videoloft

Installation Guide

Axis

1. Pre-installation

1.1 What you'll need 2
1.2 Compatible hardware 2
1.3 Customer account creation 2
1.4 Pre-configuration 2

2. Cloud Adapter set up 3

3. Installation 5

Appendices

1 Uninstalling cameras from a Cloud Adapter 7
2 Deleting cameras from a Cloud Adapter and your account 8
3 Repairing a camera which is already installed 9
4 Unlinking a Cloud Adapter from your account 9

1. Pre-installation

1.1 What you'll need

- Videoloft Cloud Adapter and its Cloud ID.
- Username and password of the cameras.
- 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 Axis IP cameras.
- If the cameras are brand new you'll need to configure the camera's IP address. Every camera needs a valid, IPv4 address and needs to be able to talk to the Cloud Adapter over the Local Area Network. You can do this by enabling DHCP.

1.3 Customer account creation

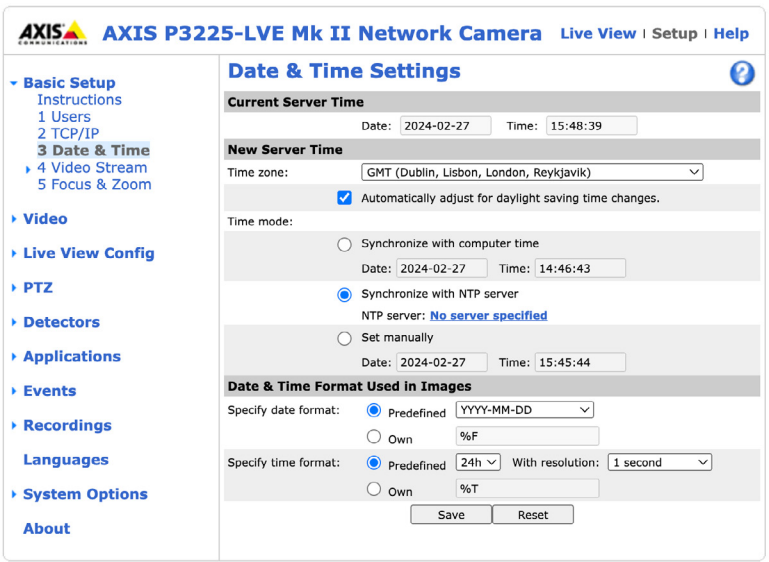
- You'll need to create an account for your customer before you set up their cameras. To do this, log into the Videoloft partner portal here. Once you have logged in, go to 'Customers' and press 'Add new'.
- You'll be asked to create their username/password and select their cloud recording plan.

1.4 Pre-configuration

- Before connecting to Videoloft, log in to the camera interface and ensure that the following settings are implemented:

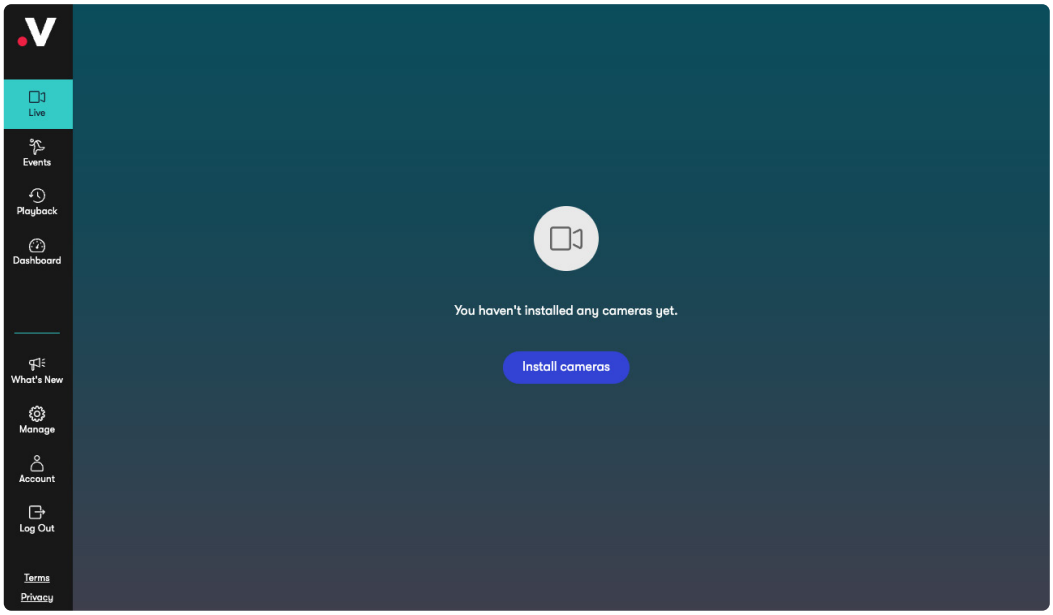
  > Password has been set.

  > Time has been synchronized with NPT.

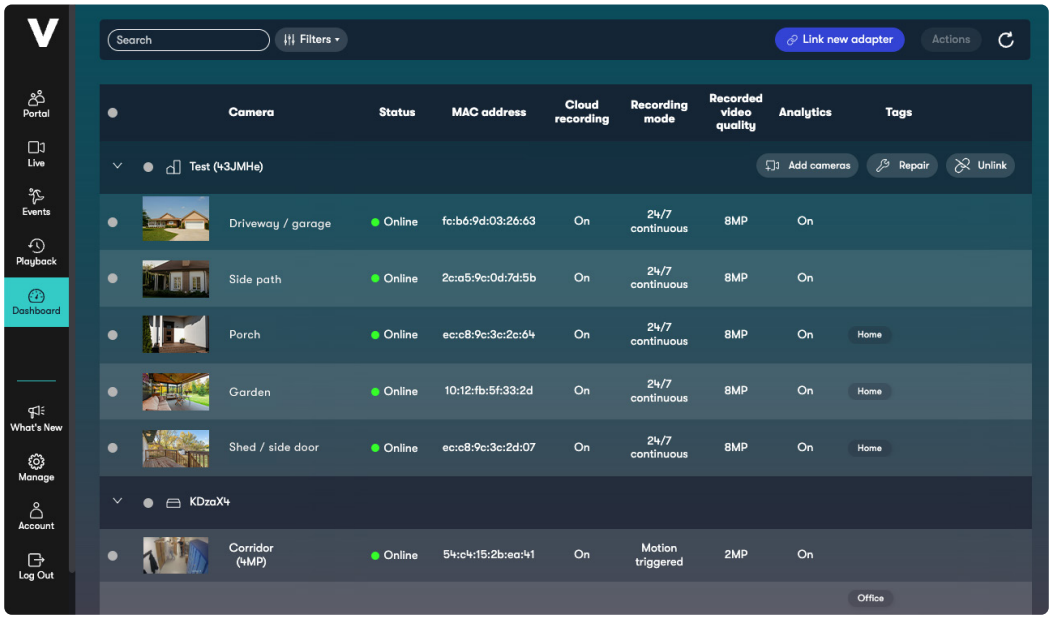


2. Cloud Adapter set up

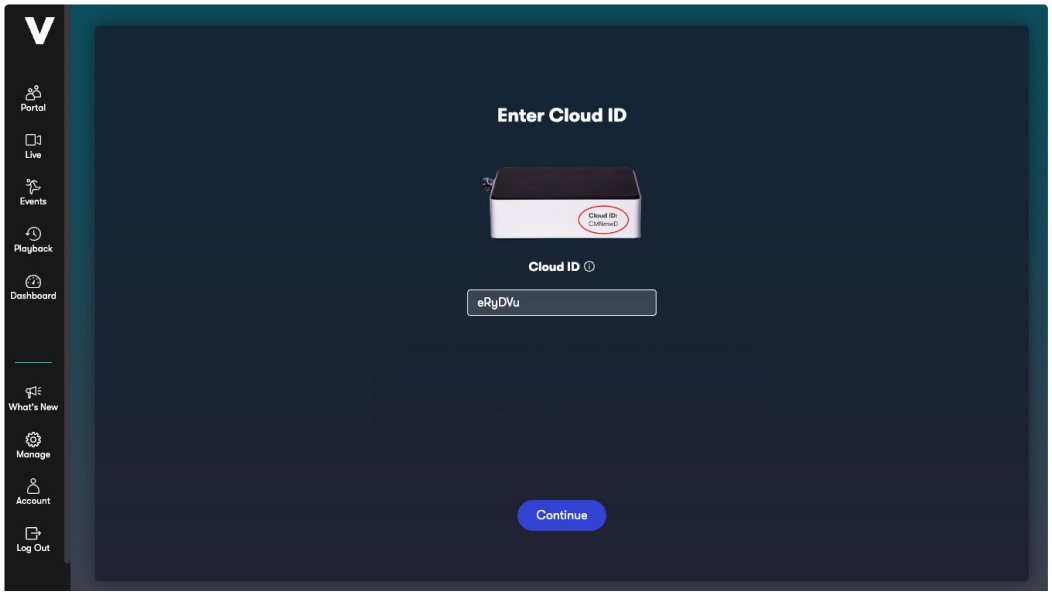
- Ensure that the cameras/recorders are connected to power and network.
- Connect the Cloud Adapter to network and then power, **then wait for 5 minutes before proceeding to the next step.**
- Login to the Videoloft website with your customer's login credentials.
  You can also run installations from the Videoloft mobile app if required.
- If there are no cameras installed on the account you'll see this screen, click 'Install cameras'.



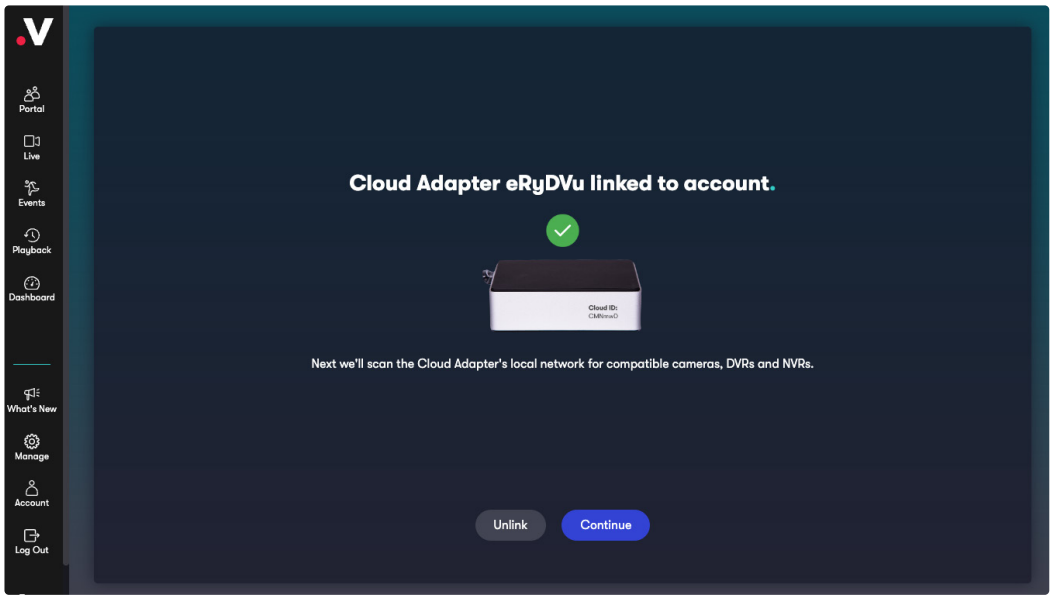
- If there are already cameras on the account, go to 'Dashboard' and click 'Link new adapter'.



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

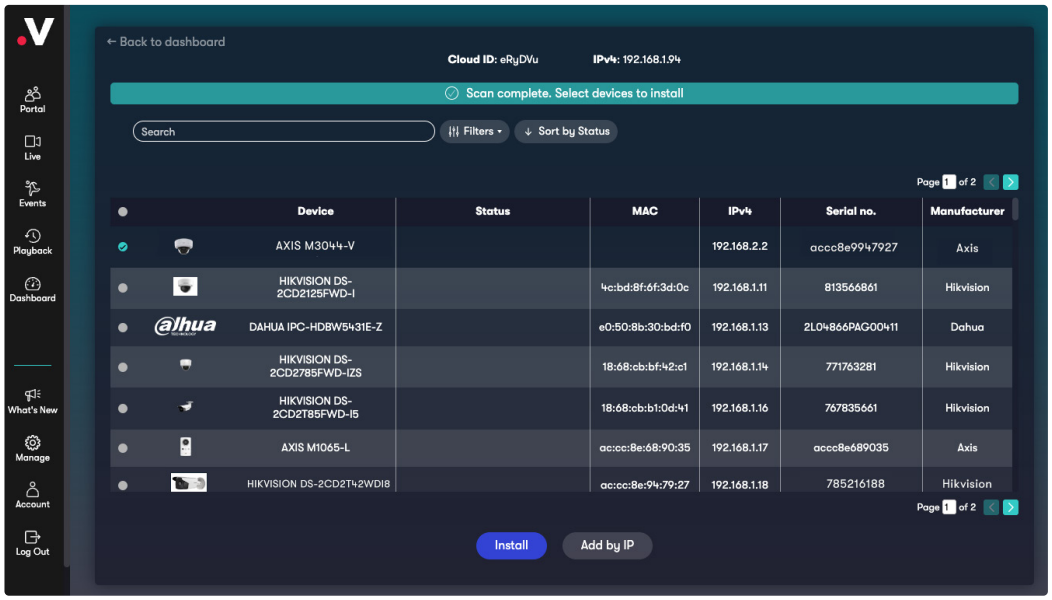


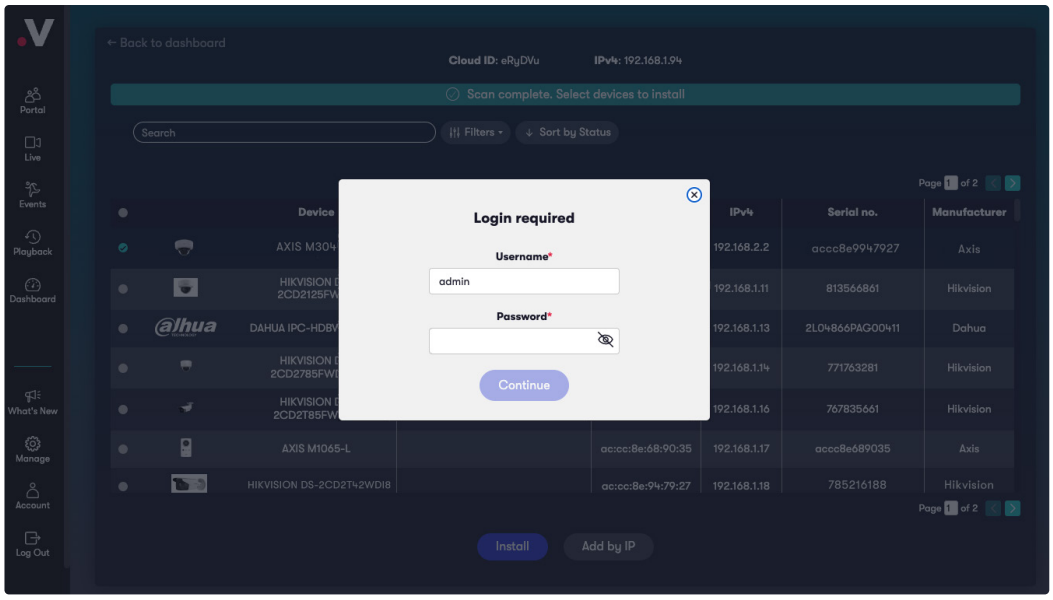
- When the Cloud Adapter is discovered, it will be linked with the account. Click ‘Continue’. Videoloft will then discover all cameras and recorders connected to the same network as the Cloud Adapter.



3. Installation

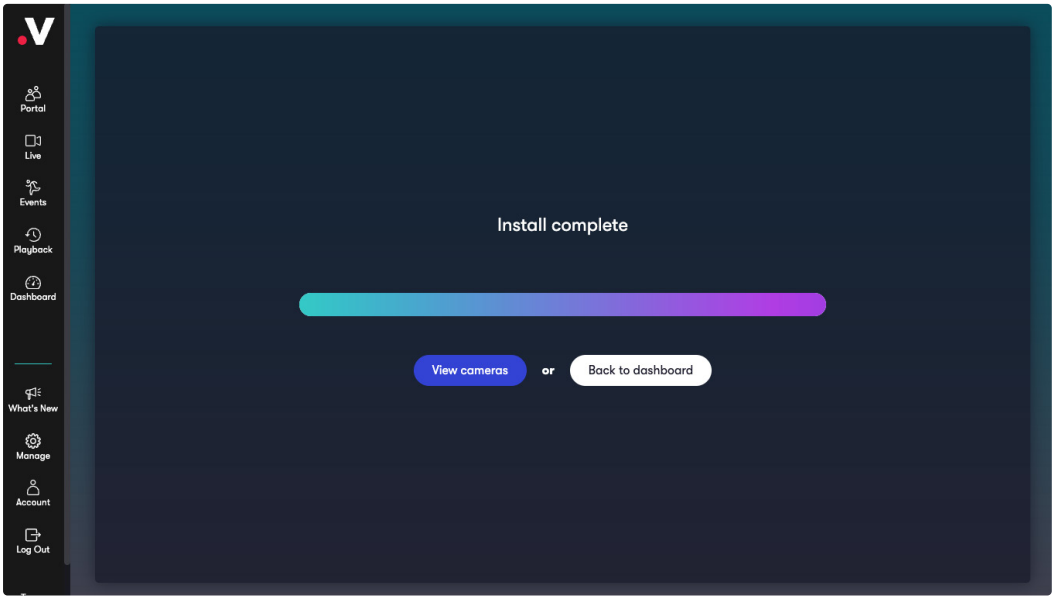
- Select the required cameras and click Install. You'll be prompted for the camera username and password.
- Once the camera(s) are authenticated they will show as 'Ready to install' and the installation process will begin.





- Please note: Your Axis camera may show up twice in the camera list. If that happens, please install the Axis one instead of the ONVIF one.

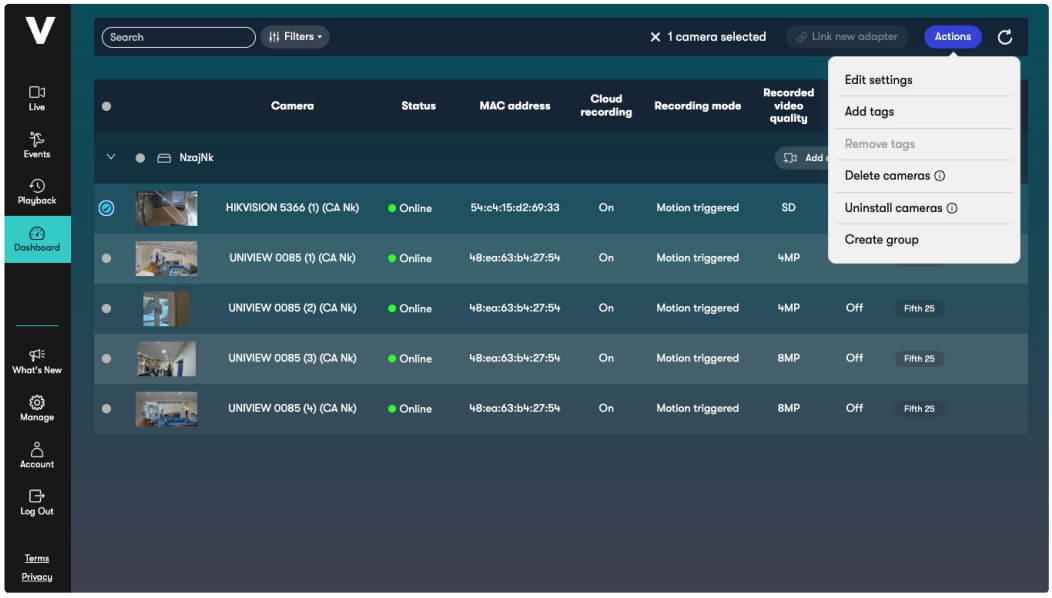
- Once you have selected all of the cameras you want to install, click ‘Install’ and stay on this screen for approximately 30 seconds while the cameras are connecting.
- Once the installation is complete, choose to ‘View camera’ or go ‘Back to dashboard’.

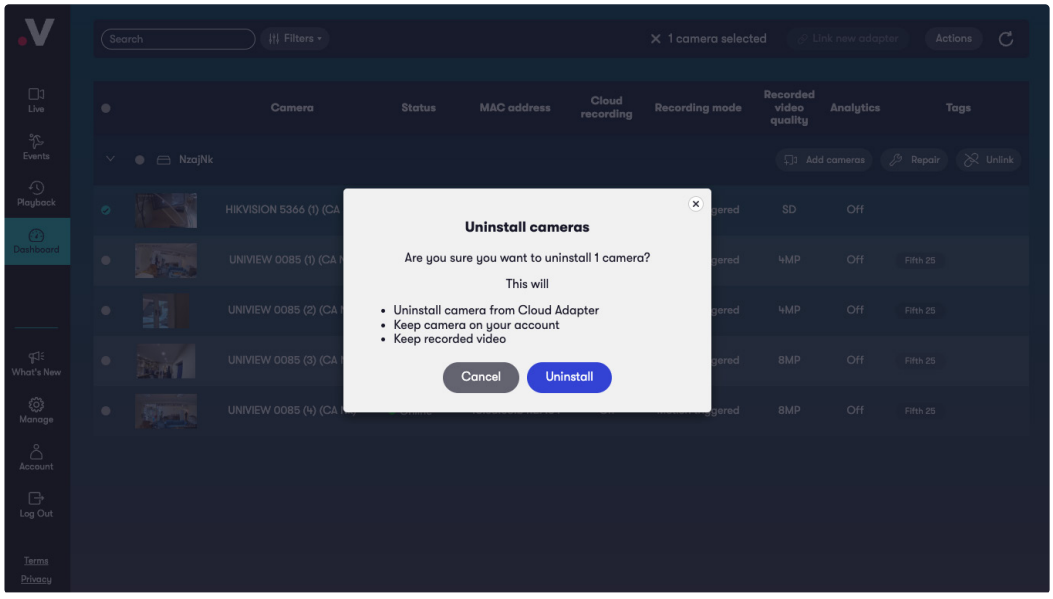


Appendices

Apdx 1: Uninstalling cameras from a Cloud Adapter

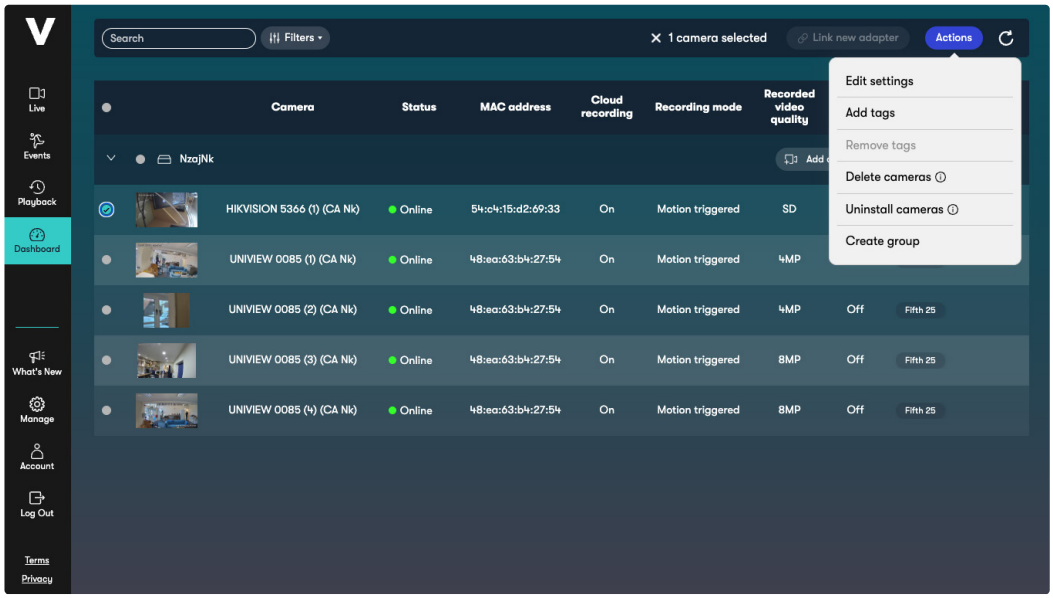
- Uninstalling a camera will remove the link between the camera and Cloud Adapter and stop future recording, but will retain its already recorded video on your account.
- Go to 'Dashboard', select the camera you wish to uninstall, click 'Actions' and 'Uninstall camera'.

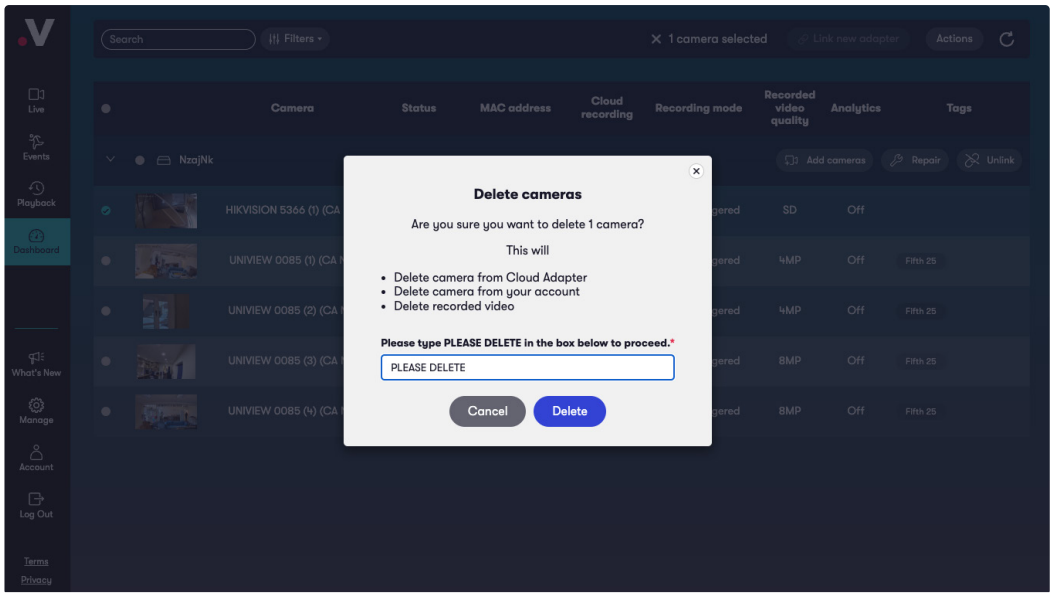




Apdx 2: Deleting cameras from a Cloud Adapter and your account

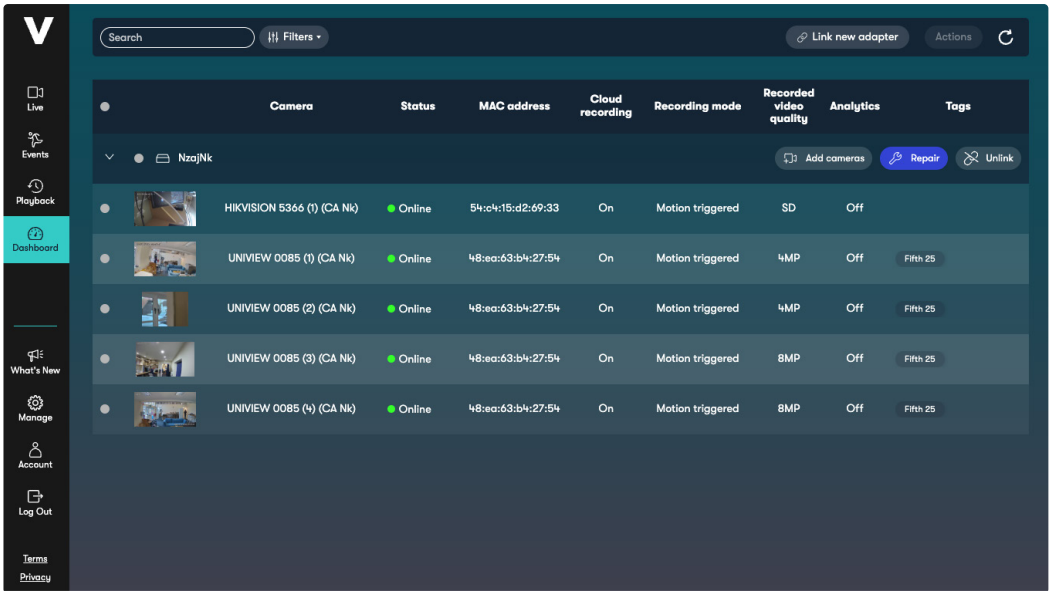
- Deleting a camera will completely remove the camera from your Cloud Adapter and your account, including all recorded video.
- Go to 'Dashboard', select the camera you wish to delete, click 'Actions' and 'Delete camera'.

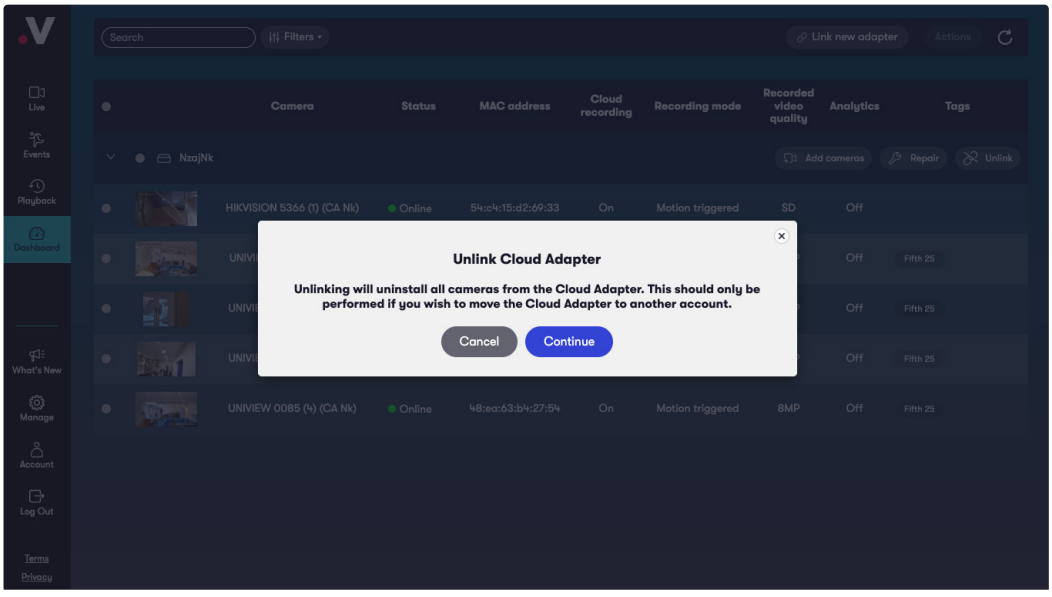




Apdx 3: Repairing a camera which is already installed

- 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.