

manything...

Installation Guide

1. Pre-installation

1.1 Installation device

- iOS 10 is required to install Manything onto a Hikvision camera from an Apple device (subscribers will need iOS 8 or above to be able to view their cameras).
- Android 4.2 or above is required to install Manything onto a Hikvision camera from an Android device (subscribers will also need 4.2 or above to be able to view their cameras).

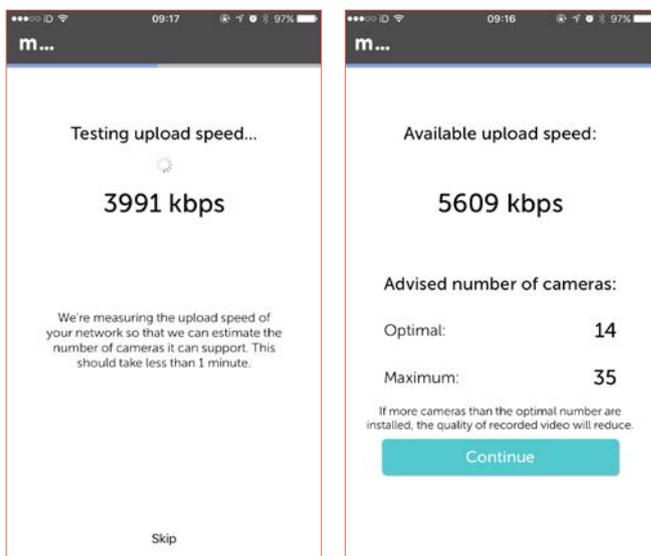
1.2 Compatible cameras

- For an up-to-date list of Manything compatible Hikvision cameras see [here](#).
- OEM / re-badged versions of these cameras will not work with Manything as they have slightly different firmware.

1.3 Uplink

- Before setting up a new customer, the network uplink speed needs to be measured to determine how many cameras the network can support.
- When you set up cameras for the first time on a network, the Manything app will automatically run an uplink speed test and tell you how many cameras can be supported on that network (See Fig 1).
- If you install more cameras than the advised limit, the cameras could discard video if there is not enough bandwidth to send it up to the cloud.

Fig 1: Network uplink test



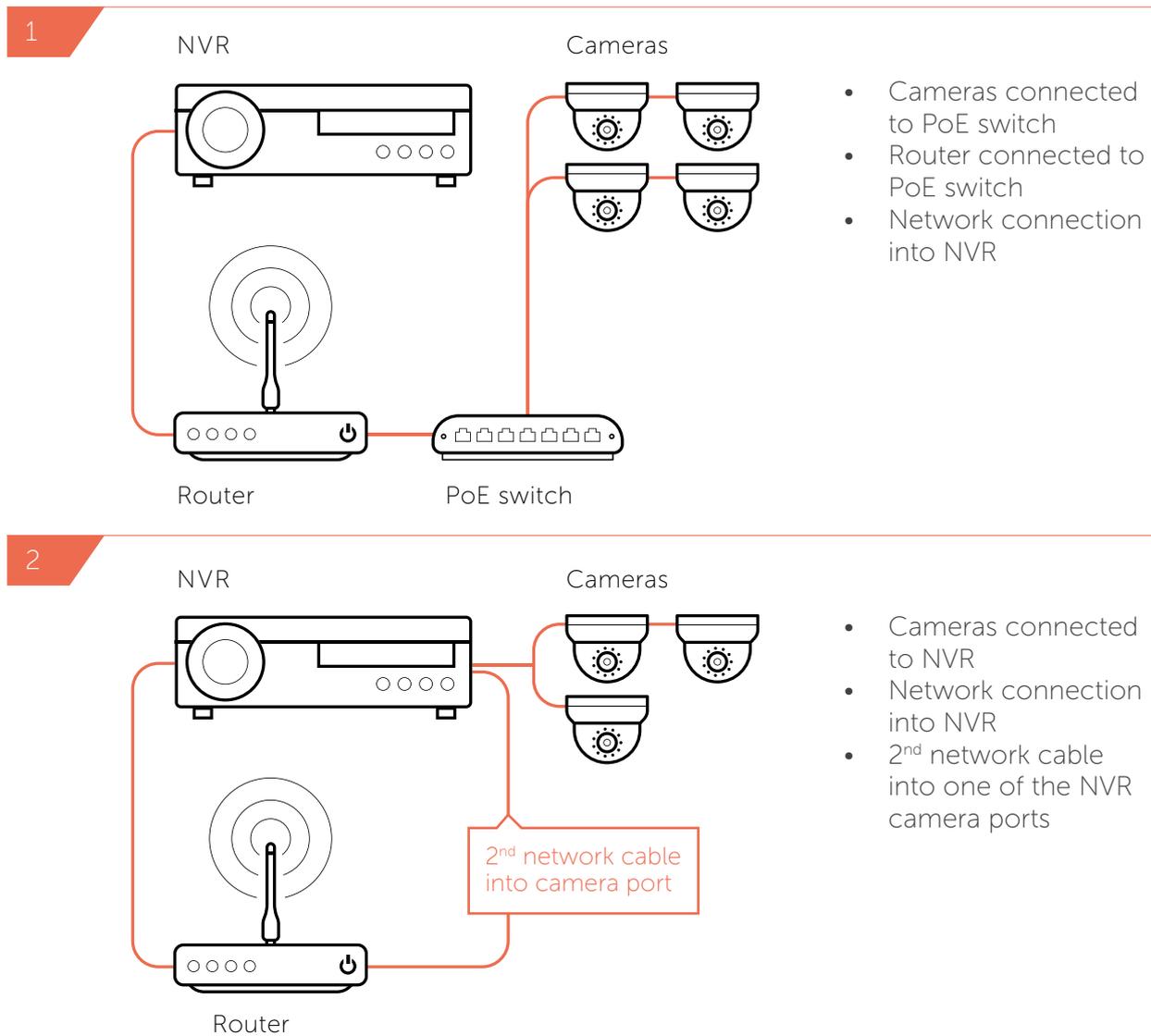
2. Manything installation

Note: For new camera installations, you can install Manything to the camera before getting to the subscriber's site. When you connect the cameras to the subscriber's network, make sure you connect the cameras to the network before powering them on.

2.1 Configuring Manything with an NVR (if applicable)

- If your subscriber is going to be running Manything alongside an NVR, it needs to be configured in one of two ways to allow Manything to discover the cameras (see Fig 2).

Fig 2: NVR Setup



- Cameras connected to PoE switch
- Router connected to PoE switch
- Network connection into NVR

- Cameras connected to NVR
- Network connection into NVR
- 2nd network cable into one of the NVR camera ports

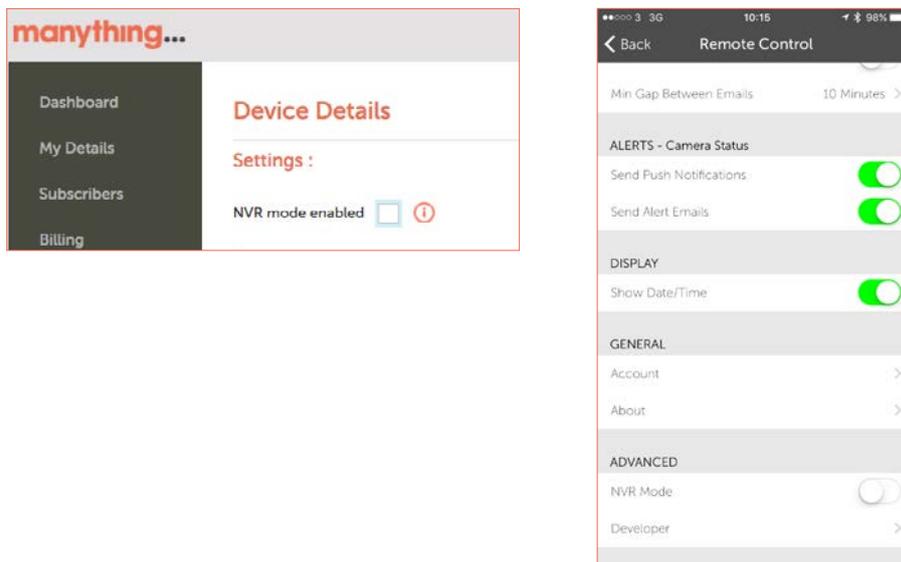
- Manything will default to 'NVR mode', which should be used when Manything is running alongside an NVR. This ensures that the Manything app only uses the camera sub-stream and leaves the main-stream to record at the native camera resolution directly to the NVR.

2. Manything installation (continued)

2.2 Configuring Manything without an NVR (if applicable)

- If your subscriber is going to be running Manything without an NVR, you'll need to turn off 'NVR mode'. This can be done in the Partner Portal or the settings menu of the app (see Fig 3). This allows Manything to use the sub-stream for live feed transmission at a variable bit rate SD resolution, then record motion events using the main-stream at 720p.

Fig 3: Turning off NVR mode

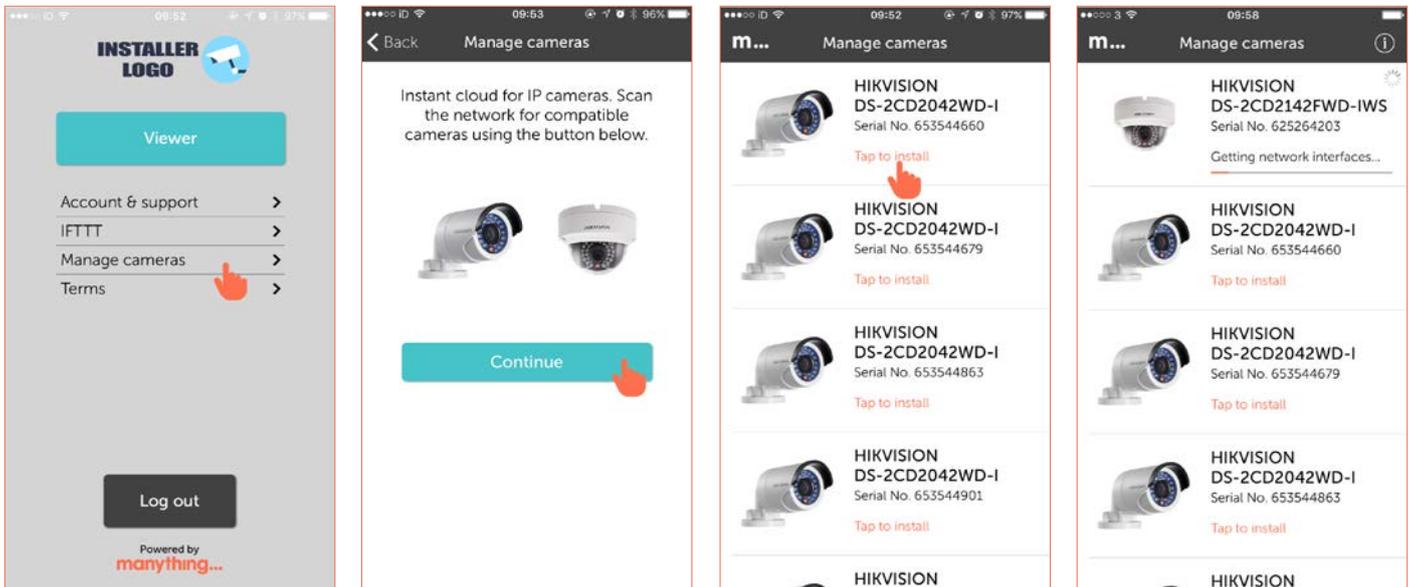


2.3 Installing Manything onto the cameras

- To install Manything on the cameras, first ensure that the phone running the install is on the same network as the cameras and that the cameras are connected to power.
- Log in to the app using the credentials set up for your subscriber.
- Click on 'Manage cameras' on the main menu.
- Tap 'Continue' to scan the local network for compatible cameras.
- Tap the cameras you want to install Manything onto, you can run multiple installations at once.
- You will be prompted for the camera admin passwords (or asked to set new ones if the cameras are new).
- Note: First time Manything install takes 3-4 minutes, future updates take 20-30 seconds.

2. Manything installation (continued)

Fig 4: Manything installation



2.4 Set up checks

Once the Manything install is complete, check the following on each camera:

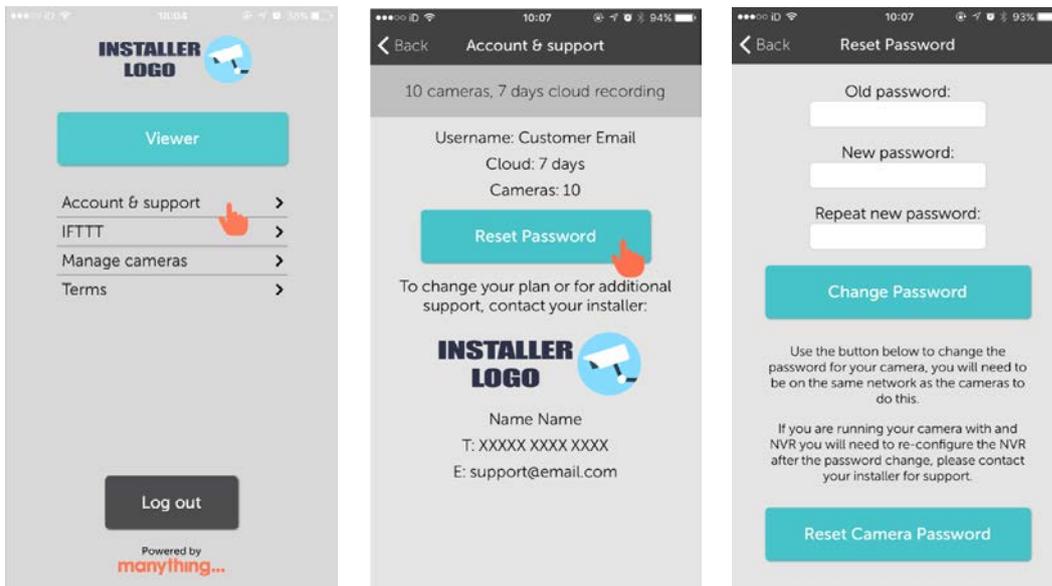
- That the camera is online (if not, power the camera on and off)
- That you can view live motion
- That recorded events are being generated

3. Handover to subscriber

3.1 Log in credentials

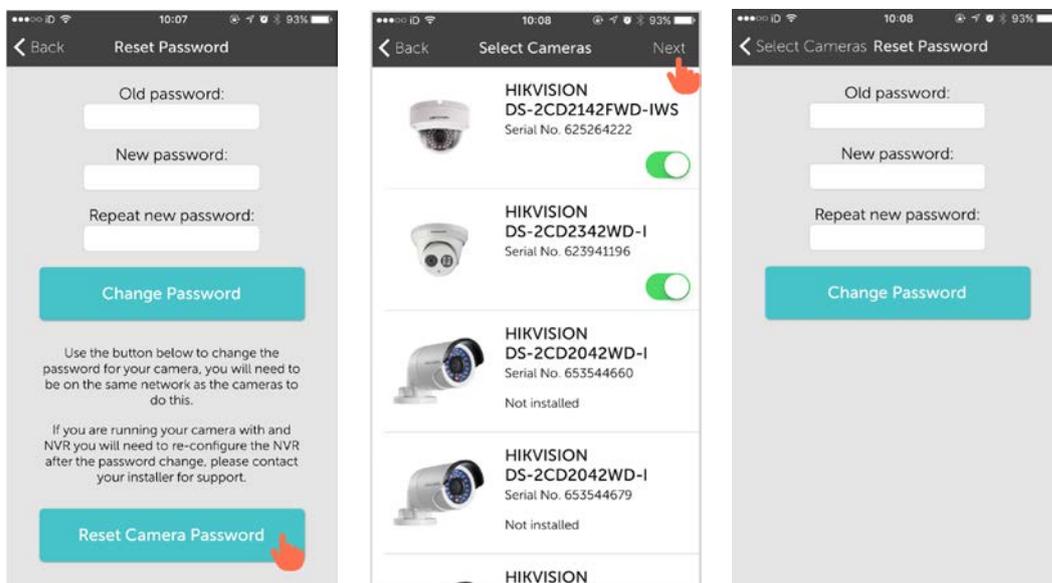
- Provide your subscriber with their Anything log in credentials which you set up for them in the Anything Partners Portal (username will be their email address).
- Ensure they have the camera admin password(s).
- Ensure they change their Anything password when they log into the app for the first time (see Fig 5).

Fig 5: Changing Anything password



- We also recommend that they change their camera admin passwords after the install for added security, they can change multiple camera admin passwords in one go (see Fig 6).
- Note: If the cameras are running alongside an NVR, the NVR will need to be reconfigured once the camera passwords are changed.

Fig 6: Changing camera admin passwords

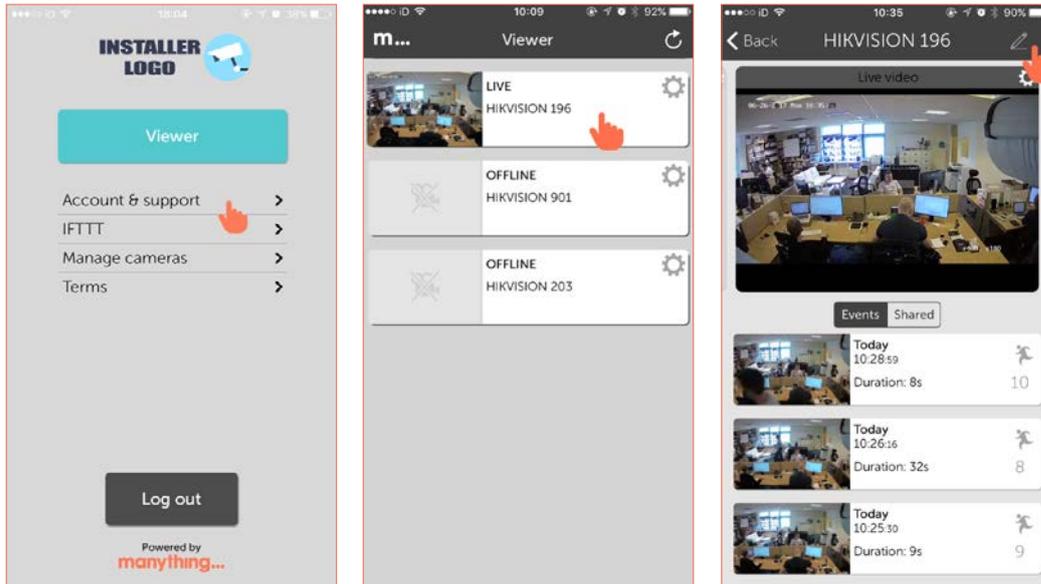


3. Handover to subscriber (continued)

3.2 Camera settings

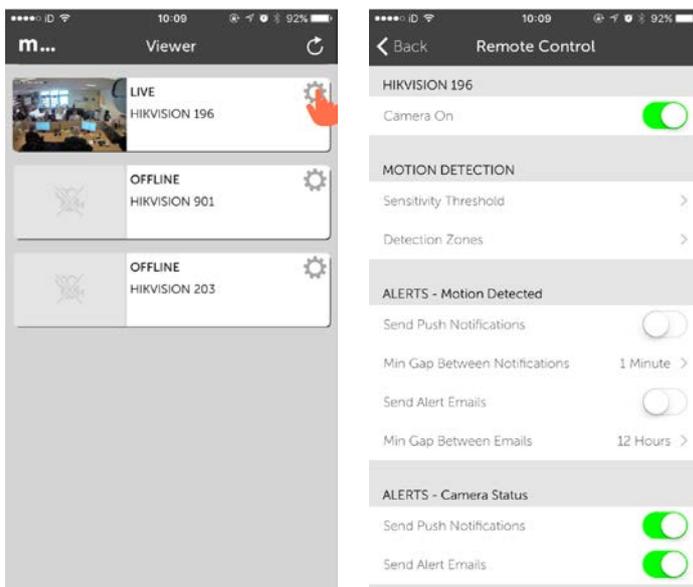
- Rename the cameras by entering 'Viewer' mode from the main menu. To change the camera name, click into the camera and then tap the pencil icon in the dark grey bar at the top of the screen (see Fig 7).

Fig 7: Renaming Cameras



- Show your subscriber how to change the sensitivity, set detection zones and amend notification settings for their cameras (see Fig 8).

Fig 8: Changing camera settings



3.3 Terms of use

- Ensure the subscriber is aware of the Terms of Use which are displayed in the 'Terms' section from the main menu.

4. Maintenance

4.1 Camera app updates

- The Anything app installed on the camera will be automatically updated.

4.2 Camera firmware updates

- If a camera firmware update from Hikvision requires an update to the Anything camera app, the subscriber will receive a prompt within their mobile app. To install an update the phone will need to be on the same network as the cameras and the camera admin password(s) will be required.

4.3 Reinstalling Anything on a camera

- If you need to reinstall the Anything app on a camera you can do so by entering 'Manage cameras' and tapping the desired camera. You'll then be prompted to insert the camera admin password if applicable.

4.4 Removing Anything from a camera

- To remove Anything from a camera go to the 'Open Platform' tab in the Hikvision camera web interface, select Anything and Manyhelper and click Stop. That will leave the app in place but will stop it from running. To remove the app completely, click Delete.
- Anything installs an 'Open Platform' version of the Hikvision firmware to the camera, if you want to return to the stock firmware you can download the desired version from Hikvision and use the System / Maintenance / Upgrade / Firmware function in the Hikvision camera web interface to install it.

4.5 Support

- For answers to common support questions see the Support FAQ in the 'Materials' section of the Anything Partners Portal
- To ask the Anything support team any additional questions, please contact partnersupport@anything.com