Camera Manufacturer Notes

Hanwha Techwin: Must be powered on after the Bridge/CMVR in order to be discovered.

Axis: An ONVIF admin account must be created via the camera's web interface or using Axis Camera Tools. Any login to an Axis camera via its web interface when at factory default or after factory reset will disable ONVIF which is required. A lock symbol will appear on the Dashboard.

Hikvision: If Hikvision's Illegal Lock is enabled the username and password of the camera must be entered into the Wisenet SKY Password Locker prior to placing the camera on the same network as the bridge or the illegal lock will be activated. We recommend disabling Hikvision's illegal lock on all cameras on the CamLAN.

Camera Setup: Configure Hikvision cameras using a seperate network within the subnet of the camera's default static IP. Check Hikvision documentation for Firmware and default IP address.

Sony: The second stream must be enabled to deliver JPEG images for the preview stream.

If one of your cameras is not supported, request support for it. Click the email icon and fill out the form. You must leave the camera on the same network with the Bridge/CMVR and leave them both powered up until the camera support file is created.

WISENET SKY

For a complete list of compatible cameras:
https://www.hanwhasecurity.com/wisenet-sky-camera-compatibility-list

Wisenet SKY Support
Phone: 877-213-1222
Email: support@hanwhasecurity.com
www.WisenetSky.com

Hanwha Techwin

WISENET SKY Bridge/CMVR
Quickstart Guide

The Wisenet SKY Bridge/CMVR is a smart device that connects to your security cameras, records the video, and transmits it to the Wisenet SKY Cloud securely. You can access your video and manage your cameras either from your web browser or mobile device. The Wisenet SKY Bridge/CMVR is physically installed on your network and assigned an IP address. We recommend reading these instructions fully before starting.

You will need the following: Wisenet SKY Bridge/CMVR (supplied), AC Power Cord (supplied), Ethernet Cables (not included), PoE Switch (not included)

If you require a static IP address on the Bridge/CMVR, you will also need: HDMI Monitor & Cable, USB Keyboard OR Mobile device and cable, Wisenet SKY Mobile App.

1 **Install Bridge/CMVR**
1. Place the Wisenet SKY Bridge/CMVR in a secure location. Mount it, if needed.
2. Connect an ethernet cable from your network switch to the WAN port on the back of the Wisenet SKY Bridge/CMVR. Do NOT connect the CamLAN port into your local network. The CamLAN is designed for cameras only and serves DHCP.
3. Connect the power cord of external power supply to Wisenet SKY Bridge/CMVR.
4. Connect the power cord to a power source.
5. The Bridge/CMVR should power up automatically. If powered off, push the power button to turn on the Bridge/CMVR. Press the power button to power down the Bridge/CMVR, if needed.

2 **Configure IP Address and Network Settings**
By default the Wisenet SKY Bridge obtains a DHCP address from your network/router. If you require a static IP address please follow these instructions:
1. Connect the monitor and keyboard to the Wisenet SKY Bridge/CMVR.
2. Login to the Administrative Console:
   • Login: admin
   • Password: <last 5 digits of the Bridge/CMVR serial number>
3. Select "Configure Wired Network" and configure the IP Address, Subnet Mask, Default Gateway, Primary DNS Server and Secondary DNS Server as appropriate for your network.

3 **Open Firewall Ports**
If your Wisenet SKY Bridge/CMVR is located behind a highly secure corporate firewall, open the following outbound ports on your firewall:

Go to *https://support.hanwhasecurity. com/* if you need the destination IP addresses.

Port	Direction	TCP	UDP	Usage
80	Out	Yes	No	Secure Video Connection
443	Out	Yes	No	Secure Video Connection
773	Out	Yes	No	Secure Video Connection
8081	Out	Yes	No	Secure Video Connection
8082	Out	No	Yes	Secure Video Connection
50k-60k	Out	Yes	No	Management Connection

4 **Login to Your Account**
Using a web browser, go to Wisenetsky.com. Login using your email address and password. If you have never logged in before, you will need to verify your email address. Call Wisenet SKY Support if you need an account.

5 **Add Wisenet SKY Bridge/CMVR to Your Account**
The Wisenet SKY Bridge/CMVR may have already been added to your account (it will appear at the top of the Dashboard page). If so, you can skip to the next step. Otherwise, click "Add Bridge" and enter the attached 16-digit Wisenet SKY Attach ID (case sensitive with three dashes).

6 **Setup Cameras**
Before adding cameras to the Wisenet SKY Bridge/CMVR we strongly recommend setting up the cameras. Cameras should:
1. Be plugged in and powered on (via POE or power supply).
2. Be reset to factory default if not a new camera.
3. Be configured to use DHCP IP addresses (or have non-conflicting Static IP addresses).
4. Obtain ONVIF user credentials or create them if it is not the default.

7 **The recommended setup framework is shown in Figure 1.**

Figure 1
Suggested Connection
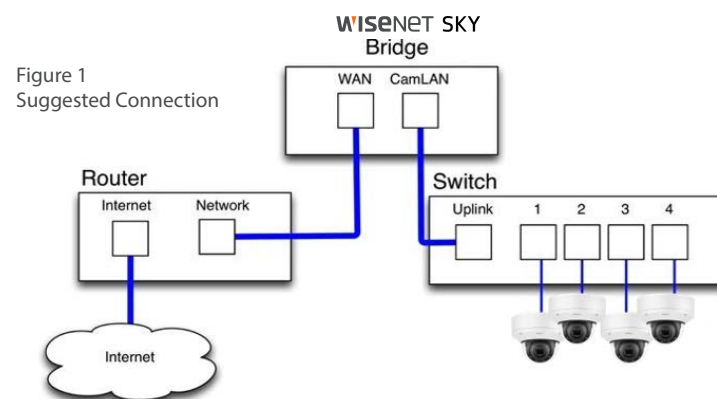
7a **Connect IP Cameras via Ethernet**
We recommend putting your camera on a physically separate network called the CamLAN. The Wisenet SKY Bridge/CMVR provides DHCP addresses on the CamLAN by default. Alternatively, cameras can be connected to the same network as the Bridge/CMVR WAN, but it is not as secure.

Cameras that have a valid IP address (either DHCP or static) appear in the Wisenet SKY Dashboard, provided ONVIF is enabled, and can be added to your Account.

8 **Add Cameras to Your Wisenet SKY Account**
Go to your Dashboard and select the + sign next to the cameras you want to add to your account. Enter the camera ONVIF username and password if needed. See manufacturer notes for more details.

Add Tags and Configure Cameras
From the Dashboard select the gear icon and adjust the settings of your camera. Create tags on your cameras to organize them into groups.

View Video on Mobile via Phone or Tablet
Download our application in the Apple App Store or the Google Play Store. Search "Wisenet SKY" to find it.