

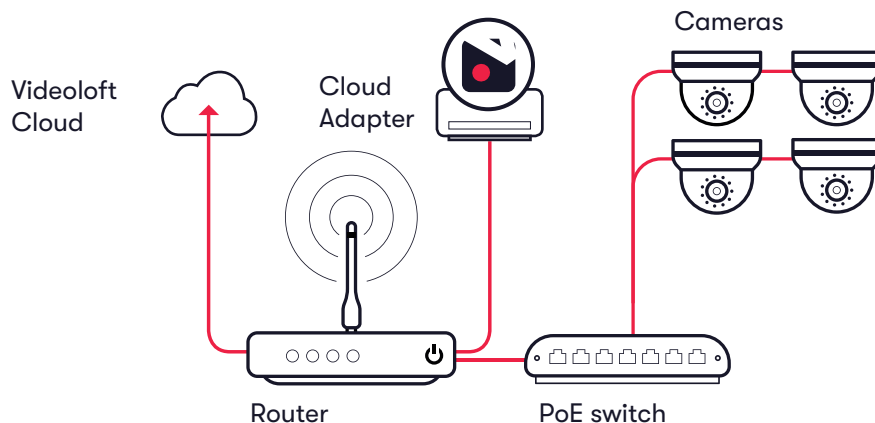
.videoloft

Installation Guide

IP cameras recording directly to cloud (no local DVR/NVR)



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 IP cameras

- All Hikvision IP cameras with a substream, including Hikvision OEM. Please contact us if:
 - The cameras 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

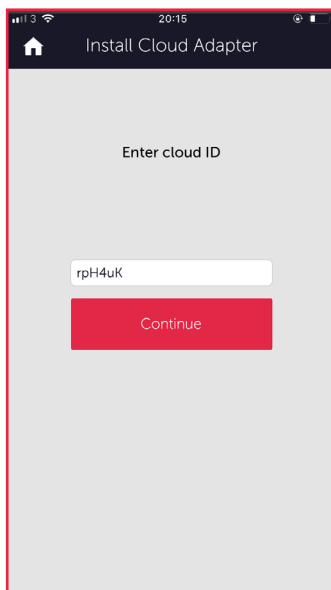
3. Installation

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.

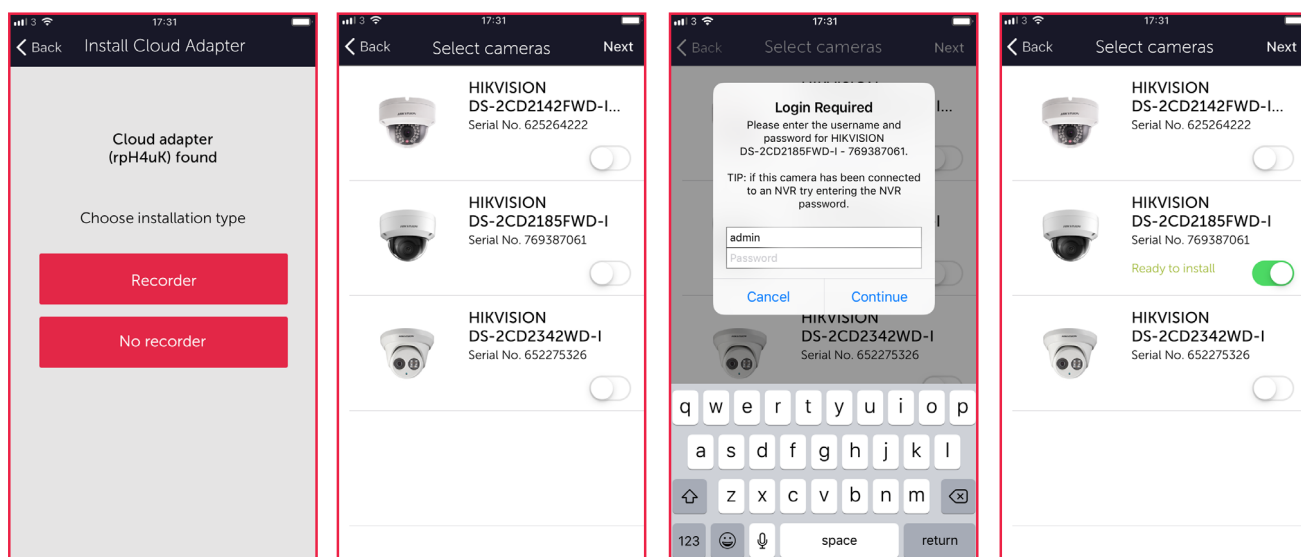
3.2 Setting up Cloud Adapter

- Ensure that the cameras are connected to power and network
- Connect the Cloud Adapter to network **and then** power
- 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.



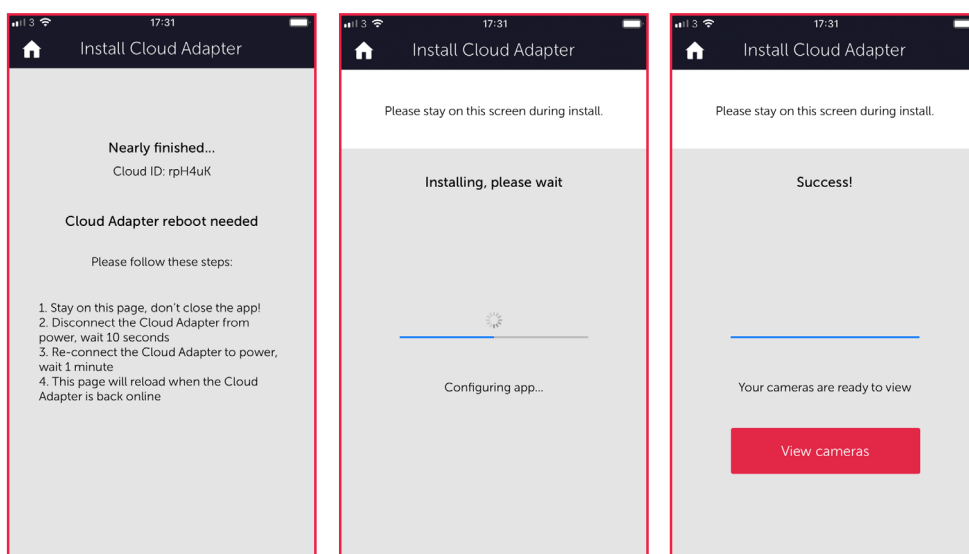
3.3 Discovering and selecting cameras

- Once you have entered the Cloud ID, select 'No recorder'. 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 passwords (or asked to set new ones if the cameras are brand new)
- Once all cameras are authenticated they will show as 'Ready to install'
- Tap 'Next' to continue



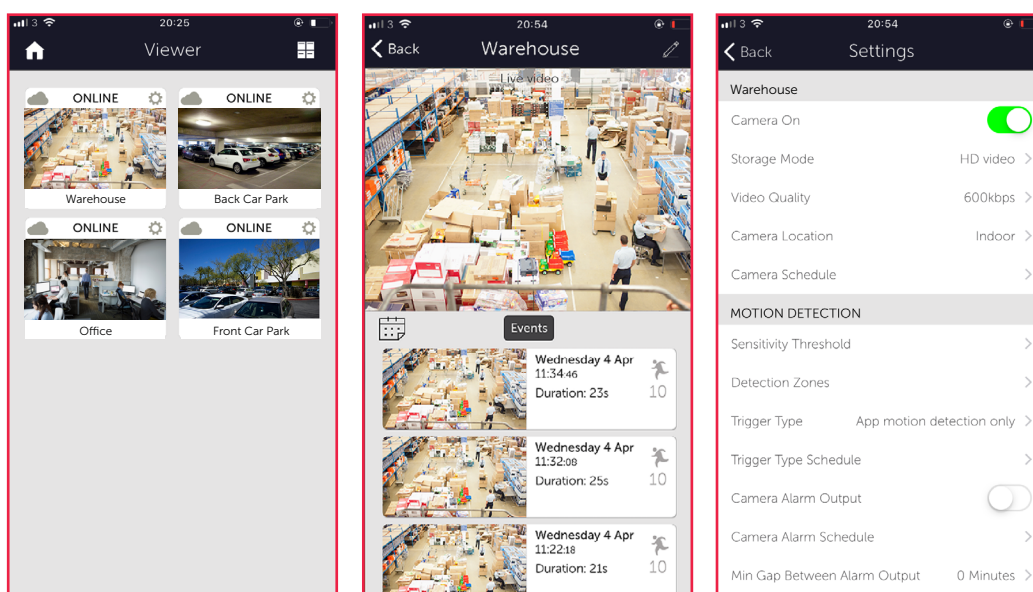
3.4 Completing installation

- 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'



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



Please note: If the cameras were brand new you'll need to ensure every camera has a valid, routable IPv4 address. You can do this by enabling DHCP or assigning static IP addresses.

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.