

— FOR YOUR NETWORK ADMINISTRATOR

IT requirements

Please share this page with whoever manages your network. Five quick steps before installation, with an example of how the port numbers and IP addresses fit together.

1 Internet

Choose the upload speed per camera that fits your connection. We set each camera's stream to match whatever bandwidth you can give us.

Example, 6 cameras. Each option below shows the total upload you would need.

4 Mbps

per camera

PREMIUM

Maximum detail for large venues, fast motion and PTZ views.

≈ 1.3 TB per month, per camera

6 cameras = 24 Mbps

2 Mbps

per camera

RECOMMENDED

Full-quality 1080p live video and recordings.

≈ 648 GB per month, per camera

6 cameras = 12 Mbps

1.5 Mbps

per camera

BALANCED

Slightly reduced bitrate. Still sharp for most scenes.

≈ 486 GB per month, per camera

6 cameras = 9 Mbps

1 Mbps

per camera

LIMITED BANDWIDTH

Lower resolution or frame rate to fit smaller connections.

≈ 324 GB per month, per camera

6 cameras = 6 Mbps

0.5 Mbps

per camera

MINIMUM

720p at a low frame rate, for weak or cellular links.

≈ 162 GB per month, per camera

6 cameras = 3 Mbps

Higher bitrate means more data. A camera streams around the clock, so every extra Mbps adds about **324 GB of upload per month** (a 2 Mbps camera uses about 650 GB). Check your internet plan's data cap, especially on cellular.

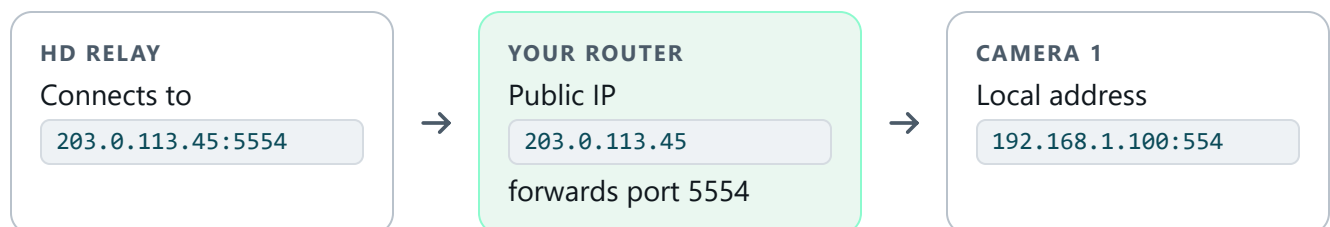
Your viewers never use your bandwidth. We pull one stream from each camera and serve everyone from our cloud. If a camera also sends the small low-quality copy used for slow viewers, add about 0.6 Mbps for it.

Not sure what you have? Run a speed test at the site and tell us the **upload** number.

- A static public IP is best. DDNS also works.
- Wired cameras are most reliable. Cellular (LTE/5G) is supported.

2 Port forwarding

For each camera, forward a unique TCP port on your router to the camera. We then reach the camera at your site's public IP and that port.



⚠ **EXAMPLE ONLY: TWO CAMERAS AT ONE SITE**

CAMERA	ROUTER PORT (WAN)	FORWARDS TO (CAMERA)	HD RELAY CONNECTS TO	USED FOR
Camera 1	5554	192.168.1.100:554	203.0.113.45:5554	Video
Camera 1	8000	192.168.1.100:80	203.0.113.45:8000	PTZ / snapshots
Camera 2	5555	192.168.1.101:554	203.0.113.45:5555	Video
Camera 2	8001	192.168.1.101:80	203.0.113.45:8001	PTZ / snapshots

Replace the example values. 203.0.113.45 is a placeholder address for illustration. Use your site's real public IP (or DDNS name) and the router ports you choose. 192.168.1.x are example camera addresses on a typical local network.

Any port numbers are fine, as long as each one is unique. Behind two routers (modem + router)? Forward on both.

3 Firewall

Allow these HD Relay IPs **inbound** to the router ports from step 2 (for example, 5554 and 8000 above):

24.144.94.130

146.190.1.181

134.199.242.75

143.244.211.10

137.184.142.114

99.111.102.177

Push cameras (Axis cameras with the HD Relay app, e.g. on cellular): skip steps 2 and 3. Just allow **outbound** TCP 1935 to 24.144.94.130.

We only connect to the ports you forward. Nothing else on your network is reachable. If our IPs ever change, we give 30 days' notice.

4 Camera settings

- Give each camera a **fixed LAN IP** (DHCP reservation is fine).
- Turn on **RTSP** and **time sync (NTP)**.
- Works with any RTSP / ONVIF camera: Axis, Hanwha, Hikvision, Dahua, Reolink and more.

5 Send us

- Site public IP (or DDNS name) and time zone
- Each camera's name, make / model, LAN IP and router ports
- Camera login, shared through the portal or another secure method (please not by email)
- Your IT contact, in case we need to troubleshoot