

FAQ

Arcules Camera to Cloud

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1. Camera to Cloud

Q: Why would I choose camera to cloud?

A: Benefits of the camera to cloud option include:

- Bandwidth Optimizations - allowing the camera to share in the storage of video and performance of video algorithms expands options in bandwidth limited deployments.
- Edge Computing - The Arcules camera to cloud application leverages the camera's design, using its computing power to extend AI object detection capability to the edge while utilizing our cloud forensic search.
- 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.
- 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.

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

A: Yes. Camera to cloud is fully compatible with systems that are using gateways. After the Arcules camera to cloud application is installed, adding camera to cloud to your location is as easy as adding any compatible camera.

Q: What cameras work with the camera to cloud offering?

A: The Arcules camera to cloud features a variety of camera models from multiple camera manufacturers. The list is constantly growing. You can view the most current list of compatible models on our camera to cloud knowledge base article located [HERE](#).

Q: Is the video stored on the camera encrypted?

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

Q: Is there a charge for camera to cloud?

A: Yes. There is a software subscription license for each camera to cloud device. This applies for camera to cloud devices that are storing video on the camera's SD card. If you desire the addition of cloud-based storage, there is a Cloud Storage Add-on Subscription License. You select a cloud storage add on subscription based on the desired recording resolution and days of storage.

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

A: If you already have [camera to cloud compatible camera models](#), 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 application onto the cameras.

Q: Where can I purchase camera to cloud cameras?

A: The great part of the Arcules camera to cloud option is that it uses existing camera models. These are not proprietary camera models. Therefore, you can buy the cameras from your favorite systems integrator or distributor. Milestone does not sell cameras directly.

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

Q: How does a camera become enabled for use as an Arcules camera to cloud device?

A: Three things are required to enable a 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 adhering to the SD card guidelines for each camera manufacturer.
3. It must have the Arcules camera to cloud application installed by your IT manager or integrator.

Q: What types of video analytics will be available?

A: Camera to cloud includes several types of video analytics including People Detection, Vehicle Detection and Motion. These detections take place directly on the camera which are then integrated into the cloud interface to enable features such as video timeline views and forensic video search.

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

A: Eventually, but not currently. However, we do support the use of camera I/O on gateways in a mix and match architecture, and a user can use the camera's I/O ports outside of their Arcules system.

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

A: Camera to Cloud has a fixed live streaming resolution of 1080p, however the user can [modify recording stream resolution and frame rate](#).

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

A: Yes. If a subscription is up for renewal, a user can easily choose type of subscription license to use with their Camera to Cloud compatible camera.

Q: 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?

A: No. 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.

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

A: You can use storage calculators on the camera manufacturers web sites to understand the number of days of continuous video can be recorded given several parameters like SD storage size, camera resolution and frame rate.

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

A: Yes, the ability to view video in real-time and recorded videos 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.

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

A: 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.

Q: In what regions is camera to cloud available?

A: Camera to cloud is available globally except for countries that have strict controls on data egress (contact Milestone support for a detailed list). It is important to note that cloud stored video, including cases, would leverage the existing data center infrastructure in Belgium, United States and Japan.

Q: Who do I contact if I have more questions?

A: Reach out to your account manager, customer support or your local Solution Engineer.

<https://supportcommunity.milestonesys.com/>

If you are already a Milestone customer with an Arcules subscription, use the [in-app chat function](#).

2. i-PRO Cameras

Q: Does the i-PRO settings menu still work if I connect to the camera directly through its IP address?

A: For advanced users, you will have local access to the i-PRO web GUI through a secure custom username and password if needed.

Q: What is the cost of the i-PRO cameras?

A: The Arcules camera to cloud features a variety of camera models from i-PRO and the list is constantly growing. You can view the most current list of compatible models on our camera to cloud knowledge base article located [HERE](#). Reach out to your i-PRO reseller for pricing.

Q: Does camera to cloud allow for cloud storage?

A: When using Camera-to-Cloud (C2C) devices you can store the video on the SD Card of the camera and in the cloud. The cloud storage option for Camera-to-Cloud (C2C) devices allows for extended retention, allowing users to store videos for longer periods. This provides a reliable backup in case the camera or SD card becomes unavailable. This is an enhanced security option to protect valuable data from potential on-site damage, vandalism, or to meet legal retention requirements. You can learn more about cloud storage [HERE](#). **For the initial release, cloud storage is not available on the i-PRO camera to cloud solution.**

Q: Can I use my own SD card for edge storage on the camera?

A: Customers can use their own SD cards; however, performance can vary based on the specific model of SD card you select – impacting video playback and life expectancy of the card itself. I-PRO has done extensive research and testing of SD cards and recommends the use of the [Transcend USD465i microSD card](#) to achieve your expected performance and retention time.

3. AXIS Cameras

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

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

Q: What is the cost of the Axis cameras?

A: The Arcules camera to cloud features a variety of camera models from Axis and the list is constantly growing. You can view the most current list of compatible models on our camera to cloud knowledge base article located [HERE](#). However, as a general guideline, Axis cameras can range from \$800 to \$2500 depending on the camera model and included options. Currently, all the cameras are fixed. There are no PTZ versions at this time.

Q: Does camera to cloud allow for cloud storage?

A: When using Camera-to-Cloud (C2C) devices you can store the video on the SD Card of the camera and in the cloud. The cloud storage option for Camera-to-Cloud (C2C) devices allows for extended retention, allowing users to store videos for longer periods. This provides a reliable backup in case the camera or SD card becomes unavailable. This is an enhanced security option to protect valuable data from potential on-site damage, vandalism, or to meet legal retention requirements. You can learn more about cloud storage [HERE](#).

Q: Can I use my own SD card for edge storage on the camera?

A: Customers can use their own SD cards; however, performance can vary based on the specific model of SD card you select – impacting video playback and life expectancy of the card itself. Axis has done extensive research and testing of SD cards and recommends the use of an [AXIS MicroSD card](#) for Edge Storage - consider either the Axis [512 GB](#) or [1 TB](#) size card to achieve your expected performance and retention time.