Cloudvue

10 Most Frequent Problems

1. Customer not receiving Password reset email.

First, guide them in the process of running the Forgot Password, Wait 5 minutes, If this doesn't work, in Manager, Reset their password for them by Editing user, Tick the Reset Password box, and Save, If this still does not send an email, Hit up L3 Support, and Reset password manually to something and guide user to Settings/Users/Edit their user and have them reset their password this way.

2. Customer is unable to add a camera to gateway.

Part 1, Check if the camera is an integrated camera (all illustra cameras are integrated in our systems) If the camera is integrated, Check error codes, These can be seen by the Show More option that appears. The Error code will often tell you the answer.

3. Customer wants camera compatibility list.

Direct them to Cloudvuetesting.com and there's a link at the bottom of the page

4. Customer subscription email about services expiring

Verify customer Email address, check against their servers, See if any are showing as inactive (wifi signal with a slash through it) If there are, Report to L3 and it will be investigated.

5. Camera times not syncing properly.

NTP may not be working, If Cloud cameras, Reboot device, If gateway camera, Direct customer to reboot camera switch, if this still does not solve the error, Report to L3 and it will be investigated.

6. Cameras offline.

Camera to Cloud, Have customer attempt to reboot camera switch, if still no resolution, RFA to L3 to investigate.
Gateway. Check For 100% disk status on /smartvue under Storage. Also check to see if gateway is offline. If yes to Disk status L3 investigation if Yes to offline, Have customer attempt to reboot, if unsuccessful, have them hook a monitor to device and reboot again, Checking for any stop codes/Errors

7. Can not hear audio on audio cameras.

Instruct customer to navigate to Settings > Devices Then click the pencil icon of the camera that should have audio. Click the audio tab on the lower right, And click the Mute tickbox until it is on, then off, then on then off again. (yes 4 clicks as with the Hikvision cameras this will be about it doesn't always register the first time.

8. Wrong company cameras.

Find out Model of camera, Once it is shown that it is not a Cloudvue device, Instruct them to search for the brand of the camera online as it is not something we support.

9. How to Re-convert a Cloud camera that was accidentally defaulted

Log into the device using admin/admin,
Host ID 123456
Standard encryption, Any password you choose.

Navigate to system, Maintenance in the settings menu, Select Cloudvue, Enter in the Partner Code in Manager, Hit Apply, Wait 5 minutes for it to come back online.

10. App not working to login but can log into Web portal.

Reinstall app, If this does not work, Take Screenshots of the error and email to us.

Johnson Controls