

On-Campus Residents Only: Additional Set Up Instructions

To get started with Cloud Cam, mount the device inside your home in the area that you would like to monitor. Next, download the Cloud Cam app to complete setup.

1. Download the Cloud Cam app from your device's app store.

With the Cloud Cam app you can connect your device to Wi-Fi, set camera preferences, view your camera's live stream, talk or listen through your camera's mic and speakers, and more. The Cloud Cam app is available on mobile phones and tablets with:

- iOS 9.3 or later
- Android Lollipop 5.0 or later
- Fire OS 5.0 or later

2. Add the MAC address of the Cloud Cam to the college network.(Only for On campus housing).

1. Go to the [My Devices Portal](#).
2. Enter your **SJSUOne ID** and password, and then click **Sign On**.
3. On the **Manage Devices** page, enter the **MAC address** of your device in the Device ID (MAC Address) field.
4. You can enter a **Description** to help identify this device in the future.
5. Click **Submit** to add the device
6. Your device should appear in the **Your Devices** section, and you should now connect it to the "SJSUMyDevices" wireless network. You will not be prompted for an ID or password.
7. In the future, if you wish to remove this device, return to the My Devices page, select the device, and then click Delete.

3. Follow the instructions in the Cloud Cam app to connect to Wi-Fi and register your device

Opening the app while your Cloud Cam is in setup mode immediately begins the setup process. Your device is in setup mode with the indicator light is pulsing blue and green. You will be asked to log in to your account. You will also need to connect to the Cloud Cam to your wireless network. If the device is not in setup mode when registered, you will receive an error.

Note: For security reasons setup mode will time-out after 20 minutes. Your camera LED will flash yellow. To re-enter setup mode insert a paperclip into the small pinhole reset located on the back of the device and press once. Alternatively, you can unplug your camera and plug it back in.

4. Complete setup and monitor your live view.

After setup, your Cloud Cam will take approximately 30 seconds to display a live camera view in the app. You may need to close and reopen the app to see your live view. If the camera's light blinks yellow and you are unable to complete setup, insert a paperclip into the small pinhole reset located on the back of the device and hold for five seconds. Once you see the green and blue pulsing indicator light again, open the Cloud Cam app and retry the setup process. If you have additional devices to set up, tap the menu icon, then tap **Add Camera**.