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Document identity

Publ. No.: LX400040
Commit: 17158
Head: 19463
Language: en-US
Modified: 2014-09-16
Formatted: 2014-11-07

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Legal disclaimer

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1 What is FLIR Cloud™?

FLIR Cloud™ is a cloud-enabled service platform that allows for instant remote access to your security system from anywhere in the world. FLIR Cloud™ ensures reliable connectivity with a quick and simple 3-step setup process that makes complicated networking and port forwarding a relic of the past.



Simply download the free FLIR Cloud™ mobile app, scan the QR code on the security system, and enter a personalized password to view the cameras on a smartphone or tablet from anywhere in the world.

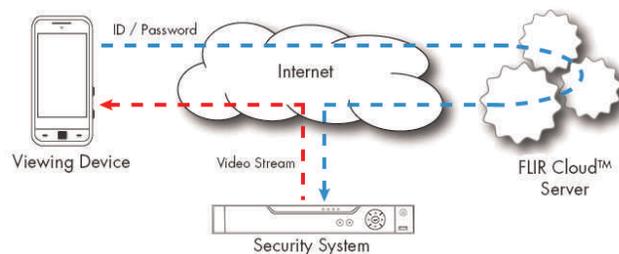


FLIR Cloud™ also includes a full Windows and Mac-compatible CMS for multi-site control. The same instant connectivity is available by entering the system's unique ID and password into the CMS software, enabling instant remote access to live or recorded video as well as configuration of all the features of your FLIR system.

2 How does it work?

Remote access through FLIR Cloud™ is achieved using a unique Device ID encoded onto each system. The viewing device can quickly attain the Device ID by way of a QR code printed on the unit itself.

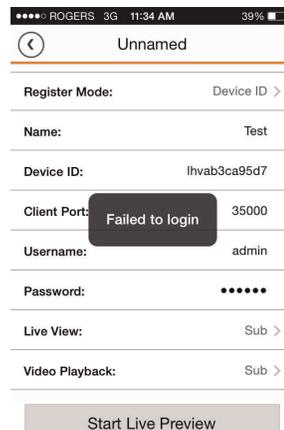
When you connect to your security system, your viewing device sends the Device ID to a FLIR Cloud™ server. The server locates the security system on the Internet using the Device ID and performs a secure handshake between the security system and the viewing device. A private, encrypted tunnel is created to connect the surveillance system directly to the viewing device via a peer-to-peer connection.



If a hardware firewall or other security settings prevent a peer-to-peer tunnel from being created, video is streamed from the DVR to the viewing device through the FLIR Cloud™ servers. This is called relay mode, and ensures reliable connectivity in corporate environments. Video streamed through FLIR Cloud™ servers is still encrypted, and the servers do not store any video footage.

3 I am getting a "Failed to login" message when connecting on iPhone. What do I do?

This issue has been fixed in version 1.1 of the iPhone app. If you see the screen below, upgrade your app to version 1.1 or higher for free from the App Store.



4 When I connect, I get the message "Current connection is connected via relay, the connection will be disconnected in 10 min." What does that mean?

This message indicates the system is connected using relay mode. Relay mode works in the event that a hardware firewall or other security settings prevent direct peer-to-peer connection between the FLIR system and the viewing device. In relay mode, the video is sent from the FLIR system to the viewing device through the FLIR Cloud™ servers.

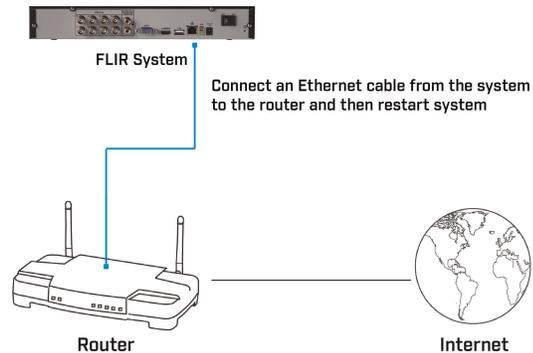
Because of the high bandwidth usage in relay mode, the connection will be automatically disconnected after 10 minutes of continuous use. After being disconnected, you can reconnect to the system right away.

5 What do I do if I am having difficulty connecting to the system using FLIR Cloud™?

Perform the following if you are having trouble connecting to the system:

- Ensure the Ethernet cable is connected between the system and the router. After connecting the Ethernet cable, it is recommended to restart the system to ensure that it successfully gets an IP address from the router.

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- Make sure you are entering the correct password and Client Port that are set up on the system.
- Ensure you are using the latest version of the FLIR Cloud™ apps and the latest firmware for your system.
- Quit the FLIR Cloud™ app and restart the smartphone or tablet.
- Reduce the Sub Stream quality settings in the system to the parameters below. This will ensure better performance in networks with low upload speeds (1Mbps or lower). Reducing the Sub Stream quality does not affect the recordings or the live monitor display. See the instruction manual for details on setting Sub Stream quality on your system.
 - **Resolution:** CIF.
 - **Frame Rate (FPS):** 10.
 - **Bitrate:** 128kbps.
- In case the above steps do not work, set up DDNS connectivity using the steps in the instruction manual.

6 I have forgotten the password to the system. What do I do?

If you have forgotten the password for your system, you must call Technical Support to have the password reset. For security, there is no way to reset the password yourself. Before calling Technical Support, please ensure your system is connected to your network (connect the system to your router with an Ethernet cable and restart the system).

7 Is DDNS still available on my system?

Yes, DDNS is available as a secondary connectivity option, and there is no difference in terms of the features that are available through DDNS or using FLIR Cloud™. You can still register your system for a free FLIR DDNS address through <http://ddns.myddns-flir.com>. Full instructions for setting up DDNS are provided in the instruction manual for the DVR or NVR.