some amount of manual configuration before they can be used with Videoloft.
- If you're familiar with configuring cameras, the table below lists the things you'll need to set for a particular brand to work with Videoloft.
- If you're unsure how to configure a particular brand contact us and we will be able to provide you with a manufacturer specific ONVIF pre-install guide

	Activate device*	Add an ONVIF user	Grant ONVIF user admin privileges	Set a static IP (to survive router reboot)	Reboot device
Bosch	✓			✓	✓
Dahua	✓			✓	✓
H-View	✓			✓	✓
Onwote	✓			✓	✓
Panasonic	✓			✓	✓
Sony	✓			✓	✓
Uniview	✓			✓	✓
Vivotek	✓			✓	✓
Wisenet	✓			✓	✓

* For new cameras, the device will require a username and password to be set. We strongly recommend you set a new admin username and password before proceeding as some brands ship with generic default credentials.

2.4 Subscriber account creation

- You'll need to create an account for your subscriber before you set up their cameras. To do this log into the Videoloft partner portal [here](#)
- Once you have logged in, go to 'Subscribers' and press 'Add new'
- You'll be asked to create their username/password and select their cloud recording plan

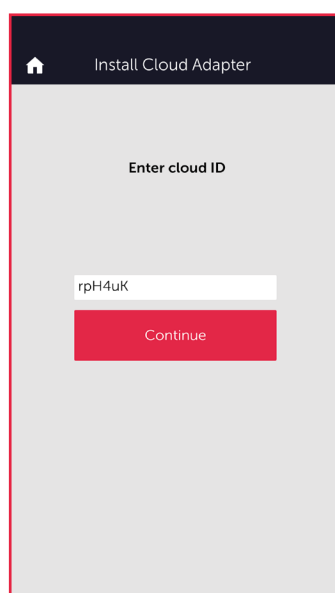
3. Installation

3.1 Network

- Make sure that the smartphone or tablet you are using for the installation is on the same network as the cameras and Cloud Adapter. Check that you have the latest version of the Videoloft app and log in with the credentials you created for your subscriber.

3.2 Setting up Cloud Adapter

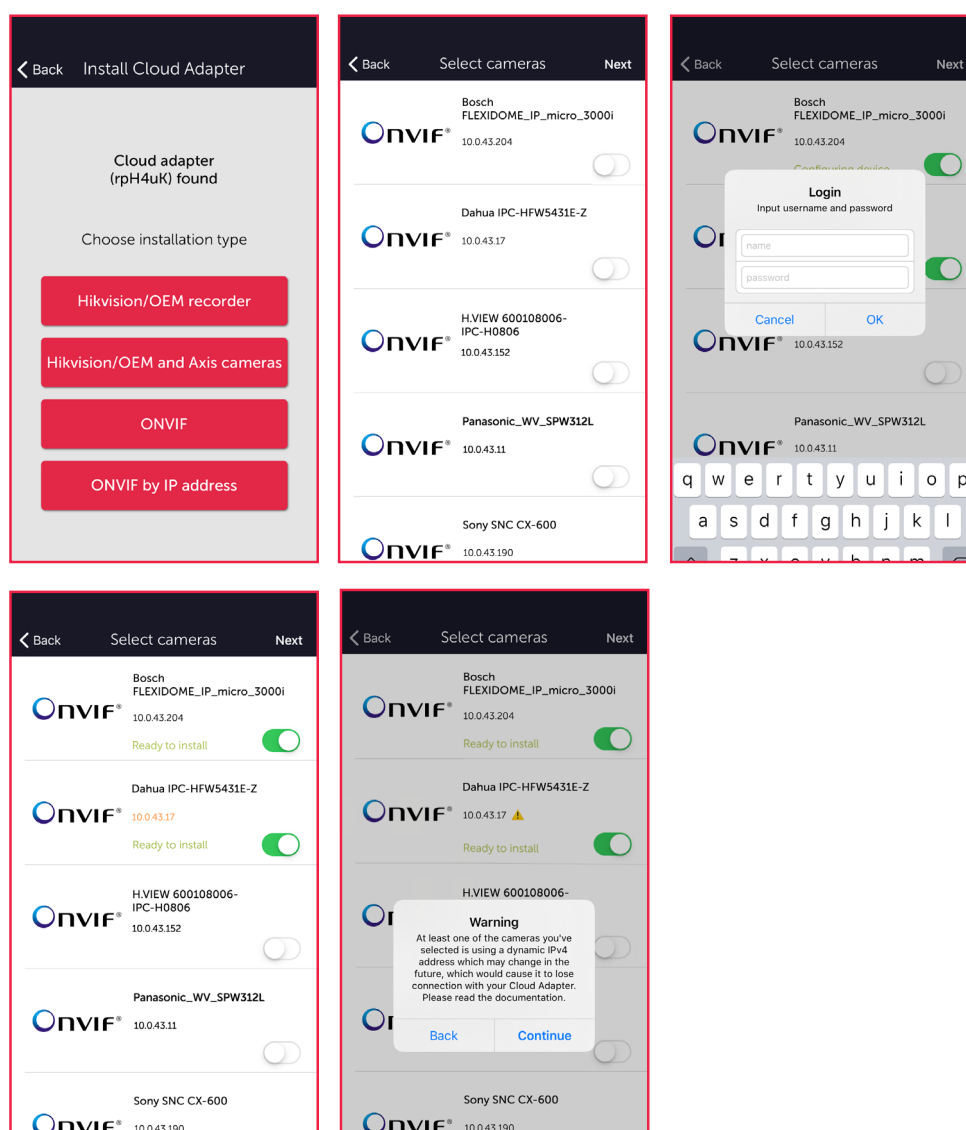
- Ensure that the cameras are connected to power and network
- Connect the Cloud Adapter to network **and then** power. Please note the Cloud Adapter will need to be turned on for at least a few minutes before the app is able to find it
- Tap 'Install Cloud Adapter' on the app main menu to begin the installation process, enter the Cloud ID when prompted. This can be found on a sticker on the side of the Cloud Adapter. Note that the Cloud ID is case sensitive.



The Cloud Adapter is shipped with a 32GB USB for onboard storage in case of network outages. If internet goes down video will be recorded to this onboard storage and then automatically uploaded to the cloud once network is restored. Please note that the USB does not protect video against a loss of connection between the camera and/or recorder and the Cloud Adapter.

3.3 Discovering and selecting cameras

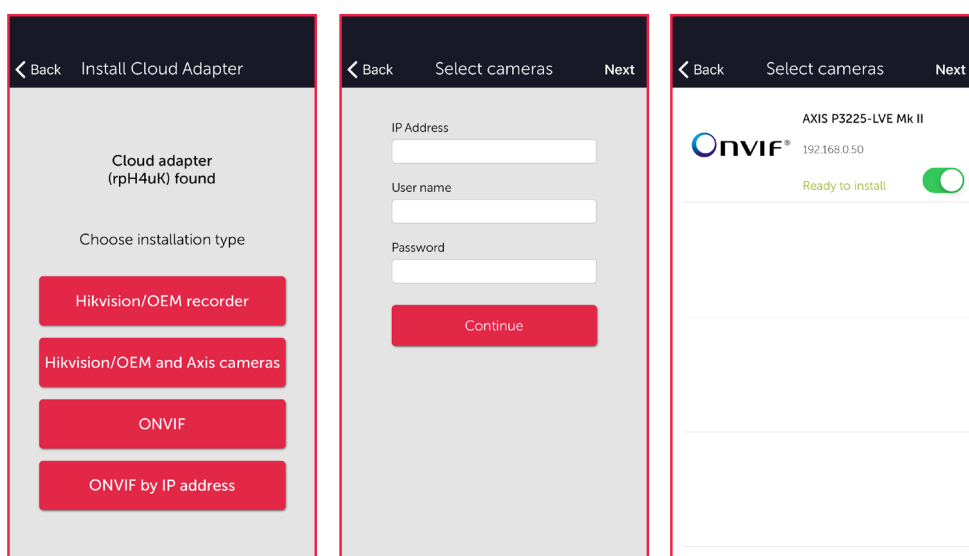
- Once you have entered the Cloud ID, select 'ONVIF'. The Videoloft app will then discover all cameras connected to the same network as your phone and the Cloud Adapter. If you are connecting more than 8 cameras to the cloud, see Appendix 1.
- Select the required cameras. You'll be prompted for the camera admin usernames and passwords (or asked to set new ones if the cameras are brand new). If the camera you are trying to connect doesn't show on this list, follow the steps as set out in section 3.4.
- Once all cameras are authenticated they will show as 'Ready to install'
- Tap 'Next' to continue



- Videoloft app will warn you if one of the cameras you're trying to install doesn't have a static IP address. For Videoloft to work best we recommend you set a static IP address (or use IPv6) for the cameras you are connecting. To do so, you will need to log into the camera's web interface. Once you've set a static IP address you will need to refresh the discovery page in the app by pulling the screen down, otherwise it won't show the changed IP address. However, when you refresh the page, all the cameras that were selected for the installation will now be deselected, so you will have to select them again.

3.4 Discovering and selecting cameras by IP address

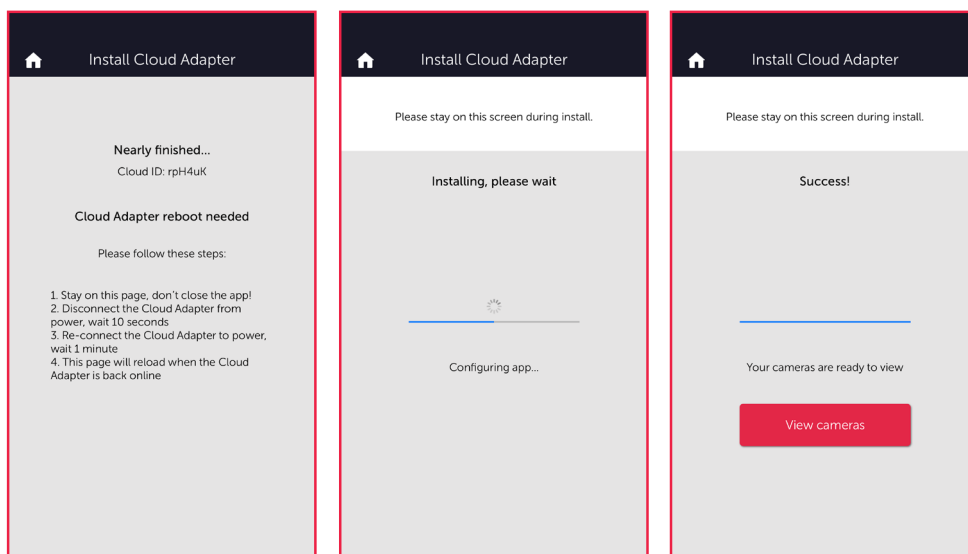
- If the camera you were trying to connect via ONVIF didn't show up in the list, navigate back to the installation type screen and select 'ONVIF by IP address'
- Type in the camera's IP address and ONVIF username and password, then tap 'Continue'
- Once the camera is authenticated it will show as 'Ready to install'
- Tap 'Next' to continue



Please note: This type of installation (ONVIF by IP address) is only for cameras which are **not automatically discovered by the app**. Otherwise the same camera will show up twice on the discovery page.

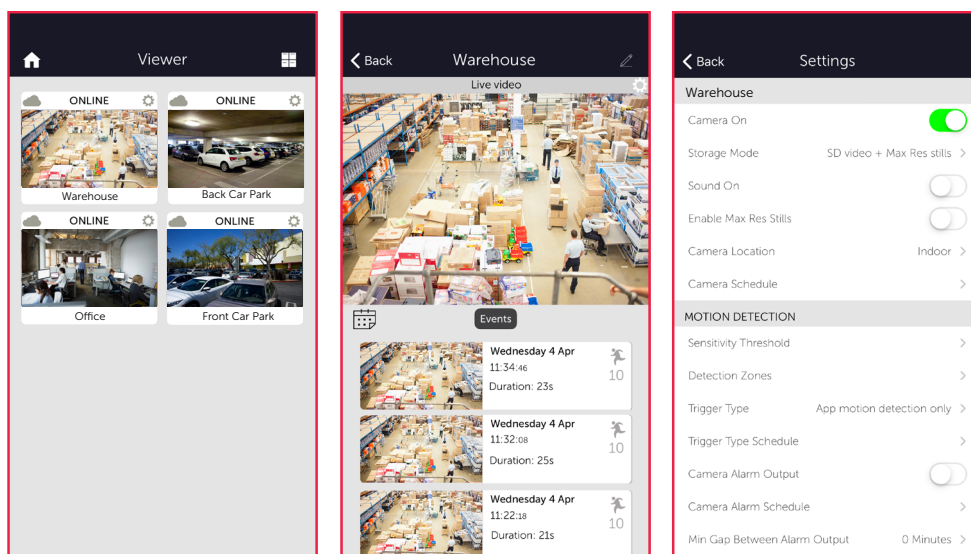
3.5 Completing installation

- When prompted, disconnect Cloud Adapter briefly from power and then reconnect. Stay on app screen for approx 1 min while the Cloud Adapter reboots. Installation will start automatically after the Cloud Adapter reboots.
- Once installation complete, tap 'View cameras'



4. Post-installation

- Once the installation is complete, tap 'View cameras'. For each camera:
 - Check that the live feed is working (allow time for it to connect)
 - Check that motion activated events are being recorded
 - Tap the settings cog and amend settings as required



4.1 App camera settings

- For each camera you will need to configure the following settings:
 - Check the camera is on
 - Choose storage mode (HD video or SD video + Max Res stills)
 - Set camera location (indoor or outdoor)

Appendix 1

- If you are connecting more than 8 cameras to the cloud you'll need to set up multiple Cloud Adapters on your customer's account. We recommend doing them one at a time, following the steps in this guide. Once you have installed the 1st Cloud Adapter, the app will show you which cameras are already connected to the cloud to help you choose which ones to select during the installation of the 2nd Cloud Adapter.

