

# LumiCloud

## Frequently Asked Questions



## **1. How do LumiCloud licenses work? How Do I buy a License?**

A dealer purchases the appropriate LumiCloud license (most are annual licenses) via an authorized distributor. The dealer re-sells the license as part of the total customer solution; the licenses provide the dealer with subscription-based RMR opportunity. Please note that you must be a Luminys MVP Partner in order to purchase LumiCloud licenses. Joining the Luminys MVP Partner program is free, register at <https://mvpprogram.luminyscorp.com/>

## **2. What is turn-around time to purchase a license?**

A LumiCloud license is purchased from an authorized Luminys distributor. As this is not a physical product, it will take up to 48 hours in some cases to get the license from your distributor. This depends on factors outside Luminys control, so allow a few days to receive the license. Make sure you use the email address that is registered with the Luminys MVP Program, licenses will appear in your LumiCloud Partner Account associated with your email address.

## **3. Do I still have access to video or cameras when the License expires?**

When the license expires, you can still access cameras and NVRs for video and storage, just not through the cloud. You will have two (2) weeks to access your data after the license expires.

## **4. What devices does LumiCloud support?**

LumiCloud supports LumiGuardian, Luminys Cloud Managed Switches, Luminys Access Control, and Luminys NVRs. In addition, any camera supported by and connected to the Luminys NVR (edge analytics with third-party cameras may be limited). **Coming soon,** LumiCloud will support select Luminys camera models directly.

## **5. Does LumiCloud support Health Monitoring?**

Yes, LumiCloud offers a device health monitoring feature. This can often be a key feature for a Security Dealer/Integrator to use for RMR services.

## **6. Where is the data hosted in the cloud?**

LumiCloud data is hosted in North America using your IP address to determine USA or Canada to direct data to the appropriate datacenter.

## **7. Which Web browsers are supported?**

LumiCloud requires web browsers that support HTML-5, however, Google® Chrome® offers the best user experience. Other browsers that support LumiCloud include Edge®, Safari®, and Firefox®.



## 8. Is there a Smartphone App?

Yes, there are two apps, one for end-users and one for Luminys Partners. Both apps are available for iOS and Android devices: **LumiCloud** app is designed for end-user accounts. **LumiPartner** app (coming soon) is designed for Luminys dealer / partners accounts. There is no specific app for tablets at this time, however, you may use the smart phone app on a tablet or use a web-browser on these devices.

## 9. What are the LumiCloud portal URLs?

You may access LumiCloud via the Luminys website at [www.luminyscorp.com](http://www.luminyscorp.com) and select the drop down menu on the top right called "Sign In", you may choose either LumiCloud User or LumiCloud Partner along with the "Register Now for the Luminys MVP Program."

Bookmark these LumiCloud portal URLs:

**LumiCloud End-user Portal:** Already assigned LumiCloud login credential:

<https://webapp.lumicloud.com>

**LumiCloud Partner Portal:** Already enrolled in the Luminys MVP Program:

<https://partner.lumicloud.com>