

Quick Installation

MOBOTIX CLOUD 304+

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Support

MOBOTIX Support

If you need technical support, please contact your MOBOTIX dealer. If your dealer cannot help you, he will contact the support channel to get an answer for you as quickly as possible.

If you have internet access, you can open the MOBOTIX help desk to find additional information and software updates.

Please visit www.mobotix.com > **Support** > **Help Desk**.



MOBOTIX eCampus

The MOBOTIX eCampus is a complete e-learning platform. It lets you decide when and where you want to view and process your training seminar content. Simply open the site in your browser and select the desired training seminar.

Please visit www.mobotix.com/ecampus-mobotix.



MOBOTIX Community

The MOBOTIX community is another valuable source of information. MOBOTIX staff and other users are sharing their information, and so can you.

Please visit community.mobotix.com.



Notices

General Notices

- This Quick Installation is for reference only.
- All designs / procedures shown are subject to change without prior written notice.
- All trademarks and registered trademarks mentioned are the properties of their respective owners.
- Please visit our website www.mobotix.com or contact your local service engineer for further information.

Precautions for Use

- Device operability is subject to network capabilities of the install location. Please contact your local sales representative for information on network requirements.
- Handle the device with care. Do not apply shock or drop the device. Failure to adhere may cause the device to malfunction.
- This device is designed to be used indoors.
- Do not directly disconnect device from the power when running. Power down by pressing the power button on the front of the device.
- Do not use the device in hot or humid environments for an extended period of time. Failure to adhere causes component degradation and shortened life span of the device.
- Do not expose the device to a direct heat source.
- Ensure that all data is wiped from the device before disposal.

Legal Notes

Legal aspects of video and sound recording:

You must comply with all data protection regulations for video and sound monitoring when using MOBOTIX AG products. Depending on national laws and the installation location of the MOBOTIX CLOUD 304+, the recording of video and sound data may be subject to special documentation or it may be prohibited. All users of MOBOTIX products are therefore required to familiarize themselves with all applicable regulations and to comply with these laws. MOBOTIX AG is not liable for any illegal use of its products.

Declaration of Conformity

The products of MOBOTIX AG are certified according to the applicable regulations of the EC and other countries. You can find the declarations of conformity for the products of MOBOTIX under www.mobotix.com > [Support](#) > [Download Center](#) > [Marketing & Documentation](#) > [Certificates & Declarations of Conformity](#).

Disclaimer

MOBOTIX AG does not assume any responsibility for damages, which are the result of improper use or failure to comply to the manuals or the applicable rules and regulations. Our General Terms and Conditions apply. You can download the current version of the General Terms and Conditions from our website www.mobotix.com by clicking on the [General Terms and Conditions](#) link at the bottom of every page.

RoHS Declaration

The products of MOBOTIX AG are in full compliance with European Unions Restrictions of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (RoHS Directive 2011/65/EC) as far as they are subject to these regulations (for the RoHS Declaration of MOBOTIX, please see www.mobotix.com > [Support](#) > [Download Center](#) > [Marketing & Documentation](#) > [Certificates & Declarations of Conformity](#)).

Disposal

Electrical and electronic products contain many valuable materials. For this reason, we recommend that you dispose of MOBOTIX products at the end of their service life in accordance with all legal requirements and regulations (or deposit these products at a municipal collection center). MOBOTIX products must not be disposed of in household waste! If the product contains a battery, please

dispose of the battery separately (the corresponding product manuals contain specific directions if the product contains a battery).

Information for Users on Collection and Disposal of Old Equipment and used Batteries within the European Union

These symbols on the product's packaging or accompanying documents indicate that used electrical and electronic products and batteries should not be disposed together with household waste. For more information about collection and recycling of old products and batteries, please contact your dealer, point of sale or local municipality. In accordance with national legislation, penalties may be applicable for incorrect disposal of this waste.



Information for Disposal in Countries Outside the European Union

When discarding these items please contact your dealer or local authorities for further information regarding the correct method of disposal.

Delivered Parts, Connectors, and Dimensions

This section contains the following information:

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MOBOTIX CLOUD 304+ Bridge – Scope of Delivery



Scope of Delivery MOBOTIX CLOUD 304+ Bridge

Item	Count	Description
1.1	1	MOBOTIX CLOUD 304+ Bridge
1.2	1	Power cord
1.3	3	External power supply
1.4	1	Important Safety Instructions
1.5	1	MOBOTIX CLOUD 304+ Attach ID

MOBOTIX CLOUD 304+ Bridge – Connectors (Front)



MOBOTIX CLOUD 304+ Bridge – Connectors (Rear)



MOBOTIX CLOUD 304+ Bridge – Dimensions



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Getting Started

Online information about the MOBOTIX CLOUD 304+ Bridge

The MOBOTIX CLOUD 304+ Bridge is a smart device that connects to your security cameras, records the video, and transmits it to the MOBOTIX CLOUD 304+ securely. You access your video and manage your cameras from web browser or mobile device. The MOBOTIX CLOUD 304+ Bridge is physically installed on your network and assigned an IP address. This Quick Installation provides basic information about how to physically install the MOBOTIX CLOUD 304+ Bridge on your network and assign an IP address to the hardware.

NOTE! We recommend reading these instructions fully before starting. You will need the following:

- MOBOTIX CLOUD 304+ Bridge (supplied)
- AC Power Cord (supplied)
- Ethernet Cables (not included)
- MOBOTIX CLOUD 304+ Customer Account

If you require a static IP address on the Bridge, you will also need:

- Monitor
- USB Keyboard

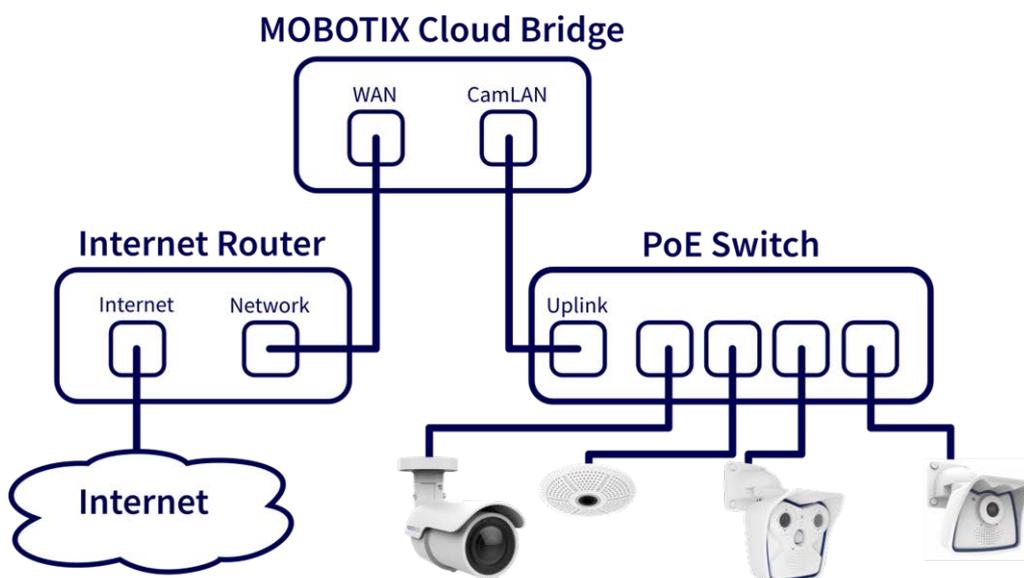


Fig. 1: Standard connection with PoE switch attached to CamLAN port

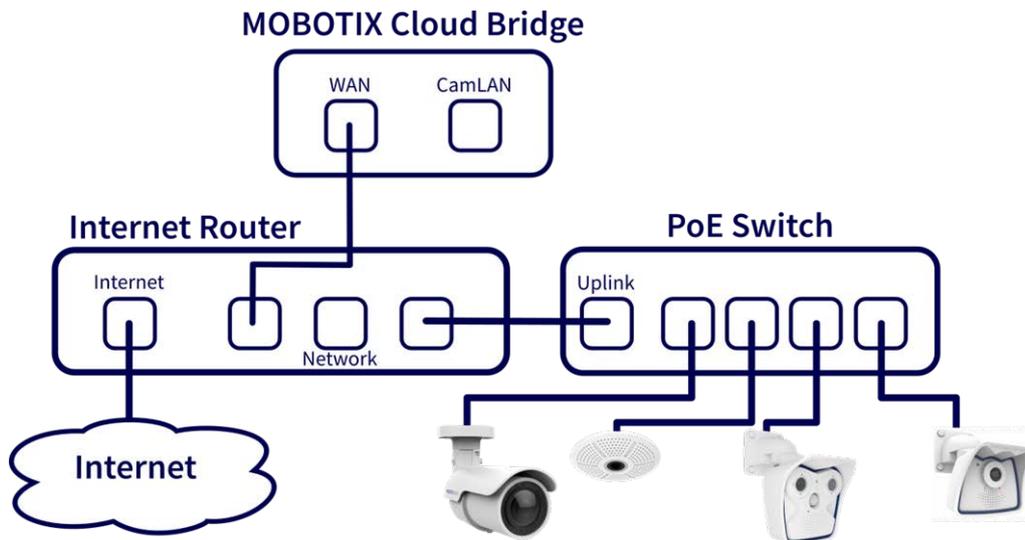


Fig. 2: Alternative connection with PoE switch attached to Internet router (CamLAN port is not used)

CAUTION!

Do not connect the WAN port **and** the CamLAN port of the bridge to the Internet router!

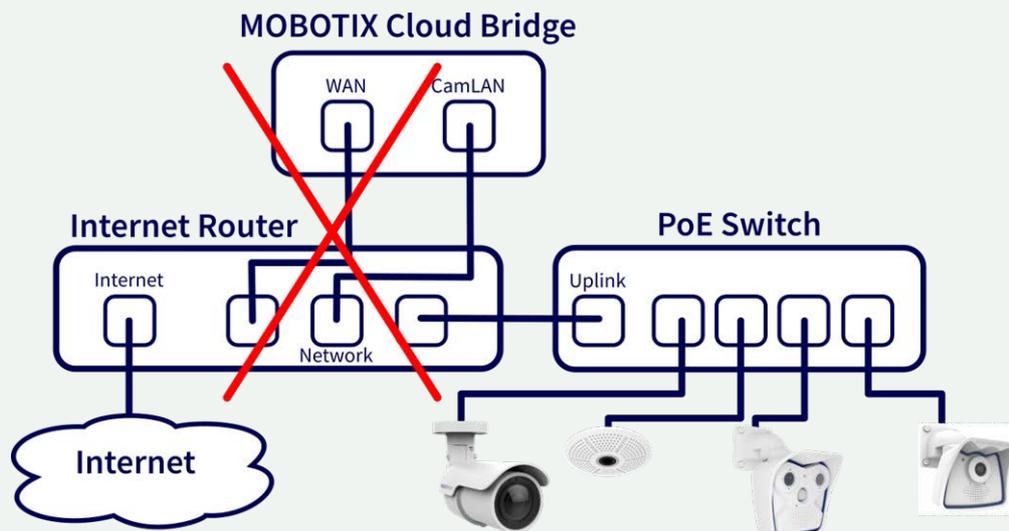


Fig. 3: Faulty connection of WAN and CamLAN ports to Internet router

Physical Installation

CAUTION!

- Operate the MOBOTIX CLOUD 304+ Bridge only on a stable, level, vibration-free and well-ventilated surface.
- Keep the it away from moisture, dust, heat and direct sunlight.
- To ensure sufficient cooling and ventilation, leave a space of at least 15 cm to the sides and at least 30 cm to the top. Place the power supply unit at a sufficient distance from the MOBOTIX CLOUD 304+ Bridge.

1. Place the MOBOTIX CLOUD 304+ Bridge in a secure location.
2. If desired, mount the device to a wall using the integrated mounts.
3. Connect an Ethernet Cable from your network to the WAN port on the back of the MOBOTIX CLOUD 304+ Bridge.

CAUTION! Do NOT connect the CamLAN into your local network. The CamLAN is designed for cameras only and serves DHCP.

4. Connect the power cord to the MOBOTIX CLOUD 304+ Bridge. The Bridge should power up automatically.

NOTE! Pressing the power button will power down the bridge after a few seconds. If powered off, pressing the power button will turn on the Bridge.

Information Shown on the Front Display

When not attached to an account, the bridge will show the connection status and some information on how to proceed.

The default display shows the number of cameras:

- Cameras online (✓).
- Cameras deactivated by user (-).
- Cameras offline (x).



Press the Up/Down buttons to the left of the display to switch between these display modes:

- CPU and storage drive temperature
- WAN IP address and speed
- CamLAN IP address and speed
- Bridge serial number and Attach ID

Configure IP Address and Network Settings

By default the MOBOTIX CLOUD 304+ Bridge obtains a DHCP address from your WAN network.

If you require a static IP address please follow these instructions:

1. Connect the monitor and keyboard to the MOBOTIX CLOUD 304+ Bridge.
2. Login to the Administrative Console:
 - Login: admin
 - Password: <last 5 digits of serial number>
3. Configure the IP Address, Subnet Mask, Default Gateway, Primary DNS Server and Secondary DNS Server as appropriate for your network.

Open Firewall Ports

If your MOBOTIX CLOUD 304+ Bridge is located behind a highly secure corporate firewall, open the following outbound ports on your firewall:

Port	Direction	TCP	UDP	Usage
80	Out	Yes	No	Secure Video Connection
443	Out	Yes	No	Secure Video Connection
773	Out	Yes	No	Secure Video Connection
8081	Out	Yes	No	Secure Video Connection
8082	Out	No	Yes	Secure Video Connection
50000 – 60000	Out	Yes	No	Management Connection
50000 – 60000	Out	Yes	No	Management Connection

Log Into Your MOBOTIX CLOUD Account

- Using a web browser, go to www.mobotixcloud.com/login.html.
- Login using your email address and password. If you have never logged in before, you will need to verify your email address. Call your MOBOTIX CLOUD Reseller if you do not have a MOBOTIX CLOUD Customer Account (sub account).

Attach the MOBOTIX CLOUD 304+ Bridge to your MOBOTIX CLOUD

Account

The MOBOTIX CLOUD 304+ Bridge may have already been added to your account (it will appear at the bottom of the Dashboard page). If so, you can skip to the next step. If the MOBOTIX CLOUD 304+ Bridge has not been added, click **Add Bridge** and enter the 16-character MOBOTIX CLOUD **Attach ID** and name your bridge. The Attach ID will be shown in the display of the MOBOTIX CLOUD 304+.

Camera Setup



Register your MOBOTIX product

ABCD-EFGH-IJKL-MNOP



Need help? Check our website
www.mobotix.com
or scan code.



Documentation on
www.mobotix.com
or scan code.

Network Note: By default, the CamLAN network port serves DHCP addresses and WILL conflict with your existing network. **WARNING:** Connect the CamLAN only to cameras, not an existing network.

MOBOTIX

NOTE! Only ONVIF S-compatible cameras can be added to the MOBOTIX CLOUD (MOBOTIX x6 and x7 cameras are all ONVIF S-compatible)!

Before trying to add cameras to the MOBOTIX CLOUD 304+ Bridge we strongly recommend setting up the cameras.

Please make sure that:

- Cameras are plugged in and powered on (via PoE or power supply).
- Cameras already in operation should be reset to factory defaults to prevent problems.
- Cameras are configured to use DHCP IP addresses (or have non-conflicting static IP addresses).
- The ONVIF password for the admin user has been set and is available for adding the camera to the MOBOTIX CLOUD 304+.

NOTE! When changing user names/passwords of cameras, always use the **same user name and password** for both, the **web interface** and **ONVIF access!**

- Cameras have been secured to use HTTPS and passwords are not the default.
- Cameras are running the latest firmware.

By default, the CamLAN port of the bridge is 10.143.0.100. The bridge will assign IP addresses in the range of 10.143.0.2 to 10.143.0.99 (netmask 255.255.0.0).

NOTE!

Preparing MOBOTIX IoT cameras for MOBOTIX CLOUD 304+ is a lot easier using the free-of-charge **MxManagementCenter**. Start MxManagementCenter, and in the **Welcome** wizard, select **Add and start Pre-Configuration Mode**.

MxManagementCenter will help you accomplish these tasks:

- Update the camera firmware.
- Secure the camera system:
 - Set a secure password for the web interface and ONVIF access (use the **same user name and password for both**, the web interface and ONVIF access!).
 - Activate HTTPS for connections.
 - Disable public access.
- Configure basic settings:
 - Ethernet settings (DHCP/static IP address).
 - Basic image and exposure settings.
 - Apply proper settings for time and date.



To download MOBOTIX MxManagementCenter, open www.mobotix.com > [Support](#) > [Download Center](#) > [Software Downloads](#) or scan the QR code.

Connect Cameras via Ethernet

The recommended method of setup is shown in [Standard connection with PoE switch attached to CamLAN port, p. 12](#). MOBOTIX recommends putting your camera on a physically separate network called the CamLAN. The MOBOTIX CLOUD 304+ Bridge provides DHCP addresses on the CamLAN. Alternatively, cameras can be connected to the same network as the Bridge WAN. Cameras that have a valid IP address (either DHCP or static) appear in the MOBOTIX CLOUD 304+ Dashboard and can be added to your Account.

Add Cameras to your MOBOTIX CLOUD Account

- Go to your Dashboard and select the + sign next to the cameras you want to add to your account.
- Enter the camera ONVIF username and password if needed.

Add Tags and Configure Cameras

- From the Dashboard select the Gear icon and adjust the settings of your camera.
- Create tags on your cameras to organize them into groups.

Getting Started

- You can download our application in the Apple App Store or the Google Play store. Look for "MOBOTIX CLOUD App."

Technical Specifications

MOBOTIX CLOUD 304+ Bridge Hardware

Order Code	Mx-S-BRIDGEB-DT-20
Max. Number of Cameras	Up to 20 IP cameras/ONVIF S channels @4MP
Interfaces	<ul style="list-style-type: none"> ▪ 2x Gigabit Ethernet (WAN, CamLAN, rear) ▪ 1x HDMI (rear) ▪ 1x VGA (rear) ▪ 4x USB 3.0 (front) ▪ 1x Microphone 3.5 mm (front) ▪ 1x Headset 3.5 mm (front)
Encryption	<ul style="list-style-type: none"> ▪ TLS Version 1.2 ▪ AES 256 (proprietary algorithm) ▪ HTTPS
Power Supply	External Power Supply
Power Requirements	100–240 V AC, max. 20 Watt
Cooling Fans	None
Dimensions (W x H x D)	180 x 64 x 127 mm/7.08 x 2.5 x 5 in
Weight	1.568 kg/3.457 lb (including power supply and extension cord)
SSD	1x SDD 1 TB (included)
Net Storage	800 GB (for 2 days on-premise buffering)
Temperature Range	-10 to 50 °C/14 to 122 °F
Humidity Range	0 to 70 % relative humidity
Certifications	FCC, CE, UKCA, WEEE, NRTL (UL 62368), RCM (C-Tick), RoHS, NOM, NDAA
Detailed Technical Documentation	www.mobotix.com > Support > Download Center > Marketing & Documentation > Manuals

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