VORTEX

VIVOTEK
A Delta Group Company

Handbook – 2 (VORTEX Portal Quick Guide)

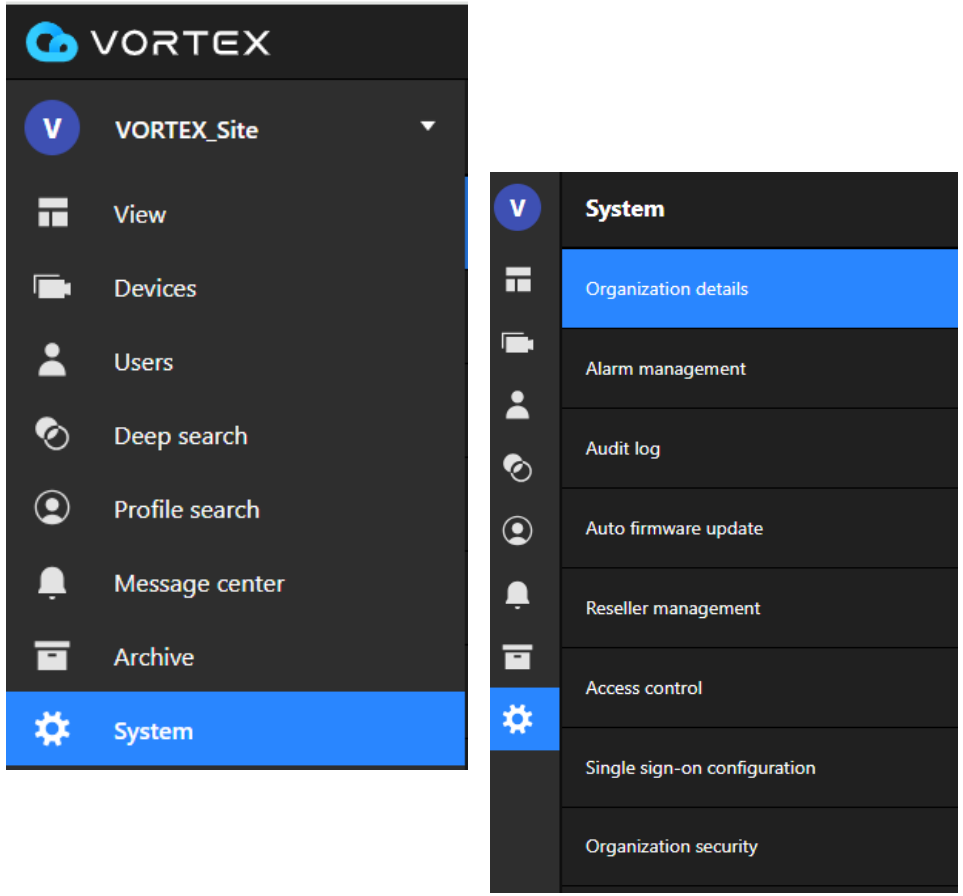
For System Integrators & End-users

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**



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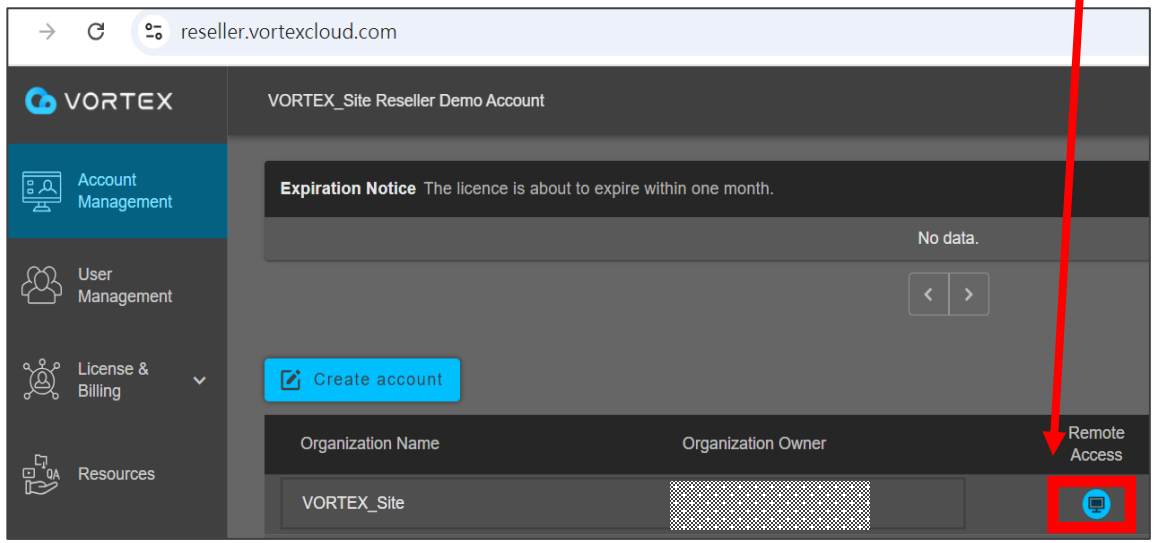
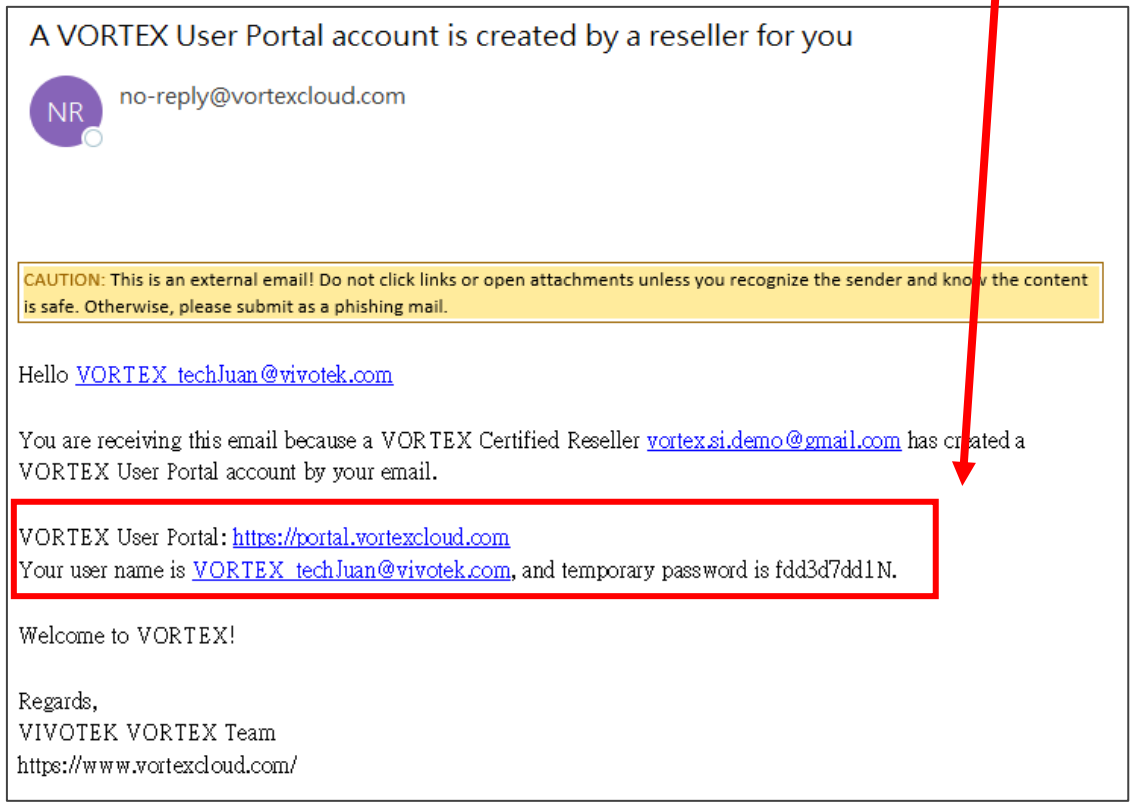
Please refer to the *"VORTEX SI handbook -1 Installation"* for detailed instructions on account and organization creation

Log-in to VORTEX portal

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



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



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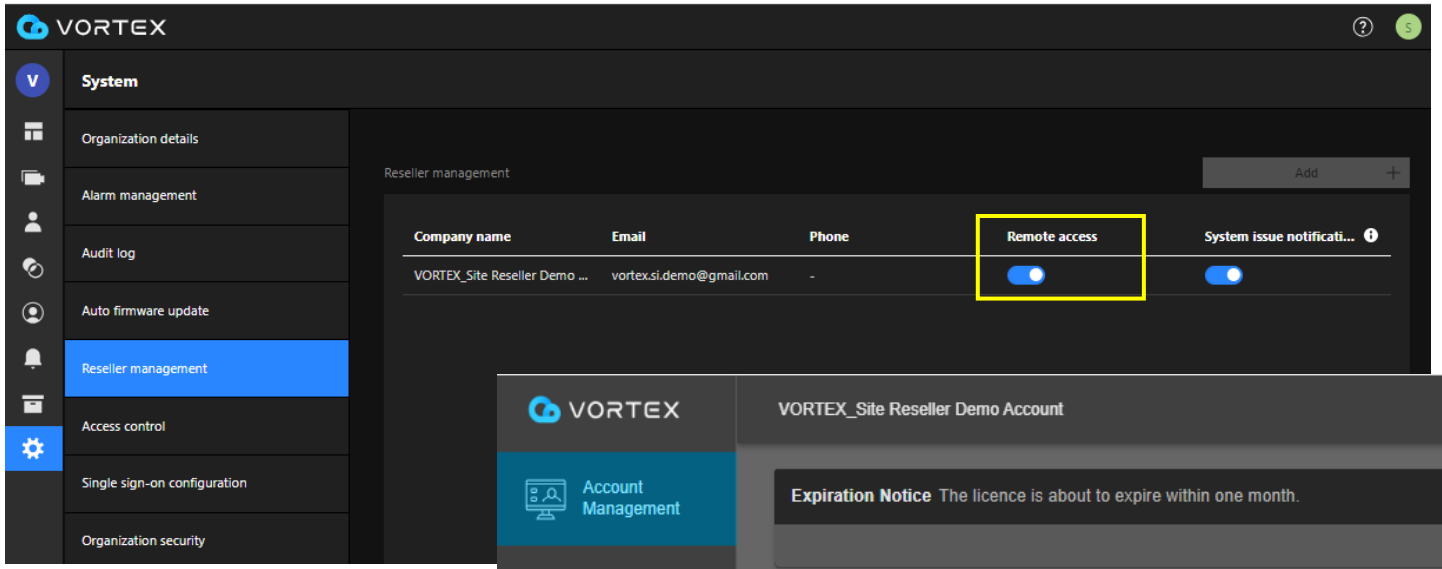
Please refer to the *"**VORTEX SI handbook -1 Installation**"* for connection between Reseller portal and VORTEX portal

VORTEX Portal

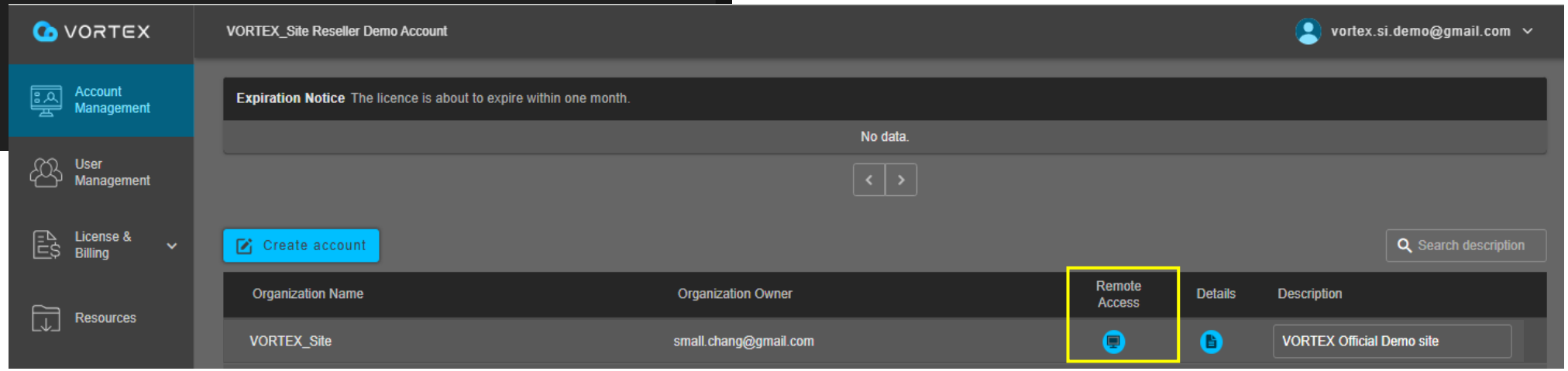
Reseller Management: the connection between reseller portal and VORTEX portal

- 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



Reseller Portal UI



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Please refer to the *"VORTEX SI handbook -1 Installation"* for detailed instructions on adding cameras

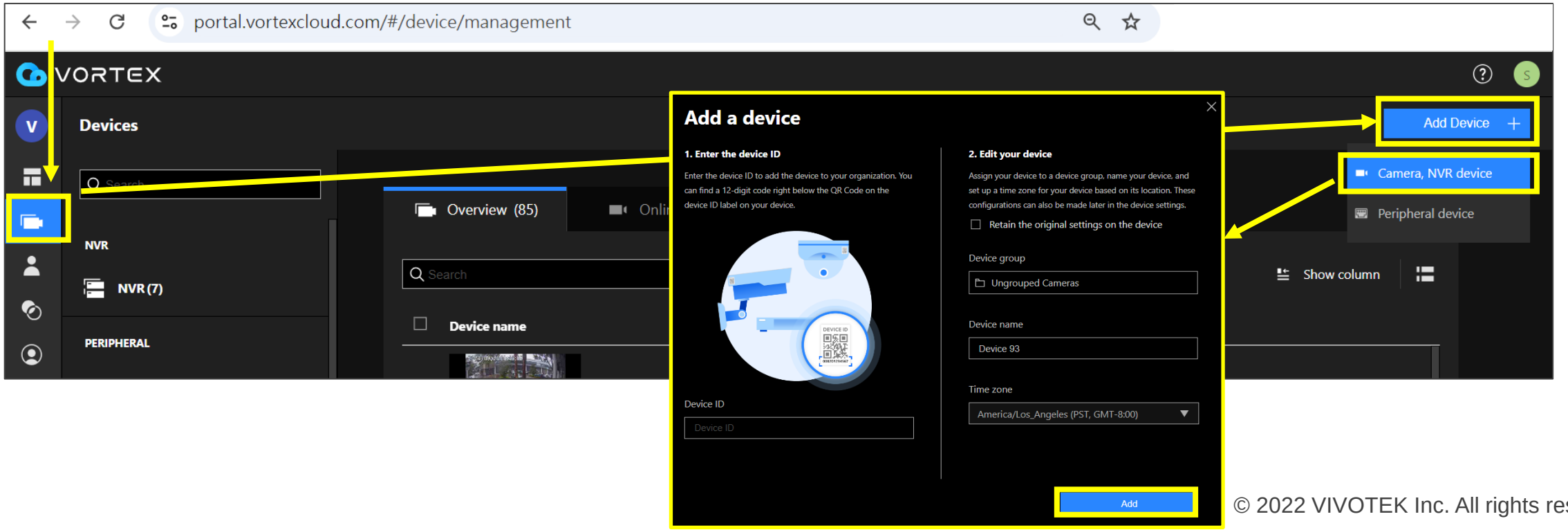
VORTEX Portal

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)



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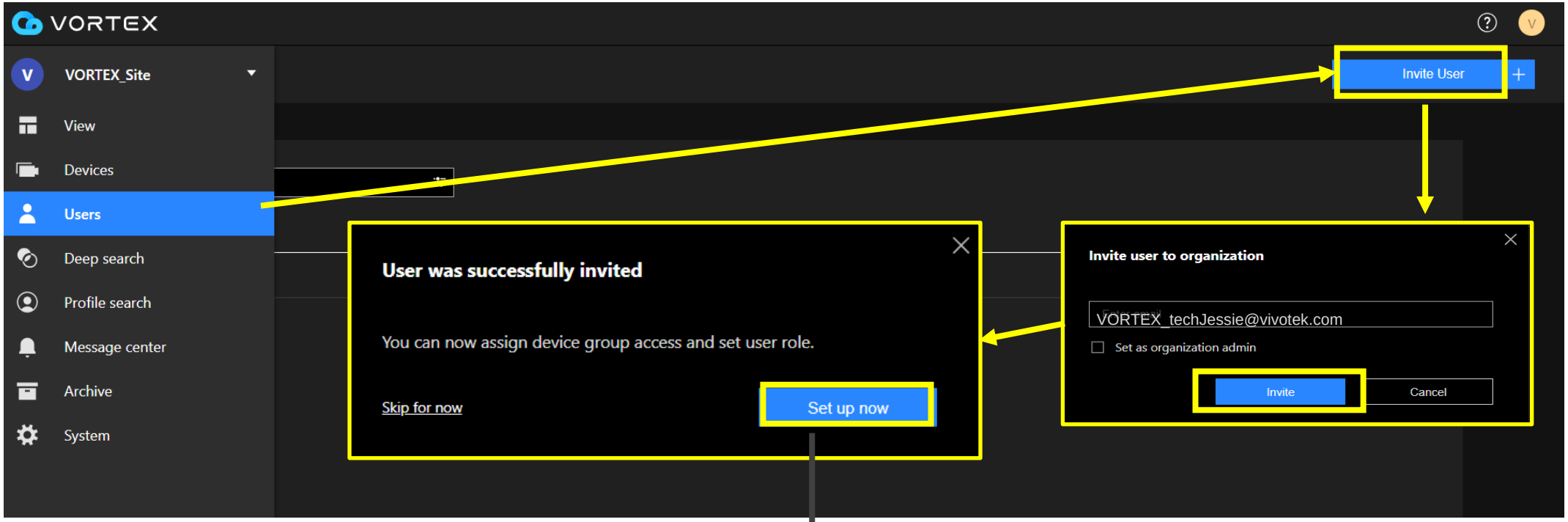
VORTEX Portal

User TAB: Invite User



Next page

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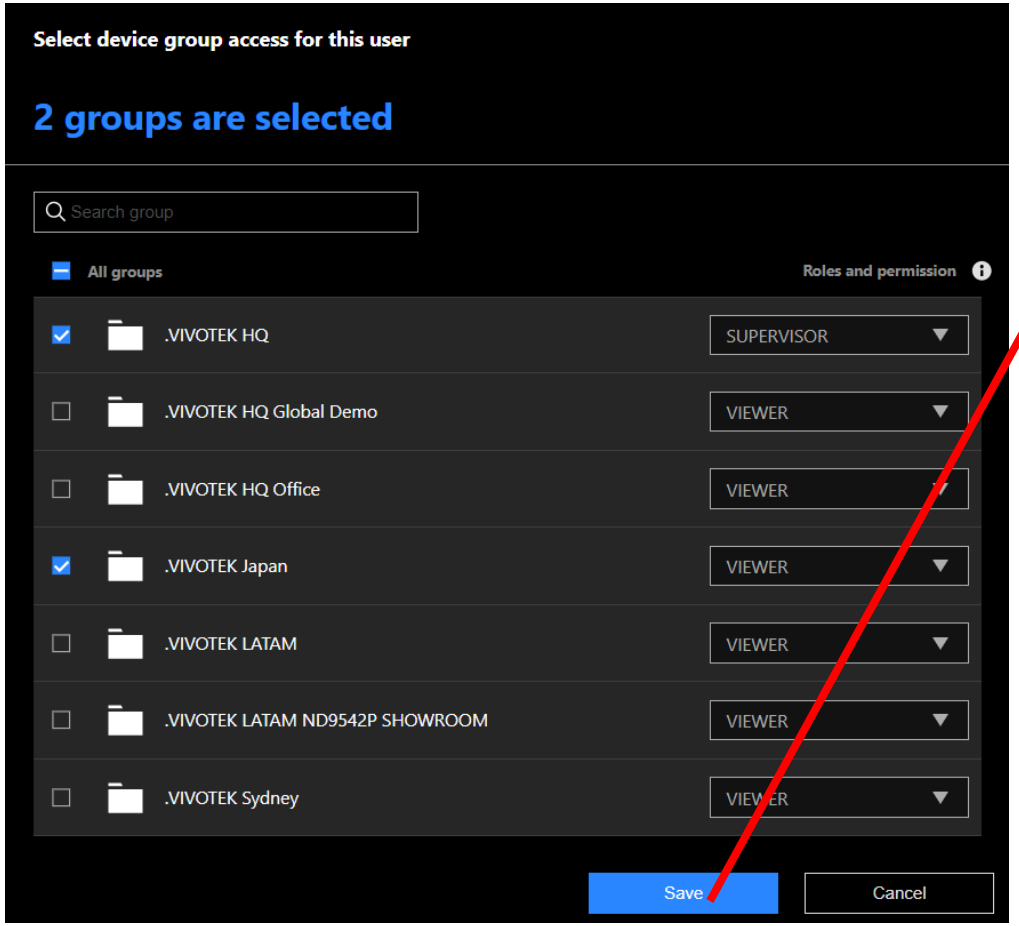
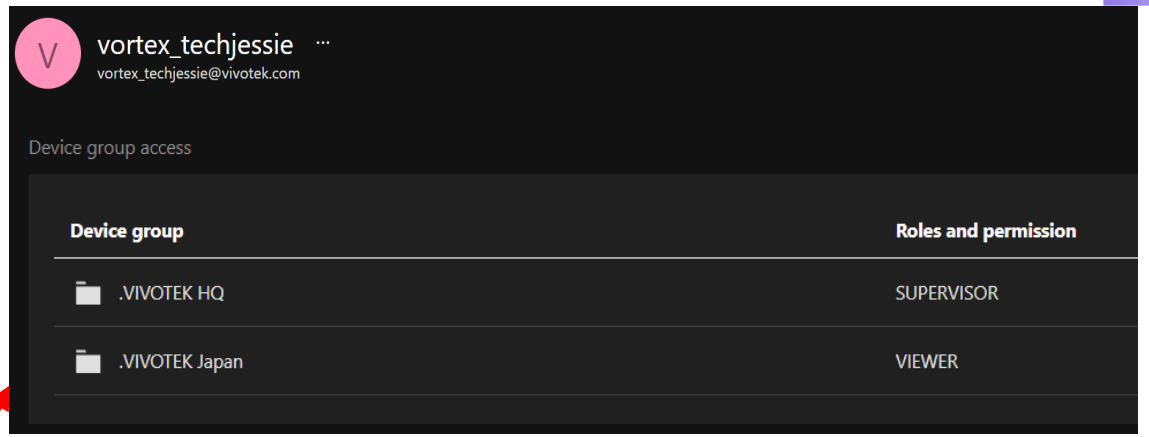
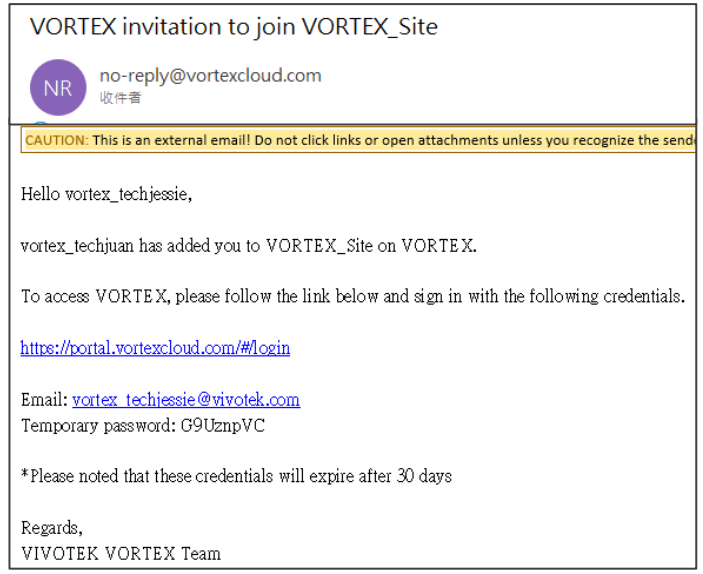
VORTEX Portal

User TAB: Invite User





Vortex_techjessie@vivotek.com will receive an onboarding mail



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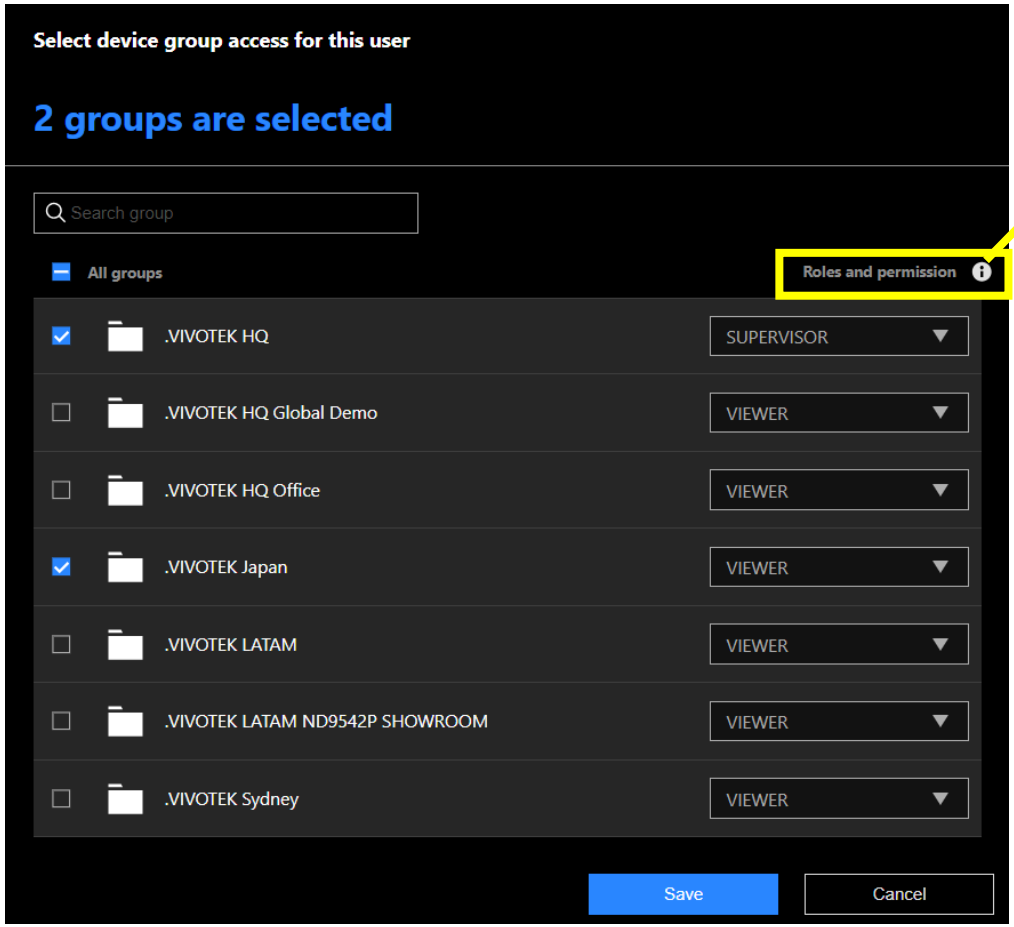
VORTEX Portal

User privilege: Differences between supervisor/viewer



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.

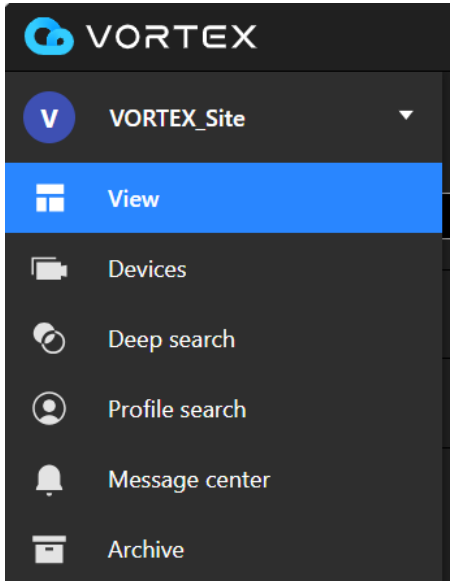
Roles and Permission within the Group	Viewer	Supervisor
View		
Live streaming	✓	✓
Playback	✗	✓
Archive video	✗	✓
Devices		
Browse device list	✓	✓
Device settings	✗	✓
Deep search		
Search	✗	✓
Play search results video	✗	✓
Archive video	✗	✓
Profile search		
Search(Records/Photos)	✗	✓
Create/Edit profile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

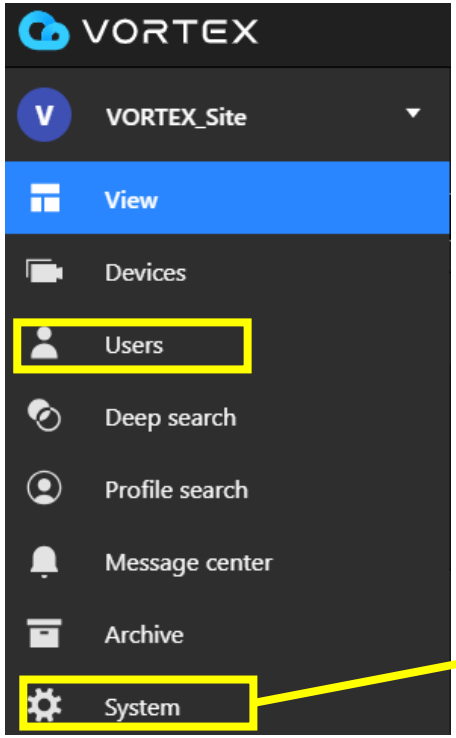
- Organization owner
- **Organization admin**
- Organization supervisor
- Organization viewer

Supervisor's UI TABs

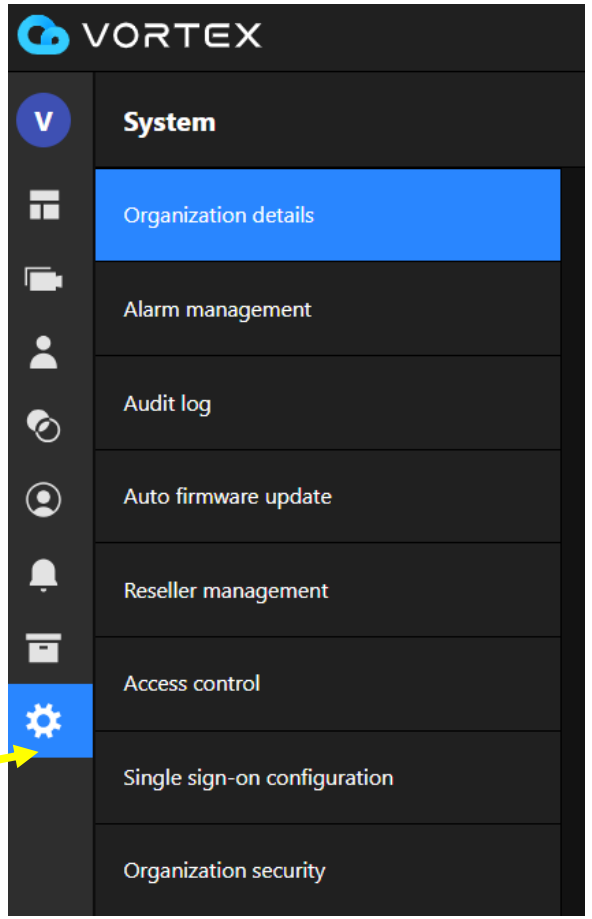


*Viewer (group) cannot operate *deep search*, and *profile search*

Admin's UI TABs



System TAB



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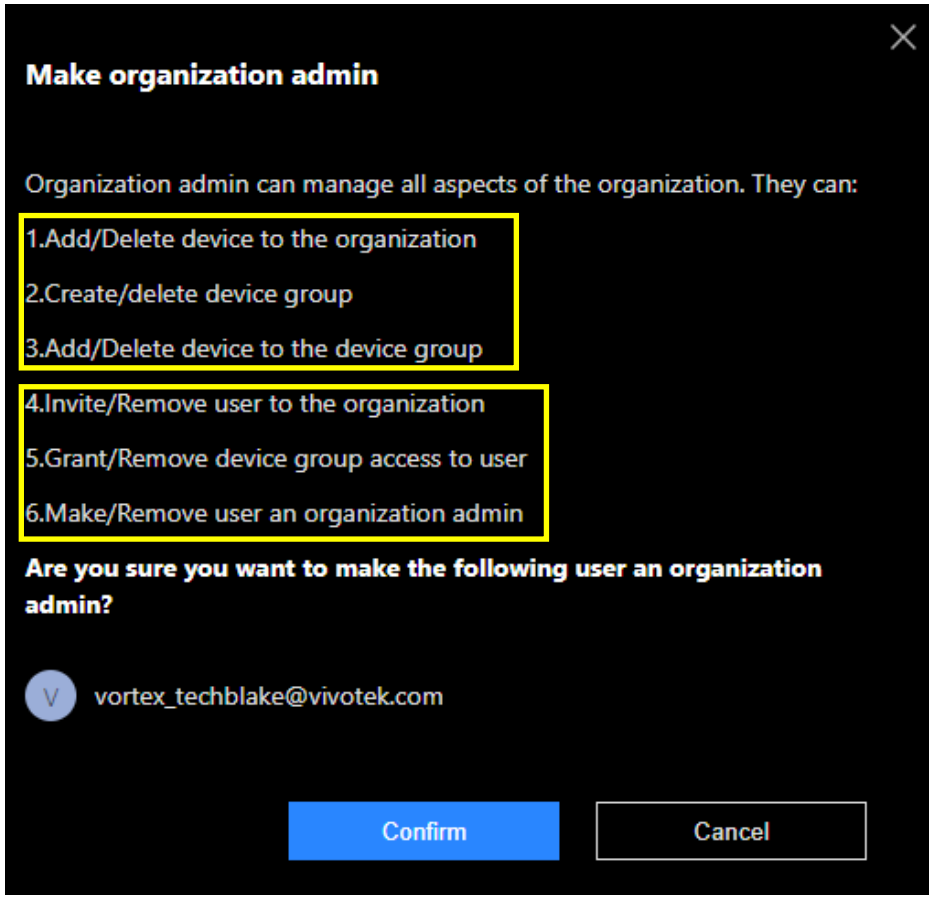
VORTEX Portal

User privilege: Differences between admin/supervisor & viewer

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



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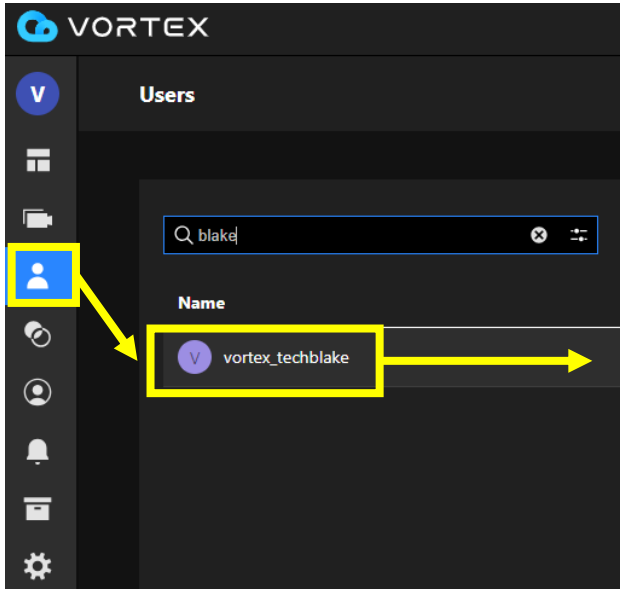
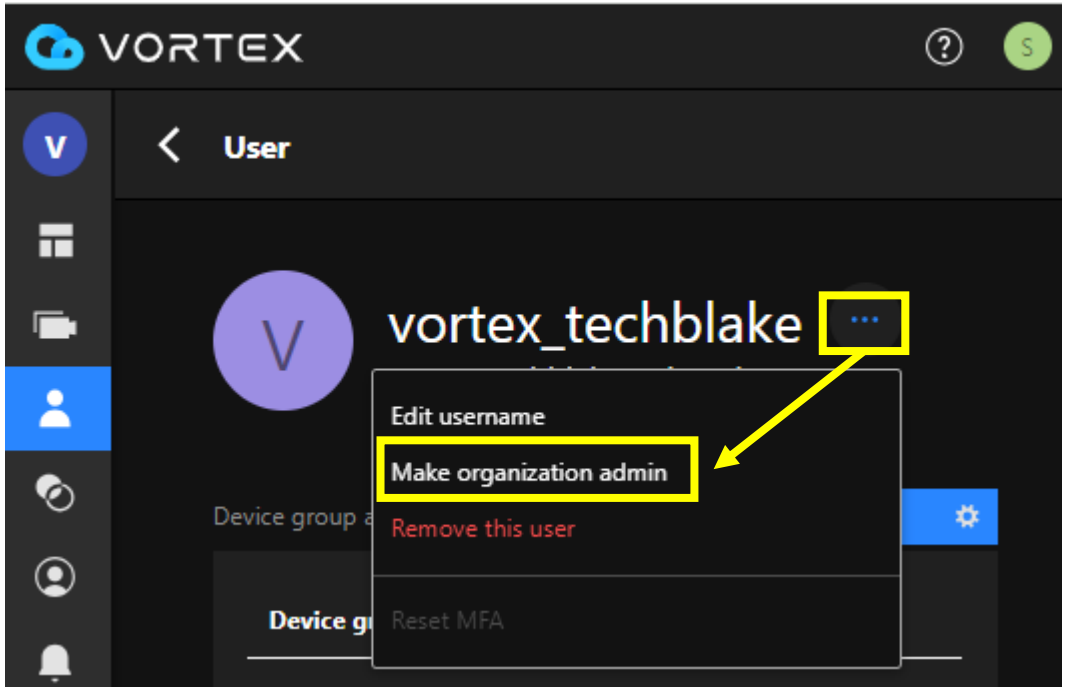
VORTEX Portal

User TAB: To assign a user **admin** privilege

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





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VORTEX Portal

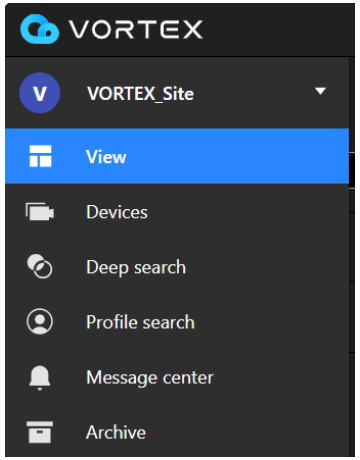
User privilege: Differences between admin/supervisor & viewer

FAQ

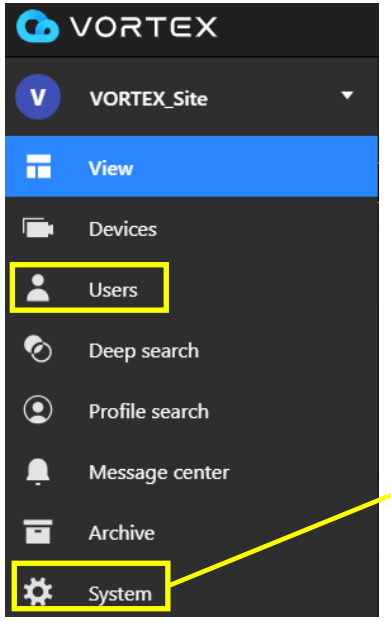
- Can Supervisor add/delete ***device(s)***?
- Can Supervisor ***invite user*** to VORTEX portal?
- Can Supervisor ***grant user admin*** privilege?
- Can Supervisor set ***alarm***?
- Can Supervisor set ***OTA firmware update*** schedule?
- Can Supervisor check which reseller is serving the organization?

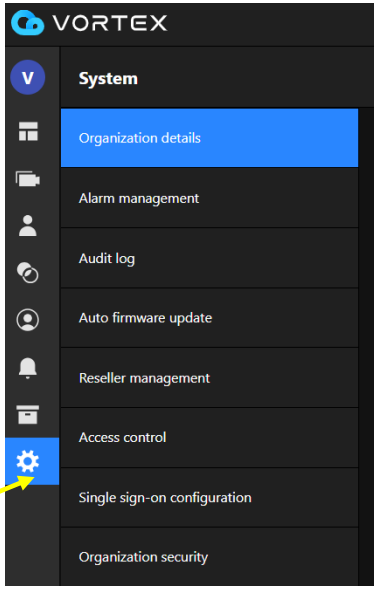
Ans: No
→ Only *admin* and privilege above (*organization owner*) can operate the features.

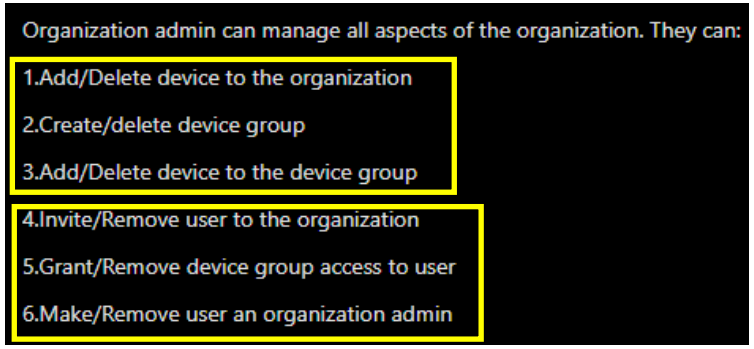
Supervisor & Viewer



Admin



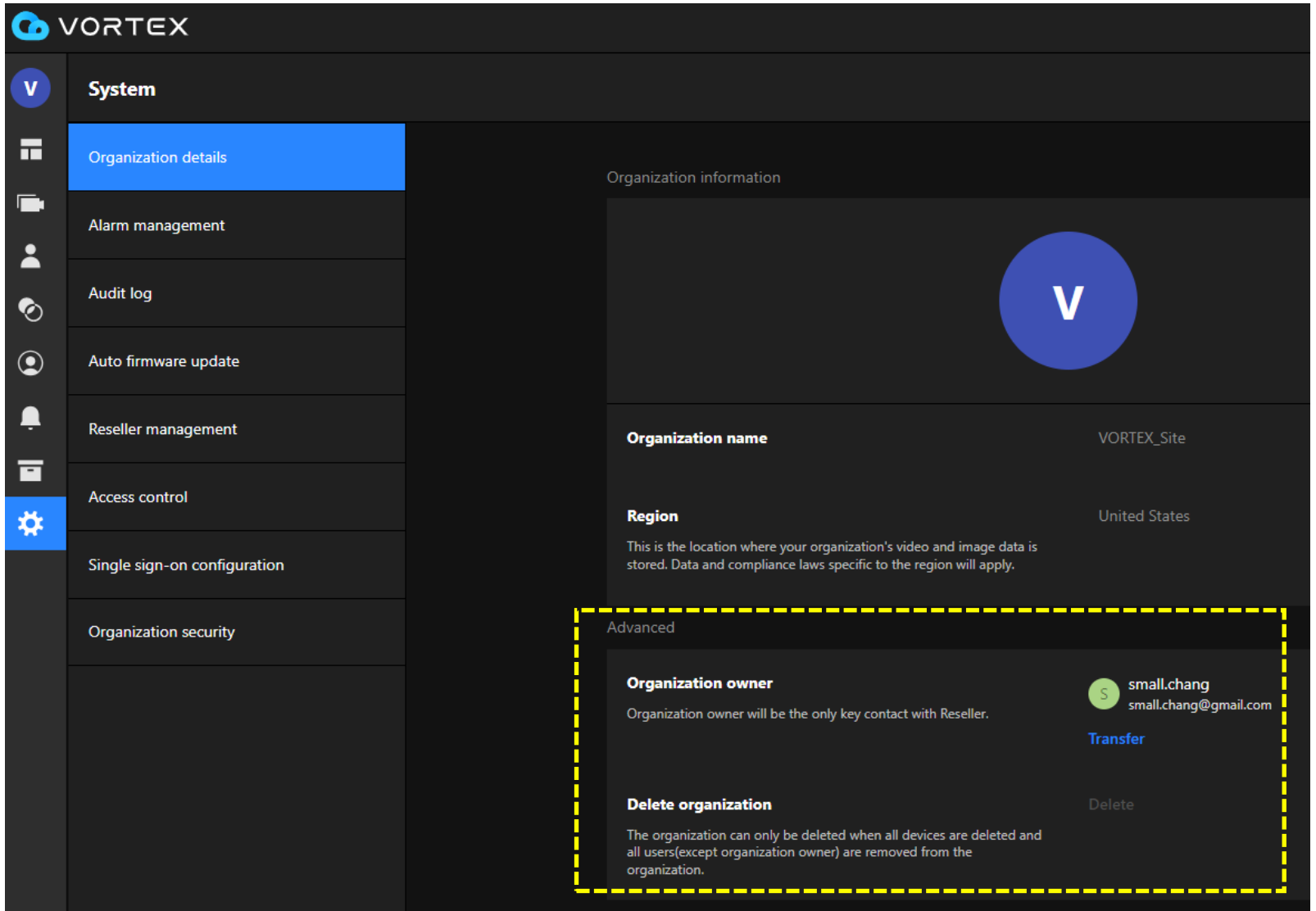




VORTEX Portal

User privilege: Differences between organization owner/admin

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

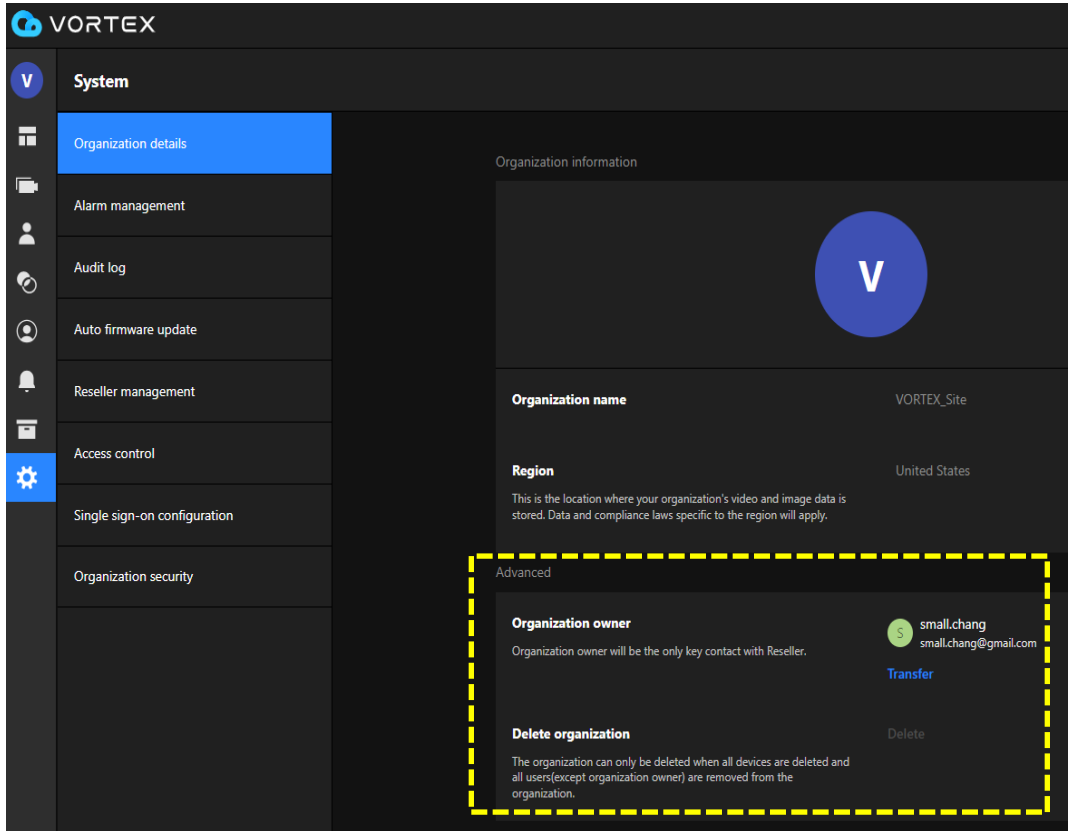


VORTEX Portal

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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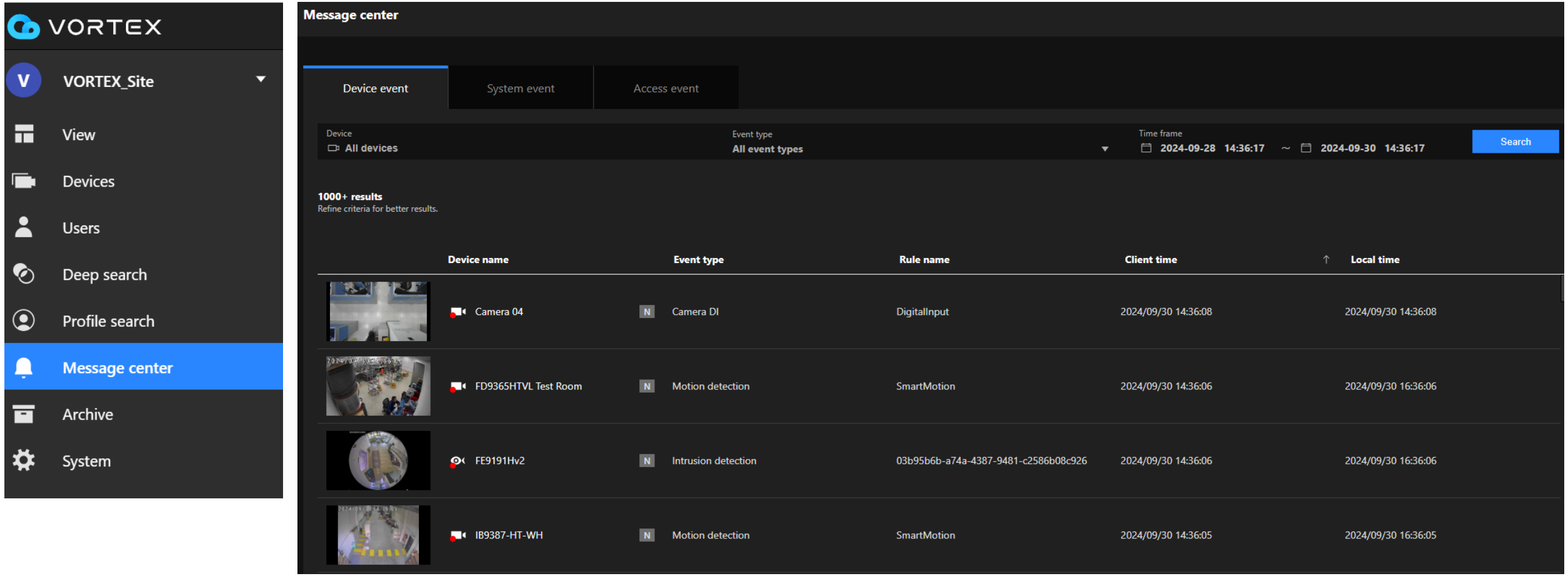
VORTEX Portal

Message Center: The page for all event logs



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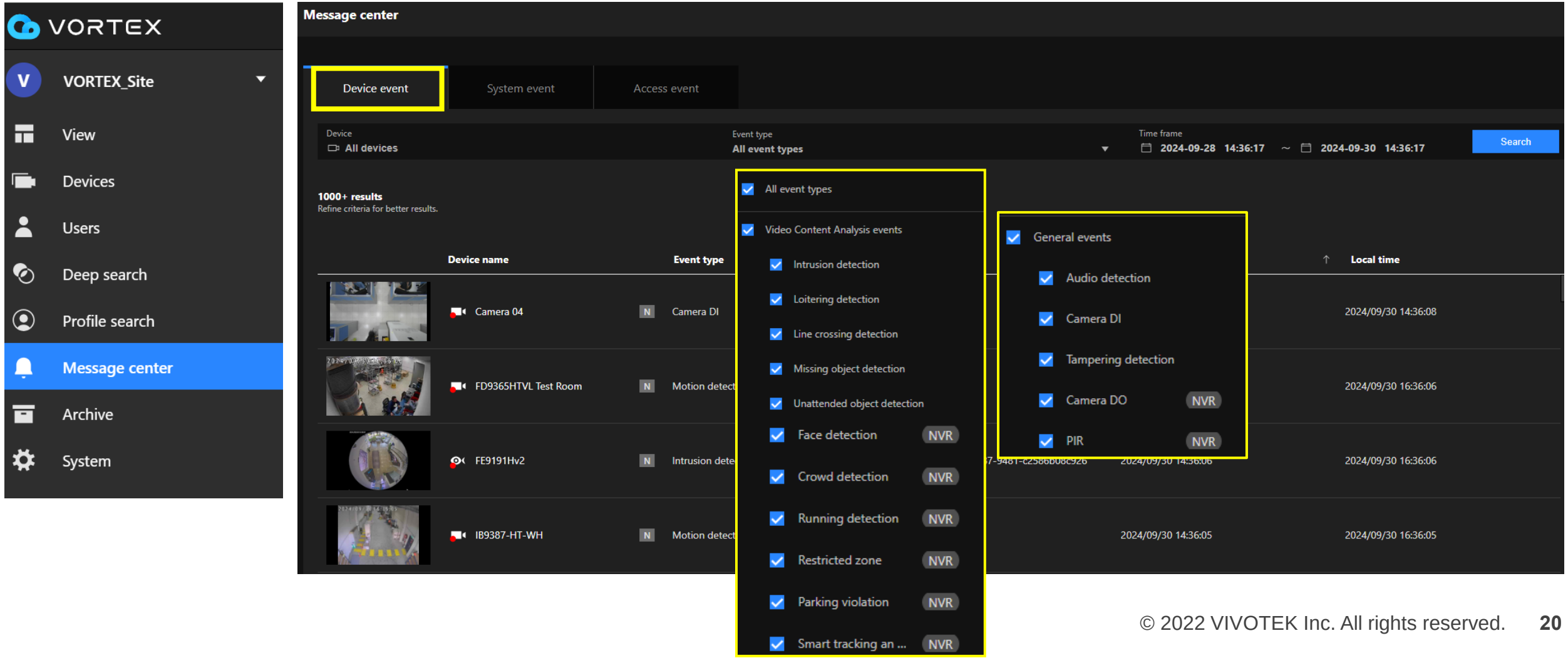

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VORTEX Portal

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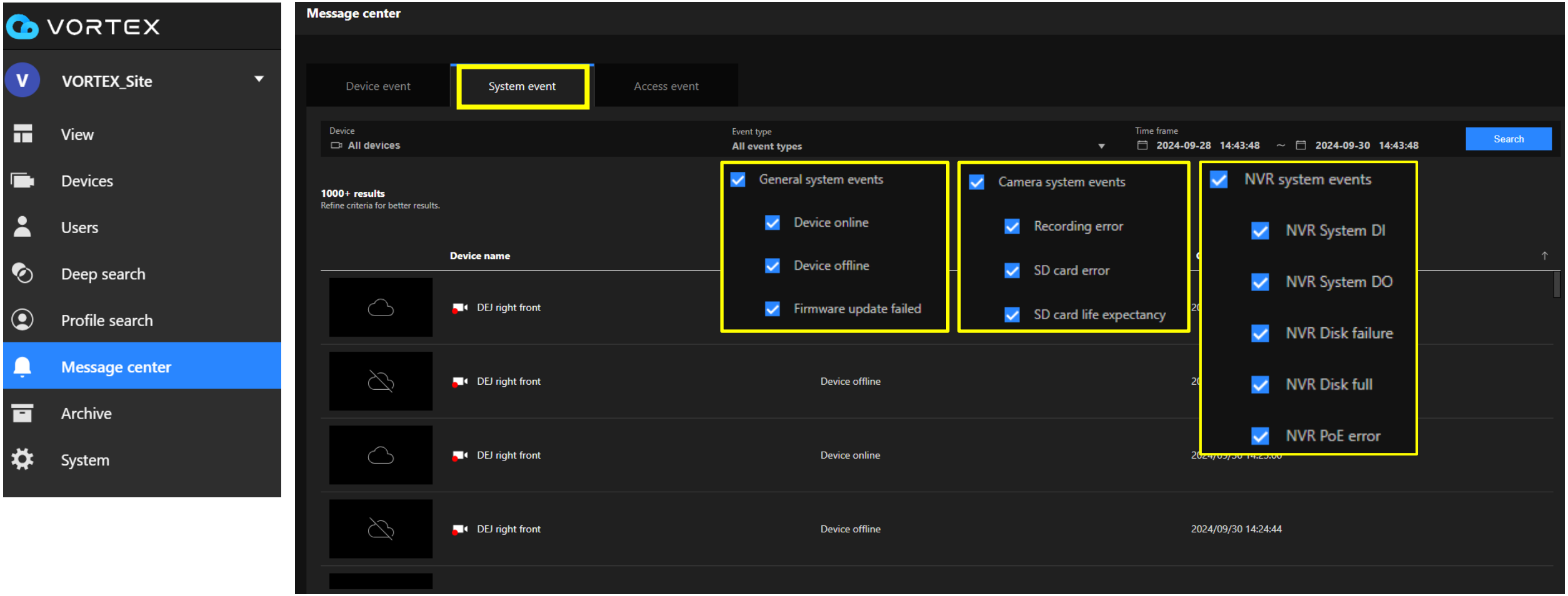

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VORTEX Portal

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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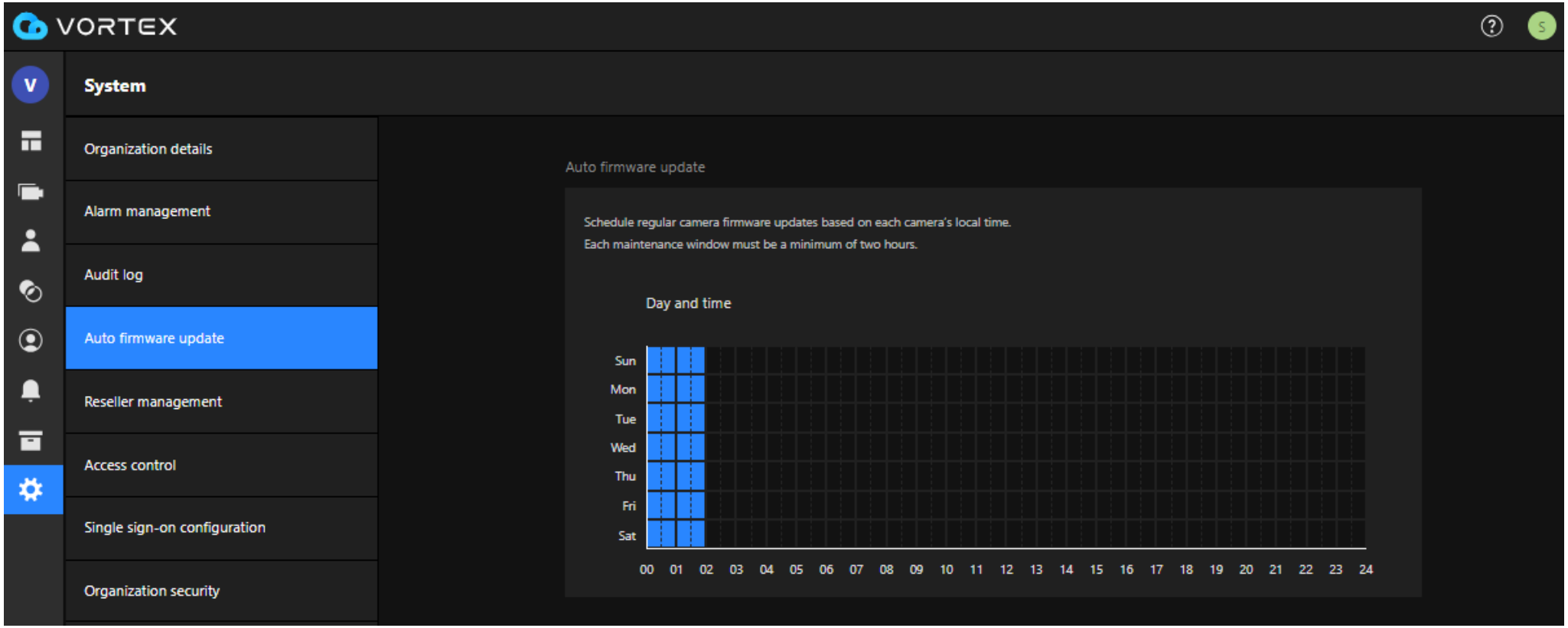
VORTEX Portal

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



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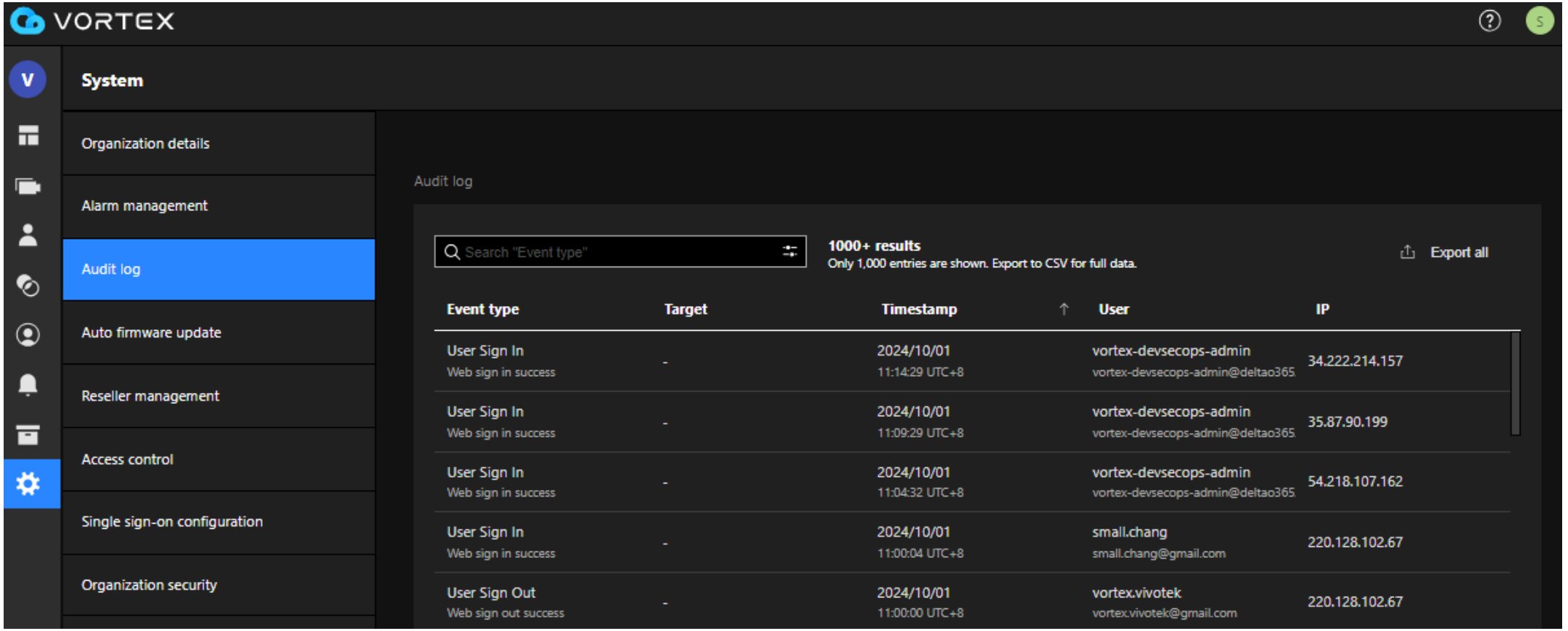
VORTEX Portal

Audit log

- More actions will be tracked - to release in Q4



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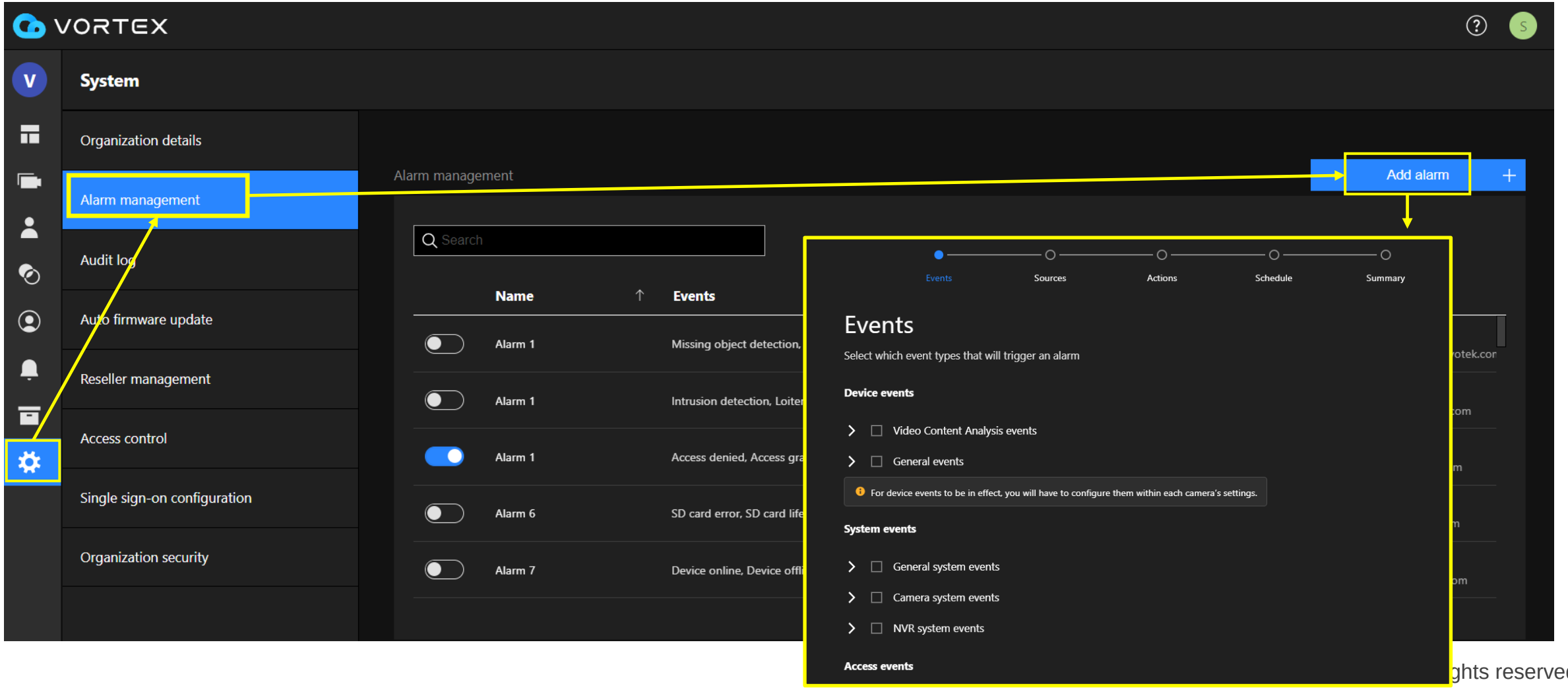
VORTEX Portal

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



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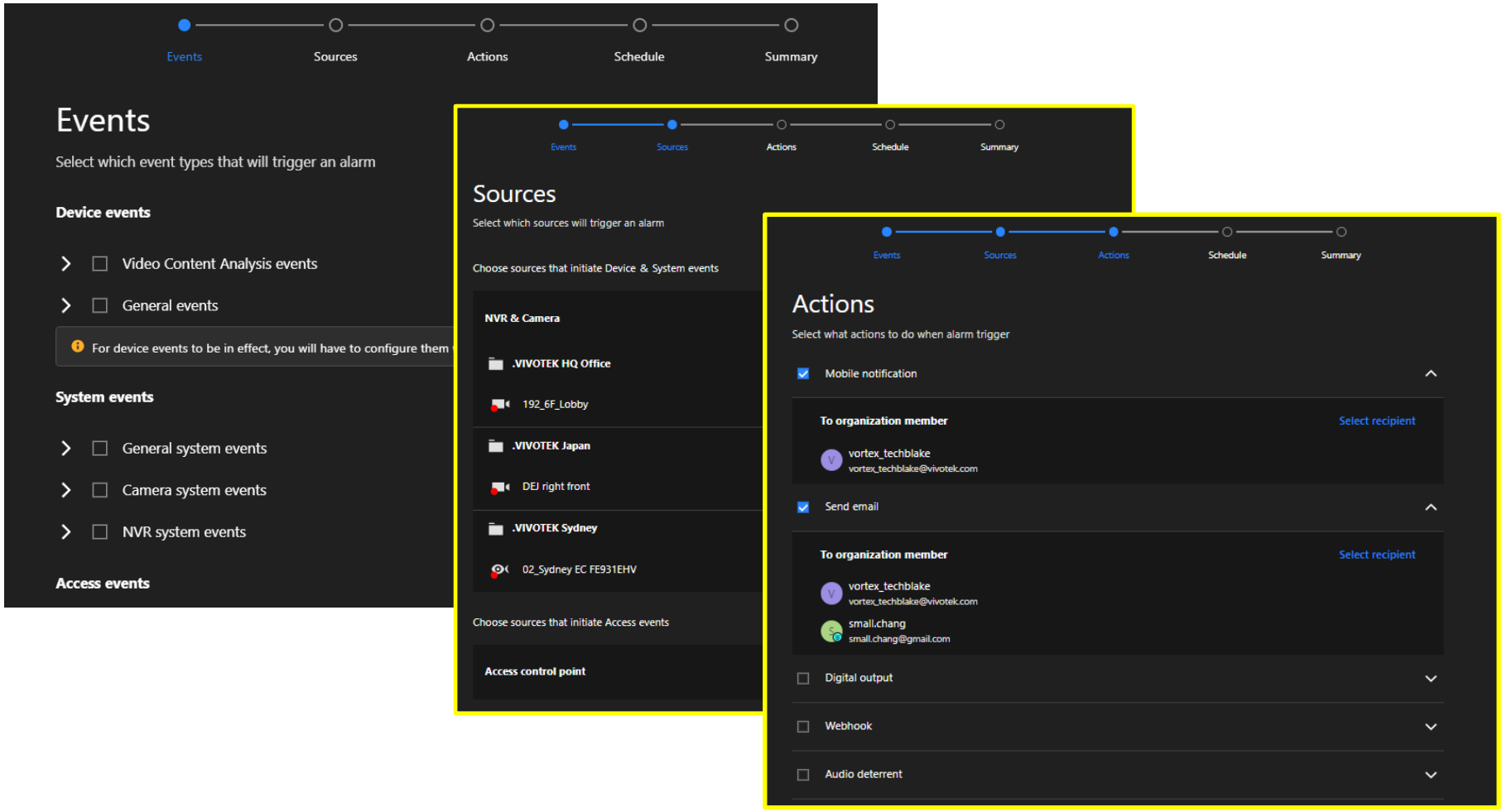
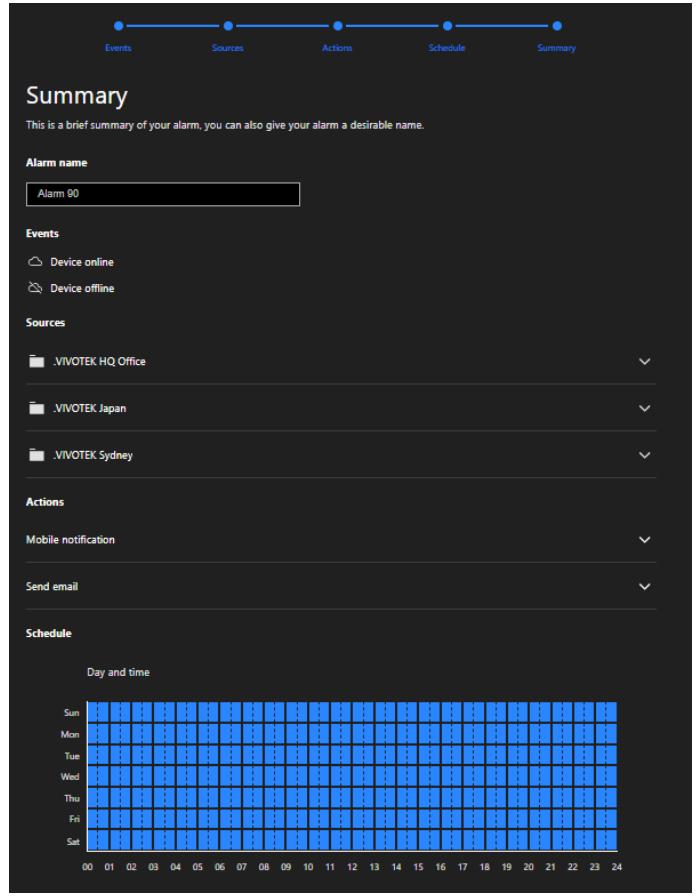
VORTEX Portal

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





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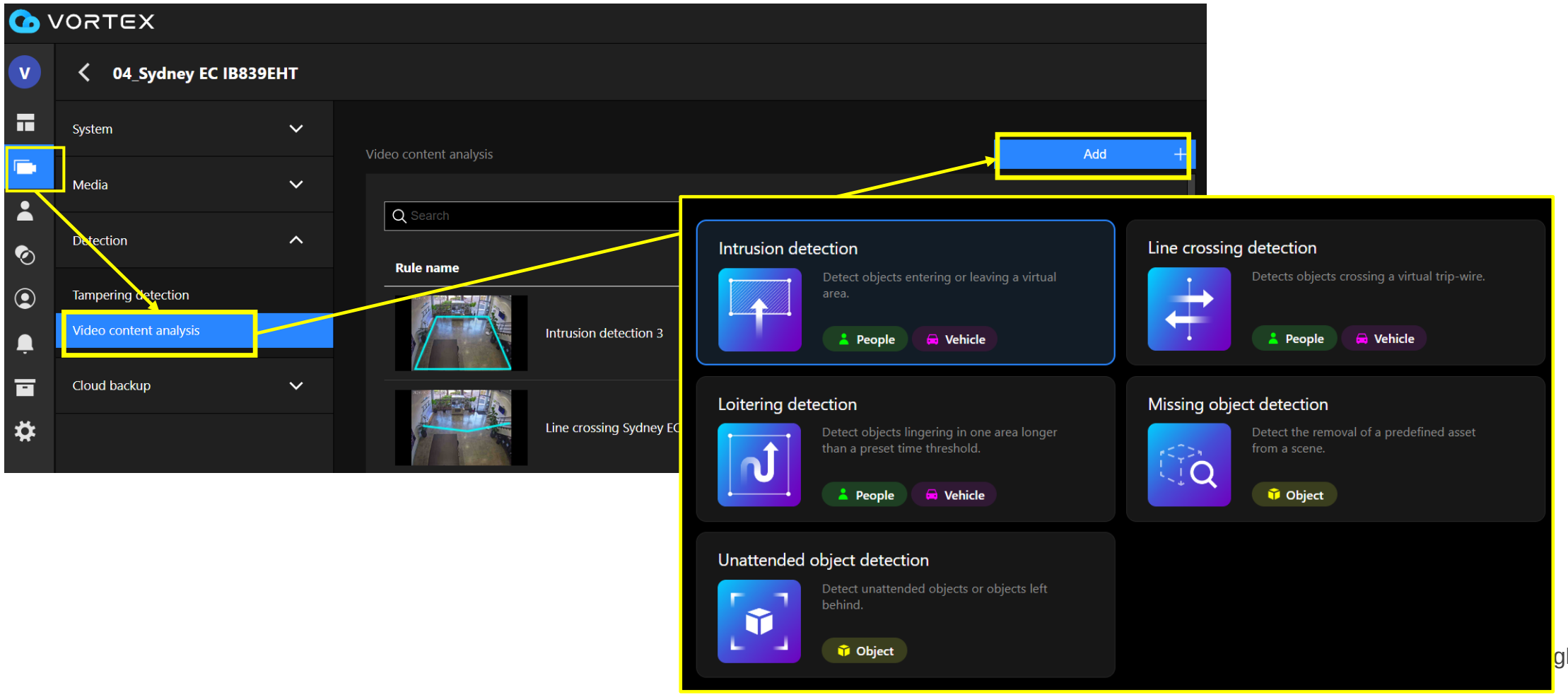
VORTEX Portal

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



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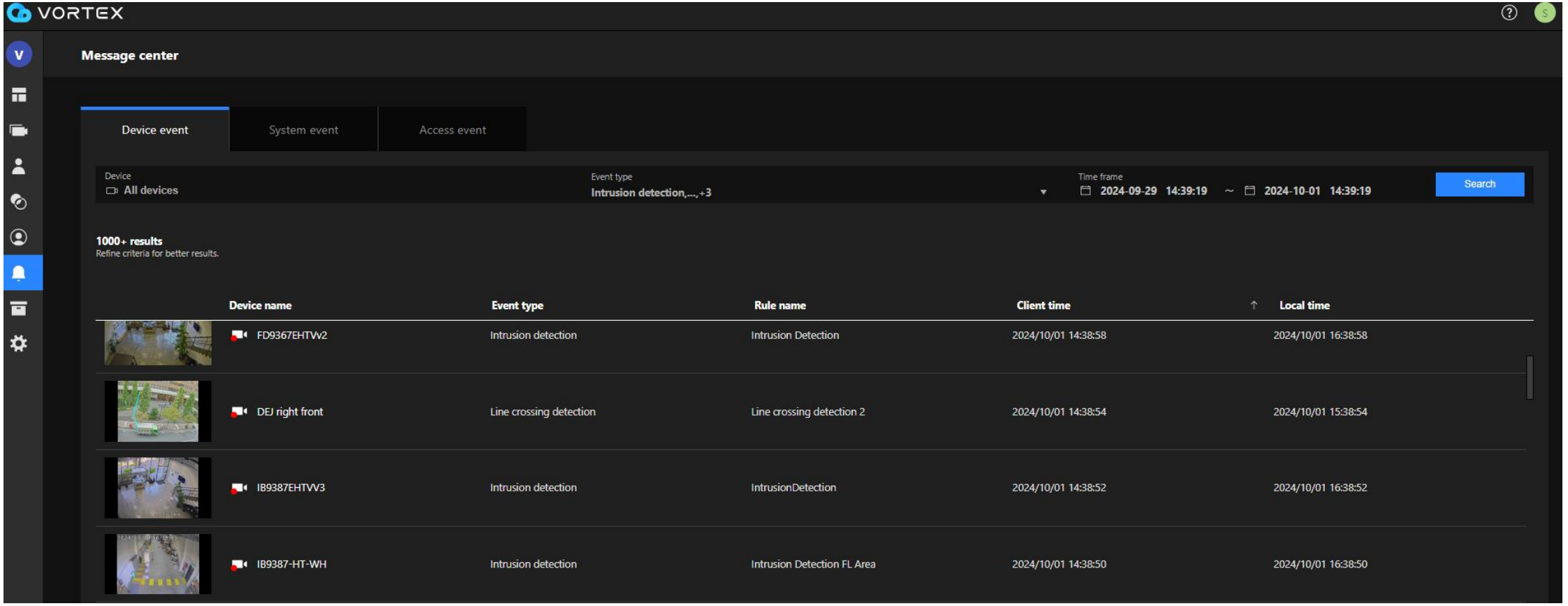
VORTEX Portal

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
- All VCA events will be documented on message center
  - message center → device event → interested VCA event



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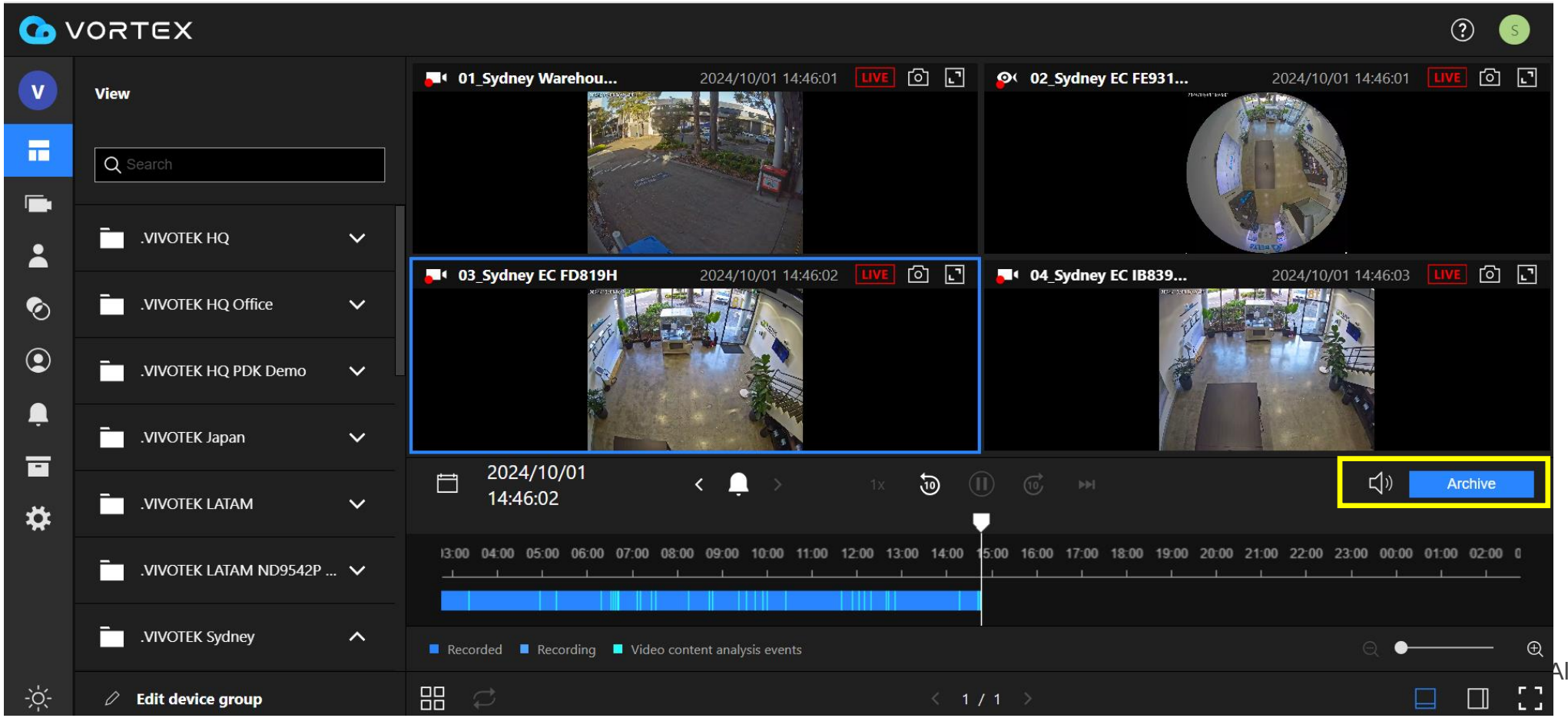
VORTEX Portal

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



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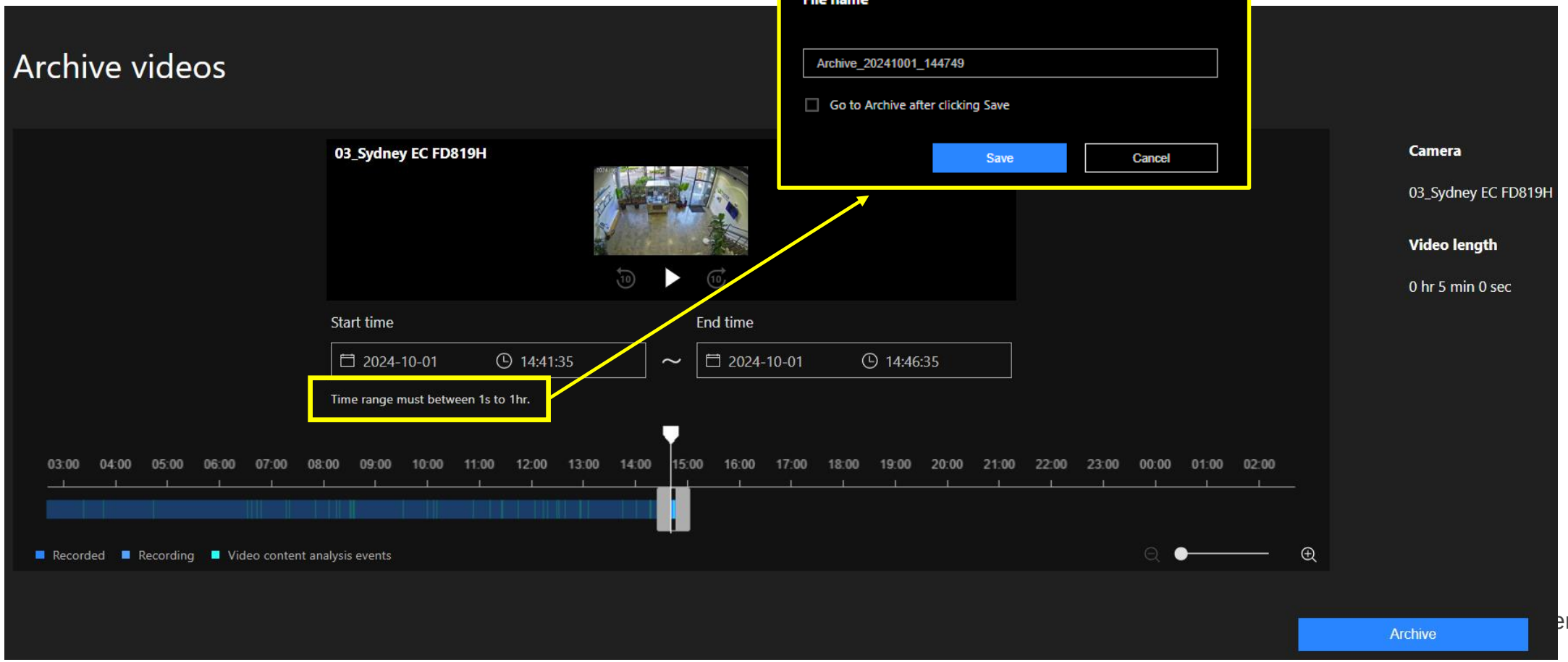
VORTEX Portal

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



Please refer to the *"VORTEX SI handbook -1 Installation"* for detailed instructions on account and organization creation

VORTEX Portal

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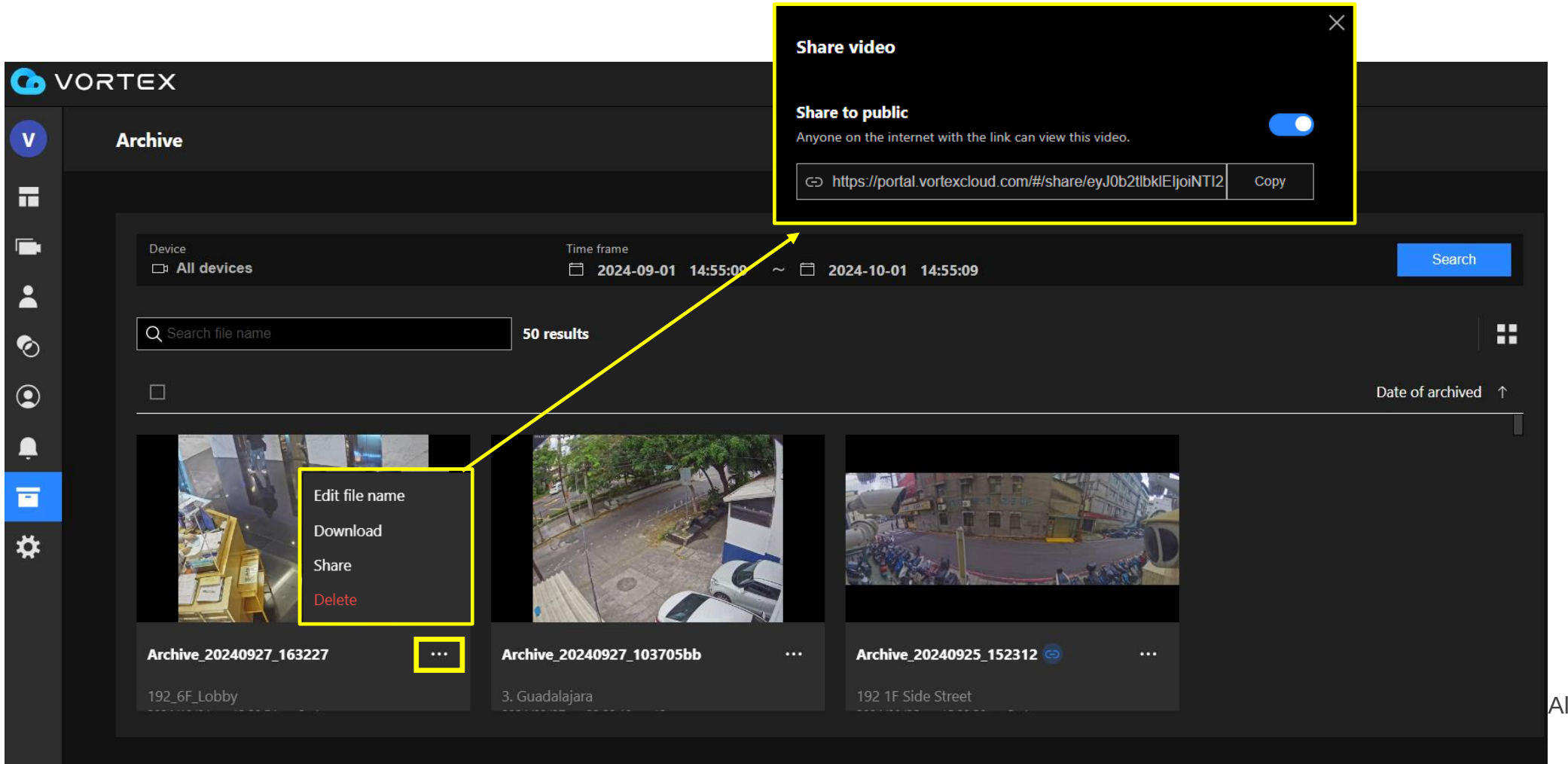
- *Public share* – to anyone with the url link



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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

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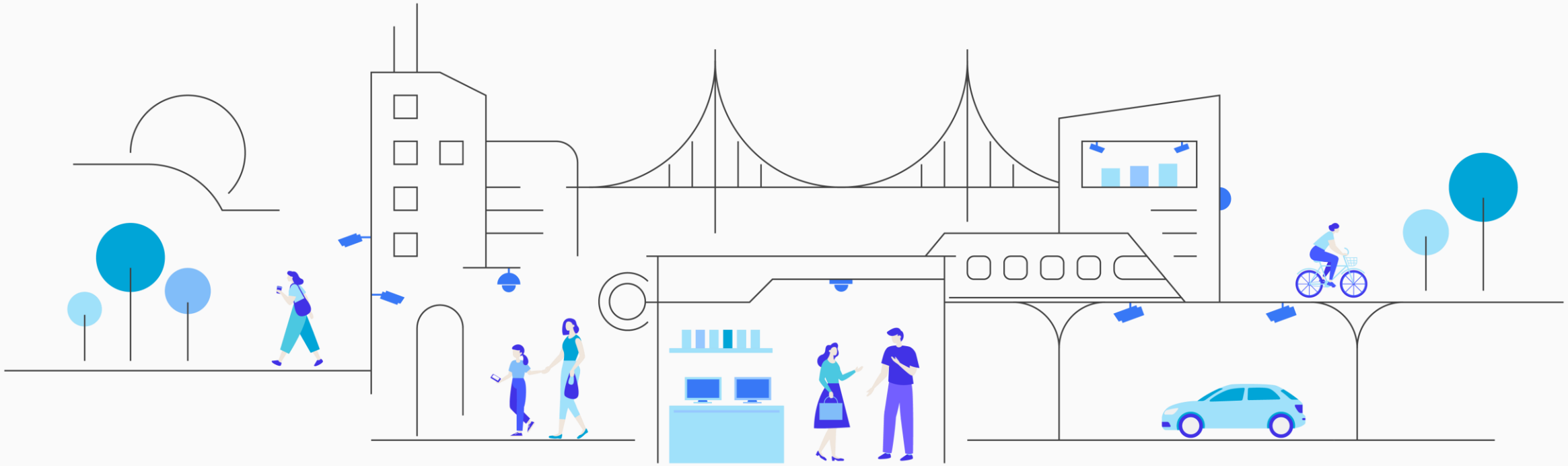
Thank You for Your Attention.



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We Get The Picture