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How to Fill the Bulk Import Template

Updated 8 October 2026

experience — not included in the PDF

The bulk import template is a spreadsheet where each row represents one device. This guide explains what to enter in each column, which fields are required, and the formatting rules that prevent upload failures. Covers: Get the Template, Column Reference, Required Fields by Connection Type, Format Rules, Pre-Upload Checklist. Once your file is ready, see [Bulk Spreadsheet Import](#) for the upload steps.

Step 1 — Get the Template

Always download the template directly from the platform — do not use a saved copy from a previous import, as the column structure may have changed.

1. Go to Configuration in the left sidebar.
2. Click Add sites & devices then Import from spreadsheet .
3. Click Download file (the “Need a starter template?” link).
4. Open the downloaded file in Excel or Google Sheets.

Column Reference

Each row represents one device. The template has 12 columns in this exact order. Do not rename, reorder, or delete any column.

COLUMN	WHAT TO ENTER	REQUIRED?	EXAMPLE
Site Name	The name of the site this camera belongs to. Must be unique across the platform and within the file.	Required	Main Entrance - Dubai Mall

Camera Name	A label for this specific camera.	Required	Front Gate Camera 1
IP Address	The camera's IP address or hostname. No trailing slash.	Required	192.168.1.101
HTTP Port	The HTTP port the camera web interface is accessible on. Must be a number between 1 and 65535. Common factory defaults: Hikvision 80	Dahua 80	AXIS 80.
RTSP Port	The RTSP stream port. Leave blank if the camera does not use a separate RTSP port. Common default is 554.	Optional	554
User Name	The camera's login username.	Required	admin
Password	The camera's login password.	Required	P@ssw0rd!
Camera Brand	The camera manufacturer. Must match a supported brand exactly — spelling and capitalisation matter.	Required	Hikvision
Site Owner Email	Email address of the on-site contact who will receive the Site Key and run the Local Agent. Required for Private/VPN and GC Edge sites. Optional for Public IP.	Private & Edge only	technician@company.com
Contact Phone	On-site contact phone number. Must include country code.	Private & Edge only	+962797000000
Contact Name	On-site contact's full name.	Private & Edge only	Ahmad Hassan
HTTPS?	Whether the camera uses HTTPS. Enter TRUE or FALSE (uppercase). Do not enter "http" or "https".	Required	FALSE

Required Fields by Connection Type

FIELD	PUBLIC IP	PRIVATE / VPN	GC EDGE
Site Name	Required	Required	Required
Camera Name	Required	Required	Required

IP Address	Required	Required	Required
HTTP Port	Required	Required	Required
RTSP Port	Optional	Optional	Optional
User Name	Required	Required	Required
Password	Required	Required	Required
Camera Brand	Required	Required	Required
HTTPS?	Required	Required	Required
Site Owner Email	Optional	Required	Required
Contact Phone	Optional	Required	Required
Contact Name	Optional	Required	Required

Format Rules

- One device per row — if a site has 5 devices, it needs 5 rows all with the same Site Name .
- Plain text values only — no Excel formulas, no coloured cells, no merged cells.
- Do not add, remove, or reorder columns.
- Save the file as .xlsx or .xls . Do not save as .csv.
- Contact Phone must include the country code: +962797000000 not 0797000000.
- HTTPS? must be exactly TRUE or FALSE in uppercase. Do not enter “http”, “https”, “yes”, or “no”.
- Camera Brand must match a supported brand exactly as it appears in the platform (for example: Hikvision, AXIS, Dahua, NX Witness).
- IP Address must be a valid IPv4 address or hostname with no trailing slash.
- HTTP Port must be a number between 1 and 65535.
- RTSP Port can be left blank if not applicable.
- Site names must be unique — no two rows in the same file, and no conflict with sites already in the platform.



Pre-Upload Checklist