Kloud-12 Network Video Recorder (NVR): Each Kloud-12 camera can produce two video streams from one hardware unit in the classroom ceiling. Stream 1 is for the user, while Stream 2 can go to a Network Video Recorder (NVR) as backup, mainly for security.

The NVR provides administrators temporary access to backup video footage that may have been missed by users. For example, if an incident takes place in a classroom with a Kloud-12 camera, but isn't captured by the assigned camera user, administrators can still review and download the footage using the NVR. This backup feature offers support to teachers in cases where their camera fails to record, or they lose access to the recording file through their account.

It's important to note that the NVR is distinct from the Kloud-12 teacher dashboard used by regular classroom camera users. The Kloud-12 NVR uses a separate video stream to avoid any interference with the teacher's camera usage and vice versa. **For general use and routine instructional observations, we suggest utilizing the Kloud-12 dashboard and its teacher-scheduled recordings.**

Kloud-12 NVR Access: Access to the NVR is restricted to approved administrative staff for privacy, yet it allows viewing of classroom footage when needed. Here are scenarios for NVR access:

- There was an event that occurred in the classroom that needs review, and the classroom teacher was unable to capture the event with their Kloud-12 recordings.
- There is an active event in the classroom that needs to be viewed by an administrator, and the classroom teacher is unable to share their camera.
- A teacher has requested footage of an event that they were not recording, or they no longer have access to the recording.

Kloud-12 NVR Functionality: The NVR has two modes of functionality - Live View and Playback.

- **Live View Mode** provides real-time monitoring of classroom activity for safety and security purposes.
- **Playback Mode** is designed for reviewing recorded footage from individual classrooms.

Accessing the NVR requires logging into an NVR account, which are restricted to approved administration personnel. If you don't have an NVR account, contact your district for guidance. *For assistance with account-related issues, you can reach out to Kloud-12 at support@kloud-12.com. We'll coordinate with your school district to assist you further.*
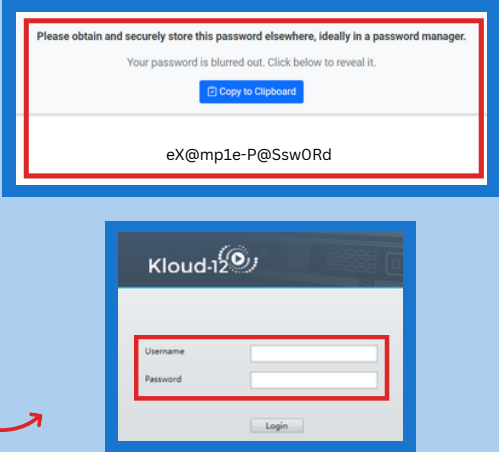
If you are an approved NVR user, Kloud-12 will create an account for you and share the credentials with a secure password link. Upon receiving your username and password, visit the provided NVR address to sign in. Remember, since the hardware is locally networked, *users must be on their school campus to access the NVR.*

NVR User Accounts:
Passwords & Logging In

Kloud-12 will generate your account and send a temporary link via email for accessing a secure password to log in to your NVR. Passwords are encrypted and accessible only through this temporary link.

Simply click on the link provided in the email to access your password. You can then copy and securely store it for your records.

To log in: go to the NVR address provided by Kloud-12 and enter your account credentials.

Please obtain and securely store this password elsewhere, ideally in a password manager.
Your password is blurred out. Click below to reveal it.
☐ Copy to Clipboard

eX@mp1e-P@Ssw0Rd

Kloud-12

Username
Password

Login

First-Time Setup: NVR Plugin Installation
For the initial login to the NVR dashboard, users need to complete a one-time setup by installing a plugin. Follow the pop-up prompt to download and install the plugin on your computer. School or district technology staff may assist based on installation policies.

Key Points Regarding NVR Plugins:

1. Compatibility: Use the plugin file that corresponds to Gen 3 NVR hardware: Gen 4 NVR Plugin WebPlayer.rar
2. Browser Closure: Close all browser windows before installing the plugin application. Failure to do so will result in the plugin not being properly applied to your browser, leading to continuous playback failures in the NVR.
3. Computer Restart: After installing the plugin, restart the user's computer to complete the installation process. Once these steps are done, you're ready to proceed!

First-Time Setup: VLC Media Player Installation
n order to play downloaded NVR video files, users must download and install VLC Media Player. VLC is a free multimedia application for playing video files, and can be quickly and easily installed on your computer. Again, some districts require the technology dept to manage the installation of any application file on users' computers. If you cannot install VLC without admin clearance, simply reach out to your school or district tech staff to assist you.

Download the version that works with your computer's operating system:
- VLC Player for Windows
- VLC Player for MAC
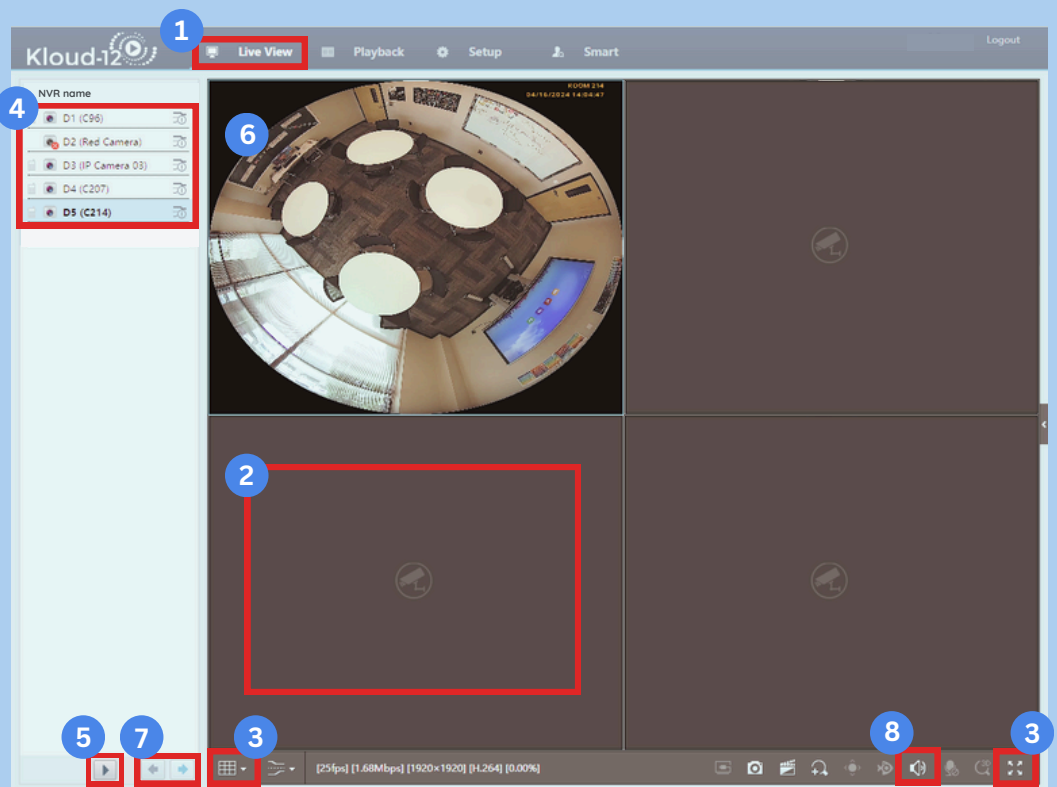
Gen 4 NVR: Live View Mode

NVR Live View Mode offers temporary, real-time monitoring of classroom activity to enhance safety and security. It's important to note that the NVR is distinct from the Kloud-12 teacher dashboard used by regular classroom camera users. For general use and routine instructional observations, we suggest utilizing the Kloud-12 dashboard and its teacher-scheduled recordings. NVR Live View Mode is reserved for approved administrative users to address classroom incidents.

In NVR Live View, the user can:
- Toggle camera views on/off from the NVR Camera list.
- Switch between single-camera and multi-camera views.
- Utilize controls for zooming, audio adjustments, snapshot capture, and initiating a local recording.

Kloud-12 NVR: **Gen 4** Live View Basics

1 Mode Indicator

2 Video Stream Window
Until a camera is selected from the camera list, there will be a default, blank video placeholder.

3 Viewing Screen Selectors
Choose between full screen, single camera feed, or multiple camera feeds at once.

4 Camera Channel List

5 Video Stream Play/Stop Button
The camera video feed will not stream until you click "Play."

6 Active Video Stream
Once you select a camera & hit "Play," the video should appear.

7 Play Next Button
Cycle between camera feeds with left or right "Next" arrows.

8 Volume Button

To Use NVR Live View Mode:
- Log in to your NVR account using the provided info. The default dashboard mode will be Live View.
- Select at least one camera from the camera channel list.
- Click the "Play" button by the selected camera's name to begin the Live View video stream.
- Play/Stop the video or click the "Next" button to begin the Live View stream on the next camera channel.
- Adjust the volume as needed.

Additional Live View Tools:
- Click the camera icon to take a Live View Snapshot & download the image file.
- Click stretch to adjust the fisheye view to fit the video window. Full-screen is also an option.
- Click the video icon to begin and end a Live View Recording & download the video file.
- Click the magnify icon to initiate zoom, then zoom in/out on Live View with the mouse scroll button.
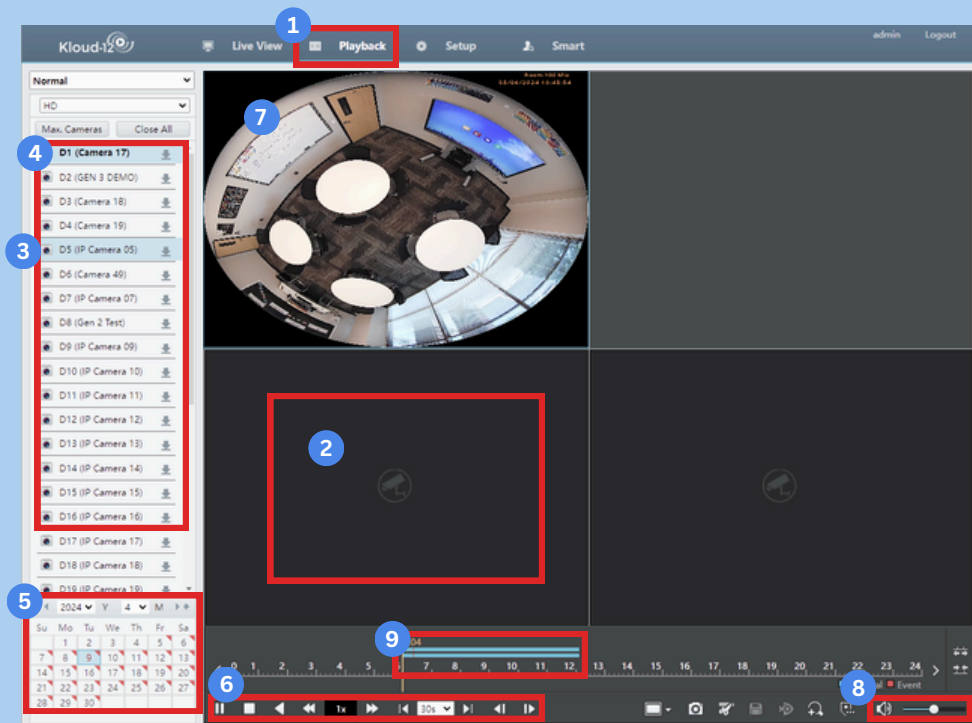
Gen 4 NVR: Playback Mode

NVR Playback Mode offers temporary access to recorded footage from individual classrooms to enhance safety and security. It's important to note that the NVR is distinct from the Kloud-12 teacher dashboard used by regular classroom camera users. For general use and routine instructional observations, we suggest utilizing the Kloud-12 dashboard and its teacher-scheduled recordings.

In NVR Playback, the user can:
- Select cameras from the NVR camera list to access recorded footage.
- Navigate through past footage spanning the last 30 days by using a calendar interface to select different months and days for retrieval.
- Utilize controls for zooming, audio adjustments, snapshot capture, as well as clipping and downloading specific footage segments.

## Kloud-12 NVR: **Gen 4 Playback Basics**

1 **Mode Indicator**

2 **Video Stream Window**
All video windows will show a blank placeholder by default.

3 **Viewing Screen Selector**
Toggle between single camera or multiple camera footage windows at a time.

4 **Camera Channel List**

5 **Footage Selector Calendar**
Select a day for footage retrieval.

6 **Video Controls**
The camera's footage will not stream until you click "Play."

7 **Active Footage Window**
Select a camera channel and a calendar day, then hit "Play" to begin footage review.

8 **Volume Button**

9 **Footage Time Bar**
Click anywhere in the footage bar to jump to a time.

To Use NVR Playback Mode:
- Log in to your NVR account using the provided info and select Playback Mode in the main menu.
- Select at least one camera from the camera channel list, and use the calendar to choose a day from the available footage history of the selected camera.
- Once you select a day for the camera channel, click the "Play" button to begin video playback.
- Use the video controls and time bar to navigate forward/back in the retrieved video footage.
- Adjust the volume as needed.

Additional Playback Tools:
- Click the camera icon to take a Playback Snapshot & download the image file.
- Click stretch to adjust the fisheye view to fit the video window. Full-screen is also an option.
- Click the scissor icon to cut a footage segment & download a Playback video file.
- Click the magnify icon to initiate zoom, then zoom in/out on Playback with the mouse scroll button.
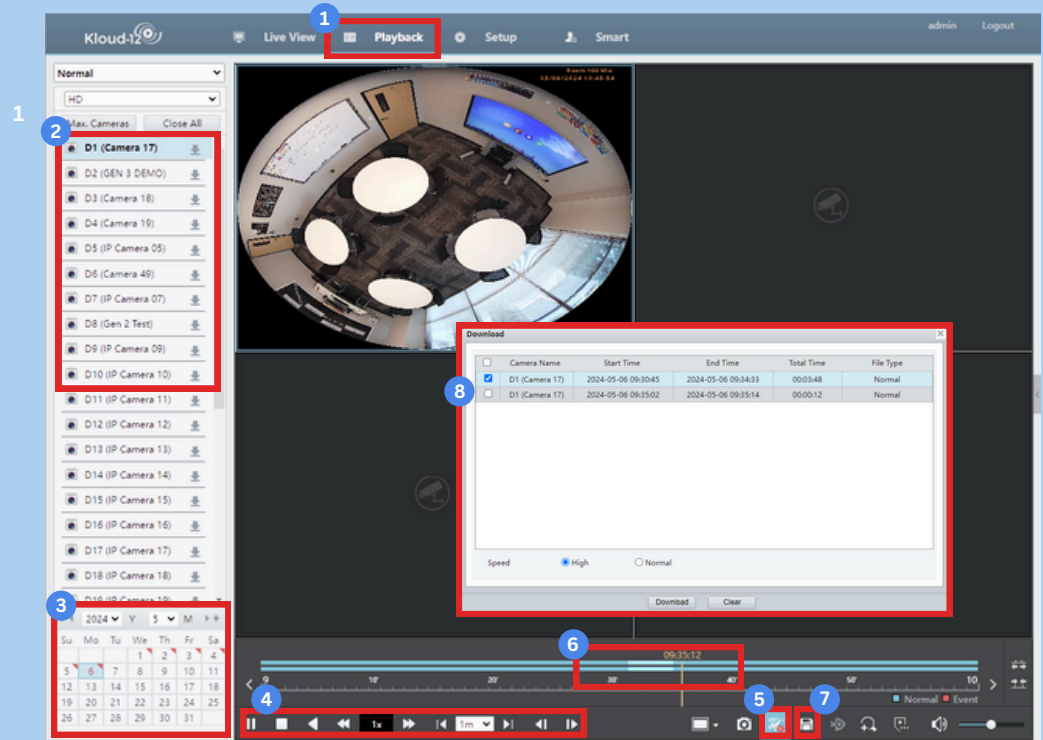
Gen 4 NVR: Clip & Download Footage

One of the additional tools in NVR Playback Mode is **the ability to clip and download video files from available camera footage.** This allows administrators to save footage segments for the purpose of addressing and resolving classroom incidents.

Follow the steps below to clip and download footage segments.

Kloud-12 NVR: Gen 4 Clip & Download Footage

1 **Playback Mode**

2 **Camera Channel List**
Until a camera is selected from the camera list, there will be a default blank placeholder.

3 **Footage Selector Calendar**
See available footage history for the selected camera, and select a day for retrieval.

4 **Footage Play/Stop Control Buttons**
The camera's footage will not stream until you click "Play."

5 **Clip Tool**

6 **Footage Time Bar**
Drag to the desired Start & End time of the video clip.

7 **Save & Download Button**
Once times are set, click to download the selected clip.

8 **Downloaded Clip File**
The pop-up will show the completed file location.

To Clip & Download a Footage Segment:
- Begin in Playback Mode, after selecting a camera and a calendar day of available footage.
- Hit "Play" to begin the retrieved footage.
- Click the scissor icon to initiate a clipped segment, then use the video controls and time bar to navigate forward/back in the footage, setting your desired start and end points.
- After designating a start and end, click the scissor icon once more to perform the clip.
- Click the disk icon to save the clip to your computer, and follow the prompts for downloading.
- Rename the file with descriptors for the classroom, date and time, for easier file reference.

To VIEW OR PLAY a downloaded footage segment:
1. Navigate to the file's location using the file status pop-up in the NVR dashboard, or locate the file in your computer's downloads folder. Right-click the file, choose "Open with," and select the "VLC Media Player" application.*
2. You can also open VLC on your desktop and then drag & drop the desired video file into the player for viewing.

If VLC is not showing as an available application to open the file with, it means the VLC Media Player is not yet installed on the user's computer. Your school technology staff can assist you with that quick installation.

Can't Log in?

- **Access the NVR link provided by Kloud-12 while on the school or district network.** Approved users receive the direct NVR address from our team. Access to Kloud-12 cameras, whether on the teacher dashboard or NVR, requires being on campus.
- Require login credentials? Use those provided by Kloud-12, set up on the hardware by our team. **If credentials are expired or lost, contact us** at support@kloud-12.com for assistance.
- Some districts require whitelisting in their Active Directory to prevent network firewall blocks when accessing the NVR. This one-time adjustment approves specific access and prevents repeated login failures. **Contact your school or district's technology department to verify if network settings may be blocking your NVR access.**

Trouble with Camera Video Viewing?

- After selecting the camera in the channel list, **you must hit the play button to initiate the video** feed in the NVR dashboard window.
- **Do you see a red "X" icon next to the camera** in the NVR channel list? This indicates that the camera may be offline or experiencing network errors, resulting in a failed video feed. Please reach out to us at support@kloud-12.com so we can initiate getting the camera back online. Our team will work with your district technology department to diagnose and resolve the issue.
- Make sure you have properly installed the **plugin application to allow video playback.**

Trouble with Sound?

- Most NVRs have audio enabled and gather classroom audio directly from the camera. You can mute and/or adjust the audio level with a slider bar in the lower right corner of your dashboard. **Make sure your computer's audio is also unmuted.**
- No sound on a *downloaded file?* **Make sure you are using VLC Media Player** to play a downloaded file. Other media players are not compatible with the NVR file to allow both video and audio playback.

Can't Locate Downloaded Files?

- On Gen 4 NVRs, you can create a destination folder for all downloads by making a one-time adjustment in the setup of your NVR account dashboard:
  - Click "Setup" in the main menu bar.
  - Click "Client" from the top of left sidebar menu.
  - In the "Save File To" line, see the current save location, with options to open the folder, or browse. *The Default file location will be a folder titled "Kloud-12 NVR" with subfolders for "Download," "Record," and "Snap."*
  - You can click the button to "Create New Folder" in a place for easy reference, and all future downloads will route there.

Contact us: support@kloud-12.com

- Reach out to us anytime at support@kloud-12.com - We're happy to help!
- Our Customer Success Team can talk with you about scheduling NVR Training for one or more administrative users.
- Check out our **Knowledge Base** for the latest articles, walkthroughs, tips & FAQs on your Kloud-12 system.