



VORTEX

VIVOTEK

A Delta Group Company

Handbook – 2 (VORTEX Portal Quick Guide)

For System Integrators & End-users

Ver. 1.6

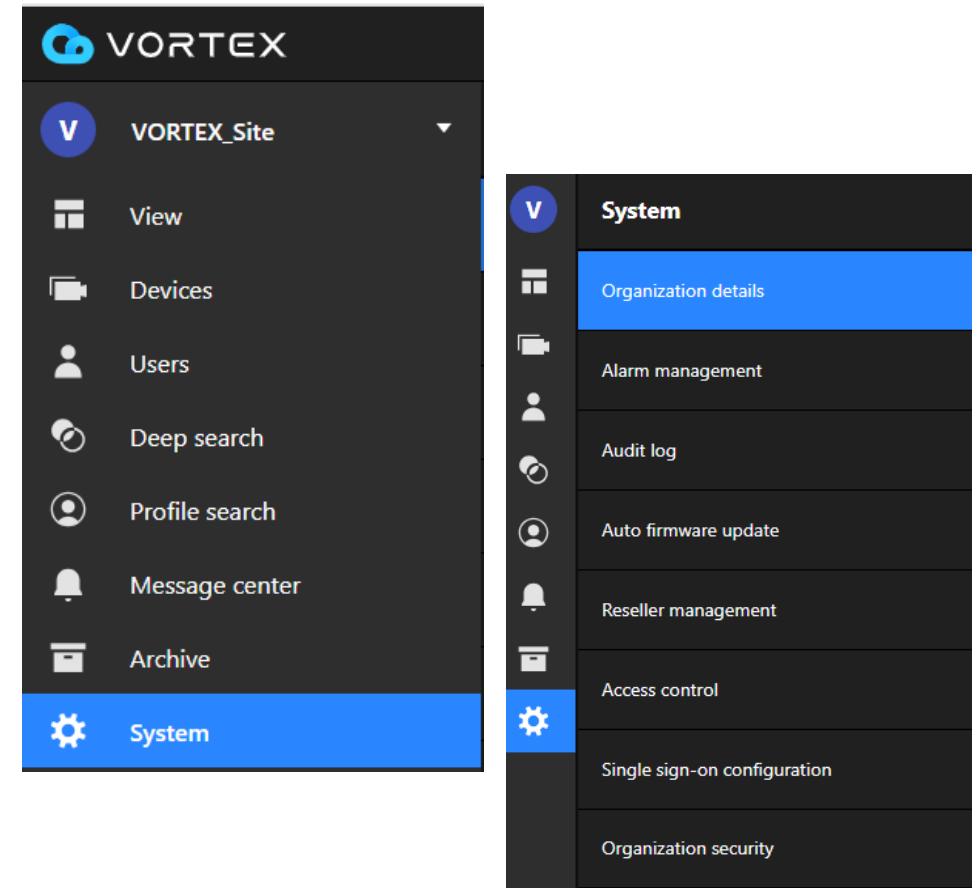
2025/05/19

VORTEX CSM team

VORTEX handbook - 2

VORTEX portal quick guide for system integrators & end-users

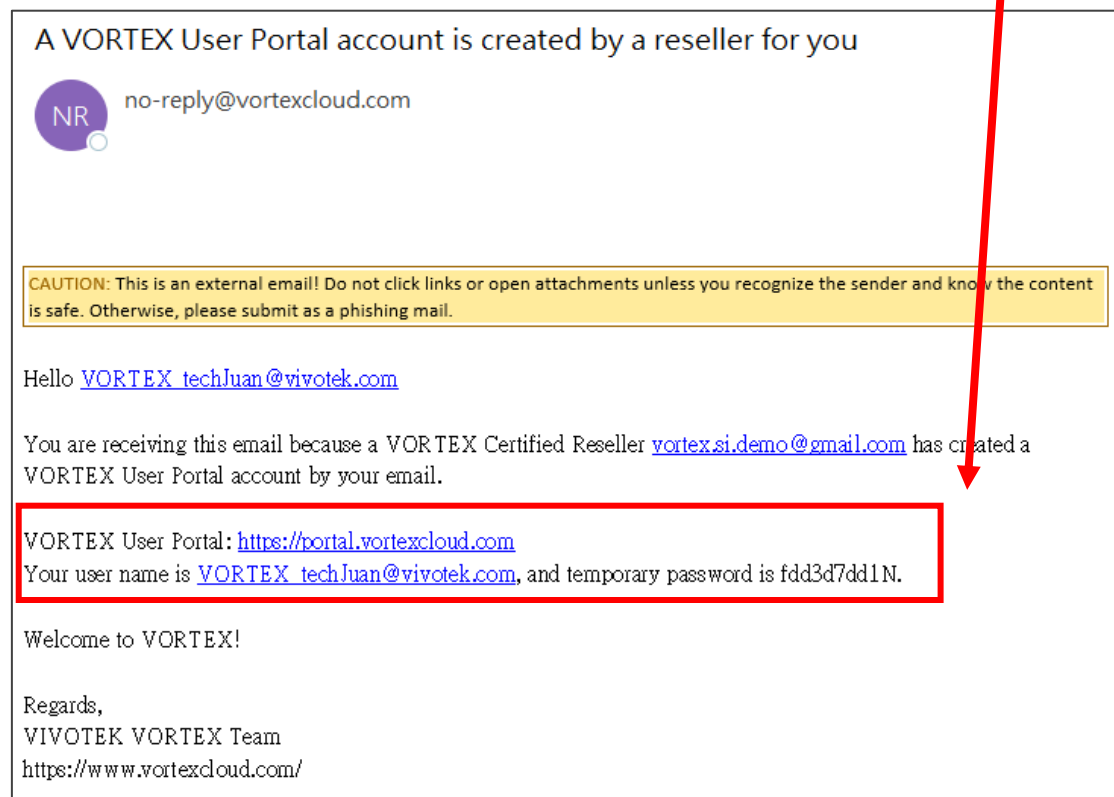
- **Users**
- **Message Center**
- **System**
 - Reseller management
 - Auto firmware update
 - Alarm management
 - Audit log
- **VCA setting**
- **Archive**



Log-in to VORTEX portal

For system integrators: you can remotely access VORTEX portal via **Reseller Portal** ‘remote access’ button

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



VORTEX handbook - 2

VORTEX Portal Quick Guide

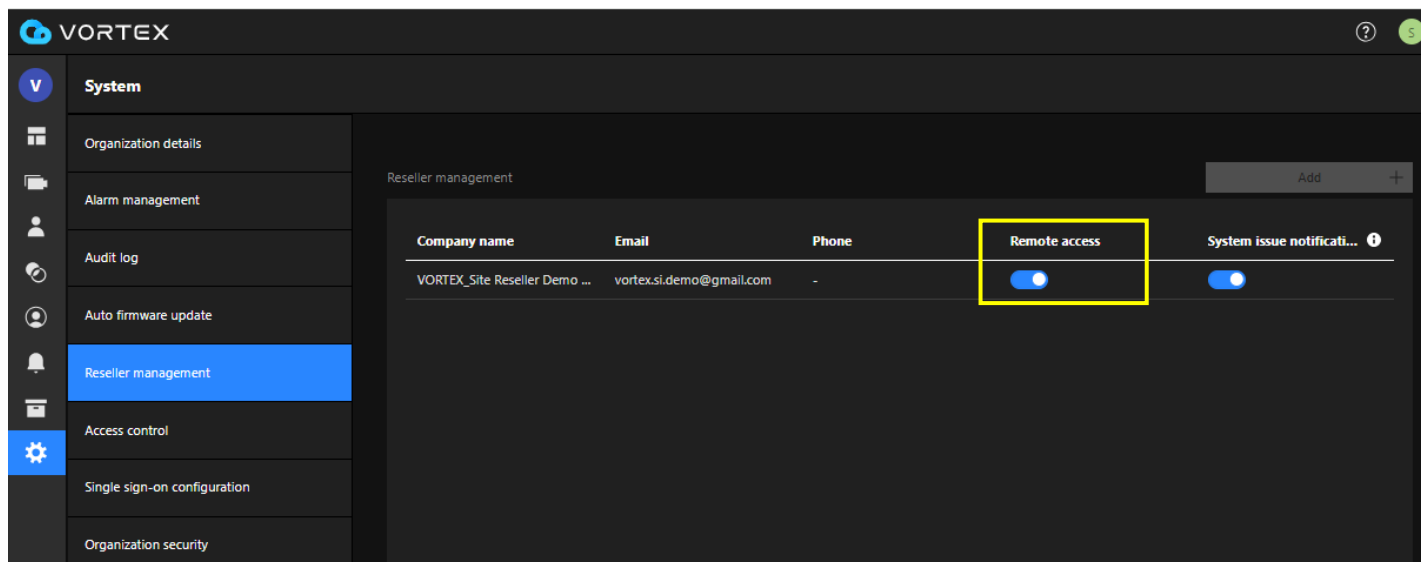
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VORTEX Portal

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 via **Reseller Portal** “remote access” button

VORTEX Portal UI



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VORTEX Portal Quick Guide

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VORTEX Portal

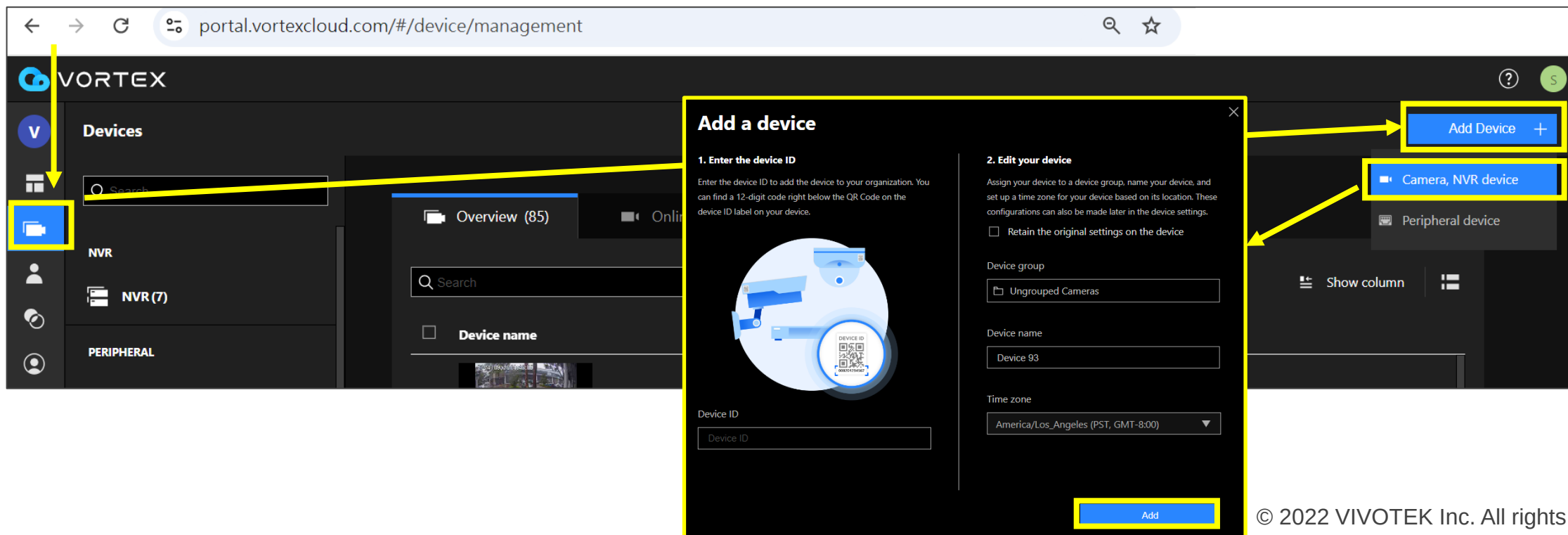
Finish the camera adding

Scenario:

System Integrator created the organization but not complete the camera adding

Steps:

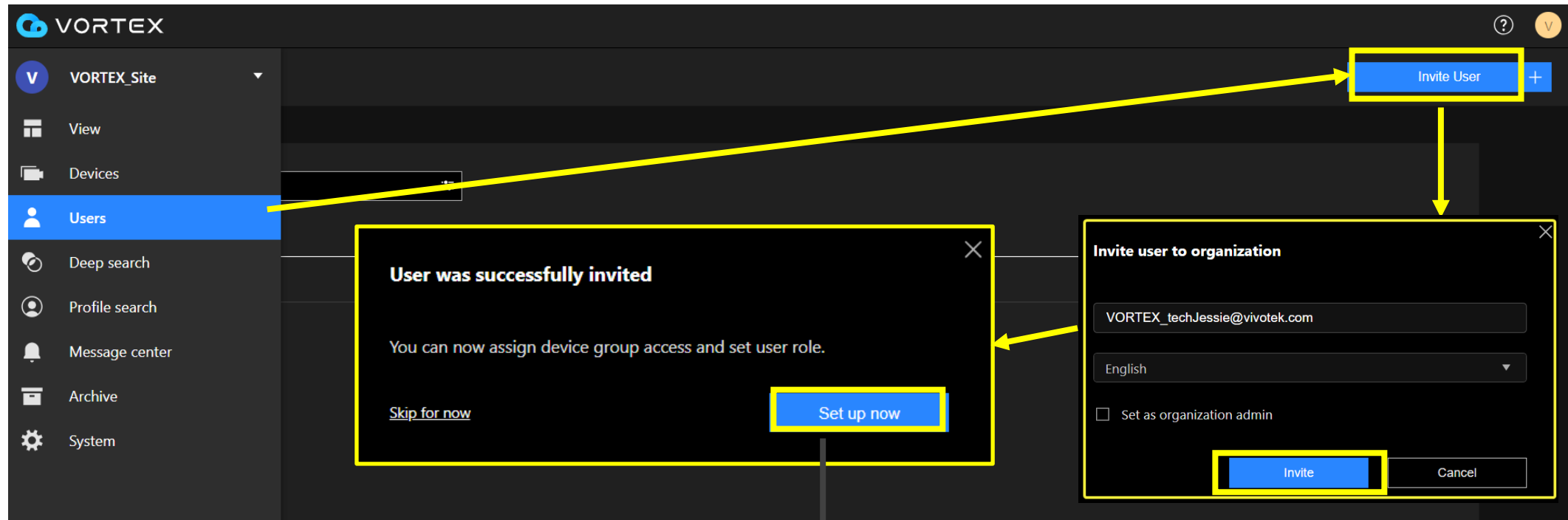
1. *Organization owner* or *admin* to invite persons (can be the **installer**) into the organization (grant the privilege ‘*admin*’)
2. Invited person to log-in with app (scan the QR code) or with browser (key in MAC)



The screenshot displays the VORTEX Portal interface with the 'Add a device' modal open. The modal is divided into two sections: '1. Enter the device ID' and '2. Edit your device'. The '1. Enter the device ID' section includes a QR code and a text input field for the device ID. The '2. Edit your device' section includes a dropdown for 'Device group' (set to 'Ungrouped Cameras'), a text input for 'Device name' (set to 'Device 93'), and a dropdown for 'Time zone' (set to 'America/Los_Angeles (PST, GMT-8:00)'). A blue 'Add' button is at the bottom right of the modal. In the background, the 'Devices' section of the portal is visible, showing a list of devices with columns for 'Overview (85)', 'Online', and 'Device name'. A yellow box highlights the 'Add Device +' button in the top right corner of the portal, and another yellow box highlights the 'Camera, NVR device' option in the dropdown menu. A yellow arrow points from the 'Add Device +' button to the 'Add' button in the modal.

VORTEX Portal

User TAB: Invite User



VORTEX

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

Invite User

Invite user to organization

VORTEX_techJessie@vivotek.com

English

☐ Set as organization admin

Invite Cancel

User was successfully invited

You can now assign device group access and set user role.

[Skip for now](#) **Set up now**

Next page

VORTEX Portal

User TAB: Invite User

Select device group access for this user

2 groups are selected

All groups

☒

.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



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

All groups

☒

.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

Roles and permission

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

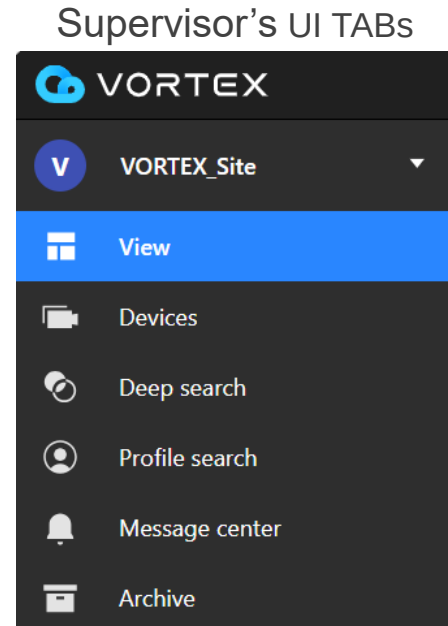
→ Only **supervisor** and privilege above (**admin**, **organization owner**) can operate those features.

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	✗	✓

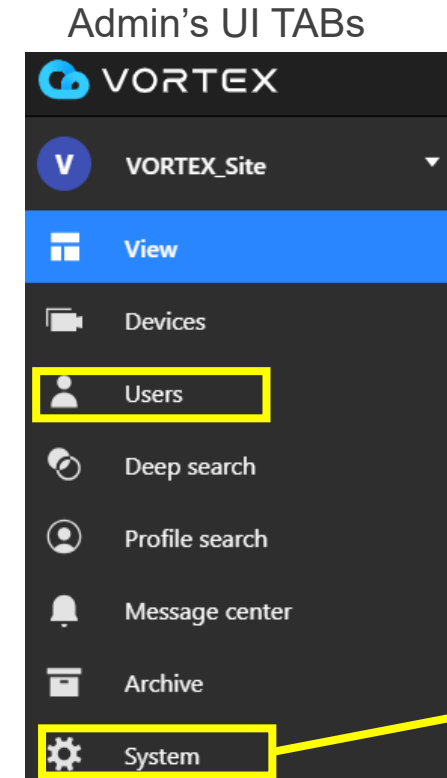
VORTEX Portal

User privilege: Differences between admin/supervisor & viewer

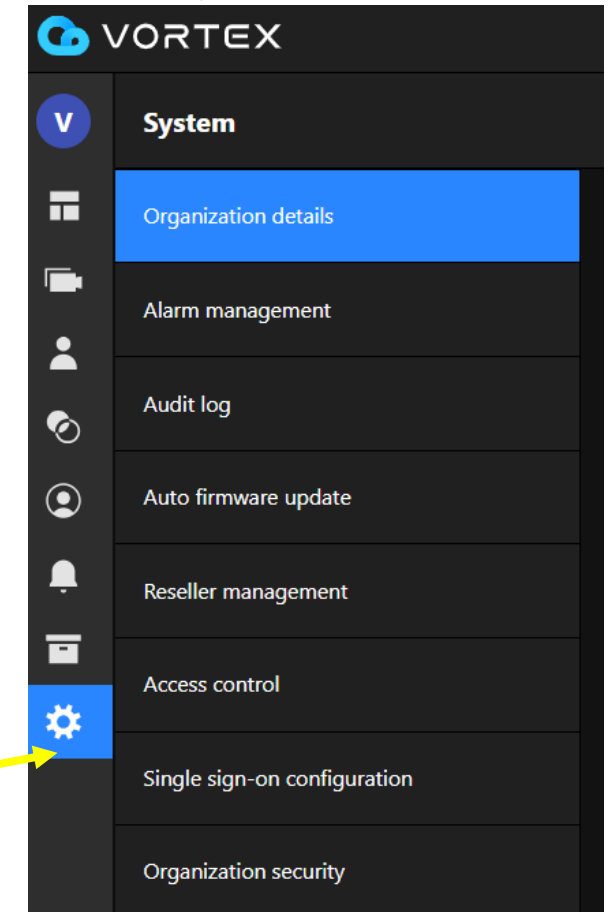
- Organization owner
- **Organization admin**
- Organization supervisor
- Organization viewer



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



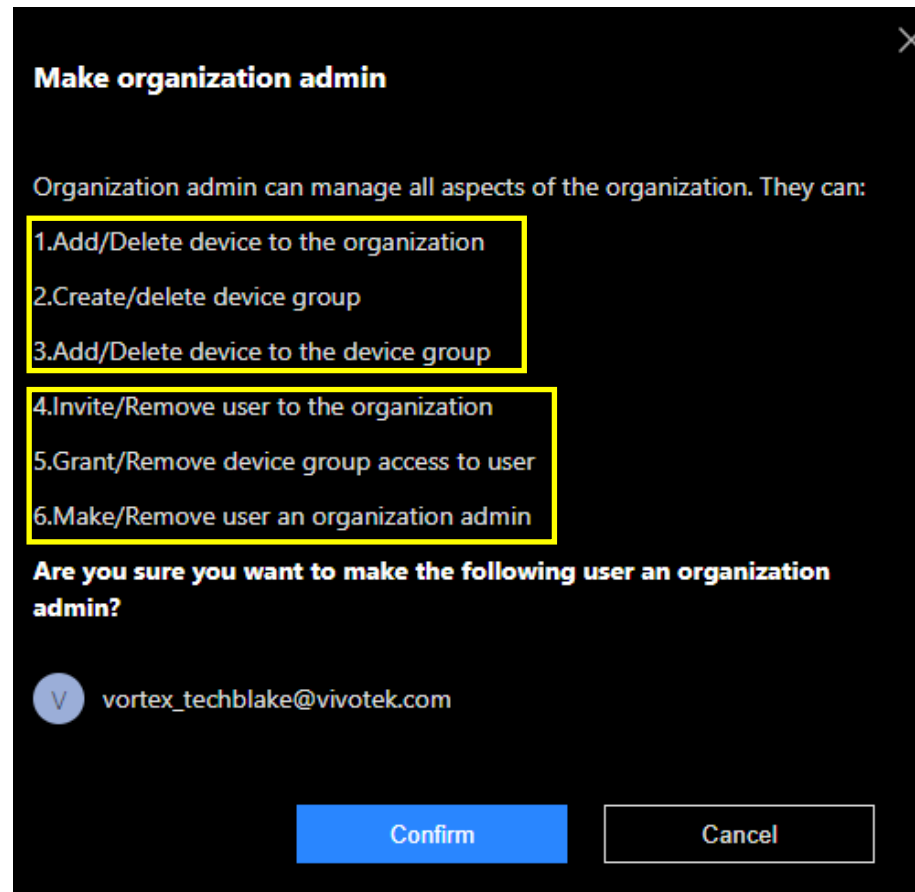
System TAB



VORTEX Portal

User privilege: Differences between admin/supervisor & viewer

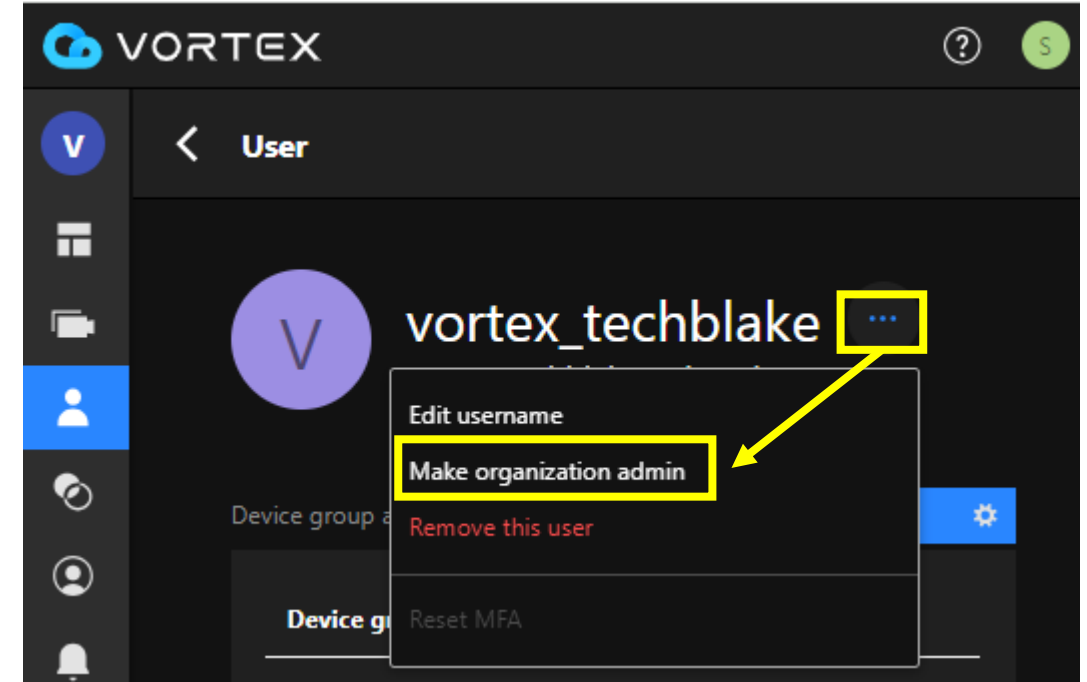
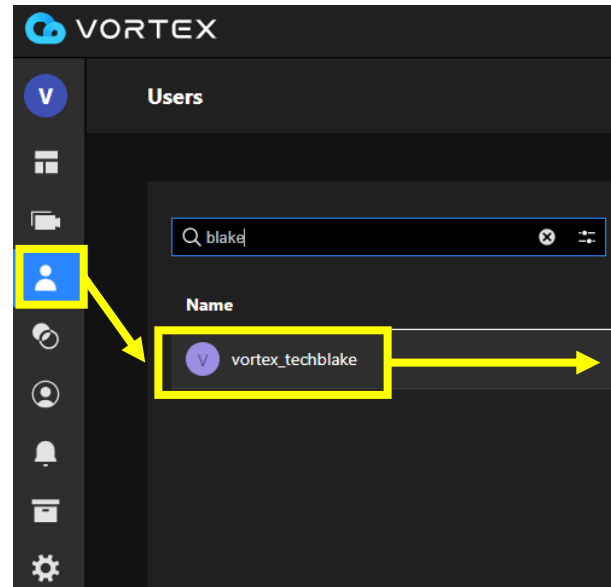
- Organization owner
- **Organization admin**
- Organization supervisor
- Organization viewer



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

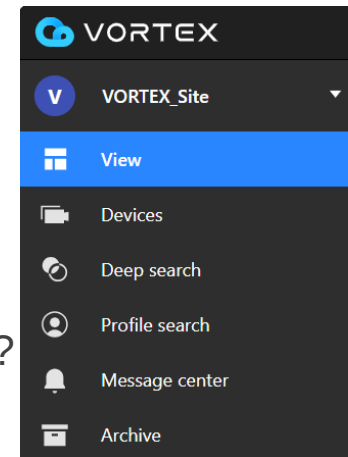
FAQ

- 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?

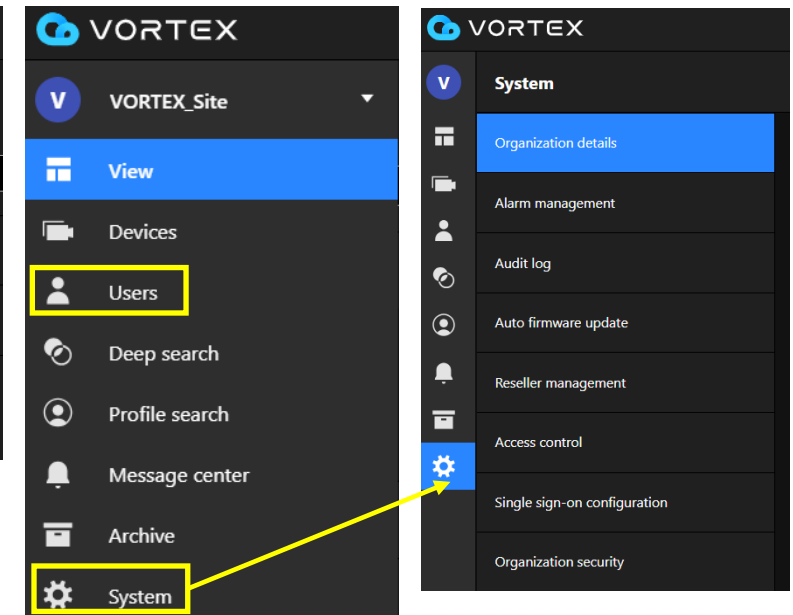
Ans: No

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

Supervisor & Viewer



Admin



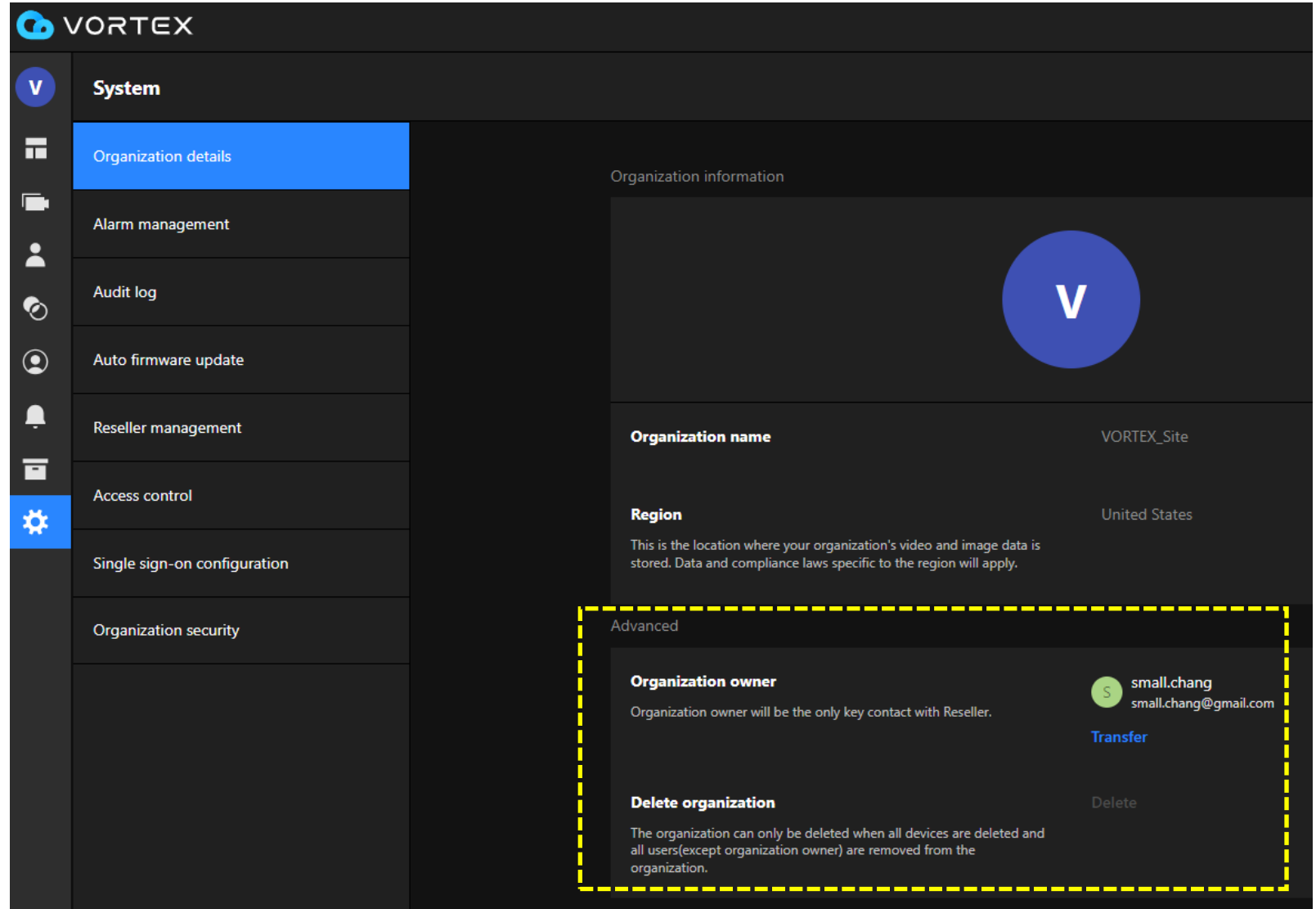
Organization admin can manage all aspects of the organization. They can:

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



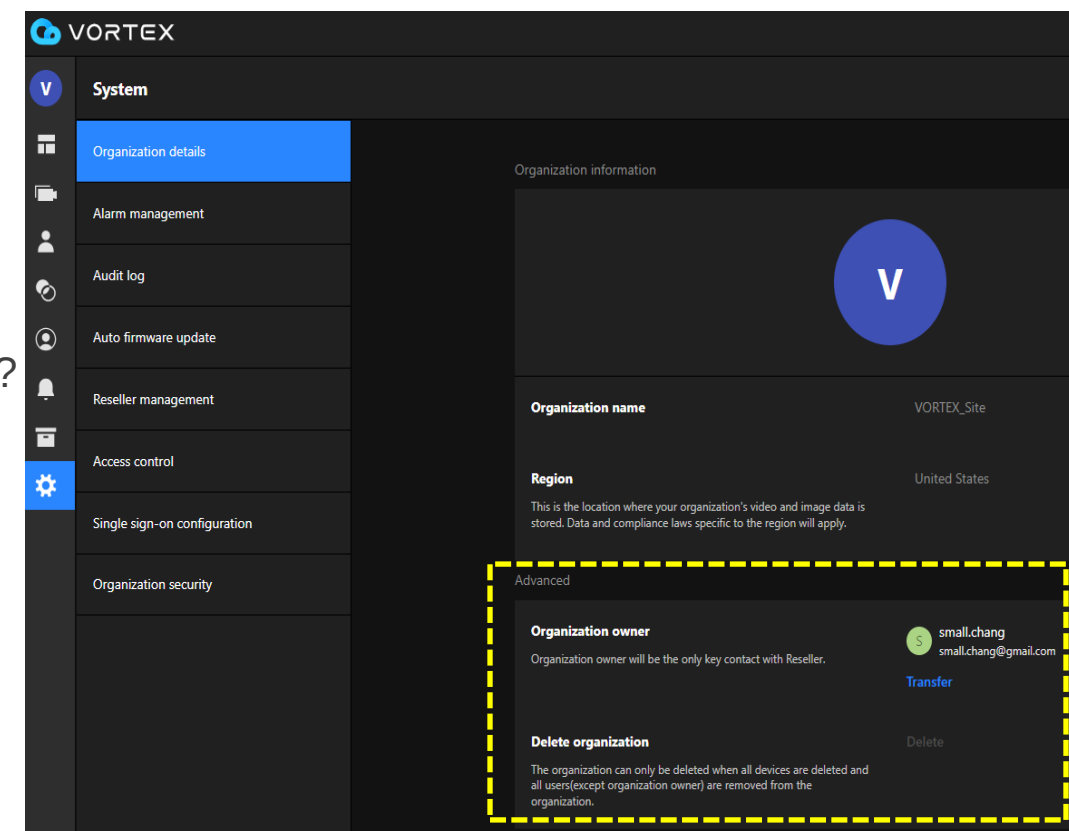
The screenshot displays the VORTEX Portal interface. On the left is a sidebar with a 'System' menu containing options like 'Organization details', 'Alarm management', 'Audit log', 'Auto firmware update', 'Reseller management', 'Access control', 'Single sign-on configuration', and 'Organization security'. The 'Organization details' option is highlighted. The main content area shows 'Organization information' with a large blue circle containing a white 'V'. Below this, the 'Organization name' is 'VORTEX_Site' and the 'Region' is 'United States'. A section titled 'Advanced' is highlighted with a yellow dashed border, containing 'Organization owner' information (user: small.chang, email: small.chang@gmail.com, with a 'Transfer' link) and 'Delete organization' information (with a 'Delete' link).

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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- **Archive**

VORTEX Portal

Message Center: The page for all [event logs](#)



V

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

Search

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](#)



V

VORTEX_Site

View

Devices

Users

Deep search

Profile search

Message center

Archive

System

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

Search

1000+ results

Refine criteria for better results.

Device name	Event type	Local time
 Camera 04	Camera DI	2024/09/30 14:36:08
 FD9365HTVL Test Room	Motion detect	2024/09/30 16:36:06
 FE9191Hv2	Intrusion detect	2024/09/30 16:36:06
 IB9387-HT-WH	Motion detect	2024/09/30 16:36:05

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 ...

General events

Audio detection

Camera DI

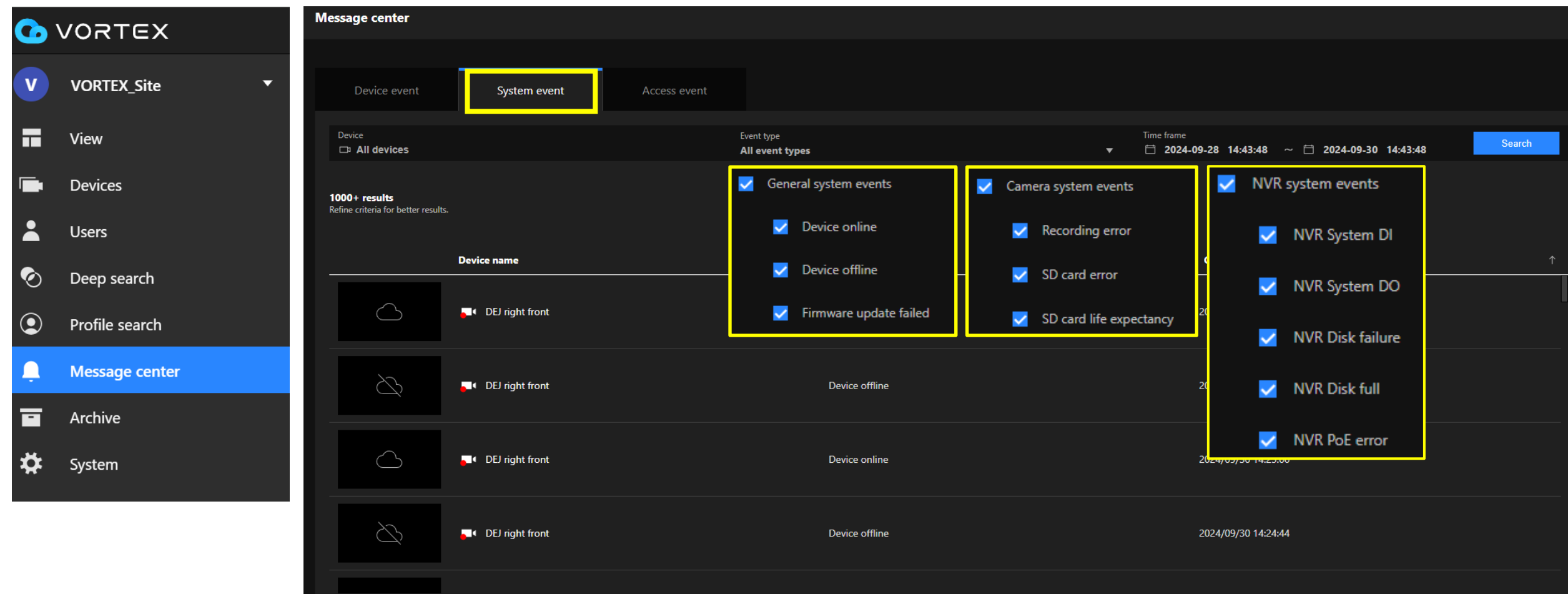
Tampering detection

Camera DO

PIR

VORTEX Portal

Message Center: The page for all [event logs](#)



The screenshot displays the VORTEX Portal Message Center interface. On the left is a dark sidebar with the VORTEX logo and navigation options: VORTEX_Site, View, Devices, Users, Deep search, Profile search, Message center (highlighted), Archive, and System. The main content area is titled 'Message center' and features three tabs: 'Device event', 'System event' (highlighted with a yellow box), and 'Access event'. Below the tabs, there are filters for 'Device' (All devices), 'Event type' (All event types), and 'Time frame' (2024-09-28 14:43:48 to 2024-09-30 14:43:48). A search button is located on the right. The interface shows '1000+ results' and a list of events. Three yellow boxes highlight specific event categories: 'General system events' (Device online, Device offline, Firmware update failed), 'Camera system events' (Recording error, SD card error, SD card life expectancy), and 'NVR system events' (NVR System DI, NVR System DO, NVR Disk failure, NVR Disk full, NVR PoE error). The event list includes columns for Device name, Device icon, Device name, Event type, and Time.

Device name	Device icon	Device name	Event type	Time
DEJ right front	[Icon]	DEJ right front	Device offline	2024/09/30 14:23:00
DEJ right front	[Icon]	DEJ right front	Device online	2024/09/30 14:23:00
DEJ right front	[Icon]	DEJ right front	Device offline	2024/09/30 14:24:44

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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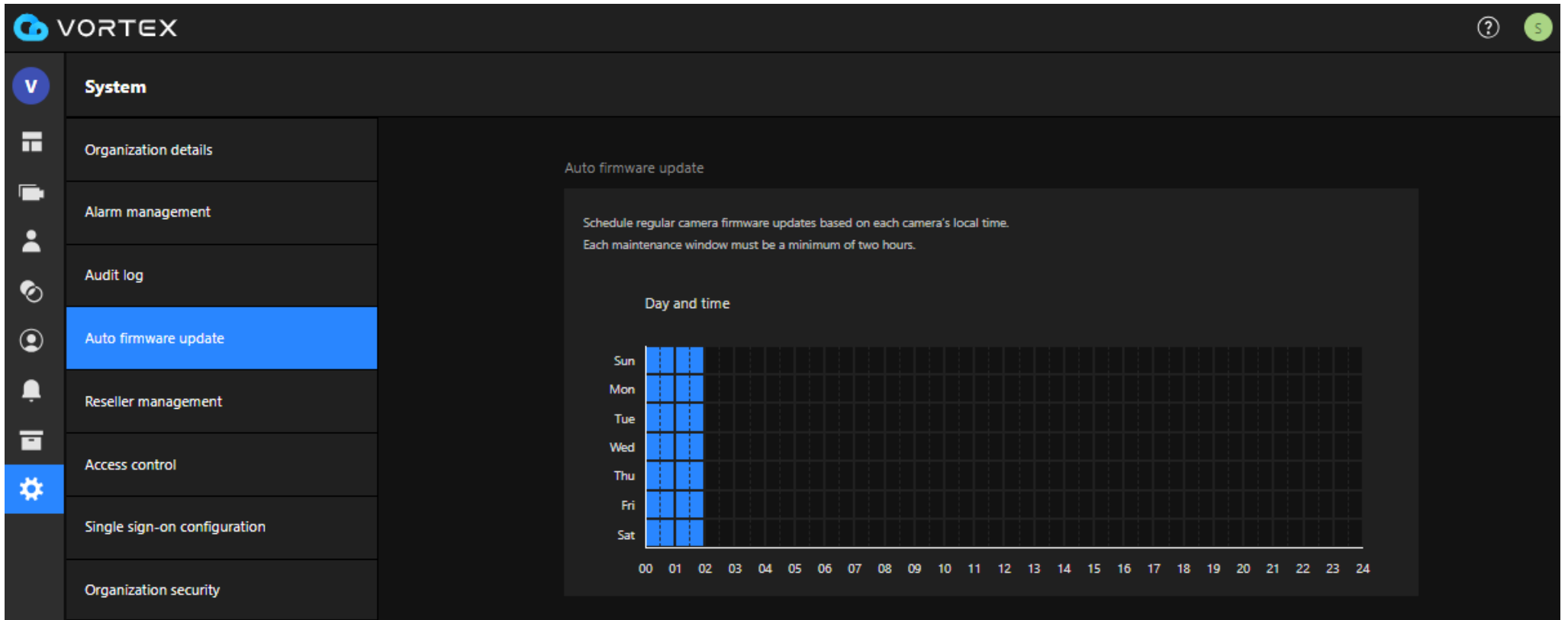
VORTEX Portal Quick Guide

- **Users**
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 - [Auto firmware update](#)
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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



The screenshot displays the VORTEX Portal interface. On the left is a sidebar with a 'System' menu and several options: Organization details, Alarm management, Audit log, Auto firmware update (highlighted in blue), Reseller management, Access control, Single sign-on configuration, and Organization security. The main content area is titled 'Auto firmware update' and contains the following text:

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

Below this text is a 'Day and time' configuration grid. The grid has rows for the days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and columns for the hours of the day (00 to 24). The first three columns (00, 01, 02) are highlighted in blue for all days, indicating a scheduled maintenance window from 00:00 to 02:00 hours every day.

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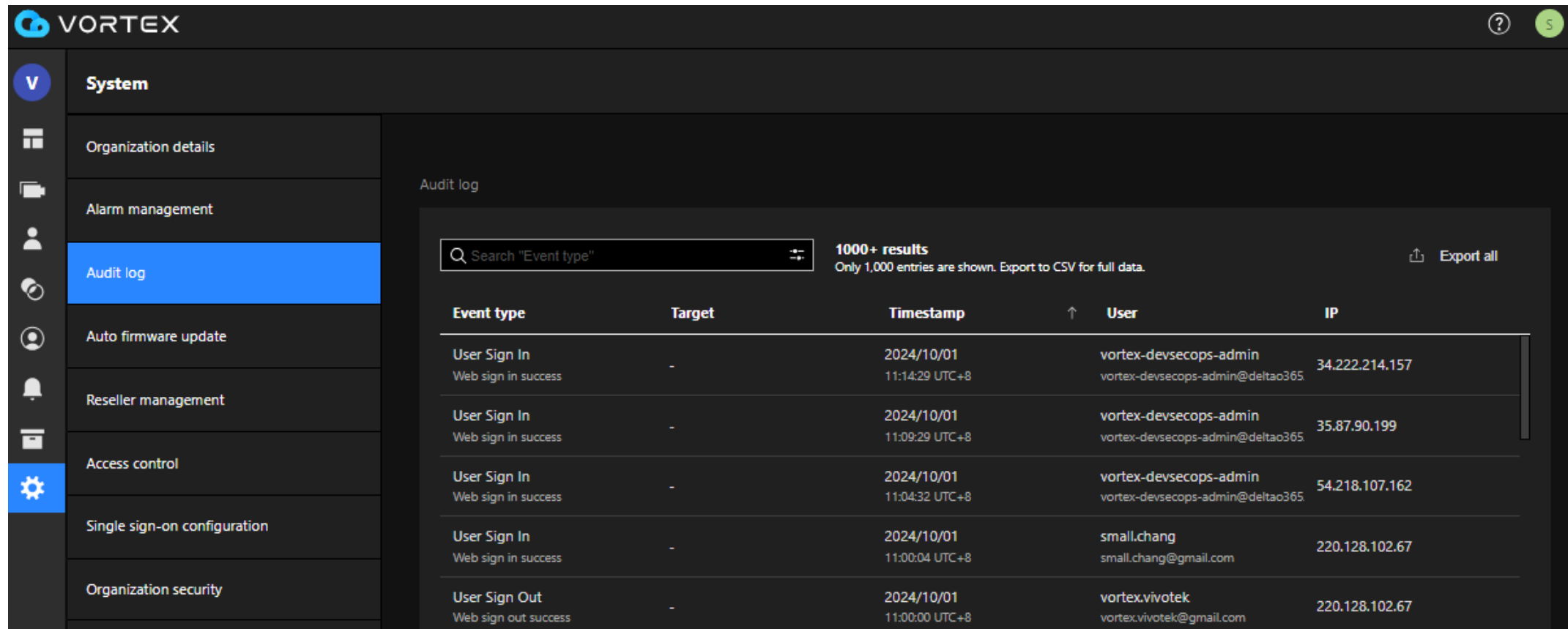
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VORTEX Portal

Audit log

- More actions will be tracked - to release in Q4



The screenshot shows the VORTEX Portal interface. On the left is a sidebar with a 'System' menu containing options like 'Organization details', 'Alarm management', 'Audit log' (highlighted in blue), 'Auto firmware update', 'Reseller management', 'Access control', 'Single sign-on configuration', and 'Organization security'. The main area is titled 'Audit log' and displays a table of events. At the top of the table area, there is a search bar with the text 'Search "Event type"', a status indicator '1000+ results' with a note 'Only 1,000 entries are shown. Export to CSV for full data.', and an 'Export all' button. The table has columns for 'Event type', 'Target', 'Timestamp', 'User', and 'IP'. The data shows several 'User Sign In' events for 'vortex-devsecops-admin' and one 'User Sign Out' event for 'vortex.vivotek'.

Event type	Target	Timestamp	User	IP
User Sign In Web sign in success	-	2024/10/01 11:14:29 UTC+8	vortex-devsecops-admin vortex-devsecops-admin@deltao365	34.222.214.157
User Sign In Web sign in success	-	2024/10/01 11:09:29 UTC+8	vortex-devsecops-admin vortex-devsecops-admin@deltao365	35.87.90.199
User Sign In Web sign in success	-	2024/10/01 11:04:32 UTC+8	vortex-devsecops-admin vortex-devsecops-admin@deltao365	54.218.107.162
User Sign In Web sign in success	-	2024/10/01 11:00:04 UTC+8	small.chang small.chang@gmail.com	220.128.102.67
User Sign Out Web sign out success	-	2024/10/01 11:00:00 UTC+8	vortex.vivotek vortex.vivotek@gmail.com	220.128.102.67

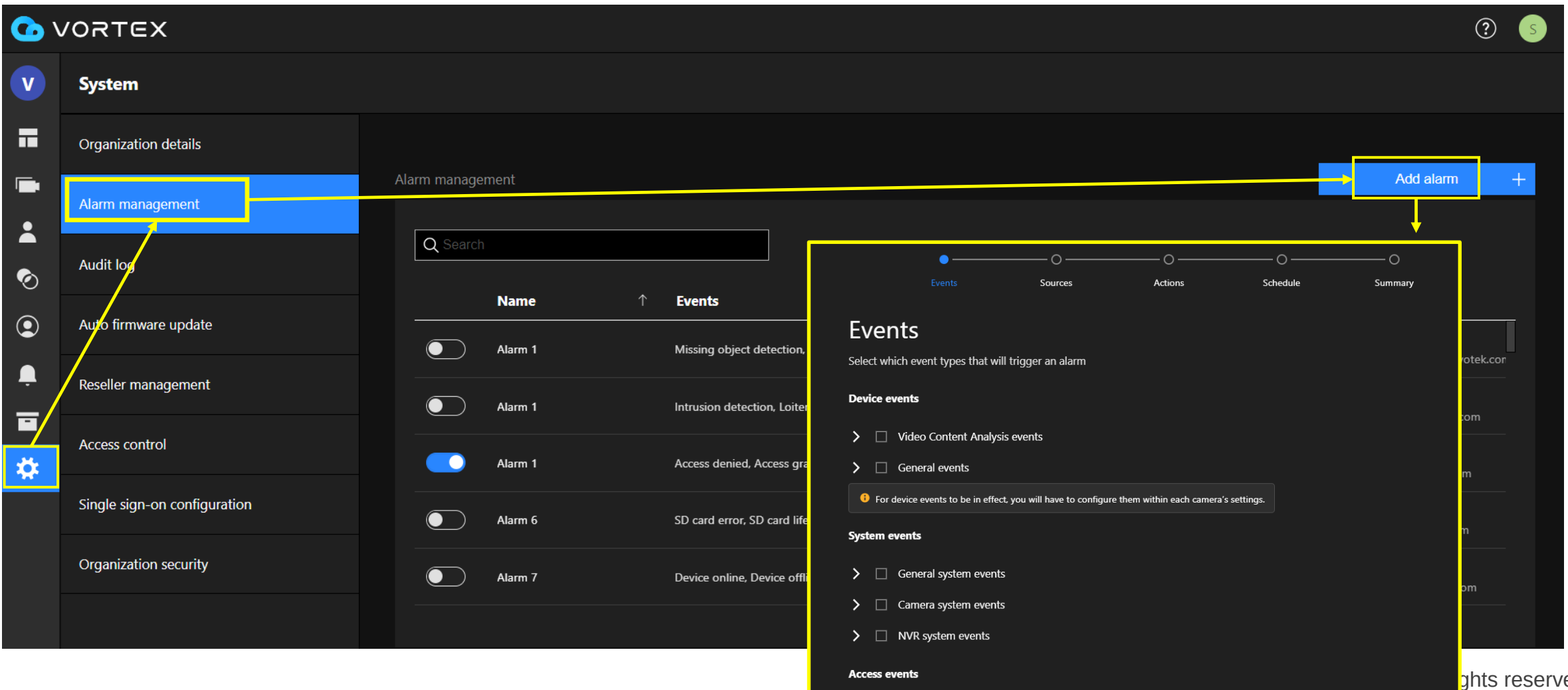
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VORTEX Portal

System – Alarm Management: To receive the [real-time notification](#) for the proactive actions



The screenshot shows the VORTEX Portal interface. On the left sidebar, the 'System' menu is expanded, and 'Alarm management' is highlighted with a yellow box. A yellow arrow points from this box to the 'Add alarm' button in the top right corner of the main content area, which is also highlighted with a yellow box. Another yellow arrow points from the 'Add alarm' button to a modal window titled 'Events'. The modal window has tabs for 'Events', 'Sources', 'Actions', 'Schedule', and 'Summary', with 'Events' selected. It contains sections for 'Device events' (Video Content Analysis events, General events), 'System events' (General system events, Camera system events, NVR system events), and 'Access events'. A warning message states: 'For device events to be in effect, you will have to configure them within each camera's settings.'

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 offli

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.

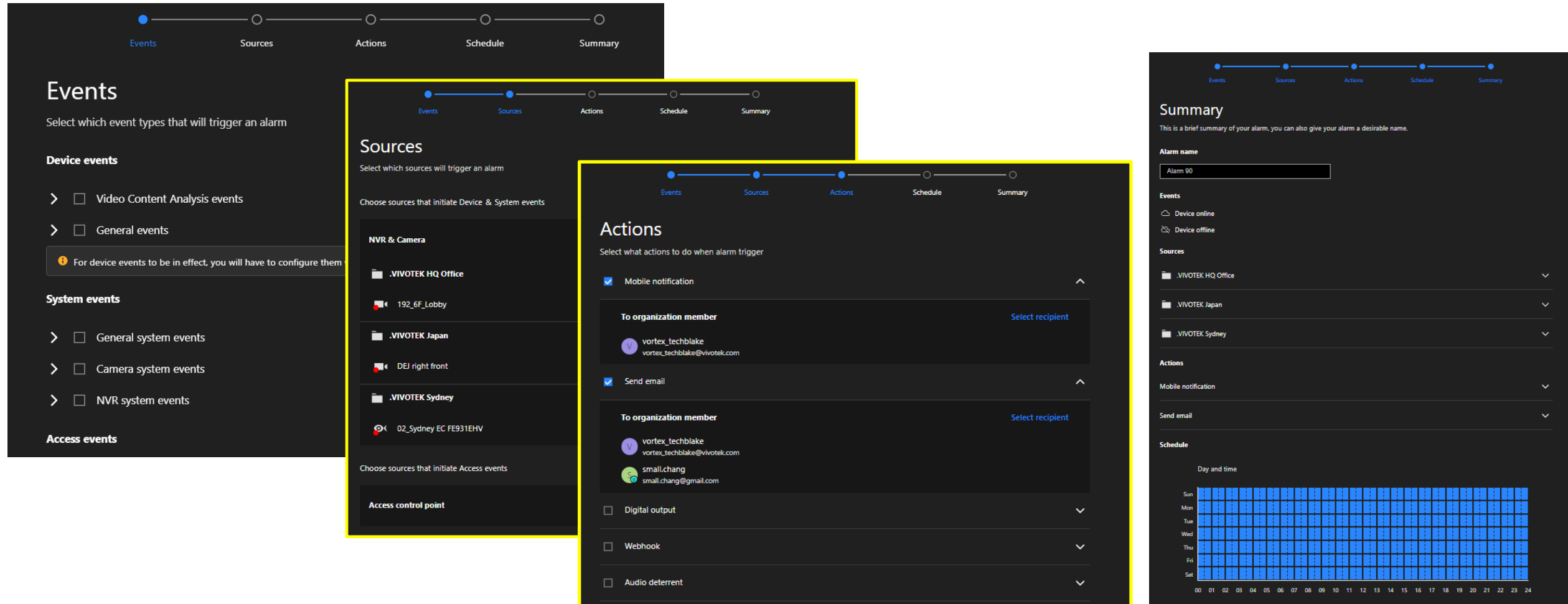
System events

- > ☐ General system events
- > ☐ Camera system events
- > ☐ NVR system events

Access events

VORTEX Portal

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



The screenshot displays the VORTEX Portal Alarm Management interface, which is divided into five main sections: Events, Sources, Actions, Schedule, and Summary. The interface is designed for configuring alarm settings and receiving real-time notifications.

Events: Select which event types that will trigger an alarm. It includes sections for Device events (Video Content Analysis events, General events) and System events (General system events, Camera system events, NVR system events). A note indicates that for device events to be in effect, configuration is required.

Sources: Select which sources will trigger an alarm. It lists various sources under categories like NVR & Camera, Access control point, and others. Sources include .VIVOTEK HQ Office, 192_6F_Lobby, .VIVOTEK Japan, DEJ right front, .VIVOTEK Sydney, and 02_Sydney EC FE931EHV.

Actions: Select what actions to do when alarm trigger. It includes options for Mobile notification, Send email, Digital output, Webhook, and Audio deterrent. It also shows a section for organization members with email addresses like vortex_techblake@vivotek.com and small.chang@gmail.com.

Summary: This is a brief summary of your alarm, you can also give your alarm a desirable name. It shows the Alarm name (Alarm 90) and lists the configured Events, Sources, Actions, and Schedule.

Schedule: A calendar view showing the alarm schedule for the next 24 hours, with a grid for Day and time (Sun to Sat, 00 to 24).

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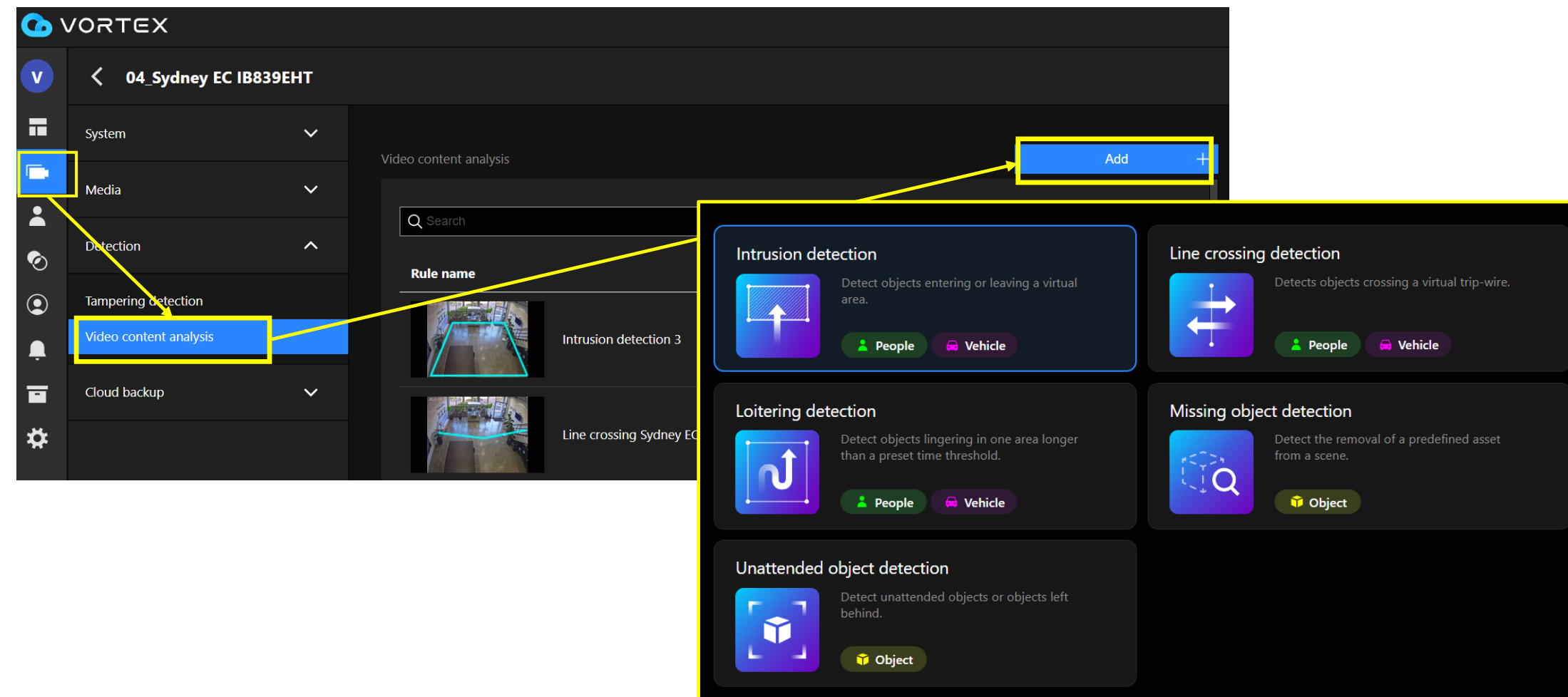
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VORTEX Portal

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

V < 04_Sydney EC IB839EHT

System

Media

Detection

Tampering detection

Video content analysis

Cloud backup

Video content analysis

Search

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

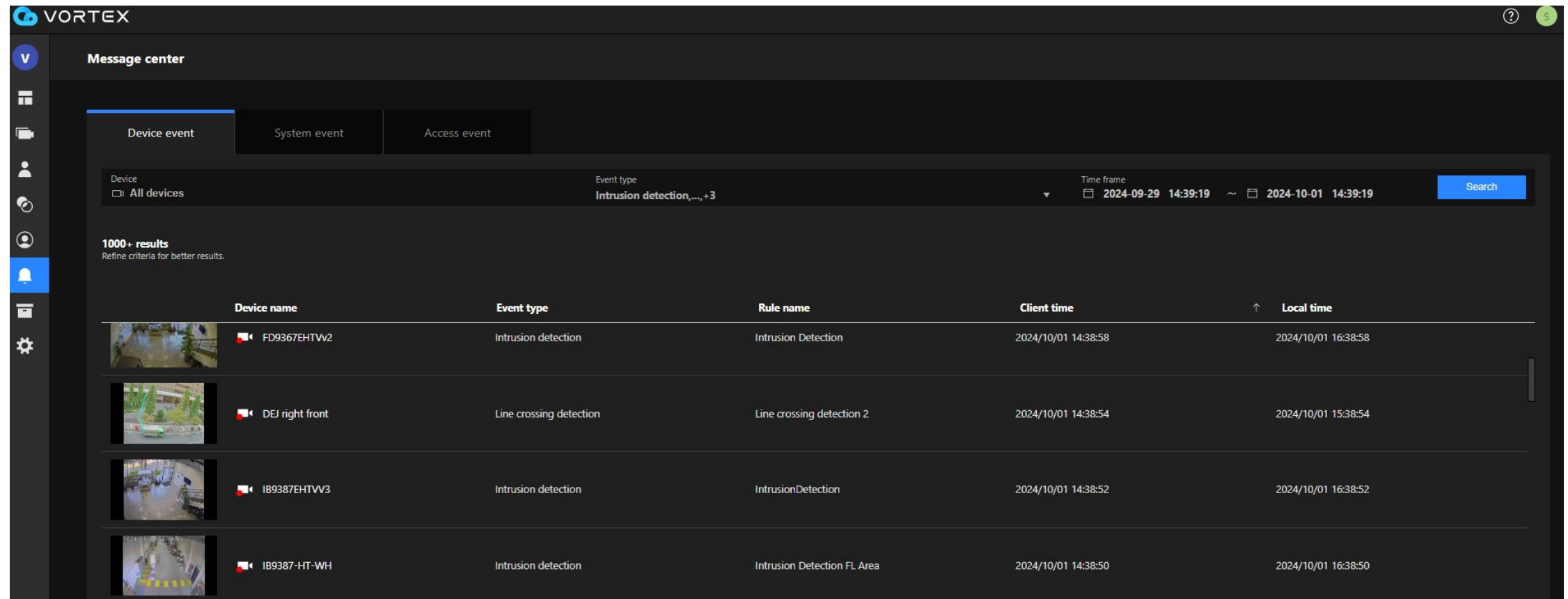
Unattended object detection
Detect unattended objects or objects left behind.
Object

Please refer to the “**VORTEX VCA set-up guide**” for detailed instructions.

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



The screenshot displays the VORTEX Message center interface. The top navigation bar includes the VORTEX logo and a user profile icon. The left sidebar contains icons for various functions, with the Message center icon highlighted. The main content area is titled "Message center" and features three tabs: "Device event", "System event", and "Access event". The "Device event" tab is active, showing a list of events. The list includes columns for "Device name", "Event type", "Rule name", "Client time", and "Local time". The events listed are:

Device name	Event type	Rule name	Client time	Local time
FD9367EHTV2	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
IB9387EHTV3	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

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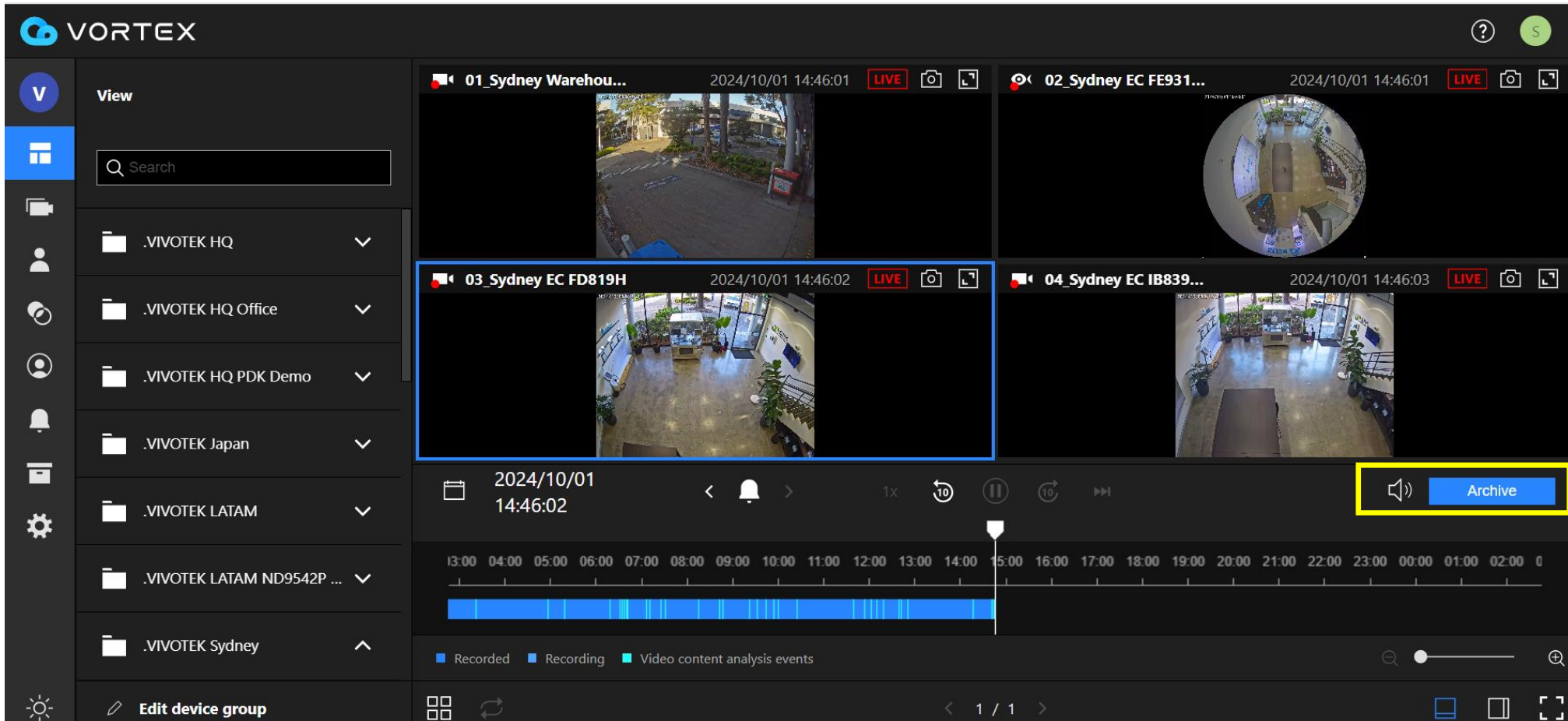
VORTEX Portal Quick Guide

- **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

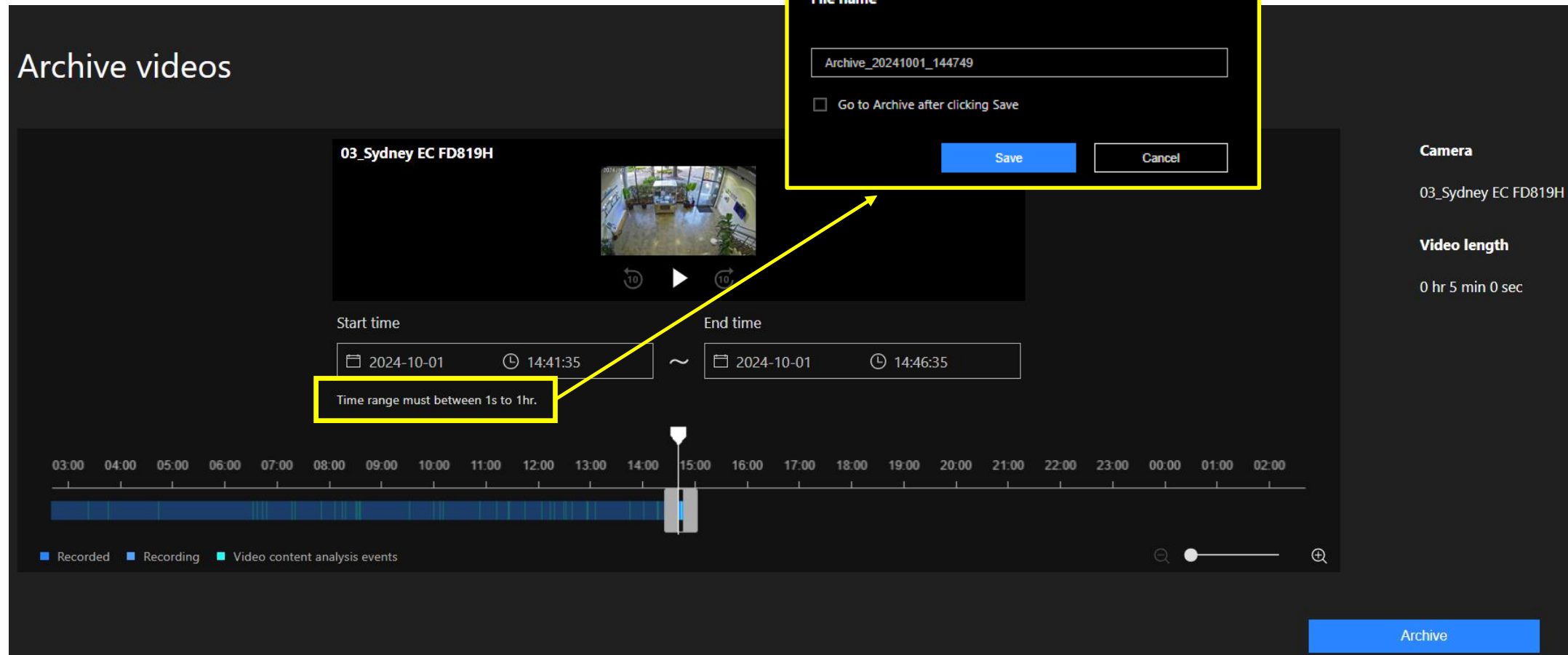


The screenshot displays the VORTEX Portal interface. On the left is a sidebar with a 'View' section containing a search bar and a list of device groups: .VIVOTEK HQ, .VIVOTEK HQ Office, .VIVOTEK HQ PDK Demo, .VIVOTEK Japan, .VIVOTEK LATAM, .VIVOTEK LATAM ND9542P ..., and .VIVOTEK Sydney. The main area shows four live camera feeds: 01_Sydney Warehou..., 02_Sydney EC FE931..., 03_Sydney EC FD819H (highlighted with a blue border), and 04_Sydney EC IB839... Each feed shows a timestamp of 2024/10/01 14:46:01 and a 'LIVE' indicator. Below the feeds is a playback bar with a timeline from 13:00 to 02:00. A blue bar indicates recorded content, and a red bar indicates recording. A yellow box highlights the 'Archive' button in the bottom right corner of the playback bar. The bottom status bar shows '1 / 1' and various icons.

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

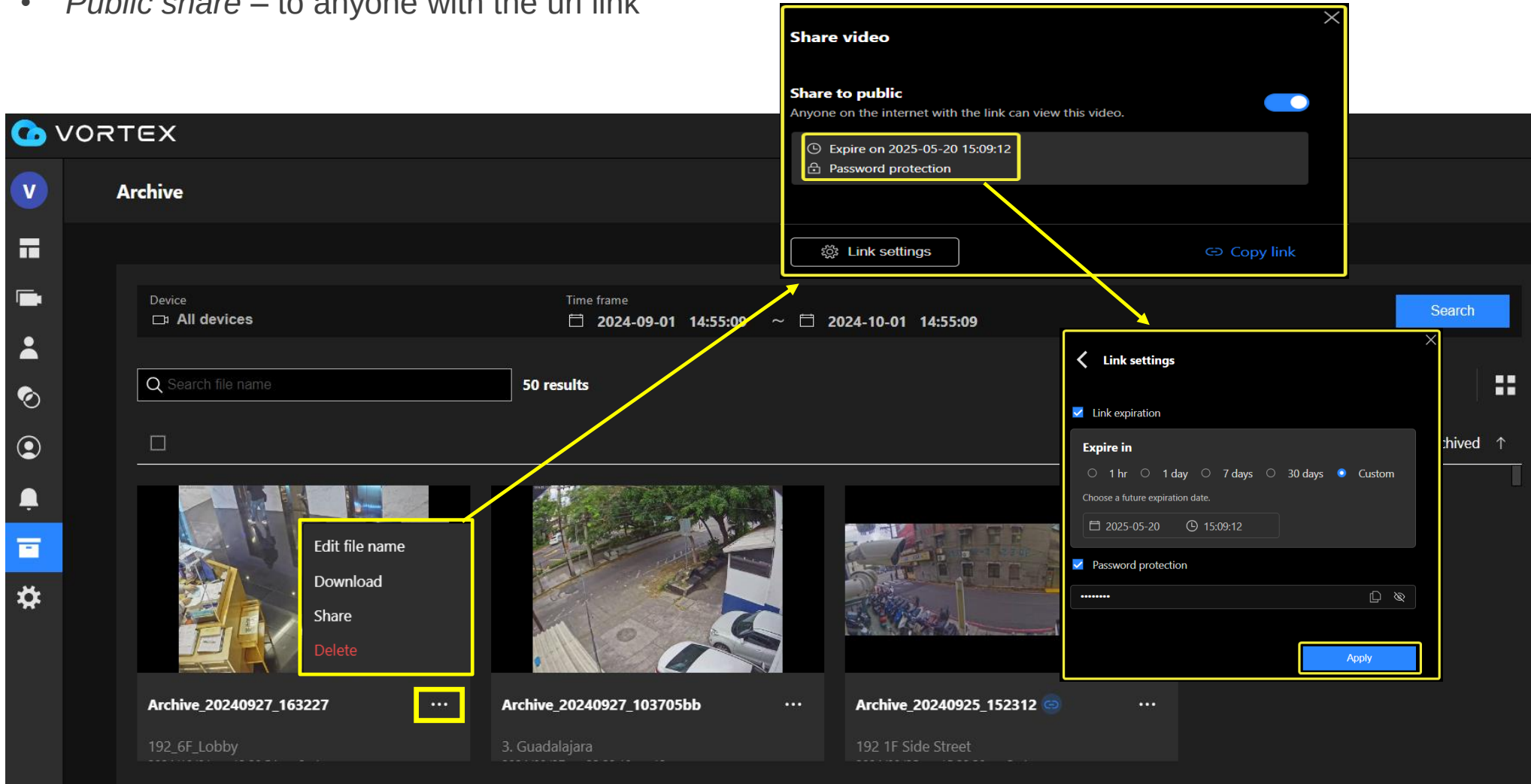


The screenshot displays the 'Archive videos' interface in the VORTEX Portal. The main area shows a video player for camera '03_Sydney EC FD819H' with a timestamp of 10:41:35. Below the player, the 'Start time' is set to 2024-10-01 14:41:35 and the 'End time' is 2024-10-01 14:46:35. A yellow box highlights the 'Time range must be between 1s to 1hr.' message. A yellow arrow points from this message to a 'File name' dialog box. The dialog box contains the file name 'Archive_20241001_144749' and a checkbox for 'Go to Archive after clicking Save'. The 'Save' button is highlighted in blue. On the right side, the 'Camera' is listed as '03_Sydney EC FD819H' and the 'Video length' is '0 hr 5 min 0 sec'. At the bottom, there is a timeline with a legend for 'Recorded' (blue), 'Recording' (light blue), and 'Video content analysis events' (green). A blue 'Archive' button is located at the bottom right.

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 displays the VORTEX Portal Archive interface. The main area shows a list of video clips with columns for Device, Time frame, and Search. A search bar at the top left shows "50 results". A video thumbnail is highlighted, and a context menu is open over it, showing options: Edit file name, Download, Share, and Delete. A yellow box highlights the "Share" option. Another yellow box highlights the "Link settings" button in the "Share video" dialog. A third yellow box highlights the "Apply" button in the "Link settings" dialog. The "Share video" dialog shows options for "Share to public" (toggle on), "Expire on 2025-05-20 15:09:12", and "Password protection". The "Link settings" dialog shows options for "Link expiration" (checked) and "Password protection" (checked). The "Expire in" section shows "Custom" selected with a date of 2025-05-20 and time of 15:09:12.

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.

