Ajax Cloud Storage user manual

Updated June 13, 2025



Ajax Cloud Storage is a service that provides secure cloud storage for event video recordings from Ajax video surveillance products. The service allows installers and monitoring companies to activate storage to keep footage accessible even if local storage is compromised, enhancing security and reliability for system users.

What you need to know about Ajax Cloud Storage

Ajax Cloud Storage is available for event video recordings from the following devices:

- DoorBell;
- IndoorCam;
- Ajax cameras (coming soon).

Submit a request for Ajax Cloud Storage

How the storage works

Video recording starts when IndoorCam or DoorBell detects movement or when an Ajax detector that activates a **video scenario** is triggered. You can configure the cloud archive recording settings within the selected subscription plan to adapt them to the specifics of your video device or client requirements.

Connection to the cloud archive is available to users for:

- one DoorBell or IndoorCam device;
- four DoorBell or IndoorCam devices;
- any four channels (coming soon).

Recording restrictions depend on the subscription plan. Please note that the recording time limit is shared across all four devices.

Setting	Value
Recording duration	from 30 to 120 s
Cooldown duration	from 0 s to 1 hour
Maximum recording time in the archive	from 600 to 1,500 min
Max archive depth	7 or 30 days

Overwriting is performed automatically in a loop within a few minutes according to the FIFO (first in, first out) rule. The recording is looped every 7 days/600 minutes or 30 days/1,500 minutes (depending on the subscription plan), whichever comes first.

How to activate Ajax Cloud Storage

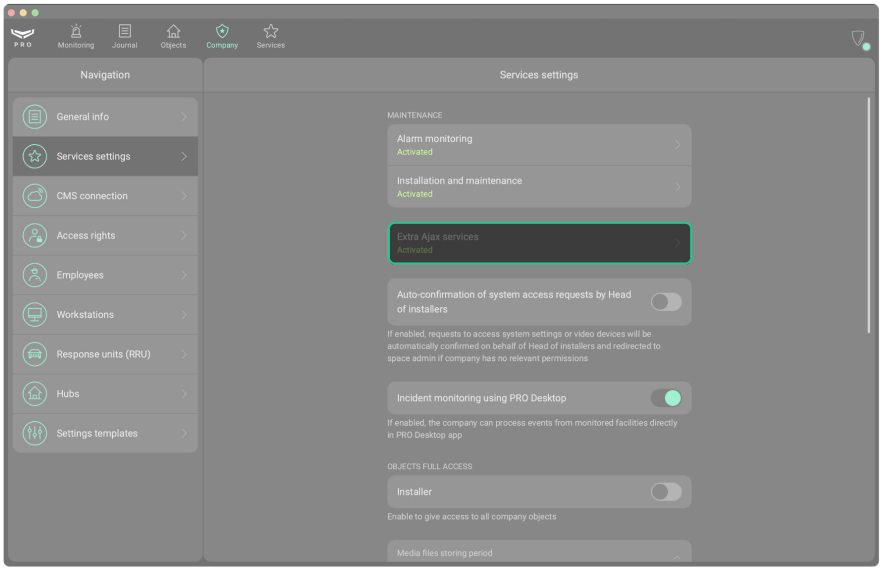
To use Ajax Cloud Storage, you need to enable **Ajax Services**. Only **installers** can activate Ajax Cloud Storage. To enable the service, installers must be registered as a company in PRO Desktop. For more information

about Ajax Cloud Storage, please fill out the **form**, and our representative will contact you shortly.

How to activate Ajax Services

After **becoming an installer**, you can check whether Ajax Cloud Storage is activated. To do this:

1. Open PRO Desktop and go to the **Company** module.
2. Click **Service settings**.
3. Ensure the **Extra Ajax services** field has the **Activated** state.



The functionality is available in Ajax apps of such versions or later:

- Ajax Security System 3.17 for iOS;
- Ajax Security System 3.17 for Android;
- Ajax PRO: Tool for Engineers 2.17 for iOS;
- Ajax PRO: Tool for Engineers 2.17 for Android;
- PRO Desktop 4.17 for macOS;
- PRO Desktop 4.17 for Windows.

Download PRO Desktop for Windows

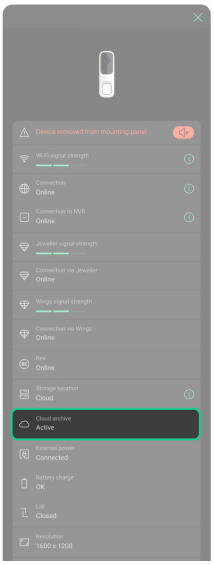
Download PRO Desktop for macOS

How to configure cloud recording

To configure Ajax Cloud Storage, you need to activate Ajax Services.

To check if Ajax Cloud Storage is activated, go to the device states. To do this, in **Ajax apps**:

1. Select the required space.
2. Go to the **Devices** tab.
3. Select the required device from the list. If the camera or the doorbell is connected to the video recorder, select **NVR** and tap **Cameras**.



When Ajax Cloud Storage is activated, you can configure the maximum recording time in the archive. To do this, in **Ajax apps**:

1. Select the required space.

2. Go to the **Devices** tab.
3. Select the required device from the list. If the camera or the doorbell is connected to the video recorder, select **NVR** and tap **Cameras**.
4. Tap on the gear icon to go to **Settings**.
5. Go to the **Archive** menu.
6. Tap **Max archive depth, days**.

> Note that if the storage is full before the specified period ends, older recordings will be overwritten regardless of the archive depth setting.

7. Select from 1 to 30 days. If you reduce the maximum recording time, any data beyond the updated limit will be permanently erased.
8. Tap **Save**.

> You can configure the **Video stream** settings if the cloud archive service is not activated. The settings depend on the subscription plan.

How to connect multiple devices to the cloud archive

You can connect up to four DoorBell or IndoorCam devices to the cloud archive. To do this, in **Ajax apps**:

1. Select the required space.
2. Tap on the gear icon to go to the space settings.
3. Go to the **Extra services** menu.
4. Select the required service for four devices (e.g., **4-Device Cloud archive Standard 30 days**).
5. Select which devices you want to assign the service. Tap **Next**.
6. Follow the steps in the app.

If you connected the service for four devices using the device states, only one device will be connected to the cloud archive. To connect multiple devices, stop the service and follow the instructions for connecting multiple devices.

How to format an archive

You can clean the cloud archive to remove unnecessary files.

Note that formatting the storage will permanently erase all data on it.

To do this, in **Ajax apps**:

1. Select the required space.
2. Go to the **Devices** tab.
3. Select the required device from the list. If the camera or the doorbell is connected to the video recorder, select **NVR** and tap **Cameras**.
4. Tap on the gear icon to go to **Settings**.
5. Go to the **Archive** menu.
6. Tap **Format archive** and then tap **Format now**.

Subscribe to the newsletter about safe life. No spam

Email

Subscribe