

# Brivo Onair Cam Installation Guide

This document guides a Brivo Onair administrator through the steps necessary to initially configure Brivo Onair Cam functionality within their account. For information and support using Brivo Onair Cam beyond initial setup, please contact Brivo Customer Care.



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# Introduction

## Terminology

The following terminology is used in this Quick Start Guide:

**Brivo Onair Administrator:** Account used to sign into Brivo Onair

**Brivo Onair Cam User:** Account used to sign into the Brivo Onair Cam app and link the Brivo Onair Cam account in Brivo Onair account settings.

## System Requirements

Apps available for Windows & Mac

Internet required

## Restrictions

All WiFi cameras should be set up using Ethernet before configuring WiFi network settings

**Note:** *Email addresses must be unique across the entire CameraManager system and cannot be reused by multiple accounts. If your email server supports it, you can use + to create a unique email address that does not change the recipient (e.g., Gmail will send [address+tag@brivo.com](mailto:address+tag@brivo.com) to [address@brivo.com](mailto:address@brivo.com))*

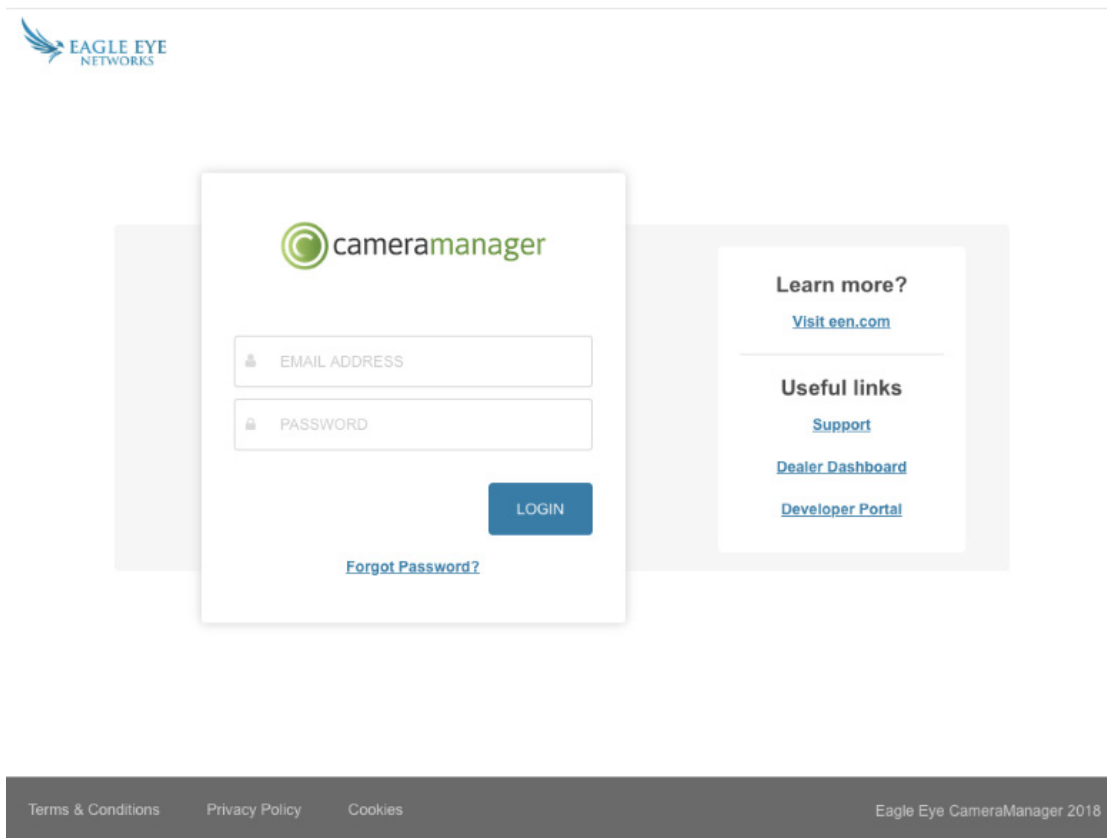
# Account Creation

## Before You Begin

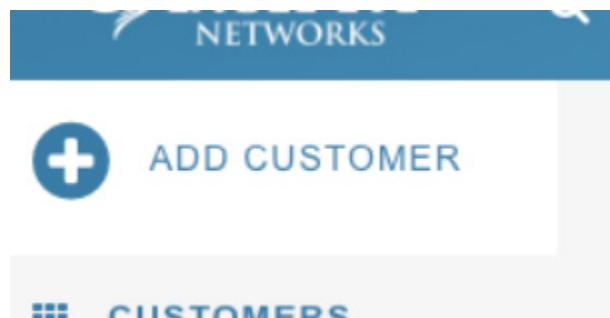
All dealers must have a Brivo Onair Cam Reseller Account.

## Creating a Customer Account

1. Log into <https://dealer.cameramanager.com> using your dealer credentials. If this is your first time logging in, you will need to use the randomly generated password provided in your new account confirmation email.



2. Once you are successfully logged in, click **Add Customer** in the top left corner.



- Enter the contact information for the owner of the new customer account who will act as the master administrator for this account.

**Note:** Email addresses must be unique across the entire CameraManager system and cannot be reused by multiple accounts. If your email server supports it, you can use + to create a unique email address that does not change the recipient (e.g., Gmail will send `address+tag@brivo.com` to `address@brivo.com`).

- Enter a password or randomly generate a password by email for the new Brivo Onair Cam Administrator.

- Click **Choose Subscription** to continue.

CLOUD STORAGE OR LIVE VIEW ONLY

**CLOUD STORAGE**

**CAMERA MANAGEMENT /  
LIVE ONLY**

6. Select the **Video Quality**, **Days of Storage**, and **Number of Cameras** for the customer's subscription.

VIDEO QUALITY

VGA/SD1	<b>720P/HD1</b>	1080P/HD2
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DAYS OF STORAGE

7	14	<b>30</b>	60
90	180	1 YEAR	2 YEARS

NUMBER OF CAMERAS

-  +

7. Select **Add Customer** to create the new account and send a new account information email.

# Installation

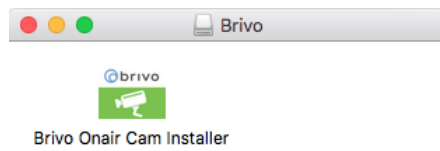
## Installing the Brivo Onair Cam Installer Application (PC/Mac)

**Note:** If Brivo Onair Cam is not displayed on your account settings page, please contact Brivo Customer Care for assistance in enabling this feature.

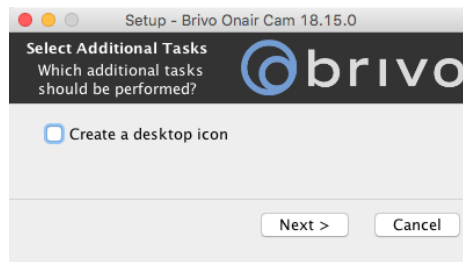
1. From the Onair Cam Credentials tab under Account Settings, download the Brivo Onair Cam Installer Application.

Download for Windows: <https://www.cameramanager.com/installer/brv/BrivoWin.exe>

Download for Mac: <https://www.cameramanager.com/installer/brv/BrivoMac.dmg>



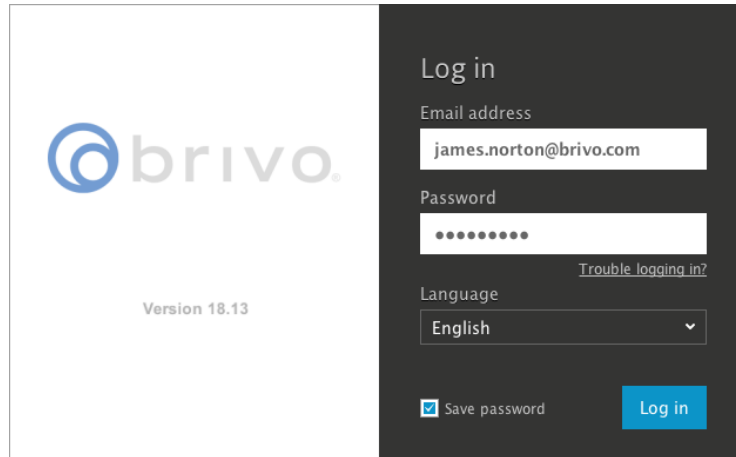
2. Open the downloaded file to begin the installation process. When the Setup pop-up window appears, click Next.



## Using the Brivo Onair Cam Installer Application Login Page

1. Log into the Brivo Onair Cam Installer Application using the customer account credentials.

**Note:** Do NOT enter the dealer credentials into these fields.



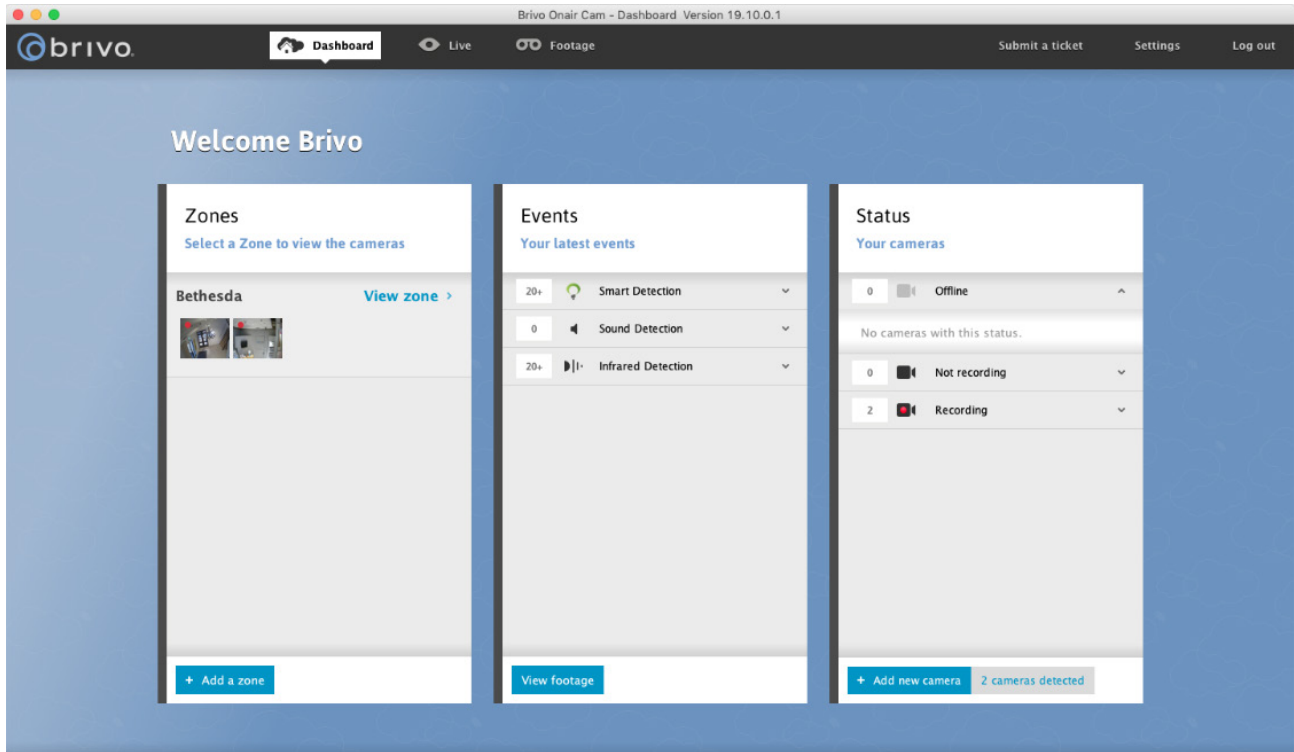
The screenshot shows the login interface of the Brivo Onair Cam Installer Application. On the left, the Brivo logo and the text "Version 18.13" are displayed. On the right, a dark-themed login panel contains the following elements:

- Log in** header
- Email address** field with the value "james.norton@brivo.com"
- Password** field with masked characters "••••••••"
- [Trouble logging in?](#) link
- Language** dropdown menu set to "English"
- Save password** checkbox
- Log in** button

2. Use the Save password setting to auto-fill the Email address and Password fields when the application is opened.

**WARNING:** Do not use on public or shared computers.

## Dashboard



The Dashboard serves as the home page for the Brivo Onair Cam installation.

1. The **Zones** section provides a visual organization of the account's cameras as well as the current status of each camera. Each camera **MUST** be assigned to a zone, so all new installations begin with the creation of a Zone.
2. The **Events** section provides a breakdown of recent detection events by the account's cameras.
3. The **Status** section provides the current status of each camera and the ability to add new cameras to the account.



## Creating a Zone

1. Log into the Brivo Onair Cam Installer Application.
2. Click **Add a Zone** in the bottom of the **Zones** section.



3. Enter the name and address of the new Zone.
4. Click **Save** in the upper right hand corner of the page to create the new Zone.

Add zone Discard changes **Save**

**Set up the details of this zone**  
\* Mandatory

<p><b>Zone name *</b></p> <input type="text" value="Front Lobby"/>	
<p><b>Address</b></p> <input type="text" value="123 Anywhere Street"/>	<p><b>Telephone number</b></p> <input type="text" value="3015551212"/>
<p><b>Zip code</b></p> <input type="text" value="12345"/>	<p><b>2nd telephone number</b></p> <input type="text"/>
<p><b>City</b></p> <input type="text" value="Anytown"/>	<p><b>Email address</b></p> <input type="text" value="james.norton@brivo.com"/>
<p><b>State</b></p> <input type="text" value="MD"/>	
<p><b>Country</b></p> <input type="text" value="United States - US"/>	

## Adding a Camera

**Note:** You must create a Zone before adding a camera.

1. Connect the cameras that are being installed.
  - a. If installing a PoE camera, plug in the Ethernet cable and ensure the camera is powered. Be sure to allow the camera time to fully power up before continuing.
  - b. If installing a Wi-Fi camera, plug in the provided power adapter and connect the camera to the internet using an Ethernet cable. Be sure to allow the camera time to fully power up before continuing.
2. Log into the Brivo Onair Cam Installer Application.
3. Click **Add new camera** in the bottom of the **Status** section.

A blue rectangular button with a white plus sign icon on the left and the text "Add new camera" in white.

4. Locate the camera that you are adding to the account using the MAC address printed on the label on the back of the camera (or included in the box as a print out)
5. Select the camera.
6. Click **Next** to connect to the camera.

### Setup camera

We have 1 new camera(s) ready to add to your account

Choose the camera(s) you would like to add

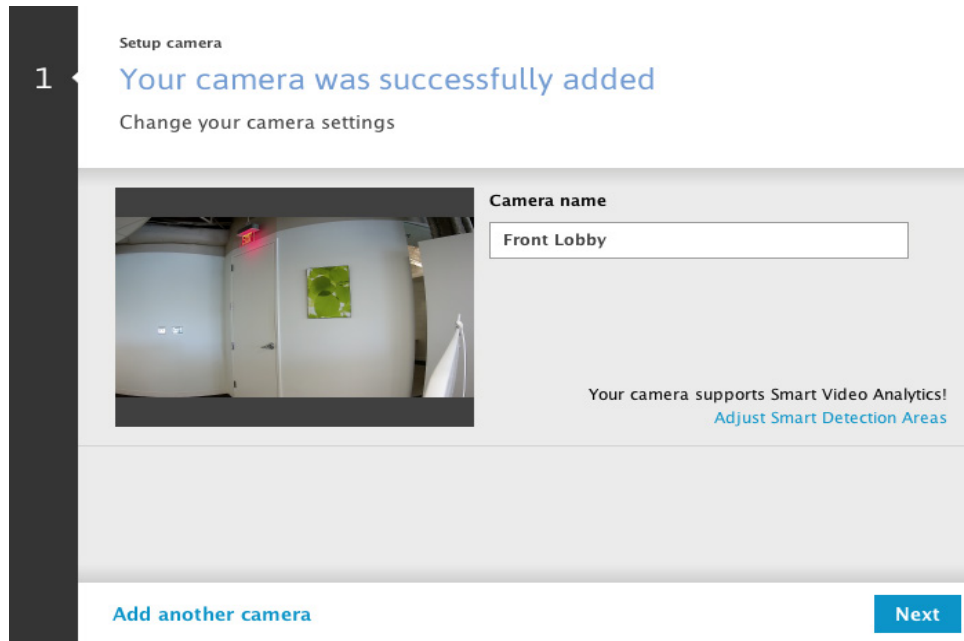
Camera name	MAC address	IP address	
EEN EN-CDUB-008	00:1C:27:10:2F:05	10.200.232.47:80	Auto-connect

[Advanced camera installation \(port forwarded setup\)](#)

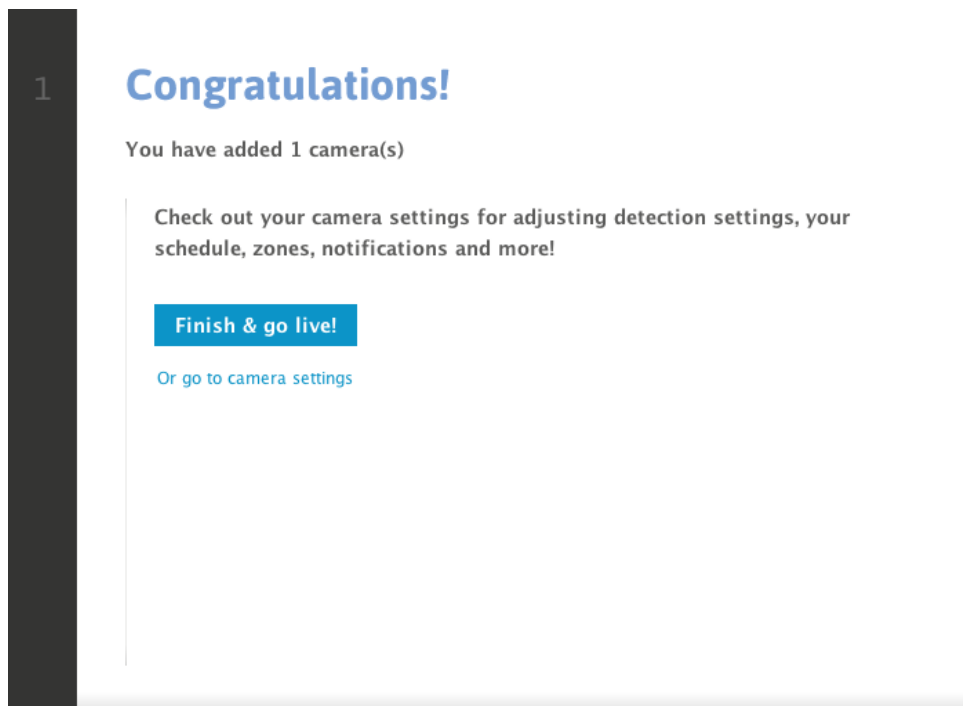
add a camera to continue

Next

7. Enter a name for the camera.



8. Click **Add another camera** if you have additional cameras to add to the account or, if complete, click **Next** to go to the final step of the process.
9. You are notified that you have successfully added your Brivo Onair Cam camera. Click **Finish & go live!** to finish the installation process.



## Linking the Brivo Onair Account

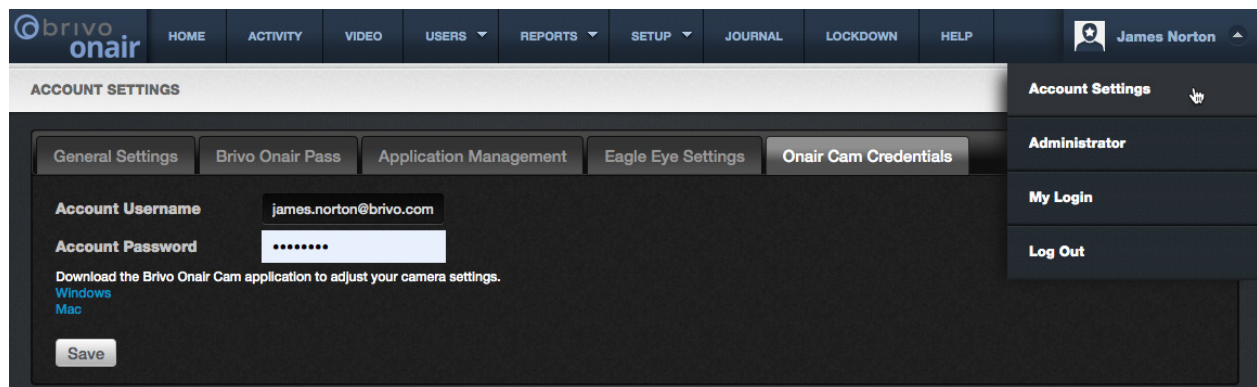
### Entering Brivo Onair Cam Credentials in Brivo Onair

**Note:** If Brivo Onair Cam is not displayed on your account settings page, please contact Brivo Customer Care for assistance in enabling this feature.

1. Log into your Brivo Onair account.
2. Click on your name in the upper right hand corner and select **Edit Account Settings** from the menu.
3. Click on the **Onair Cam Credentials** tab.
4. Enter the email address and password for your Brivo Onair Cam user.

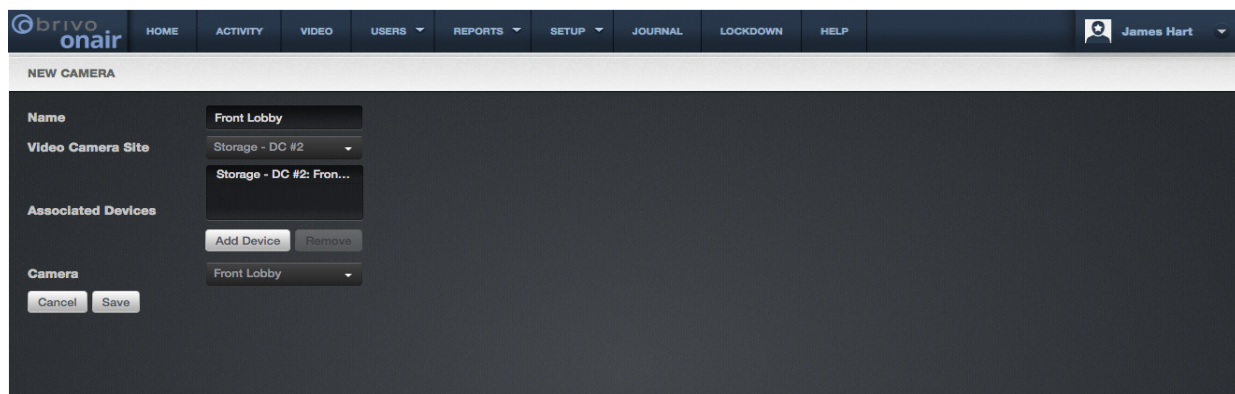
**Note:** Do NOT enter the dealer credentials into these fields.

5. Click **Save**.



### Adding Brivo Onair Cam Cameras in Brivo Onair

1. Log into Brivo Onair.
2. If necessary, add the Brivo Onair Cam User Credentials following the instructions found on page .
3. Using the navigation bar, select **Setup > Video > Onair Cam**.
4. Click **New Camera** to add the camera in Brivo Onair.



5. Enter the camera's name, site, and associated devices.
6. Select the corresponding camera that was added to Brivo Onair Cam.
7. Click **Save**.

## FAQs/Troubleshooting Tips

I am unable to create an account for a user, but I know the email address is correct.

Email addresses cannot be reused across multiple users or multiple accounts. Use a unique email address for each admin. See [Creating a Customer Account](#) for more instructions.

Why is my camera not listed in the Brivo Onair Cam Installer Application?

Confirm that the camera is plugged into the provided power adapter and is powered on.

Connect both the camera and computer should be connected to the local network via ethernet.

Why is my WiFi network not listed?

Brivo Onair Cam is only compatible with 2.4 GHz networks. Confirm that your wireless access point is broadcasting a 2.4 GHz network.

Why does my camera immediately disconnect from the WiFi network?

Newer routers and access points provide functionality called “band switching” that allows a single SSID to be used for both 2.4 GHz and 5 GHz connections. When this is enabled, connected cameras are unable to connect to the 2.4 GHz network and will disconnect. To use Brivo Onair Cam wireless cameras, use separate SSIDs for 2.4 GHz and 5 GHz.

## Revision List

Date	Description
August 7, 2019	Initial Draft
August 15, 2019	Updated screenshots
September 16, 2019	Updated screenshots and added FAQ section