

Wisenet VIAAS Setup Quick Start Guide

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

1. Insert a High Endurance SD card, up to 128GB, into the camera's SD card slot.
2. 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).
3. 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.
4. 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.
5. 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.
6. 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, this indicates that the app install had some problems, and 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 camera can access port 443 on the addresses associated with "camera-access.viaas.com" (currently 4 IP addresses). There should be no SSL inspection (this can be a problem with Fortinet/Fortigate firewalls).
7. 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.
8. 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.
9. 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/>