

Hikvision / Hikvision OEM

Installation Guide



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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.
- Smartphone or tablet with the latest 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, it might 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.

1.3 Subscriber account creation

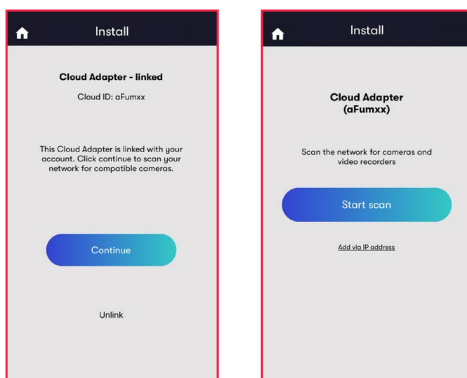
- You'll need to create an account for your subscriber before you set up their cameras. To do this log into the Videoloft partner portal [here](#). Once you have logged in, go to 'Subscribers' and press 'Add new'.
- You'll be asked to create their username/password and select their cloud recording plan.



Unfortunately, Hik Connect encryption disrupts our service and will need to be disabled. All video is saved to the Videoloft cloud using 256-bit encryption and is transmitted over encrypted TLS (HTTPS) channels.

2. Cloud Adapter set up

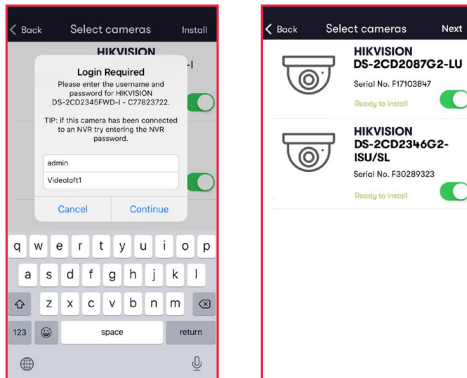
- Ensure that the cameras/recorders are connected to power and network.
- Connect the Cloud Adapter to network and then power, **then wait for 5 minutes before proceeding to the next step.**
- Check you have the latest version of the Videoloft app and log in with your subscriber's account credentials.
- 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 with the account you are using to set it up. Tap 'Continue' to proceed.
- Once you've entered the Cloud ID, tap 'Start scan'. The Videoloft app will then discover all cameras and recorders connected to the same network as the Cloud Adapter.



3. Installation

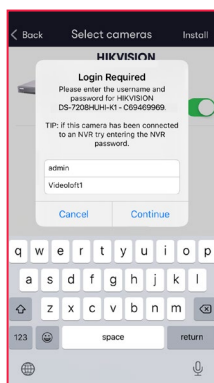
3.1 IP cameras recording directly to cloud (no local DVR/NVR)

- Select the required cameras. You'll be prompted for the camera usernames and 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.

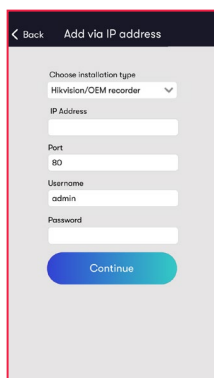


3.2 Cameras recording to cloud + local DVR/NVR

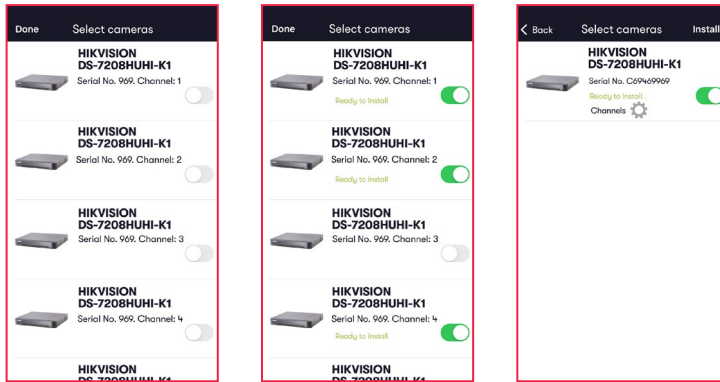
- Select the required recorder. You'll be prompted for the DVR/NVR username and password.



- If your recorder doesn't automatically appear in the list, navigate back to the first screen by tapping 'Back' and then tap on 'Add via IP address'. Change installation type to 'Hikvision/OEM recorder', enter the IP address, and the DVR/NVR username and password, then tap 'Continue'.



- Select the required channels, then tap 'Done'. If you want to amend the channels, tap on the settings cog to return to the channel selection screen. Once you're happy with the selected channels tap 'Install'.

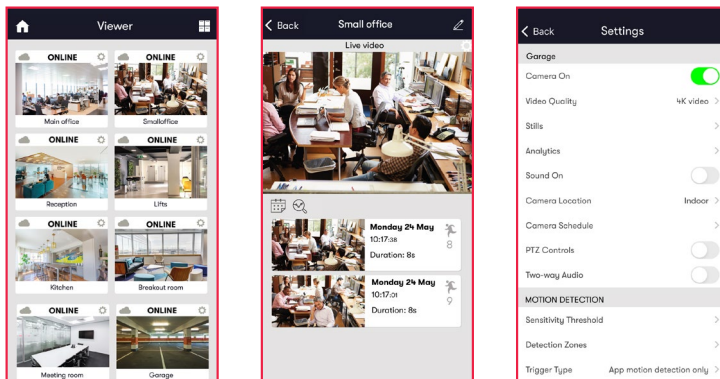


3.3 Completing installation

- 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.

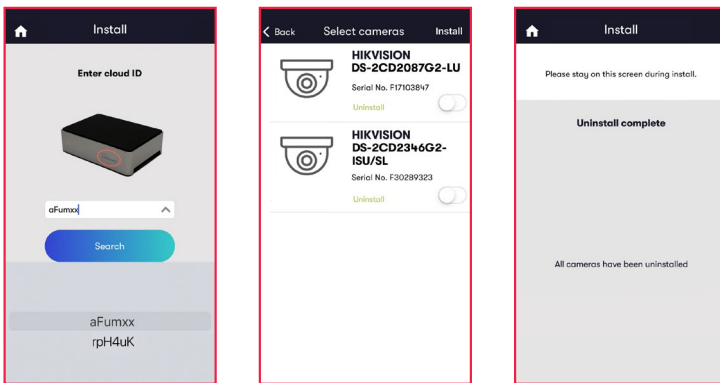


Appendix 1: Installing more than 1 Cloud Adapter

- 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 subscriber 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 dropdown 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 subscriber account.

