

Kloud-12 Cameras:

Technical Troubleshooting & Support



If your school or district has Kloud-12 classroom cameras, we may occasionally need your on-site assistance for brief technical troubleshooting steps that cannot be addressed remotely by our team. Please note that Kloud-12 does not have access to your school or district network or technical spaces.

We greatly appreciate your help in promptly addressing any camera issues to minimize disruptions to teachers' scheduled recordings and ensure that NVR backup footage remains accessible for incident review.

Important Notes:

- A quick way to verify if a device is online is by accessing its IP address directly. If you encounter a login or splash page at the device's IP, it confirms that the device is successfully passing traffic.
- If you can access the splash screen while Kloud-12 cannot, it indicates a potential whitelisting issue.
- If you are having issues accessing the IP address, try both HTTP and HTTPS as the prefix.

Camera is Reporting as Offline:

- **Verify the Power Switch Status:** If needed, unplug the camera from either end and reconnect to reset power. A shutter click sound from the camera may indicate successful reset, if you are near the device.
- **Confirm Port Setup:** Ensure the connected port is correctly configured for the appropriate VLAN and capable of transmitting data via the Trunk port.
- **Test Network Connection:** Cable testing the network drop that the camera is using may verify if there is a cable integrity problem causing an outage.

Camera is Dropping Power:

- **Confirm in RAC that DNS and NTP settings are correctly configured on the device:** If the district employs a custom NTP server and restricts traffic to *pool.ntp.org*, this could result in the camera losing power. Incorrect DNS values may also prompt the camera to cycle.
- **Verify the switch has enough POE to sufficiently provide power to all devices:** This is typically assessed from the switch side.
- **Check the Network Drop:** Perform cable testing on the network drop connected to the camera to identify any potential cable integrity issues causing an outage.

Camera is Online but Recordings are Failing:

- This typically indicates **either an SD card replacement is needed or the uploader is not authenticated.** To address this, first confirm the device's online status through RAC, ping, or direct access to the camera's IP. If the device is indeed online, please reach out to our Technical Team at support@kloud-12.com for further assistance.

Camera is Not Receiving Power after Troubleshooting:

- This **camera will most likely need to be replaced.** Please contact us at support@kloud-12.com
- We will check your warranty status to initiate hardware replacement.