.videoloft

Installation Guide

Vivotek

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 for Vivotek DVR/NVRs 2

2. Cloud Adapter set up 3

3. Installation

3.1 IP cameras recording directly to cloud (no local DVR/NVR) 5
3.2 Cameras recording to cloud + local DVR/NVR 6
3.3 Completing installation 8

Appendices

1 Uninstalling cameras from a Cloud Adapter 9
2 Deleting cameras from a Cloud Adapter and your account 10
3 Repairing a camera which is already installed 11
4 Unlinking a Cloud Adapter from your account 11

1. Pre-installation

1.1 What you'll need

- Videoloft Cloud Adapter and its Cloud ID.
- If the installation is Vivotek cameras recording straight to the cloud (no local DVR/NVR), you'll need the usernames and passwords of the cameras.
- If the installation is backing up a Vivotek NVR/DVR, you'll need the username, password and IP address of the recorder.
- A computer with access to the internet, or the latest version of the Videoloft app.

1.2 Compatible hardware

- Videoloft is directly compatible with Vivotek DVRs, NVRs and IP cameras with a substream. Please contact us if:
  > The cameras you're installing have very old firmware, it might need updating for our software to work.

1.3 Customer account creation

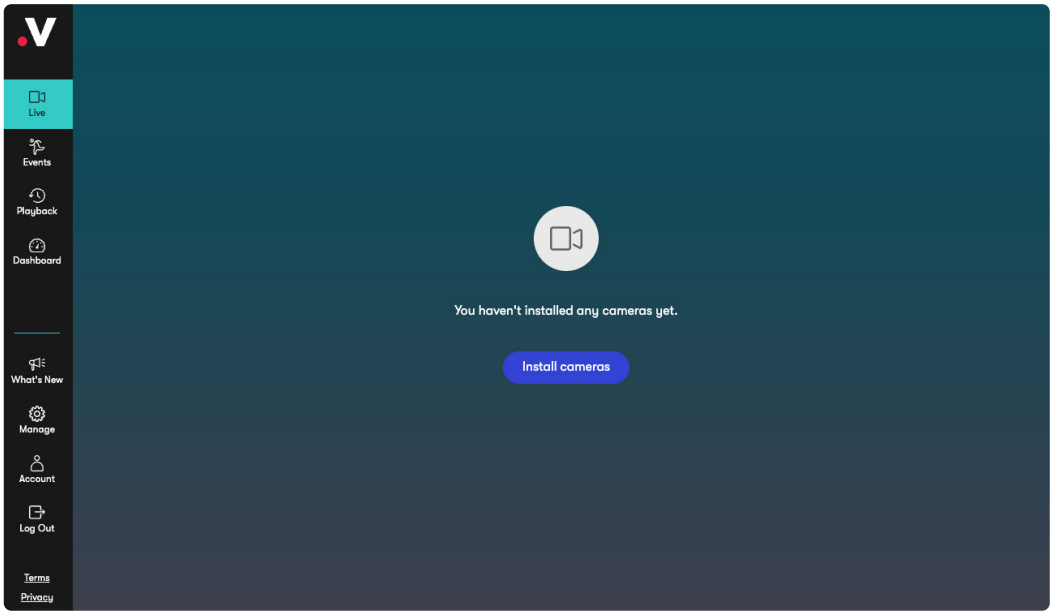
- You'll need to create an account for your customer before you set up their cameras.
- To do this, log into the Videoloft partner portal here. Once you have logged in, go to 'Customers' and press 'Add new'.
- You'll be asked to create their username/password and select their cloud recording plan.

1.4 Pre-configuration for Vivotek DVR/NVRs

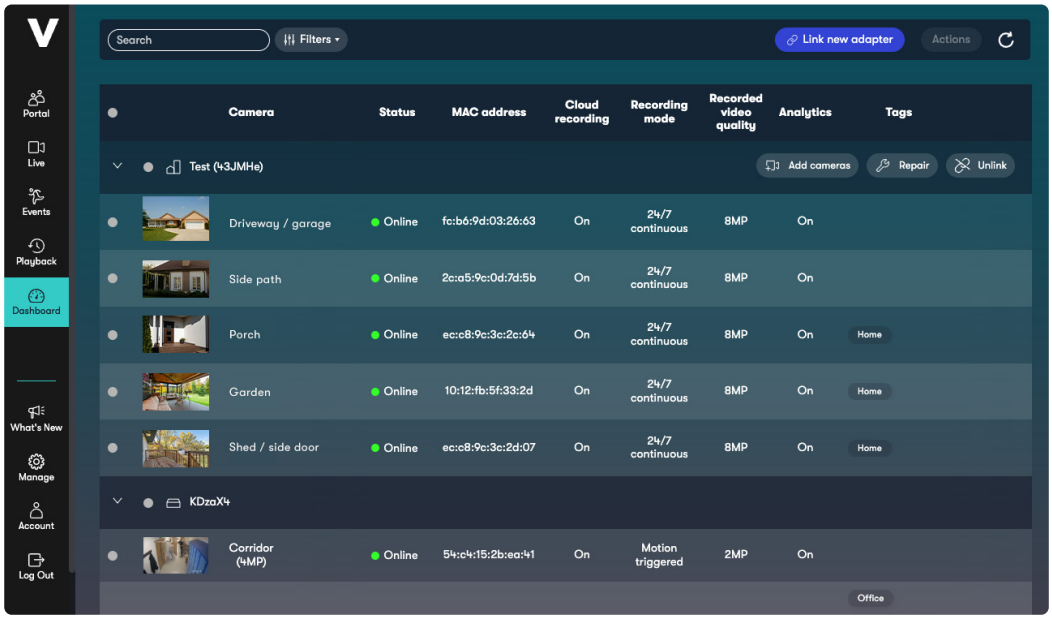
- Configure the time for the Vivotek DVR/NVR.

2. Cloud Adapter set up

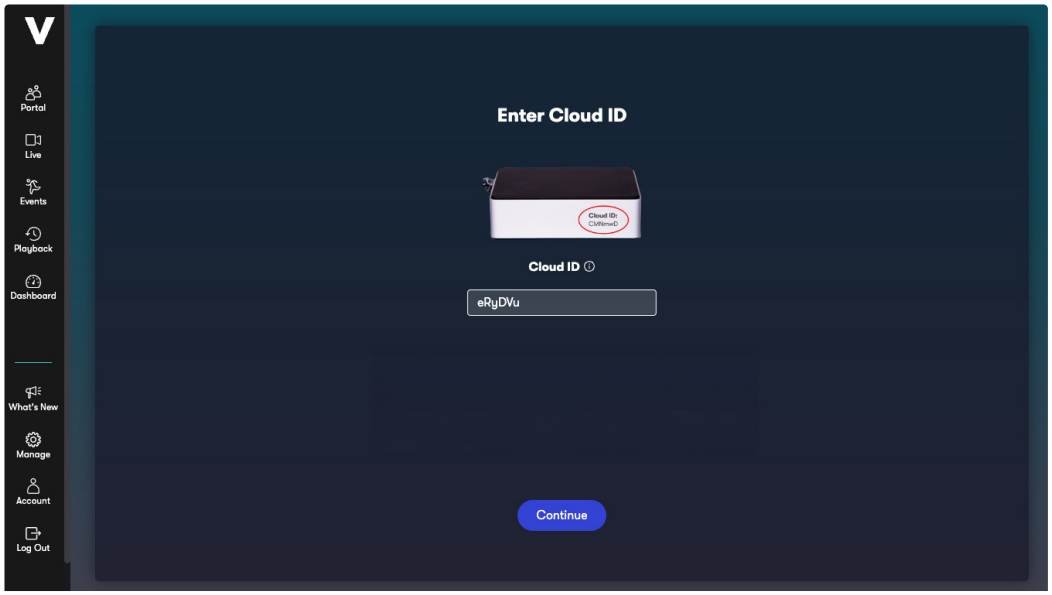
- Ensure that the cameras/recorders are connected to power and network.
- Connect the Cloud Adapter to network and then power, **then wait for 5 minutes before proceeding to the next step.**
- Login to the Videoloft website with your customer's login credentials. You can also run installations from the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



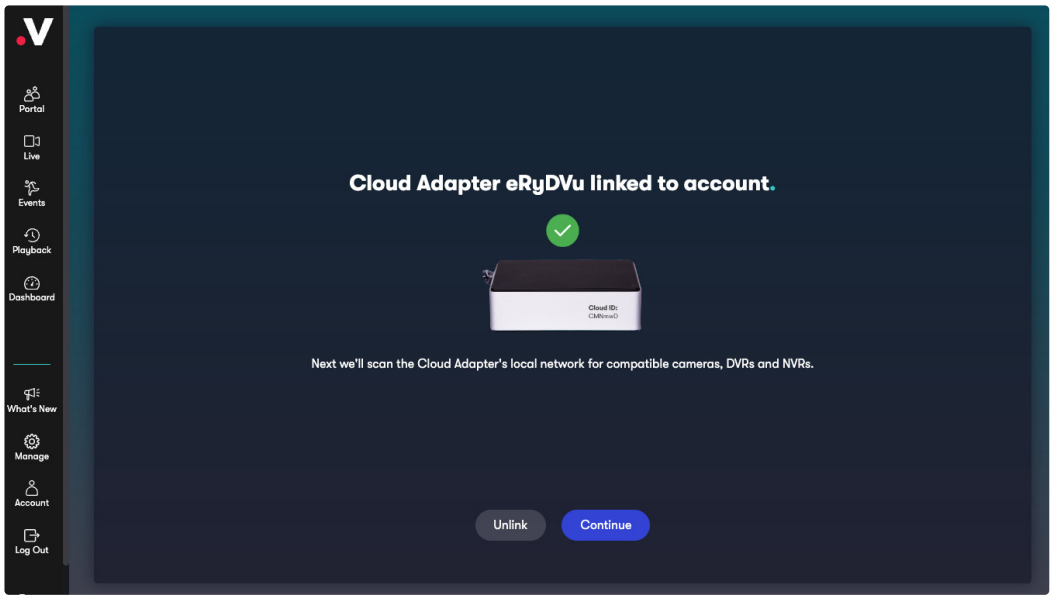
- If there are already cameras on the account, go to 'Dashboard' and click 'Link new adapter'.



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



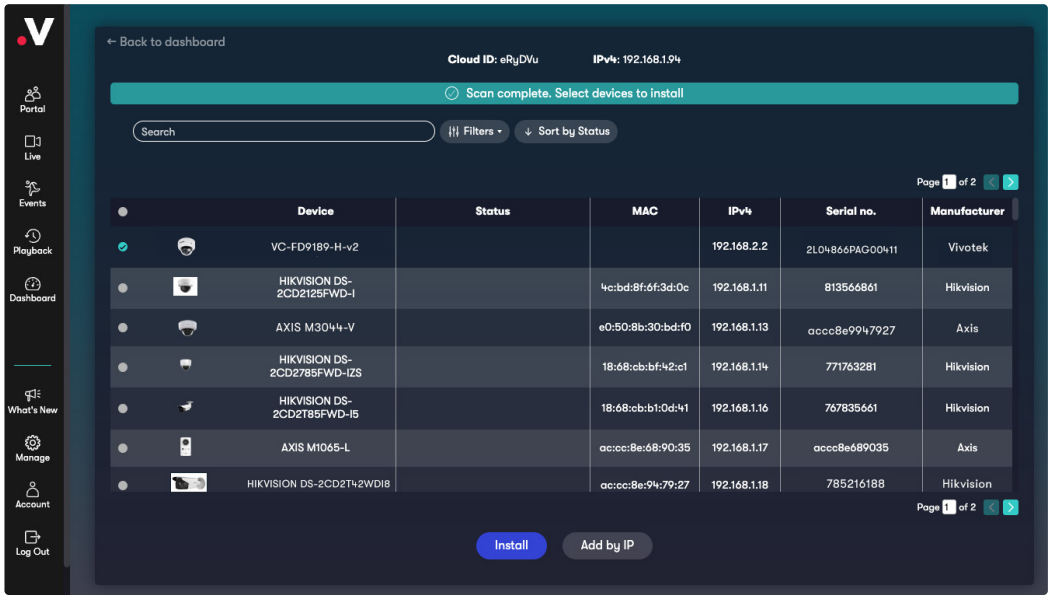
- When the Cloud Adapter is discovered, it will be linked with the account. Click ‘Continue’. Videoloft will then discover all cameras and recorders connected to the same network as the Cloud Adapter.

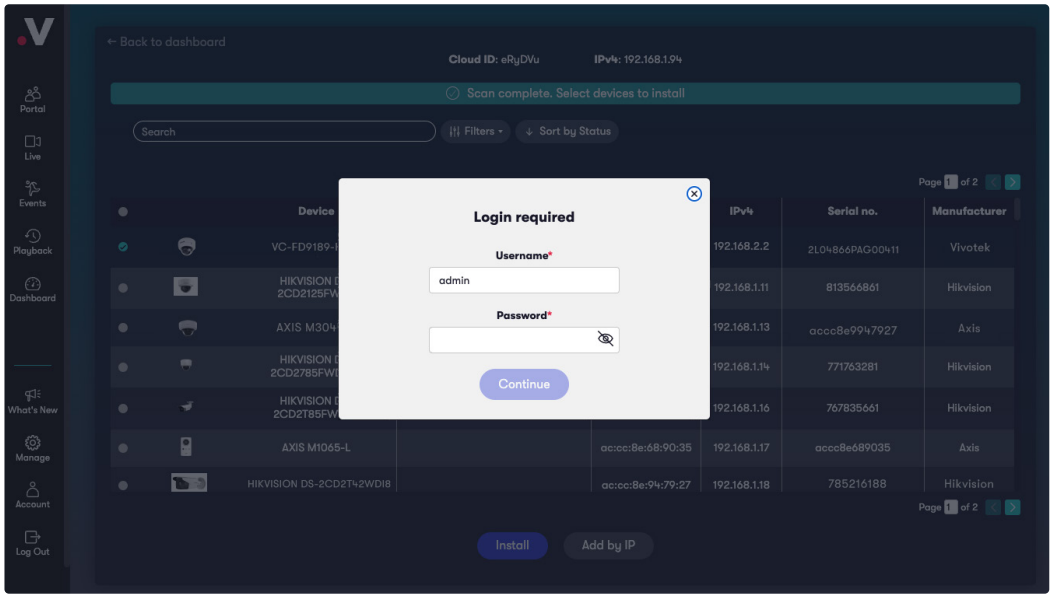


3. Installation

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

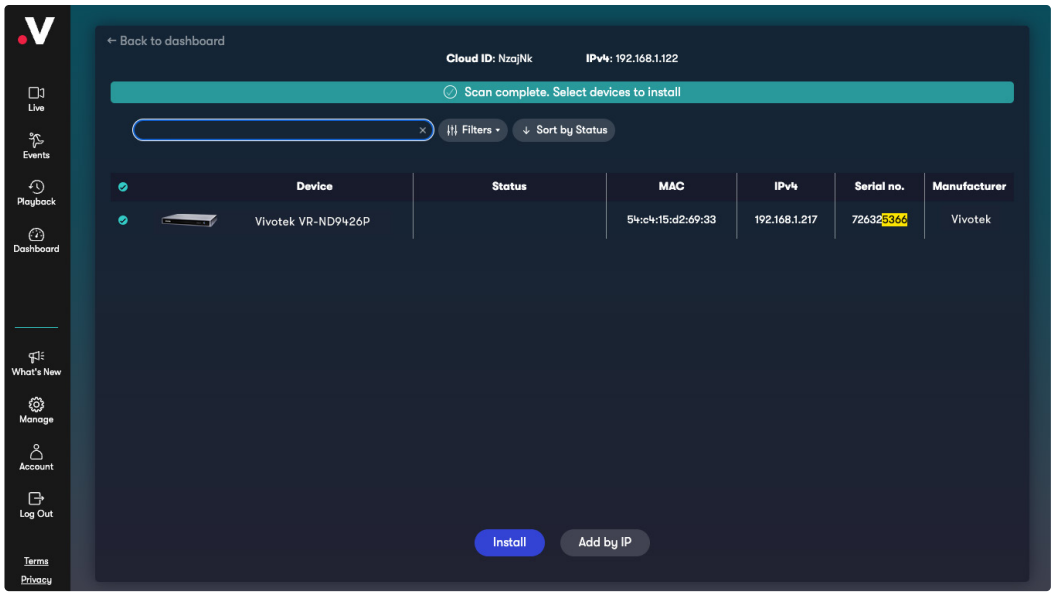
- Select the required cameras and click Install. You'll be prompted for the camera username and password (or asked to set new ones if the cameras are brand new).
- Once the camera(s) are authenticated they will show as 'Ready to install' and the installation process will begin.

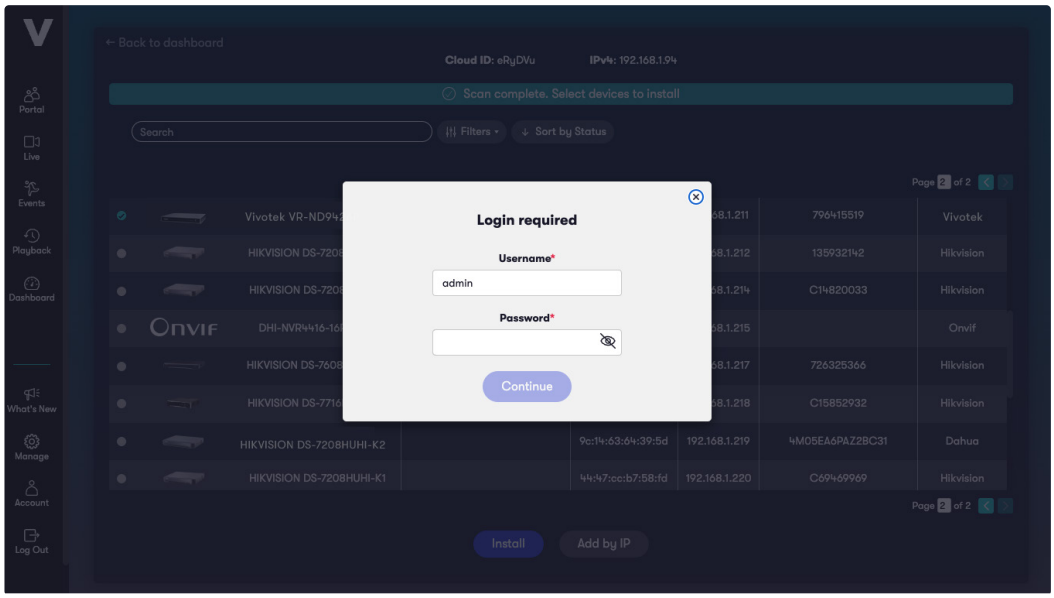




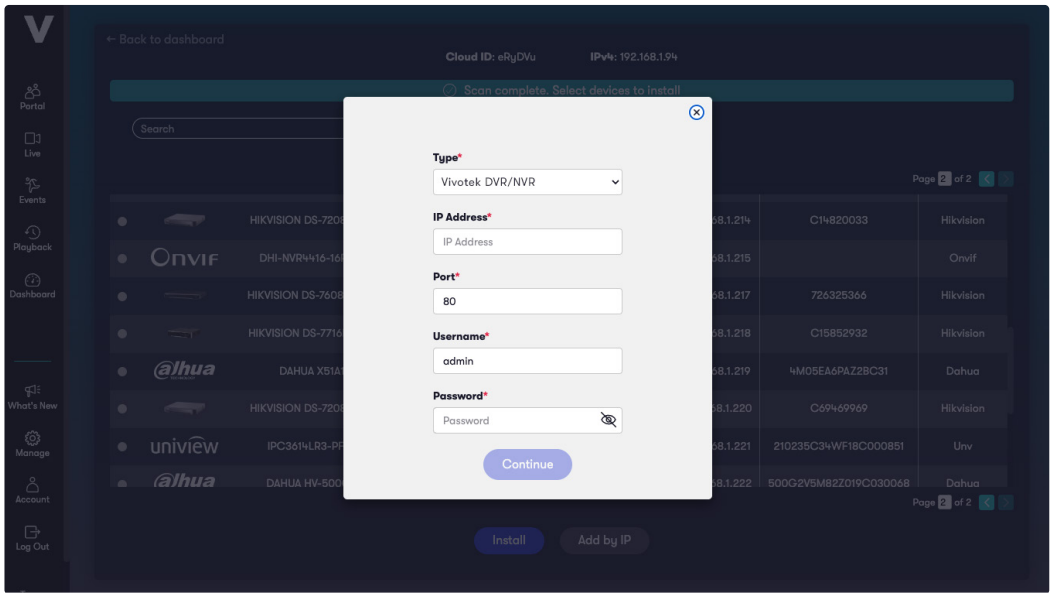
3.2 Cameras recording to the cloud + local DVR/NVR

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

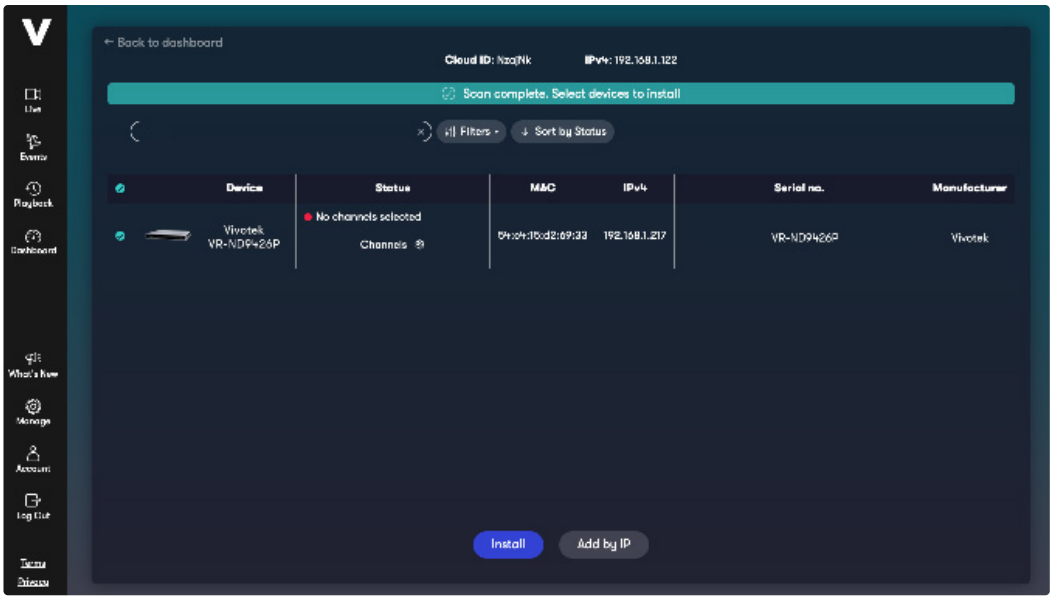




- If your recorder doesn't automatically appear in the list, click on 'Add by IP'. Change type to 'Vivotek DVR/NVR', enter the IP address, and the DVR/NVR username and password, then click 'Continue'.



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



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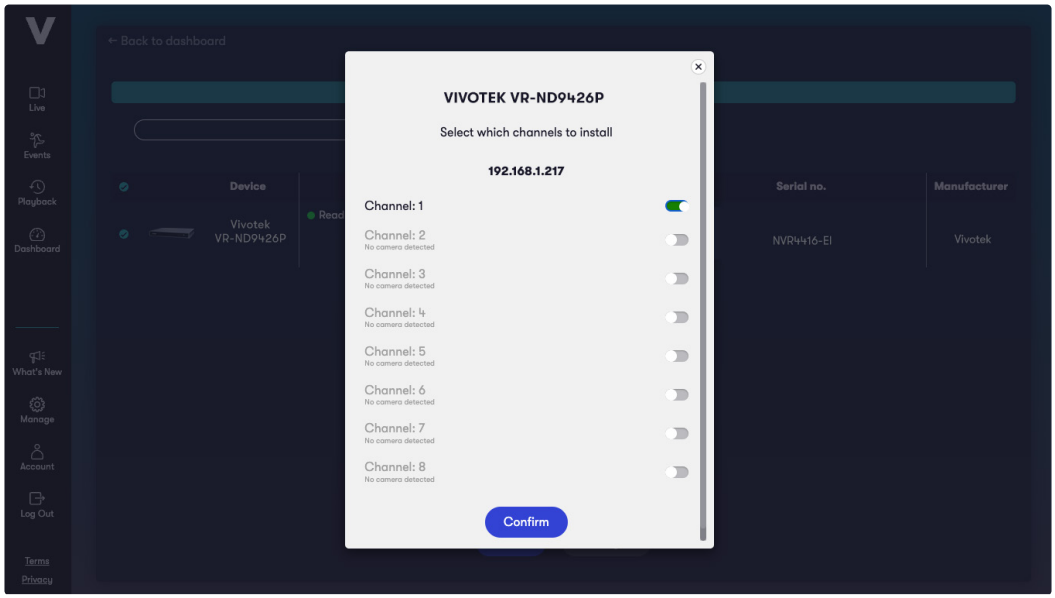
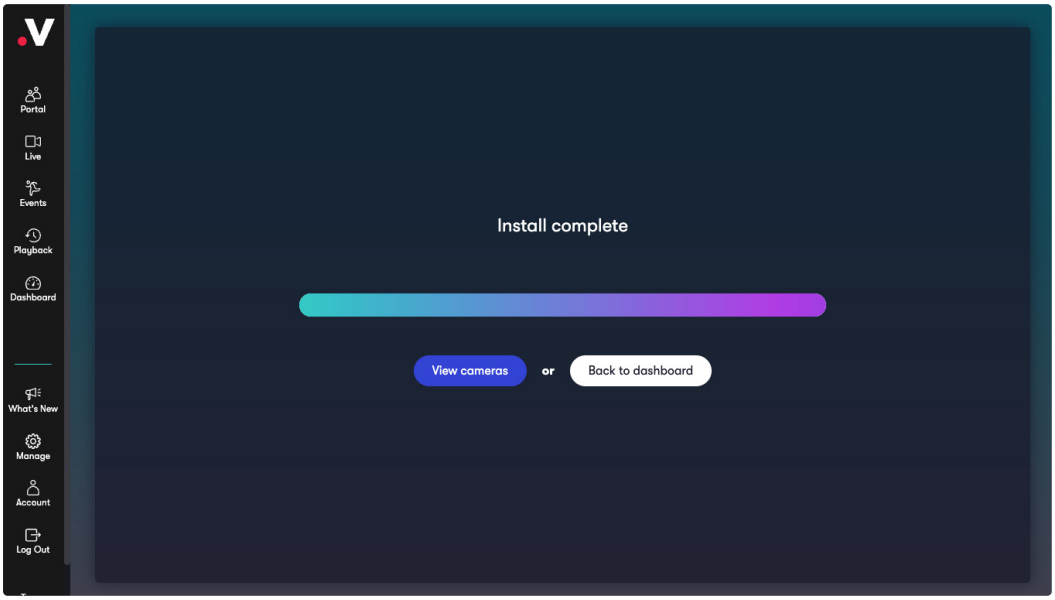


3.3 Completing installation

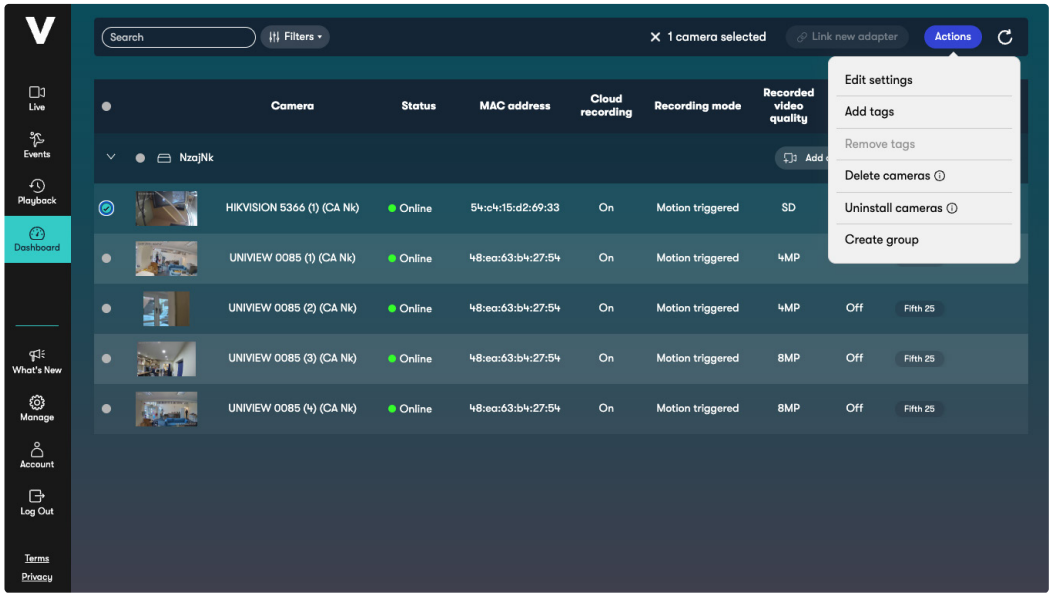
- Once you have selected all of the cameras you want to install, click 'Install' and stay on this screen for approximately 30 seconds while the cameras are connecting.
- Once the installation is complete, choose to 'View camera' or go 'Back to dashboard'.

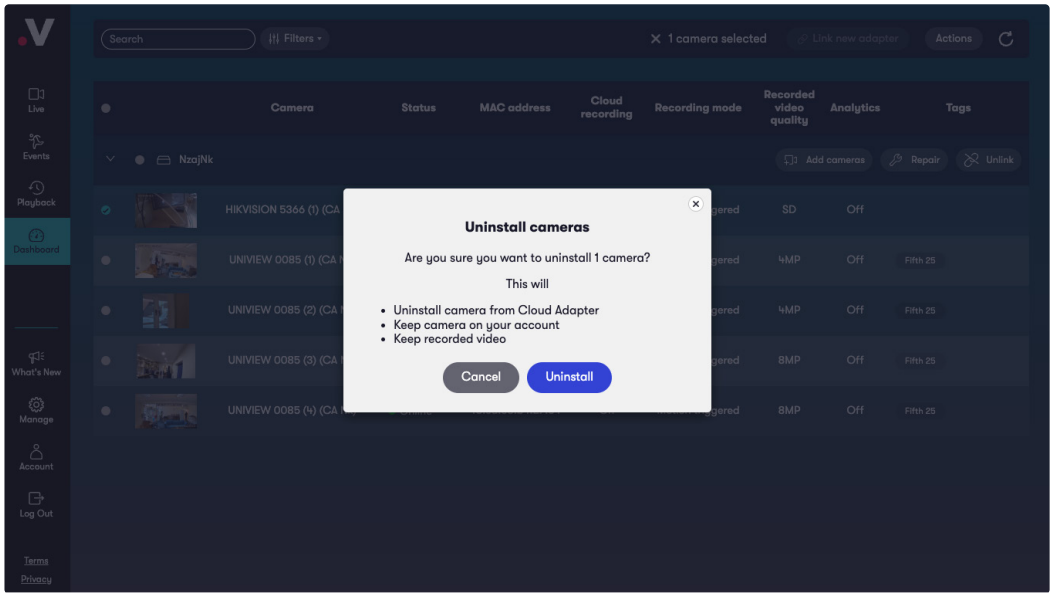


Appendices

Apdx 1: Uninstalling cameras from a Cloud Adapter

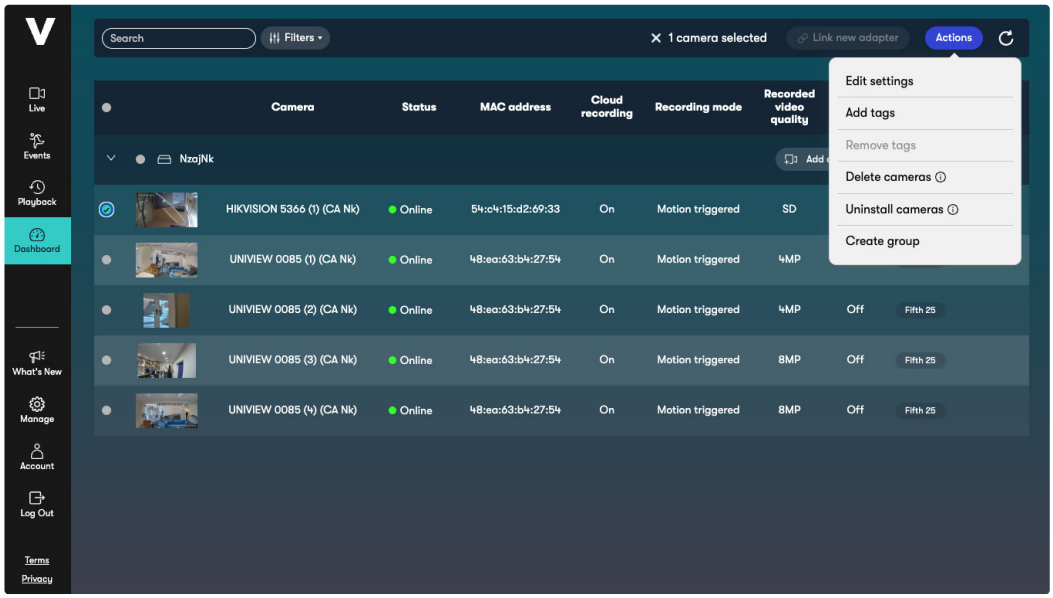
- Uninstalling a camera will remove the link between the camera and Cloud Adapter and stop future recording, but will retain its already recorded video on your account.
- Go to 'Dashboard', select the camera you wish to uninstall, click 'Actions' and 'Uninstall camera'.

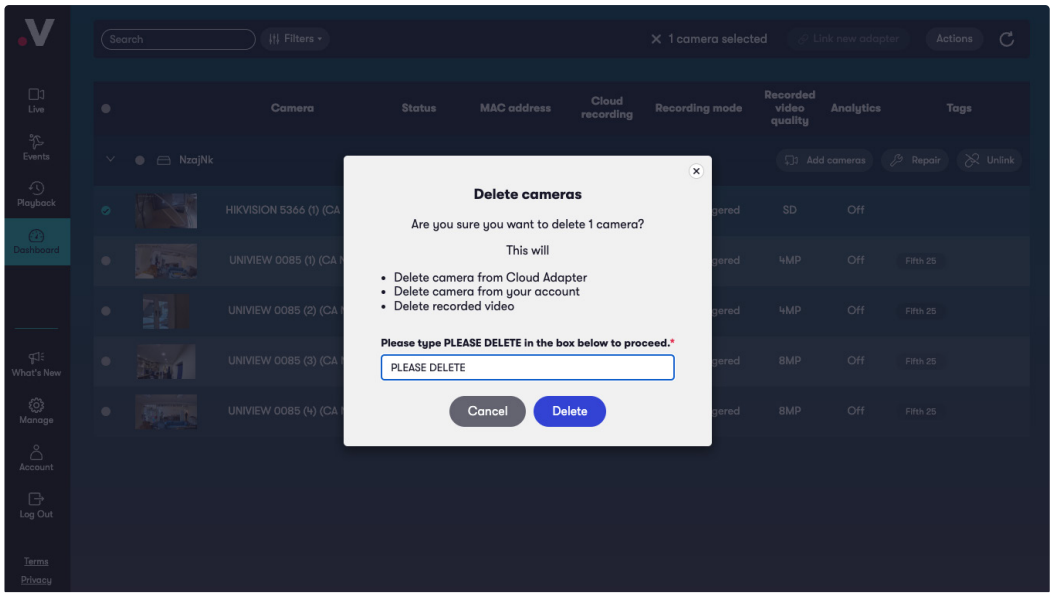




Apdx 2: Deleting cameras from a Cloud Adapter and your account

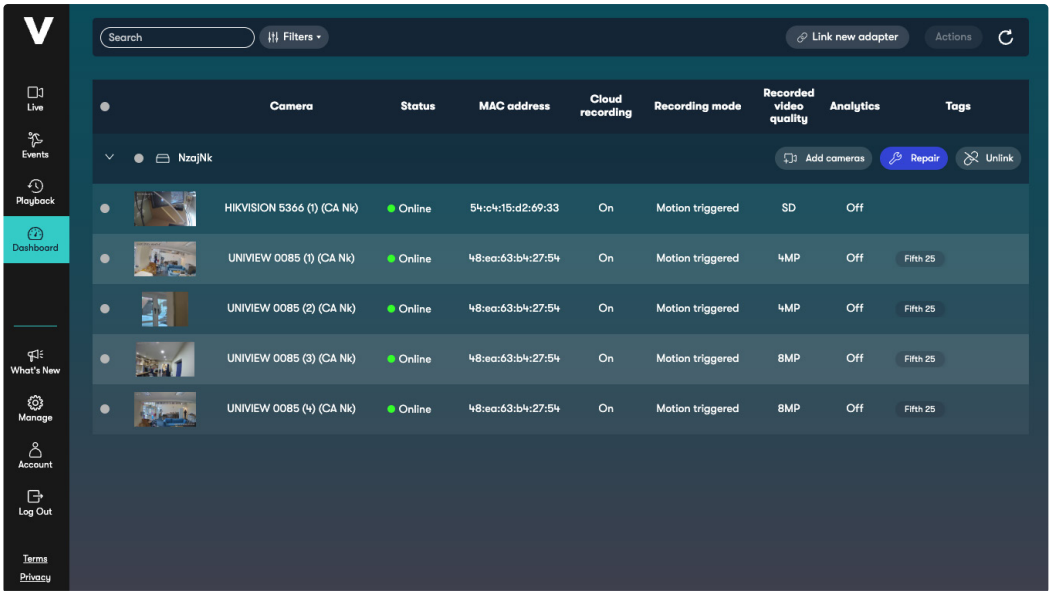
- Deleting a camera will completely remove the camera from your Cloud Adapter and your account, including all recorded video.
- Go to 'Dashboard', select the camera you wish to delete, click 'Actions' and 'Delete camera'.

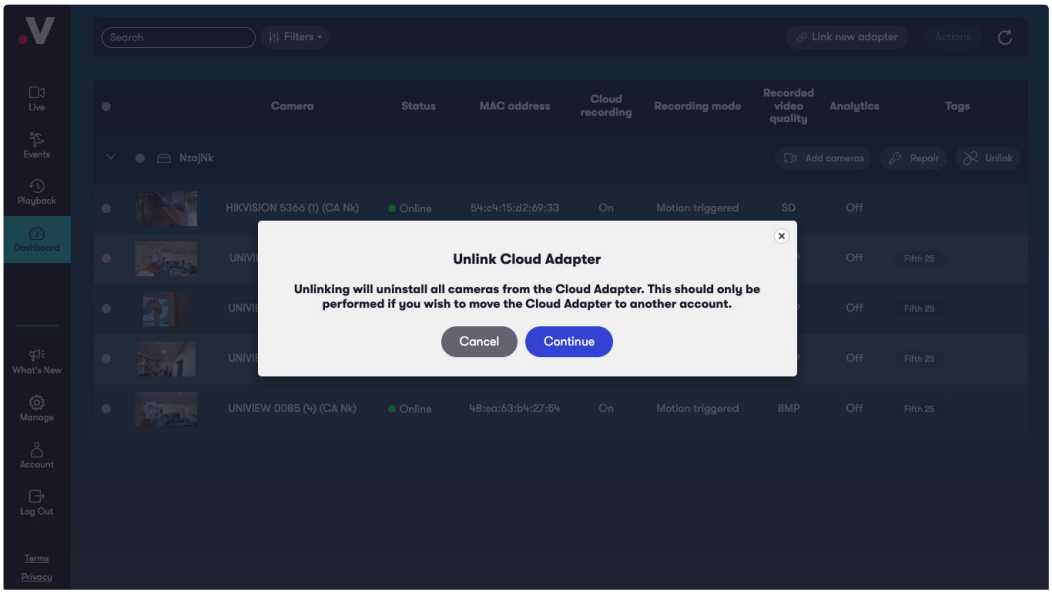




Apdx 3: Repairing a camera which is already installed

- 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.