

Installation Guide

Reolink

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1. Pre-installation

1.1 What you'll need

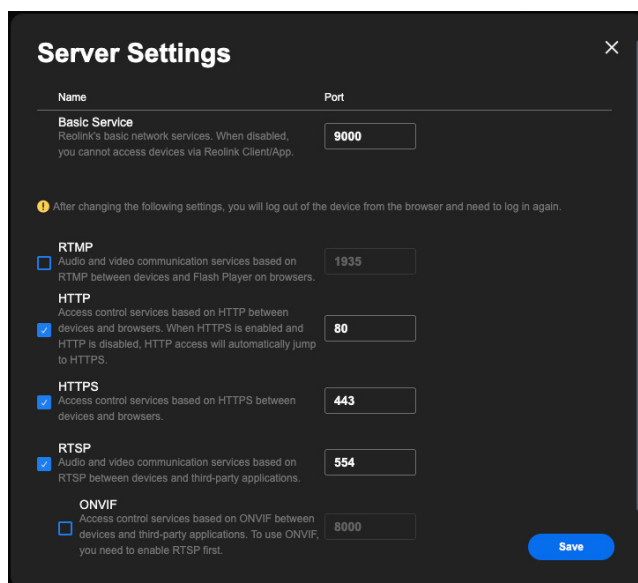
- Videoloft Cloud Adapter and its Cloud ID.
- If the installation is Reolink cameras recording straight to the cloud (no local DVR/NVR), you'll need the usernames and passwords of the cameras. It's advisable to refrain from using # in your password as this could cause connection problems.
- If the installation is backing up a Reolink NVR/DVR, you'll need the username, password and IP address of the recorder. It's advisable to refrain from using # in your password as this could cause connection problems.
- A computer with access to the internet, or the latest version of the Videoloft app.

1.2 Compatible hardware

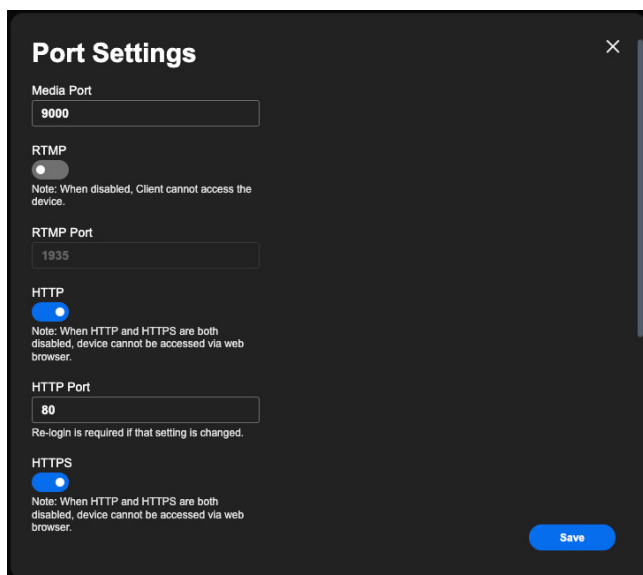
- Videoloft is compatible with most Reolink DVRs, NVRs and IP cameras with a sub stream, with a few exceptions:
 - > Battery operated cameras.
 - > Wi-Fi cameras, unless you can connect them with a LAN cable instead of using Wi-Fi.

1.3 Pre-configuration

- Before connecting to Videoloft, log in to the camera/recorder interface and ensure that the following settings are implemented
 - > Password has been changed from the default.
 - > Enable HTTP setting & enable RTSP setting (if this setting shows). These settings can be found in Settings -> Network Settings -> Advanced -> Port Settings or Server Settings.



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Port Settings

Media Port
9000

RTMP
☐
Note: When disabled, Client cannot access the device.

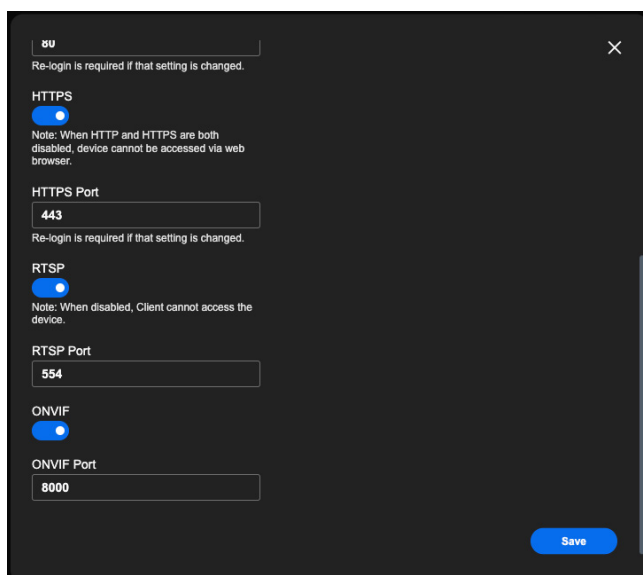
RTMP Port
1935

HTTP
☒
Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web browser.

HTTP Port
80
Re-login is required if that setting is changed.

HTTPS
☒
Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web browser.

Save



80
Re-login is required if that setting is changed.

HTTPS
☒
Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web browser.

HTTPS Port
443
Re-login is required if that setting is changed.

RTSP
☒
Note: When disabled, Client cannot access the device.

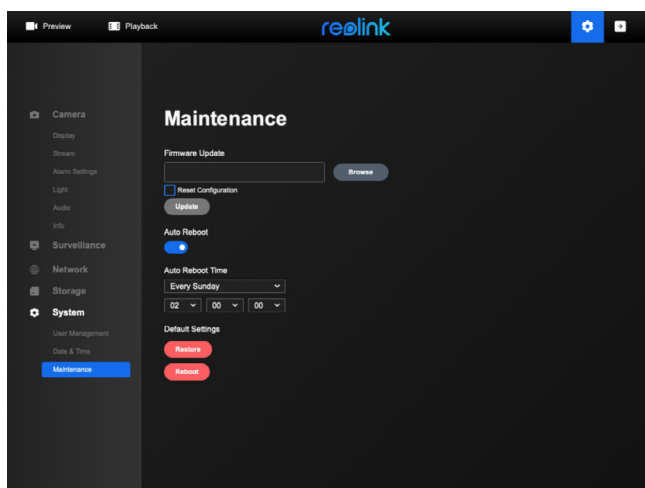
RTSP Port
554

ONVIF
☒

ONVIF Port
8000

Save

- Disable Auto Reboot in System > Maintenance.



Preview Playback reolink

Camera
Display
Stream
Alarm Settings
Light
Audio
Info

Surveillance

Network

Storage

System
User Management
Date & Time
Maintenance

Maintenance

Firmware Update
 Browse

☐ Reset Configuration
Update

Auto Reboot
☒

Auto Reboot Time
Every Sunday
02 00 00

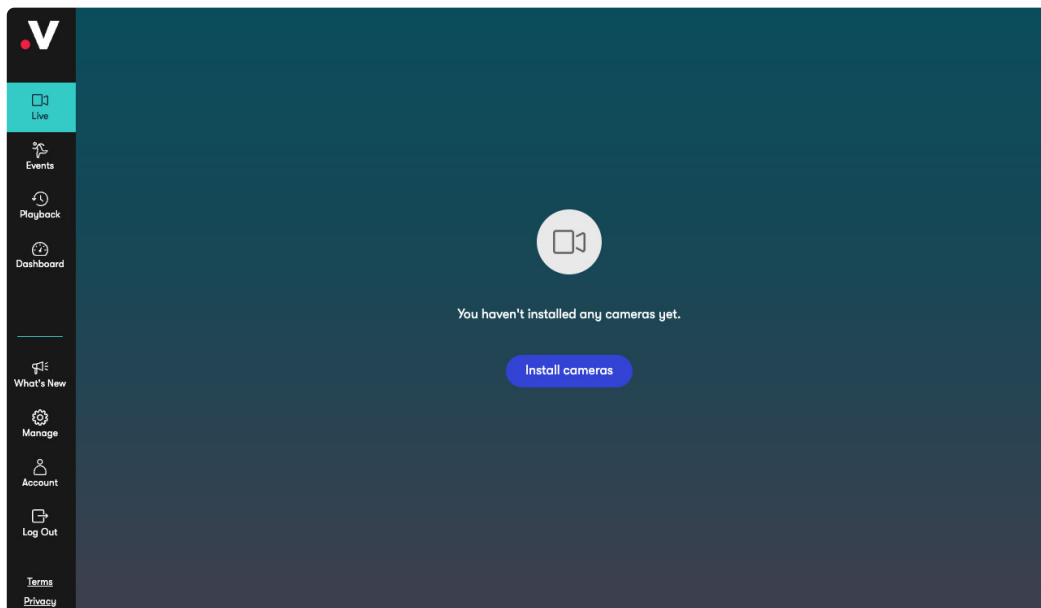
Default Settings
Factory Reboot

1.4 Customer account creation

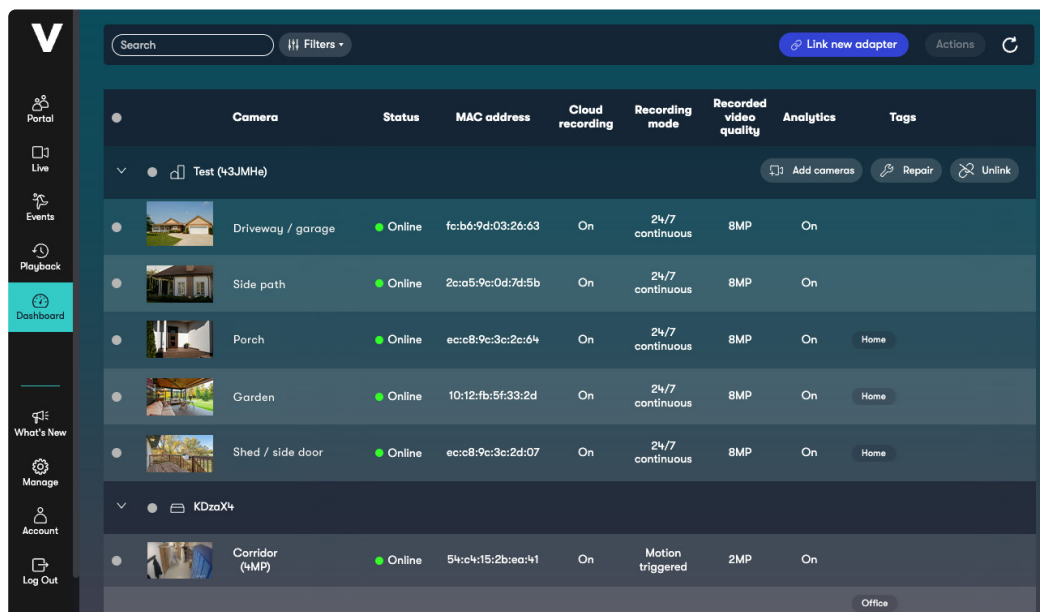
- You'll need to create an account for your customer before you set up their cameras. To do this, log into the Videoloft partner portal [here](#). Once you have logged in, go to 'Customers' and press 'Add new'.
- You'll be asked to create their username/password and select their cloud recording plan.

2. Cloud Adapter set up

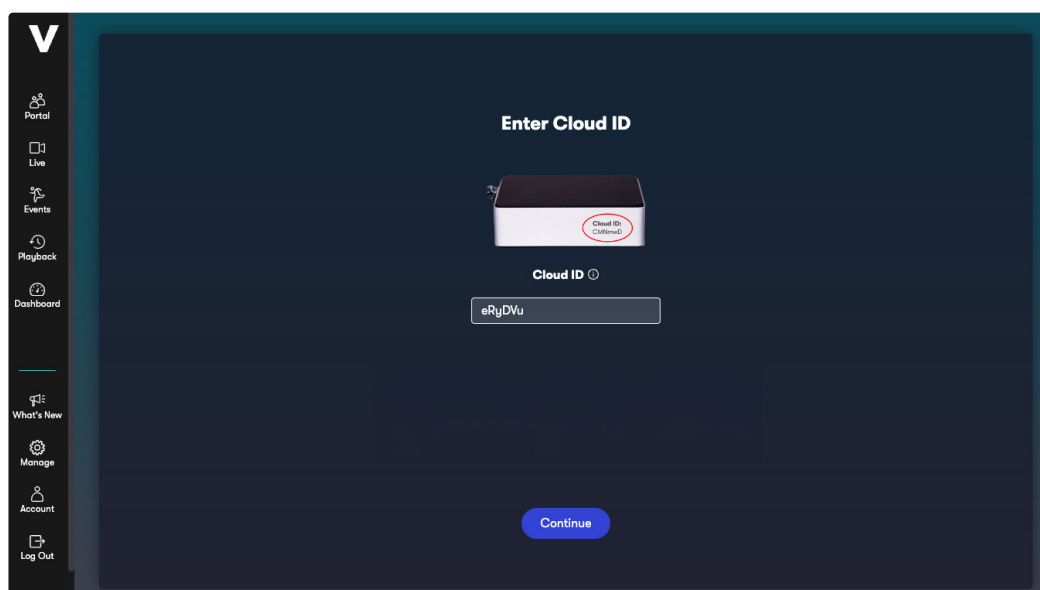
- Ensure that the cameras/recorders are connected to power and network.
- Connect the Cloud Adapter to network and then power, **then wait for 5 minutes before proceeding to the next step.**
- Login to the Videoloft website with your customer's login credentials. You can also run installations from the 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'.

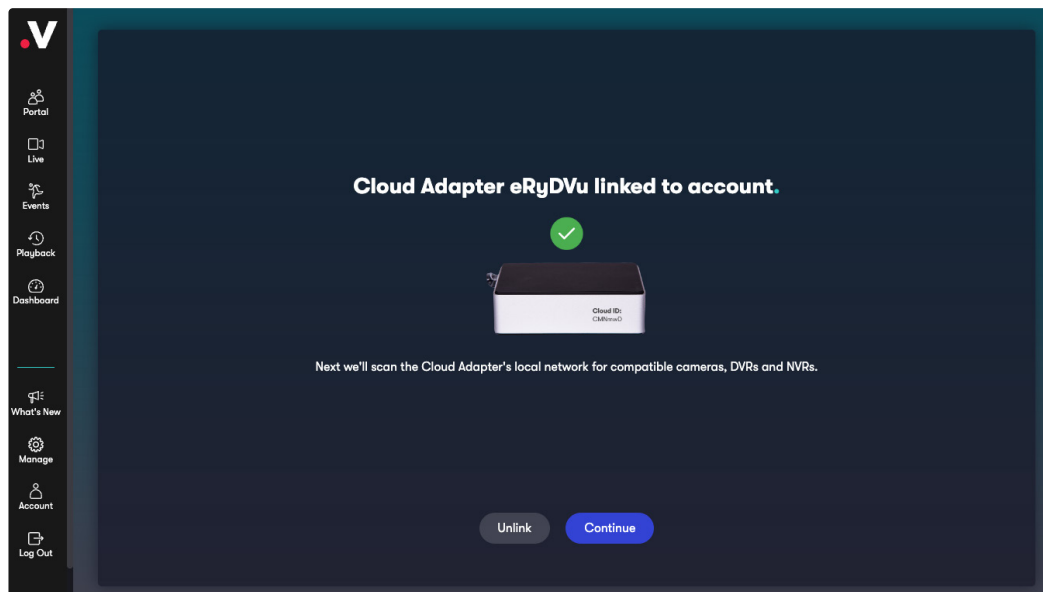


- Enter the Cloud ID and click 'Continue', note that the Cloud ID is case sensitive.



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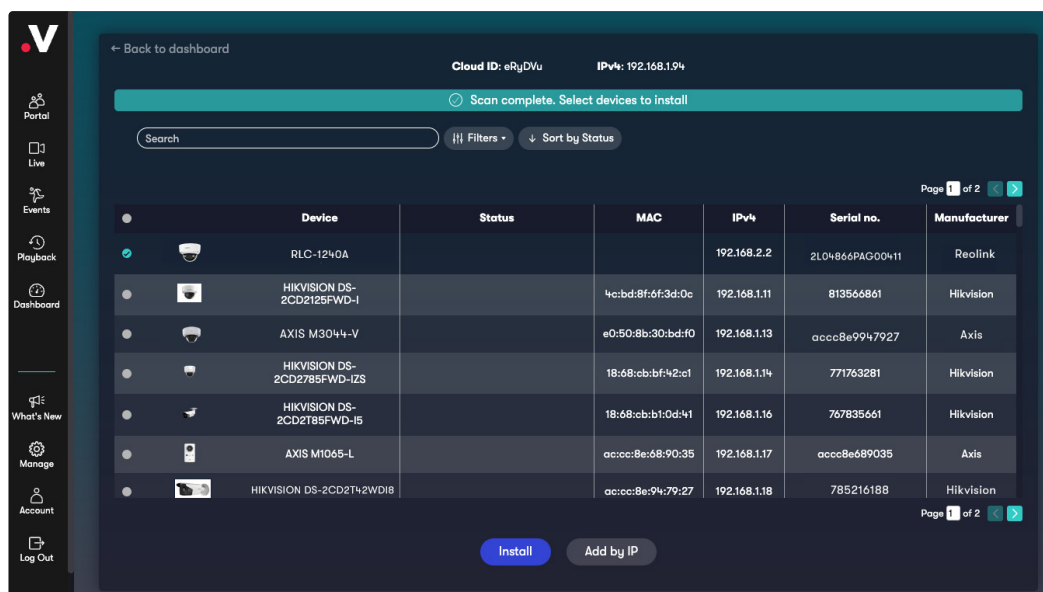
- When the Cloud Adapter is discovered, it will be linked with the account. Click 'Continue'. Videoloft will then discover all cameras and recorders connected to the same network as the Cloud Adapter.



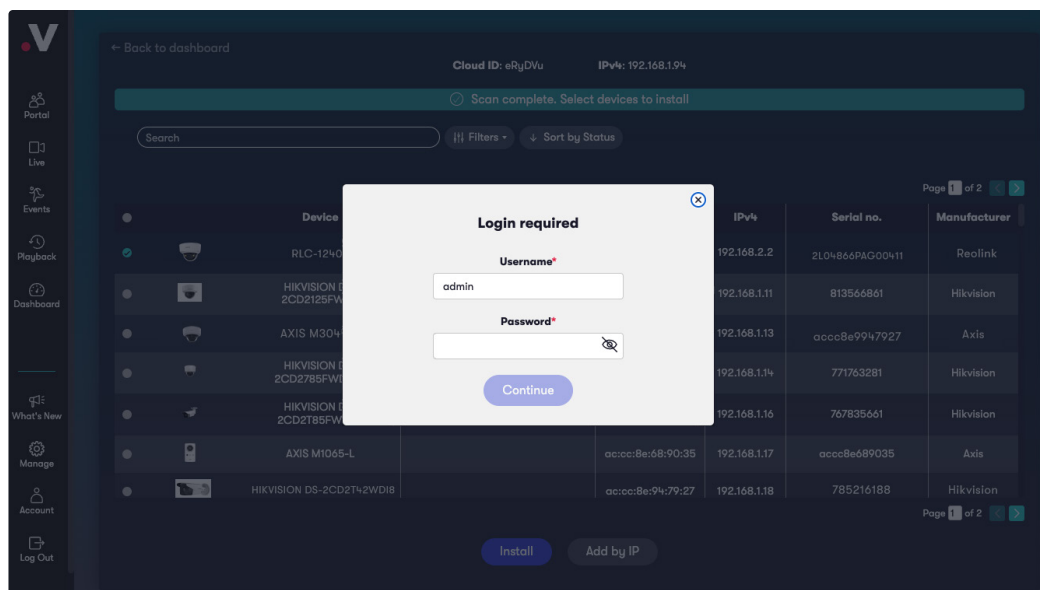
3. Installation

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.
- Once the camera(s) are authenticated they will show as 'Ready to install' and the installation process will begin.

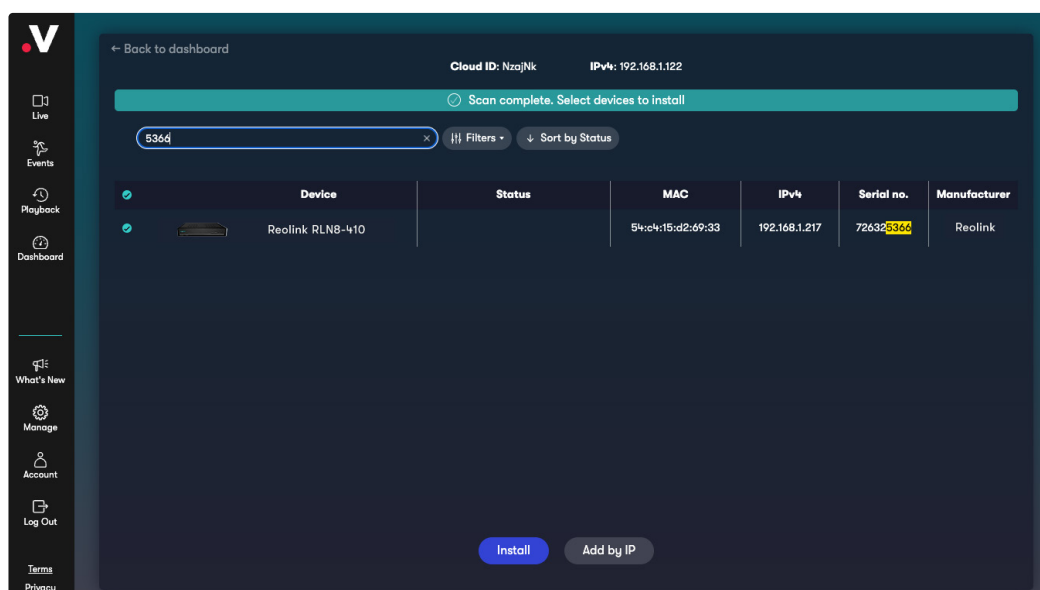


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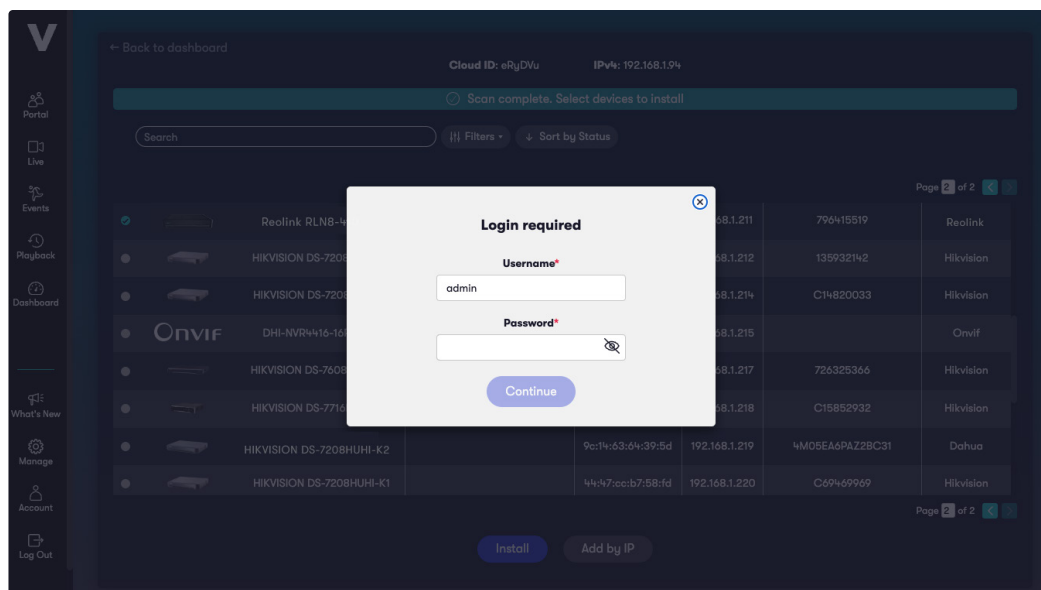


3.2 Cameras recording to the cloud + local DVR/NVR

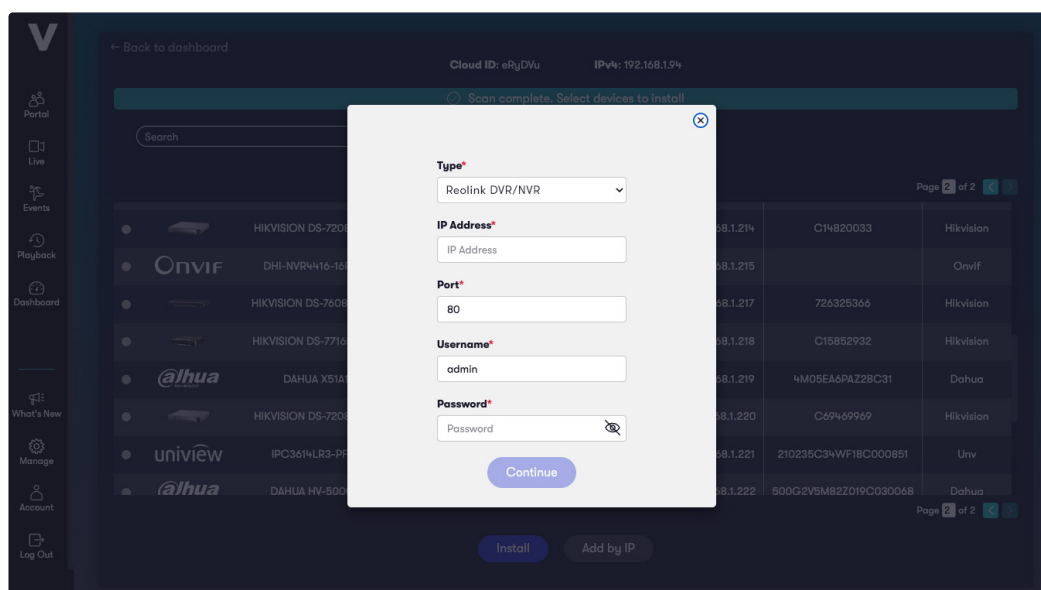
- Select the required recorder. You'll be prompted for the DVR/NVR username and password.



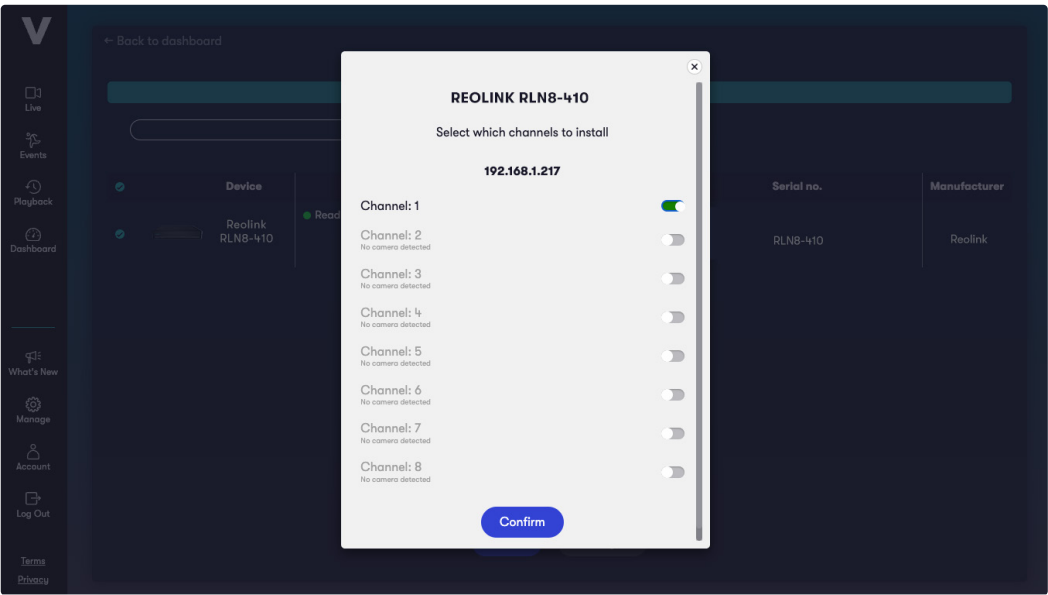
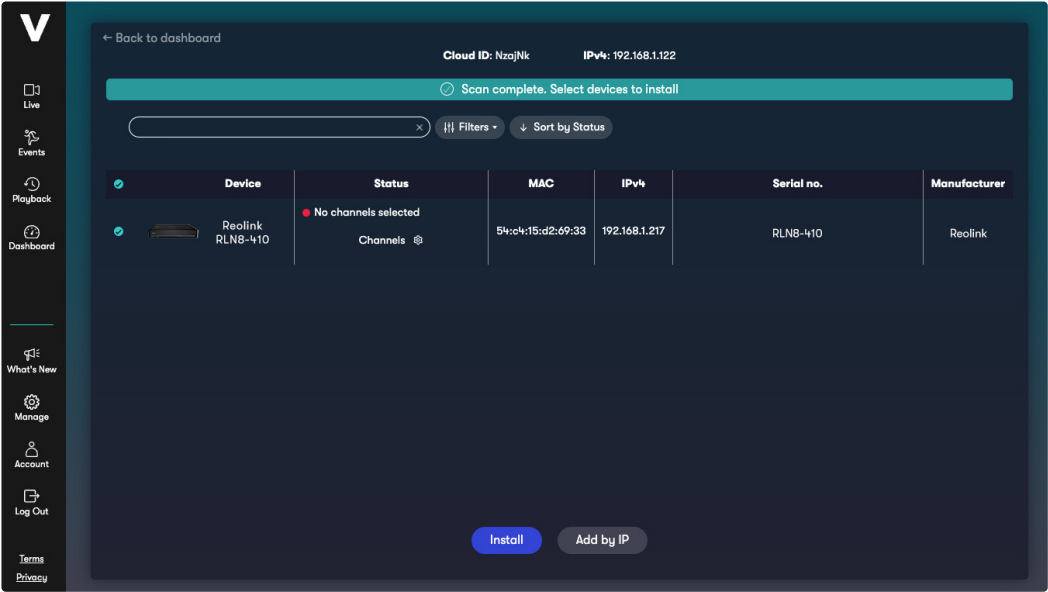
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- If your recorder doesn't automatically appear in the list, click on 'Add by IP'. Change type to 'Reolink DVR/NVR', enter the IP address, and the DVR/NVR username and password, then click 'Continue'.

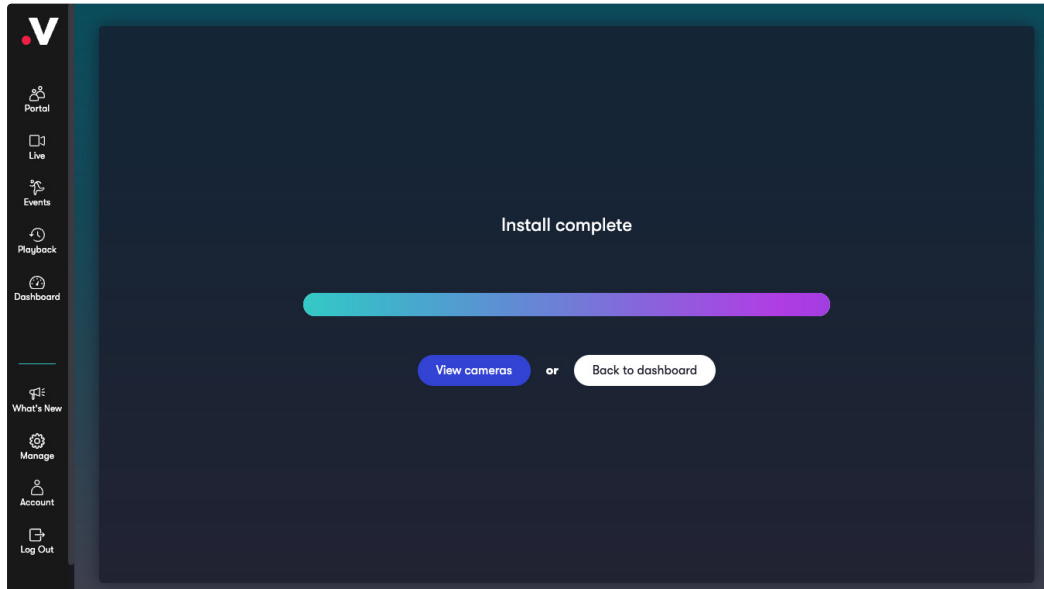


- Once authenticated, click the settings cog to choose which recorder channels you want to connect to Videoloft.



3.3 Completing installation

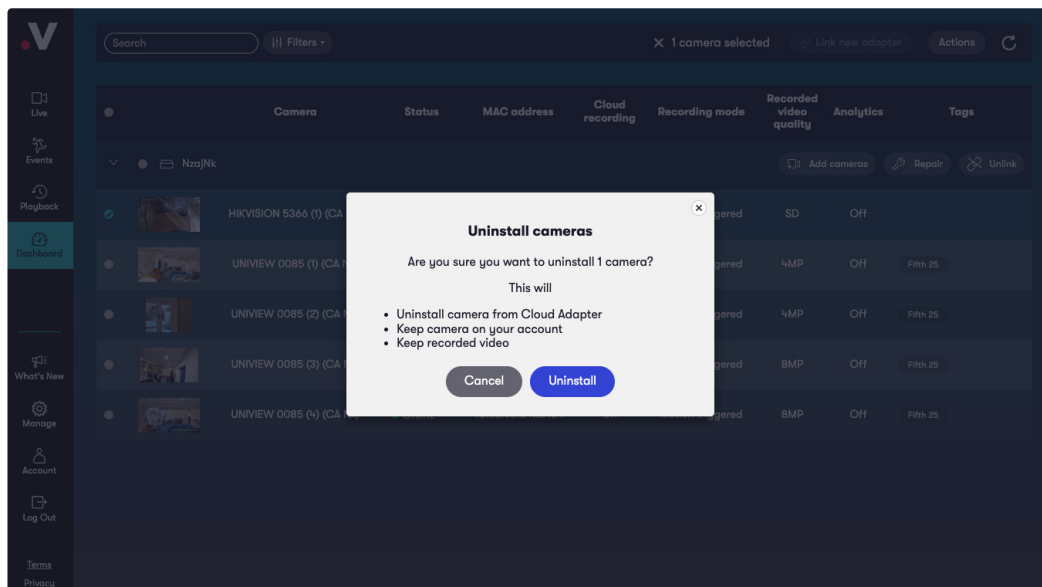
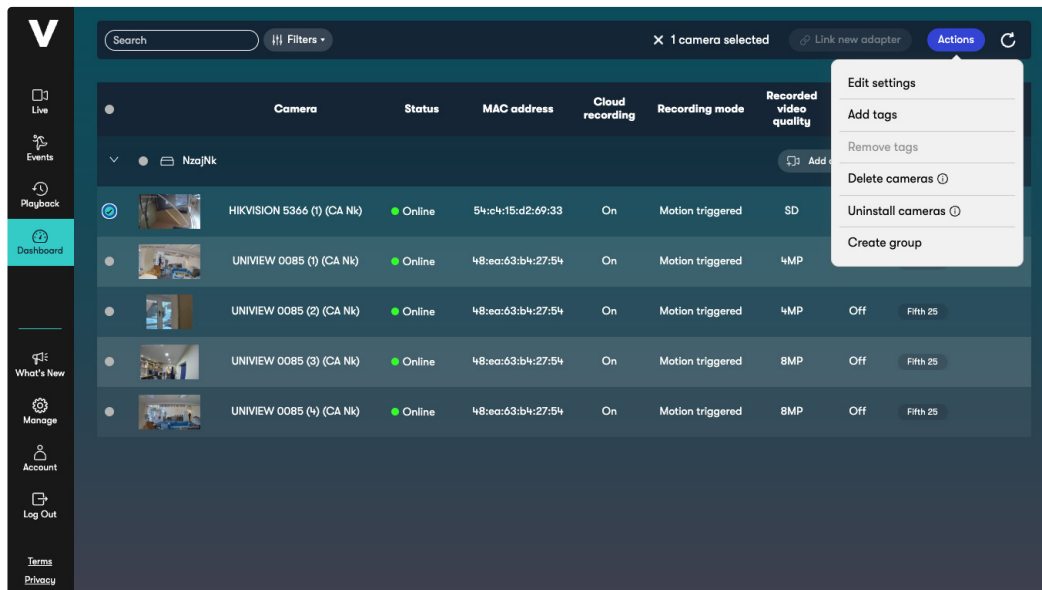
- Once you have selected all of the cameras you want to install, click 'Install' and stay on this screen for approximately 30 seconds while the cameras are connecting.
- Once the installation is complete, choose to 'View camera' or go 'Back to dashboard'.



Appendices

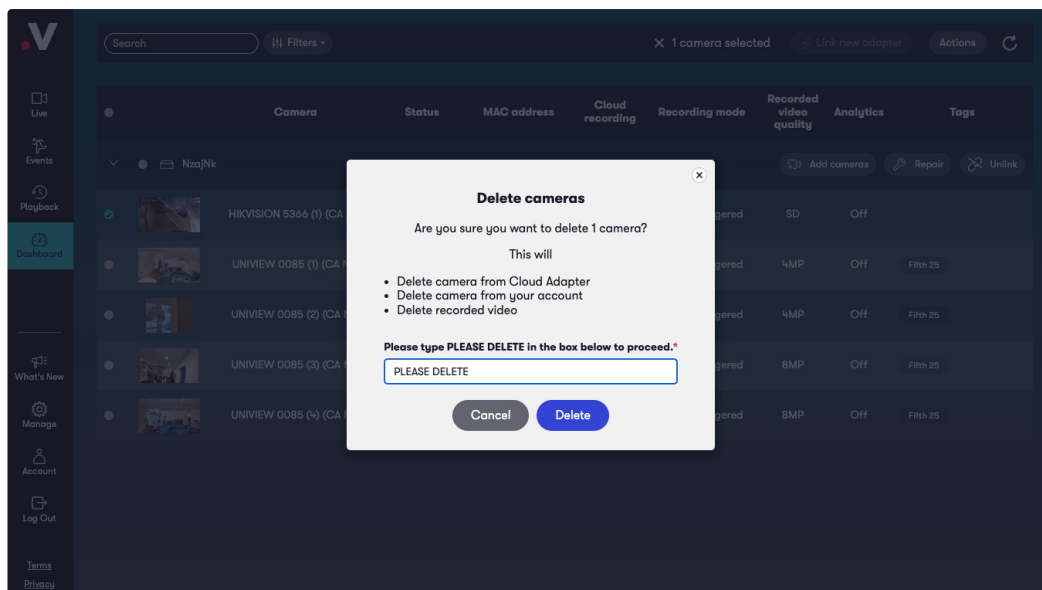
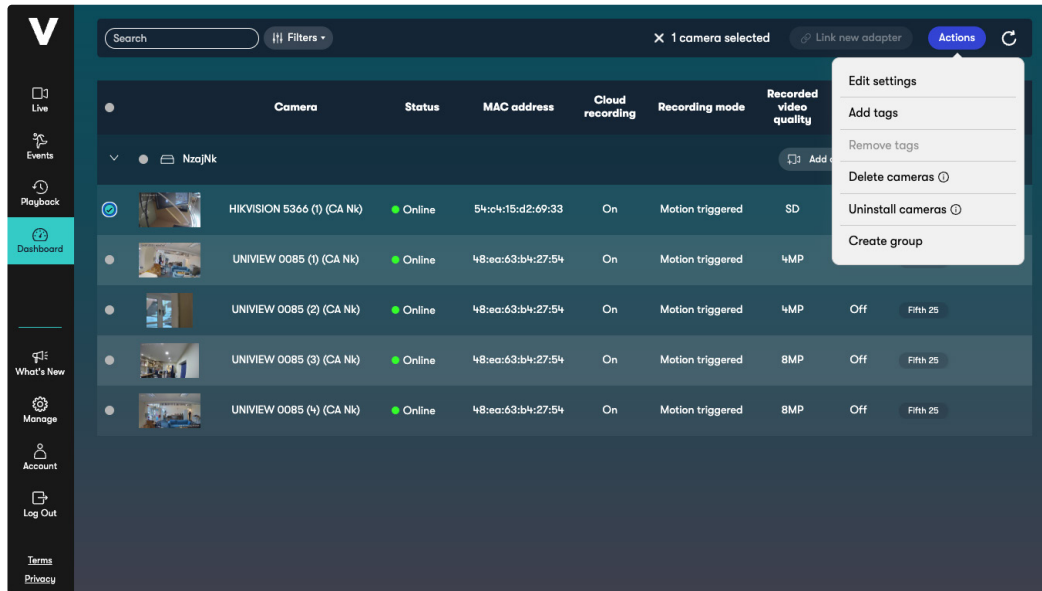
Apdx 1: Uninstalling cameras from a Cloud Adapter

- 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'.



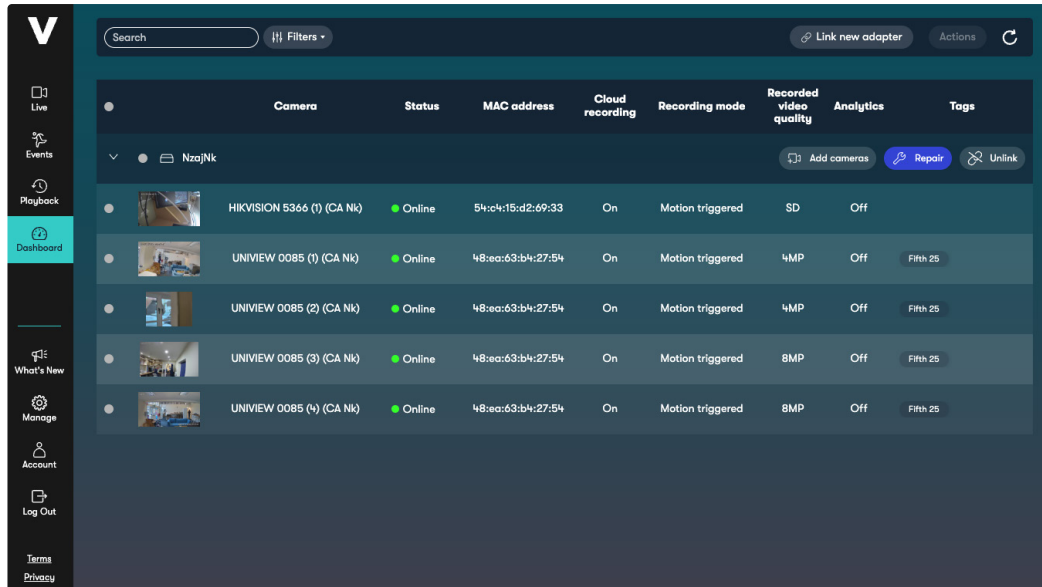
Apdx 2: Deleting cameras from a Cloud Adapter and your account

- 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.

