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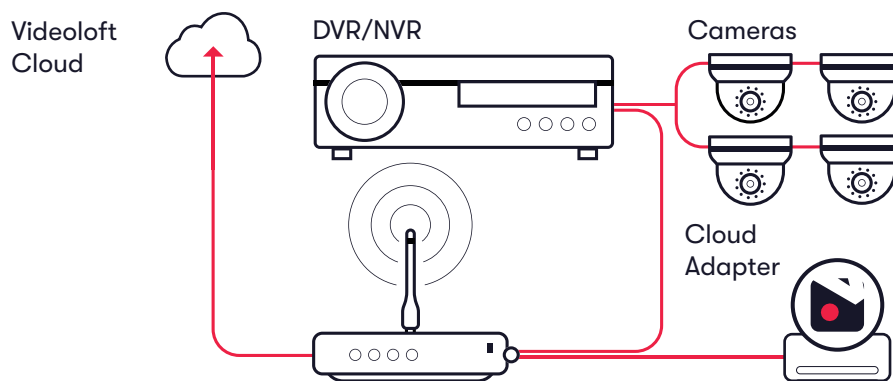# Installation Guide

Cameras recording to cloud + local DVR/NVR
(Uniview and Hikvision or Hikvision OEM)

Feb 21 - v10.5.1

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1. How it works

Videoloft Cloud — DVR/NVR — Cameras — Cloud Adapter

2. Pre-installation

2.1 What you'll need

- Videoloft Cloud Adapter and its Cloud ID (this can be found on a sticker on the side of the Cloud Adapter. Note that the Cloud ID is case sensitive.)
- Username and password of the camera/recorder.
- IP address of the recorder.
- Smartphone or tablet with the latest Videoloft app.
  (iOS 9 or above, Android 4.2 or above)

2.2 Compatible DVRs/NVRs

- Uniview and Hikvision DVRs/NVRs, including Hikvision OEM. Please contact us if:
  - The recorders you're installing have very old firmware, it might need to be updated 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.

⚠️ 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.

2.3 Pre-configuration of DVR/NVR

- Activate the recorder by setting a password for the admin user
- Enable DHCP

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

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2.4 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.

3. Installation

3.1 Setting up Cloud Adapter

- Ensure that the cameras are connected to power and network.
- Connect the Cloud Adapter to network and then power, **then wait for 10 minutes before proceeding to the next step**. If you're connecting multiple Cloud Adapters, see Apendix 1.
- Check that you have the latest version of the Videoloft app and log in with the credentials you created for your subscriber.
- Tap 'Install via Cloud Adapter' on the main menu to begin the installation process, enter the Cloud ID when prompted. This can be found on a sticker on the side of the Cloud Adapter. Note that the Cloud ID is case sensitive.
- If you've previously linked a Cloud Adapter to the account you're using for the installation, you will be able to choose that Cloud Adapter's ID from the dropdown list.
- When the Cloud Adapter is discovered, it will be linked with the account you are using to set it up.
- Tap 'Continue' to proceed.
- To learn how to uninstall cameras from a Cloud Adapter see Appendix 2, to learn how to completely remove a Cloud Adapter from a subscriber account see Appendix 3.
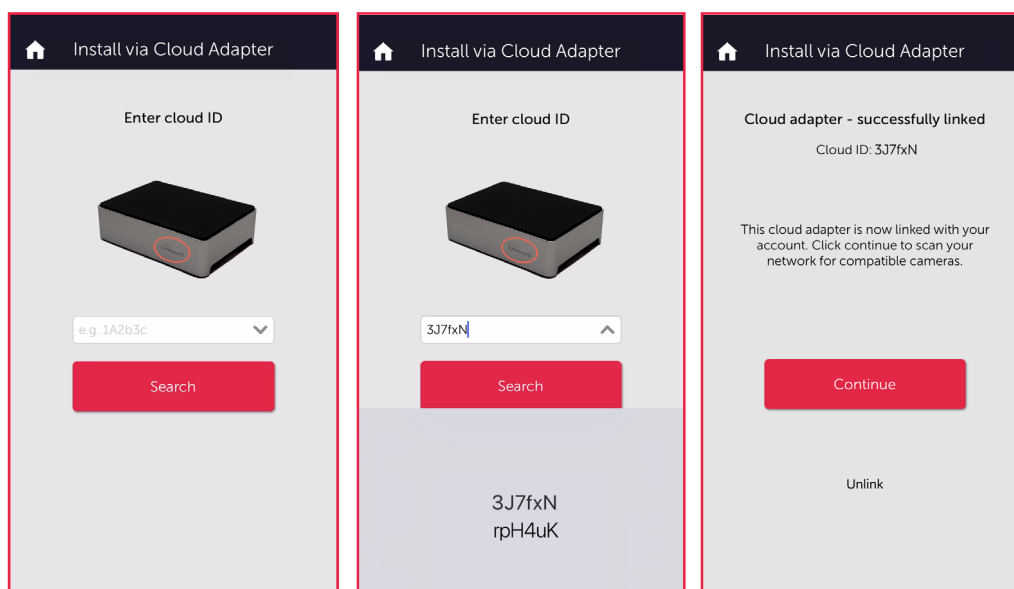
The Cloud Adapter is shipped with a 32GB USB for onboard storage in case of network outages. If internet goes down video will be recorded to this onboard storage and then automatically uploaded to the cloud once network is restored. Please note that the USB does not protect video against a loss of connection between the camera and/or recorder and the Cloud Adapter.

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3.2   Connecting to DVR/NVR

- Once you have entered the Cloud ID, tap 'Start scan'. The Videoloft app will then discover all recorders connected to the same network as the Cloud Adapter. If your recorder doesn't automatically appear in the list, please follow the steps as set out in section 3.2a.
- Select the required recorder. You'll be prompted for the DVR/NVR username and password.
- Tap 'Next' to continue.
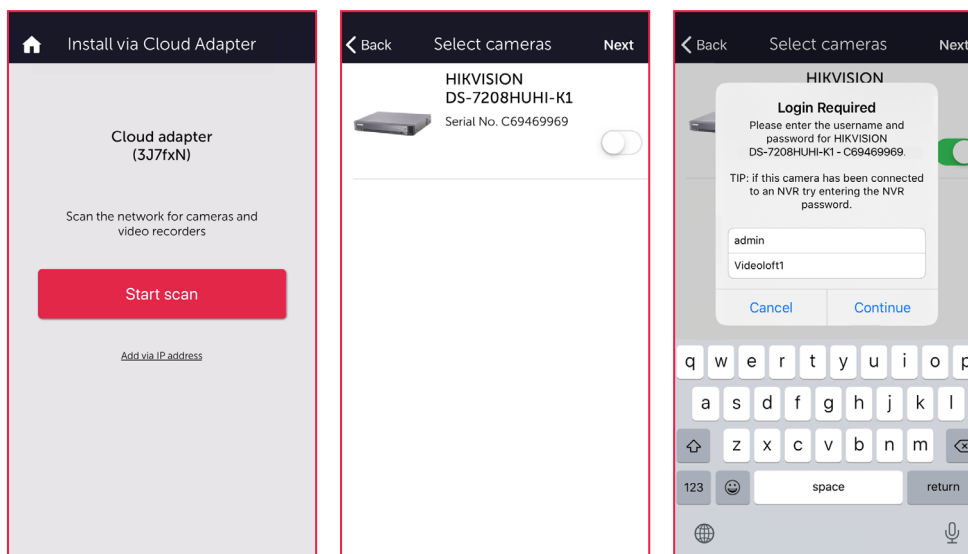
3.2a   Connecting to DVR/NVR via IP address

- If your recorder didn't automatically appear in the list after pressing 'Scan now', navigate back to the first screen by tapping 'Back' and then tap on 'Add via IP address'.
- Enter the IP address, and the DVR/NVR username and password, then tap 'Continue'.

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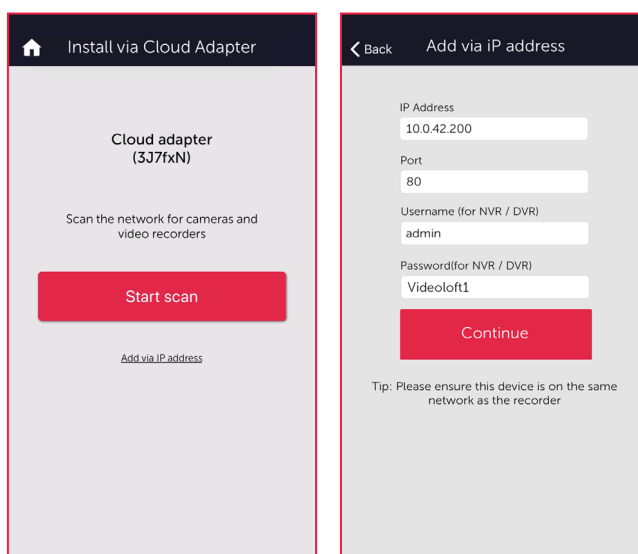
- Select the required channels, then tap 'Done'. If you want to amend the channels selected tap on the settings cog to return to the channel selection screen.
- Once you are happy with the selected channel tap 'Install'.
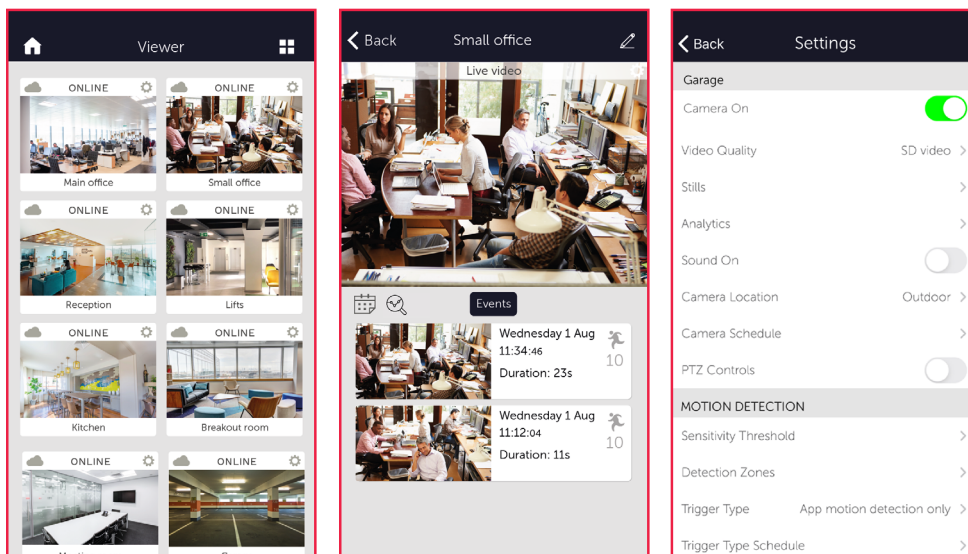- If you are connecting more than 8 channels to the cloud, see Appendix 1.
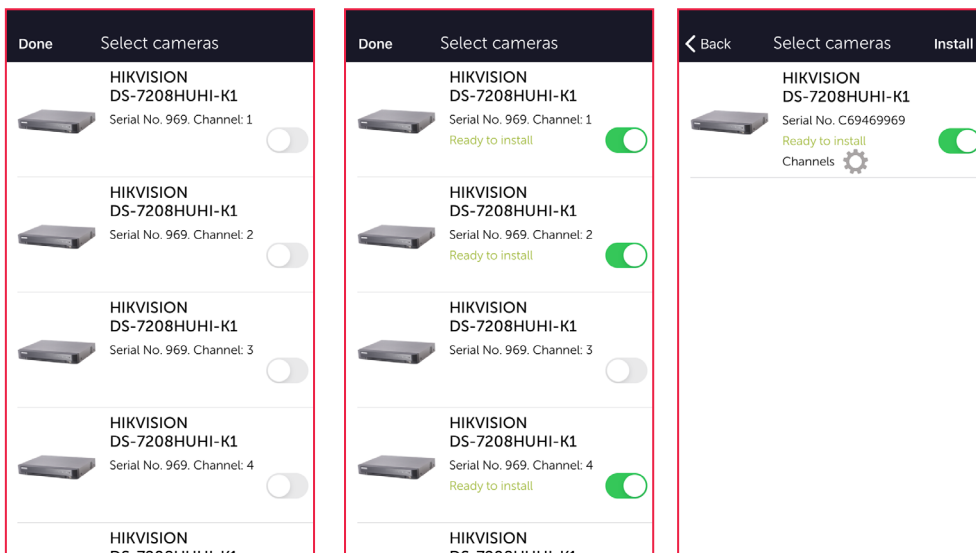
3.3   Completing installation

- Stay on app screen for approximately 30 seconds while the cameras are connecting.
- Once installation is complete, tap 'View cameras'.

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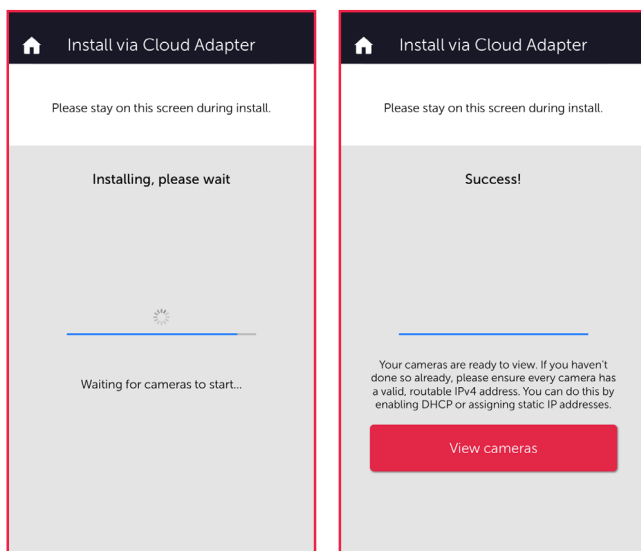
4. Post-installation

- Once the installation is complete, tap 'View cameras'. 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 any settings as required.

Appendix 1: Connecting more than 8 cameras to the cloud

- If you are connecting more than 8 cameras to the cloud you'll need to set up multiple Cloud Adapters on your customer's account. You can connect the Cloud Adapters to the network simultaneously, but will need to run the installation steps through the Videoloft app one 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.

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Appendix 2: Uninstalling cameras

- Tap 'Install Cloud Adapter' on the main menu to begin the uninstallation 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.

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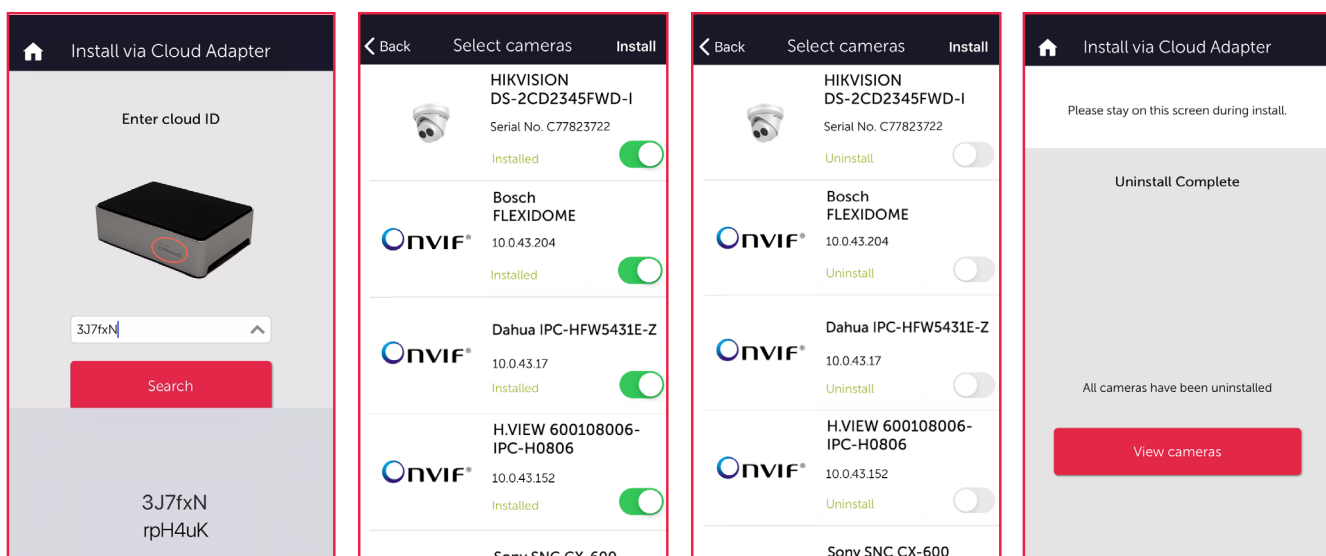
Appendix 3: Unlinking a Cloud Adapter from a subscriber account

- 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 credentials you created for your subscriber.
- Tap 'Install Cloud Adapter' 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.