.videoloft

Installation Guide

Hikvision / Hikvision OEM

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1. Pre-installation

1.1 What you'll need

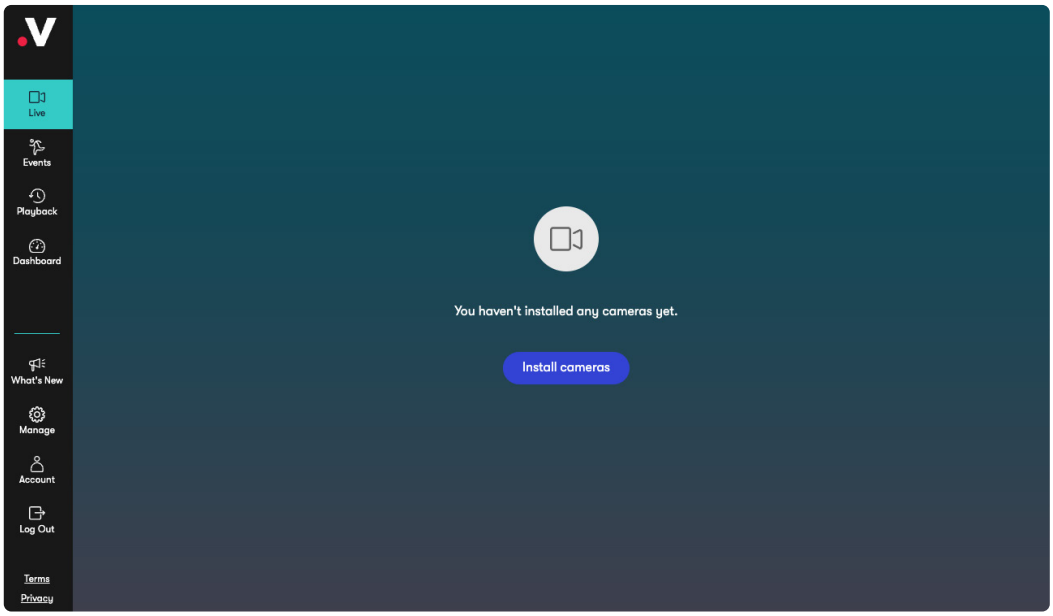
- Videoloft Cloud Adapter and its Cloud ID.
  - > If the installation is Hikvision or Hikvision OEM cameras recording straight to the cloud (no local DVR/NVR), you'll need the username and password of the cameras.
  - > If the installation is backing up a Hikvision or Hikvision OEM NVR/DVR, you'll need the username, password and IP address of the recorder.
- A computer with access to the internet, or the latest version of the Videoloft app.

1.2 Compatible hardware

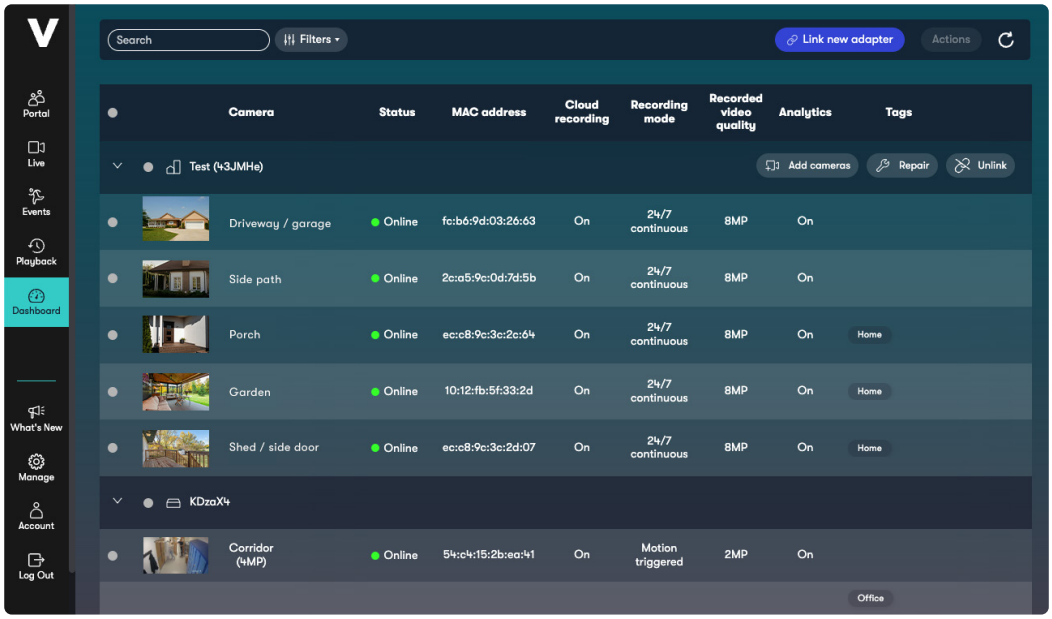
- Videoloft is directly compatible with all Hikvision DVRs, NVRs and IP cameras with a substream, including Hikvision OEM. Please contact us if:
  - > The cameras you're installing have very old firmware as it might need updating for our software to work.
  - > You want to use specific Hikvision OEM brands - we haven't tested them all but will be able to advise further if you tell us the model numbers.
- Each camera/recorder channel needs to have a unique IP address for Videoloft to work. If they are on the default IP then DHCP will be enabled as part of the installation process but please note this requirement if you make network adjustments post install.

2. Cloud Adapter set up

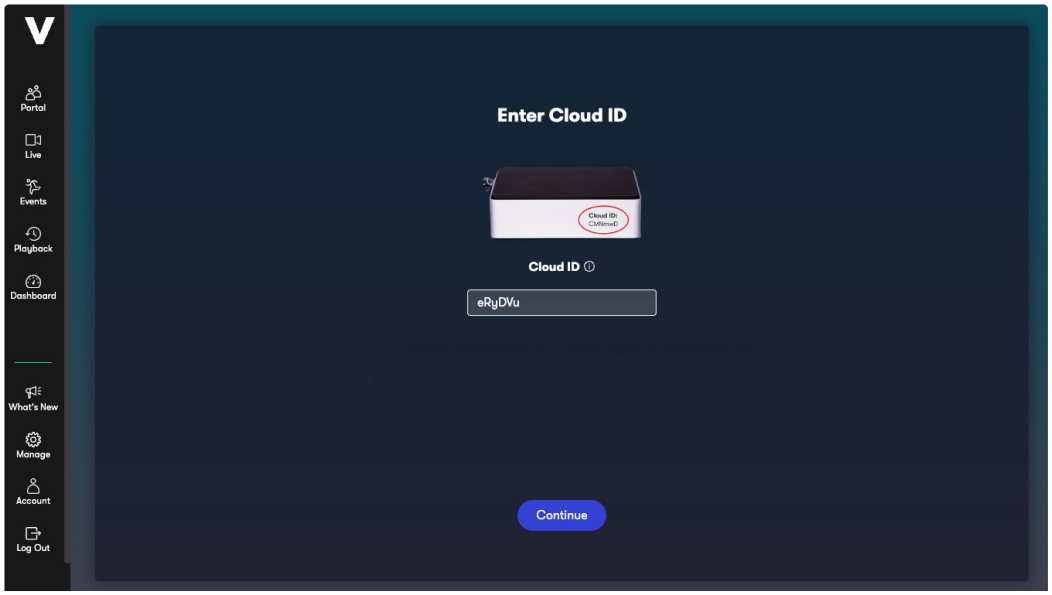
- Connect the Ethernet cable to a spare port on your router (or use a switch if no ports are available), then to the Cloud Adapter.
- Connect the Cloud Adapter to power after connecting to the internet.
- Ensure cameras are also connected to the same network and power.
- **Wait 5 minutes before proceeding to the next step.**
- Login to the Videoloft website. You can also run installations from the Videoloft mobile app if required.
- If there are no cameras installed on the account you'll see this screen, click 'Install cameras'.



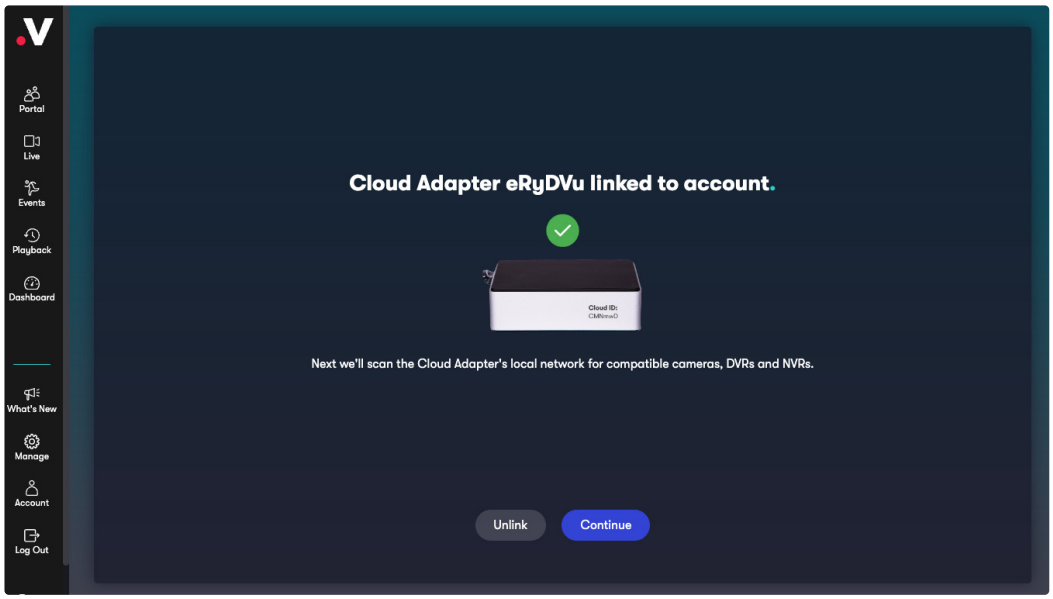
- If there are already cameras on the account, go to 'Dashboard' and click 'Link new adapter'.



- Enter the Cloud ID and click ‘Continue’, note that the Cloud ID is case sensitive.



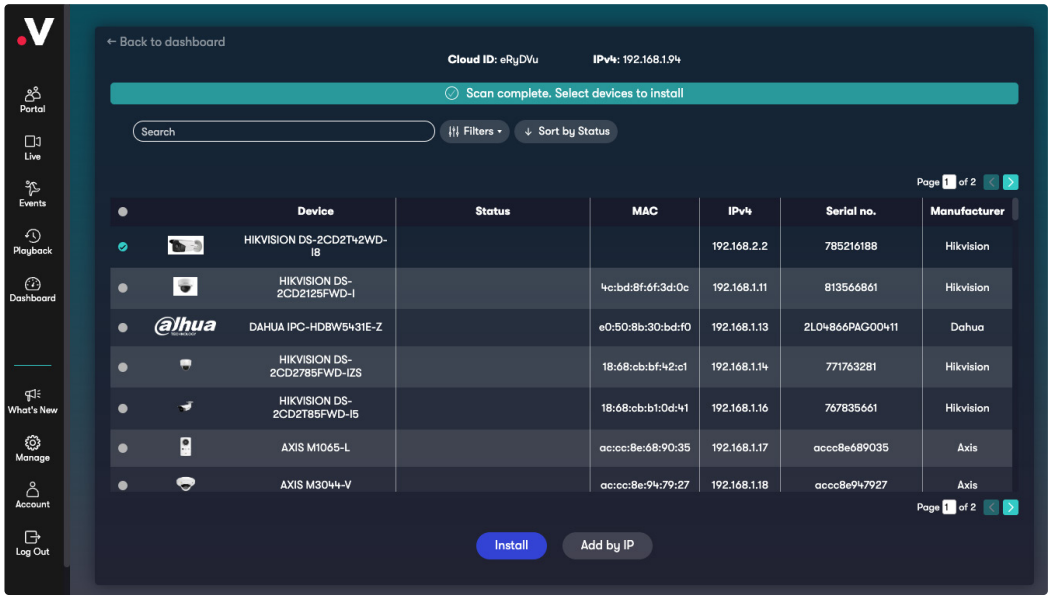
- When the Cloud Adapter is discovered, it will be linked with the account. Click ‘Continue’. Videoloft will then discover all cameras and recorders connected to the same network as the Cloud Adapter.

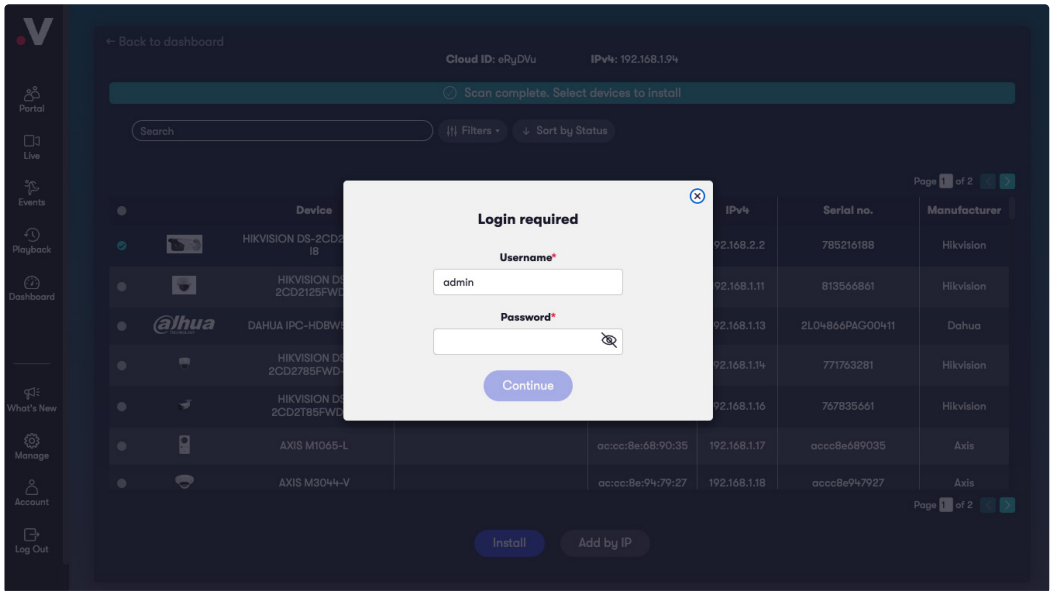


3. Installation

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

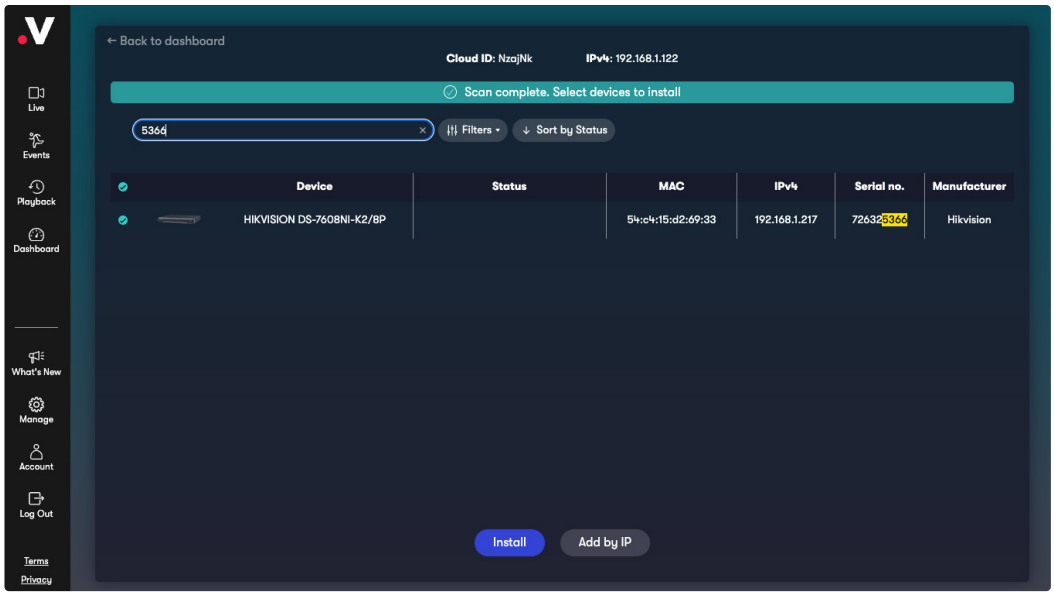
- Select the required cameras and click Install. You'll be prompted for the camera username and password (or asked to set new ones if the cameras are brand new).
- Once the camera(s) are authenticated they will show as 'Ready to install' and the installation process will begin.

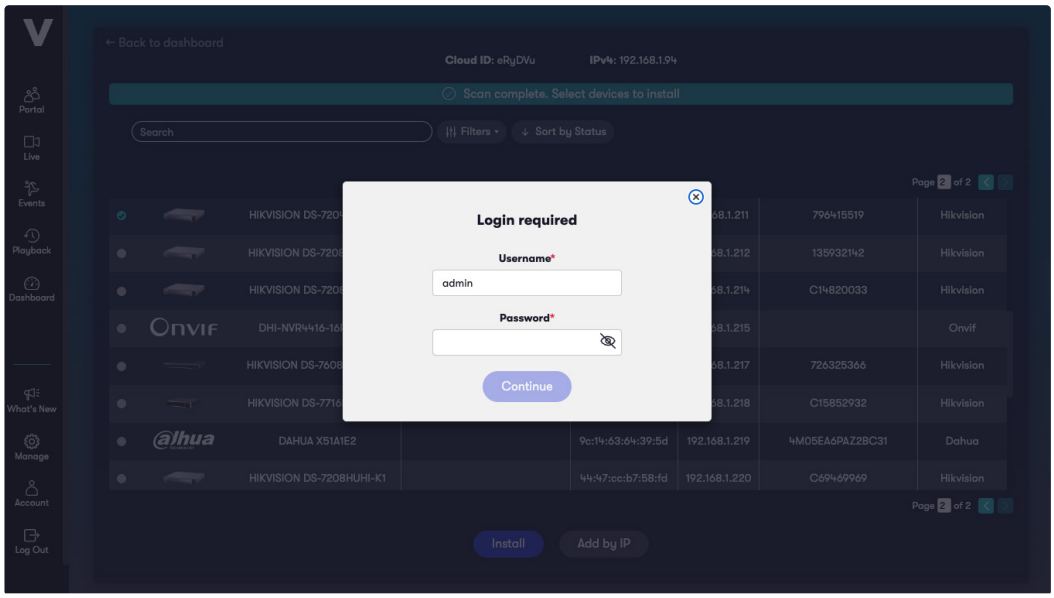




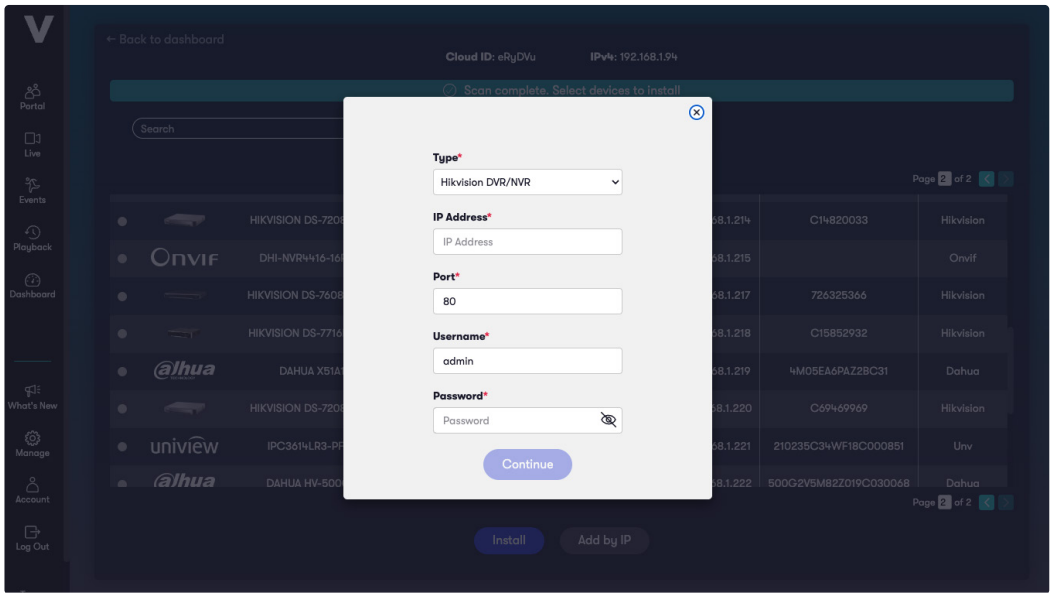
3.2 Cameras recording to the cloud + local DVR/NVR

- Select the required recorder. You'll be prompted for the DVR/NVR username and password.

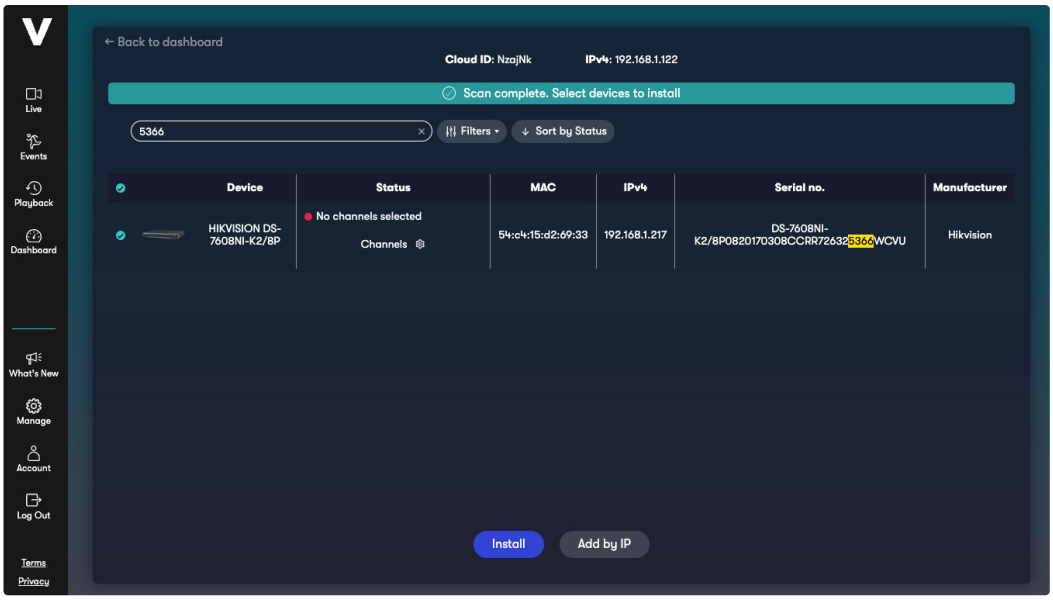




- If your recorder doesn't automatically appear in the list, click on 'Add by IP'. Change type to 'Hikvision DVR/NVR', enter the IP address, and the DVR/NVR username and password, then click 'Continue'.



- Once authenticated, click the settings cog to choose which recorder channels you want to connect to Videoloft.



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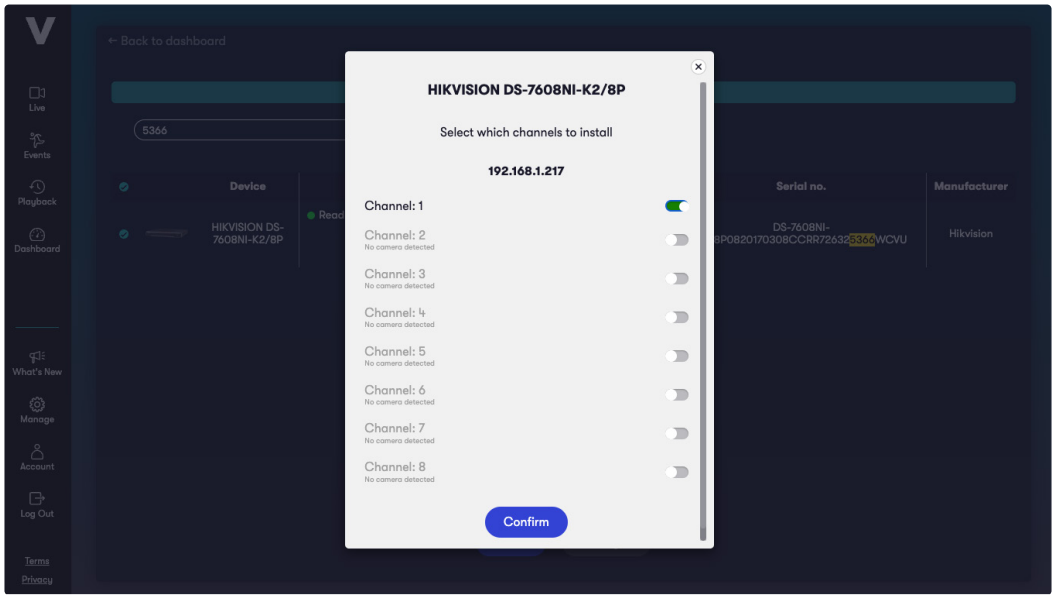
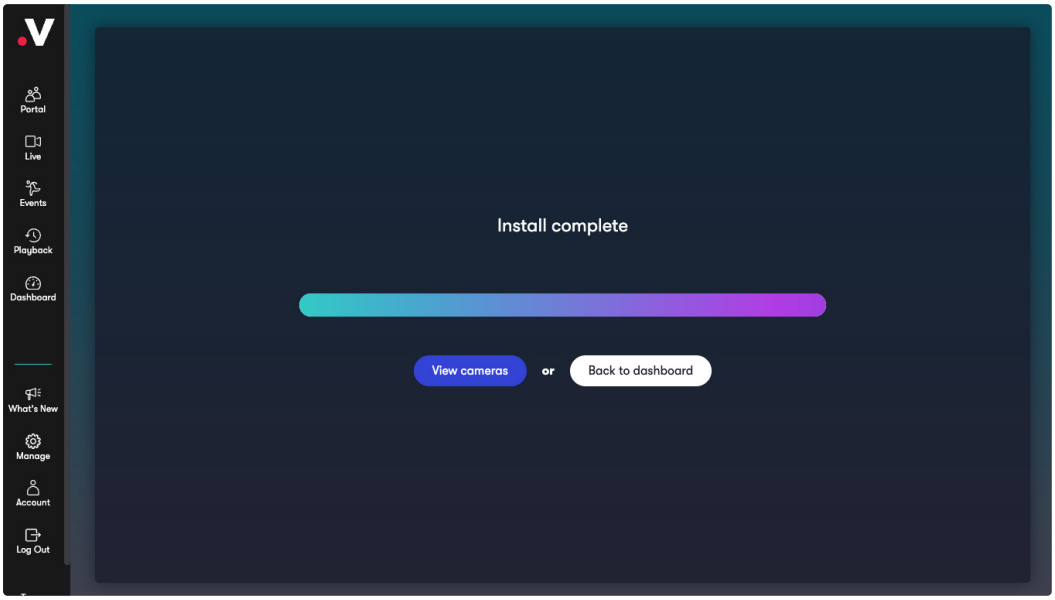


3.3 Completing installation

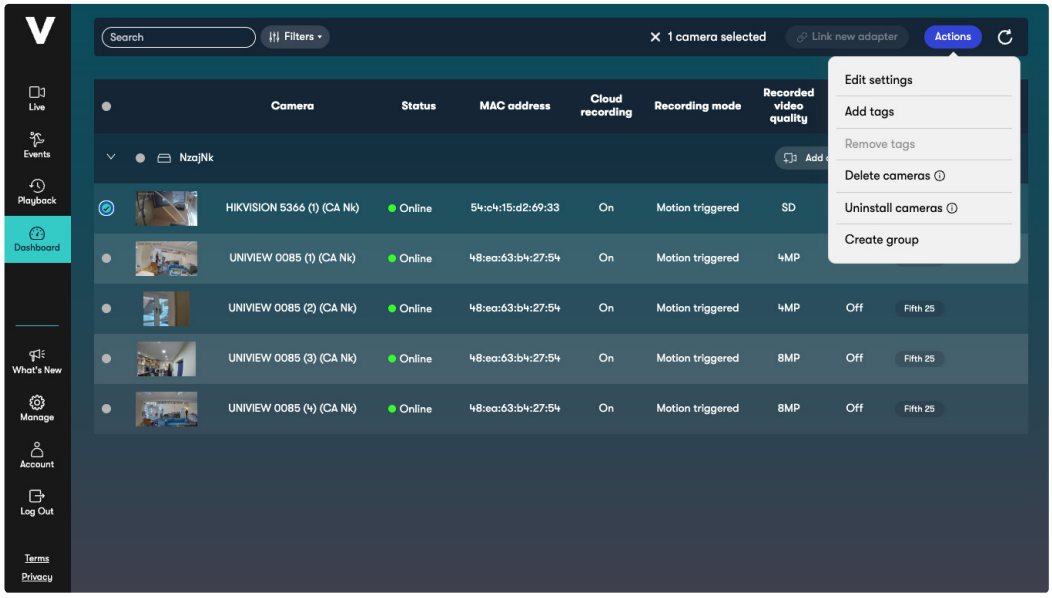
- Once you have selected all of the cameras you want to install, click ‘Install’ and stay on this screen for approximately 30 seconds while the cameras are connecting.
- Once the installation is complete, choose to ‘View camera’ or go ‘Back to dashboard’.

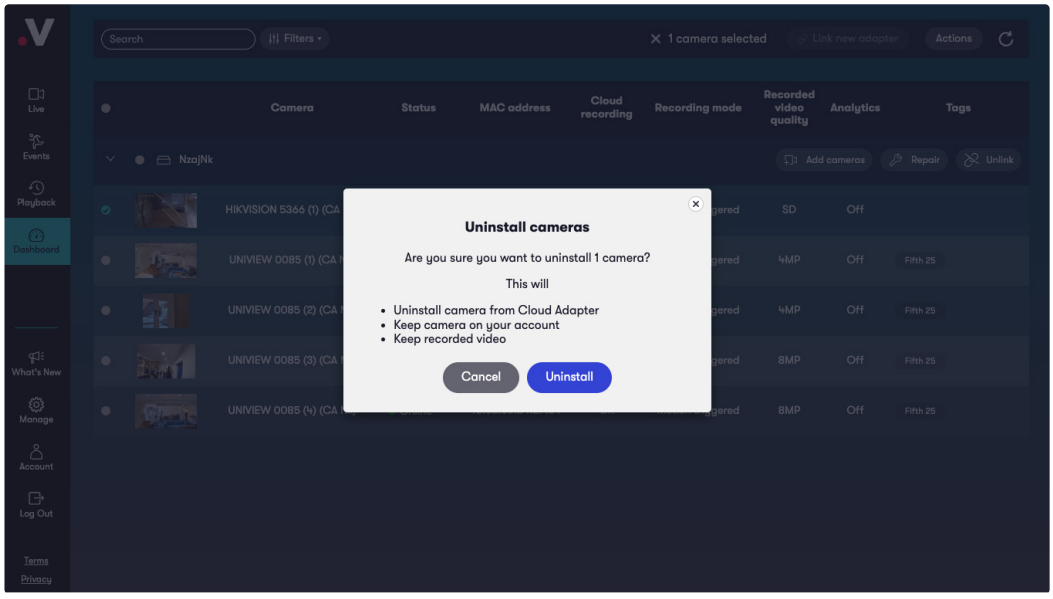


Appendices

Apdx 1: Uninstalling cameras from a Cloud Adapter

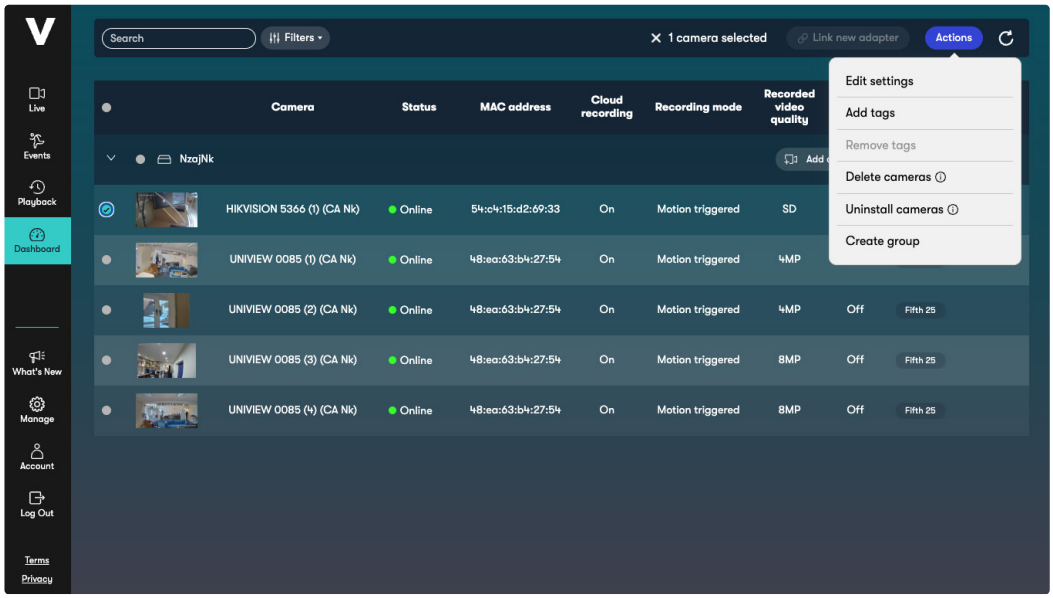
- Uninstalling a camera will remove the link between the camera and Cloud Adapter and stop future recording, but will retain its already recorded video on your account.
- Go to 'Dashboard', select the camera you wish to uninstall, click 'Actions' and 'Uninstall camera'.

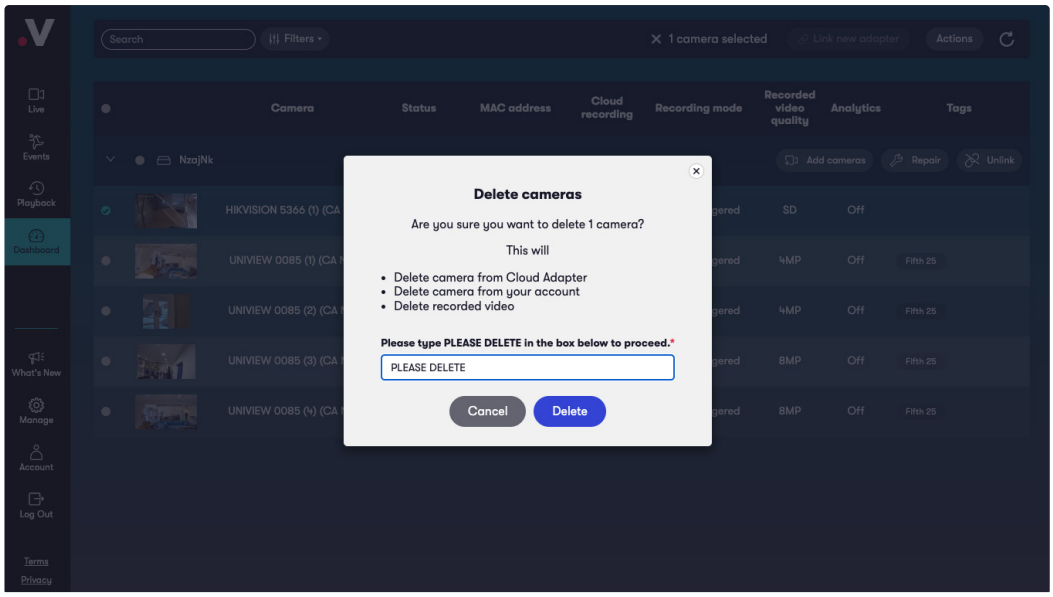




Apdx 2: Deleting cameras from a Cloud Adapter and your account

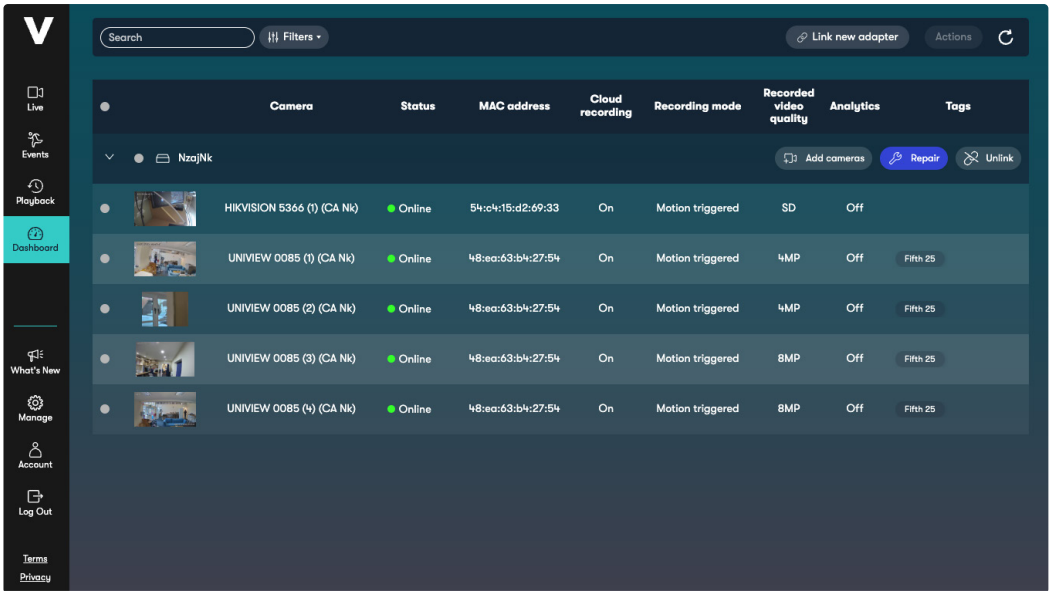
- Deleting a camera will completely remove the camera from your Cloud Adapter and your account, including all recorded video.
- Go to 'Dashboard', select the camera you wish to delete, click 'Actions' and 'Delete camera'.

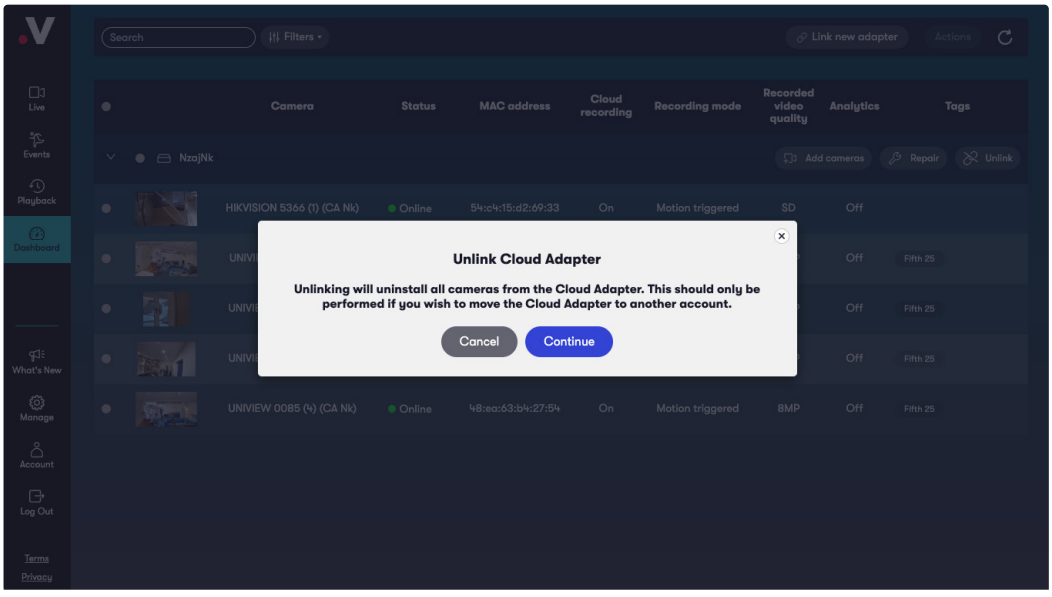




Apdx 3: Repairing a camera which is already installed

- Repairing a camera re-runs the initial installation process and can be useful when troubleshooting problems causing no video to be recorded.
- Go to 'Dashboard' and click 'Repair' next to the relevant Cloud Adapter.



Apdx 4: Unlinking a Cloud Adapter from your account

- Unlinking a Cloud Adapter from your account removes the connection of the camera and associated Cloud Adapter. This should only be done if you wish to move a Cloud Adapter to another account.
- Go to 'Dashboard' and click 'Unlink' next to the relevant Cloud Adapter.