VORTEX
BY VIVOTEK

VORTEX
User Manual

Rev. 1.0

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Overview

Thank you for selecting VORTEX as your AI-Powered Cloud Surveillance Platform. Please refer to this user manual whenever you have questions using VORTEX. In addition, you can check VORTEX FAQ on the web for more information.

Revision History

■ Rev. 1.0: Initial release.

Symbols and Statements in this Document

INFORMATION: provides important messages or advice that might help prevent inconvenient or problem situations.

NOTE: Notices provide guidance or advice that is related to the functionality.

Tips: Tips are useful information that helps enhance or facilitate an installation, function, or process.

WARNING: or IMPORTANT:: These statements indicate situations that can be dangerous or hazardous to the device or you.

Electrical Hazard: This statement appears when high-voltage electrical hazards might occur to an operator.

System requirements

Before using VORTEX, have the following items ready:

- A PC or laptop running Chrome or Edge
- A router
- VORTEX cameras

or

- VORTEX app (from App Store or Google Play)
- VORTEX cameras

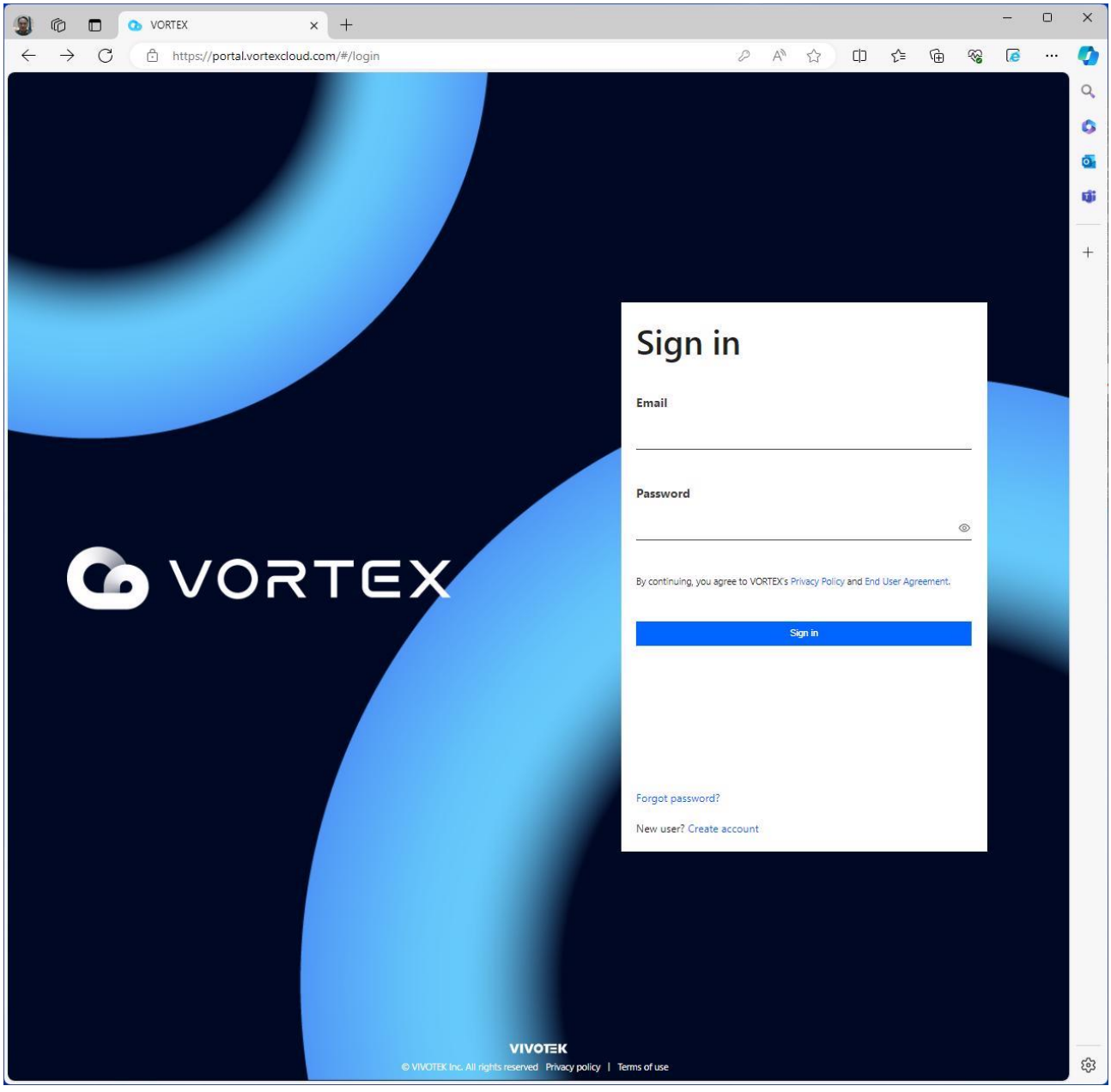
An internet connection is also a must. Otherwise, VORTEX cameras and the VORTEX service cannot communicate with the VORTEX servers, so you will not be able to use important features such as video storage, live view for real-time monitoring, or any of the other functionalities offered by the service.

Establishing a VORTEX service

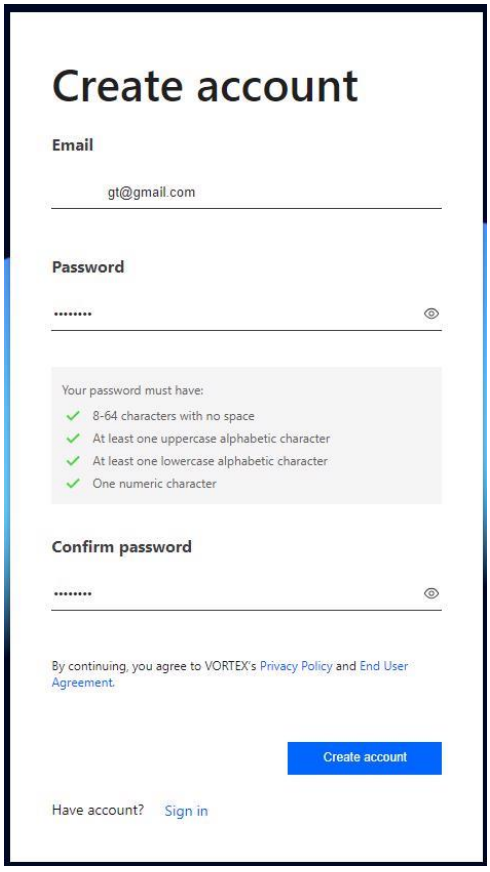
The first time you use VORTEX, you, as a VORTEX service owner, must establish a VORTEX service. To do so, you can use one of the following two methods:

Creating a VORTEX account & adding devices (via the web portal)

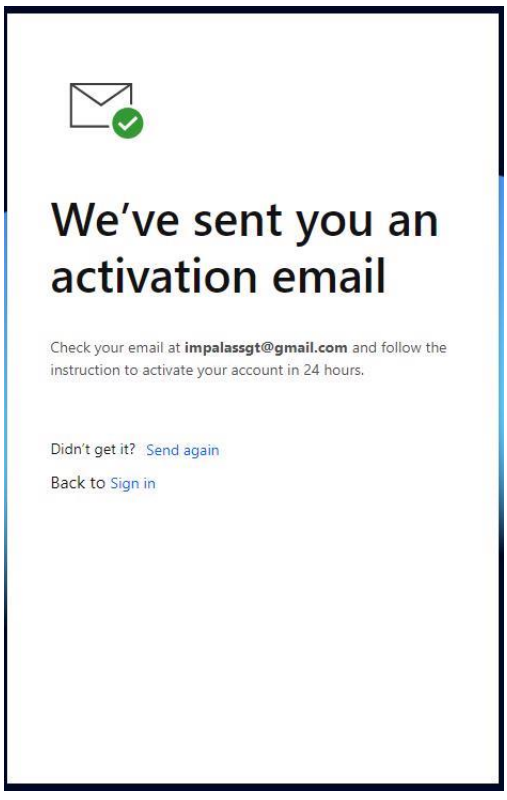
1. Visit https://portal.vortexcloud.com/#/login and click **Create account**.

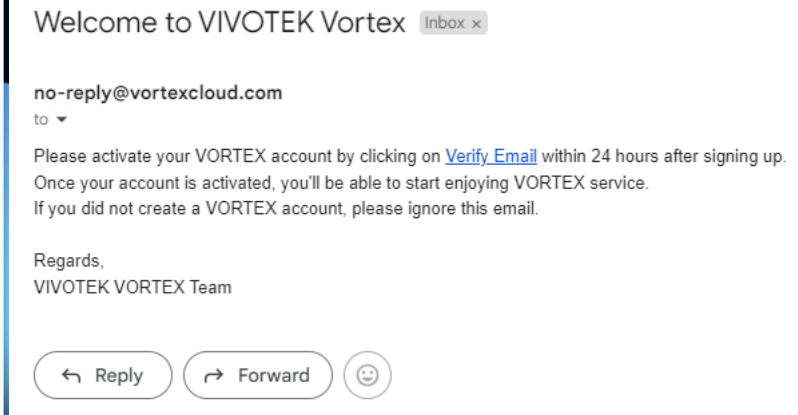


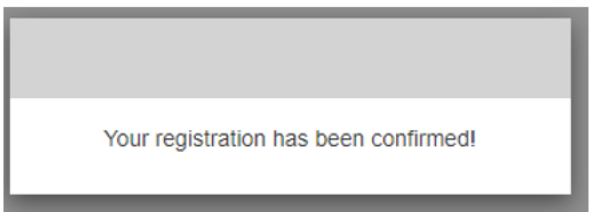
2. Enter an email address and set up your password according to the rules. Then, click **Create account**.



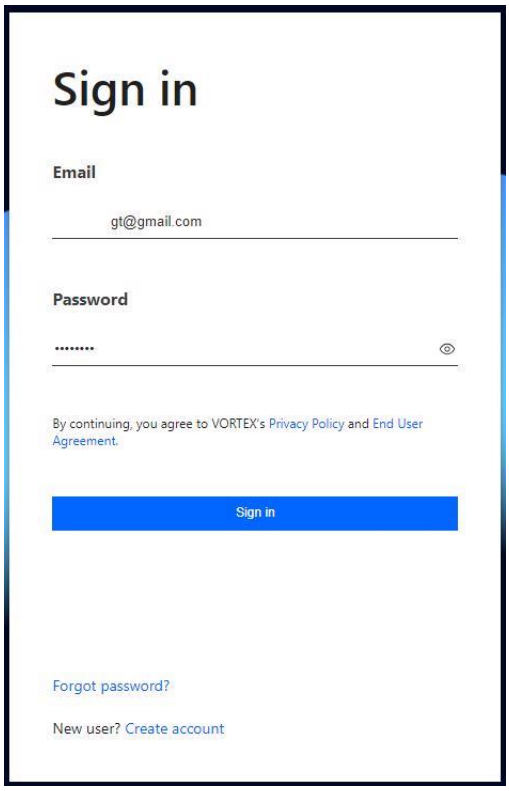
3. The VORTEX system sent an activation email to you. In the Inbox of the email you used in Step 2, click **Verify Email**. The browser will display a confirmation message.



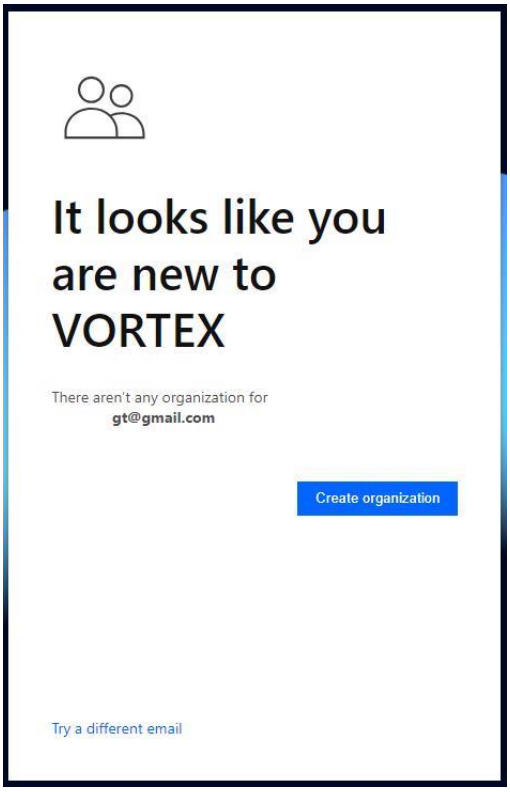




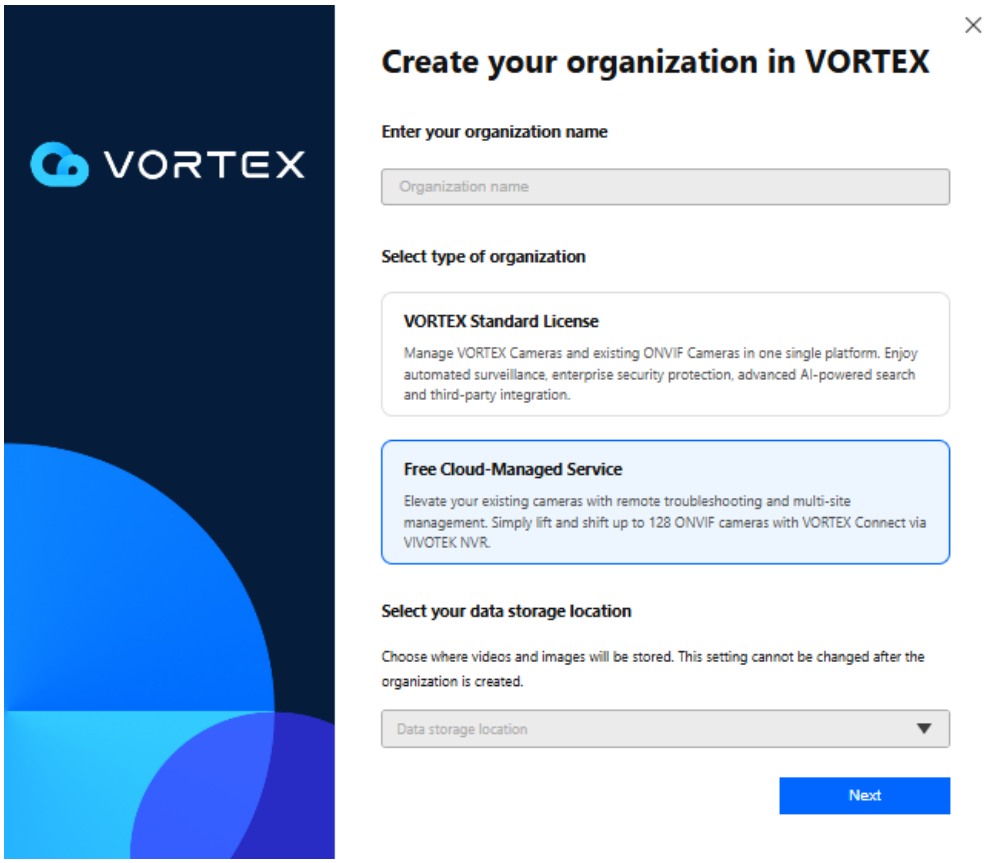
4. Return to the VORTEX sign-in page, enter your email address and password as needed. Then, click **Sign in**.



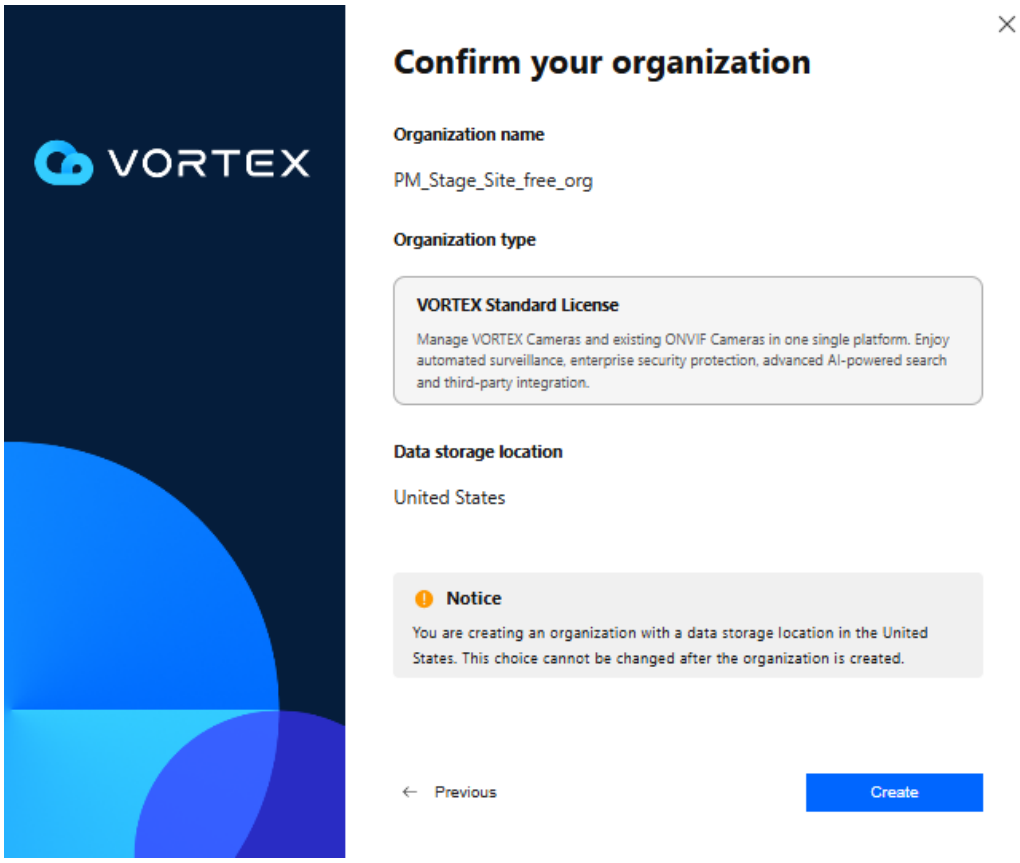
5. Because you are new to VORTEX and you do not belong to any organization, a message below will appear asking you to create an organization (service).



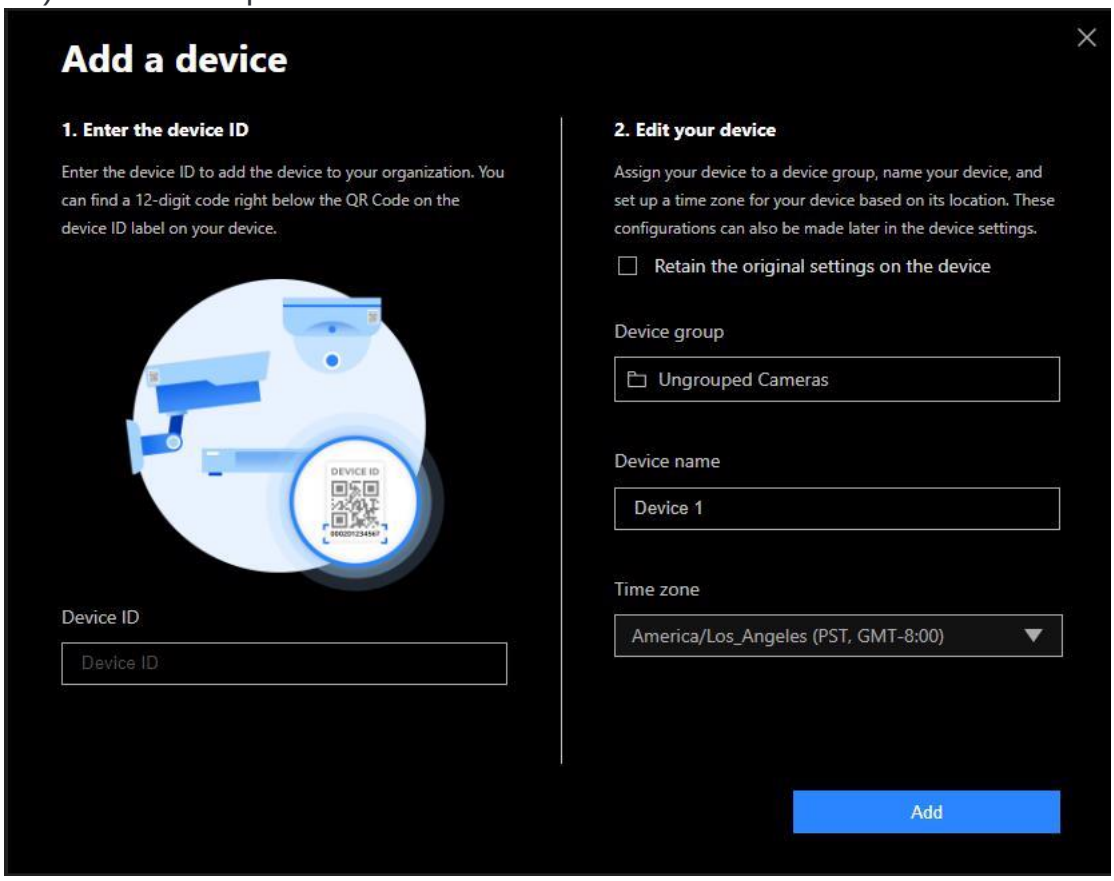
6. Enter your organization name, select a region, and then click **Next**.

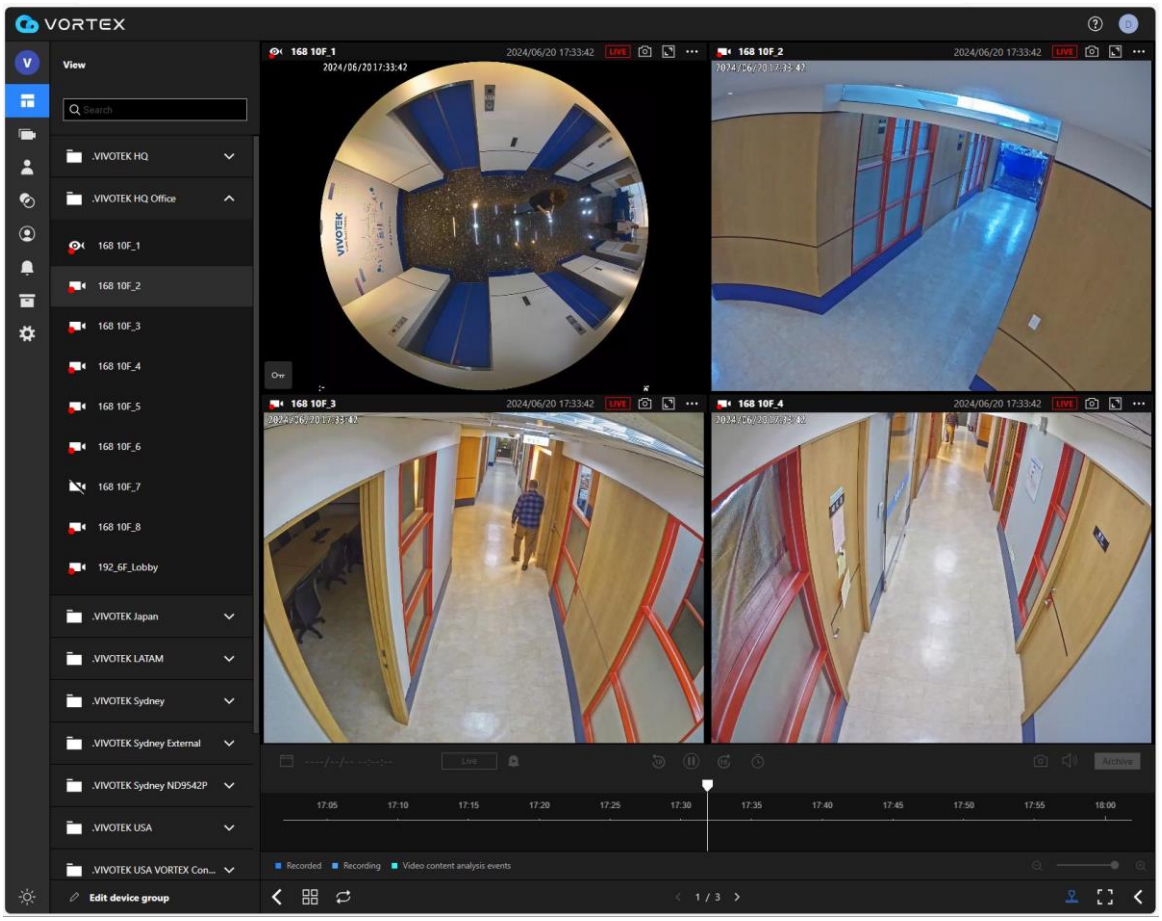


7. Review if the information you entered is correct, and then click **Create**.



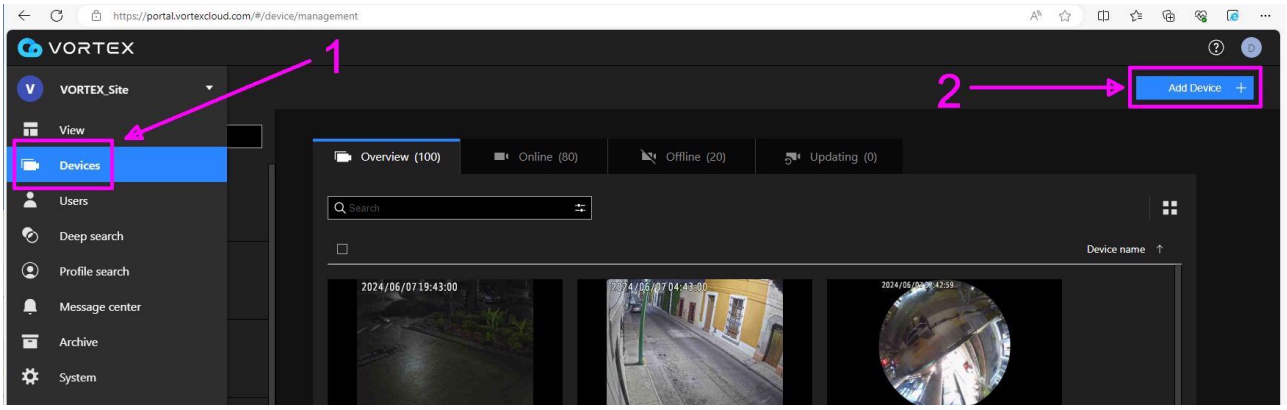
8. Start adding your devices to be used in your organization by entering Device ID (MAC address) and other required information.





Example of an existing organization after adding devices

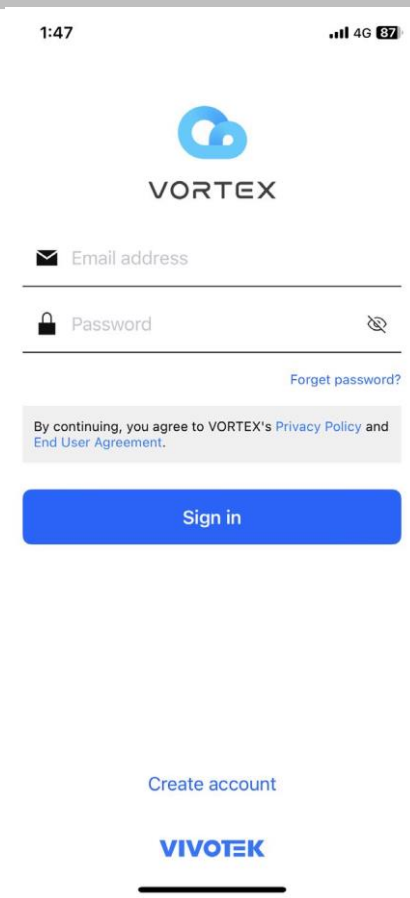
You can always add devices at any time by clicking **Devices > Add device** on the upper-right corner of the web portal.

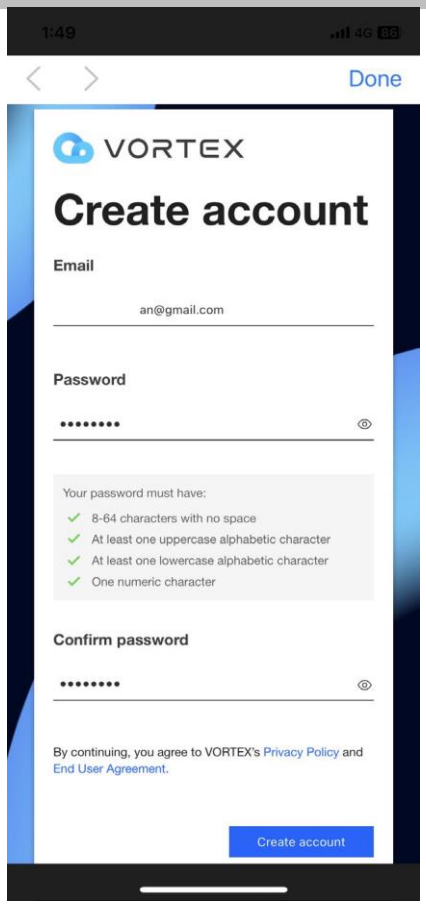


Creating a VORTEX account & adding devices (via the mobile app)

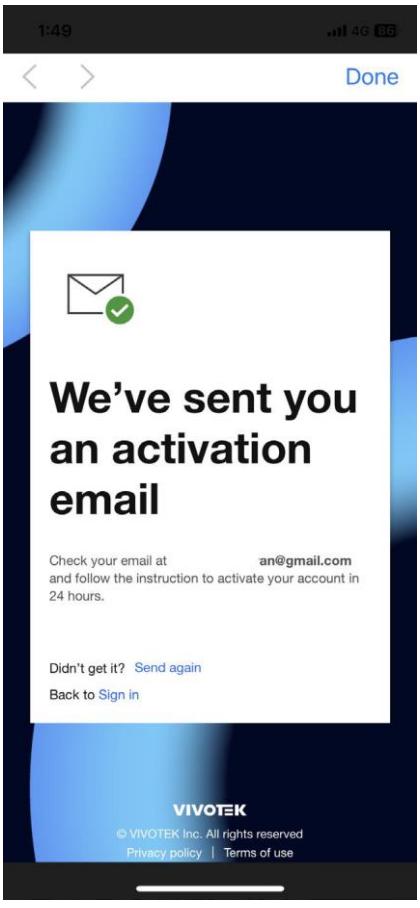
1. Install VORTEX from App Store or Google Play by scanning one of the following QR codes via your mobile device.

2. Tap **Create account**, and then enter the email address and password of the organization owner.

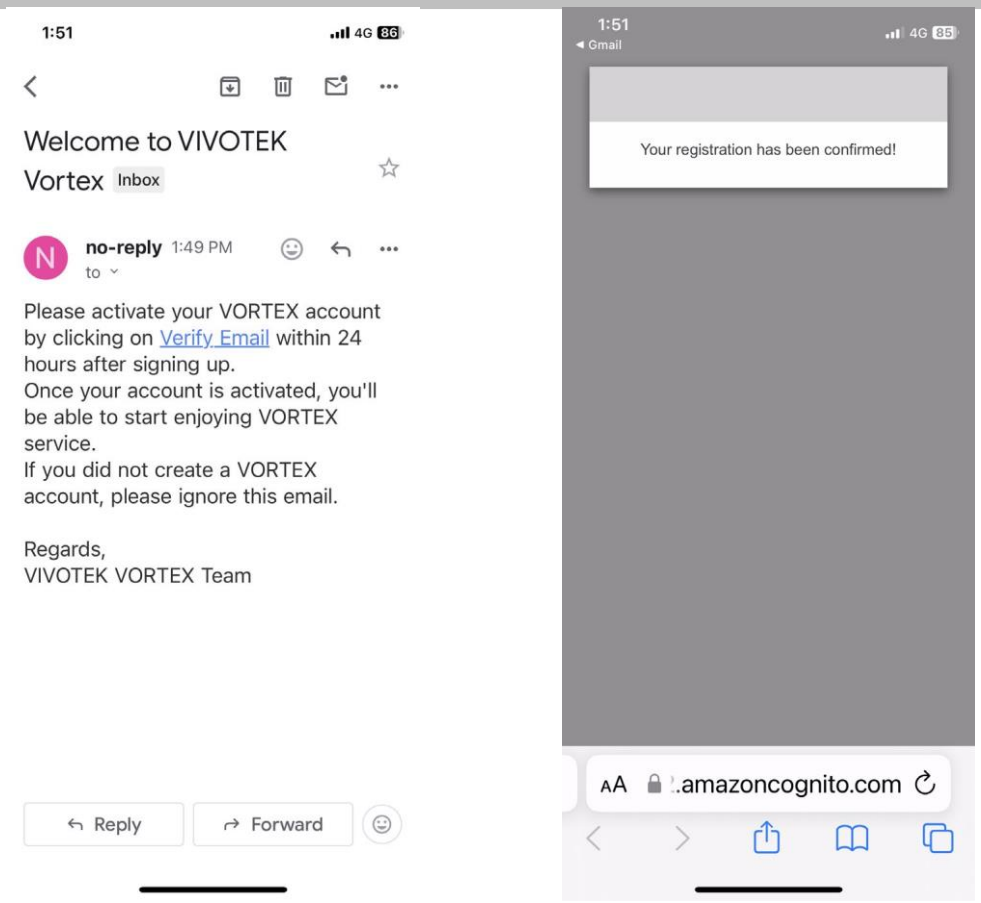




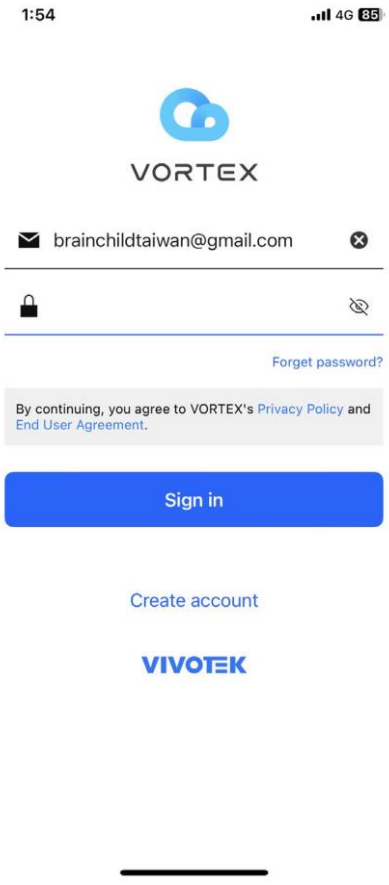
3. Tap **Create account**, and follow the instructions of the message appearing below.



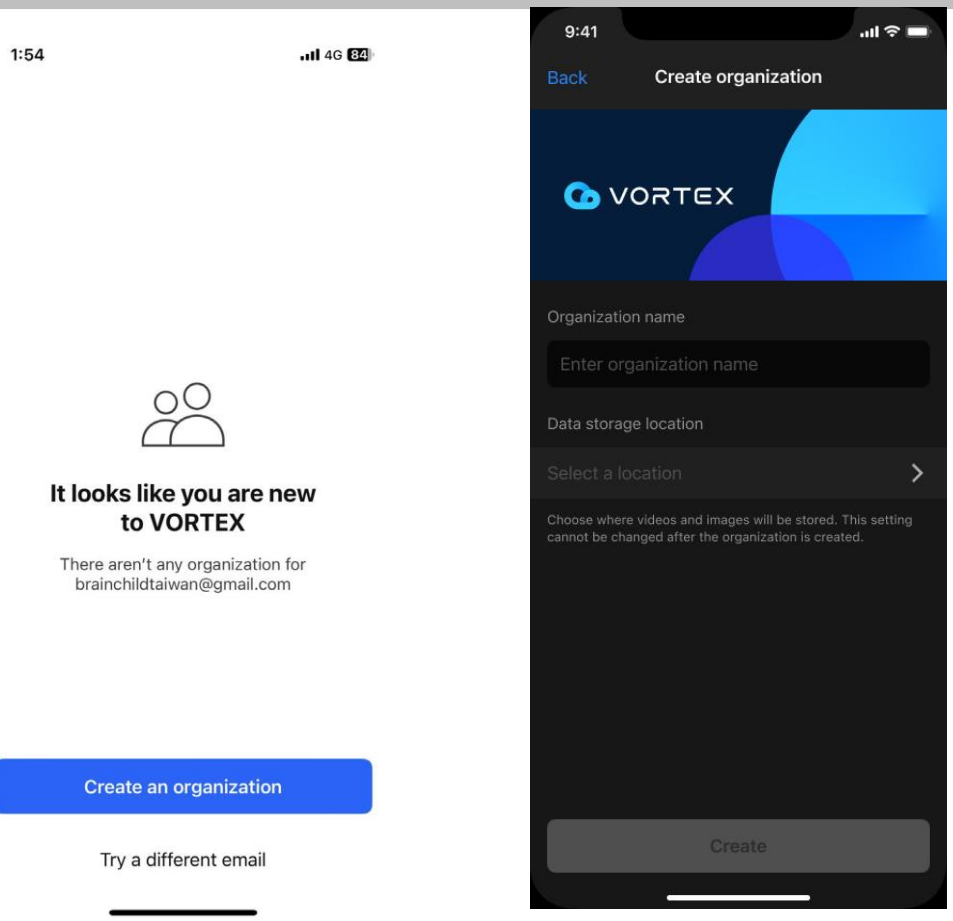
4. Tap **Verify Email**, and a confirmation message will appear in the browser.



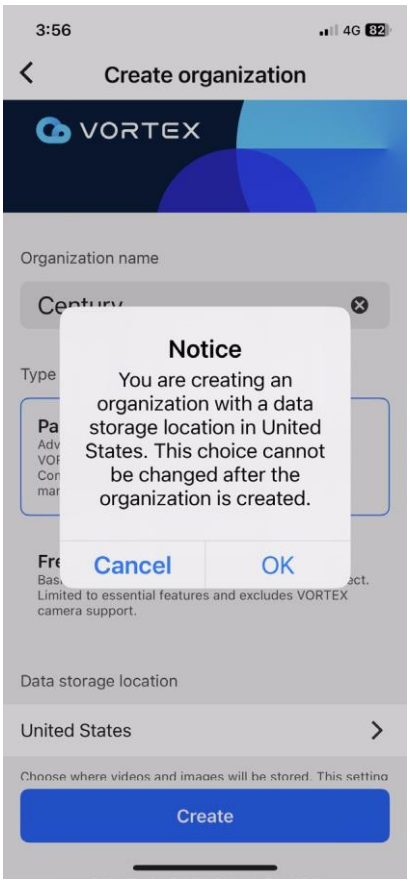
5. Return to the VORTEX app, and then enter the email and password to sign in.



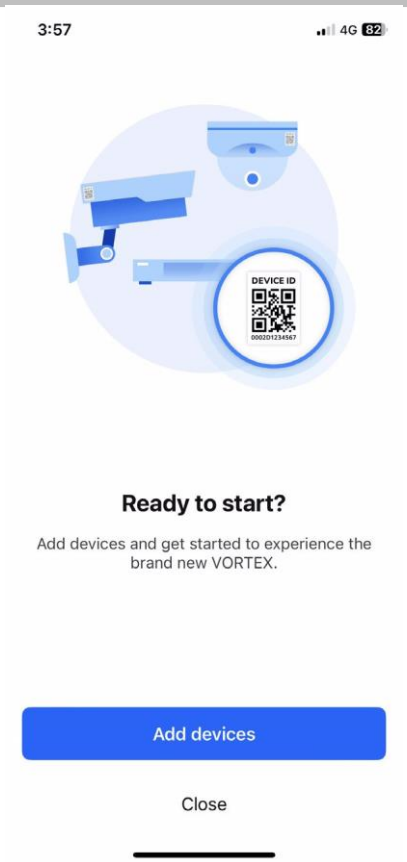
6. Tap **Create an organization** and enter the organization details.



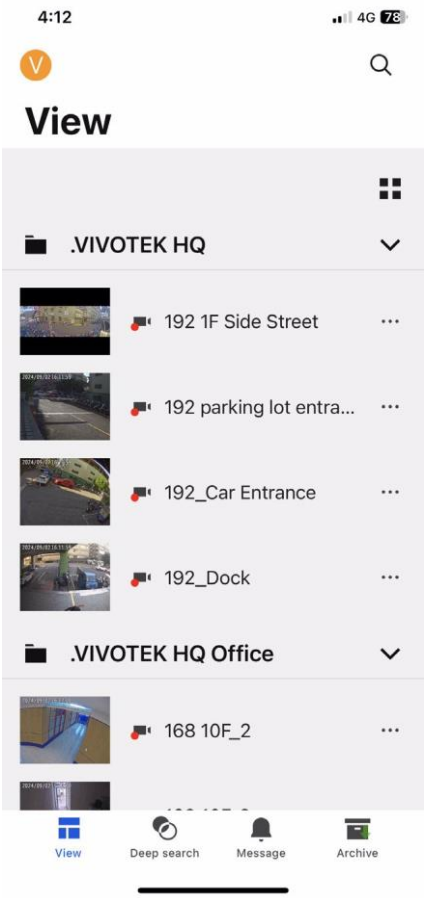
7. Note that once you select a region and tap **OK**, you cannot change the region again.

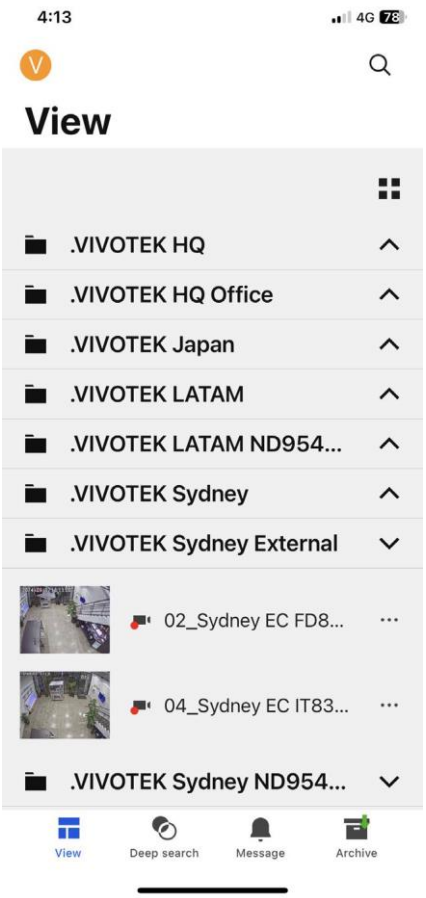


8. Tap **Add devices** as needed.



2. Once devices are added to your organization, you can view cameras on your mobile device like the ones below.



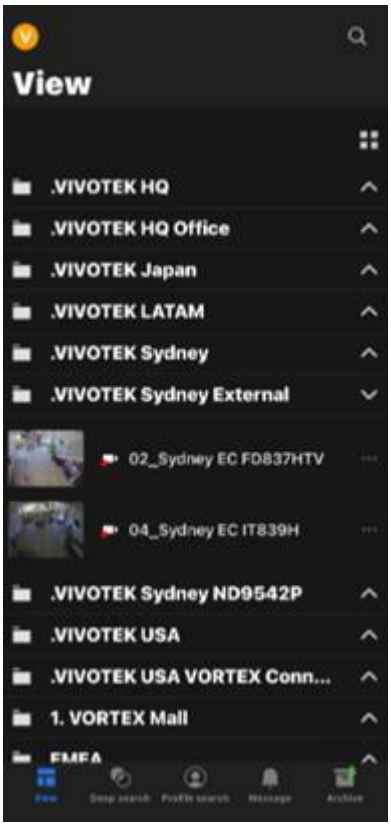


When using a mobile device to add devices to your organization, you can scan a device QR code in addition to entering its device ID.

Example of a device ID on a VIVOTEK packaging box

Example of a device ID on a VIVOTEK camera

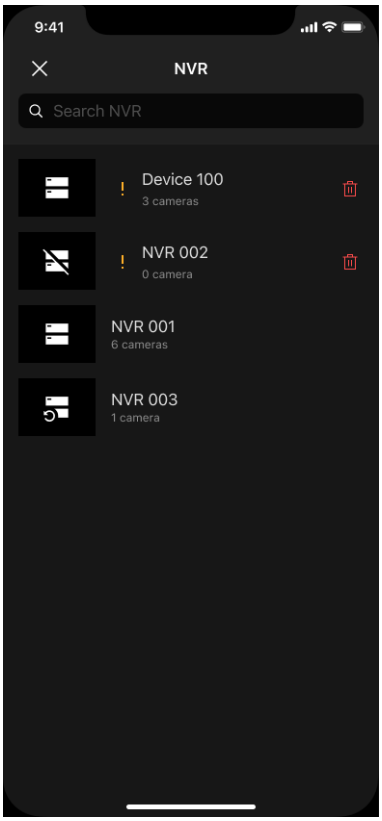
- A device ID can also be on a VIVOTEK NVR device. See the next section for details.
- In addition to scanning a QR code, you can manually type in a MAC address to add a device.
- You can always add devices at any time by tapping the organization icon > **+ Add devices** on the upper-left corner of the mobile app.



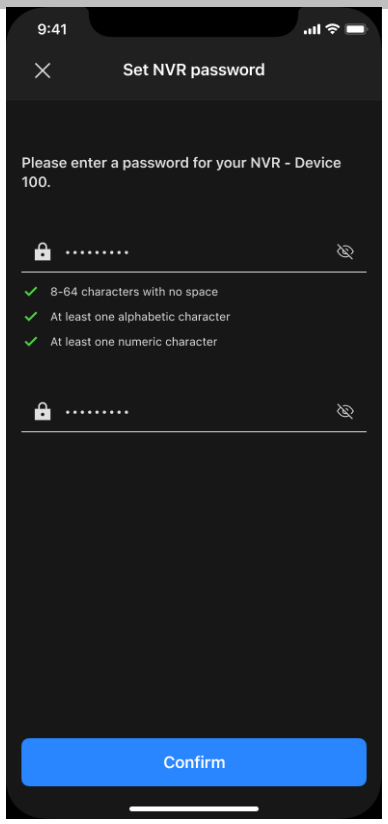
If you press the reset button on a camera in an organization, the camera will be removed from the organization. All camera data (SD card / cloud videos) will also be removed.

Adding a VIVOTEK NVR device

1. Tap the organization icon, and then go to your organization information page.
2. Click the NVR icon to check your NVR status.
3. Click the NVR device with the exclamation mark.

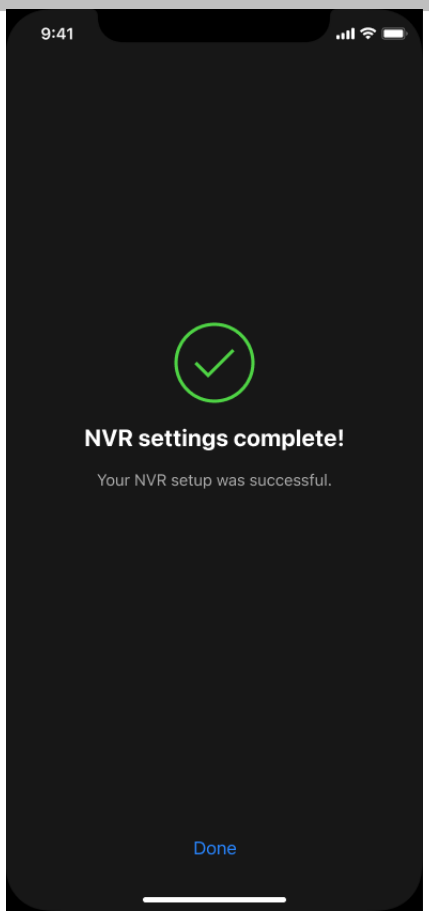


4. Set the password for the NVR by typing in a password.



5. Wait for the volume setup process to complete.

6. The wizard ends.



Joining a VORTEX service

You can join a VORTEX service by directly creating an account via the web portal or the app. Also, a VORTEX organization owner can invite you as a VORTEX service user.

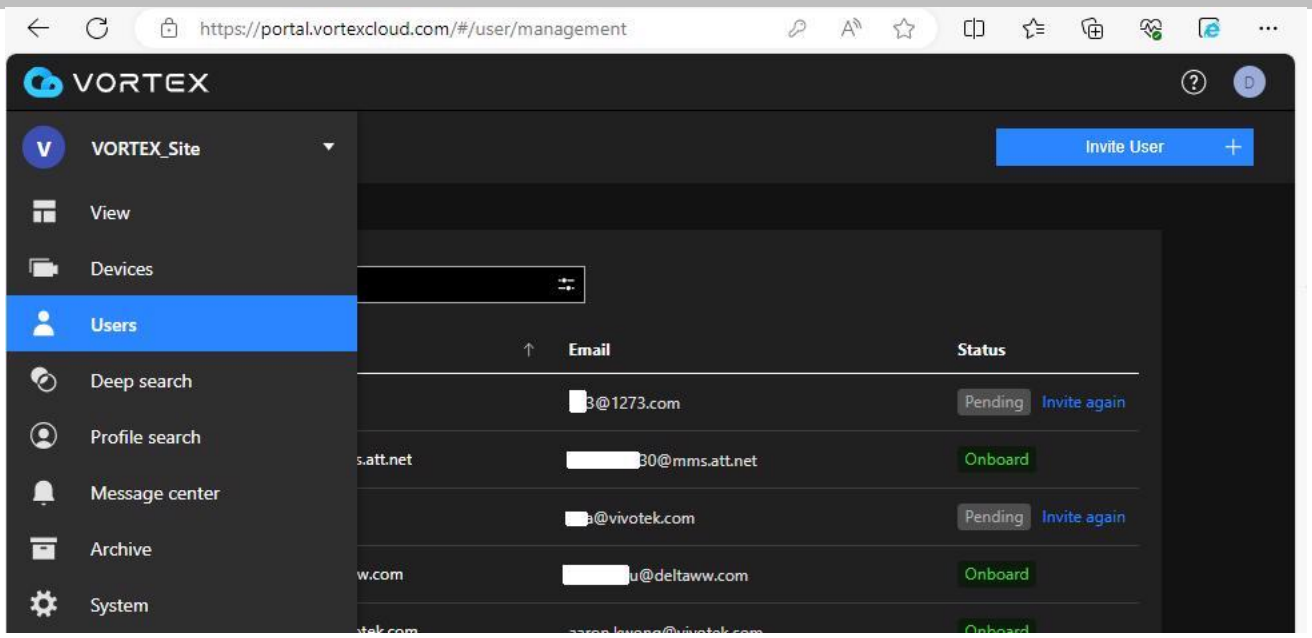
Adding a VORTEX account via the web portal

1. Visit https://portal.vortexcloud.com/#/login and click **Create account**.
2. Follow the remaining steps as described previously for the web portal.

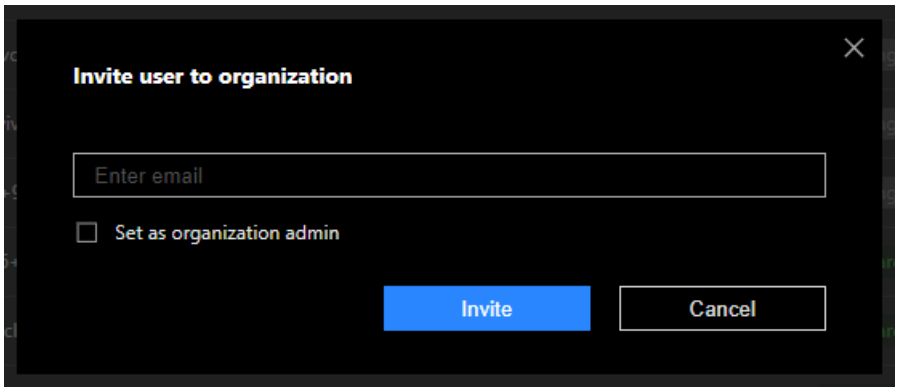
Adding a VORTEX account by invitation

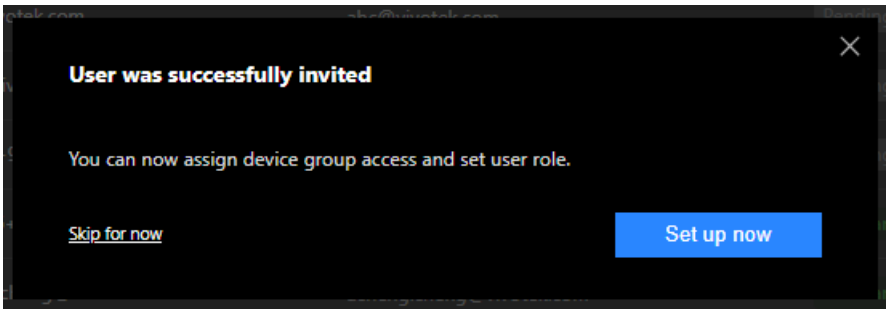
If you are the owner of a VORTEX organization, you can send an invitation email to invite a person to join your organization as a user at the user privilege you specify.

1. On the Users page, click **Invite User**.

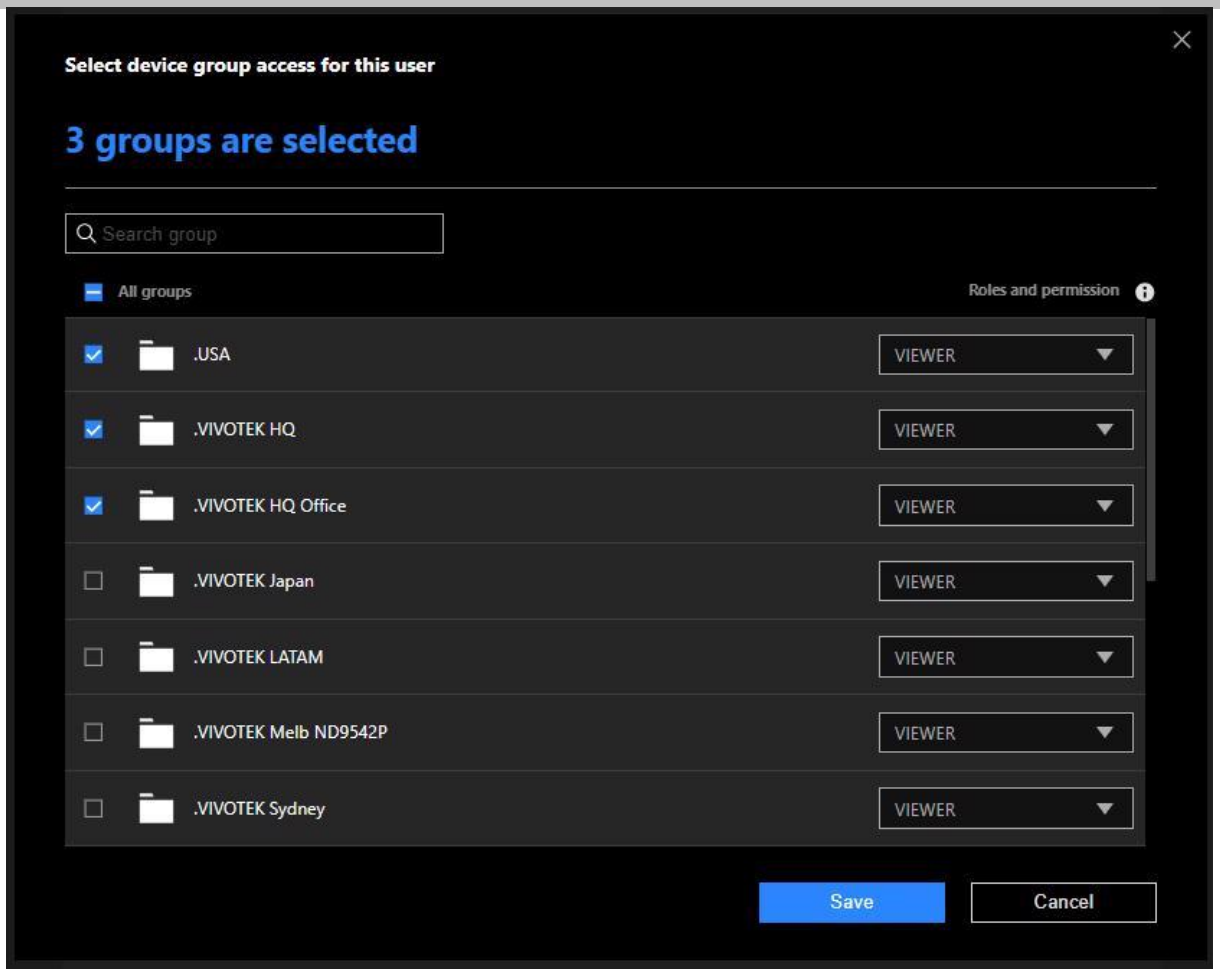


2. Enter the user email address and click **Invite**.





3. Click **Set up now** to decide the user access right as needed.



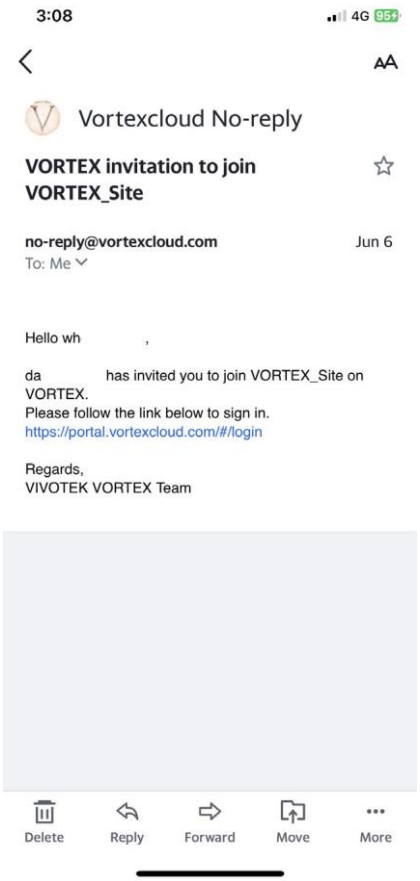
The table below shows the user type and their access level in VORTEX. You can refer to this table to set up user type and user access right.

Role	Management Access Level	Device Group Access Level	Feature Access Level
Owner	Organizational group / device / user	Full access	SI Management transfer/delete organization Full access
Admin	group / device / user	Full access	Full access
Supervisor	device	Assigned only	Limited access
Viewer	X	Assigned only	View only

- **Owner:** This role has full access to all settings, including all organization and user creation, management, and overall system configuration.
- **Admin:** While this role also has full access to settings, user management, and system configuration, Admin cannot delete an entire organization.

- **Supervisor:** This role has limited access to device configuration, as set by higher roles. It does not have control over groups or users.
- **Viewer:** This role can only view devices that have been granted access by higher roles, such as the Admin and Owner.

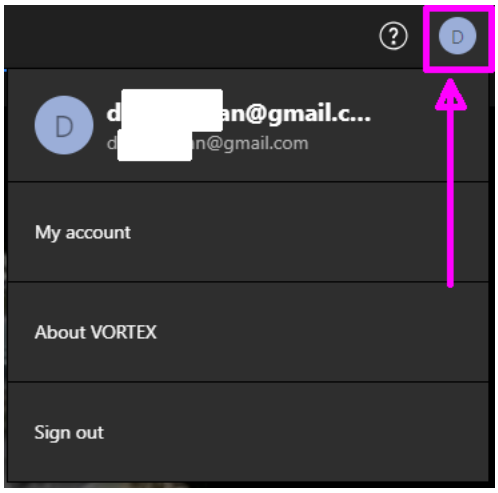
4. Meanwhile, the recipient of the email should receive an invitation email like below. Simply click the link and sign in VORTEX.



User management is not available in the mobile app. So, you cannot invite a user via the mobile app.

Managing your account

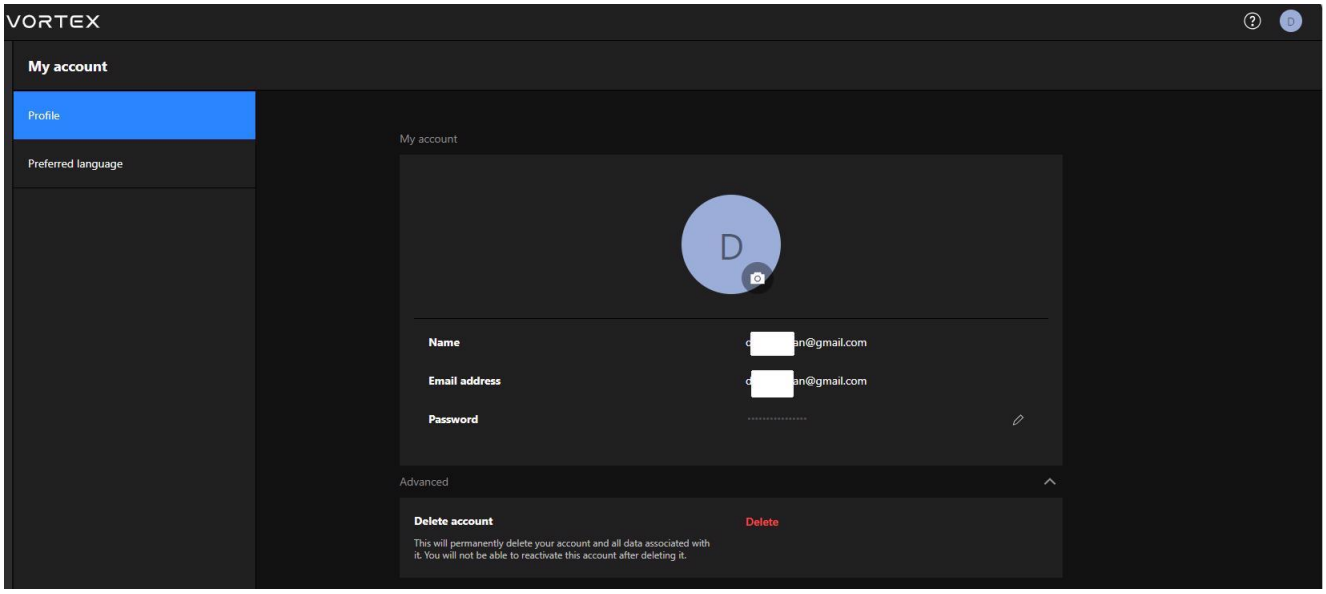
On the upper-right corner of the workspace when using the web portal, you can find a personal icon (example shown below). Click it and you will see the following four items:



First letter of your email address: The English letter in the circle shows the 1st letter of your email address.

My account:

- On the Profile tab, you can change your password or remove your account from the organization.
- On the Preferred language tab, you can change the software display language.

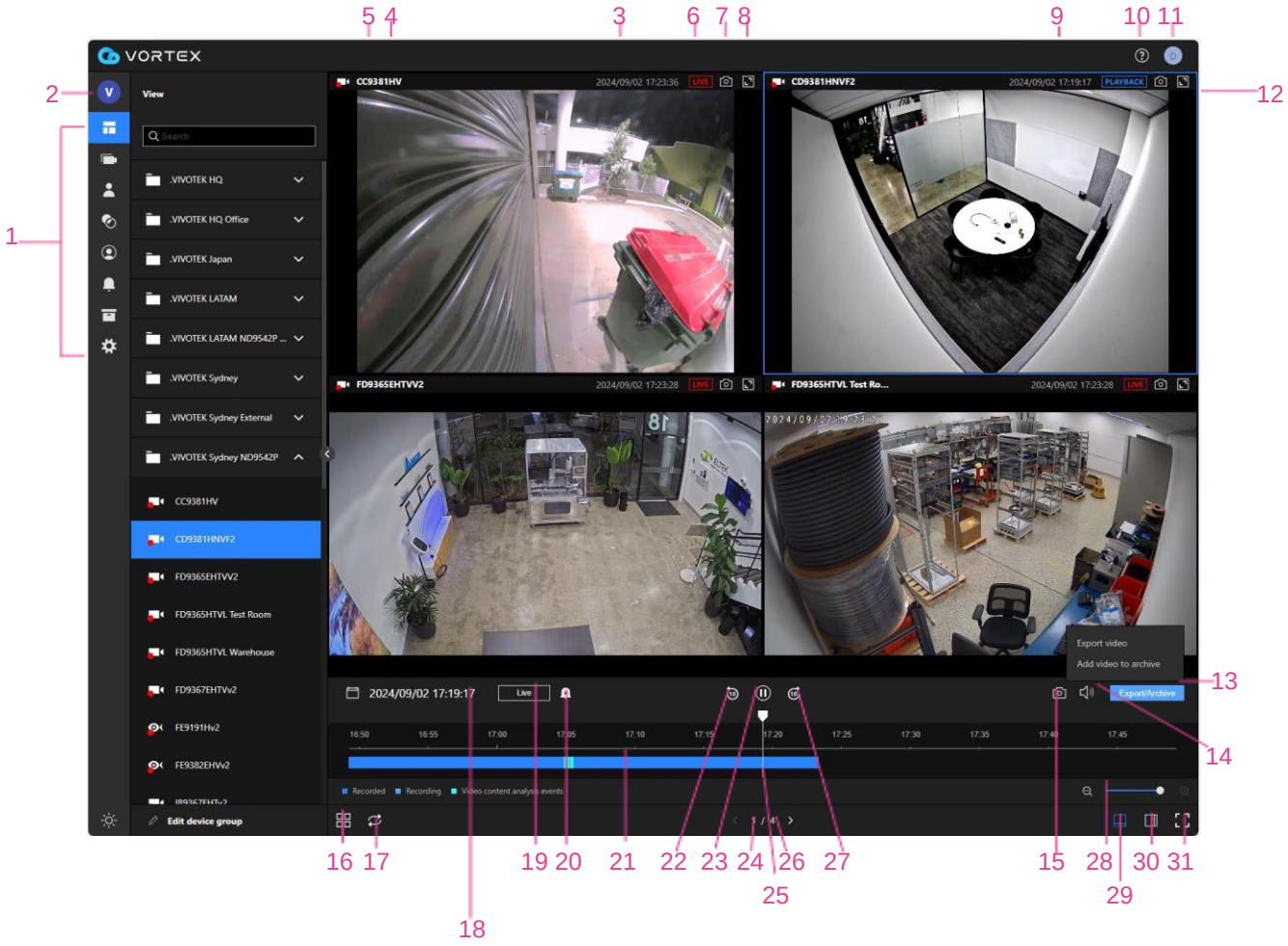


About VORTEX: Shows privacy policy, terms of use, and software version number.

Sign out: You can log off from the system here.

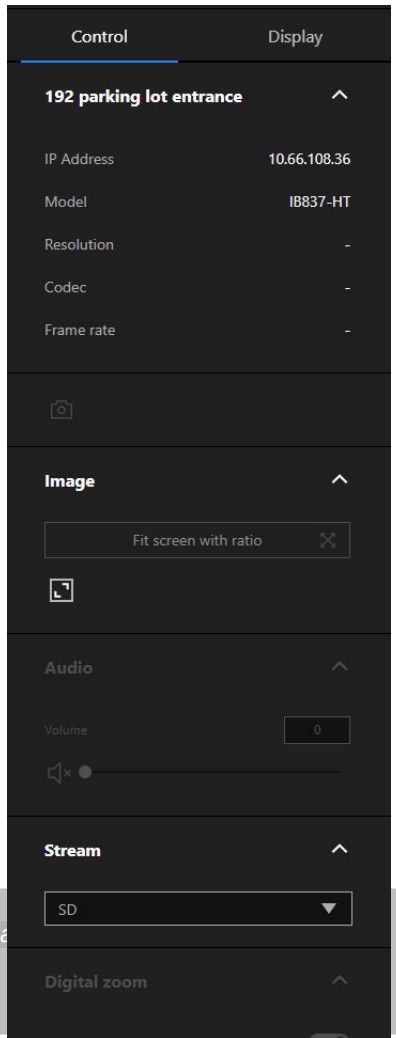
View

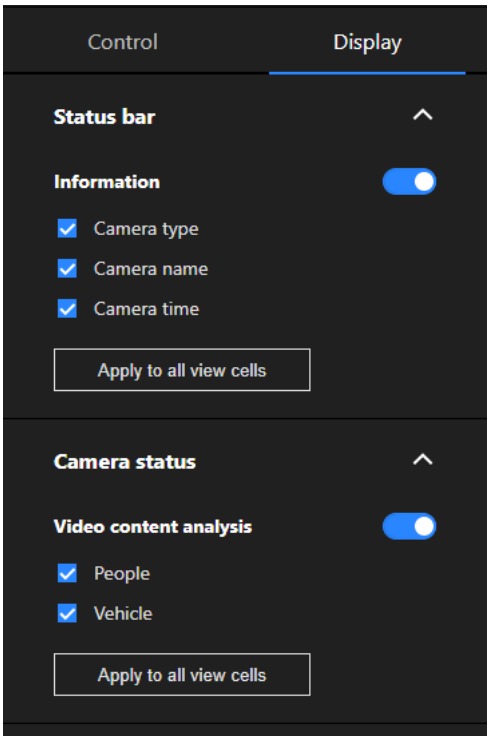
The VORTEX live view feature provides real-time access to all connected cameras. Simply click a designated group to view live footage from your cameras.



1. Side menu: Provides various tool options.
2. Organization name: Shows the current organization in use.
3. Timestamp: Shows the current local time of a video.
4. Video title: Shows the video title name.
5. Date & time: Shows the current date and time in your local region.
6. LIVE: Shows the current real-time footage streaming from the camera.
7. Snapshot: Captures a still image of the current video frame and saves as a photo.
8. Toggle view: Toggles between a single cell view and a full cell view.
9. Show the timestamp.
10. Help: Connects to online tutorials and FAQs or sends feedback/comments to the VORTEX development team.
11. Account settings: Change password, delete account, or display privacy policy and terms of use.

12. PLAYBACK: Shows a recorded video segment.
13. Export / Archive: The “Archive” feature is handy for important events. You can save a specific video duration directly to the cloud archive with a simple click. Note that the Export function is available only when using an NVR.
14. Volume control: Adjust the audio volume.
15. Take a snapshot
16. View cell layout: Changes how video cells are arranged on a screen.
17. Toggle carousel view: Turns on/off showing video cell views in turn.
18. Timestamp: Shows the timestamp of a recorded video segment.
19. Live (in white): Returns to the current live view.
20. Show event only: Shows events only on the timeline.
21. Show and drag a recorded video segment.
22. Fast rewind: Fast backward to a video timestamp 10 seconds ago.
23. Play/Pause: Plays or Pauses a video playback.
24. Move to the previous page under the current layout.
25. Play: Current playback point.
26. Move to the next page under the current layout.
27. Fast forward: Fast forward to a video timestamp 10 seconds later.
28. Timeline zoom-in/out
29. Show/Hide timeline panel
30. Show/Hide control panel (Control panel and display panel are shown below.)
31. Enter full screen (press Esc to exit)



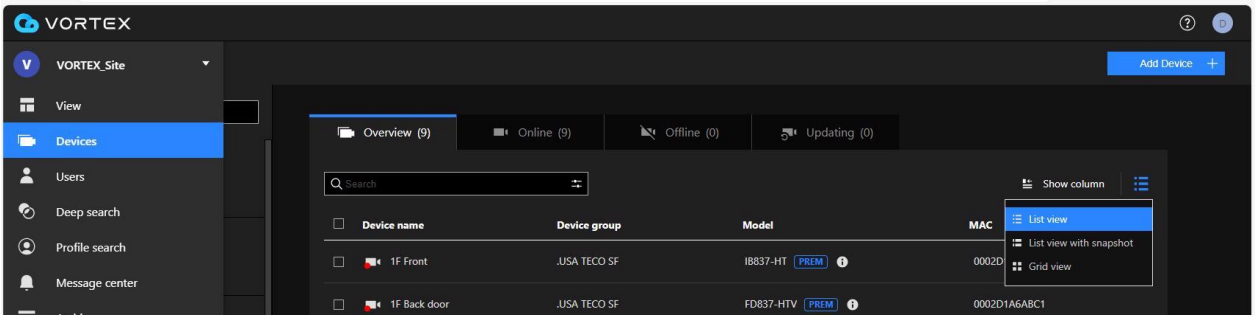


- **Control panel:** shows network connection info and model name. You can also control image ratio, audio volume, stream quality and digital zoom (if available).

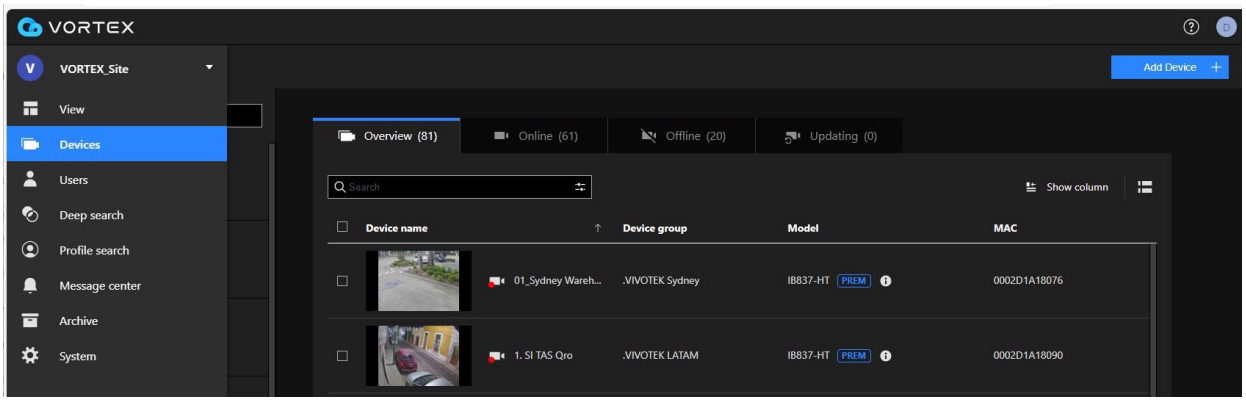
- **Display panel:** lets you decide how you want to display the information on camera type, name, and time. You can also decide if to turn on video content analysis.

Devices

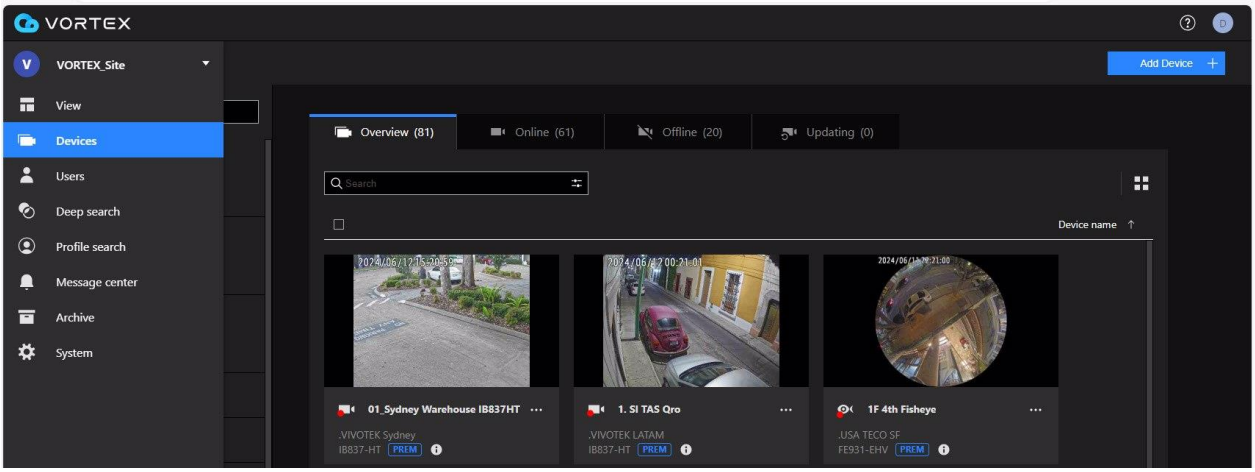
The VORTEX Devices pages show all available cameras, NVRs, and other devices used by an organization in List view, List view with snapshot, and Grid view. For each device, the device name, device group, model name, MAC address, and other settings can be found on this page.



List view



List view with snapshot



Grid view

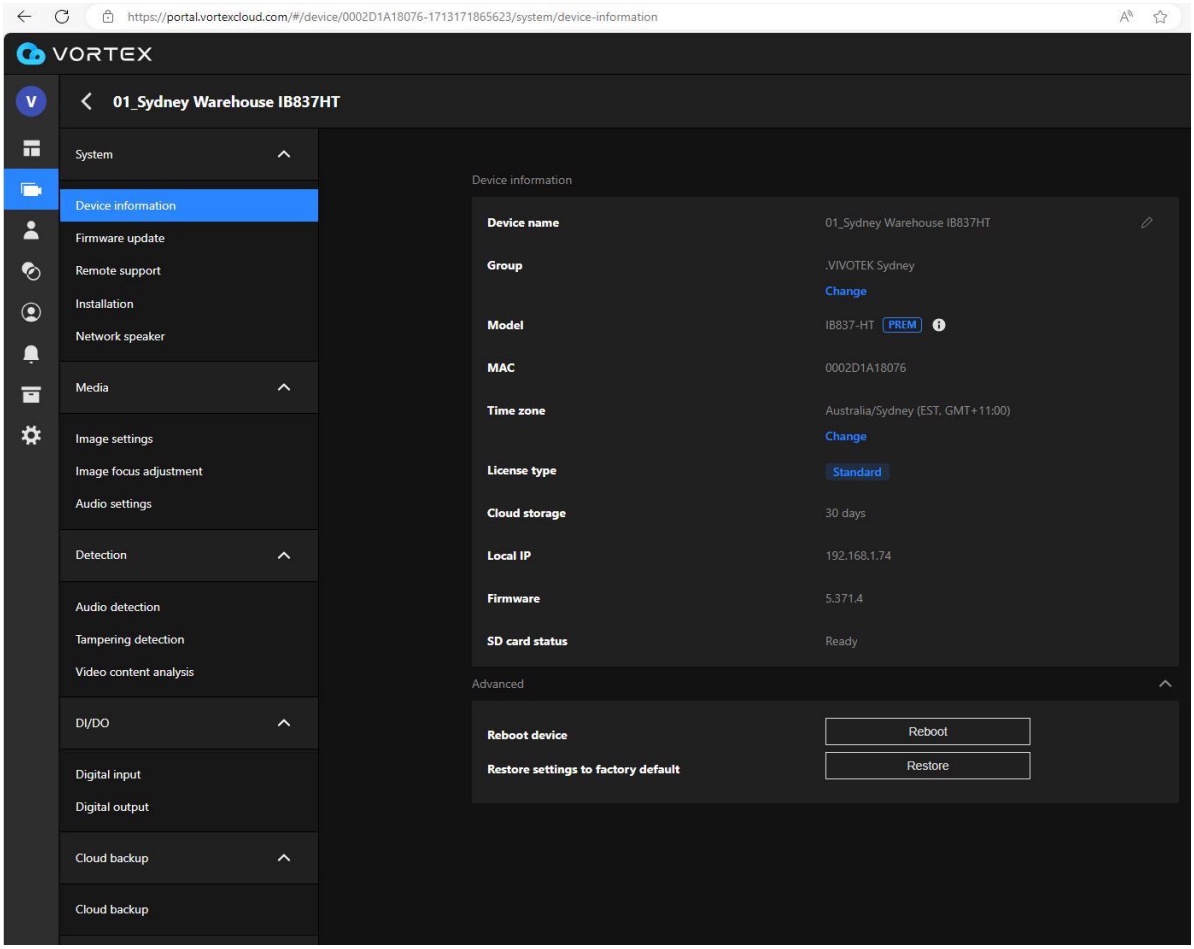
When your mouse cursor is over the MAC address (or "..." in the Grid view), you can find the following four options:

- Settings: Check settings like device name, group, time zone, reboot, or reset to default.
- Move to: Select to move to another group.

- Video content analysis: Shows video detection type results.
- Delete: removes the camera from the organization. This deletion will also remove all data / SD card / cloud videos associated with the deleted camera from the organization.

System > Device information on VORTEX camera

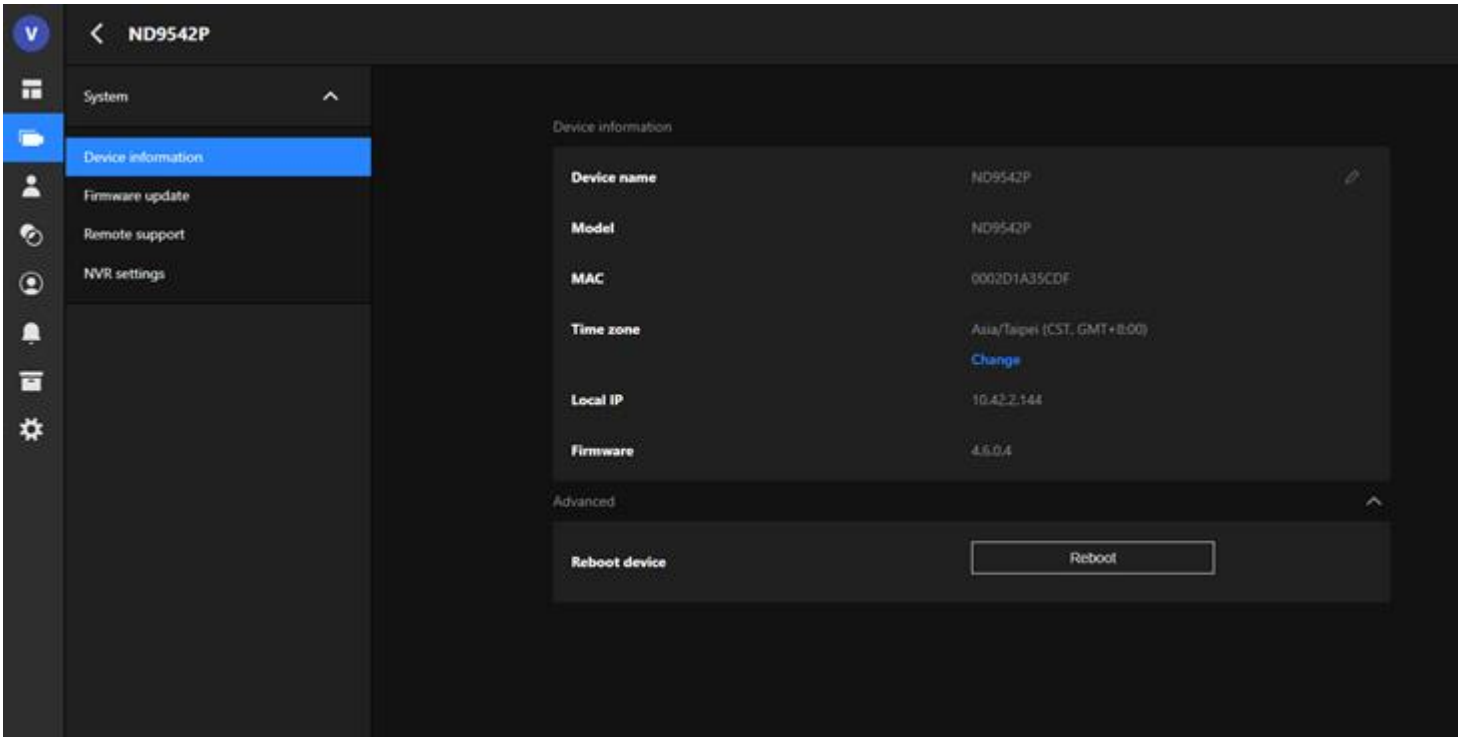
If you click Settings, the device information, its corresponding options, and other categorized options (as shown on the left of the workspace) will appear:



Device information

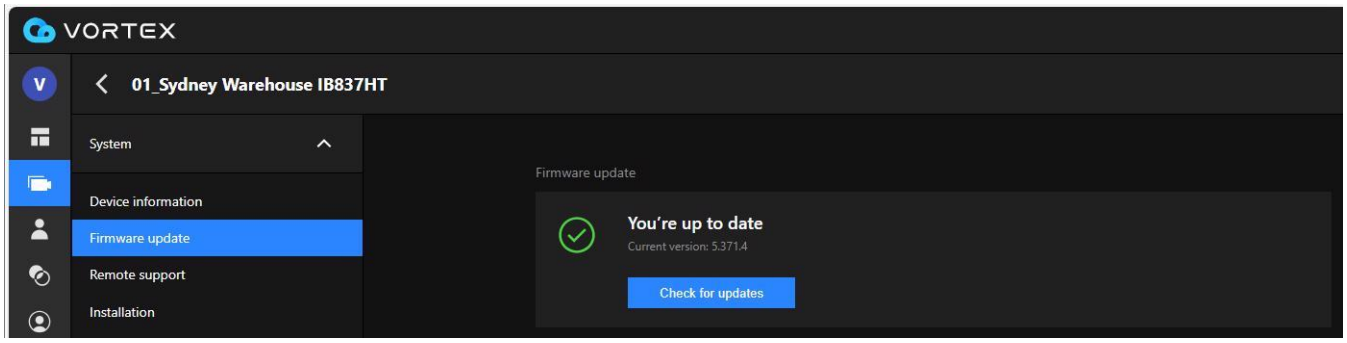
System > Device information on VIVOTEK NVR

If you click Settings, the device information, its corresponding options, and other categorized options (as shown on the left of the workspace) will appear:



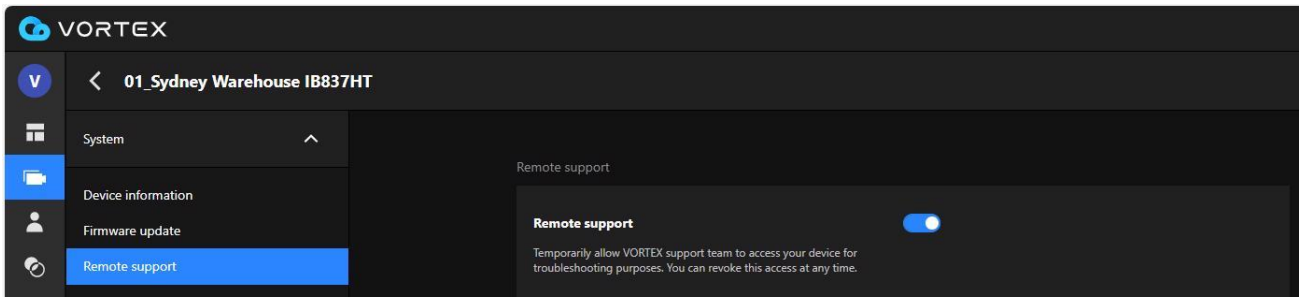
System > Firmware update for both VORTEX camera & VIVOTEK NVR

Shows the current firmware version. You can also check if there is a firmware update here.



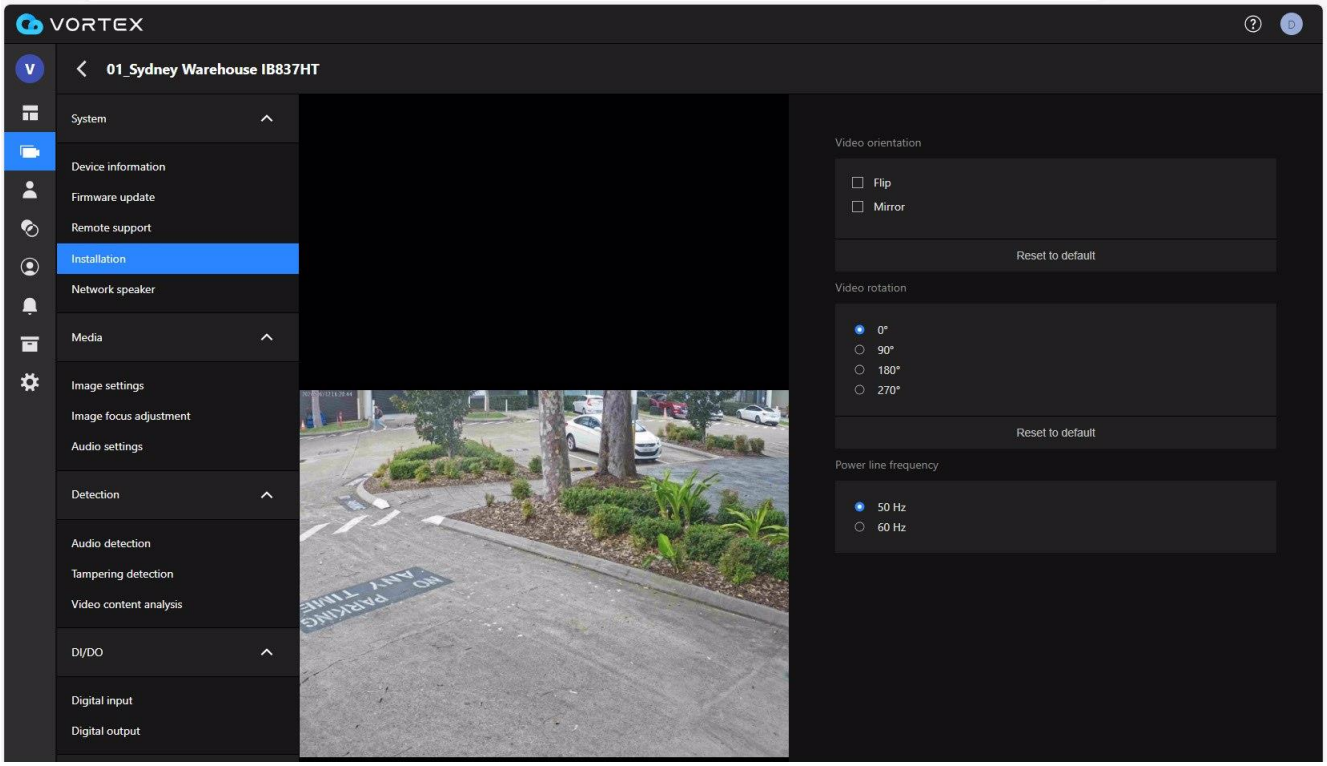
System > Remote support

Temporarily allows the VORTEX customer service to access your device for troubleshooting.



System > Installation

Depending on how your camera is installed, you can change the video orientation, rotation, and power line frequency here.

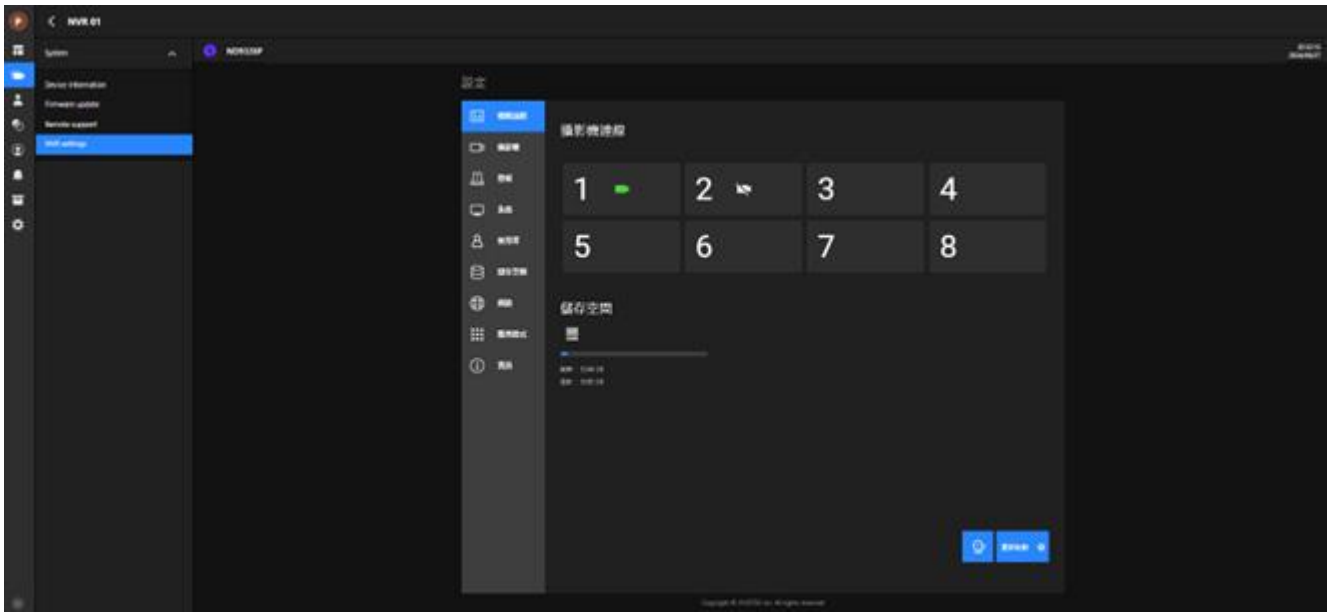


System > Network speaker

If your system comes with network speakers (with a pre-recorded audio track to warn intruders if a specific event happens), you can install them here.

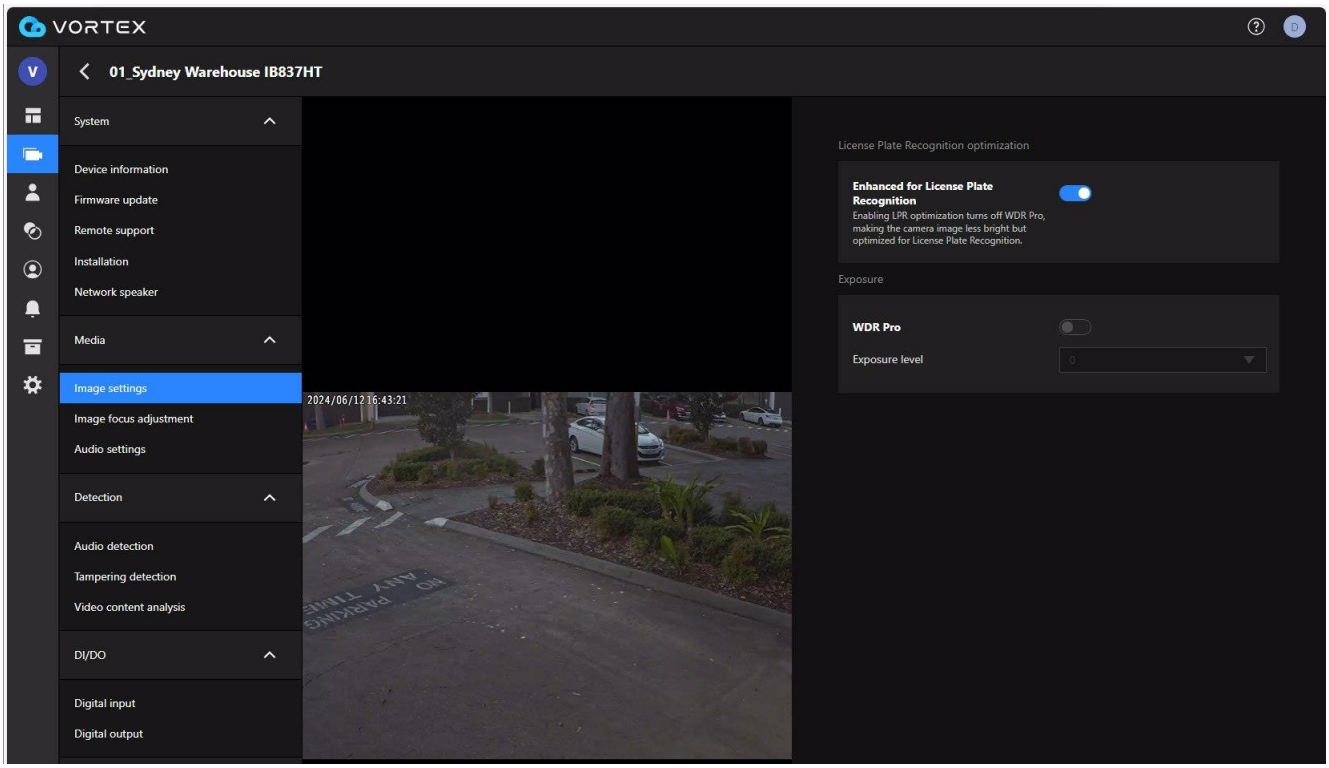
System > NVR settings

Allow the user to open an embedded page to configure NVR settings.



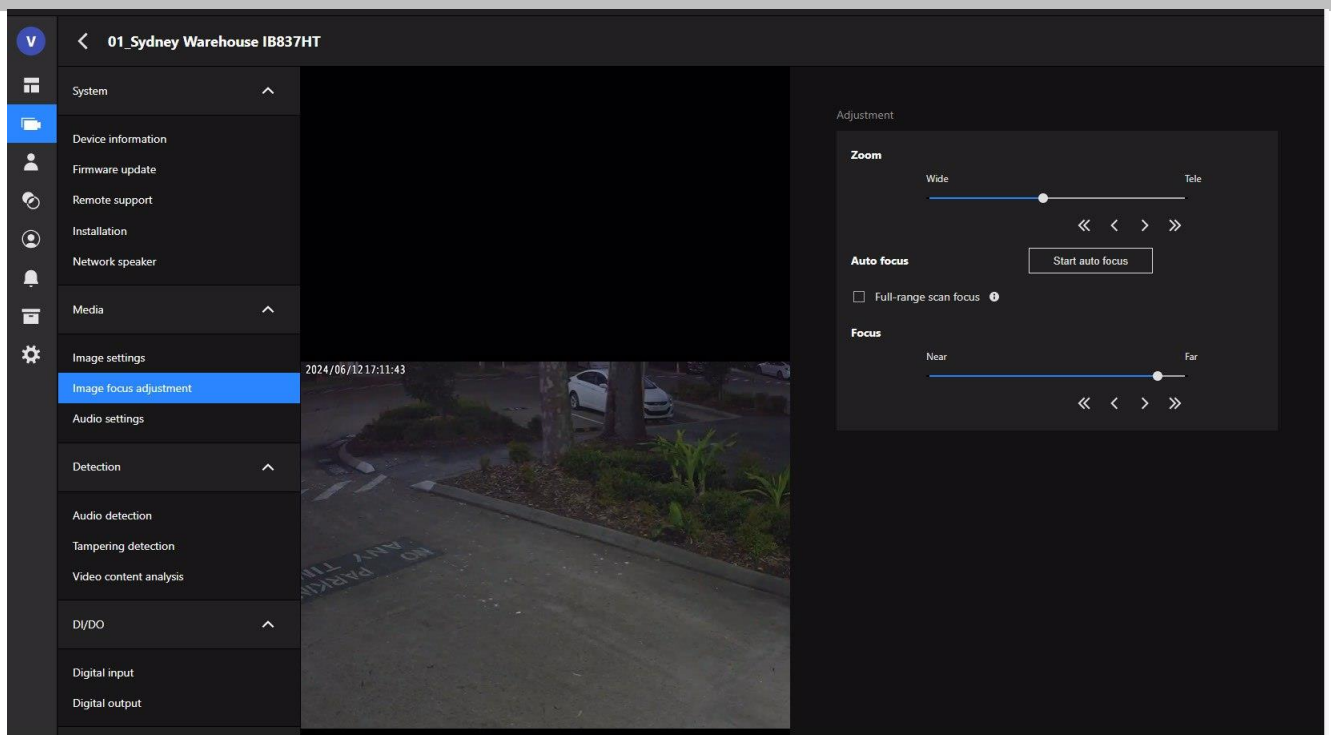
Media > Image settings

If your camera comes with the remote lens, turning on the enhancement option helps better recognize the plate (though the image would be less bright).



Media > Image focus adjustment

If your system comes with the image focus adjustment feature, you can manually adjust the focus or use the auto focus feature to make sure the subject in your image is clear enough.

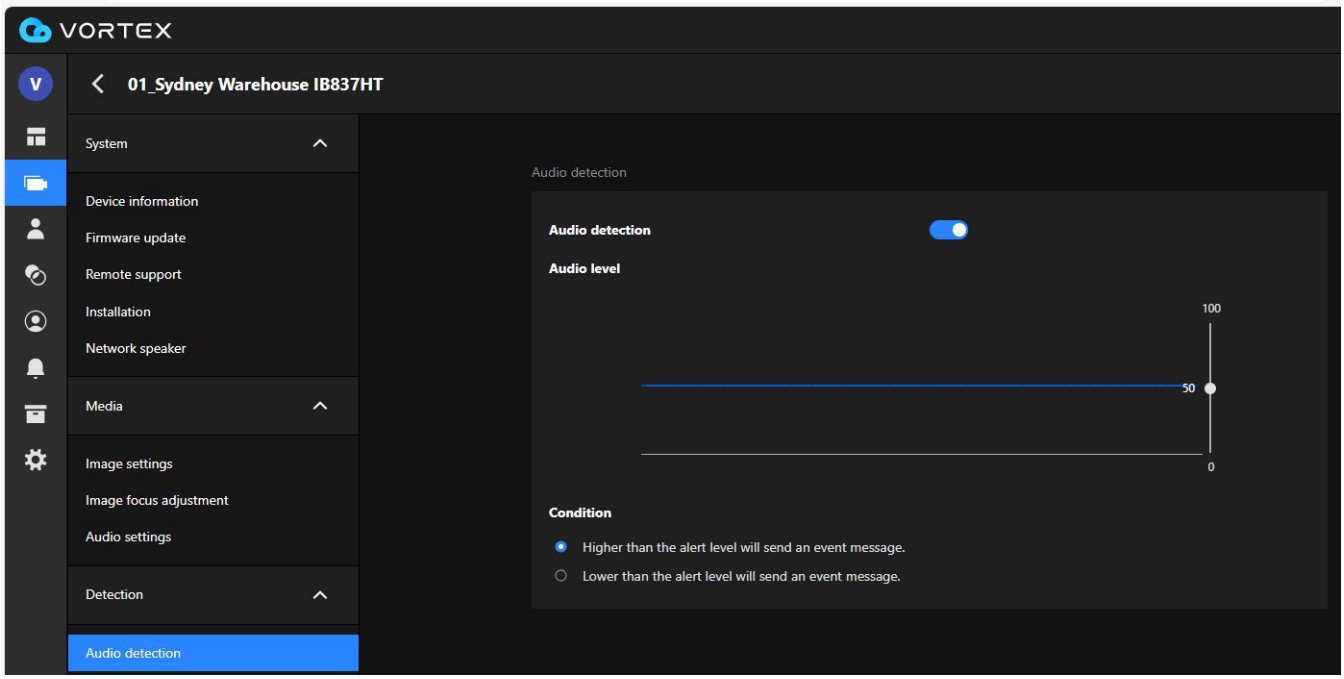


Media > Audio settings

This is where you decide if you want to record audio while recording the video (when your camera has the audio feature).

Detection > Audio detection

This is how you decide if you want to trigger an event based on the audio volume level. Drag the circle to decide the audio point to trigger the event.

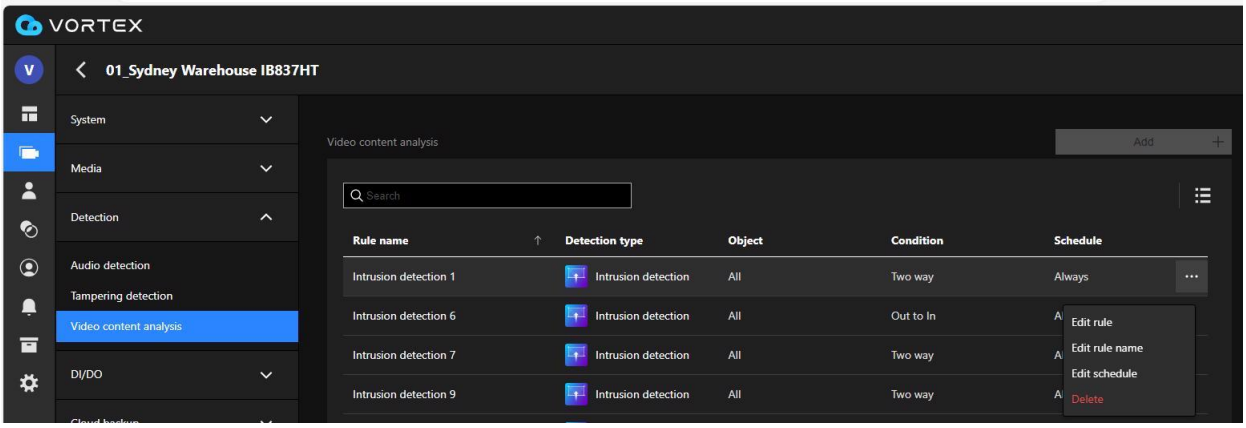


Detection > Tampering detection

This is when the camera is being meddled with during normal operation, a tampering detection event should occur.

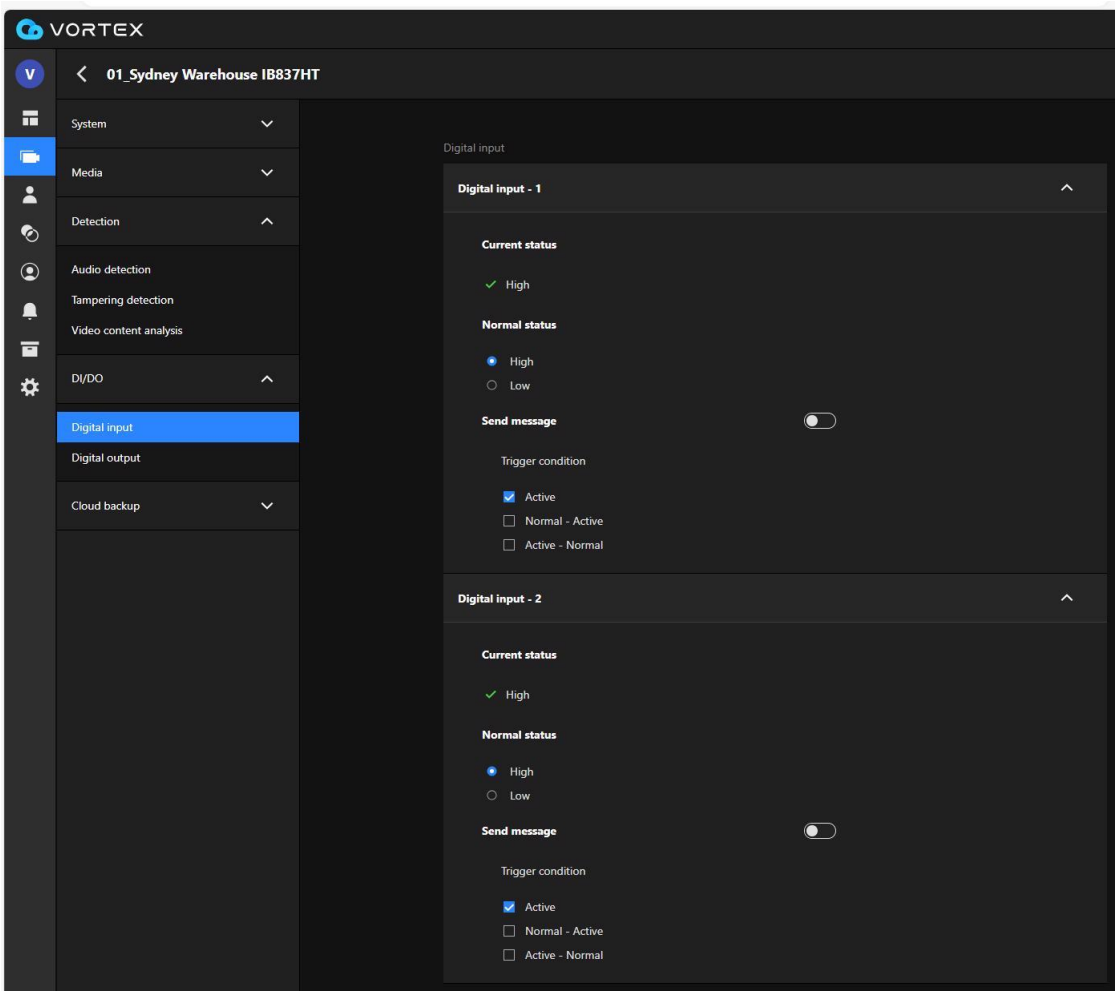
Detection > Video content analysis

This is where all video content analysis rules are stored. You can click "..." and select an option for editing.



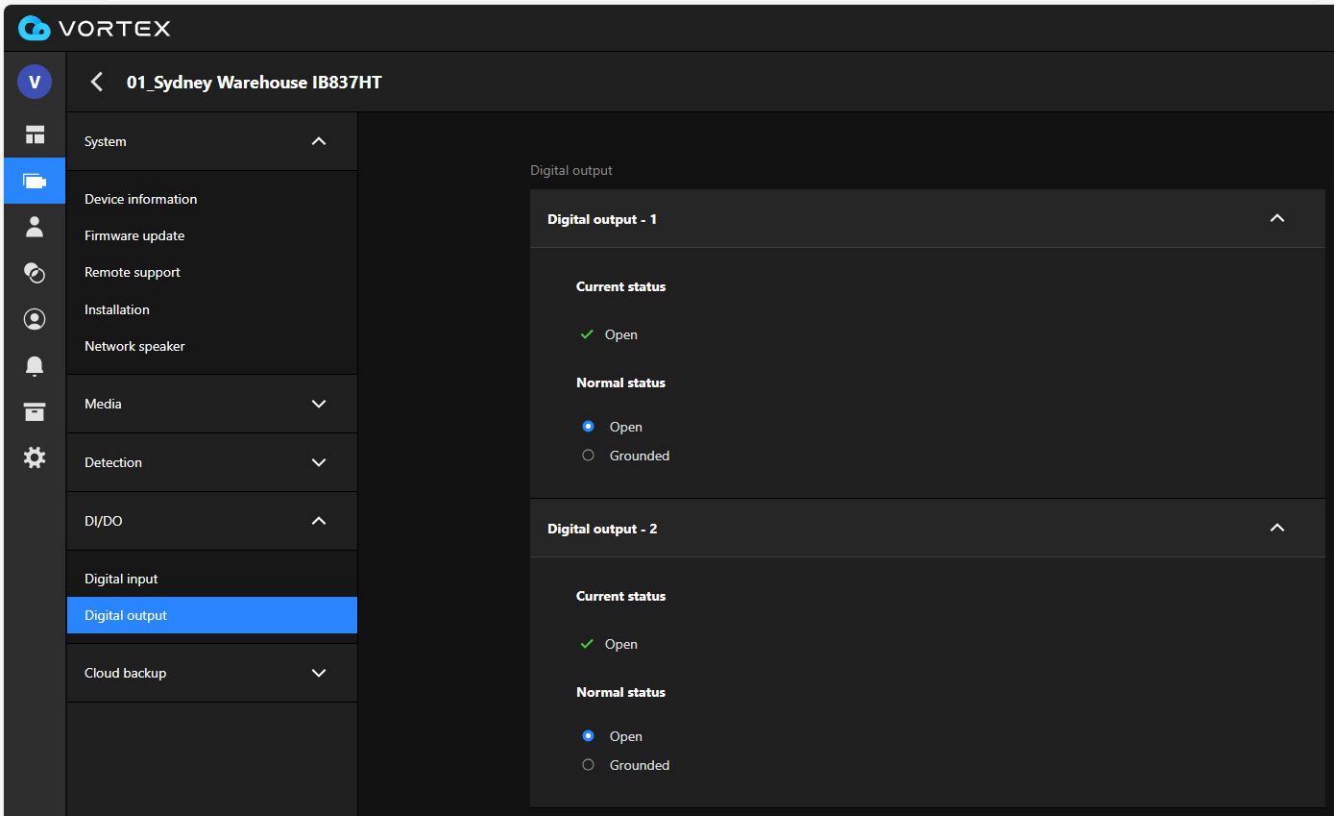
DI/DO > Digital input

Select High or Low as the Normal status for the digital input. Connect the digital input pin of the Network Camera to an external device to detect the current input connection status.



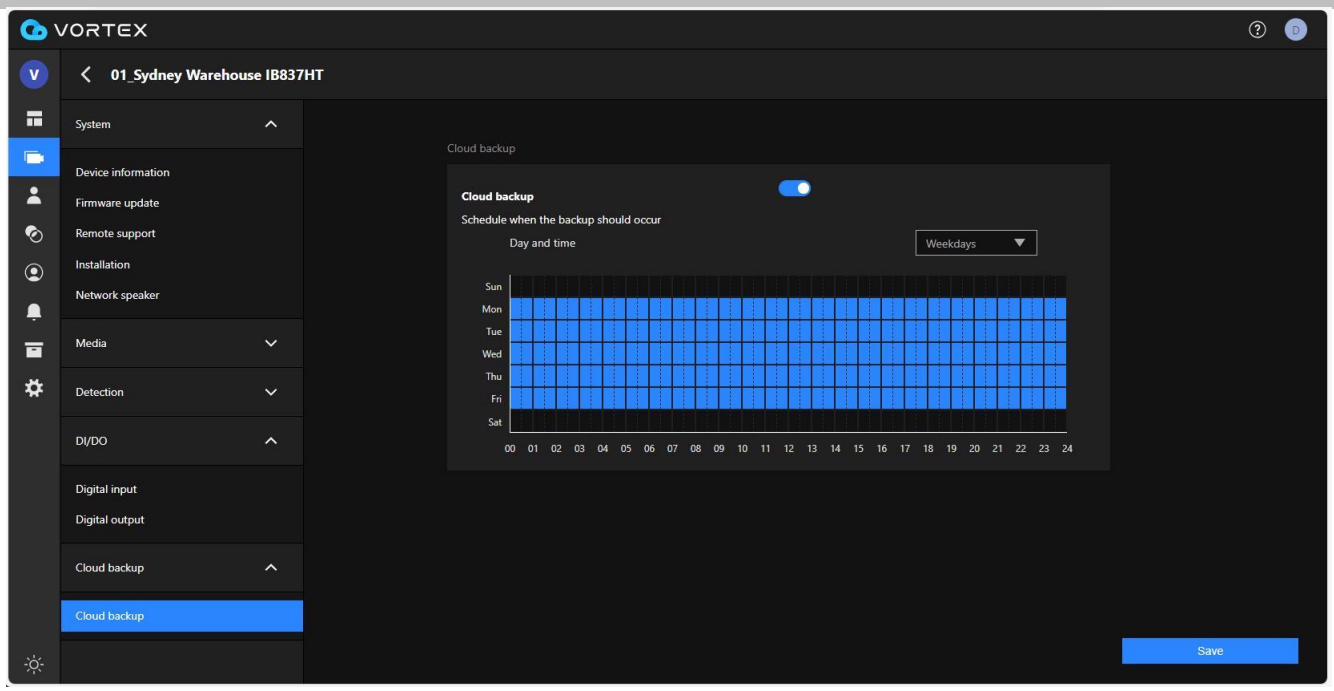
DI/DO > Digital output

Select Grounded or Open to define the normal status for the digital output. Connect the digital output pin of the Network Camera to an external device to detect the current output connection status.



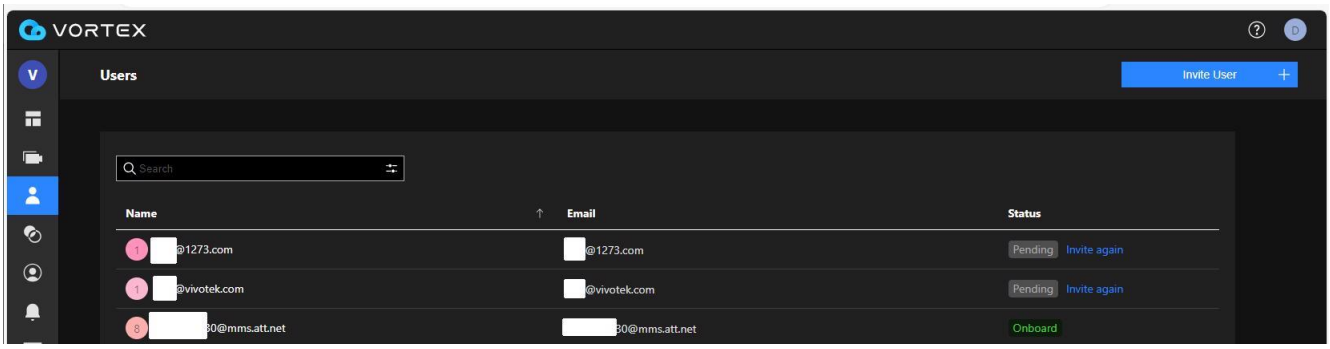
Cloud backup > Cloud backup

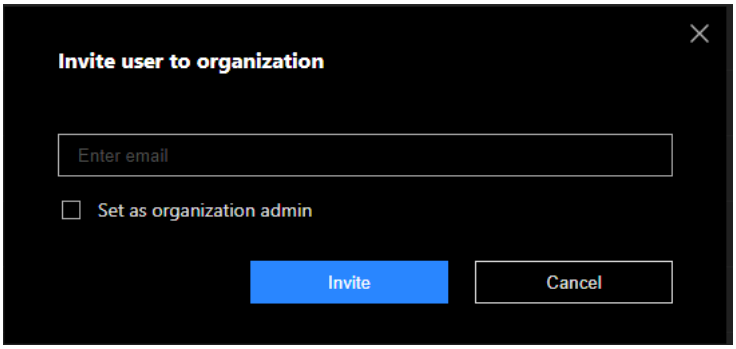
Enable Cloud backup by sliding the toggle button. When enabled, videos will be stored in the cloud storage. Set your desired schedule to back up your video footage to the cloud by selecting an option from the drop-down list or dragging the mouse across the screen.

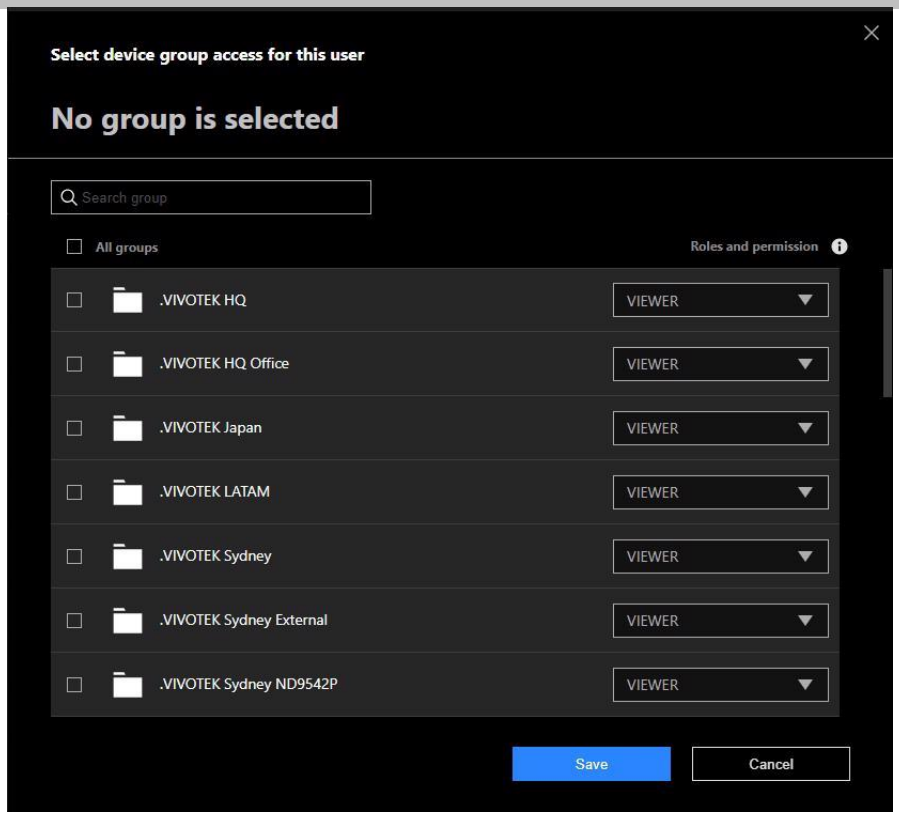


Users for VORTEX camera & users with VORTEX cloud license

When you purchase a VORTEX Cloud license, you can invite unlimited users to join your organization with permission management. Simply click the "Invite User" button in the upper-right corner to add users and select the devices they can access.



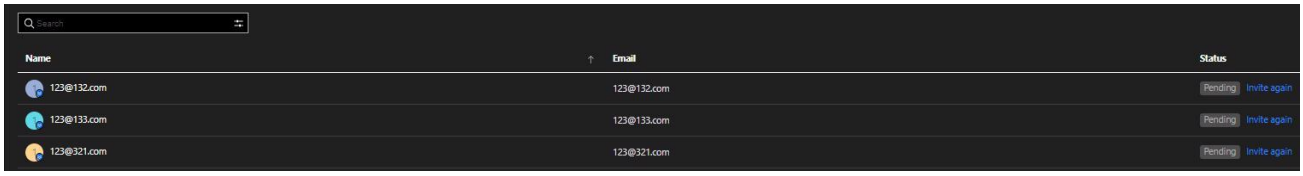




- Only the owner and an administrator can invite a user to be an administrator.
- User access rights can be set or edited on this Users page.

Users with Free Cloud-Managed Service

If you are using our Free Cloud-Managed Service, you can invite up to 10 users to join your organization. Click the "Invite User" button to add users. Please note that you cannot assign users to specific devices.



Deep Search

Deep Search is a post-search function that allows users to efficiently search objects (people or vehicles) in recorded videos. Application scenarios include searching for a thief in a department store, a lost child in a station, or a suspect vehicle.

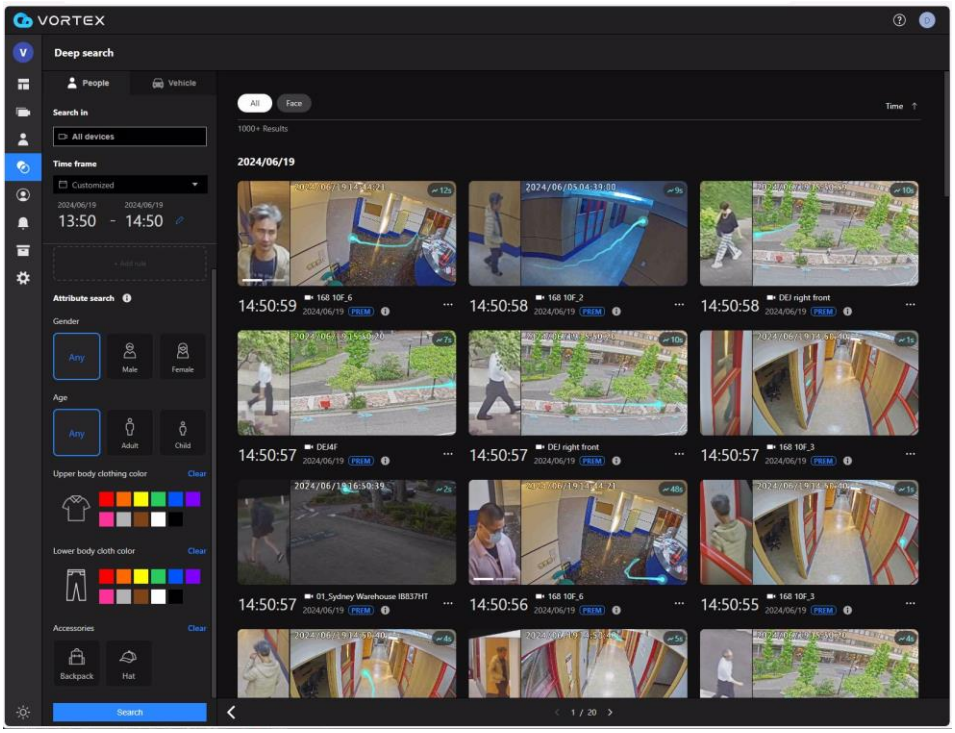
With AI capability, the video content is analyzed in real-time, and objects and their attributes are extracted in advance as metadata. With Deep Search, you do not have to have many human eyes to watch recorded videos of many cameras frame by frame just to search, for example, a person wearing a red T-shirt and blue jeans. The search time may decrease tremendously from days to minutes.

The key feature of VORTEX Deep Search is that the core of video analytics is done at the edge (edge AI computing), not on the cloud server side. The onboard video analytics detect and track objects (both essential and premium cameras) and extract the object's attributes (premium camera only). Then, deep search is based on video analytics metadata to search the object, so the search performance is dramatically faster than that of a server-based solution.

If you are using a VIVOTEK camera through VORTEX Connect to cloud, please note that the deep search feature is not currently available but will be coming soon.

Using Deep Search

On the left side menu, click "Deep search". The default search results will display. Note that the default settings are people search, search in all cameras, and the search time interval (time frame) is the last one hour. Therefore, the default search results show people appeared in all cameras in the VORTEX organization in the last one hour.



Example of the default Deep Search results

Using Deep Search to search for people

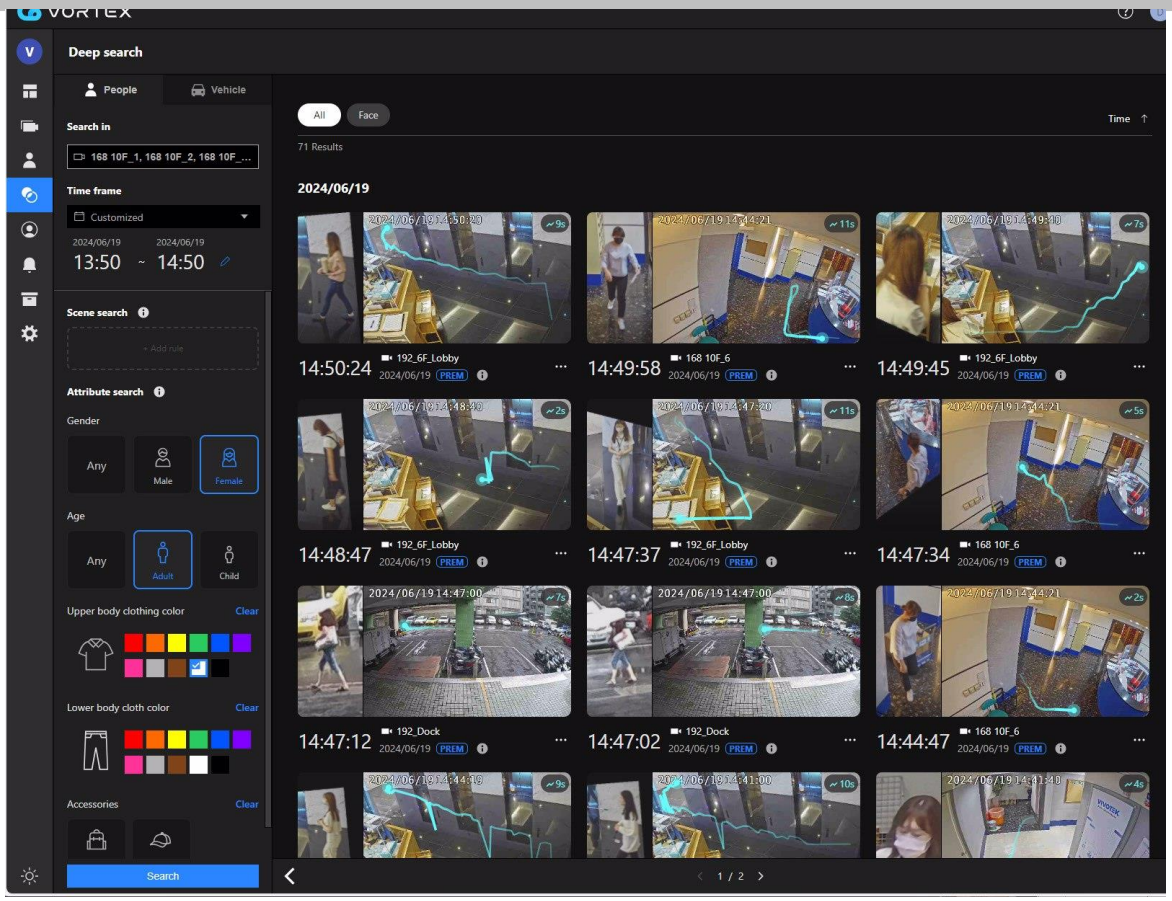
1. On the left side menu, click "Deep search".
2. Set up your search criteria based on the following condition(s) as shown on the VORTEX left panel:

- Which camera(s) to search
- Search time interval (time frame)
- Filter by rule (a.k.a. Scene Search)
  - > Line crossing detection rule
  - > Loitering detection rule
  - > Intrusion detection rule
- Filter by appearances (a.k.a. Attribute Search)
  - > Gender
  - > Age
  - > Upper body cloth color
  - > Lower body cloth color
  - > Accessories - Backpack
  - > Accessories - Hat

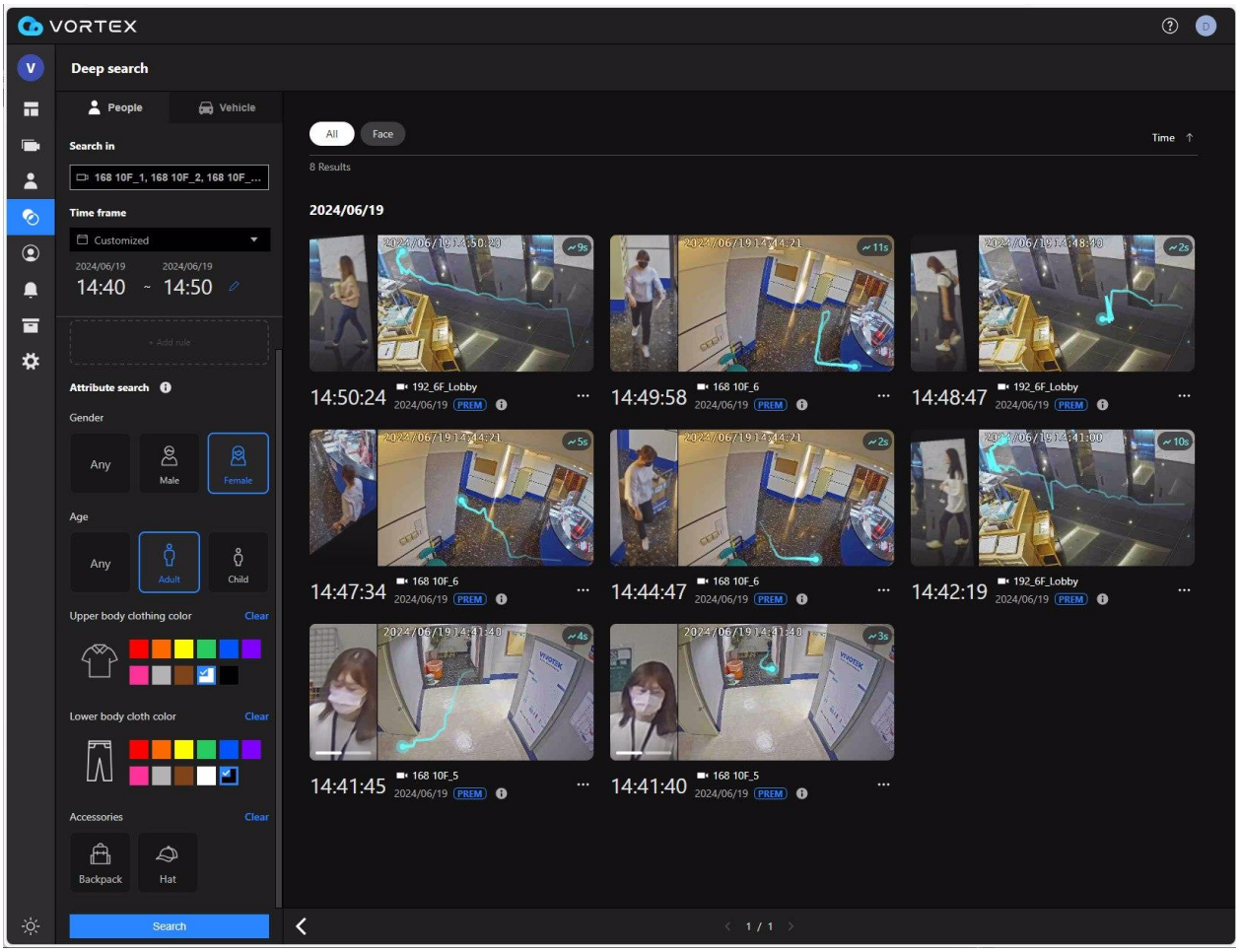
3. Click "Search".
4. The search results appear. Note the following:

- Each search result is composed of two parts. The left image is a representative snapshot of the object (a person) in the detected and tracked time interval, while the right one is a snapshot of the camera view.
- The moving path of the person is overlaid on the right image to let users easily know how the person is moving in the captured time interval.

5. Click the scene snapshot of a search result to open the playback page, and the recorded video with the person in the scene will be played. Click "Archive" to save the video as needed.



6. You can also narrow down your search by adding more search criteria (e.g., shorten the time frame) as needed.



Using Deep Search to search for vehicles

1. On the left side menu, click "Deep search".
2. Set up your search criteria based on the following condition(s) as shown on the VORTEX left panel:

- Which camera(s) to search
- Search time interval (time frame)
- Filter by rule (a.k.a. Scene Search)
  - > Line crossing detection rule
  - > Loitering detection rule
  - > Intrusion detection rule
- Filter by appearances (a.k.a. Attribute Search)
  - > Vehicle type
  - > Color (do not support motorcycles and bikes)

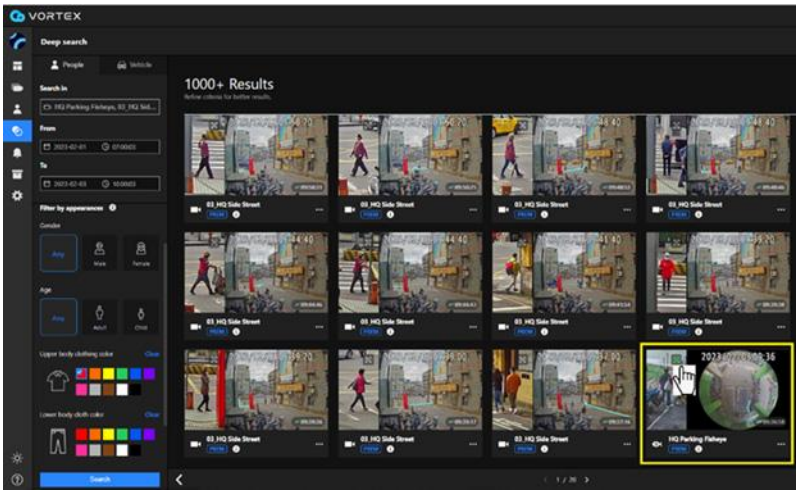
3. Click "Search".
4. The search results appear (including license plate number if you click "License plate"). Note the following:

- Each search result is composed of two parts. The left image is a representative snapshot of the object (a vehicle) in the detected and tracked time interval, while the right one is a snapshot of the camera view.
- The moving path of the vehicle is overlaid on the right image to let users easily know how the vehicle is moving in the captured time interval.

5. Click the scene snapshot of a search result to open the playback page, and the recorded video with the vehicle in the scene will be played.

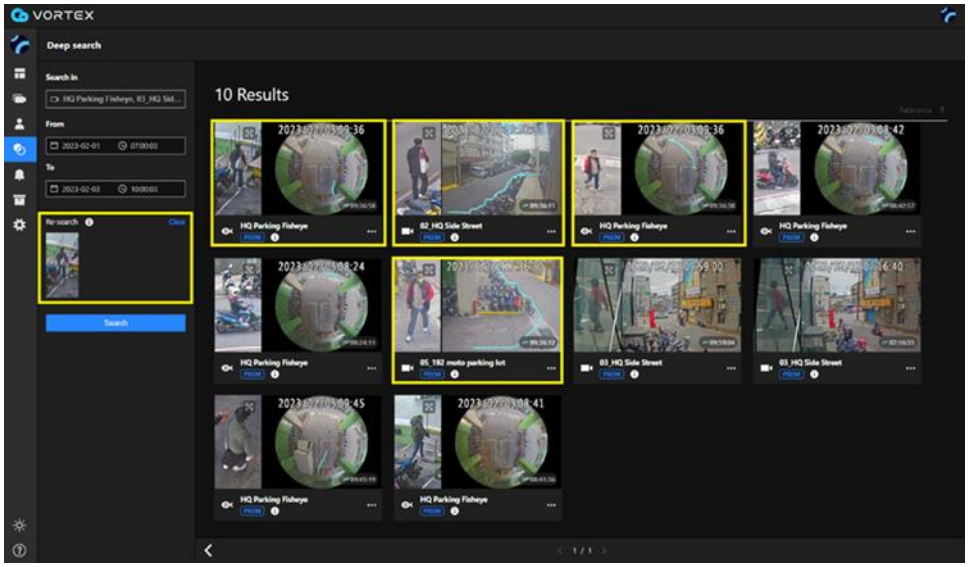
Using Re-Search

The Re-Search function is based on the technology of person re-identification (Re-ID). When you find a person in the search results, you can use Re-Search to search for this person by his/her snapshot across all selected cameras. As the example shows, you can click a person snapshot of interest to do Re-Search.



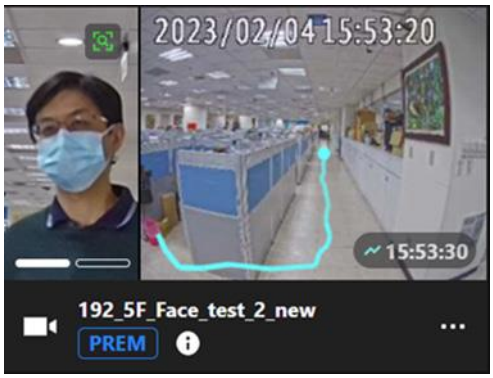
Click a person snapshot of interest to do Re-Search.

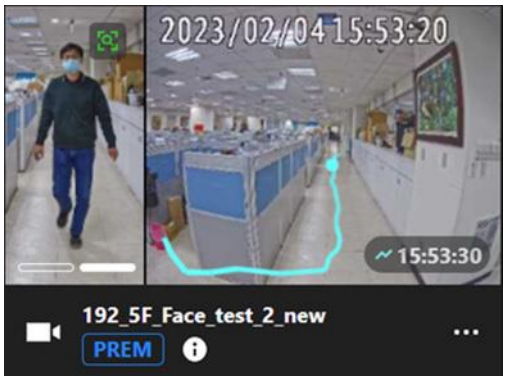
The example below uses the selected snapshot to do Re-Search. Among the 10 search results, it is confirmed that the first three video clips and the sixth video clip are the same person captured by different cameras. It shows that Re-Search helps cross-camera search efficiently.



Person re-identification (Re-ID)

When a person's face's resolution is good enough to provide face features, there will be two snapshots on the left. One image is the face snapshot, and the other is the whole body snapshot. You can click the white bar at the bottom of the snapshot to switch between the two images. The face features, if available, will also be used for the search of a person.





Profile Search

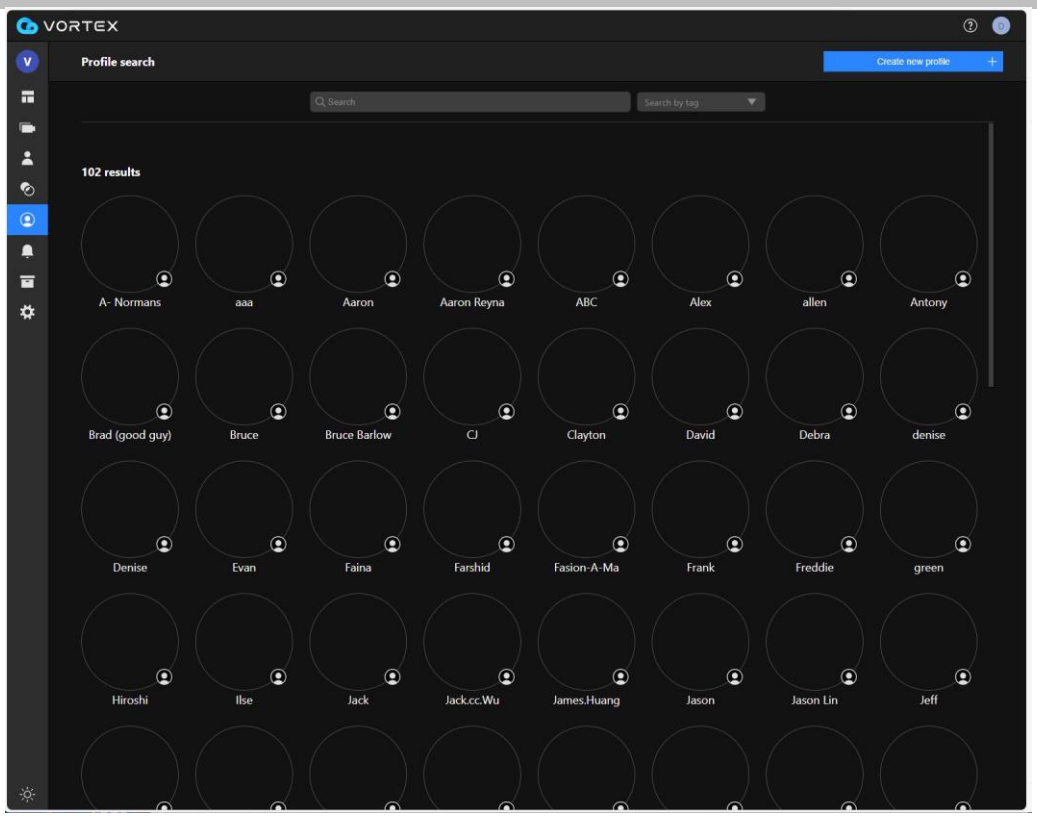
Profile Search allows users to create profiles with a person's facial image(s) and search for that person by those facial image(s) in the profile. A user can upload a profile's facial images from a computer or save them from a Deep Search result. Users can search for the person in the recorded videos immediately when the profile is created or later.

The key feature of VORTEX AI is that the core of video analytics is done at the edge, not on the cloud server side. The onboard video analytics detect faces and extract face features. Those metadata are saved in the cloud for post search.

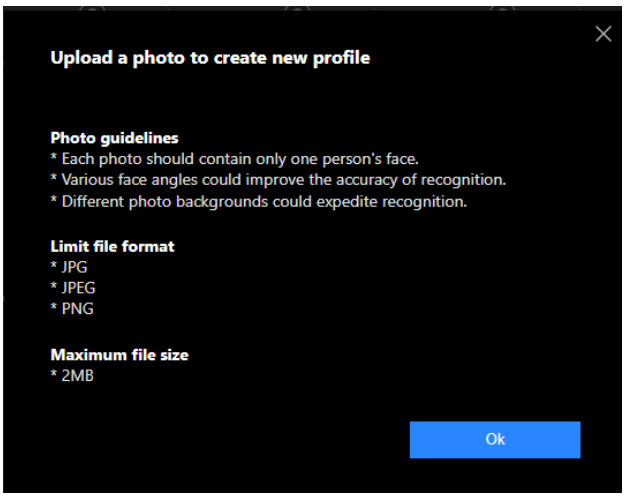
Creating a profile

Clicking the VORTEX's left-side menu "Profile search" displays the existing created profiles and number of search results. (In the manual, the cover images are intentionally black due to portrait rights and privacy rights.)

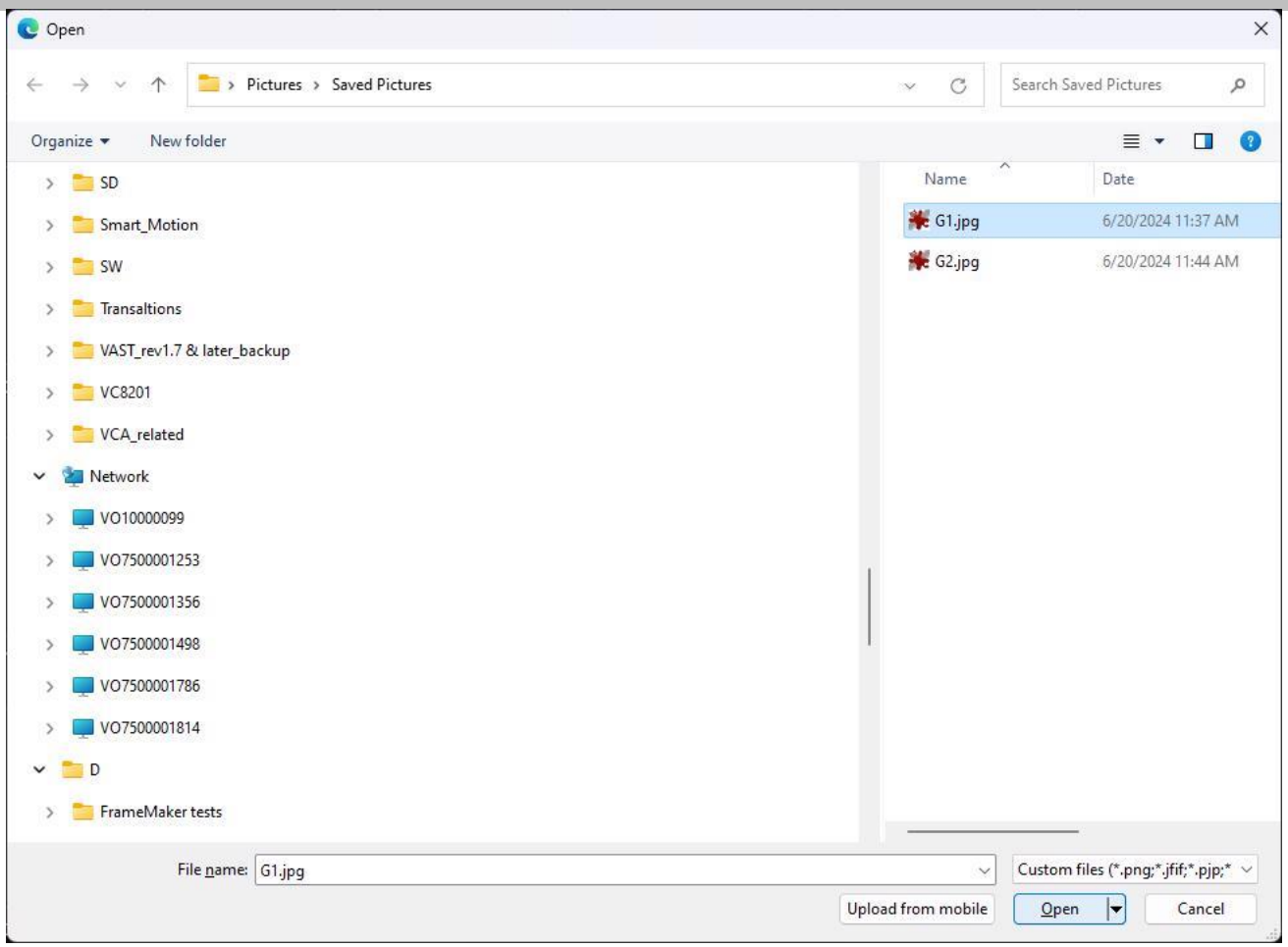
If you are using a VIVOTEK camera through VORTEX Connect to cloud, please note that the profile search feature is not currently available but will be coming soon.



1. Click "Create new profile".
2. Read the instructions as shown on the screen carefully, and then click Ok.

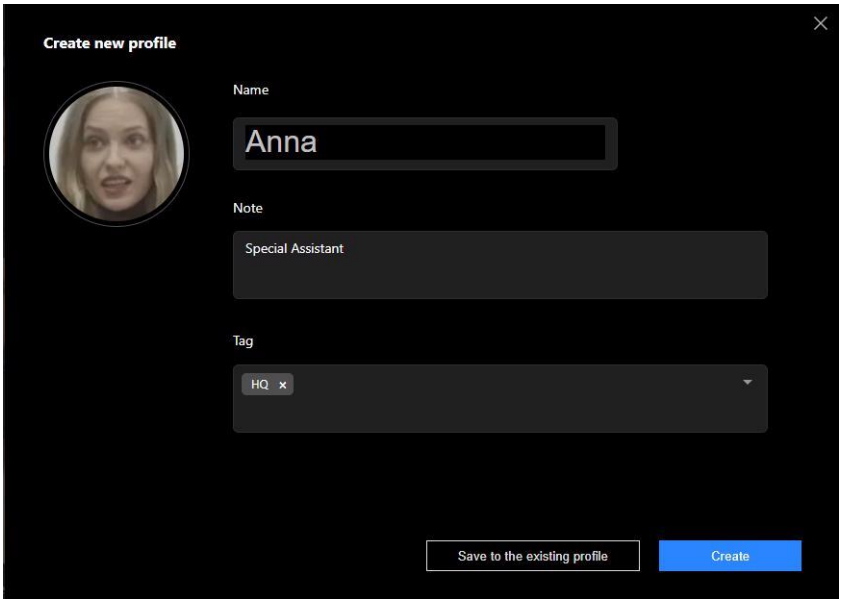


3. Select an image file and click "Open".



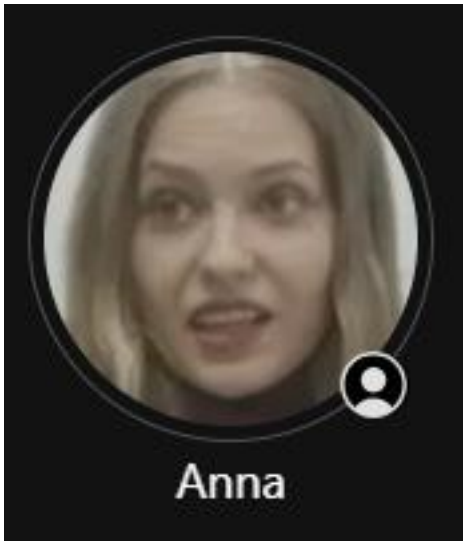
4. Enter the following information, and click "Create" to add this person as a new profile or click "Save to the existing profile" to amend more information to an existing person's profile.

- Name: Last name, and/or First name
- Note: A description of this person
- Tag: Add multiple tags for easy cataloging and searching



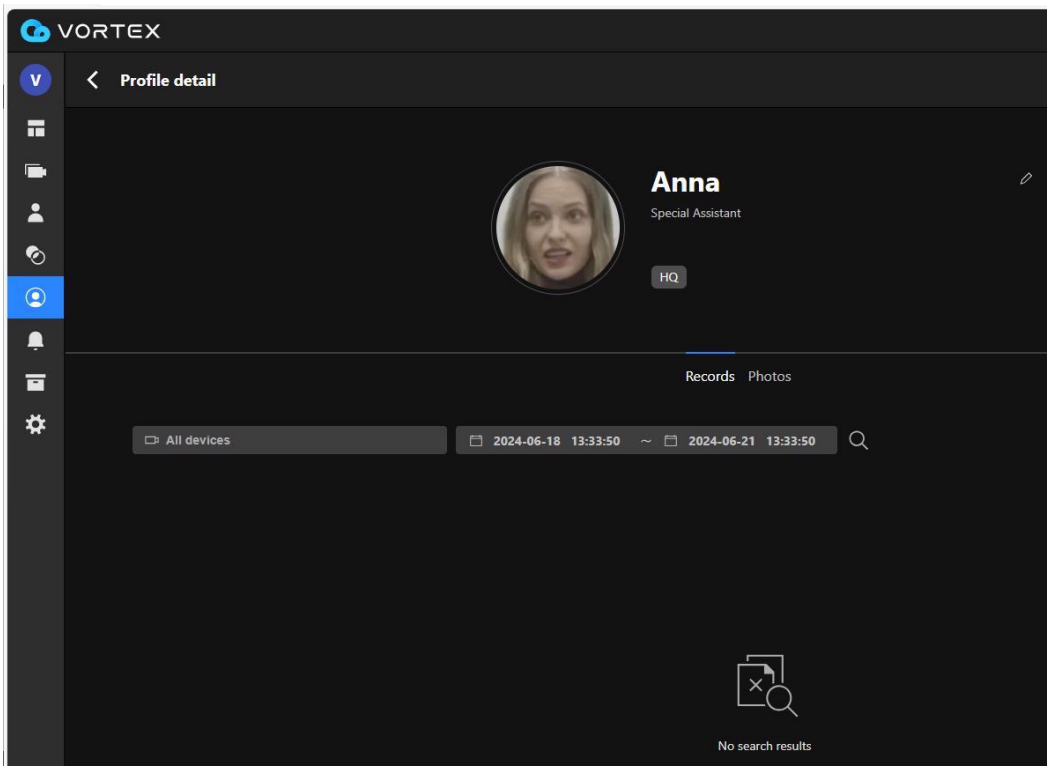
You can also add a facial image from Deep Search results to a profile.

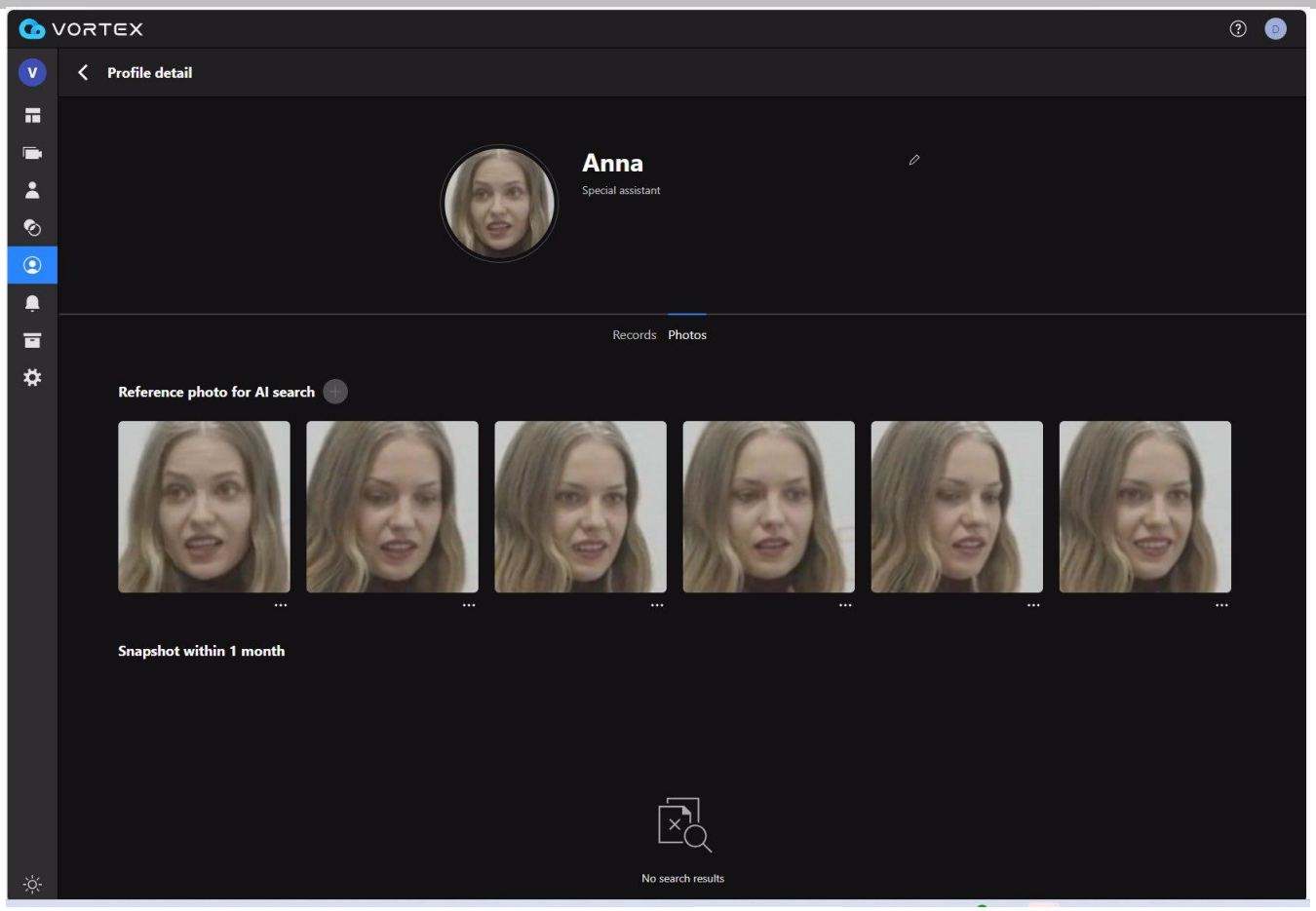
5. The facial image will display as a new search result in the workspace. Click the image thumbnail (cover image) to see the profile detail and search options (Records and Photos).



Using Profile Search to search for a particular person

On the Records tab, use the device and time frame column to start your search for this person based on the profile photos. On the Photos tab, you can add maximum 6 reference photos to help make profile searches.





Message center

The message center serves as a hub for viewing past events. The message list will only include events associated with pre-configured triggers: Device, System, and Access Control. Once you set the search criteria based on triggers, click the blue Search button to get the search results.

Device event

Here you have three filters as the conditions for your search: **Device**

Select which device group(s) you want to filter events for.

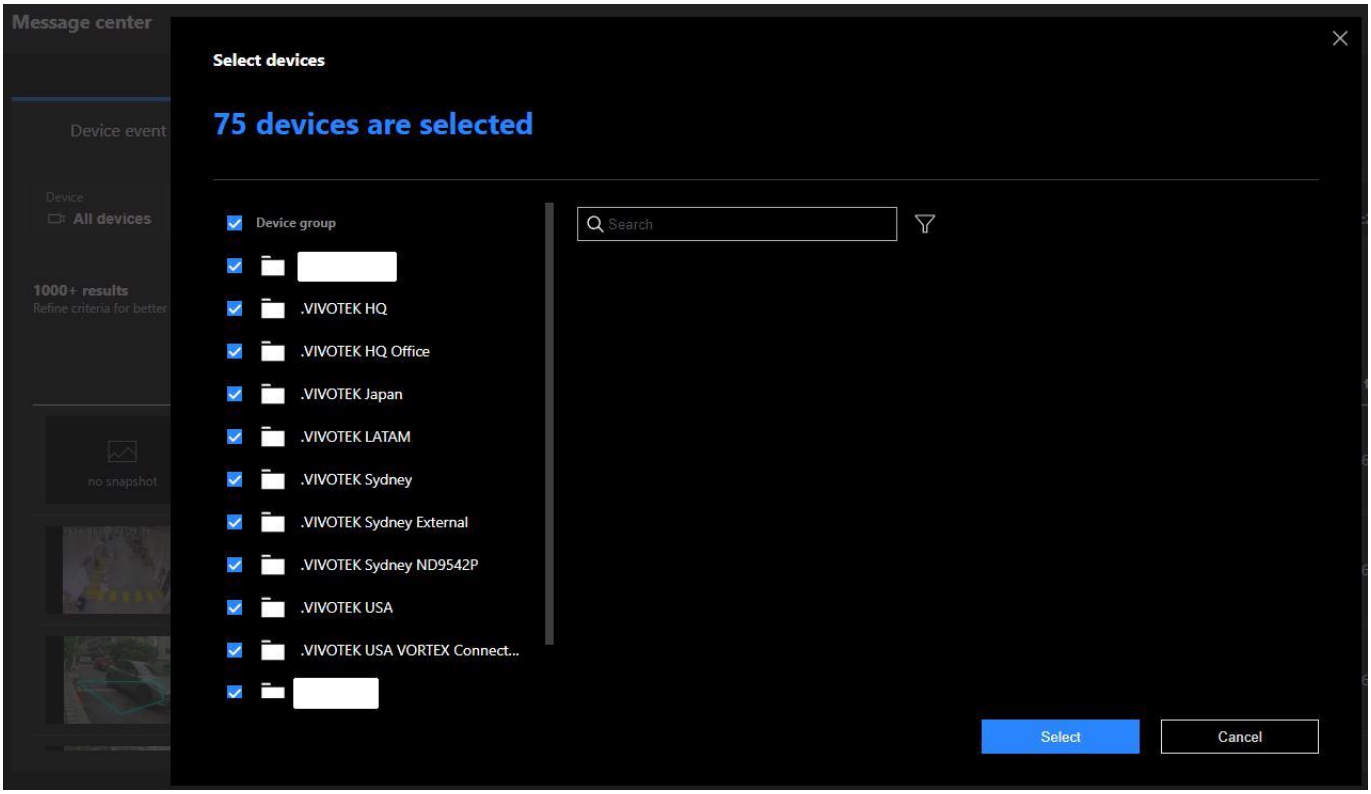
Event type

Select the event types (generated from cameras or NVRs) you want to see when reviewing the filtered videos.

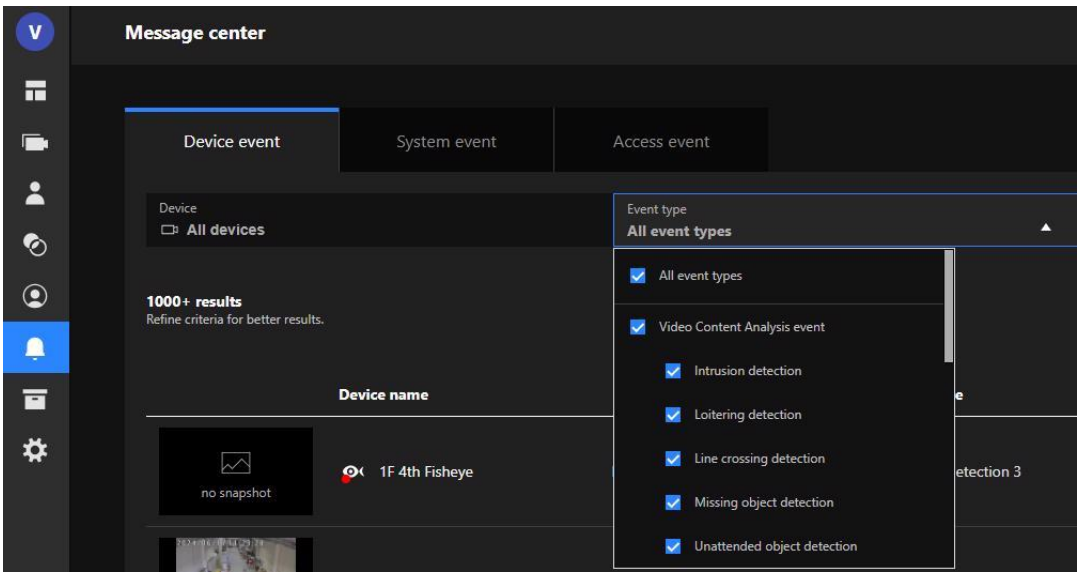
- Video Content Analysis event types
- General event types

Time frame

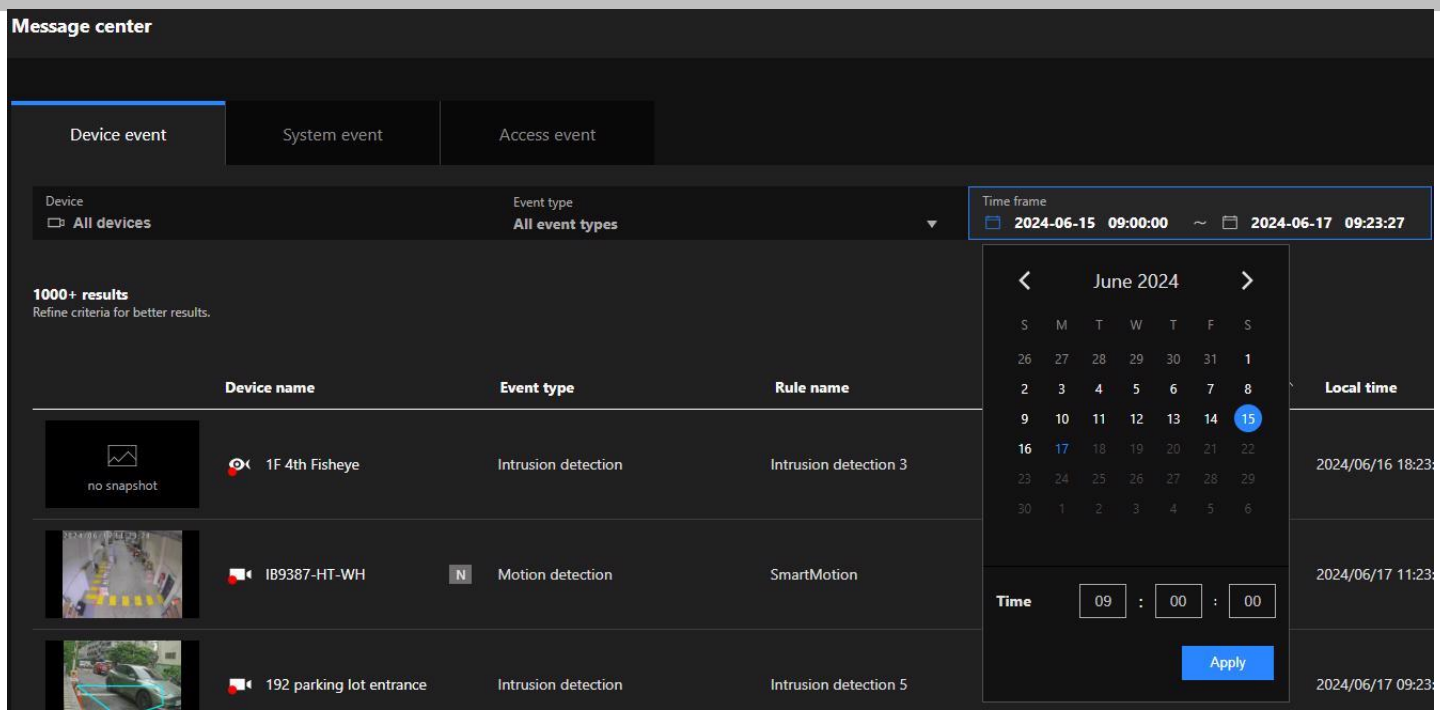
Set a specific time range to narrow down or widen your search results.



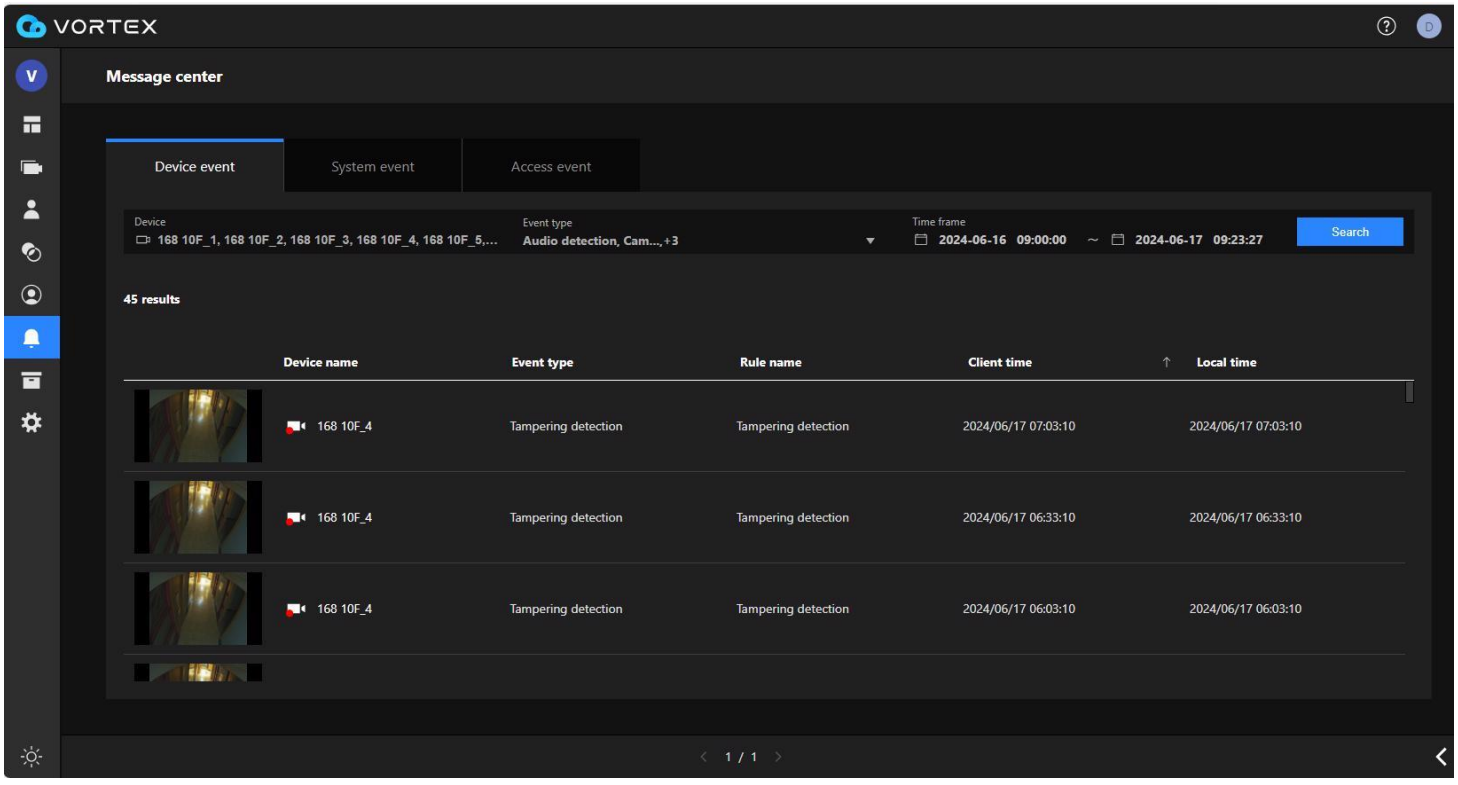
Select device group(s)



Select event type(s)



Select time frame



Example of search results

- In the search results, you can click any item to view the associated video and other details (as shown on the right). Also, you can click the Archive button to save the video. So, later you can go to the Archive tab to see all archived videos in a more organized way.
- Client time means the system time when the event happened. Note that the client time, though equal to local time, may have a time difference.

- Local time means the local system time when the event happened. There is only one local time, but it may be equal to many client time (depending on the region where you access the VORTEX system.)

System event

Here you can look for system-related issues such as offline by using three filters as the conditions for your search. Once you set your search criteria, click the Search button to get the search results.

Device

Select which device groups(s) you want to filter events for.

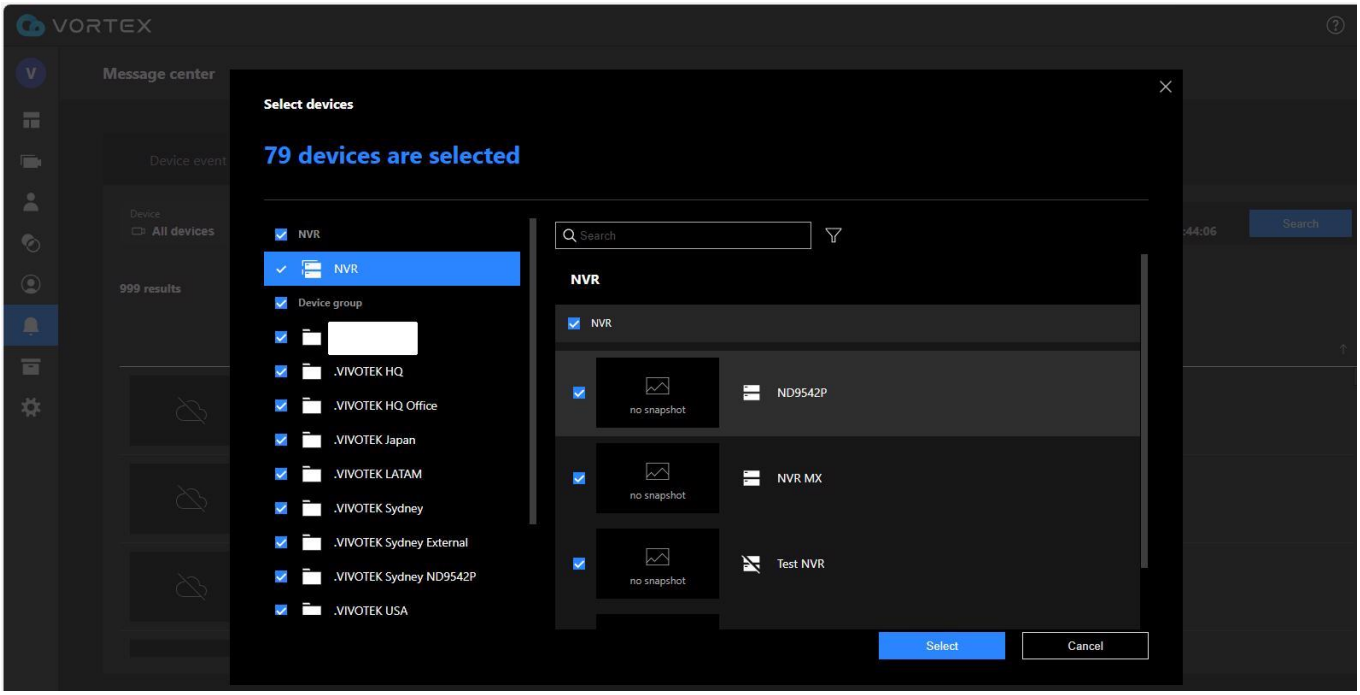
Event type

Select the event types (from cameras or NVRs) you want to see when reviewing the filtered videos.

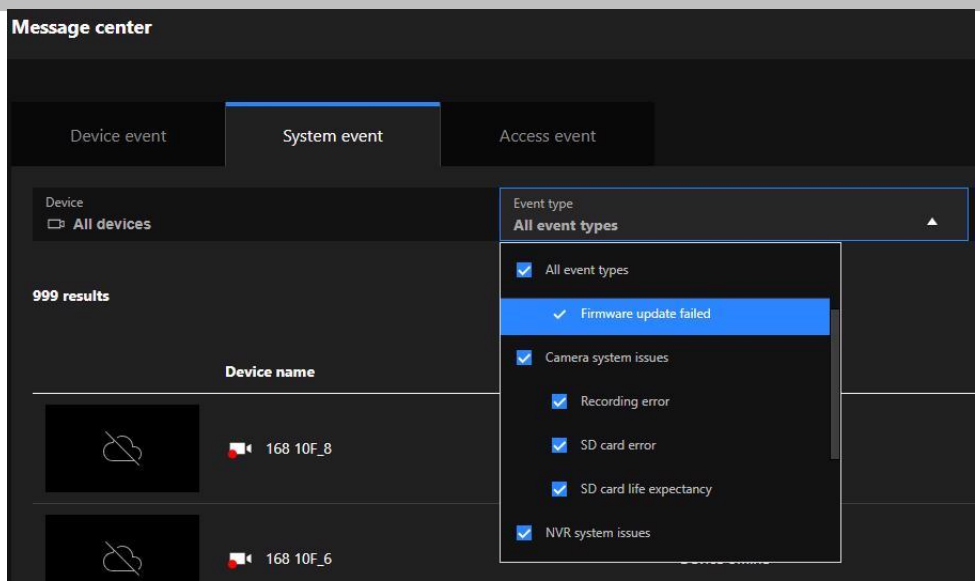
- General system event types
- Camera system event types
- NVR system event types

Time frame

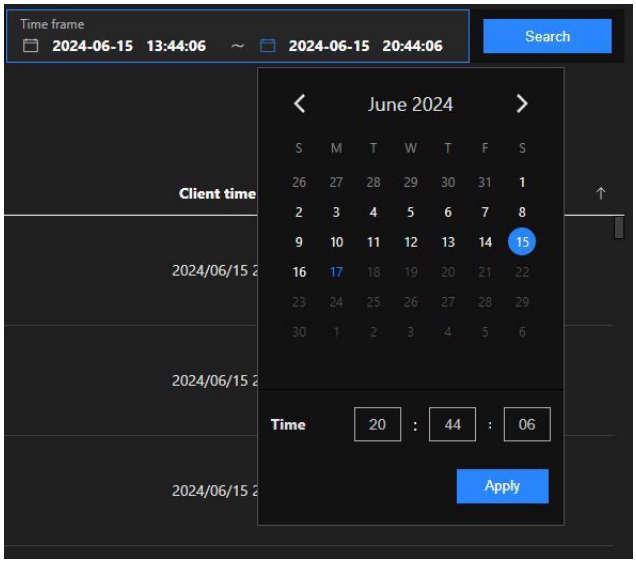
Set a specific time range to narrow down or widen your search results.



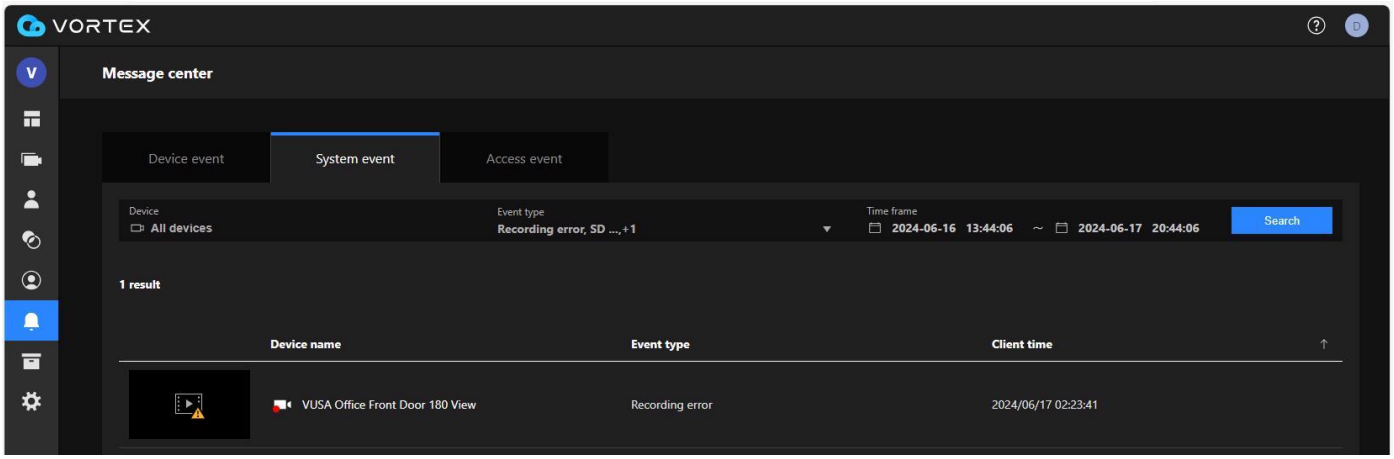
Select device group(s)



Select event type(s)



Select time frame



Example of search results

Access event

VORTEX can integrate with an access control system, so here you can look for access related issues such as door open by using four filters (including card holder name) as the conditions for your search. Once you set your search criteria, click the Search button to get the search results.

Access control point

Select where (access control points such as door and elevator) the access control devices are installed, so you want to filter events for.

Event type

Select the event types (such as , device tempered, and lockdown) you want to see when reviewing the filtered videos.

- Door event types
- Device tempered event types
- Lockdown event types

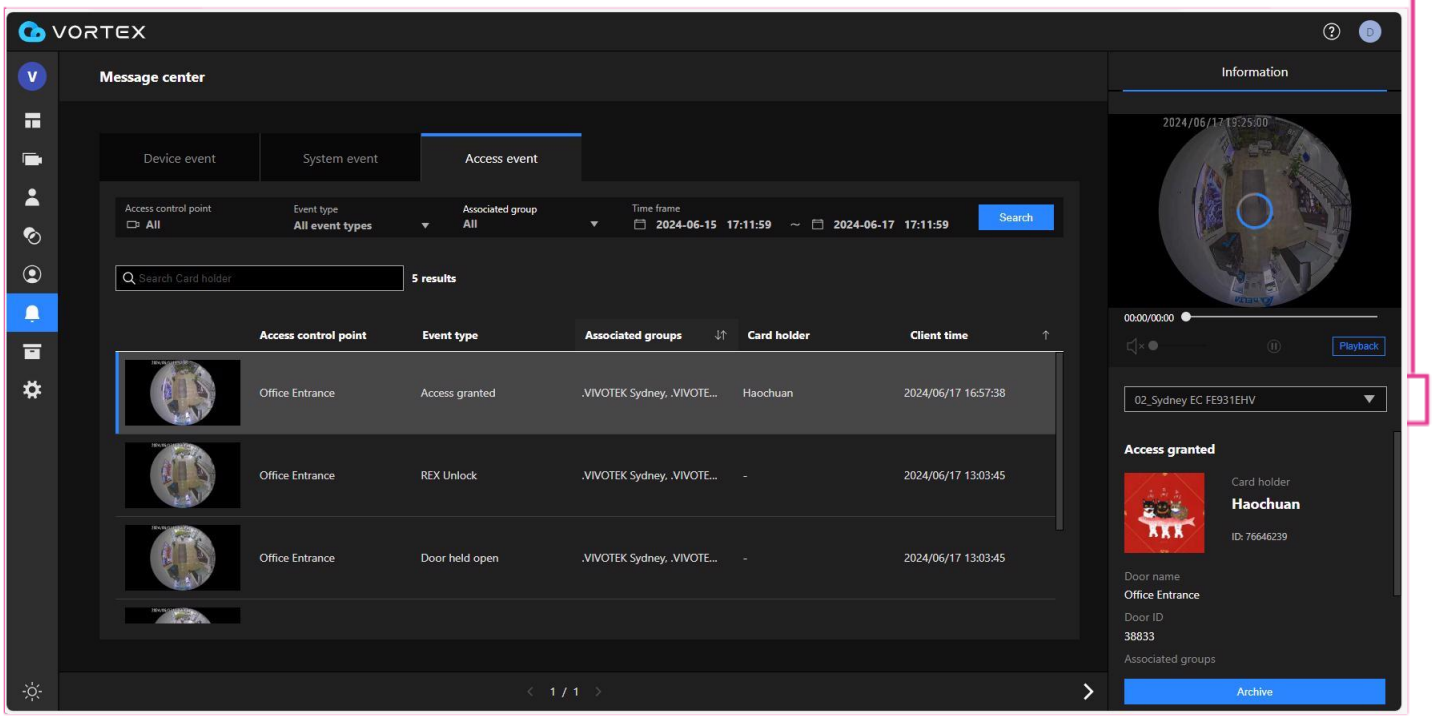
Associated group

Select the group to which the access control device belongs.

Time frame

Set a specific time range to narrow down or widen your search results.

Click the drop-down list to select a difcamera to view referent lated videos.



Example of search results

Archive

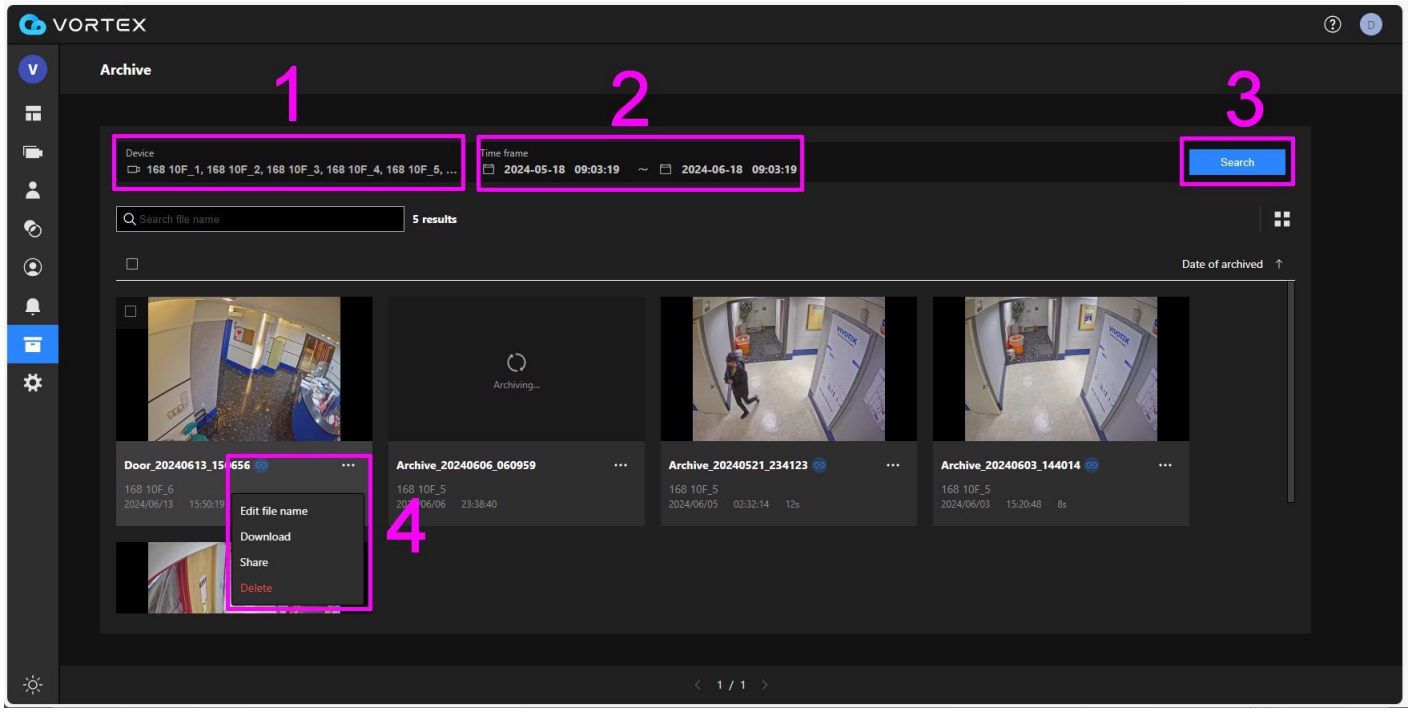
Video archiving is the process of moving video data that is no longer actively used but needs to be retained, to a different location for long-term storage. Archived data is unique, unlike data backup, which is essentially a duplicate. Archive usually is data that an organization needs to keep for reasons such as complying with legal regulations or internal policies.

For the Cloud Archive feature, VORTEX paid users have no storage duration limitations. Your video clips will be stored indefinitely. This is perfect for keeping older footage that may not be needed for immediate review but can be essential for future reference or other purposes.

Search archived video clips

The Archive page is your gateway to accessing and managing the video clips saved from your VORTEX cloud. There are three ways to search for archive video clips:

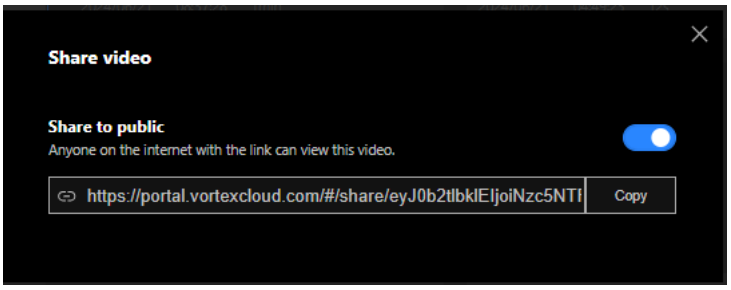
1. Search by cameras and time:
Click the "All devices" button to select cameras, and set the time frame. Then, click the "Search" button.



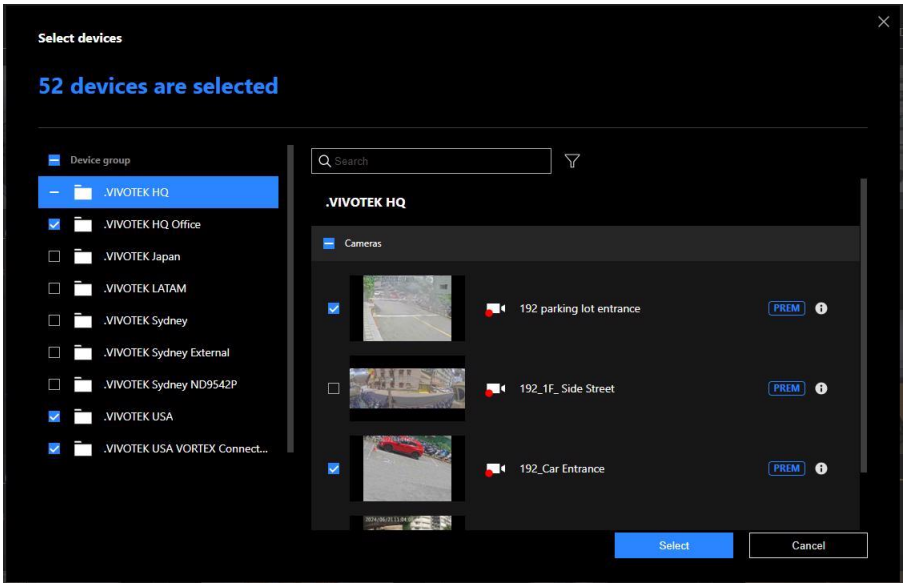
Example of search results

Once you have found the archived video you're looking for, you can click the "..." icon in the video cell. This will pop up a window that allows you to edit the file name of the archived video, download the video directly to your computer, share the video, and delete it.

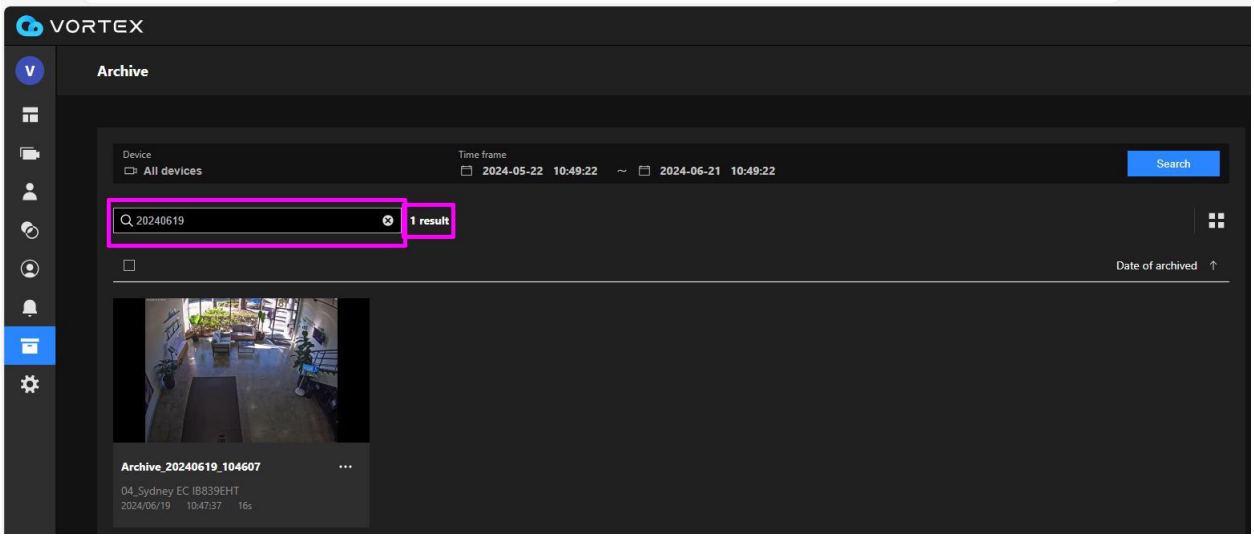
For example, if you want to share a video, click the "..." icon > Share in the selected video cell. This will pop up a window that allows you to turn on the sharing option and let you copy the link to share with others.



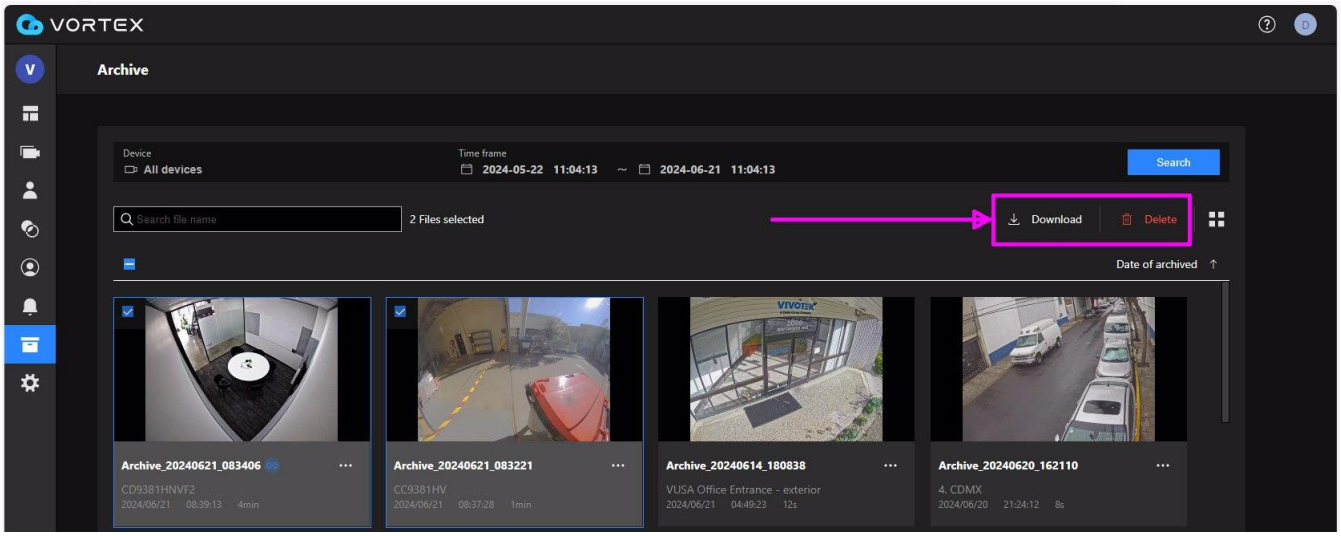
2. Search by camera(s) in group(s):
If you're looking for archives from specific cameras, start by clicking the camera box in the upper-left corner. This brings up the camera selector. Click "Groups" from here to see a list of your camera groups. Simply select the cameras from which you wish to view archives.

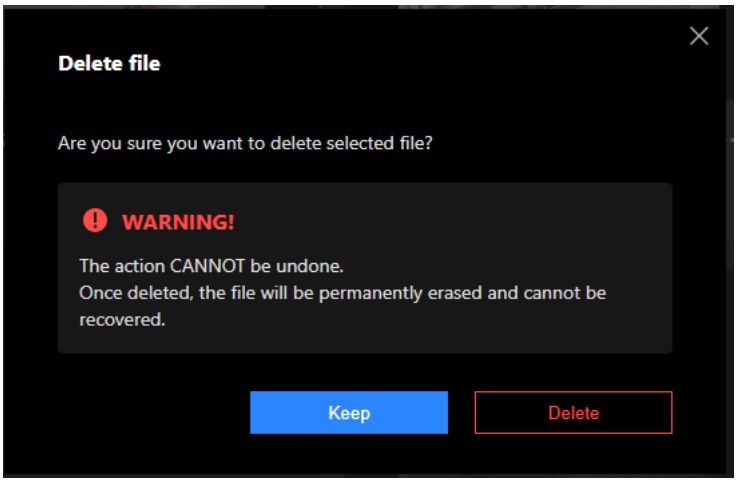


3. Search by video file name:
In the Search box, enter a keyword of the file name you are looking for to narrow down the search results.



In addition, in the search results, if you click one or more video cells. Another two options "Download" and "Delete" will appear. You can download videos as needed and/or delete video(s) with caution.



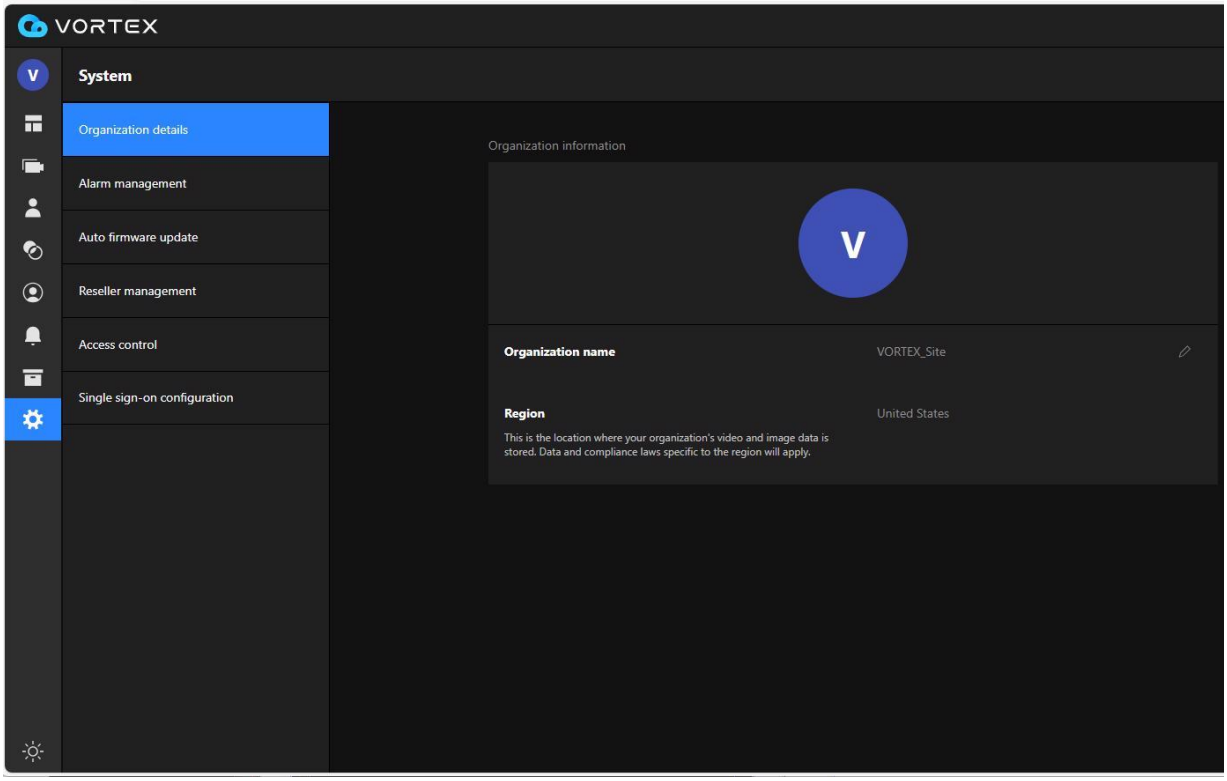


System

This section lets you manage system-related settings such as organization information.

Organization details

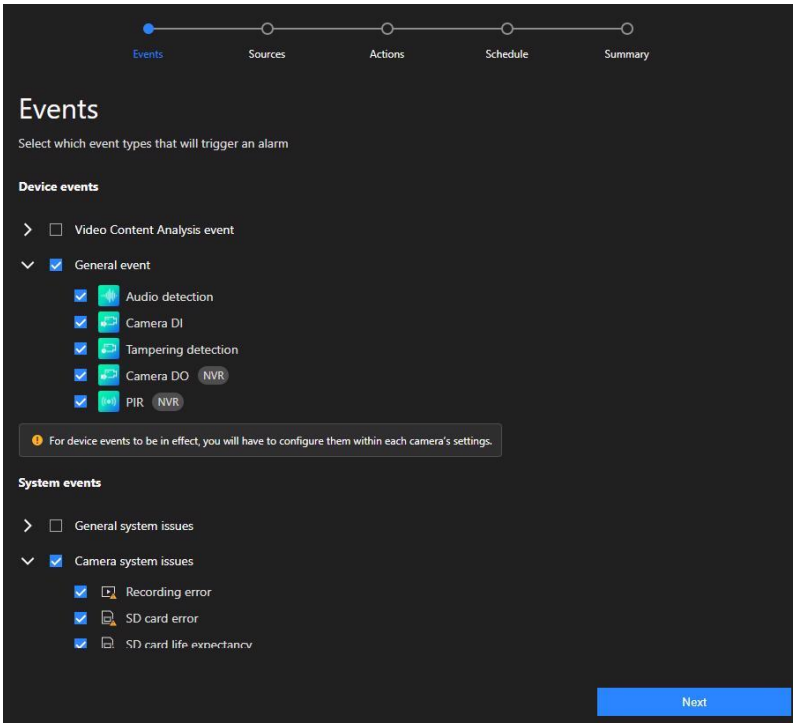
You can change your organization name here if you are an organization owner, administrator, or supervisor. In addition, only the VORTEX organization owner can transfer ownership to another user and can delete the organization when all devices are deleted.



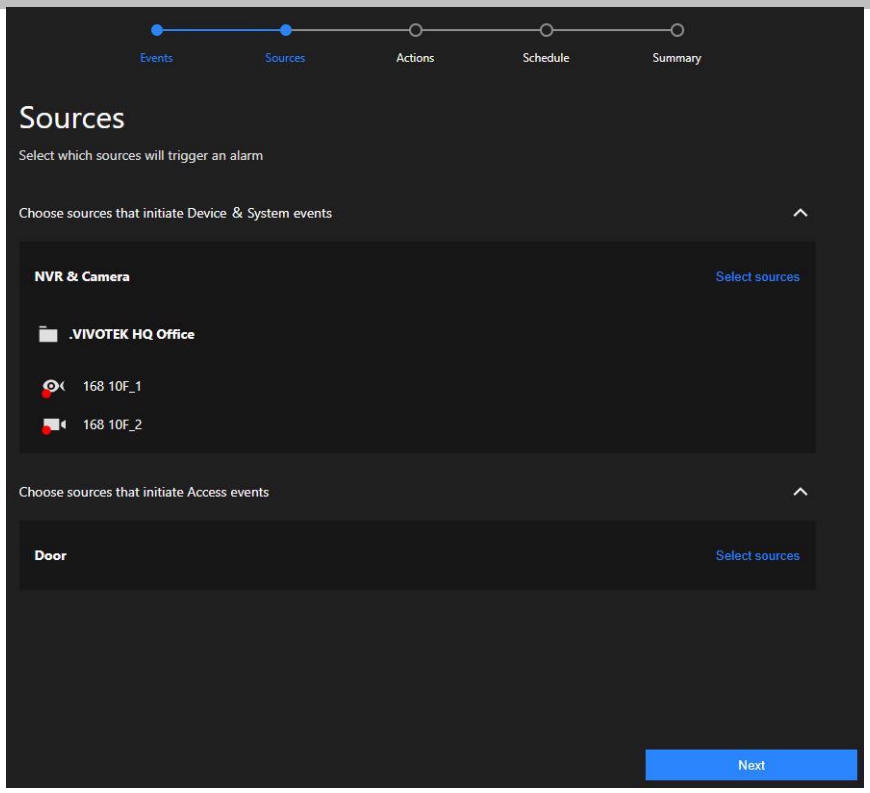
Alarm management

If you are the owner or an administrator and you need to be notified of certain activities such as VCA events and device status, please click the "Add alarm" button and set up the following five steps:

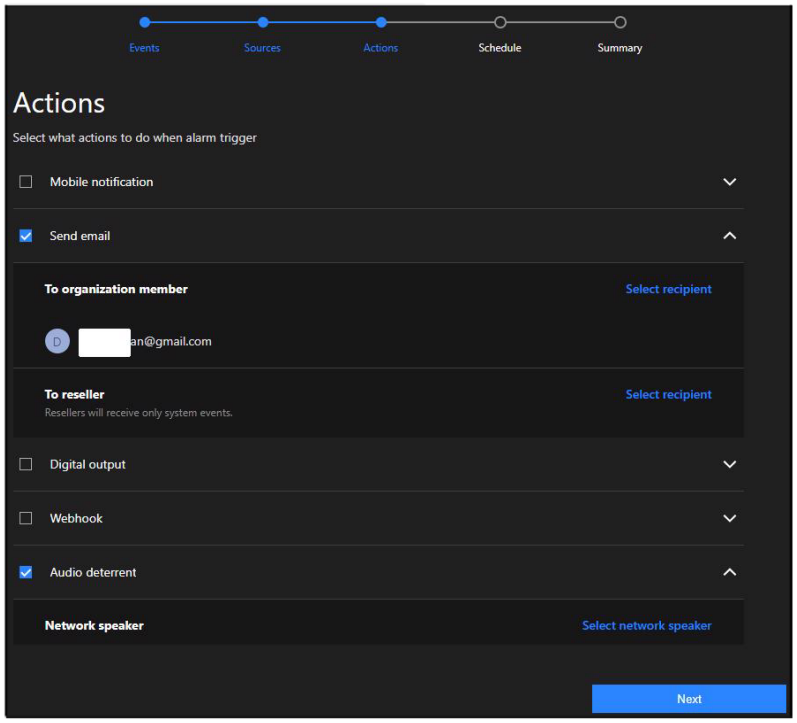
1. Select the event(s) and issue(s) you want to be notified of, and then click NEXT.



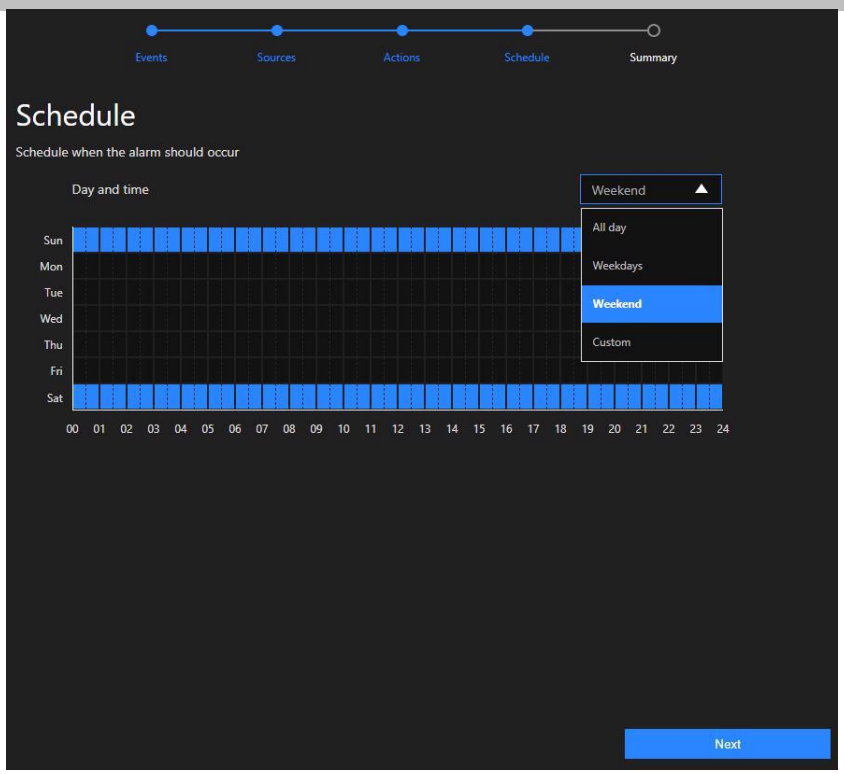
2. Select the source(s) to trigger the alarm, and then click NEXT.



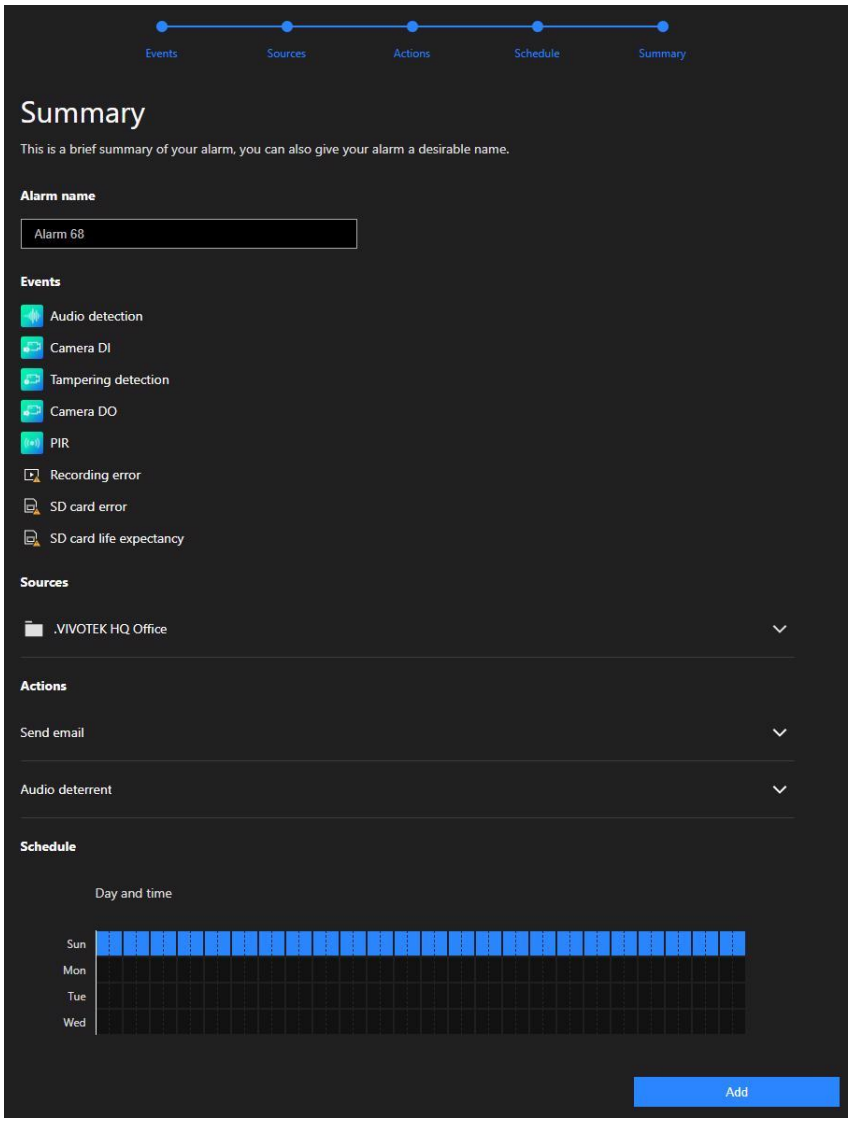
3. Select the actions(s) the alarm will trigger, and then click NEXT.



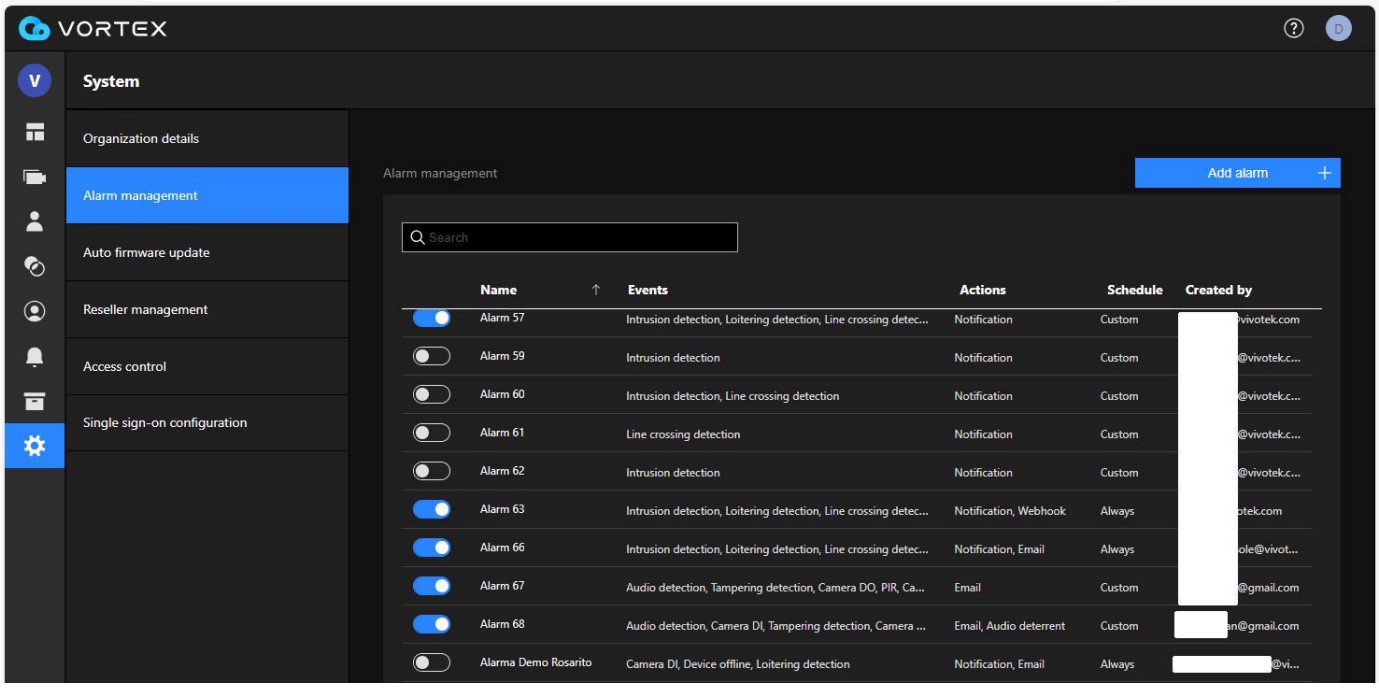
4. Select the time frame the alarm is on.



5. Check if all the items you select are correct. If yes, click Add.

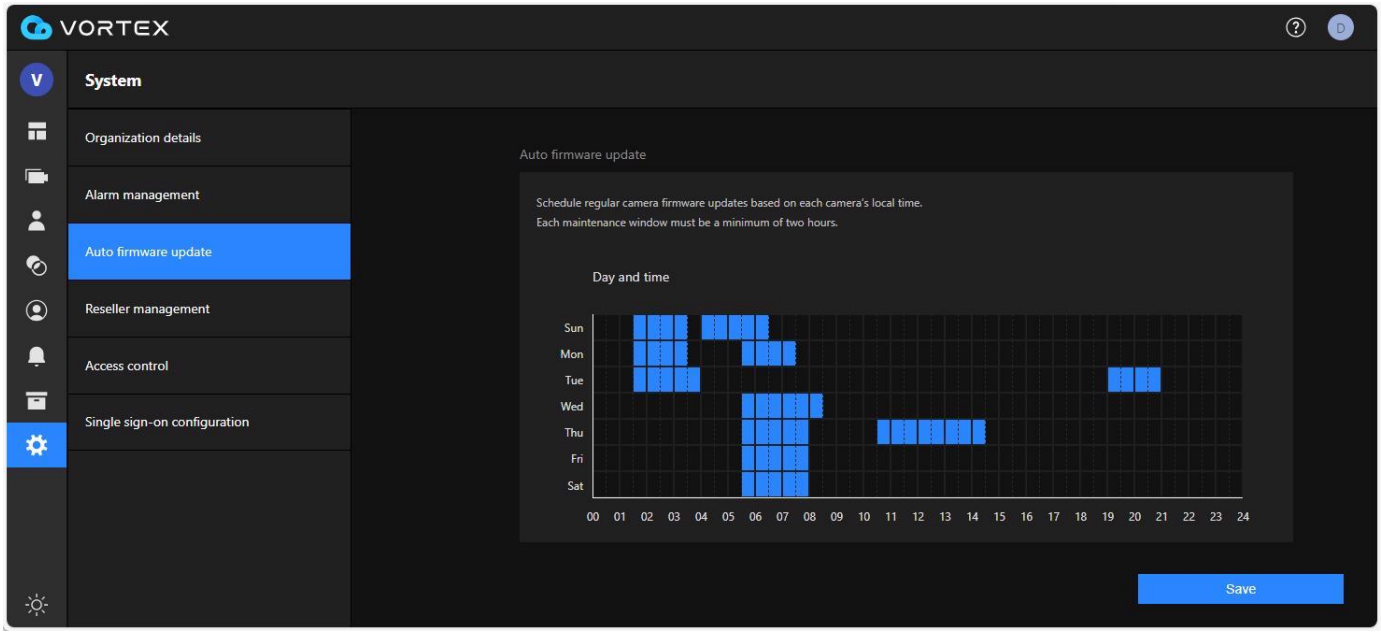


Now, you can move the slider (ON/OFF) to decide whether to enable the alarm you just created.



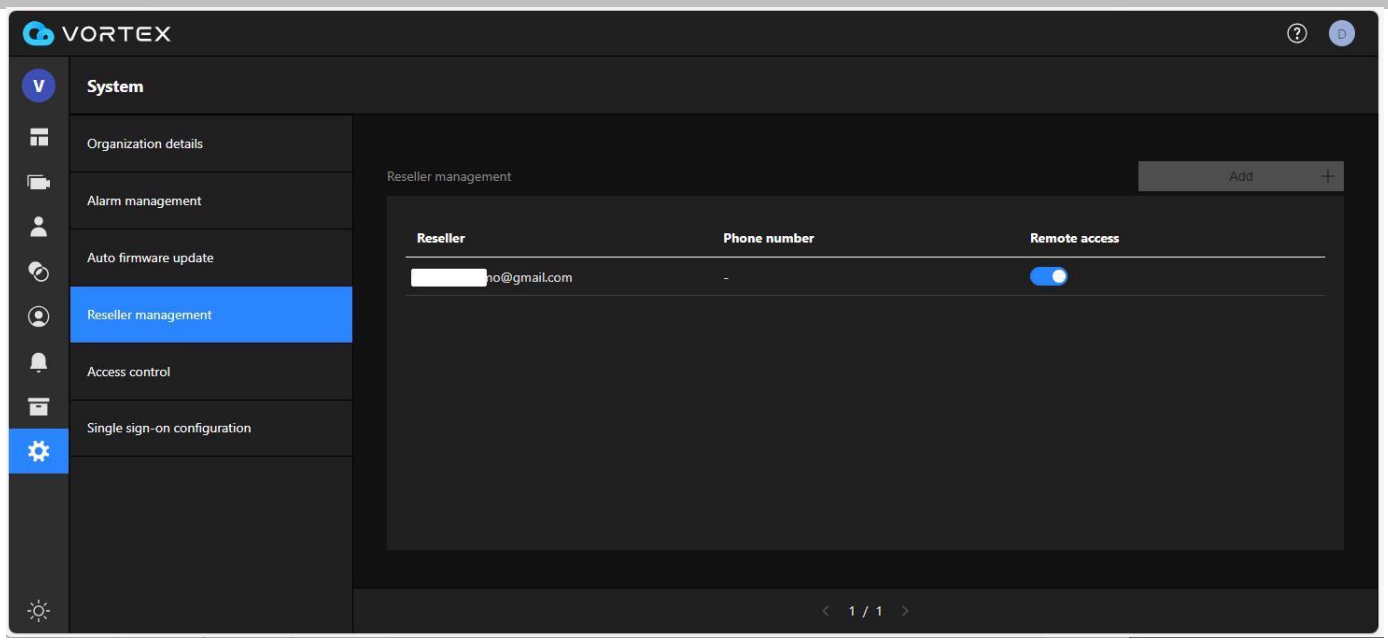
Auto firmware update

VORTEX can automatically push firmware updates to your devices on a regular basis based on the schedule you set (minimum two hours per update session).



Reseller management

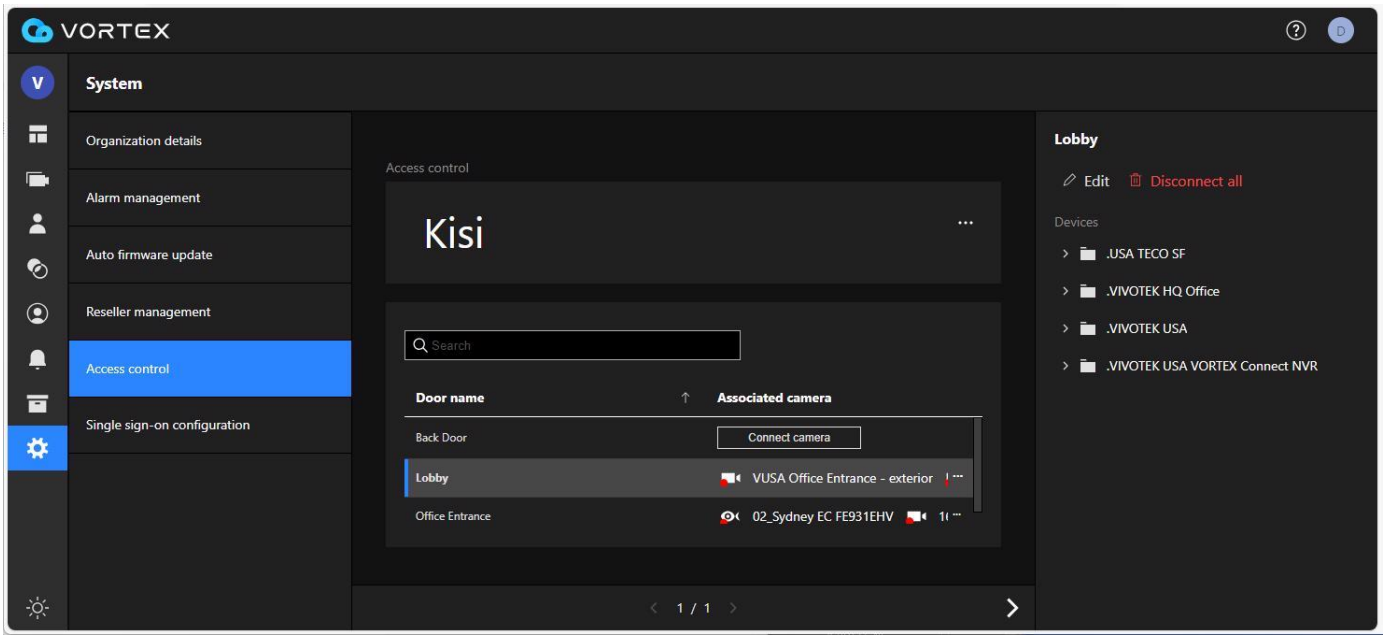
Here, you can add your service provider and decide whether to grant them remote access.


VORTEX
D
V
System
Organization details
Alarm management
Auto firmware update
Reseller management
Access control
Single sign-on configuration
Reseller management
Add
Reseller
Phone number
Remote access
[redacted]no@gmail.com
-
1 / 1

Access control

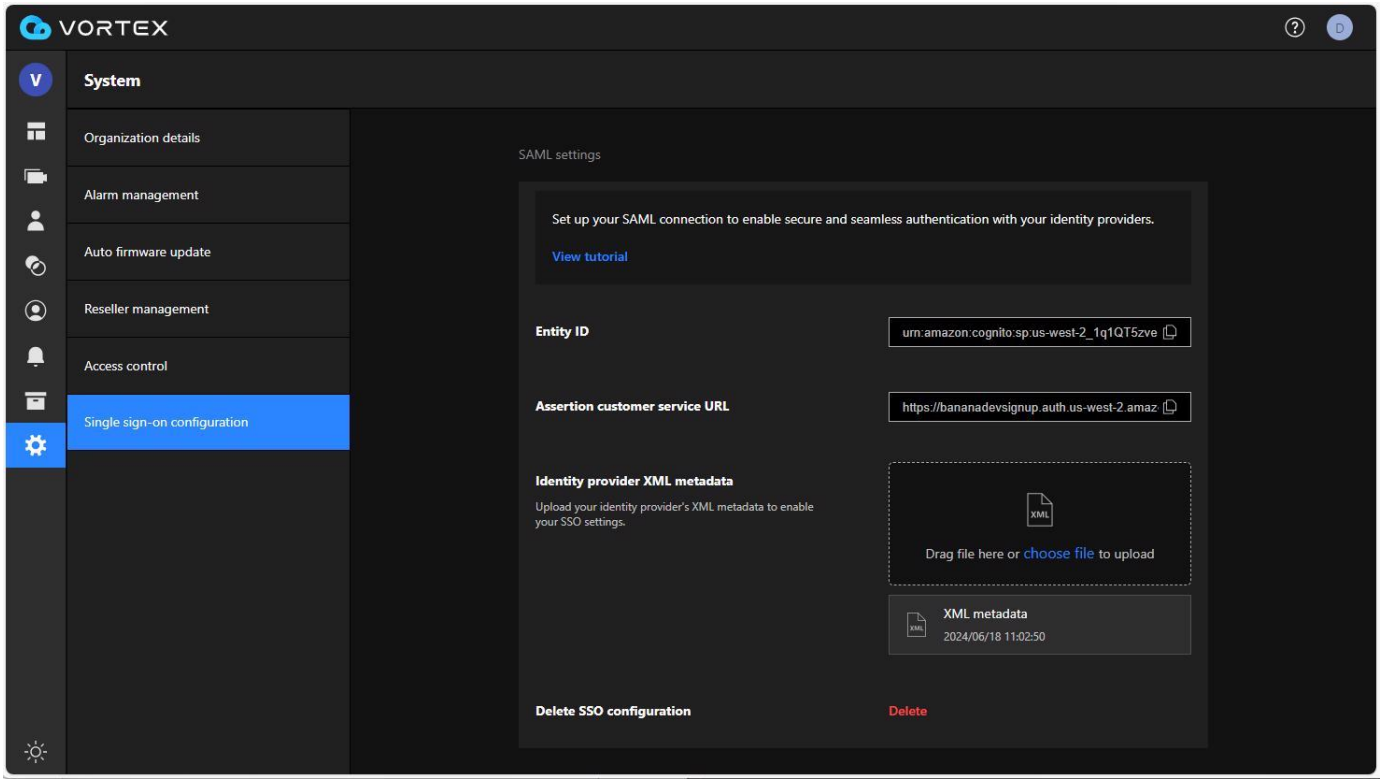
Here, as a VORTEX Owner/Admin, you can decide where and whether your devices connect to Kisi security system (see https://docs.kisi.io/dashboard/account/generate_api_key/ for details). In other words, you need to:

1. Generate and copy a Kisi API key on the Kisi website.
2. Go to VORTEX > System > Access control.
3. Paste the Kisi API key and click Add. So, you can connect a Kisi device to an associated camera.



Single sign-on configuration

Single Sign-On (SSO) is a solution for verifying user identity and increasing the user convenience by not having to remember lots of different user IDs and passwords for various websites or locations with security control. Also, the owner, administrator, or reseller should perform this function to ease their burden on access control. For details on how to set up, click View tutorial.



License

Device License and Cloud Storage License

To make the most out of your VORTEX camera and avail of all the associated VORTEX services, a VORTEX standard License is necessary. This license activates your camera, granting access to a range of cloud-based services designed to elevate your user experience. We offer standard camera licenses for a duration of 1, 3, 5, and 10 years featuring:

- Unlimited Archive
- 30-day local storage

Additionally, to enable your VORTEX network speaker, you will require a corresponding network speaker license. It is also available for a duration of 1, 3, 5, and 10 years.

For users aiming to enhance security coverage and data retention, we highly recommend adding a cloud storage license. It provides comprehensive recording backup securely stored in the cloud. Our cloud storage licenses are available for duration of 30, 60, 90, 120, 180, and 365 days, with each duration offered for terms of 1, 3, 5 or 10 years. This ensures continuous access to data for review or incident recovery as needed.

Type	**Plan**
Camera Standard License	1/3/5/10-years
Network Speaker License	1/3/5/10-years
Optional Cloud Storage License	30/60/90/120/180/365-days with each duration offered for terms of 1/3/5/10-years

License-required feature

This section introduces the accessory requiring the license information while using VORTEX.

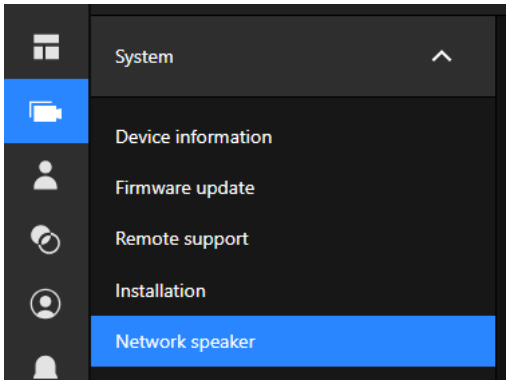
Network speaker

The AU-001 Network Horn Speaker is a specialized outdoor audio device designed to integrate with security systems. When activated, it broadcasts pre-recorded audio clips to deter intruders. Using this network speaker as a deterrent can help avoid confrontations that might otherwise occur if someone were to intervene physically.

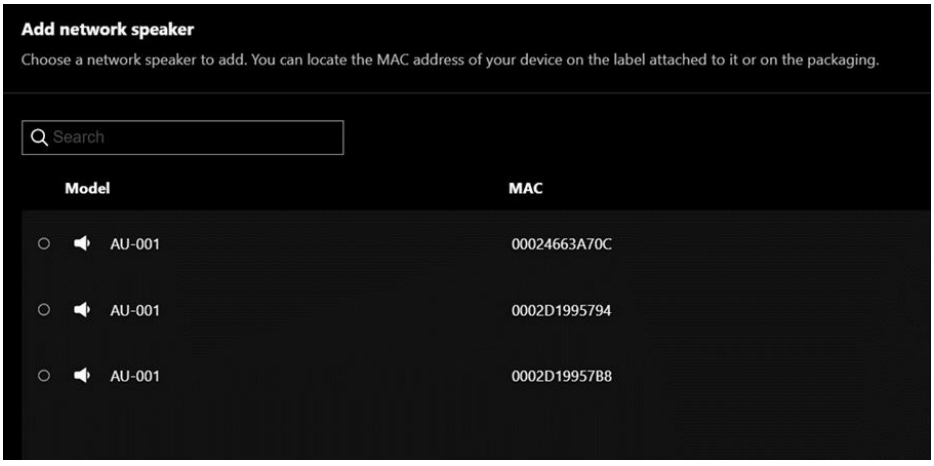
AU-001 can be integrated into the VORTEX platform and set to perform specific triggers depending on user requirements as long as you have acquired a Network Speaker license.

Finding the device and configuring

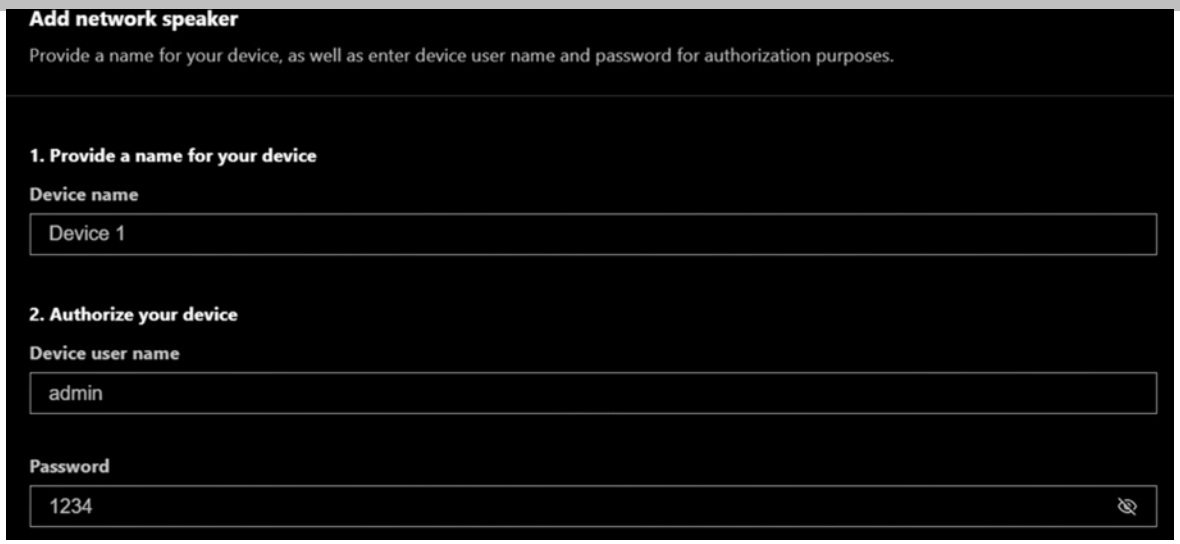
1. Click a device from the Devices menu, and then click Network speaker.



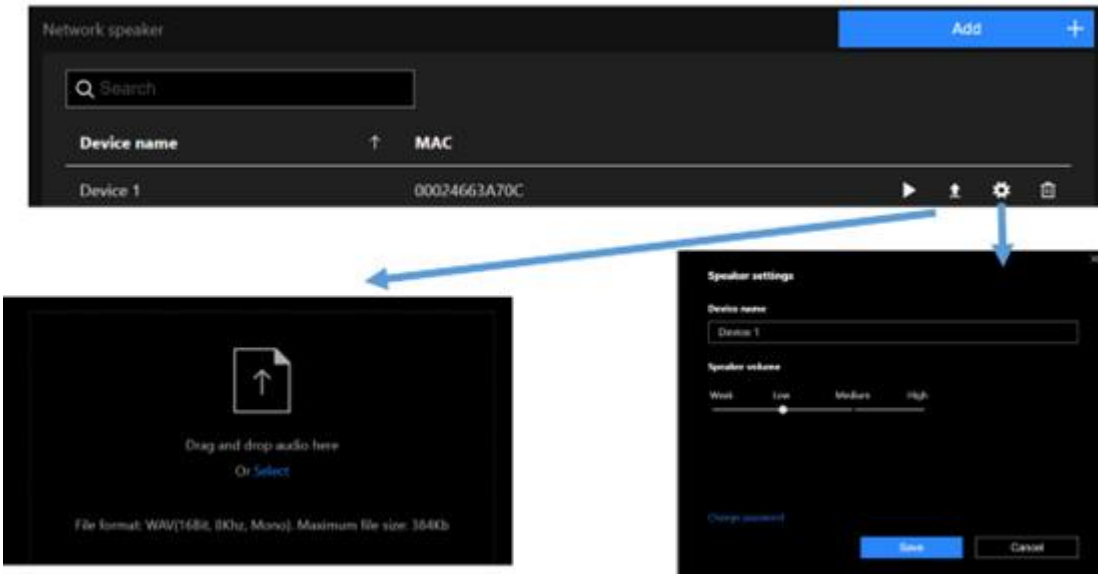
2. Click a device from the Devices menu, and then click Network speaker > Add.



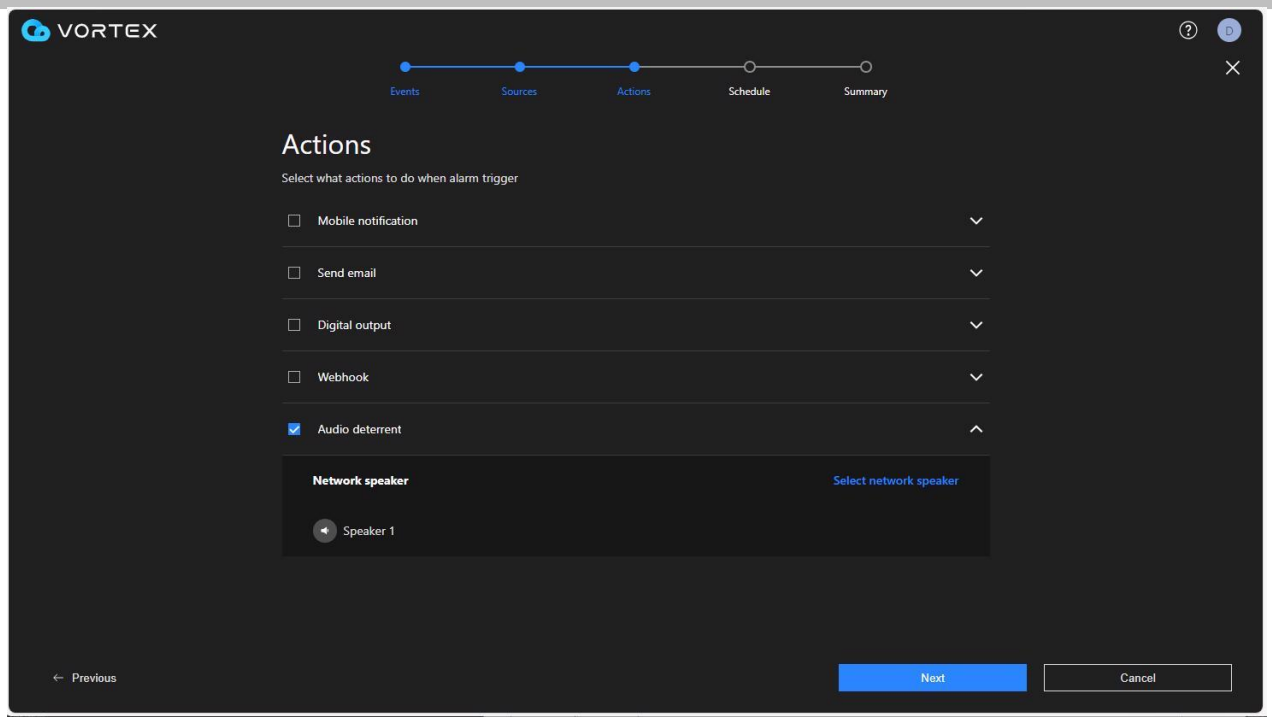
3. Select a network speaker, and enter the default username/password (admin/1234).



4. After you have associated the network speaker with a camera, you can upload audio clips, adjust the volume, and change the password for added security.



5. If you have successfully configured your network speaker, an "Audio Deterrent" option will appear in the Alarm management actions menu. From here, you can select which associated network speaker should sound the alarm in case of an intrusion.


VORTEX
Events
Sources
Actions
Schedule
Summary
Actions
Select what actions to do when alarm trigger
Mobile notification
Send email
Digital output
Webhook
Audio deterrent
Network speaker
Select network speaker
Speaker 1
Previous
Next
Cancel