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Installation Guide

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

Feb 21 - v10.5.1

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1. How it works

Cameras

Videoloft
Cloud

Cloud Adapter   PoE switch   Router
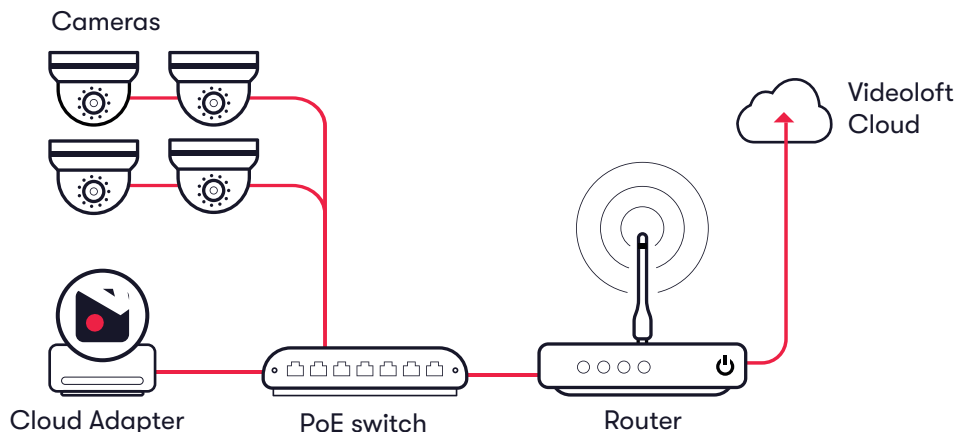
2. Pre-installation

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.
- Smartphone or tablet with the latest Videoloft app.
  (iOS 9 or above, Android 4.2 or above)

2.2   Compatible IP cameras

- Videoloft is directly compatible with all Axis and Hikvision IP cameras with a substream, including Hikvision OEM.
  Please contact us if:
  - The cameras 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.

- Videoloft is compatible with the following camera brands via ONVIF:
  - Amcrest
  - Bosch
  - Dahua
  - H-View
  - Onwote
  - Panasonic
  - Sony
  - Uniview
  - Vivotek
  - Wisenet

> ⚠️ We recommend that you test that your specific camera model is compatible with Videoloft and ONVIF before you take it to site to install. Most camera models work very well via ONVIF, but we have seen a few problems and expect more from different models in the field.

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2.3 Enabling ONVIF

- **Please note**: if you are installing on Hikvision, Hikvision OEM or Axis please skip to step 2.4
- A few cameras will have ONVIF enabled straight 'out the box', but most will need some amount of manual configuration before they can be used with Videoloft:
  - Activate device*
  - Configure the camera's IP address (we recommend that you enable IPv6 or set up a static IPv4 address)
  - Ensure the camera mainstream and substream are configured to H.264
  - Reboot device

- If you're unsure how to configure a particular brand contact us and we will be able to provide you with a manufacturer specific ONVIF pre-install guide.

* For new cameras, the device will require a username and password to be set. We strongly recommend you set a new admin username and password before proceeding as some brands ship with generic default credentials.
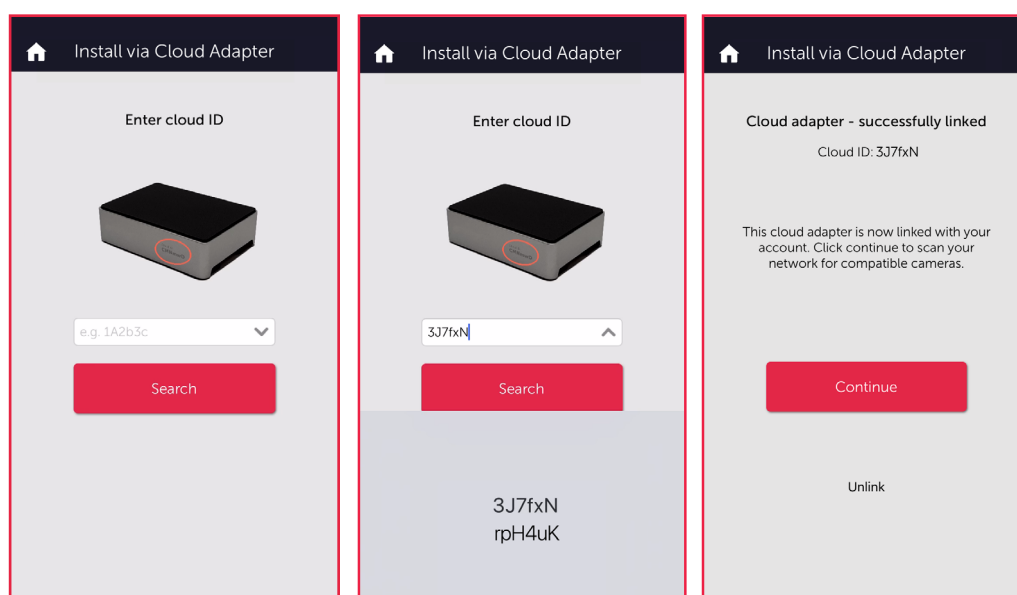
2.4 Subscriber account creation

- 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.

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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.

Install via Cloud Adapter	Install via Cloud Adapter	Install via Cloud Adapter
Enter cloud ID	Enter cloud ID	Cloud adapter - successfully linked
		Cloud ID: 3J7fxN
		This cloud adapter is now linked with your account. Click continue to scan your network for compatible cameras.
e.g. 1A2b3c	3J7fxN	
Search	Search	Continue
	3J7fxN rpH4uK	Unlink

☆   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   Discovering and selecting cameras

- Once you have entered the Cloud ID, tap 'Start scan'. The Videoloft app will then discover all cameras connected to the same network as the Cloud Adapter. If you are connecting more than 8 cameras to the cloud, see Appendix 1.
- 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.
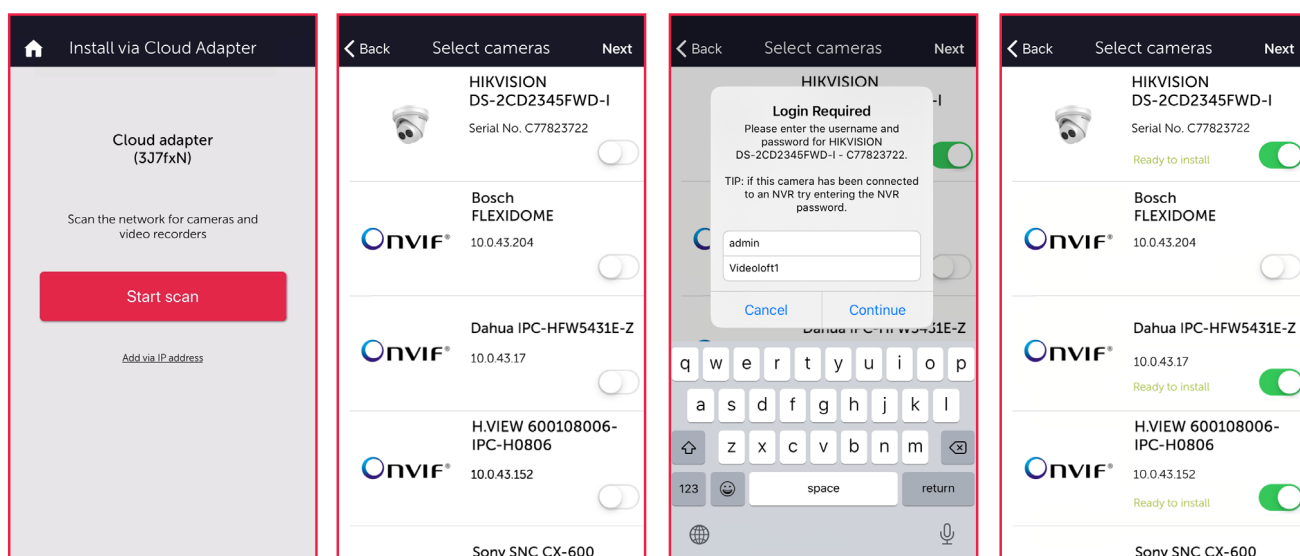
⚠ Please note: If you are installing Axis cameras they will show up twice in the camera list. This is because ONVIF is enabled by default on Axis cameras. You will only have to install an Axis camera once, and either installation type will work.

⚠ Please note: If the cameras were brand new you'll need to ensure every camera has a valid, routable IPv4 address. You can do this by enabling DHCP or assigning static IP addresses.

⚠ 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.

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

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3.3   Completing installation

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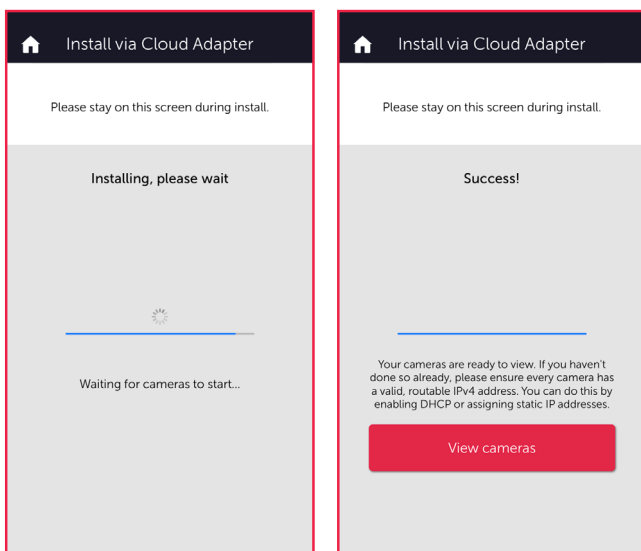
4. Post-installation

• 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 settings as required.

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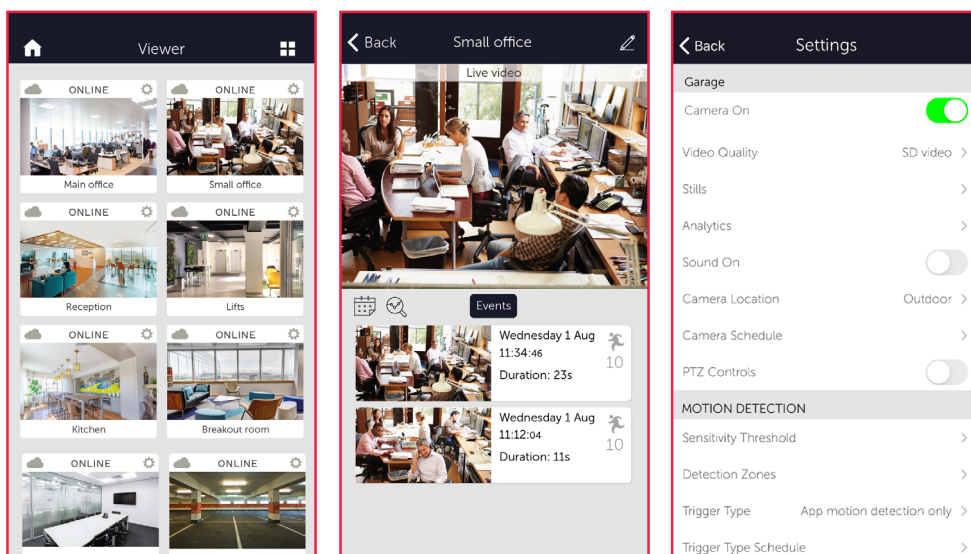
Appendix 1: Connecting more than 8 cameras to the cloud

- 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.

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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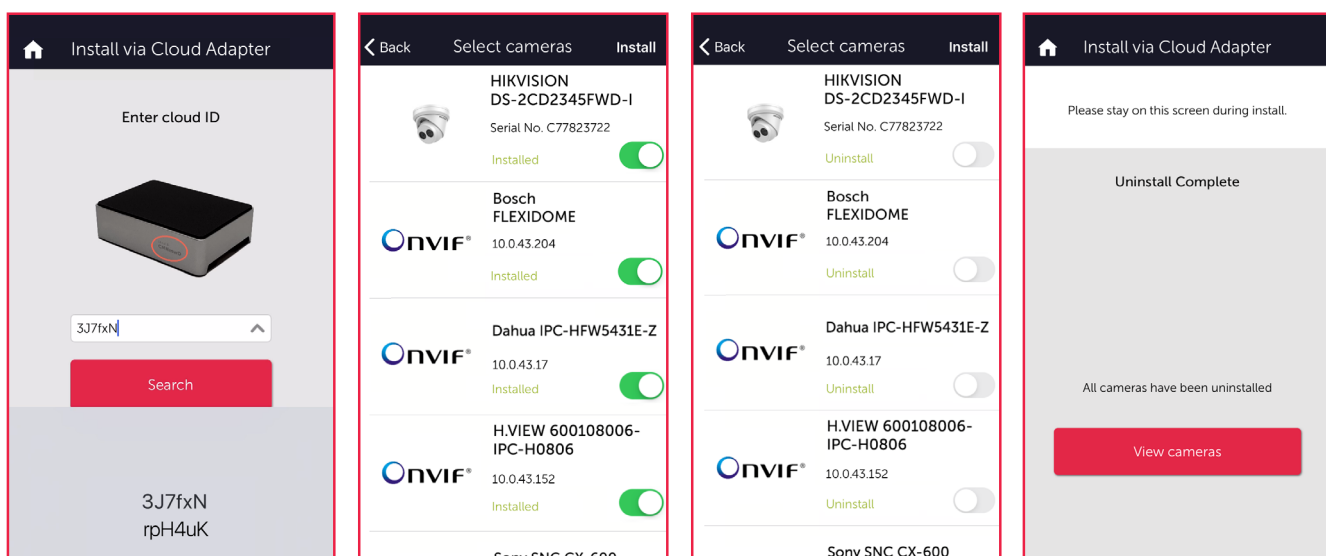
Appendix 3: Unlinking a Cloud Adapter from a subscriber account

- 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.