

Frequently Asked Questions

CAMERA TO CLOUD

Why is Arcules offering a camera to cloud solution?

The expansion of our services to include a camera to cloud option is driven by three customer needs:

1. **Bandwidth Optimizations** - allowing the camera to share in the storage of video and performance of video algorithms expands options in bandwidth limited deployments.
2. **Edge Computing** - The Arcules camera to cloud ACAP application leverages Axis' superior camera design, using its computing power to extend AI object detection capability to the edge while utilizing our cloud forensic search.
3. **Seamless Integration** - Camera to Cloud capabilities integrate seamlessly with the Arcules VSaaS providing the ability to view video, react to alarms and investigate events anytime, from anywhere.
4. **More Choices** - Camera to Cloud, provides an additional deployment choice to meet varying budget, bandwidth and site considerations. Choose from pure cloud, edge cloud, camera to cloud or mix and match.

If I am already an Arcules customer, can I expand with Arcules camera to cloud?

Yes. Camera to cloud is fully compatible with systems that are using gateways. After the Arcules camera to cloud [ACAP application is installed](#), adding camera to cloud to your location is as easy as adding any camera.

What cameras work with the camera to cloud offering?

The first rollout is limited to a selection of Axis Communications ARTPEC-8 cameras to manage development effort and ensure the optimum level of video performance. Initial rollout includes the following Axis series: P3267, P3268, Q1656, P1467, P1468, and Q3538 Series. Additional models will be added in future releases.

Does camera to cloud allow for cloud storage?

Initially, camera to cloud is edge video storage only. Meaning all video recording is stored on the camera's SD card and encrypted. If on-camera video is added to a case, then that video will be uploaded and stored indefinitely in the cloud.

Is the video stored on the camera encrypted?

Yes, the video stored on the camera is protected using video encryption.

How much does it cost?

Pricing is \$9.95/channel MSRP.

Can existing Axis cameras be used, or do I have to purchase new cameras?

If you have existing Axis camera models that are included in the initial camera to cloud rollout list, those cameras may be used as Arcules camera to cloud devices. This is done through the addition of an SD card and the [loading of the camera to cloud ACAP application](#) onto the cameras.

Where can I purchase camera to cloud cameras?

The great part of the Arcules camera to cloud option is that it uses existing Axis camera models. Therefore you can buy the cameras from your favorite systems integrator or distributor. Arcules will not be selling cameras directly.

Be sure you also purchase a [compatible SD card](#), as that is required to enable the camera to cloud capability.

How does an Axis camera become enabled for use as an Arcules camera to cloud device?

Three things are required to enable an Axis camera model for camera to cloud.

1. It must be an approved camera model (See camera list).
2. It must have an SD card installed. To ensure the best performance we highly recommend the use of [Axis SD cards](#).
3. It must have the Arcules camera to cloud [ACAP application installed](#) by your IT manager or integrator.

What types of video analytics will be available?

In the first release, camera to cloud will include forensic search along with the ability to search and alarm on people and vehicles.

Will camera to cloud be able to utilize on-camera I/O capability?

Eventually, but not in the first release. However, we do support the use of Axis camera I/O on gateways in a mix and match architecture and a user can use the I/O ports on the camera outside of their Arcules system.

Will camera to cloud allow for use of multiple video streams?

Camera to Cloud will have the ability to have a separate recording stream resolution and frame rate compared to the live stream.

Can a current user migrate a cloud-based subscription from an existing camera to a camera to cloud subscription?

If a cloud or edge subscription is up for renewal, a user can choose to substitute a Camera to Cloud subscription after the original subscription term is complete.

What happens to a camera once it's converted to a camera to cloud configuration? It is locked and can it no longer be used outside of the system?

If you choose to no longer use the camera as an Arcules camera to cloud device, you may follow a simple process to reconfigure the camera back to a factory setting that will then allow you to use it as a normal security camera.

How many days of storage are available on the SD Card?

You can use the [calculator](#) on the Axis web site to understand the number of days of continuous video can be recorded given several parameters like SD storage size, camera resolution and frame rate.

Will local live and local live playback be available on camera to cloud devices?

Yes, the ability to view video in realtime and recorded video from cameras located at the same physical location as the viewer, is included with camera to cloud. This avoids the need to send video to the cloud and then back to the same location as the camera. Reach out to Arcules customer support for information on how to enable this feature.

Is camera to cloud wireless or does it still require a network switch?

Camera to cloud is not wireless. Just like installations using a gateway, each camera must be connected to the local network using a Cat5/6 cable. Similar, much like current installations using gateways, the cameras are powered POE - in this case directly from the network switch.

Does the AXIS settings menu still work if I connect to the camera directly through its IP address?

For advanced users, you will have local access to the Axis web GUI through a secure custom username and password if needed.

What is the cost of the Axis cameras?

The ARTPEC8 cameras included in the first release have an MSRP in the \$800-\$2500 range. Currently all of the cameras are fixed. There are no PTZ versions at this time.

How does camera to cloud interface with Arcules access control?

A gateway is required in order to utilize the Arcules Axis access control capability.

In what regions will camera to cloud be available?

The first release of camera to cloud will be available in all regions - US EU & JP.

Who do I contact if I have more questions?

Reach out to your account manager, or contact customer support directly at:
+1 (888) 244-5154
support@arcules.com
or use the chat function at arcules.com