



Solink Recording Device: The Technician's Self-Installation Guide





Welcome to Solink! We are thrilled to be your Integrated Video Security Partner. This guide will provide you with all the necessary instructions for self-installing your Solink Recording Device (SRD). If you encounter any issues during the installation process, please contact your Deployment Project Manager (DPM) for support.

Table of Contents

Solink Recording Device: The Technician's Self-Installation Guide	1
Table of Contents	2
Solink Equipment Provided	3
Common Setup Diagrams	5
Part 1: Physical Installation	7
Part 3: Importing Cameras via CSV	11
Part 4: Data Integration	11
Part 5: Monitor Configuration	12
Part 6: Finalization	13



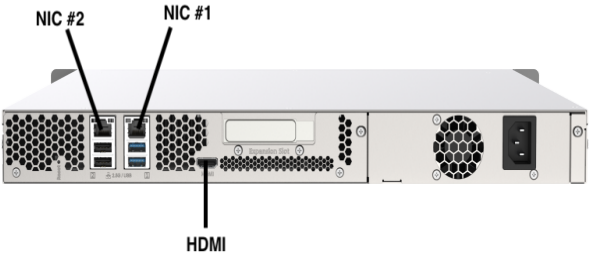
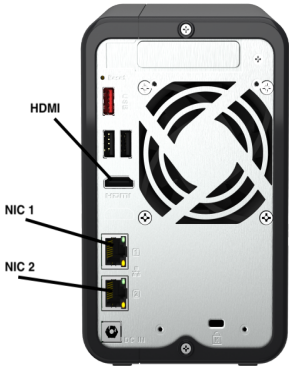
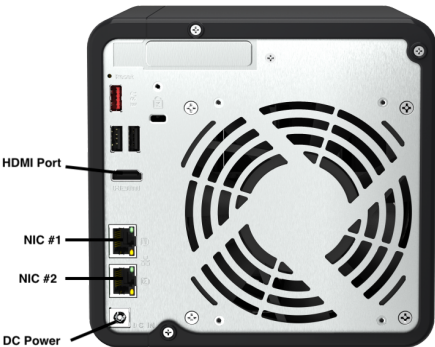
Solink Equipment Provided

Solink will supply the following equipment for all installations:

- **Solink Recording Device (SRD) x 1**
(The exact SRD model may vary, but the connection process will remain consistent.)
- Patch Cable x1
- UPS Battery Backup (optional) x1
- HDMI to VGA Adapter (optional) x1

See below for various diagrams of SRDs you could receive:





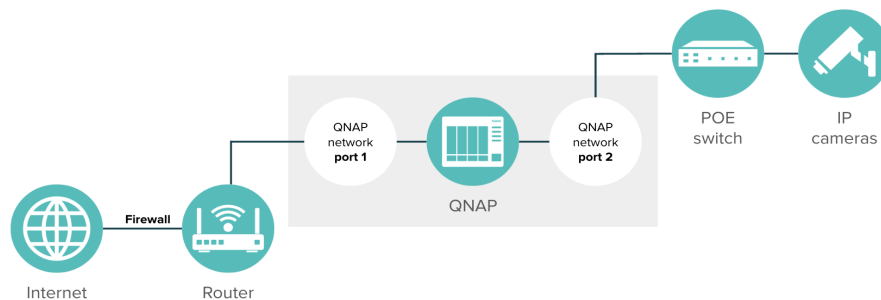


Common Setup Diagrams

Every customer site is different, and you may encounter a variety of network configurations during a self-install. Below are some of the most common network setups you'll see in the field. Before beginning the installation, take a few minutes to review this section and identify which setup best matches the customer's environment. While this guide covers the configurations you're most likely to encounter, it is not an exhaustive list of every possible network setup.

1. IP Cameras on POE Switch

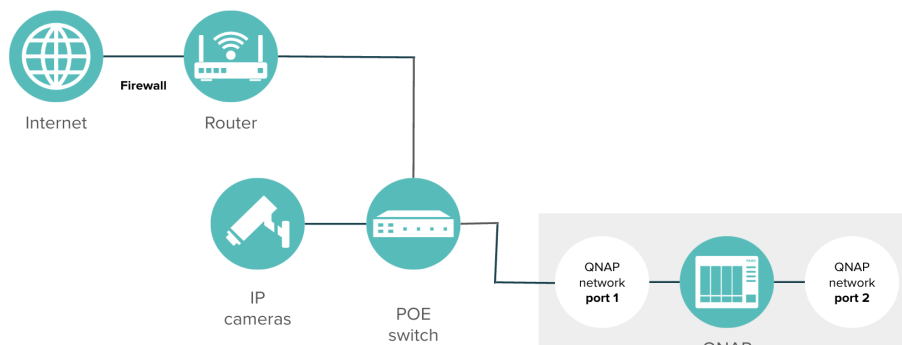
- Cameras are connected via the POE switch to NIC #2 (bottom port) of the SRD, and the network is connected to NIC #1 (top port).
- *Note: If the location also has a DVR with analog cameras, connect the DVR to an open port on the PoE switch.*



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2. IP Cameras on Main Network Switch

- All IP cameras are connected to the main network switch, with the SRD connecting to the same switch on NIC #1 (top port).

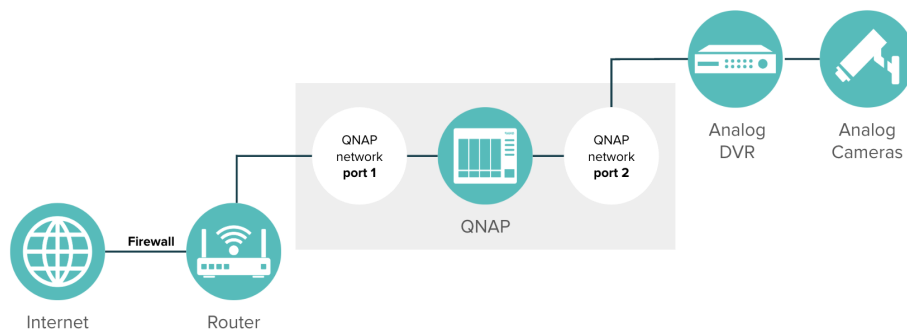


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3. Analog Cameras Only

- Analog DVR is connected to NIC #2 (bottom port), and the network is connected to NIC #1 (top port).





Part 1: Physical Installation

At the time of your scheduled installation, follow these steps to physically set up your Solink Recording Device (SRD):

1. Make Network Connections

- **Connect the Top Network Interface Card (NIC #1):** Connect this port to an open port on the modem or network switch.
- **Connect the Bottom Network Interface Card (NIC #2):** Use this port for the camera PoE switch, existing NVR, or analog DVR.
 - Note: If the site has a mix of IP and analog cameras, connect the DVR to an open port on the switch alongside the IP cameras.

2. Connect Power Supply

- **Connect the SRD to Power:** Use the included Uninterruptible Power Supply (UPS). Press the power button. There are a few things to consider when connecting the SRD to power:
 - Make sure to use one of the outlets on the UPS that is labelled "Battery Backup"
 - The UPS should be connected directly to a wall outlet, if possible, not another extension cord or power bar.
 - If a UPS was not provided or is not available, the SRD should be connected directly to a wall outlet.
 - Initial power-up may take 5-10 minutes.

3. Make Peripheral Connections (If Applicable)

- **Monitor Connection:** Connect the monitor(s) to the HDMI port(s) on the SRD.
- **Keyboard and Mouse:** Connect these to the USB ports on the SRD.



Part 2: Initial Configuration (Programming)

1. Prepare for Configuration

- Configuration should be completed using **Google Chrome**.
- Ensure your laptop is connected to NIC 2 (Port 2) of the SRD, either directly or via the POE switch, depending on the site's setup.
- Adjust your laptop's network settings as follows:
 - **IP Address:** 10.10.0.201
 - **Subnet Mask:** 255.255.255.0
 - **Gateway:** 10.10.0.10

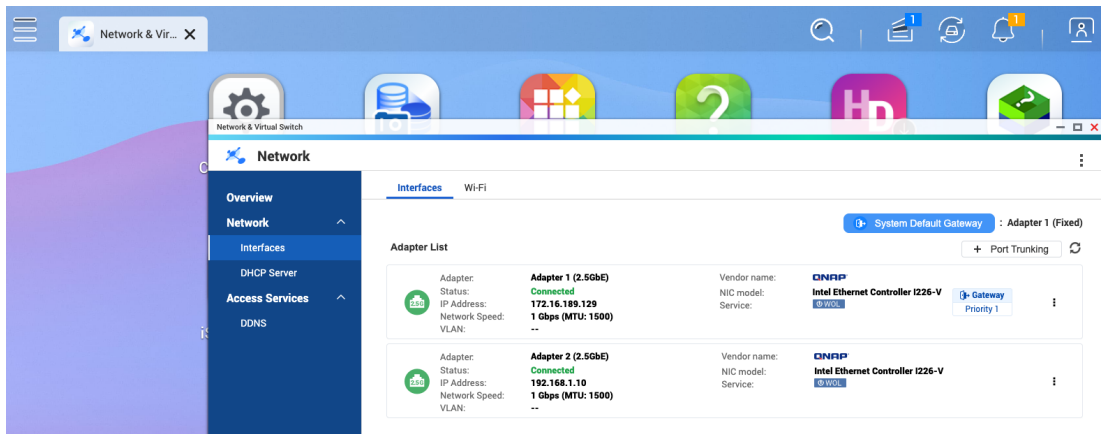
2. Access SRD Settings

- Open Chrome and navigate to the QTS page: **<https://10.10.0.10:8085>**. If you are unable to access QTS through a web browser, try the below in the following order:
 - Download Qfinder Pro: <https://www.qnap.com/en/utilities/essentials>. This application will help you see where the SRD is and you can connect to and configure the SRD through here.
 - Double check to see if your laptop is blocking access or if there is a firewall/network issue if the SRD does not come up.
 - Try a new cable between the SRD & laptop.
- Enter the Login Credentials:
 - **Username:** admin
 - **Password:** admin123!
- Dismiss any pop-ups and select "Don't show me again." Please make sure not to accept any firmware update popups, **FIRMWARE should NEVER be updated.**
- Monitor the speedometer icon in the top right.
 - **Yellow or Red Status:** May indicate an issue. Contact Support for further assistance.



3. Configure the Network

- NIC settings may need to be adjusted based on the site's setup. See below for potential configurations needed for NIC1 and NIC2.
- To adjust NIC (Adapter) settings on QTS, navigate to **Network and Virtual Switch > Interfaces**. Click on the three vertical dots and choose Configure. From here, you can adjust IP Address, Subnet Mask and Default Gateway. Click "Apply" to save changes. Ignore DNS settings unless specified by your network.



The screenshot shows the 'Configure' dialog box for a network interface. The 'IPv4' tab is selected, and the 'Use static IP address' option is chosen. The configuration fields are as follows:

Field	Value
Fixed IP Address	10 . 10 . 0 . 10
Subnet Mask	255.255.255.0 (/24)
Default Gateway	10 . 10 . 0 . 10
Jumbo Frame	1500

Buttons: Apply, Cancel

- **NIC 1:** Set to static IP if needed.
 - Note: SRD NIC 1 is always automatically set to DHCP. You can change the NIC 1 configuration if necessary for the site setup.
- **NIC 2:** Adjust if the cameras are on a different subnet.



4. Verify Internet Connection

- Open a new tab and go to <https://10.10.0.10:8080/interlink/>.
- Log into Interlink using the same credentials as provided in Step 2.
- The **Checkin Status** section will appear on the screen. Click the **"Force Check-in"** button.
 - If successful, the unit can reach our servers and should be online.
 - If failed, check the "Last Error" field for troubleshooting. If you are unable to resolve the error, reach out to Support.

Checkin Status

Last Error	None
Last checkin	28 minutes ago
Next checkin	in 2 hours
Checkin Interval	2 hours
Token Expiry	authToken in 5 hours

Force Checkin

Refresh Tokens

5. License the SRD

- Open the **License Tab** within Interlink.
- In the **License Key** field, enter the device-specific license key (provided by your DPM).
- Click the **"Update"** button and refresh the page to ensure the new license key is applied

System

License

 VMS
 Listener
 Camera Tunnel
 Monitor Status
 Monitor Config
 Camera Configurator
 FSBot
 Diagnostics

Edit Details

License Key

Device Name

Address

External ID

Update

If licensing doesn't work or you get a network error, please contact Support.



Part 3: Importing Cameras via CSV

The CSV file must include accurate camera information:

- Camera Types
- Camera IP Addresses
- Passwords (encoded correctly, if necessary)

If you do not have a CSV file, contact Support for assistance.

CSV Import Process

- Open Interlink as was done in Part 2 and open the VMS tab.
- Click the **CSV** button which can be found in the right-hand corner of the page. Select **Import** from the dropdown menu and upload your camera CSV file.



- Wait for a few minutes for the cameras to come online.
 - If the cameras do not appear, verify the following:
 - RTSP URLs are correct (each camera brand is unique)
 - Camera credentials are accurate
 - IP information matches the NIC you are connected to
 - No IP conflict exists
 - Camera connection is healthy (i.e. POE & LAN lights are on)
 - Camera stream is set to H.264
 - If all of the above has been verified and cameras are still not appearing, contact Support.

Part 4: Data Integration

Many of Solink's data integrations can be completed remotely working directly with the customer. If the customer's data integration must be configured locally, your DPM will have provided you with the information required to complete the integration. Any local integrations must be completed prior to leaving the site.



Part 5: Monitor Configuration

If the customer requires a live monitor to be connected to the SRD, follow the steps below.

1. Connect the Monitor

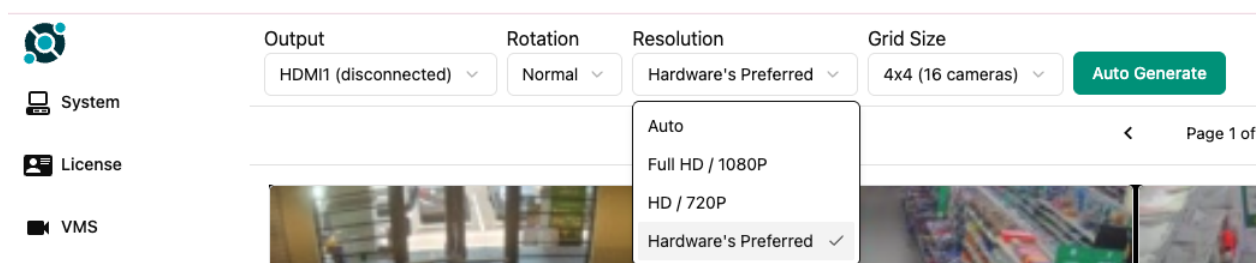
- Ensure the monitor is securely connected to the HDMI port on the SRD.

2. Access Device Configuration

- Access Interlink and navigate to the Monitor Config tab. Verify that the correct HDMI output is selected at the top of the page.

3. Set Monitor Resolution

- Locate the Resolution dropdown menu.
- Select “**Hardware's Preferred**” to automatically use the optimal resolution for the monitor and click the “**Auto Generate**” button.



4. Arrange the Display Grid

- Using the Grid Size dropdown menu, select the appropriate grid pattern based on the number of camera feeds you wish to display and click the “**Auto Generate**” button..
- There are a number of actions you can take when configuring the display grid:
 - Drag cameras onto the grid from the pane of camera views on the right-hand side.
 - Remove cameras from the grid by hovering over them and selecting the “x” in the top right-hand corner.
 - Enlarge cameras by clicking a corner of a camera on the grid and dragging it to take up more grid spaces.
 - Re-arrange cameras by dragging them to a new grid space.
- If there are changes to be made to the monitor display configuration post-install, they can be done remotely in Interlink



5. Configure Multiple Pages

- If there are more cameras than can fit on one screen after selecting the desired grid size, you can configure multiple pages. The number of pages will show at the top of the screen and each page can be configured individually. You can also add pages using the '+' button and delete them using the 'garbage can' button.

Output

Rotation

Resolution

Grid Size

Auto Generate

HDMI1

Normal

Hardware's Preferred

4x4 (16 cameras)

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Page 1 of 2

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- You can change how long each page appears by using the "**Configuration**" button in the top right corner. A pop-up will appear allowing you to change the "**Rotation Time in Seconds**" (default is 30 seconds).

Part 6: Finalization

1. Verify System Status

- Ensure that the unit is properly connected and online.
- Ensure you see all cameras online by loading the streams in VMS
- Force a checkin through Interlink to ensure there is no error

2. Finalize Installation

- After completing the installation, navigate to the **License Tab** in **Interlink**. Click the **Finalize Activation** button.
- A confirmation prompt will appear asking you to finalize the deployment. Click **Finalize** to complete the installation process.

3. Next Steps

- Advise the DPM that the install has been completed.
- Over the next few days, the Solink team will complete the remote closeout and quality assurance processes before considering the installation finalized.
- If this is the customer's first Solink site, the Customer Success Team will be in touch with initial training steps.

***For any questions or additional support, please reach out to your Deployment Project Manager.
Thank you for choosing Solink!***