Wisenet VIAAS Setup Quick Start Guide

How to use Hanwha Vision Wisenet cameras with the VIAAS Cloud system.

1. Upgrade your model to the latest firmware. Instructions and downloads are available on the Wisenet website.

2. Insert a High Endurance SD card, up to 128GB, into the camera's SD card slot.

3. Plug the camera into a POE power source, wait for it to start up, and determine the new IP address that is assigned (e.g. by viewing the router interface).

4. Navigate to the camera's web interface using the new IP address, e.g. http://192.168.1.82/. Assign and confirm an admin password for the camera.

5. Click on the gear icon on the top of the screen to bring up the camera settings page, and navigate to the "Open Platform" page using the menu on the left of the page.

6. Install the VIAAS_Cloud.cap file. This file can be downloaded from https://viaas.com/resources.html#installation

    a. Click on the 3 dots to open a file browser, and navigate to the VIAAS_Cloud.cap file on your computer. **The filename must be exactly "VIAAS_Cloud.cap"**, without additional characters (note ".cap" may be hidden on some computers).

    b. Hit the Install button, and agree to prompts that follow.

7. Click on the "Go App" button, and click "Setup / Diagnostics". This attempts to generate an install token that is used by the VIAAS system to install the camera in an account.

    a. If the "**Write Permissions**" test fails, you should restart the camera and run "Setup / Diagnostics" again. The camera can be restarted using the System menu.

    b. If the "**Provisioners Reachable**" test fails, ensure the Date and Time value in the Basic menu is accurate and retry.

    c. If the "**Provisioners Reachable**" test still fails, ensure whitelisting is set up according to https://viaas.com/whitelisting.html There should be no SSL inspection (this can be a problem with Fortinet/Fortigate firewalls).

8. Click on the link "Register / Add to VIAAS Account", or copy the install token to be used in the first field of Register Account or Add Camera at https://viaas.com/view/.

    a. If you have an existing VIAAS Account, you should log into that account rather than registering a new one.

    b. Note that the install token expires after 60 minutes. You may run "Setup / Diagnostics" to create a new install token if this occurs.

9. Finish Register Account / Add Camera and the camera should automatically connect to the cloud and receive some initial configuration. Progress will be shown in the VIAAS UI. It will take 2 - 5 minutes to finalize this initial configuration.

    a. If progress stalls in the UI, re-run the "Setup / Diagnostics" function to see if there are problems with the connection or initialization.

10. After the camera has been added to the account, the "Wisenet Configuration Guide" in the VIAAS user interface (launched using the red plug in the top left of the camera's image viewer) will describe and report on configuration necessary to function in the VIAAS service. This dialog also contains a link to the camera's web interface if further configuration changes are required.

Information about supported models, documentation, frequently asked questions and downloads can be found at https://viaas.com/

Wisenet VIAAS Install Checklist

Bench Install

Complete the first install on a workbench or desk in case any issues arise that require access to the physical camera.
It is helpful to keep things simple as you familiarize yourself with the install process.

SD Cards

Each camera will need a "high endurance" SD card.
Refer to your camera model's specifications for maximum card size.

Mounting Hardware

Depending on your mounting surface and location you may need screws, conduit bases, backplates, or other mounting accessories.
If unsure, check with your facilities team or installation partner for further guidance.

Power Source

Usually the camera is "powered over ethernet" (PoE), but other options may be available depending on your model. Determine how your camera will be powered and if you need to purchase any accessories.
If unsure, check with your facilities team or installation partner for further guidance.

Network Visibility

You will need the camera's internal IP address to log in and install our software package.
If you do not have access to your network then check with your Network Administrator/IT Team for assistance.

Network Access

The camera will need to reach the VIAAS servers. For many corporate network environments, this will require whitelisting.
Review outgoing network access requirements at https://viaas.com/whitelisting.html

User Administration

The first user created will be the "Superuser" on the account and will have full access to every camera and setting on the account. Will that person be you, or should someone else be given that role?
Additional Superusers can be created later, as well as other permission levels.

Post Install Steps

Account Alerts

Configure your alerts and reports to go to the correct recipients. We recommend creating mailing lists for this step, which can be modified as your team changes.
E.g. motion alert in secure area goes to security team, offline alerts go to network team

Training

Contact your sales representative to schedule individual or group trainings to make sure your users make the most of the VIAAS Surveillance Solution.
If you do not know your sales representative, then reach out to sales@viaas.com