

# ONVIF

## Installation Guide



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# 1. Pre-installation

## 1.1 What you'll need

- Videoloft Cloud Adapter and its Cloud ID.
- Username and password of the cameras.
- Smartphone or tablet with the latest Videoloft app.

## 1.2 Compatible hardware

- Videoloft is compatible with a wide range of brands via ONVIF. We have tested cameras from the following brands:
  - Amcrest
  - Bosch
  - H-View
  - Onwotes
  - Panasonic
  - Sony
  - Vivotek
  - Wisenet
- Videoloft may also work with other brands of camera via ONVIF. We support devices with ONVIF profiles S and T, but recommend testing on your specific device as there is little consistency in the way that different brands implement the ONVIF standards.



We recommend that you test that your specific ONVIF enabled camera model is compatible with Videoloft and ONVIF before you take it to site to install. Most ONVIF enabled cameras work well with Videoloft but we have seen problems with some ONVIF capable models.

## 1.3 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:
  - Activate device.\* Please ensure that the ONVIF user you create has admin level permissions.
  - Configure the camera's IP address. Every camera needs a valid, static, routable IPv4 address and needs to be able to talk to the Cloud Adapter over the Local Area Network.
  - Ensure the video codec for the camera mainstream and substream is configured to H.264.
  - Reboot device.

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.

\* 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.

## 1.4 Your account

- Download the Videoloft app and login with your username and password.

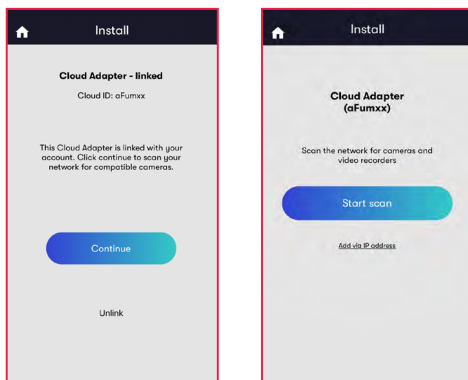
## 2. Cloud Adapter set up

### 2.1 Connecting Cloud Adapter to network – see [tutorial video](#)

- You will first have to connect the Cloud Adapter to the network **and then** power. To connect it to the network you will need:
  - Cloud Adapter power supply.
  - Ethernet cable.
- First connect the ethernet cable to a spare port on your internet router. If you do not have a spare port available, you can use a switch to add more ports.
- Connect the ethernet cable to the Cloud Adapter.
- Connect the Cloud Adapter to power. It is important that this is done **after** the internet connection.
- Before proceeding, ensure that the cameras are also connected to network and power.
- **Wait for 5 minutes before proceeding to the next step.**

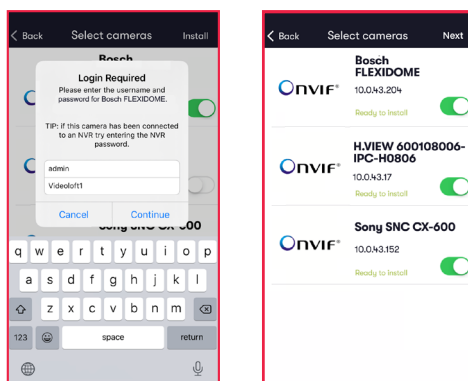
### 2.2 Setting up Cloud Adapter

- Check you have the latest version of the Videoloft app and log in with your account credentials.
- Tap ‘Install’ on the main menu to begin the install process and enter the Cloud ID. This can be found on a sticker on the side of the Cloud Adapter. Note that the Cloud ID is case sensitive.
- When the Cloud Adapter is discovered, it will be linked to your account. Tap ‘Continue’ to proceed.
- Once you’ve entered the Cloud ID, tap ‘Start scan’. The Videoloft app will then discover all cameras connected to the same network as the Cloud Adapter.



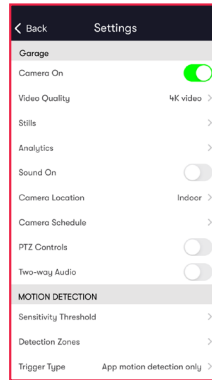
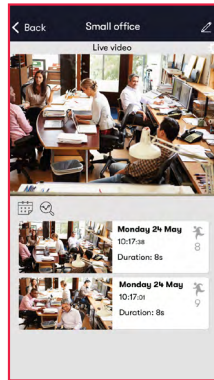
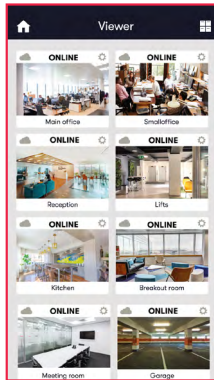
## 3. Installation

- Select the required cameras. You’ll be prompted for the camera usernames and passwords.
- Once all cameras are authenticated they will show as ‘Ready to install’. Tap ‘Next’ to continue.
- Stay on the app screen for approximately 30 seconds while the cameras are connecting.
- Once installation is complete, tap ‘View cameras’.



## 4. Post-installation

- 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.

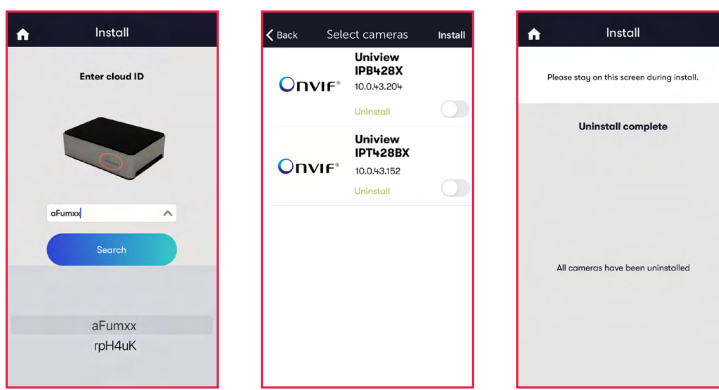


## Appendix 1: Installing more than 1 Cloud Adapter

- The Cloud Adapter 8 supports 8 cameras or recorder channels, and the Cloud Adapter 16 supports 16. If you are connecting more than 8 or 16 cameras respectively you'll need to set up multiple Cloud Adapters on your account. You can connect the Cloud Adapters to the network simultaneously, but will need to run the installation steps through the Videoloft app one Cloud Adapter at a time. 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.

## Appendix 2: Uninstalling cameras

- Tap 'Install' on the main menu to begin the uninstall process and from the dropdown list choose the Cloud Adapter from which you want to uninstall cameras.
- Once you have entered the Cloud ID, tap 'Start scan'. The Videoloft app will then discover all cameras installed to the Cloud Adapter.
- Unselect the cameras you want to uninstall, their label will then change from 'Installed' to 'Uninstall'.
- Tap 'Install' to continue.



## Appendix 3: Unlinking a Cloud Adapter from an account

- If you want to move a Cloud Adapter from one account to another, you must first unlink it from the original account to ensure that it is factory reset.
- Check that you have the latest version of the Videoloft app and log in with the original account credentials.
- Tap 'Install' on the main menu to begin the unlinking process.
- Enter the Cloud ID when prompted, or choose it from the drop down list.
- Tap 'Unlink' to proceed, then tap 'Continue' to confirm. You will then be returned back to the main page and receive a success message.
- You can now re-install the Cloud Adapter on a different account.

