



VORTEX

VIVOTEK
A Delta Group Company

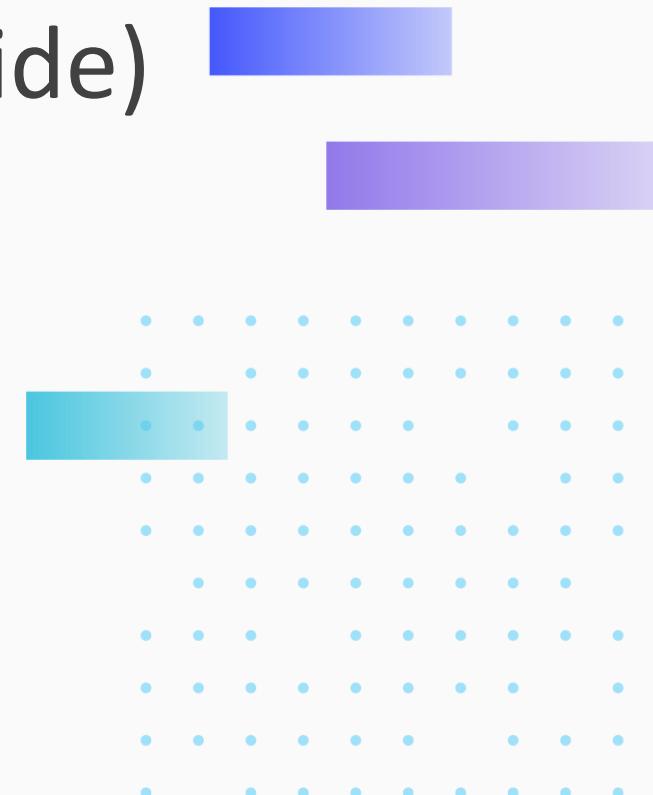
Handbook – 2 (VORTEX Portal Quick Guide)

For System Integrators & End-users

Ver. 1.3

2024/10/29

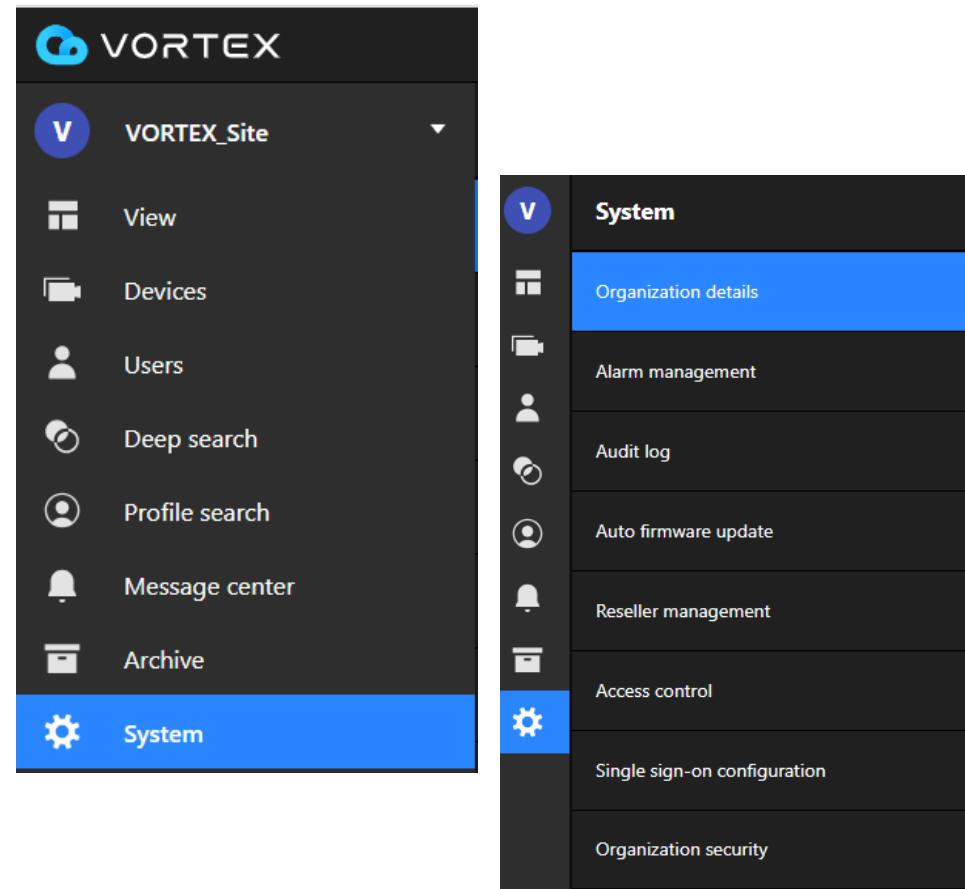
VORTEX CSM team



VORTEX handbook - 2

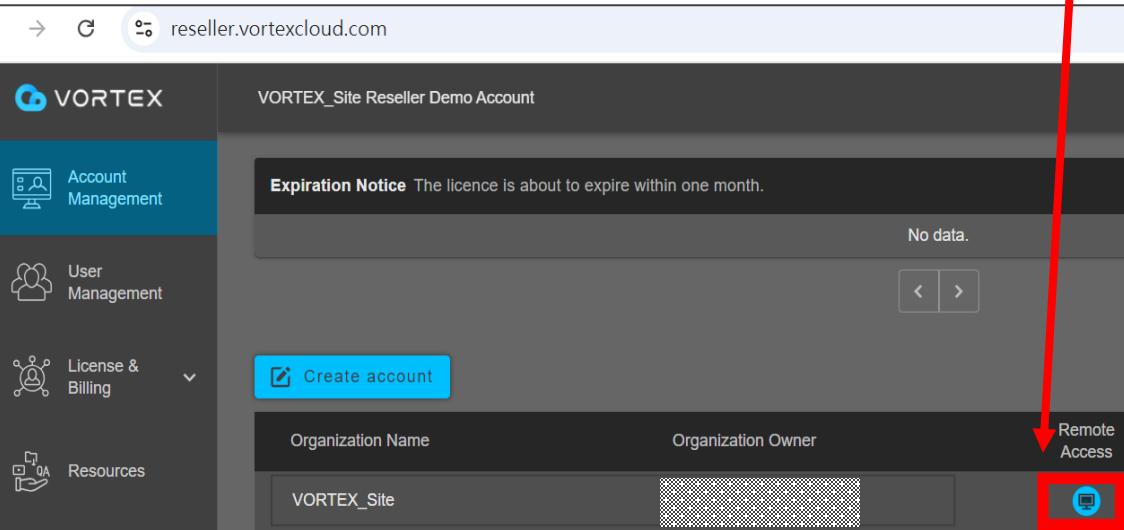
VORTEX portal quick guide for system integrators & end-users

- **Users**
- **Message Center**
- **System**
 - Reseller management
 - Auto firmware update
 - Alarm management
 - Audit log
- **VCA setting**
- **Archive**



Log-in to VORTEX portal

For system integrators: you can remotely access VORTEX portal through Reseller Portal



reseller.vortexcloud.com

VORTEX

VORTEX_Site Reseller Demo Account

Expiration Notice The licence is about to expire within one month.

No data.

Organization Name Organization Owner

VORTEX_Site

Remote Access

Create account

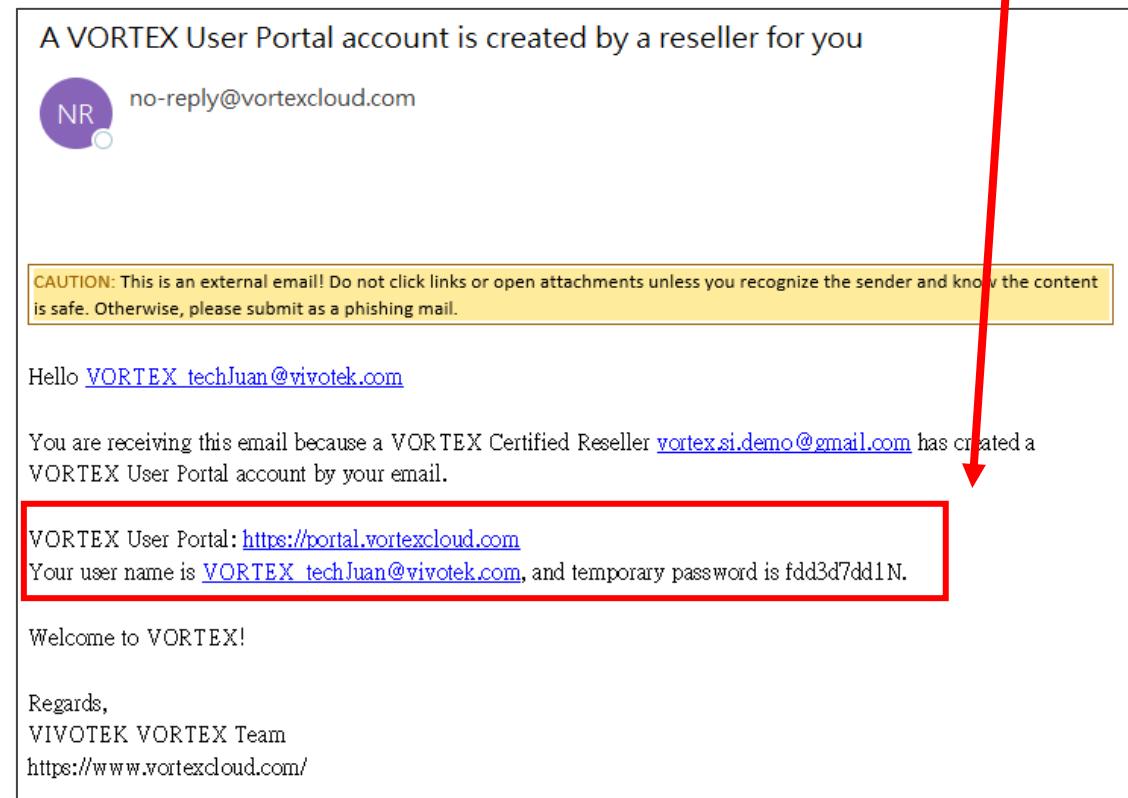
Account Management

User Management

License & Billing

Resources

For end-users: you can log into VORTEX portal using the onboarding mail after system integrator create your account



A VORTEX User Portal account is created by a reseller for you

NR no-reply@vortexcloud.com

CAUTION: This is an external email! Do not click links or open attachments unless you recognize the sender and know the content is safe. Otherwise, please submit as a phishing mail.

Hello VORTEX_techJuan@vivotek.com

You are receiving this email because a VORTEX Certified Reseller vortex.si.demo@gmail.com has created a VORTEX User Portal account by your email.

VORTEX User Portal: <https://portal.vortexcloud.com>
Your user name is VORTEX_techJuan@vivotek.com, and temporary password is fdd3d7dd1N.

Welcome to VORTEX!

Regards,
VIVOTEK VORTEX Team
<https://www.vortexcloud.com/>

VORTEX SI handbook - 2

VORTEX Portal Quick Guide

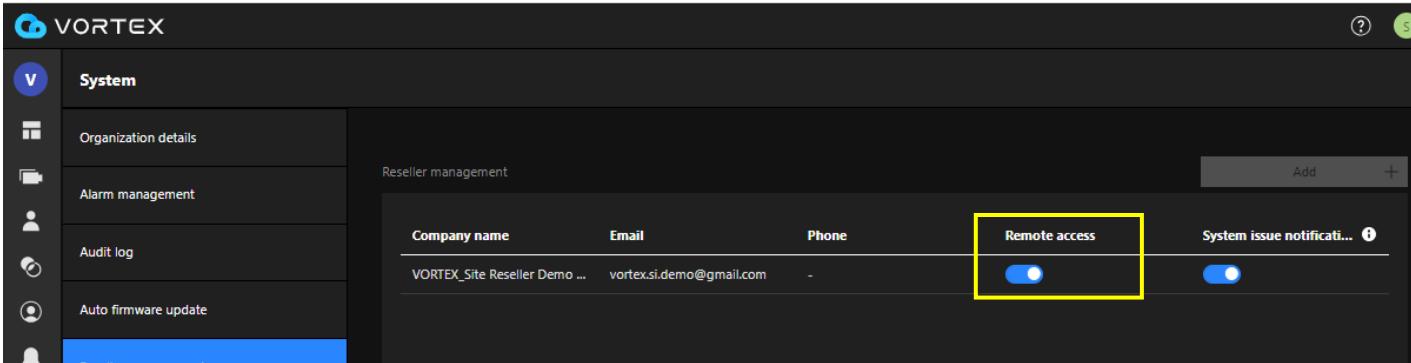
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VORTEX Portal

Reseller Management: the connection between reseller portal and VORTEX portal

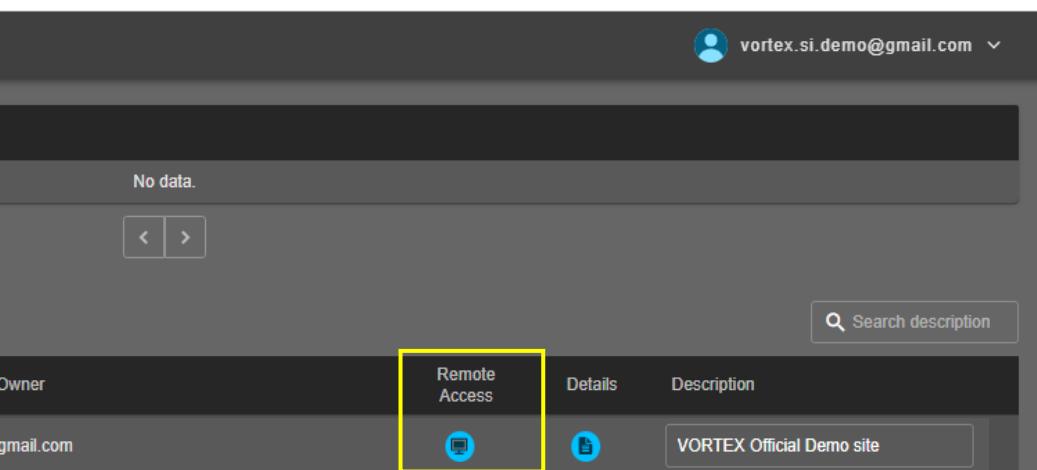
- Feature **remote access** is enable in default after system integrator creates end-user account and organization
 - End-user (*organization owner* and *admin*) can enable/disable it anytime
 - System Integrator has *organization owner* privilege when remote accessing to VORTEX portal

VORTEX Portal UI



The screenshot shows the VORTEX Portal UI. The left sidebar has a 'Reseller management' section highlighted in blue. The main area shows a table with columns: Company name, Email, Phone, Remote access, and System issue notificati... (with a help icon). The 'Remote access' column for the organization 'VORTEX_Site Reseller Demo' has a toggle switch that is currently turned on, indicated by a yellow box.

Reseller Portal UI



The screenshot shows the Reseller Portal UI. The top bar shows the user email 'vortex.si.demo@gmail.com'. The main area shows organization details for 'VORTEX_Site Reseller Demo Account'. It includes an 'Expiration Notice' (licence about to expire), a 'Create account' button, and a table with columns: Organization Name, Organization Owner, Remote Access, Details, and Description. The 'Organization Name' row for 'VORTEX_Site' has a 'Remote Access' checkbox that is checked, indicated by a yellow box.

VORTEX SI handbook - 2

VORTEX Portal Quick Guide

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VORTEX Portal

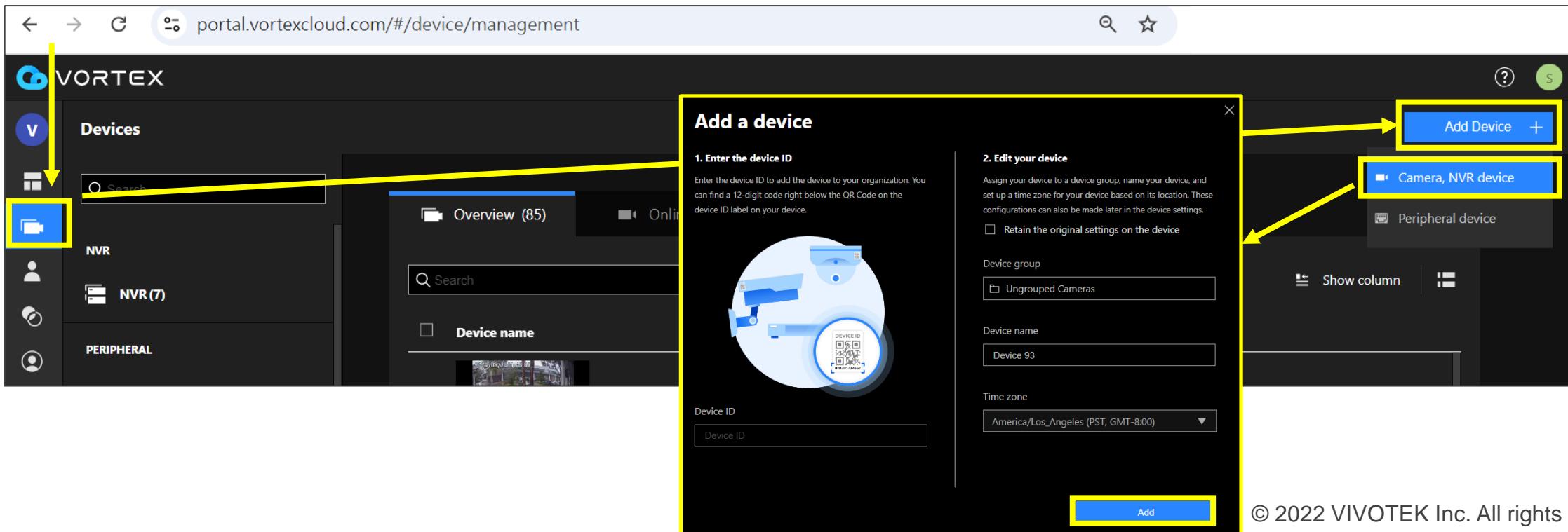
Finish the camera adding

Scenario:

System Integrator created the organization but not complete the camera adding

Steps:

1. *Organization owner or admin* to invite persons (can be the **installer**) into the organization (grant the privilege ‘**admin**’)
2. Invited person to log-in with app (scan the QR code) or with browser (key in MAC)



portal.vortexcloud.com/#/device/management

VORTEX

Devices

NVR

NVR (7)

PERIPHERAL

Add a device

1. Enter the device ID

Enter the device ID to add the device to your organization. You can find a 12-digit code right below the QR Code on the device ID label on your device.

Device ID

2. Edit your device

Assign your device to a device group, name your device, and set up a time zone for your device based on its location. These configurations can also be made later in the device settings.

Retain the original settings on the device

Device group

Ungrouped Cameras

Device name

Device 93

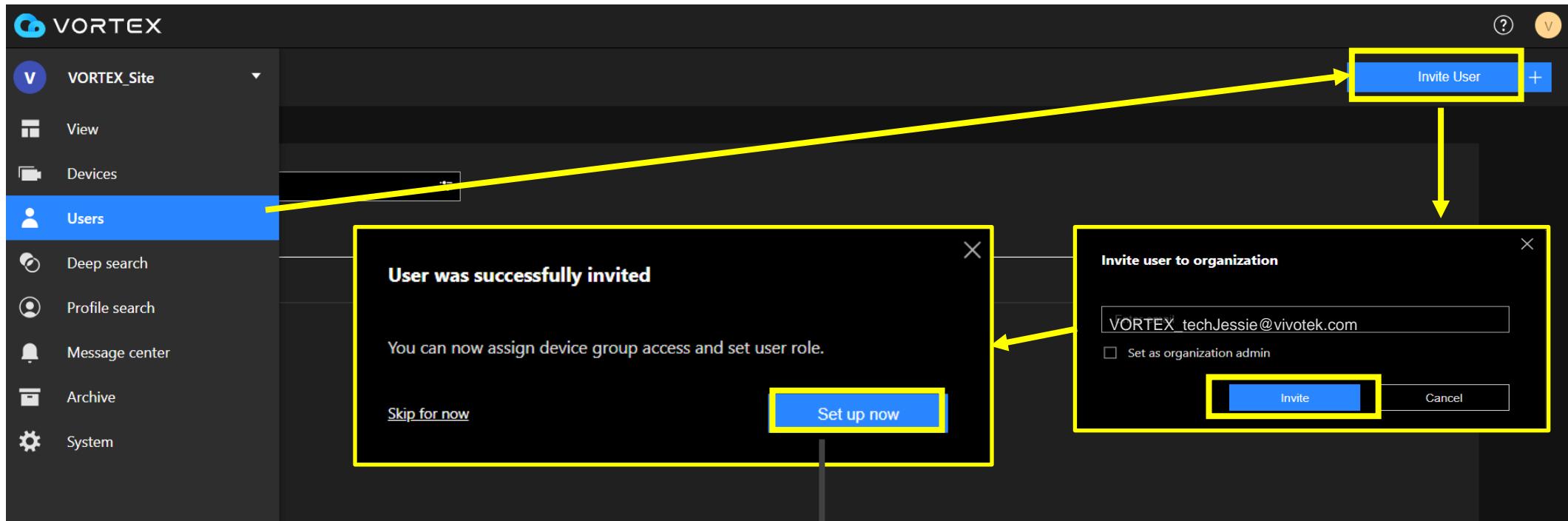
Time zone

America/Los_Angeles (PST, GMT-8:00)

Add

VORTEX Portal

User TAB: Invite User



Next page

VORTEX Portal

User TAB: Invite User

Select device group access for this user

2 groups are selected

Search group

All groups

| Device group | Roles and permission |
|---------------------------------|----------------------|
| .VIVOTEK HQ | SUPERVISOR |
| .VIVOTEK HQ Global Demo | VIEWER |
| .VIVOTEK HQ Office | VIEWER |
| .VIVOTEK Japan | VIEWER |
| .VIVOTEK LATAM | VIEWER |
| .VIVOTEK LATAM ND9542P SHOWROOM | VIEWER |
| .VIVOTEK Sydney | VIEWER |

Save Cancel

vortex_techjessie vortex_techjessie@vivotek.com

Device group access

| Device group | Roles and permission |
|----------------|----------------------|
| .VIVOTEK HQ | SUPERVISOR |
| .VIVOTEK Japan | VIEWER |

[Vortex_techjessie@vivotek.com](mailto:vortex_techjessie@vivotek.com) will receive an onboarding mail

VORTEX invitation to join VORTEX_Site

NR no-reply@vortexcloud.com
收件者

CAUTION: This is an external email! Do not click links or open attachments unless you recognize the sender.

Hello vortex_techjessie,

vortex_techjuan has added you to VORTEX_Site on VORTEX.

To access VORTEX, please follow the link below and sign in with the following credentials.

<https://portal.vortexcloud.com/#/login>

Email: vortex_techjessie@vivotek.com
Temporary password: G9UznpVC

*Please noted that these credentials will expire after 30 days

Regards,
VIVOTEK VORTEX Team

VORTEX Portal

User privilege: Differences between supervisor/viewer

Select device group access for this user

2 groups are selected

Search group

All groups

| | |
|--|------------|
| <input checked="" type="checkbox"/> .VIVOTEK HQ | SUPERVISOR |
| <input type="checkbox"/> .VIVOTEK HQ Global Demo | VIEWER |
| <input type="checkbox"/> .VIVOTEK HQ Office | VIEWER |
| <input checked="" type="checkbox"/> .VIVOTEK Japan | VIEWER |
| <input type="checkbox"/> .VIVOTEK LATAM | VIEWER |
| <input type="checkbox"/> .VIVOTEK LATAM ND9542P SHOWROOM | VIEWER |
| <input type="checkbox"/> .VIVOTEK Sydney | VIEWER |

Save Cancel

Roles and Permission within the Group



| | Viewer | Supervisor |
|---------------------------|--------|------------|
| View | | |
| Live streaming | ✓ | ✓ |
| Playback | ✗ | ✓ |
| Archive video | ✗ | ✓ |
| Devices | | |
| Browse device list | ✓ | ✓ |
| Device settings | ✗ | ✓ |
| Deep search | | |
| Search | ✗ | ✓ |
| Play search results video | ✗ | ✓ |
| Archive video | ✗ | ✓ |
| Profile search | | |
| Search(Records/Photos) | ✗ | ✓ |
| Create/Edit profile | ✗ | ✓ |
| Message center | | |
| Browse message | ✓ | ✓ |
| Play event video | ✓ | ✓ |
| Archive event video | ✗ | ✓ |
| Archive | | |
| Play archive video | ✗ | ✓ |
| Download archive video | ✗ | ✓ |
| Delete archive video | ✗ | ✓ |

VORTEX Portal

User privilege: Differences between supervisor/viewer

FAQ

- Can Viewer access to **playback**?
- Can Viewer **archive** videos, access to them, and share them?
- Can Viewer operate **deep search** or **profile search**?
- Can Viewer **set VCA rule** on each device?

Ans: No

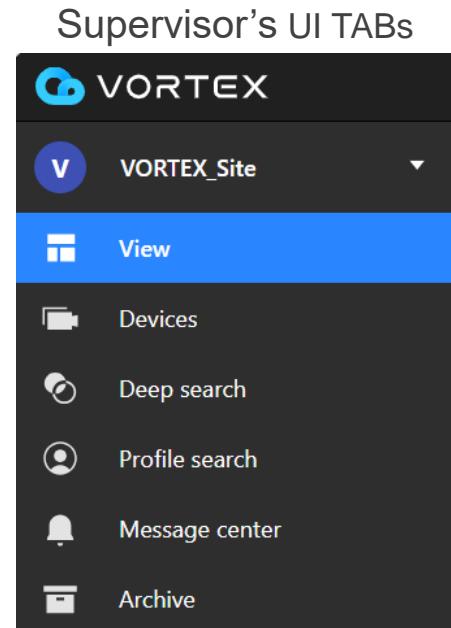
→ Only **supervisor** and privilege above (**admin**, **organization owner**) can operate those features.

| Roles and Permission within the Group | Viewer | Supervisor |
|---------------------------------------|--------|------------|
| View | | |
| Live streaming | ✓ | ✓ |
| Playback | ✗ | ✓ |
| Archive video | ✗ | ✓ |
| Devices | | |
| Browse device list | ✓ | ✓ |
| Device settings | ✗ | ✓ |
| Deep search | | |
| Search | ✗ | ✓ |
| Play search results video | ✗ | ✓ |
| Archive video | ✗ | ✓ |
| Profile search | | |
| Search(Records/Photos) | ✗ | ✓ |
| Create/Edit profile | ✗ | ✓ |
| Message center | | |
| Browse message | ✓ | ✓ |
| Play event video | ✓ | ✓ |
| Archive event video | ✗ | ✓ |
| Archive | | |
| Play archive video | ✗ | ✓ |
| Download archive video | ✗ | ✓ |
| Delete archive video | ✗ | ✓ |

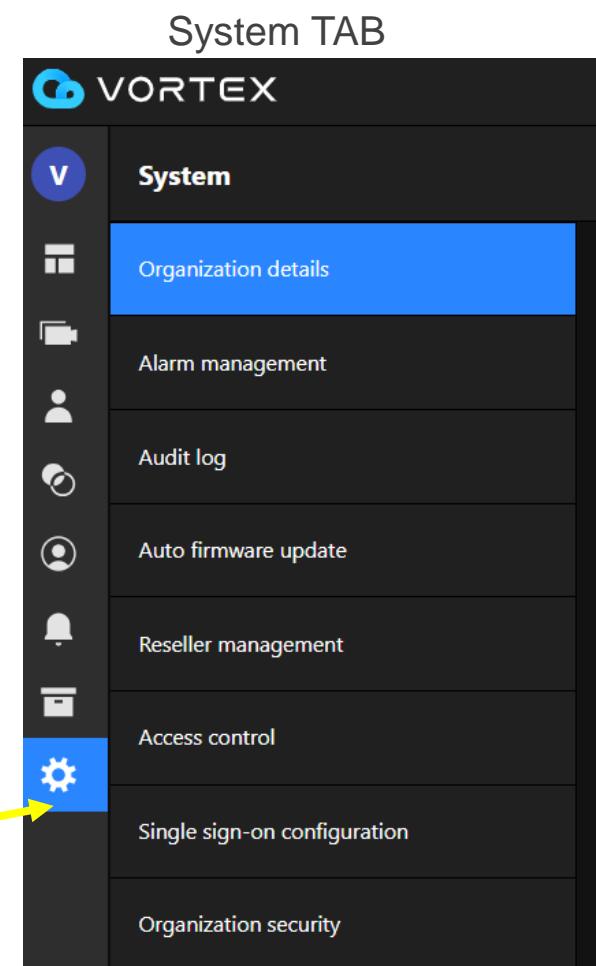
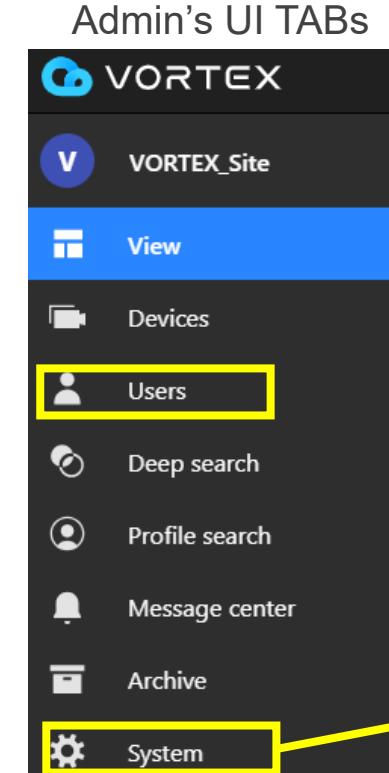
VORTEX Portal

User privilege: Differences between admin/supervisor & viewer

- Organization owner
- **Organization admin**
- Organization supervisor
- Organization viewer



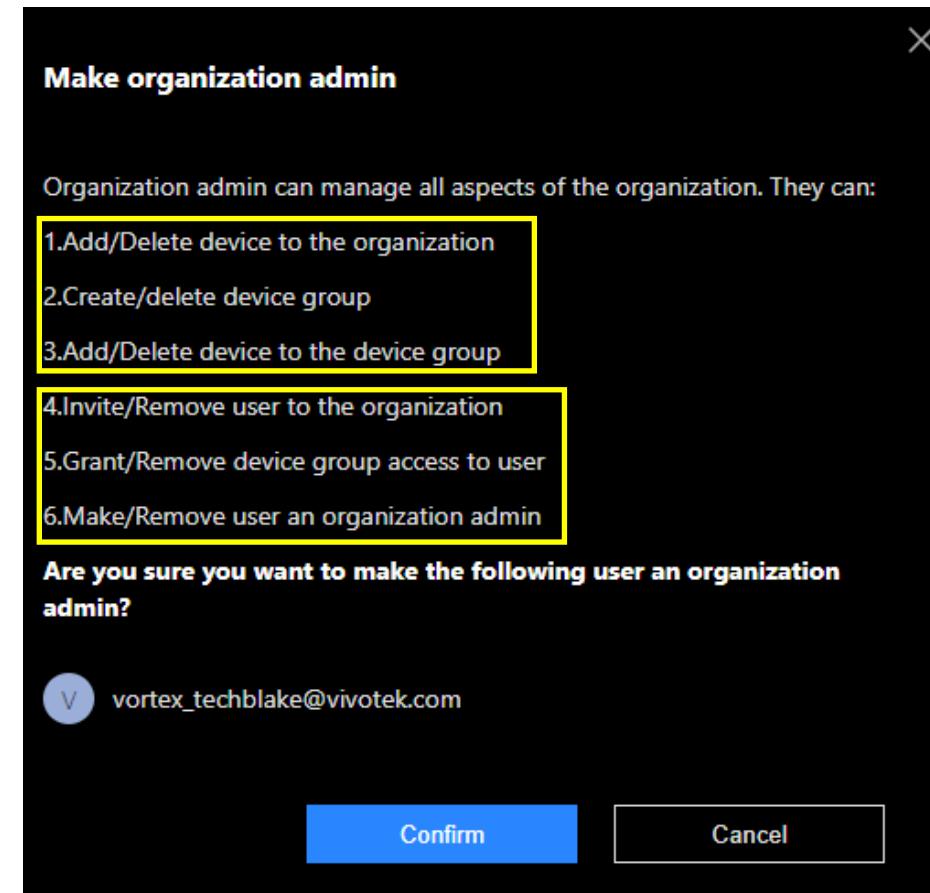
*Viewer (group) cannot operate *deep search*, and *profile search*



VORTEX Portal

User privilege: Differences between admin/supervisor & viewer

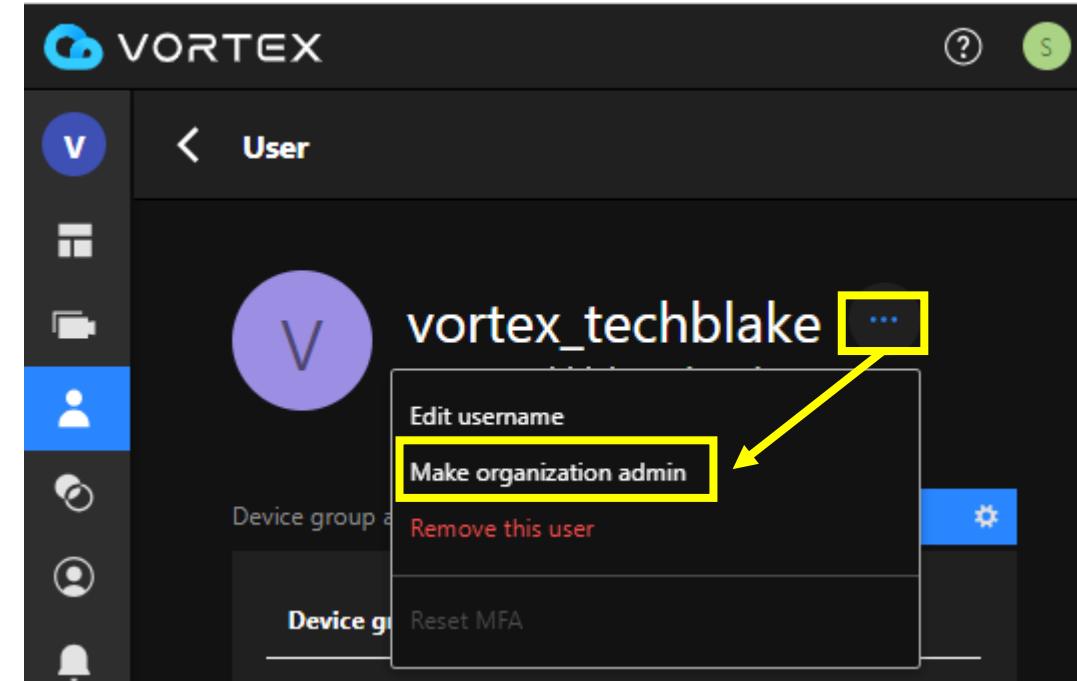
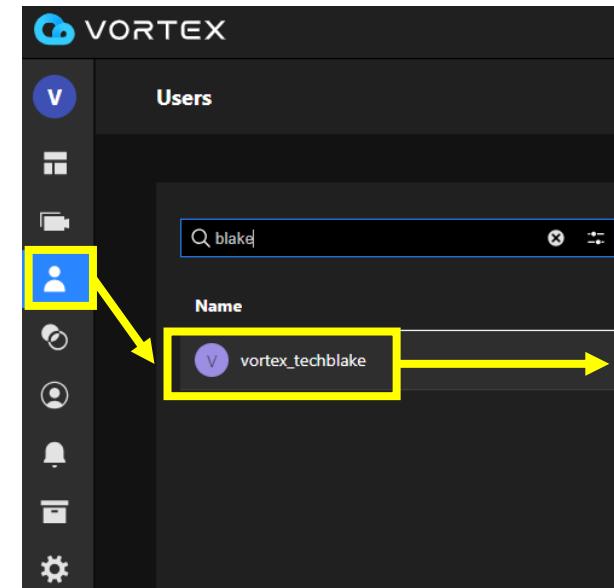
- Organization owner
- **Organization admin**
- Organization supervisor
- Organization viewer



VORTEX Portal

User TAB: [To assign a user admin privilege](#)

- Organization owner
- **Organization admin**
- Organization supervisor
- Organization viewer



VORTEX Portal

User privilege: Differences between admin/supervisor & viewer

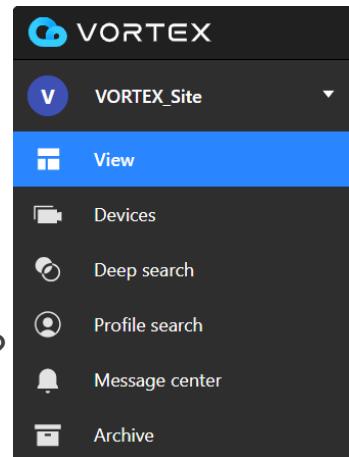
FAQ

- Can Supervisor add/delete **device(s)**?
- Can Supervisor **invite user** to VORTEX portal?
- Can Supervisor **grant user admin** privilege?
- Can Supervisor set **alarm**?
- Can Supervisor set **OTA firmware update** schedule?
- Can Supervisor check which reseller is serving the organization?

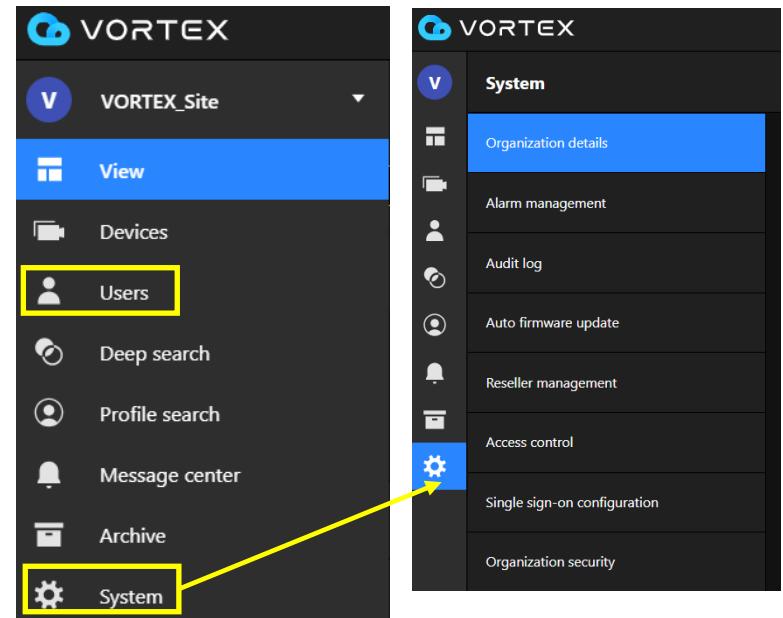
Ans: No

→ Only **admin** and privilege above (**organization owner**) can operate the features.

Supervisor & Viewer



Admin



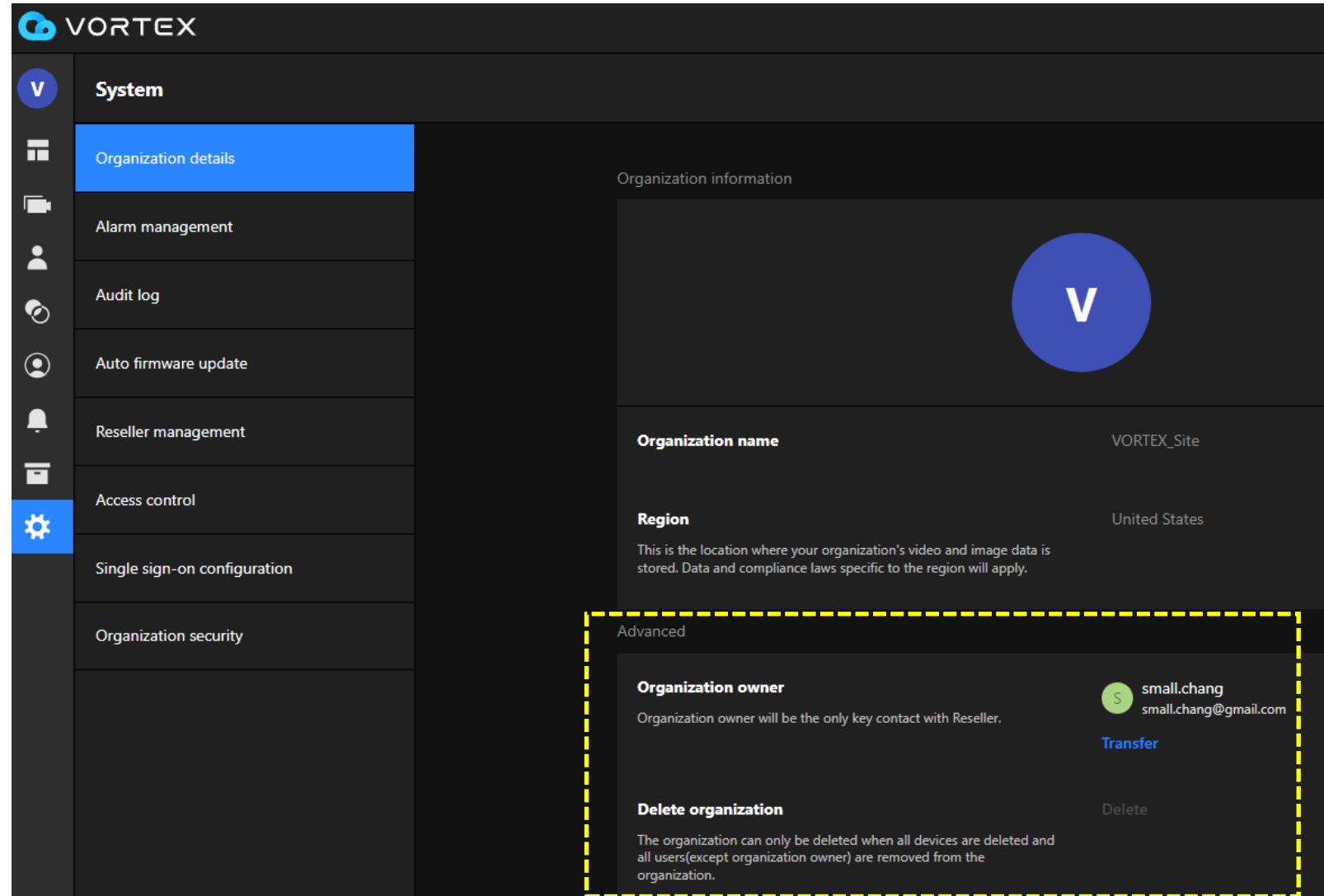
Organization admin can manage all aspects of the organization. They can:

- 1.Add/Delete device to the organization
- 2.Create/delete device group
- 3.Add/Delete device to the device group
- 4.Invite/Remove user to the organization
- 5.Grant/Remove device group access to user
- 6.Make/Remove user an organization admin

VORTEX Portal

User privilege: Differences between organization owner/admin

- Organization [owner](#)
- Organization [admin](#)
- Organization supervisor
- Organization viewer



Organization name: VORTEX_Site

Region: United States

This is the location where your organization's video and image data is stored. Data and compliance laws specific to the region will apply.

Advanced

Organization owner:
Organization owner will be the only key contact with Reseller.

Transfer: small.chang
small.chang@gmail.com

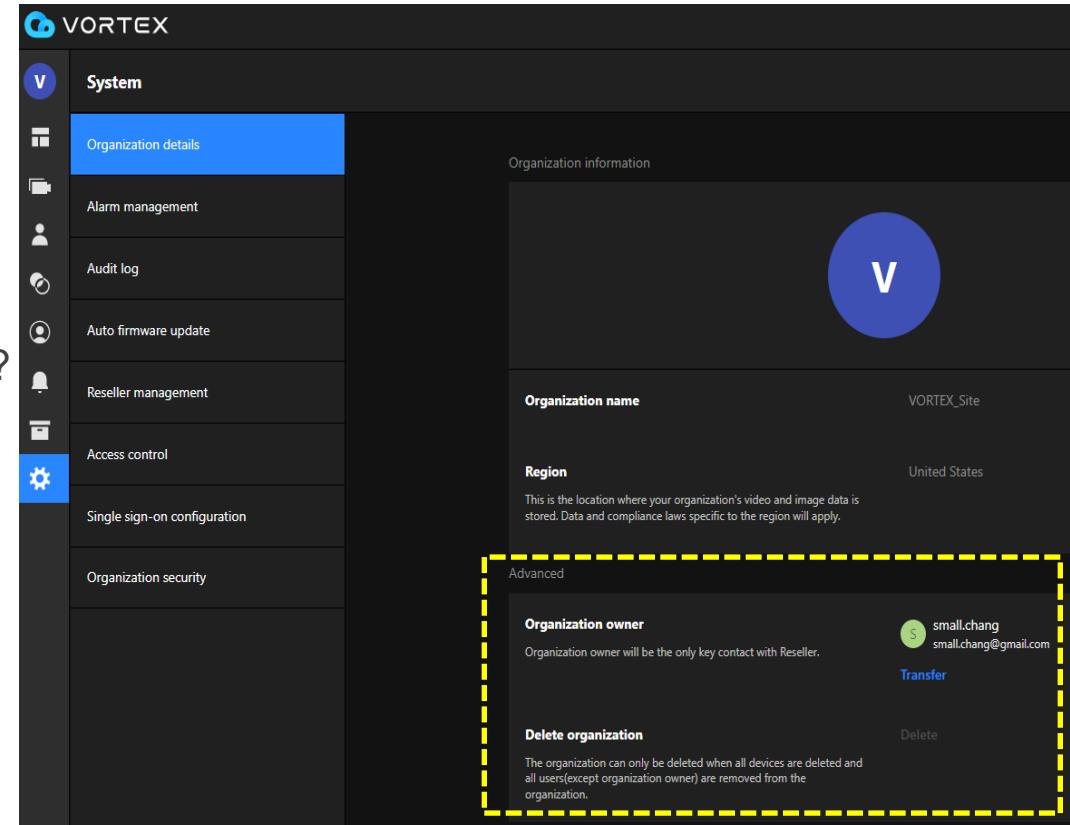
Delete organization:
The organization can only be deleted when all devices are deleted and all users(except organization owner) are removed from the organization.

VORTEX Portal

User privilege: Differences between organization owner/admin

FAQ

- Who is the organization owner in default?
 - Ans: The account created by system integrator from reseller portal
- How many organization owner in one org.?
 - Ans: one at a time
- What privilege the reseller being with **remote access** via reseller portal?
- Who can delete the organization?
 - Ans: Organization owner
- Can organization owner transfer to others?
 - Ans: Yes



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VORTEX Portal

Message Center: The page for all event logs

VORTEX

- VORTEX_Site**
- View
- Devices
- Users
- Deep search
- Profile search
- Message center**
- Archive
- System

Message center

- Device event
- System event
- Access event

Device: All devices Event type: All event types

Time frame: 2024-09-28 14:36:17 ~ 2024-09-30 14:36:17

1000+ results
Refine criteria for better results.

| Device name | Event type | Rule name | Client time | Local time |
|---|---|--------------------------------------|---------------------|---------------------|
|  Camera 04 |  Camera DI | DigitalInput | 2024/09/30 14:36:08 | 2024/09/30 14:36:08 |
|  FD9365HTVL Test Room |  Motion detection | SmartMotion | 2024/09/30 14:36:06 | 2024/09/30 16:36:06 |
|  FE9191Hv2 |  Intrusion detection | 03b95b6b-a74a-4387-9481-c2586b08c926 | 2024/09/30 14:36:06 | 2024/09/30 16:36:06 |
|  IB9387-HT-WH |  Motion detection | SmartMotion | 2024/09/30 14:36:05 | 2024/09/30 16:36:05 |

VORTEX Portal

Message Center: The page for all event logs

Message center

Device event (highlighted with a yellow box)

System event

Access event

Device
All devices

Event type
All event types

Time frame
2024-09-28 14:36:17 ~ 2024-09-30 14:36:17

Search

1000+ results
Refine criteria for better results.

Device name **Event type**

| Device name | Event type |
|----------------------|------------------|
| Camera 04 | Camera DI |
| FD9365HTVL Test Room | Motion detect |
| FE9191Hv2 | Intrusion detect |
| IB9387-HT-WH | Motion detect |

Event type filters (left):

- All event types
- Video Content Analysis events
 - Intrusion detection
 - Loitering detection
 - Line crossing detection
 - Missing object detection
 - Unattended object detection
 - Face detection
 - Crowd detection
 - Running detection
 - Restricted zone
 - Parking violation
 - Smart tracking an ...

Event type filters (right):

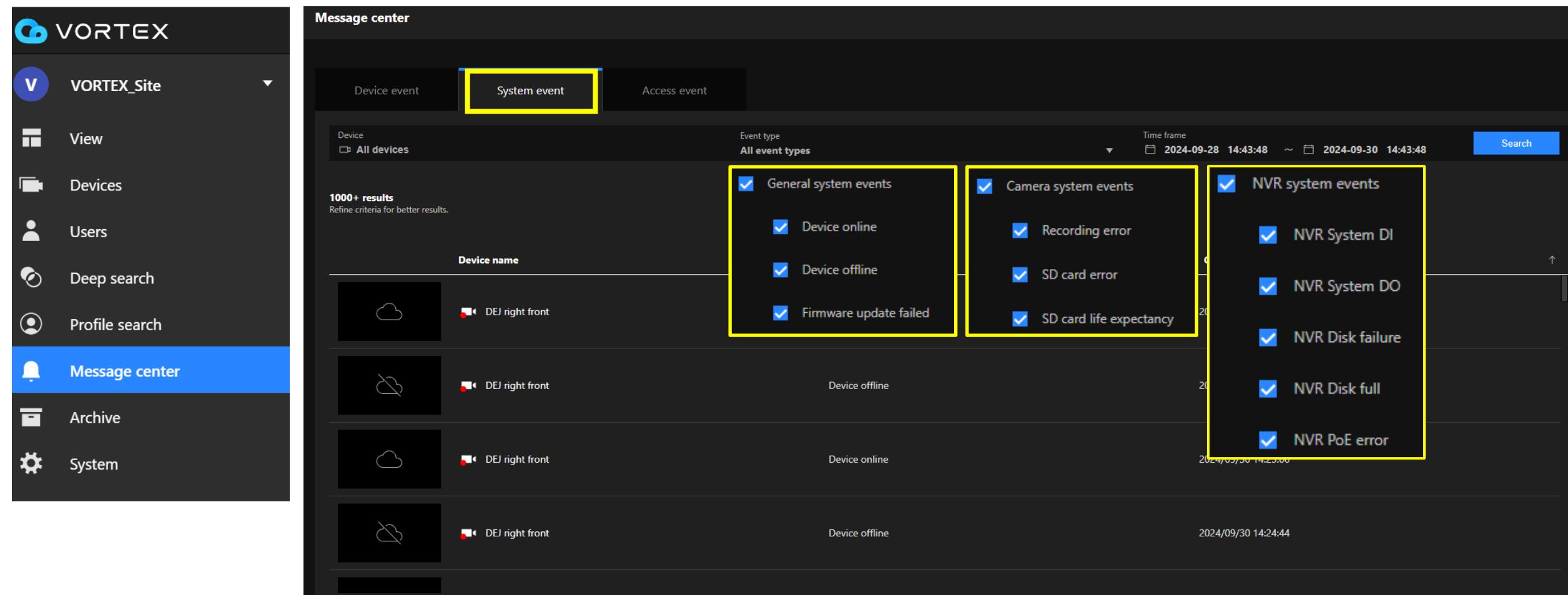
- General events
 - Audio detection
 - Camera DI
 - Tampering detection
 - Camera DO
 - PIR

Event logs (list):

- 2024/09/30 14:36:08
- 2024/09/30 16:36:06
- 2024/09/30 16:36:06
- 2024/09/30 14:36:05
- 2024/09/30 16:36:05

VORTEX Portal

Message Center: The page for all event logs



Message center

Device event **System event** Access event

Device: All devices Event type: All event types Time frame: 2024-09-28 14:43:48 ~ 2024-09-30 14:43:48 Search

1000+ results Refine criteria for better results.

Device name

- DEJ right front Device offline
- DEJ right front Device offline
- DEJ right front Device online
- DEJ right front Device offline

General system events

- Device online
- Device offline
- Firmware update failed

Camera system events

- Recording error
- SD card error
- SD card life expectancy

NVR system events

- NVR System DI
- NVR System DO
- NVR Disk failure
- NVR Disk full
- NVR PoE error

VORTEX Portal

Message Center: The page for all event logs

FAQ

- How can I receive real-time notification based on a specified event (e. g. SD card life expectancy)?
 - Ans: An alarm set-up is needed before receiving the real-time notification via e-mail or app
 - System → Alarm Management (check the section “alarm management” in this document)
- What NVR events VORTEX portal supports?
 - Ans: Most of the events supported by VIVOTEK NVR: ND9326P/ND9426P/ND9442P/ND9542P
 - <https://www.vortexcloud.com/solution/case/cloud-transition>
 - NVR system DI/DO, NVR Disk failure/full, NVR PoE error
 - Camera DO, PIR
 - VVTK on-premise VCA: <https://www.vivotek.com/en/products/analytics>

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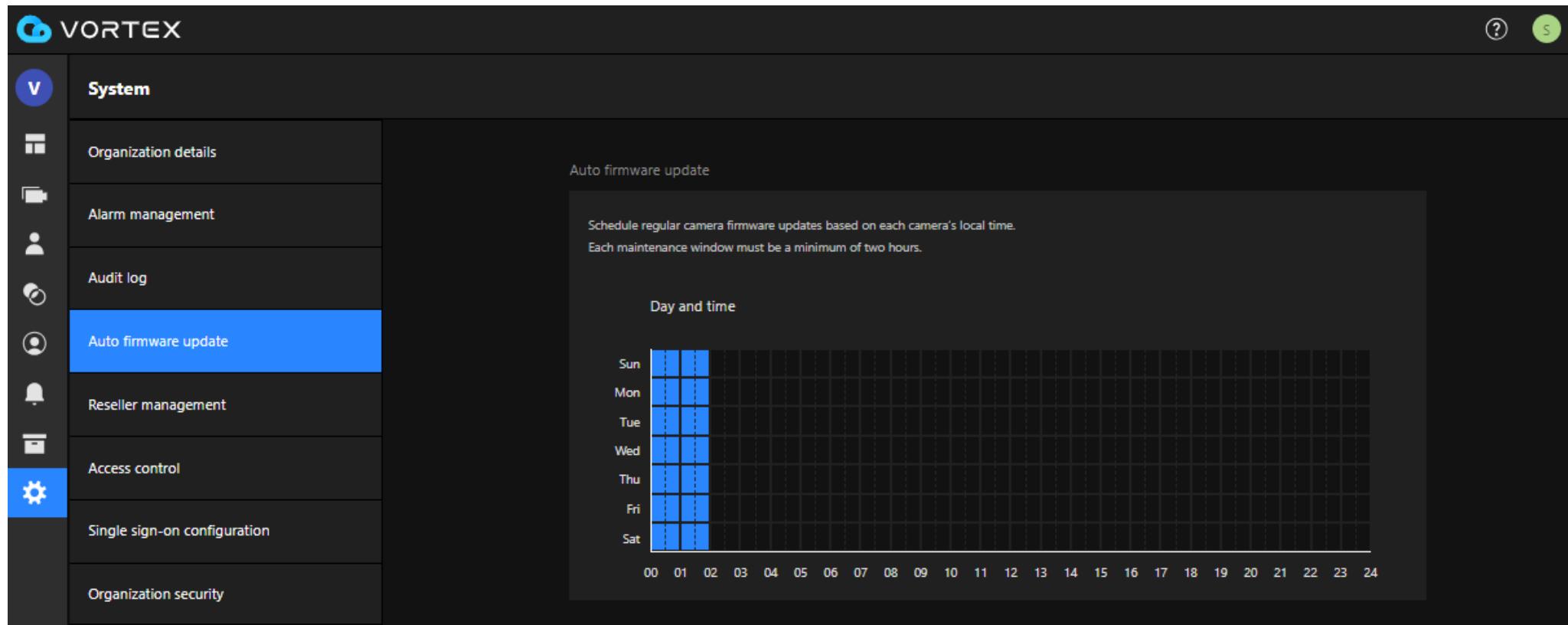
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VORTEX Portal

Auto firmware update

- Auto firmware update is always ON to ensure VORTEX customer receives the up-to-date features
- *Admin or organization owner* is able to:
 - Set-up the schedule allow the system to update firmware



Auto firmware update

Schedule regular camera firmware updates based on each camera's local time.
Each maintenance window must be a minimum of two hours.

Day and time

| Day | 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Sun | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mon | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tue | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wed | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thu | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fri | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sat | | | | | | | | | | | | | | | | | | | | | | | | | |

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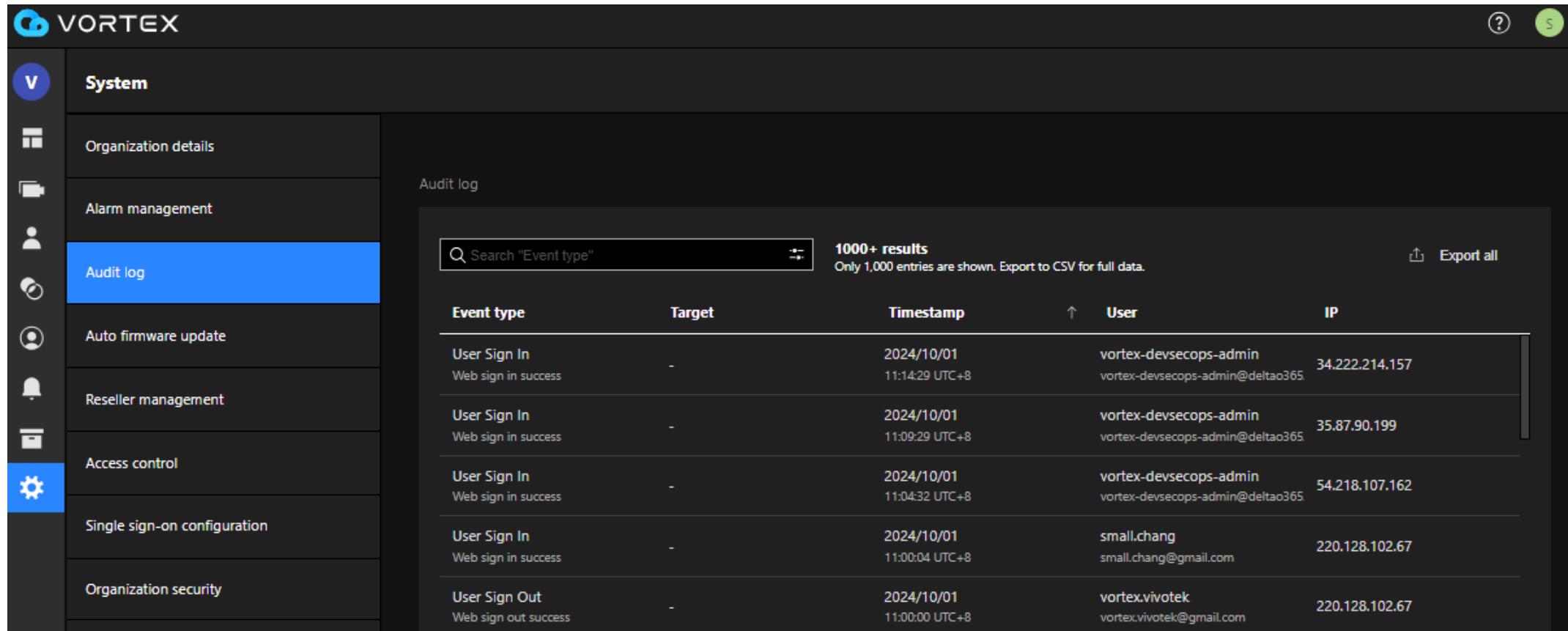
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VORTEX Portal

Audit log

- More actions will be tracked - to release in Q4



Audit log

| Event type | Target | Timestamp | User | IP |
|---------------|--------|---------------------------|------------------------|----------------|
| User Sign In | - | 2024/10/01 11:14:29 UTC+8 | vortex-devsecops-admin | 34.222.214.157 |
| User Sign In | - | 2024/10/01 11:09:29 UTC+8 | vortex-devsecops-admin | 35.87.90.199 |
| User Sign In | - | 2024/10/01 11:04:32 UTC+8 | vortex-devsecops-admin | 54.218.107.162 |
| User Sign In | - | 2024/10/01 11:00:04 UTC+8 | small.chang | 220.128.102.67 |
| User Sign Out | - | 2024/10/01 11:00:00 UTC+8 | vortex.vivotek | 220.128.102.67 |

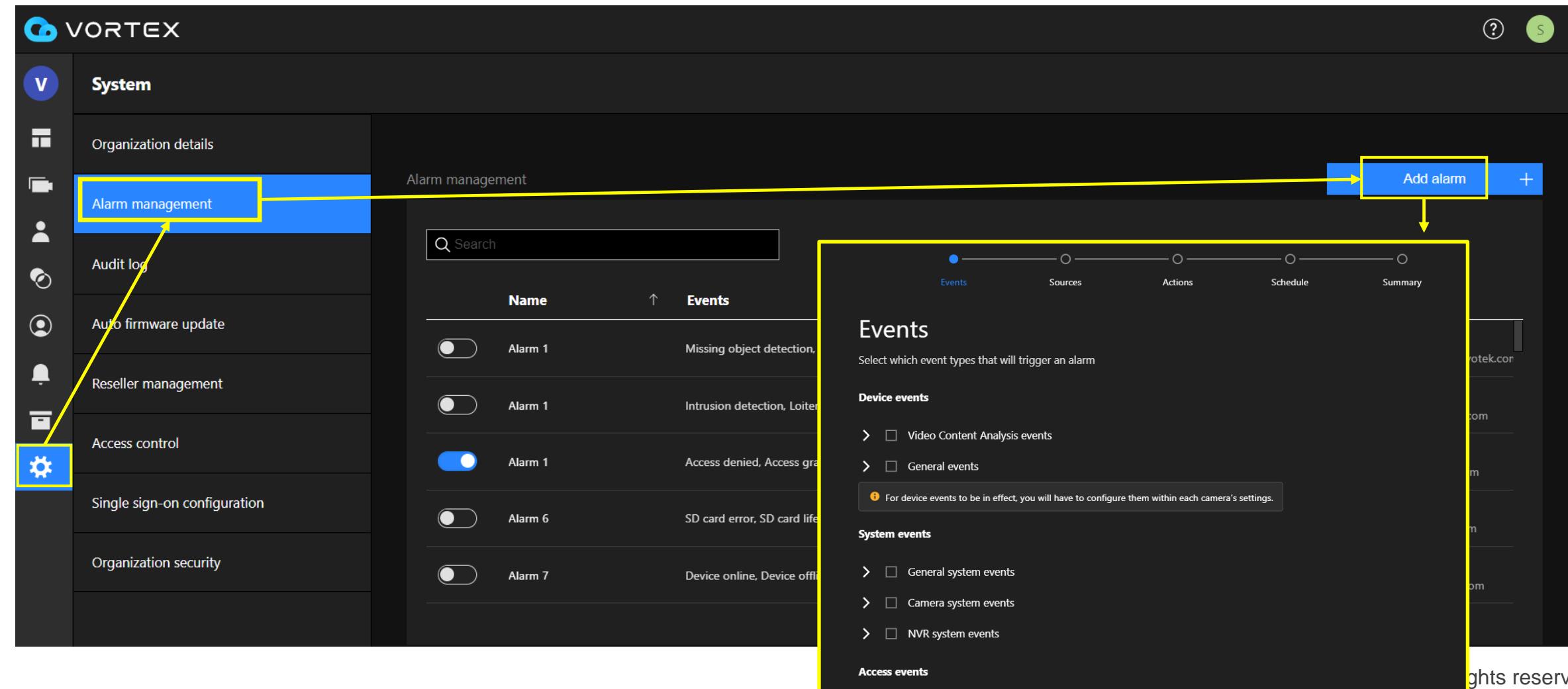
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VORTEX Portal

System – Alarm Management: To receive the **real-time notification** for the proactive actions



VORTEX

System

- Organization details
- Alarm management**
- Audit log
- Auto firmware update
- Reseller management
- Access control
- Single sign-on configuration
- Organization security

Alarm management

Search

| Name | Events |
|---------|--------------------------------|
| Alarm 1 | Missing object detection,... |
| Alarm 1 | Intrusion detection, Loiter... |
| Alarm 1 | Access denied, Access gra... |
| Alarm 6 | SD card error, SD card life... |
| Alarm 7 | Device online, Device offl... |

Add alarm

Events

Select which event types that will trigger an alarm

Device events

- Video Content Analysis events
- General events

For device events to be in effect, you will have to configure them within each camera's settings.

System events

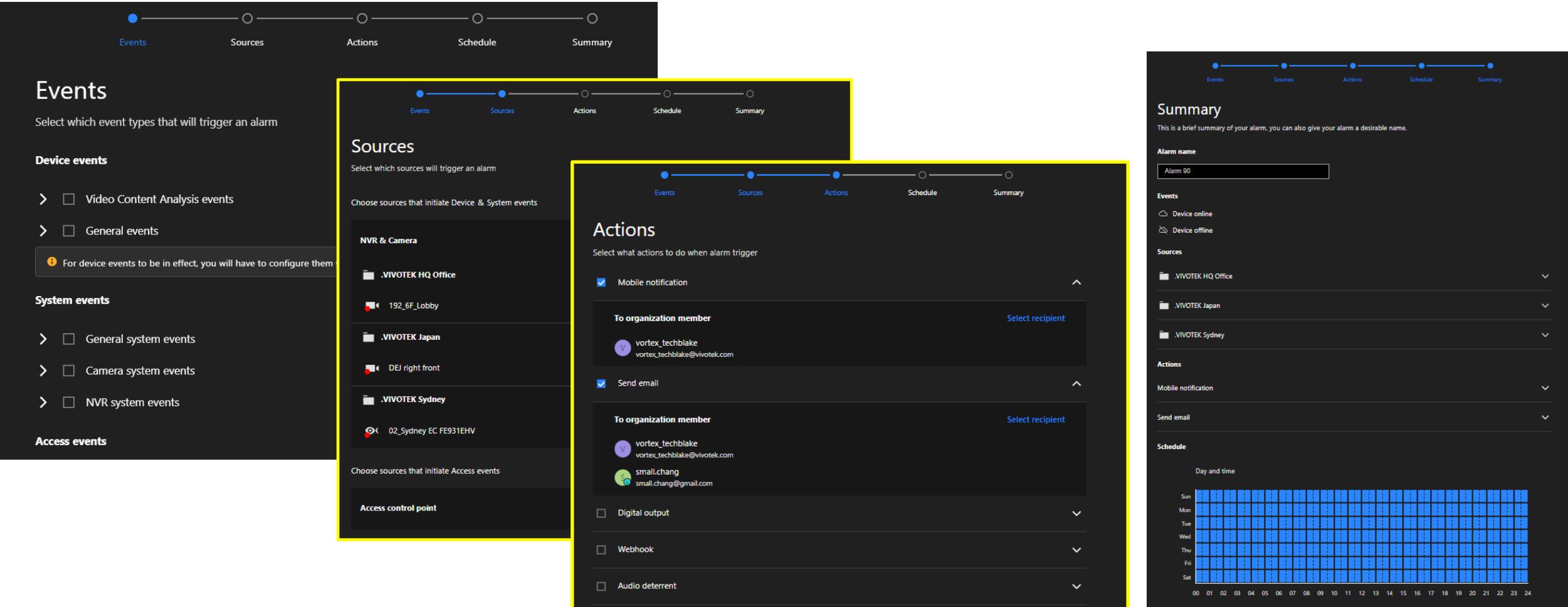
- General system events
- Camera system events
- NVR system events

Access events

Copyright reserved. 28

VORTEX Portal

System – Alarm Management: To receive the **real-time notification** for the proactive actions



The screenshot displays the VORTEX Portal interface for Alarm Management, showing the following tabs:

- Events
- Sources
- Actions
- Schedule
- Summary

The **Actions** and **Schedule** tabs are highlighted with yellow boxes. The **Actions** tab is currently active, showing the following configuration:

Actions
Select what actions to do when alarm trigger

Mobile notification

To organization member
Select recipient
vortex_techblake
vortex_techblake@vivotek.com

Send email

To organization member
Select recipient
vortex_techblake
vortex_techblake@vivotek.com
small.chang
small.chang@gmail.com

Digital output

Webhook

Audio deterrent

The **Schedule** tab shows a weekly calendar grid for setting scheduled actions. The **Summary** tab is also visible on the right, showing a brief summary of the alarm configuration.

VORTEX SI handbook - 2

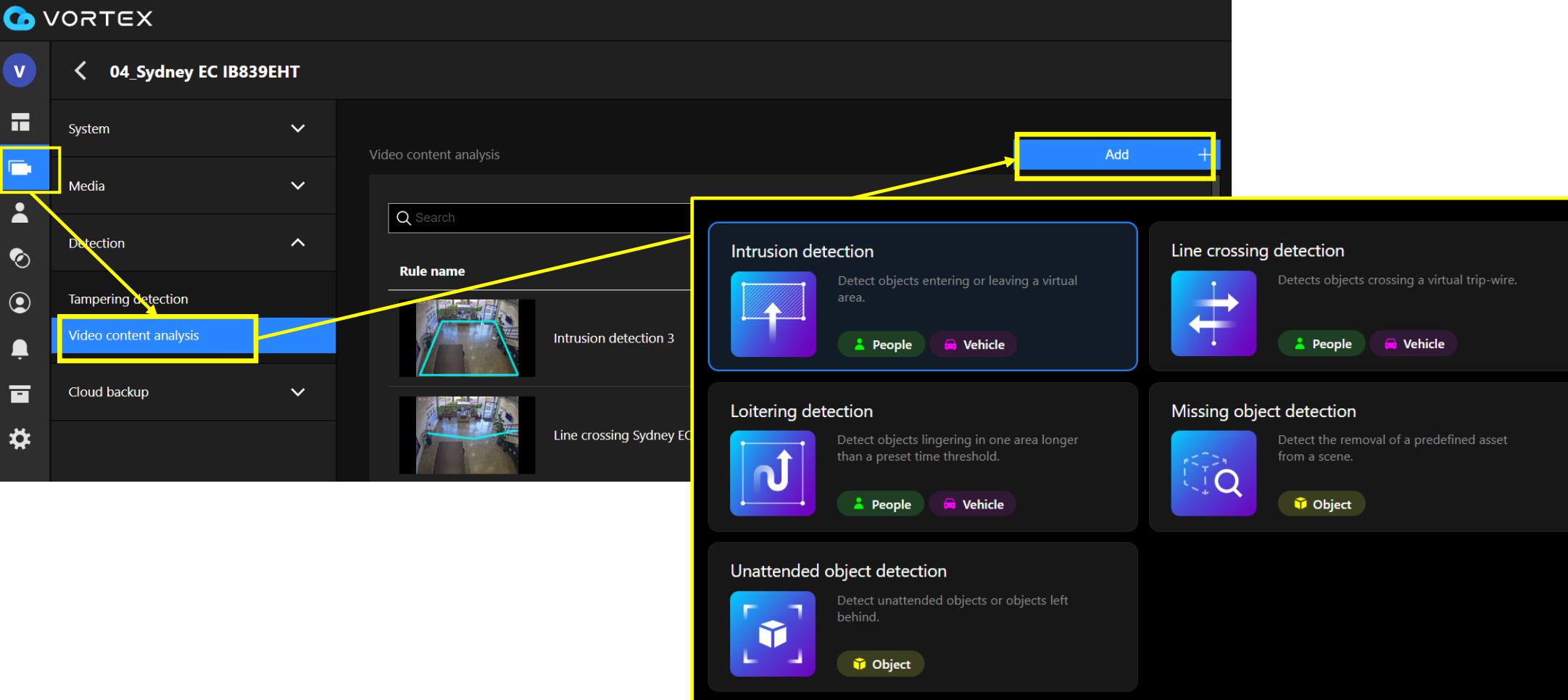
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VORTEX Portal

VCA setting – Make sure the interests clips (human/vehicle based) be documented on message center

- All VORTEX cameras support human/vehicle based Video Contents Analysis



VORTEX

04_Sydney EC IB839EHT

System

Media

Detection

Tampering detection

Video content analysis

Cloud backup

Video content analysis

Rule name

Intrusion detection 3

Line crossing Sydney EC

Add

Intrusion detection
Detect objects entering or leaving a virtual area.
People Vehicle

Line crossing detection
Detects objects crossing a virtual trip-wire.
People Vehicle

Loitering detection
Detect objects lingering in one area longer than a preset time threshold.
People Vehicle

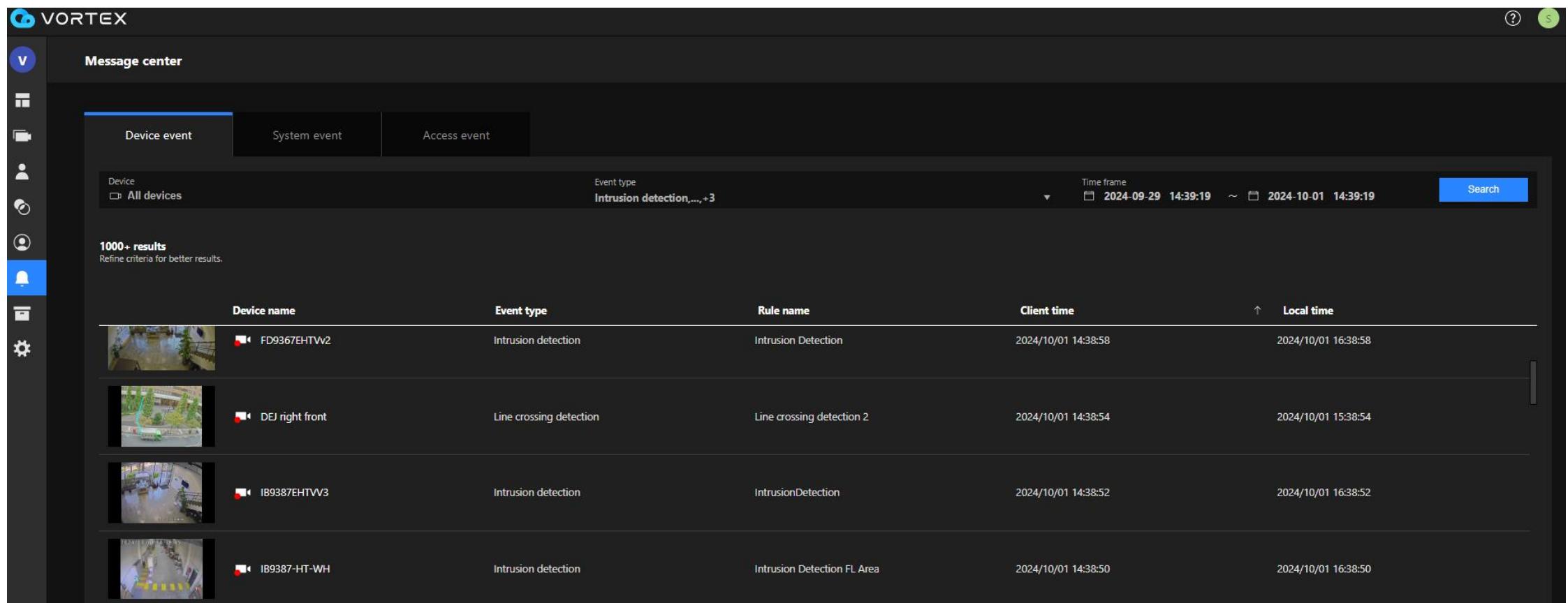
Missing object detection
Detect the removal of a predefined asset from a scene.
Object

Unattended object detection
Detect unattended objects or objects left behind.
Object

VORTEX Portal

VCA setting – Make sure the interests clips (human/vehicle based) be documented on message center

- All VORTEX cameras support human/vehicle based Video Contents Analysis
- All VCA events will be documented on message center
 - message center → device event → interested VCA event



| Device name | Event type | Rule name | Client time | Local time |
|-----------------|-------------------------|-----------------------------|---------------------|---------------------|
| FD9367EHTVw2 | Intrusion detection | Intrusion Detection | 2024/10/01 14:38:58 | 2024/10/01 16:38:58 |
| DEJ right front | Line crossing detection | Line crossing detection 2 | 2024/10/01 14:38:54 | 2024/10/01 15:38:54 |
| IB9387EHTVV3 | Intrusion detection | IntrusionDetection | 2024/10/01 14:38:52 | 2024/10/01 16:38:52 |
| IB9387-HT-WH | Intrusion detection | Intrusion Detection FL Area | 2024/10/01 14:38:50 | 2024/10/01 16:38:50 |

VORTEX SI handbook - 2

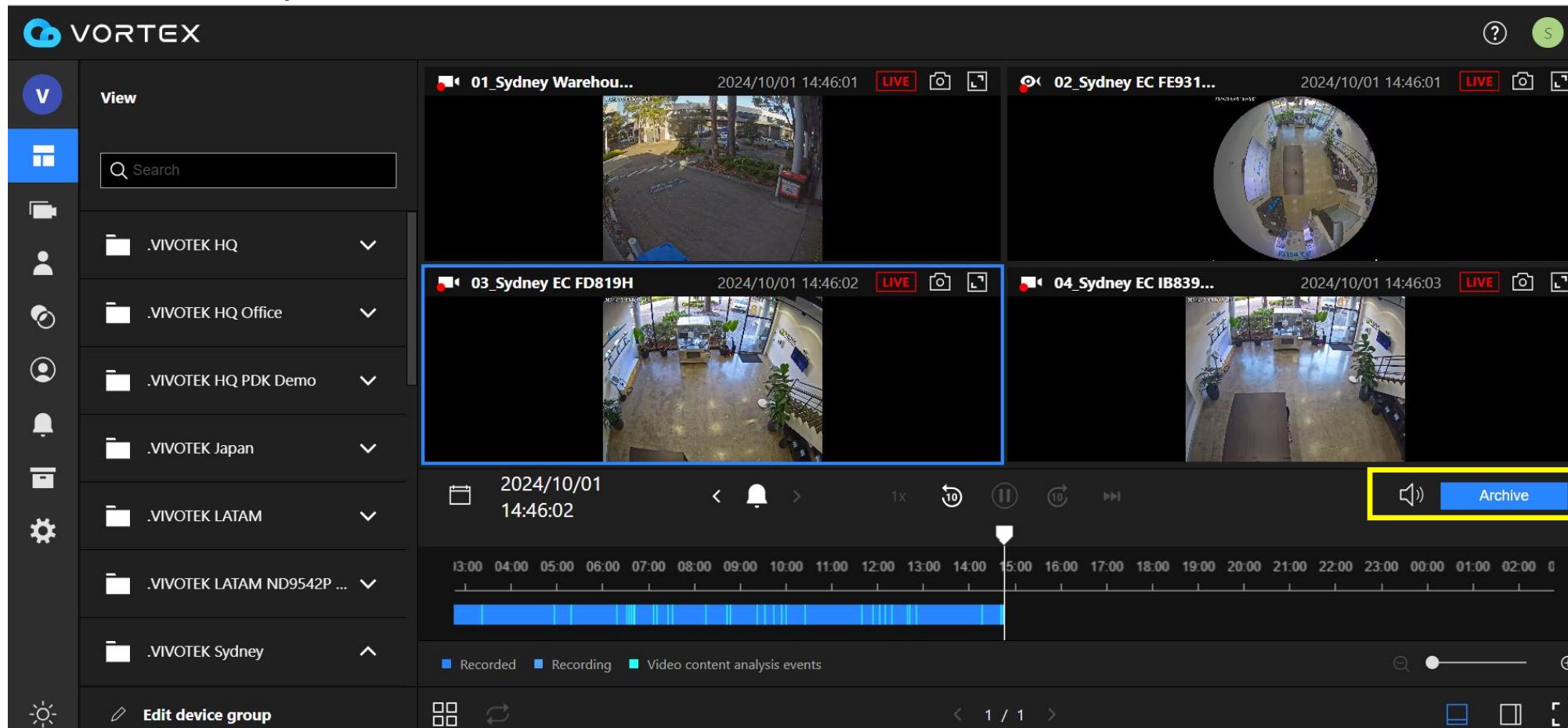
VORTEX Portal Quick Guide

- **Users**
- **Message Center**
- **System**
 - Reseller management
 - Auto firmware update
 - Alarm management
 - Audit log
- **VCA setting**
- **Archive**

VORTEX Portal

Archive – backup the very important video clips on cloud whether or not with cloud storage license

- *Supervisor, admin, organization owner* are the roles to operate archive
- Archive from:
 - View -> Playback bar



VORTEX Portal

Archive – backup the very important video clips on cloud whether or not with cloud storage license

- *Supervisor, admin, organization owner* are the roles to operate archive
- Archive from:
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Archive videos

03_Sydney EC FD819H



Start time: 2024-10-01 14:41:35 ~ End time: 2024-10-01 14:46:35

Time range must be between 1s to 1hr.

03:00 04:00 05:00 06:00 07:00 08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00 19:00 20:00 21:00 22:00 23:00 00:00 01:00 02:00

Recorded Recording Video content analysis events

File name

Go to Archive after clicking Save

Save **Cancel**

Camera
03_Sydney EC FD819H

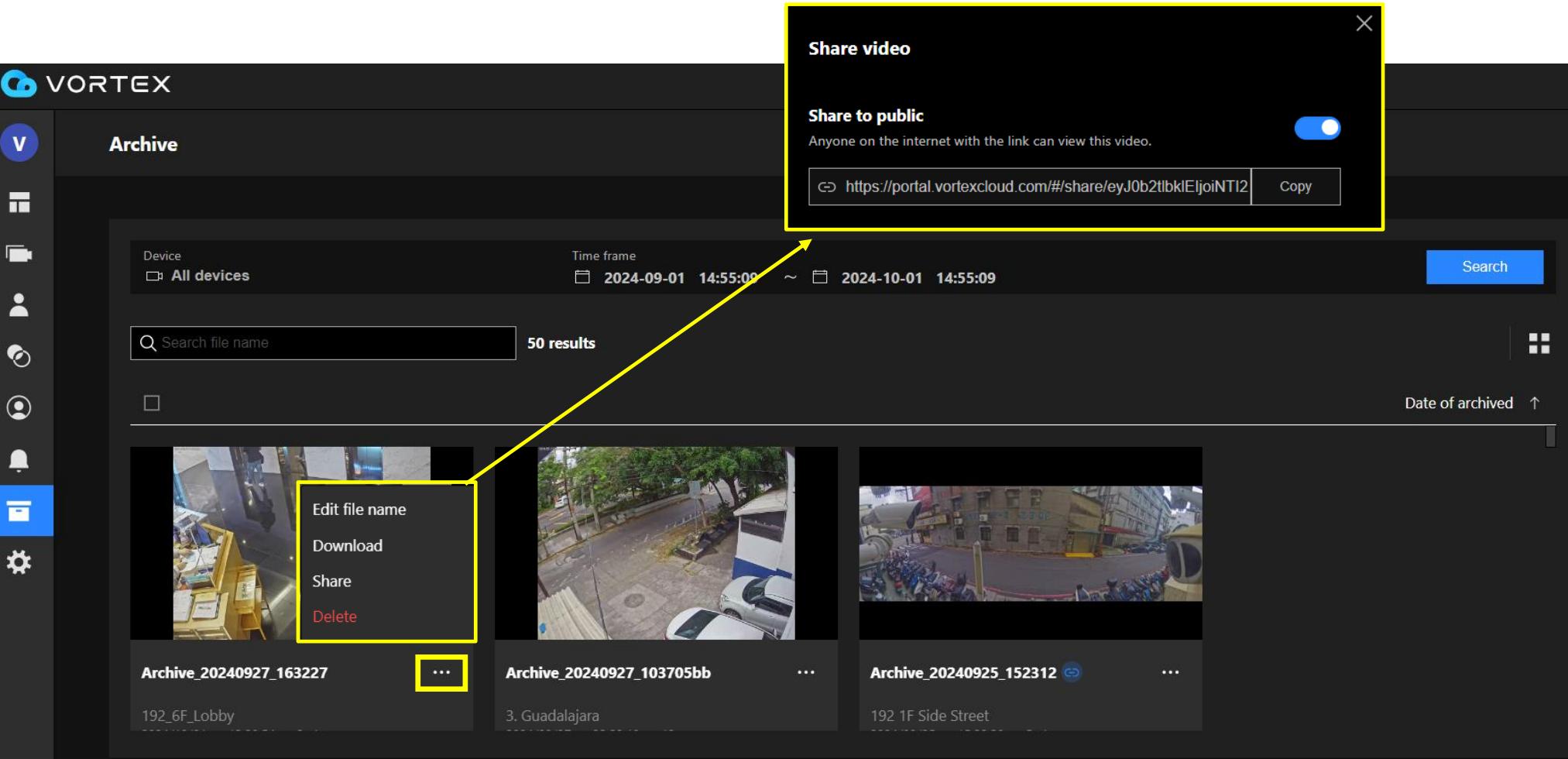
Video length
0 hr 5 min 0 sec

Archive

VORTEX Portal

Archive – backup the very important video clips on cloud whether or not with cloud storage license

- *Public share* – to anyone with the url link



The screenshot shows the VORTEX Portal interface. On the left is a sidebar with icons for Cloud, Archive, Device, Search, and Settings. The main area is titled 'Archive' and shows a list of 50 results. The results are video thumbnails with labels like 'Archive_20240927_163227' and 'Archive_20240927_103705bb'. A yellow box highlights the context menu for the first video thumbnail, which includes 'Edit file name', 'Download', 'Share', and 'Delete'. A yellow arrow points from this menu to a larger 'Share video' dialog box. This dialog box is also highlighted with a yellow border and contains the text 'Share to public' with a toggle switch (set to 'on'), the URL 'https://portal.vortexcloud.com/#/share/eyJ0b2tlbkI6joiNTI2...', and a 'Copy' button.

VORTEX Portal

Archive – backup the very important video clips on cloud whether or not with cloud storage license

- *Supervisor, admin, organization owner* are the roles to operate archive
- Archive from:
 - *View -> Playback bar*
 - *Message center*
 - *Deep search result*
 - *Profile search result*

Thank You for Your Attention.

