.videoloft

Installation Guide

Reolink

1. Pre-installation

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|---|-----------------------------|-------------------|----|
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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

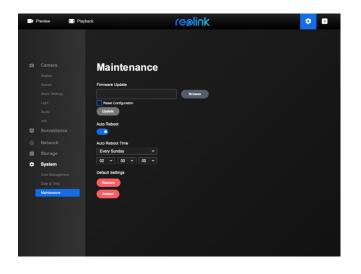
- Before connecting to Videoloft, log in to the camera/recorder interface and ensure that the following settings are implemented
 - > Password has been changed from the default.
 - > Enable HTTP setting & enable RTSP setting (if this setting shows). These settings can be found in Settings -> Network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

| Name | Port |
|--|------|
| Basic Service Reolink's basic network services. When disabled, you cannot access devices via Reolink Client/App. | 9000 |
| | |
| RTMP Audio and Video communication services based on RTMP between devices and Flash Player on browsers. | |
| НТТР | |
| Access control services based on HTTP between devices and browsers. When HTTPS is enabled and HTTP is disabled, HTTP access will automatically jump to HTTPS. | 80 |
| HTTPS | |
| Access control services based on HTTPS between devices and browsers. | 443 |
| RTSP | |
| Audio and video communication services based on RTSP between devices and third-party applications. | 554 |
| | |
| ONVIF — Access control services based on ONVIF between | |

Continued \rightarrow

| Port Settings | × |
|--|------|
| Media Port | |
| 9000 |] |
| | |
| RTMP | |
| Note: When disabled, Client cannot access the | |
| device. | |
| RTMP Port | |
| | |
| | |
| | |
| 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 | |
| Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web | |
| Note: When HTTP and HTTPS are both | Save |
| Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web | Save |
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| Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web browser. su 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 | |
| Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web browser. 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. | |
| Note: When HTTP and HTTPS are both disabled, device cannot be accessed via web browser. | |
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• Disable Auto Reboot in System > Maintenance.



Contact us if you have any questions: techsupport@videoloft.com

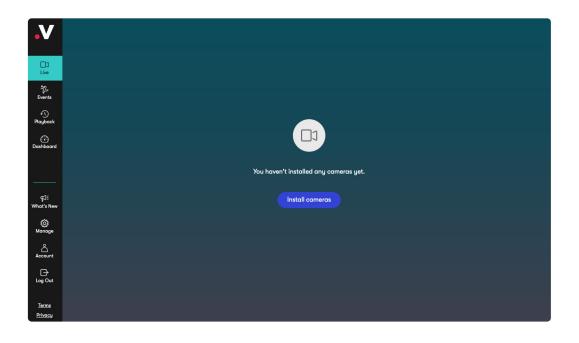
Save

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 <u>here</u>. 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, <u>then wait for 5 minutes before</u> <u>proceeding to the next step.</u>
- 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'.

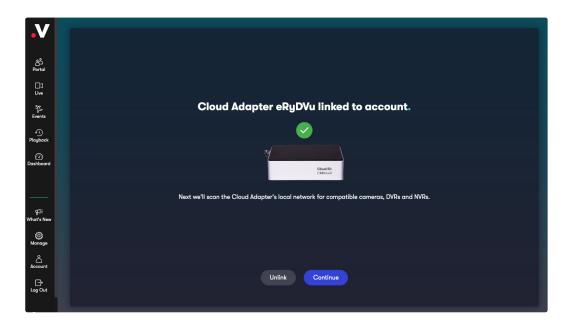
| V | See | arch | III Filters • | | | | | | P Link new | adapter Actions (| 2 |
|--------------|-----|-------------|-------------------|--------|-------------------|--------------------|---------------------|------------------------------|----------------|-------------------|---|
| තී Portal | • | | Camera | Status | MAC address | Cloud recording | Recording mode | Recorded video quality | Analytics | Tags | |
| □Ĵ Live | | ● 👌 Test (4 | 3JMHe) | | | | | |]] Add cameras | Repair X Unlink | |
| Events | • | | Driveway / garage | Online | fc:b6:9d:03:26:63 | On | 24/7 continuous | 8MP | On | | |
| Playback | | | Side path | Online | 2c:a5:9c:0d:7d:5b | On | 24/7 continuous | 8MP | On | | |
| Dashboard | • | | Porch | Online | ec:c8:9c:3c:2c:64 | On | 24/7 continuous | 8MP | On | Home | |
| ⊈: | | | Garden | Online | 10:12:fb:5f:33:2d | On | 24/7 continuous | 8MP | On | Home | |
| What's New | • | | Shed / side door | Online | ec:c8:9c:3c:2d:07 | On | 24/7 continuous | 8MP | On | Home | |
| Account | | 🕒 🗁 KDzo> | (4 | | | | | | | | |
| Log Out | • | N | Corridor (4MP) | Online | 54:c4:15:2b:ea:41 | On | Motion triggered | 2MP | On | | |
| | | | | | | | | | | Office | |

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

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|---------------------|----------------|
| දුරි Portal | Enter Cloud ID |
| □1 Live | |
| ې Events | |
| 4) Playback | |
| Dashboard | eRyDVu |
| | |
| द्रीः What's New | |
| ැටූ Manage | |
| | Continue |
| Log Out | |
| | |

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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.

| V | ← Back to das | shboard | | | | | |
|--------------------|---------------|---------------------------------|---------------------------|----------------------------|--------------|-----------------|------------------------------|
| | | | Cloud ID: eRyDVu | IPv4 : 192.168.1.94 | | | |
| රී Portal | | | 🖉 Scan complete. Selec | t devices to install | | | |
| Dorital | Search | | țiț Filters • ↓ Sort by S | itatus | | | |
| ¥2- | | | | | | | Page 1 of 2 🔣 🔀 |
| Events | • | Device | Status | MAC | IPv4 | Serial no. | Manufacturer |
| () Playback | • | RLC-1240A | | | 192.168.2.2 | 2L04866PAG00411 | Reolink |
| (i) lashboard | • | HIKVISION DS- 2CD2125FWD-I | | 4c:bd:8f:6f:3d:0c | 192.168.1.11 | 813566861 | Hikvision |
| | • • | AXIS M3044-V | | e0:50:8b:30:bd:f0 | 192.168.1.13 | accc8e9947927 | Axis |
| | • | HIKVISION DS- 2CD2785FWD-IZS | | 18:68:cb:bf:42:c1 | 192.168.1.14 | 771763281 | Hikvision |
| ¶ीर्द hat's New | • • | HIKVISION DS- 2CD2T85FWD-I5 | | 18:68:cb:b1:0d:41 | 192.168.1.16 | 767835661 | Hikvision |
| (j) Manage | • | AXIS M1065-L | | ac:cc:8e:68:90:35 | 192.168.1.17 | accc8e689035 | Axis |
| Account | • 1 | HIKVISION DS-2CD2T42WDI8 | | ac:cc:8e:94:79:27 | 192.168.1.18 | 785216188 | Hikvision Page 1 of 2 🔀 🔀 |
| Log Out | | | Install | Add by IP | | | |

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| .V | | | | vu : 192.168.1.94 | | |
|------------------|-----|---------------------------|----------------|--------------------------|--------------|------------------------------|
| | | | | W4 : 192.108.1.94 | | |
| උරි Portal | | | | | | |
| | | | | | | |
| | | | | \otimes | | Page 1 of 2 🔣 Ŋ |
| | | Device | Login required | • | IPv4 | |
| | - | RLC-1240 | Username* | | 192.168.2.2 | |
| (i) Dashboard | | HIKVISION D 2CD2125FW | admin | | 192.168.1.11 | |
| buildbuild | | AXIS M304 | Password* | Q | 192.168.1.13 | |
| | | HIKVISION E 2CD2785FWI | Continue | | 192.168.1.14 | |
| | | HIKVISION E 2CD2T85FW | | | 192.168.1.16 | |
| ද්රා Manage | | | | | | |
| | 100 | | | | | Hikvision Page 1 of 2 < 🔊 |
| Log Out | | | | | | |

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.

| V | | | | | | | | | |
|-------------------|-----------|-----------|------------------|-------------------------|-----------------|-------------------|---------------|-------------------------|--------------|
| • | - Back to | dashboard | | Cloud ID: NzajNk | IPv4 : 1 | 92.168.1.122 | | | |
| □Ĵ Live | | | | 🖉 Scan complete. Sel | ect device | es to install | | | |
| Events | 536 | 4 | | × ₩ Filters • ↓ Sort by | y Status | | | | |
| √_ Playback | 0 | | Device | Status | | MAC | IPv4 | Serial no. | Manufacturer |
| (i) Dashboard | | | Reolink RLN8-410 | | | 54:c4:15:d2:69:33 | 192.168.1.217 | 72632 <mark>5366</mark> | Reolink |
| danbourd | | | | | | | | | |
| | | | | | | | | | |
| ्री Vhat's New | | | | | | | | | |
| کی) Manage | | | | | | | | | |
| Account | | | | | | | | | |
| Log Out | | | | | | | | | |
| <u>Terms</u> | | | | Install | Add by | IP | | | |
| Privacy | | | | | | | | | |

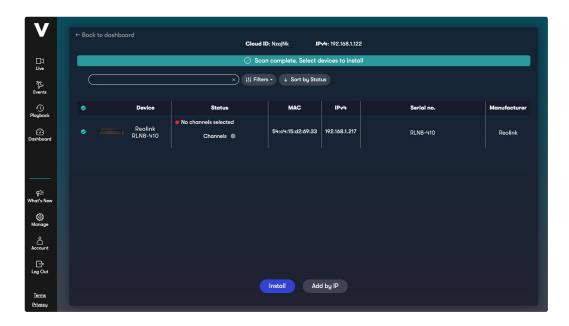
 $\mathsf{Continued} \, {\rightarrow} \,$

| Cloud Die eRyDV IP-44: 192.168.194 Period Search Image: Select devices to install Image: Select devices to instal | V | ← Bac | k to dashboard | | | | | |
|---|---|-------|----------------|-------------------|----------------|---|----------|--|
| Search If I Filters Sort by Statue Search Page 2 of 2 < | | | | | | | | |
| Georch III Filters Sort by Status Seriels Seriels Seriels Realink RLN8+ Login required Bal.211 98.1.215 98.1.217 72.53.253.66 Hikvision Ds-72.08 | | | | | | | | |
| Reolink RLN8+ Login required 8.1.211 779415519 Reolink Paylack HiKVISION DS-7201 Username* 8.1.212 135932142 HikVision Dombord HIKVISION DS-7201 Username* 8.1.215 Cruesco33 HikVision Whart's New HIKVISION DS-7201 Password* 8.1.215 Orwif HIKVISION DS-7201 HIKVISION DS-7201 Password* 8.1.217 725325366 Hikvision Whart's New HIKVISION DS-7208 HIKVISION DS-7208 Hikvision Password* 8.1.218 Cruesco33 Hikvision Whart's New HIKVISION DS-7208 HIKVISION DS-7208 Hikvision Password* 90144-63-64-93-541 192.168.1.219 Hikvision Marrage HIKVISION DS-7208HUHI-K1 Voith-63-64-64-57.588:H 192.168.1.229 Cóp4699696 Hikvision Account HIKVISION DS-7208HUHI-K1 Voith-63-64-64-57.588:H 192.168.1.229 Cóp4699696 Hikvision Account HIKVISION DS-7208HUHI-K1 HIKVISION DS-7208HUHI-K1 HIKVISION DS-7208HUHI-K1 HIKVISION DS-7208HUHI-K1 HIKVISION DS-7208HUHI-K1 HIKVISION DS-7208HUHI-K1 HIKVISION DS-7208HUHI-K1 <td< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></td<> | | | | | | | | |
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| Rauback Image: HilkVISION DS-7201 Username* Sel.1212 135932142 HilkVIsION Machine HilkVISION DS-7201 admin Sel.1214 C14820033 HilkVIsION Image: Selected Image: Selected Image: Selected Sel.1214 C14820033 HilkVIsION Image: Selected Image: Selected Image: Selected Sel.1214 C14820033 HilkVIsION Image: Selected Image: Selected Image: Selected Selected Selected Omvif Image: Selected Image: Selected Image: Selected Sele | | | | Reolink RLN8-4 | Login required | | | |
| Pershoard Password* Password* <t< th=""><th></th><th></th><th></th><th>HIKVISION DS-7208</th><th>Username*</th><th></th><th>68.1.212</th><th></th></t<> | | | | HIKVISION DS-7208 | Username* | | 68.1.212 | |
| Image Image <th< th=""><th></th><th></th><th></th><th>HIKVISION DS-7208</th><th>admin</th><th></th><th>68.1.214</th><th></th></th<> | | | | HIKVISION DS-7208 | admin | | 68.1.214 | |
| Image: HiKVISION DS-7208 HUHI-K1 Picth-d3:d4:39:56 Filk-Vision Image: HiKVISION DS-7208 HUHI-K2 Picth-d3:d4:39:56 192.168.1.219 HMOSEAdPAZ28C31 Image: HiKVISION DS-7208 HUHI-K1 HikVISION DS-7208 HUHI-K2 Picth-d3:d4:39:56 192.168.1.220 Image: HiKVISION DS-7208 HUHI-K1 HikVISION DS-7208 HUHI-K1 HikVISION DS-7208 HUHI-K1 Picth-d3:d4:39:56 | | | | DHI-NVR4416-168 | | Ø | 68.1.215 | |
| 91: 58.1.218 C15852932 Hikvision Image: Hikvision DS-7208HUHI-K2 9c:14:63:64:39:5d 192.168.1.219 4M05EA6PAZ2BC31 Dahua Image: Hikvision DS-7208HUHI-K2 9c:14:63:64:39:5d 192.168.1.229 C69469969 Hikvision Image: Hikvision DS-7208HUHI-K1 44:47:cc:b7:58:fd 192.168.1.220 C69469969 Hikvision | | | | HIKVISION DS-7608 | | × | 68.1.217 | |
| | | | | HIKVISION DS-7716 | Continue | | 68.1.218 | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

• 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'.

| V | | | | | | |
|---|---------|-------------------|-----------------------|---|----------|--|
| | | | | | | |
| | | | 🖉 Scan complete. Sele | | | |
| | | | | | ⊗ | |
| | | | Type* | | | |
| | | | Reolink DVR/NVR | ~ | | |
| | | HIKVISION DS-7208 | IP Address* | | 68.1.214 | |
| | Οηνιγ | DHI-NVR4416-16 | IP Address | | 68.1.215 | |
| | | HIKVISION DS-7608 | Port* | | 68.1.217 | |
| | | | 80 | | 08.1.217 | |
| | | HIKVISION DS-7716 | Username* | | 68.1.218 | |
| | | DAHUA X51A1 | admin | | 68.1.219 | |
| | | HIKVISION DS-7208 | Password* | Ø | 58.1.220 | |
| | uniview | IPC3614LR3-PF | Password | Q | 68.1.221 | |
| | | DAHUA HV-500 | Continue | | 58.1.222 | |
| | | DANGA HV-SUU | | | 0.1.222 | |
| | | | | | | |
| | | | | | | |

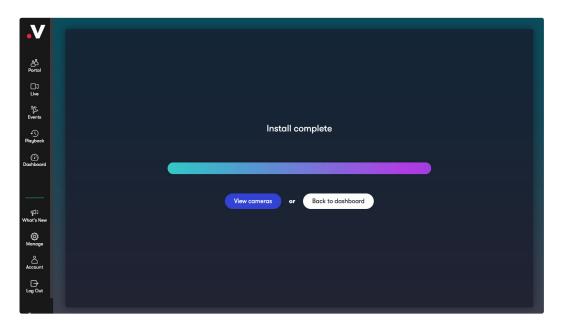
• Once authenticated, click the settings cog to choose which recorder channels you want to connect to Videoloft.



| V | ← Back to da | shboard | | | | |
|--------------------------|--------------|---------------------|--------------------------|--|---|--|
| □J Live | | | | REOLINK RLN8 Select which channels | | |
| Events () Playback | | | Read | 192.168.1.217 Channel: 1 | • | |
| (7) Dashboard | | REONINK RLN8-410 | | Channel: 2 No camera detected Channel: 3 | | |
| | | | | Channel: 3 No comero detected | | |
| ¶∏≑ What's New | | | | Channel: 5 No camera detected | | |
| ري) Manage | | | | Channel: 6 No camera detected Channel: 7 | | |
| Account | | | | No camera detected Channel: 8 No camera detected | | |
| ⊡* Log Out | | | | Confirm | | |
| <u>Terms</u> Privacy | | | | | - | |

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'.

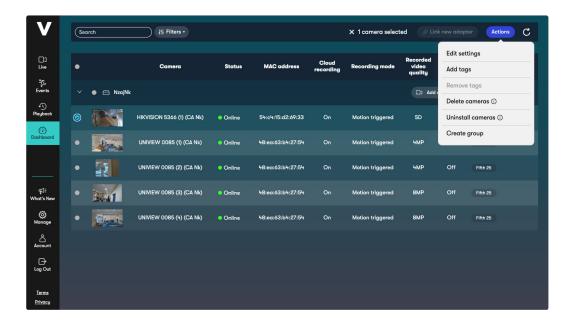


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Appendices

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'.



| . V | | | | | | | | | |
|--------------------------------|---|------------------------|------------|--|--------------------|---------|------------------------------|--|--|
| □] Live | | | | | Cloud recording | | Recorded video quality | | |
| Fvents | | | | | | | | | |
| Playback | | HIKVISION 5366 (1) (CA | | Uninstall came | eras | × gered | | | |
| Dashboard | | UNIVIEW 0085 (1) (CA I | Are you su | re you want to unii This will | nstall 1 camera | ? gered | | | |
| | | UNIVIEW 0085 (2) (CA I | | mera from Cloud A a on your account | dapter | gered | | | |
| 위키 What's New | 1 | UNIVIEW 0085 (3) (CA I | | | nstall | gered | | | |
| Kanage | | UNIVIEW 0085 (4) (CA 1 | y | | | gered | | | |
| Account | | | | | | | | | |
| Log Out | | | | | | | | | |
| <u>Terms</u> <u>Privacy</u> | | | | | | | | | |

Contact us if you have any questions: techsupport@videoloft.com

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'.

| V | Sec | arch | Itt Filters • | | | | X 1 camera select | ed 🔗 Link | | Actions C | |
|-------------------------|-----|------------|----------------------------|--------|-------------------|-----------|-------------------|------------------|------------------|---------------------------------------|--|
| | | | | | | Cloud | | Recorded | Edit setting | s | |
| Live | • | | Camera | Status | MAC address | recording | Recording mode | video quality | Add tags | | |
| ېر Events | | 🜒 🗁 NzajNk | | | | | | bbA t∏ | Remove tag | · · · · · · · · · · · · · · · · · · · | |
| Ð | | | | | | | | | Delete cameras ① | | |
| Playback | | AL ST | HIKVISION 5366 (1) (CA Nk) | Online | 54:c4:15:d2:69:33 | On | Motion triggered | SD | Uninstall ca | imeras () | |
| Dashboard | | | UNIVIEW 0085 (1) (CA Nk) | Online | 48:ea:63:b4:27:54 | On | Motion triggered | 4MP | Create group | | |
| | • | | UNIVIEW 0085 (2) (CA Nk) | Online | 48:ea:63:b4:27:54 | On | Motion triggered | 4MP | Off F | ifth 25 | |
| ¶ीं: What's New | | 201 | UNIVIEW 0085 (3) (CA Nk) | Online | 48:ea:63:b4:27:54 | On | Motion triggered | 8MP | Off F | Afth 25 | |
| ()) Manage | • | Silven in | UNIVIEW 0085 (4) (CA Nk) | Online | 48:ea:63:b4:27:54 | On | Motion triggered | 8MP | Off F | Fifth 25 | |
| Account | | | | | | | | | | | |
| Log Out | | | | | | | | | | | |
| <u>Terms</u> Privacy | | | | | | | | | | | |

| ·V | Sec | ırch | III Filters • | | | | × 1 camera selecte | d 🖉 L | ink new adapte | er Action | s C |
|--------------------------------|-----|------|------------------------|---------------|--|--------------------|--------------------|------------------------------|----------------|-----------|----------|
|]] Live | | | | | | Cloud recording | | Recorded video quality | | | s |
| Events | | | | | | | | | | | 🔆 Unlink |
| Playback | | | HIKVISION 5366 (1) (CA | Are you | Delete camer sure you want to de | | gered | | | | |
| Dashboard | | | UNIVIEW 0085 (1) (CA I | | This will era from Cloud Ada era from your accor | | gered | | | | |
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| <u>Terms</u> <u>Privacy</u> | | | | | | | | | | | |

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.

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| □J Live | • | | Camera | Status | MAC address | Cloud recording | Recording mode | Recorded video quality | Analytics | т | ags | | |
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| () Playback | • | | HIKVISION 5366 (1) (CA Nk) | Online | 54:c4:15:d2:69:33 | On | Motion triggered | SD | Off | | | | |
| Dashboard | | | UNIVIEW 0085 (1) (CA Nk) | Online | 48:ea:63:b4:27:54 | On | Motion triggered | 4MP | Off | Fifth 25 | | | |
| | • | <u>-</u> | UNIVIEW 0085 (2) (CA NK) | Online | 48:ea:63:b4:27:54 | On | Motion triggered | 4MP | Off | Fifth 25 | | | |
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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.

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| 4€ Playback | | | HIKVISIC | N 5366 (1) (CA Nk) | Online | 54:c4:15:d2:69:33 | On | Motion triggered | SD | | | |
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