

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 to address@brivo.com)*

Subscriptions

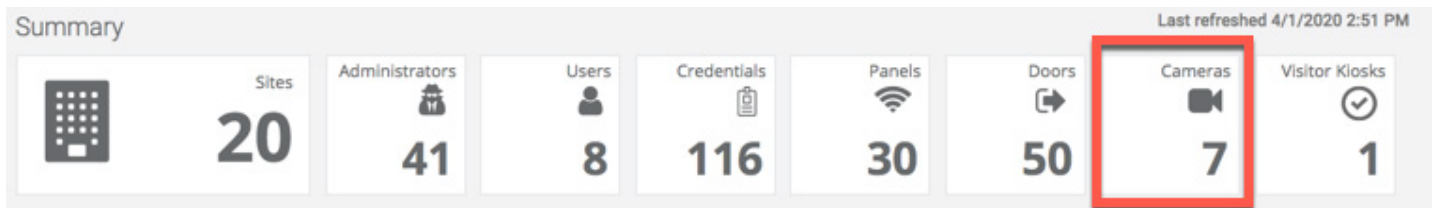
Before You Begin

All dealers must have a Brivo Onair Cam Reseller Account and access to Partner Portal.

Adding a Brivo Onair Cam subscription to an account

This document provides a description of how you can activate, edit, or deactivate a Brivo Onair Cam subscription for a customer's account using the Partner Portal.

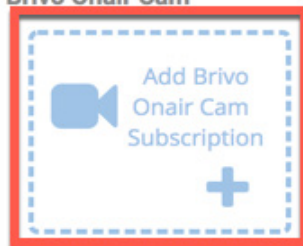
1. Log in to the Partner Portal.
2. Click on the Customers link on the left.
3. Select your customer from the list.
4. On the lower right hand side of the screen, the Summary box is visible. In that pane, the number of Cameras is shown in the tile.



5. Click on the tile to view the Details page.
6. On the Details page, select the blue **Add Brivo Onair Cam Subscription** icon. The New Brivo Onair Cam Subscription box appears.

Showing 0 found

Brivo Onair Cam



7. In the Add Brivo Onair Cam Subscription pop-up window, the customer account name will be listed at the top.
8. In the **Email** field, this email address will be used to create the subscription in CameraManager. The email address will be your username when logging into CameraManager or the Brivo Onair Cam client. It is also what is added to Brivo Onair during the Onair Cam setup. Finally, your password will be emailed to that email address.

9. Select your desired **Video Quality**, **Retention Time**, and **Max Number of Cameras** from the provided dropdown lists.
10. When finished, click the **Create** button.

Add Brivo Onair Cam Subscription

For Account *Brivo*

Email

Video Quality

Retention Time

Max Number of Cameras

11. You are returned to the Customer Details page and the information added in the popup window is now present.

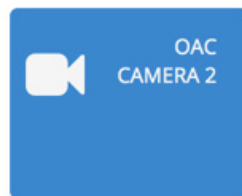
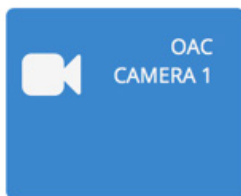
Brivo Onair Cam

Current: 1080P/HD2, 30 Days, End Date: 2/21/2021

Next: 1080P/HD2, 30 Days, 2 Camera Slots

[Edit Subscription](#)

[Delete Subscription](#)



Editing a Brivo Onair Cam Subscription

1. From the Customers Details page, click **Edit Subscription**.

Brivo Onair Cam

Current: 1080P/HD2, 30 Days, End Date: 2/21/2021

Next: 1080P/HD2, 30 Days, 2 Camera Slots



2. The **Edit Brivo Onair Cam Subscription** pop-up window appears.

Edit Brivo Onair Cam Subscription

For Account Tech Support Account

Email [REDACTED]

Video Quality 1080P/HD2

Retention Time 30 Days

Max Number of Cameras 4

Save Cancel

3. Adjust the Video Quality, Retention Time, and Max Number of Cameras as desired. When finished, click **Save**. Click OK on the Successfully Updated popup window and you are returned to the Customer Details page.



Successfully Updated!

The subscription has been successfully updated.



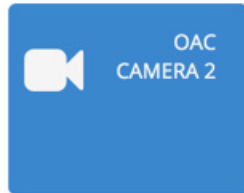
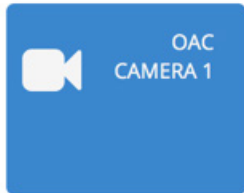
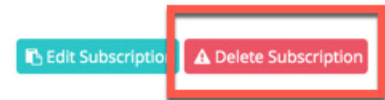
Deleting a Brivo Onair Cam Subscription

1. From the Customers Details page, click **Delete Subscription** and the Delete Brivo Onair Cam Subscription pop-up window appears.

Brivo Onair Cam

Current: 1080P/HD2, 30 Days, End Date: 2/21/2021

Next: 1080P/HD2, 30 Days, 2 Camera Slots



2. Click on the red **Yes, Delete** button to confirm the deletion of the Brivo Onair Cam subscription.



Delete Brivo Onair Cam Subscription

You are about to delete the Brivo Onair Cam subscription.

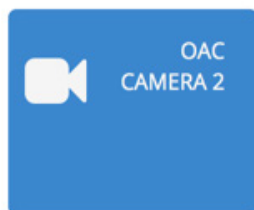
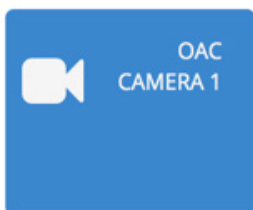
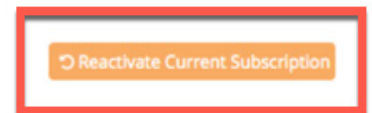


3. This Brivo Onair Cam subscription will be deleted effective the next billing cycle.
4. While you can no longer edit the subscription, you can reactivate it anytime during the billing cycle with the previous settings by clicking on the **Reactivate Current Subscription** button on the Customer Details page.

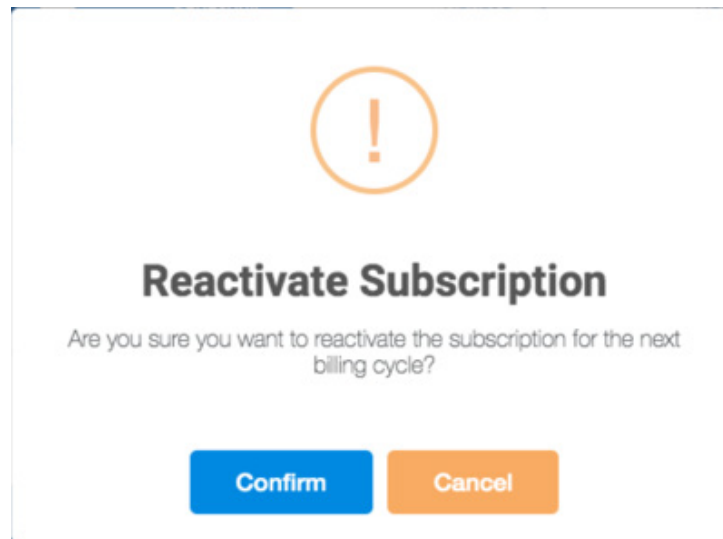
Brivo Onair Cam

Current: 1080P/HD2, 30 Days, End Date: 2/21/2021

Next: 1080P/HD2, 30 Days, 2 Camera Slots



5. In the pop-up window, confirm that you want to reactivate the Brivo Onair Cam subscription by clicking **Confirm**. If you reactivate a Brivo Onair Cam subscription after the billing cycle ends, you will need to set up the subscription as if it were new.



Installation

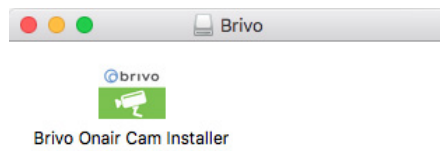
Installing the Brivo Onair Cam Installer Application (PC/Mac)

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

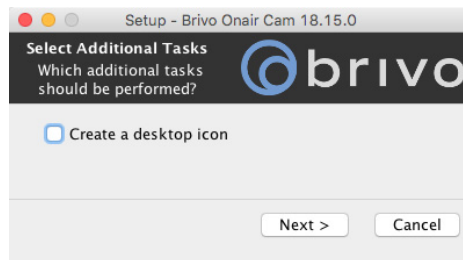
1. From the Onair Cam Credentials tab under Account Settings, download the Brivo Onair Cam Installer Application.

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

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



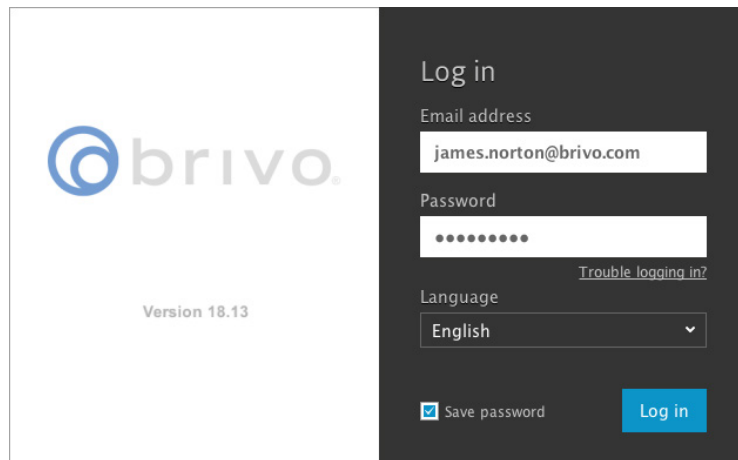
2. Open the downloaded file to begin the installation process. When the Setup pop-up window appears, click Next.



Using the Brivo Onair Cam Installer Application Login Page

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

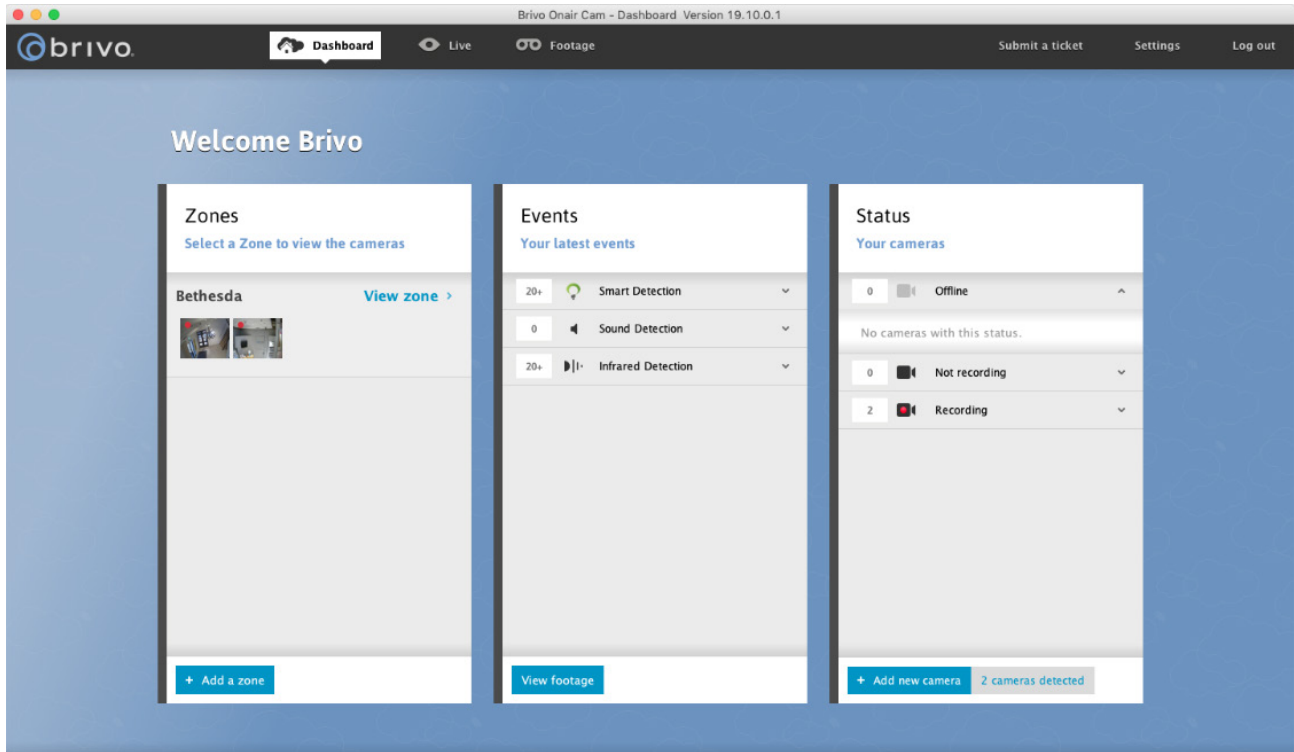
Note: Do NOT enter the dealer credentials into these fields.



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

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

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.



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

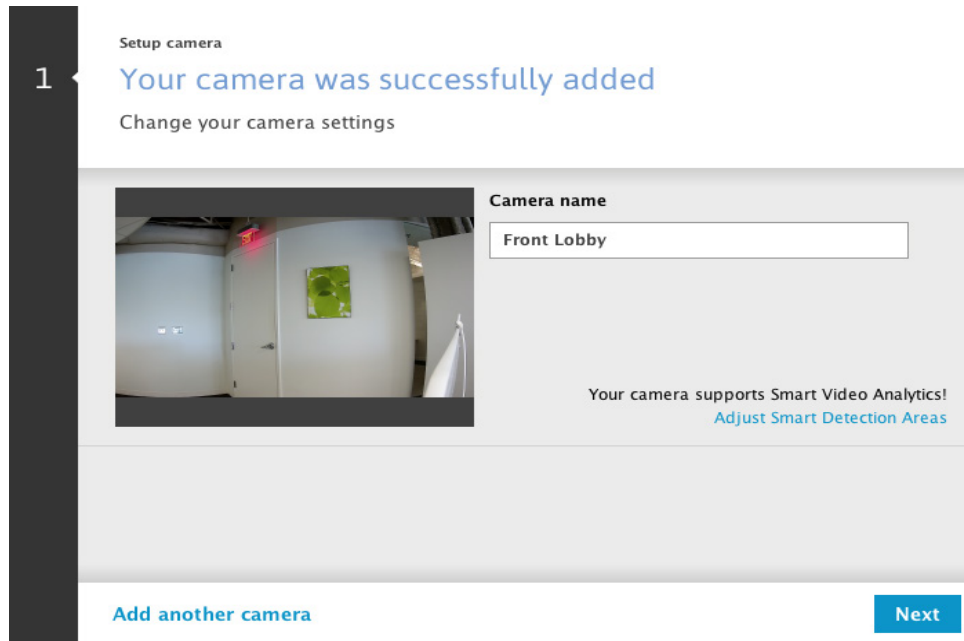
Camera name	MAC address	IP address	
EEN EN-CDUB-008	00:1C:27:10:2F:05	10.200.232.47:80	Auto-connect

Advanced camera installation (port forwarded setup)

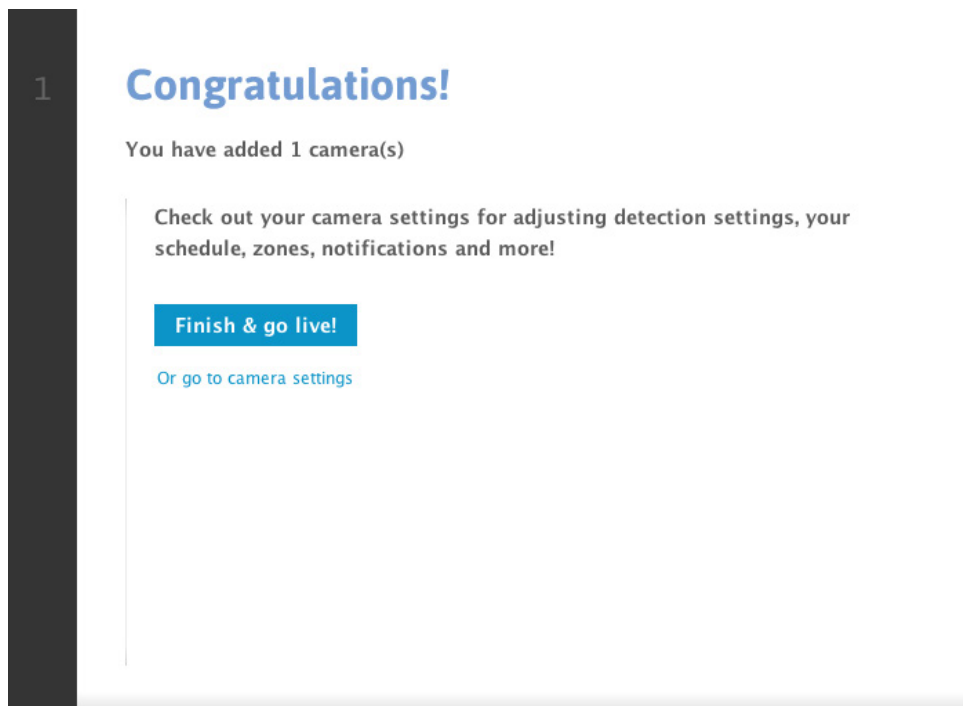
add a camera to continue

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

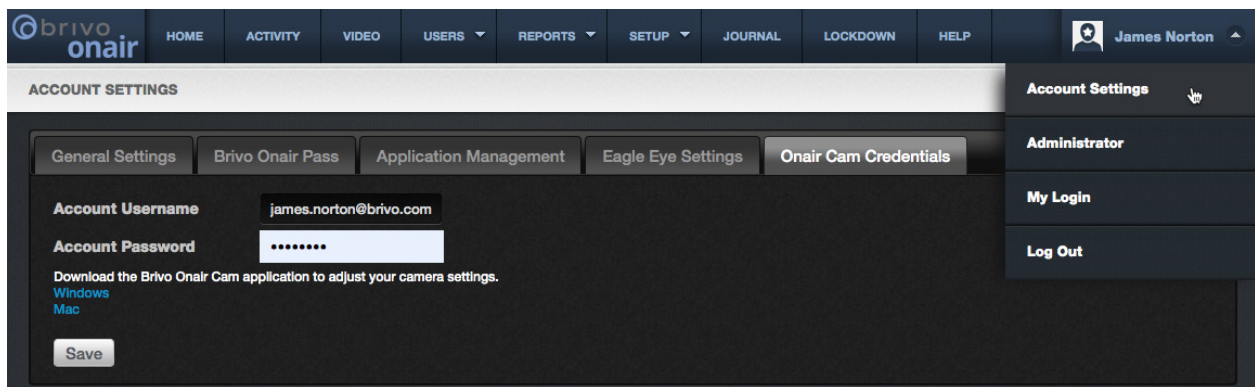
Entering Brivo Onair Cam Credentials in Brivo Onair

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.

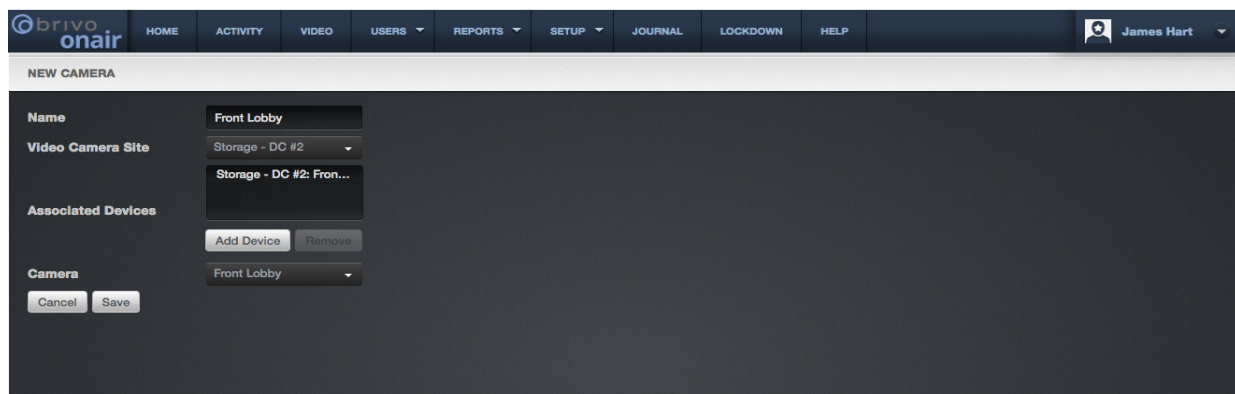
Note: Do NOT enter the dealer credentials into these fields.

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
April 29, 2020	Updated new Brivo Onair Cam subscription functionality
Feb 4, 2021	Updated links to download Brivo Onair Cam Installer Application