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Installation Guide

Cameras recording to cloud + local DVR/NVR
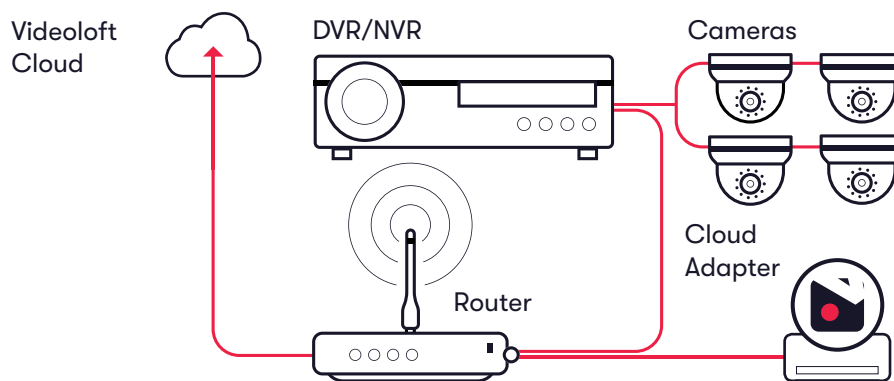
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1. How it works

2. Pre-installation

2.1 What you'll need

- Videoloft Cloud Adapter
- Smartphone or tablet with the latest Videoloft app
  (iOS 10 or above, Android 4.2 or above)

2.2 Compatible DVRs/NVRs

- All Hikvision DVRs/NVRs, including Hikvision OEM. Please contact us if:
  - The recorders have very old firmware, it might need to be updated for our software to work
  - You want to use specific Hikvision OEM brands, we haven't tested them all but will be able to advise further if you tell us the model numbers

2.3 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
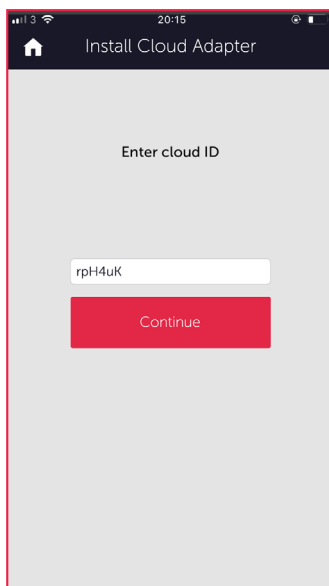
Contact us if you have any questions: partners@videoloft.com,
Europe Steve Bell +447916205143, North America Joanna Santander (647) 985-3469

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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 DVR/NVR 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 DVR/NVR is connected to power and network and that the cameras are connected
- Connect the Cloud Adapter to network **and then** power
- Tap 'Install Cloud Adapter' on the 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.

Contact us if you have any questions: partners@videoloft.com,
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3.3 Connecting to DVR/NVR

- Once you have entered the Cloud ID, select 'Recorder'
- Enter the IP address, and the DVR/NVR username and password.
- Tap 'Continue'
- Select the required channels, then tap 'Next'. If you are connecting more than 8 channels to the cloud, see Appendix 1.
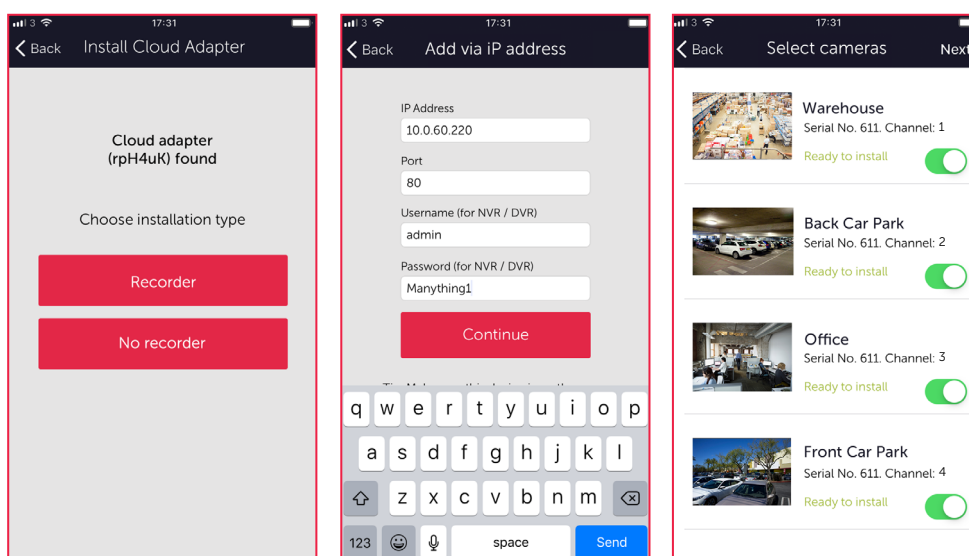
3.4 Completing installation

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

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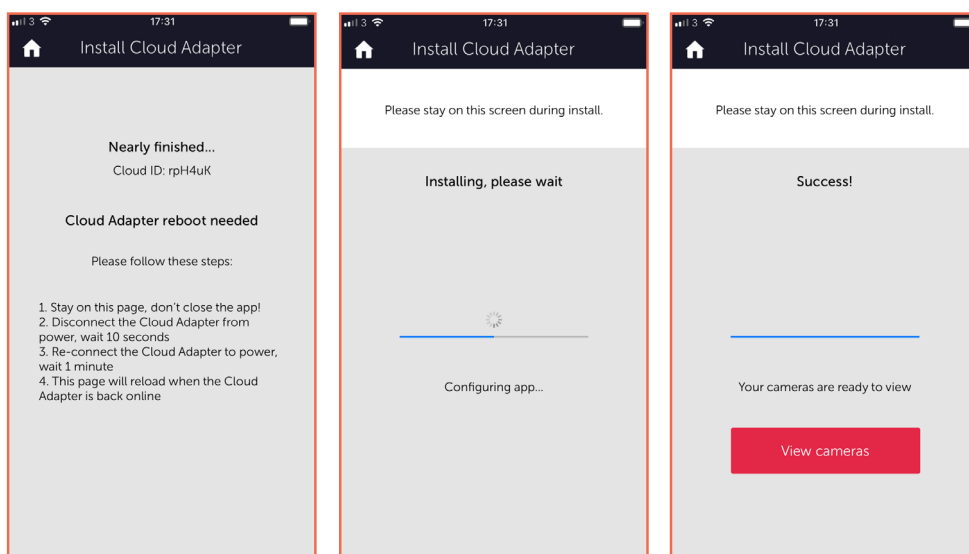
4. Post-installation

- 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 any settings as required
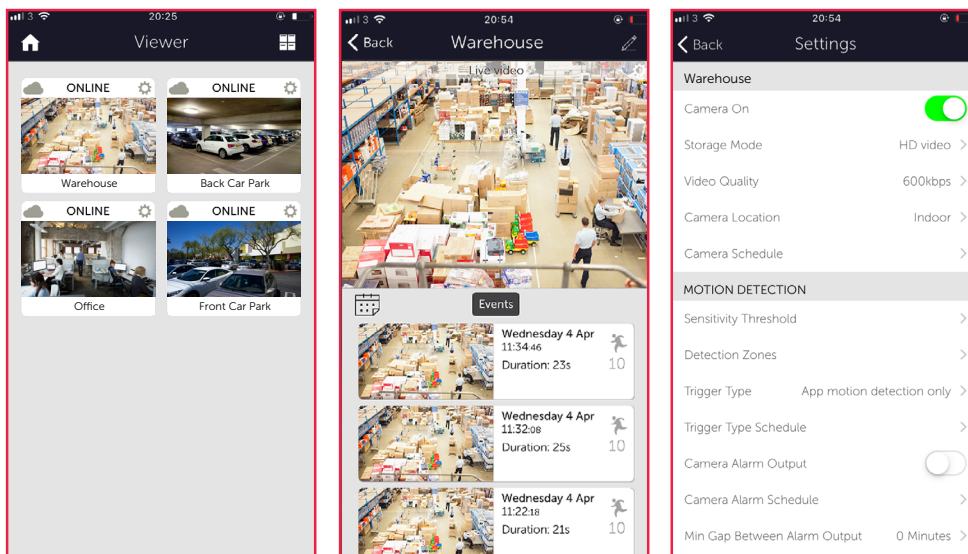
Appendix 1

- If you are connecting more than 8 channels 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 channels are already connected to the cloud to help you choose which ones to select during the installation of the 2nd Cloud Adapter.