



Orchid Core VMS User Guide

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IPConfigure

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Introduction

Thank you for your interest in IPConfigure's Orchid Core Video Management System. This guide should provide you with everything you need to know as you get started using Orchid Core VMS. We'll begin with an overview of the product and the user guide, then we'll review the user interface and dive into specific details for viewing and exporting video.



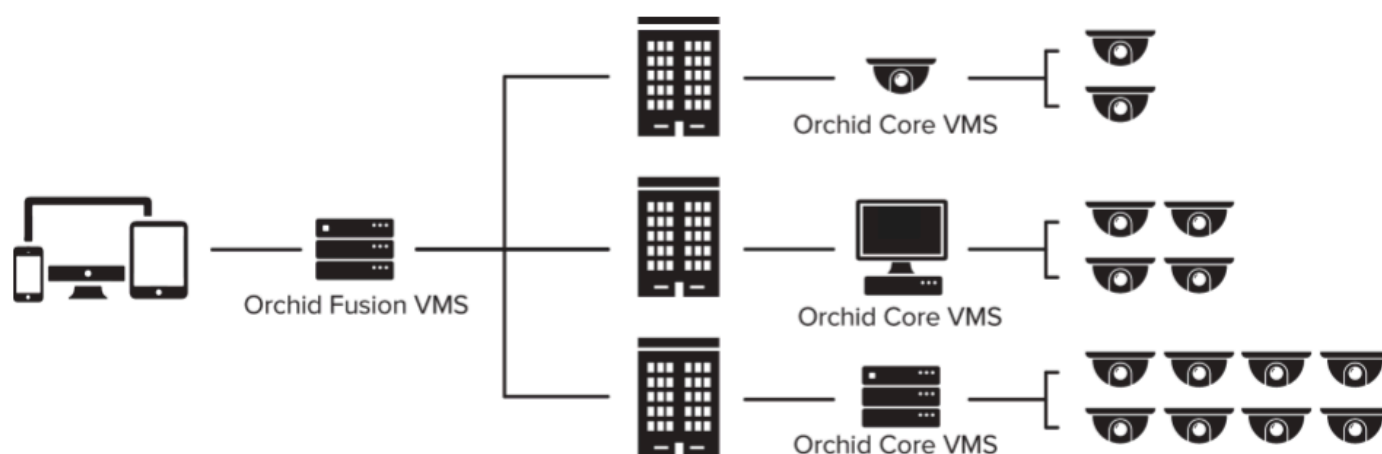
As of March 2021, we have implemented a date-based software version numbering system. From this point forward, the software version number will represent the year and month in which the software was released. For example, version 21.3, the first release with the new numbering system, was released in March of 2021. (Version 2.16 was the last release under the old numbering system.)

About the Orchid Product Family

Orchid Core VMS is the foundation of IPConfigure's Video Management System. Orchid Core VMS runs on a single server to collect, record, and store video from network cameras. Accessible via an intuitive web browser interface, Orchid Core VMS allows users to view live and recorded video from virtually any web-enabled device.

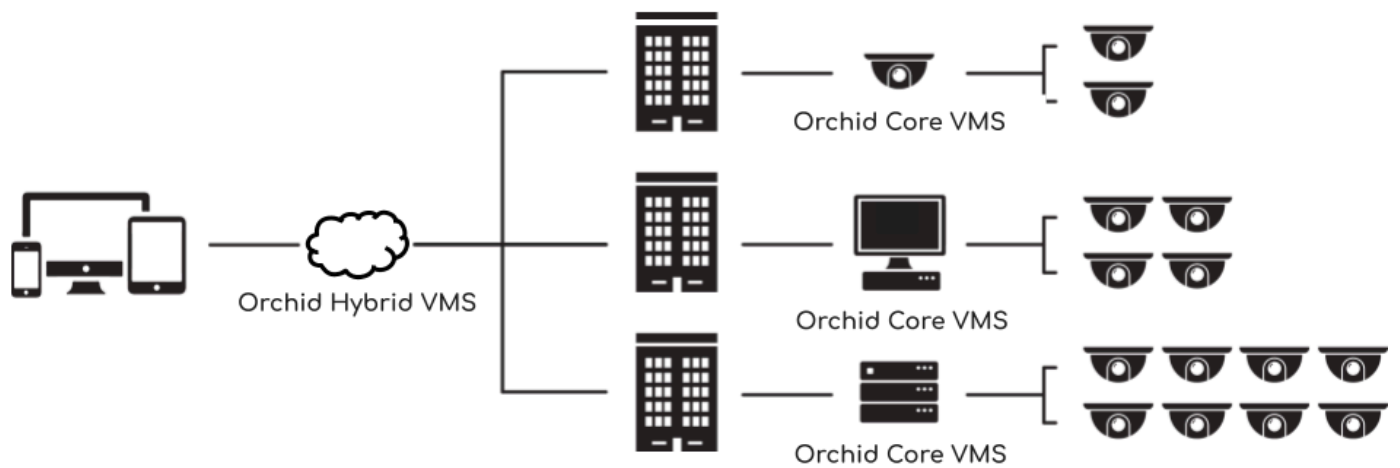
Orchid Fusion/Hybrid VMS is an enterprise software developed to integrate multiple Orchid Core VMS servers from various locations into one seamless management system. Designed to work across a variety of operating systems, camera types and network topologies, Orchid Fusion/Hybrid VMS is the perfect solution for large organizations.

Orchid Core VMS and Orchid Fusion/Hybrid VMS have very similar user interfaces, and both systems allow viewing and exporting video, but there is a key difference between the two. While Orchid Core VMS works on the camera level, Orchid Fusion/Hybrid VMS now works on the camera level and the server level. In Orchid Core VMS, the administrator will "register" network cameras, configure camera stream settings, and establish video retention levels for each camera. Orchid Fusion/Hybrid VMS has the power to "register" both cameras and individual Orchid Core VMS servers, resulting in increased management capabilities to an entire network of Orchid Core VMS servers.



Orchid Fusion and Orchid Hybrid

Orchid Fusion VMS and Orchid Hybrid VMS are nearly identical systems. They are both used to manage multiple Orchid Core VMS servers. Orchid Fusion VMS requires you to have one or more Orchid Core VMS servers and an Orchid Fusion VMS server to manage them. Orchid Hybrid VMS combines on-premise recording with cloud management. So while video is still stored on-site (on an Orchid server), the Hybrid system provides server aggregation, management, and accessibility through the cloud.



Your Orchid Core VMS server may (or may not) be registered to an Orchid Fusion or an Orchid Hybrid supervisory system. The information above is simply intended to provide an overview of how different systems may be configured.

About the Orchid Core VMS User Guide

The Orchid Core VMS User Guide is intended to cover the basic, daily operation of the Orchid Core VMS software. This guide includes information on the following topics:

- Signing into the Orchid Core VMS software
- Navigating the User Interface
- Working with the Stage and the Players
- The Timeline Bar
- Viewing Live and Recorded Video
- Exporting Video

How to Sign In

Orchid Core VMS can be accessed easily through most modern web browsers, such as the latest versions of Chrome or Firefox. The latest version of Chrome is recommended. Your browser choice, however, will determine the available operating modes for Orchid Core VMS.



The following web browsers are explicitly *not* supported: Internet Explorer 11, Firefox 52 ESR, and any Google Chrome version older than version 48.

A Quick Word on Web Browsers and Operating Modes

Orchid Core VMS supports Web Real-Time Communication (WebRTC). This technology allows for viewing full-bandwidth, live and recorded H264 video streams within a web browser (without the need to download a plugin). WebRTC mode and Low-bandwidth mode are available in the following browsers:

- (Preferred) Google Chrome, version 66 or higher, in a MacOS, Windows, or Linux desktop environment, or on a mobile device
- The latest version of Safari (mobile and desktop)
- The latest version of Mozilla Firefox
- The latest version of Microsoft Edge

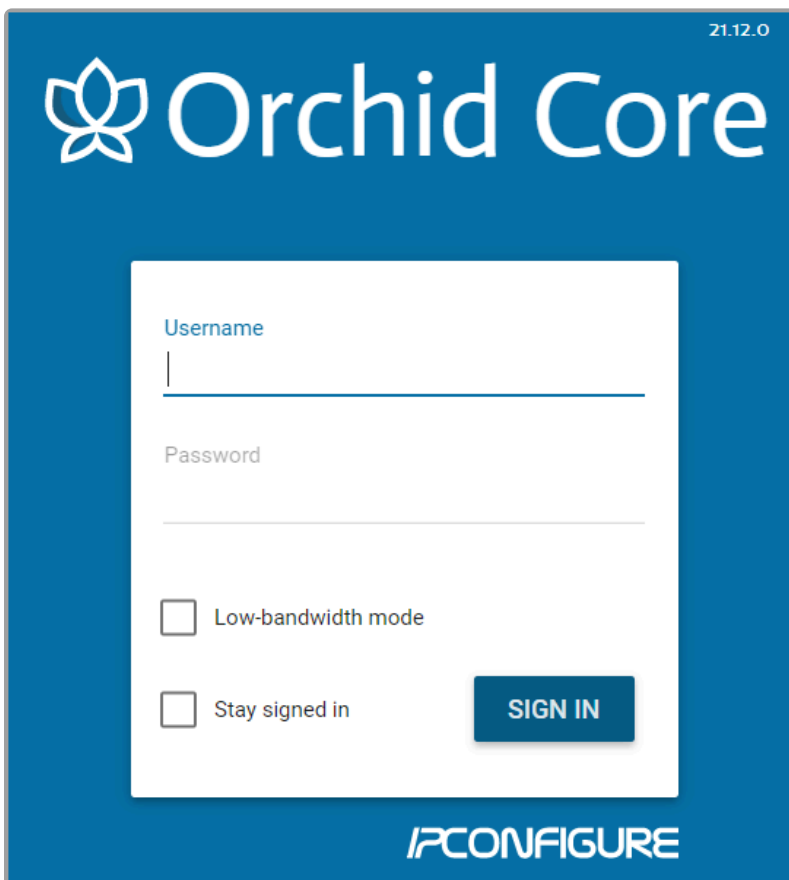
All other web browsers support Low-bandwidth mode only. (For a detailed comparison of the two operating modes, please refer to the [Orchid Core VMS Administrator Guide](#).)



Starting with Orchid Core VMS version 2.8.0, the FBGST plugin will no longer be supported. The plugin-compatible web browsers (Chrome version 34, and Firefox version 52) have also reached the end of support. If you were previously using either of these web browsers, you should upgrade to the latest version available.

Signing In

1. To open Orchid Core VMS on a client device, type the IP address of the Orchid Core VMS server in the web browser address bar. If you are opening Orchid Core VMS on the Orchid Core VMS server itself, you may enter **localhost** in the address bar. (If the default web server port number was changed to a value other than 80, the IP address or **localhost** will need to be followed by a colon and the web server port number. Example: **localhost:81**)
2. You will be prompted to enter a username and password to sign into Orchid Core VMS. (This information should be provided to you by your Orchid Core VMS Administrator.)
3. If you are using a browser that supports WebRTC mode, you will have the option to run Orchid Core VMS in Low-bandwidth mode. (Mark the *Low-bandwidth mode* checkbox to run in Low-bandwidth mode.) In all other web browsers, you'll always sign in using Low-bandwidth mode by default.
4. Mark the *Stay signed in* checkbox if you wish to remain signed in even if you close your browser session or reboot your computer. You will remain signed in for approximately 30 days. (If you leave this box unmarked, the system will automatically sign you out if you close your browser session or reboot your computer.)
5. Press **Sign In**.

The image shows the Orchid Core VMS sign-in interface. It features a blue background with the Orchid Core logo at the top left and the version number 21.12.0 at the top right. The main content area is a white box containing a sign-in form. The form has two input fields: 'Username' and 'Password'. Below these fields are two checkboxes: 'Low-bandwidth mode' and 'Stay signed in'. A blue 'SIGN IN' button is located to the right of the checkboxes. The IPConfigure logo is visible at the bottom right of the interface.

21.12.0

Orchid Core

Username

Password

☐ Low-bandwidth mode

☐ Stay signed in

SIGN IN

IPCONFIGURE

* The username and password are both case sensitive.



The *Low-bandwidth mode* checkbox will only be visible if you are using a browser that supports WebRTC mode..

User Interface Overview

After you sign in, Orchid Core VMS will open at the *Stage* screen. This is the main viewing area in Orchid Core VMS and includes access to the *Camera Bag*, *Timeline Bar* (if your user permissions allow), and the *System Menu*. Orchid Core VMS automatically resizes itself for different sized screens and resolutions, so you will enjoy the same user interface on many devices like a desktop computer, tablet, mobile phone, etc.

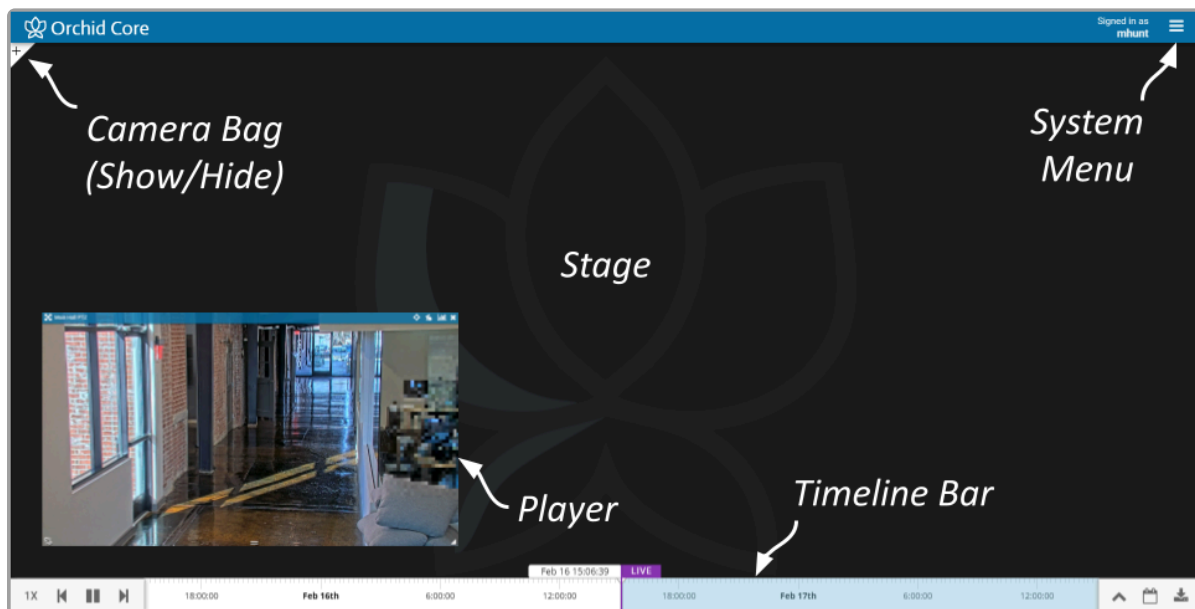
Stage: Where Players are loaded for live and playback viewing.

Camera Bag: The *Camera Bag* is located to the left of the *Stage* and displays a list of cameras (in alphabetical order) that are registered in Orchid Core VMS and can be added to the *Stage* as *Players*. *Players* can be added to the *Stage* from that list by either double clicking the thumbnail or dragging the thumbnail directly onto the *Stage*.

Player: A cell on the *Stage* showing live or recorded video from a camera selected from the *Camera Bag*.

Timeline Bar: Shows the current time for all linked *Players* on the *Stage*. It can be clicked (or clicked and dragged forwards or backwards) to rewind and fast forward the *Players*. (Depending on your permissions, you may not have access to recorded video and therefore, the *Timeline Bar* will not be displayed.)

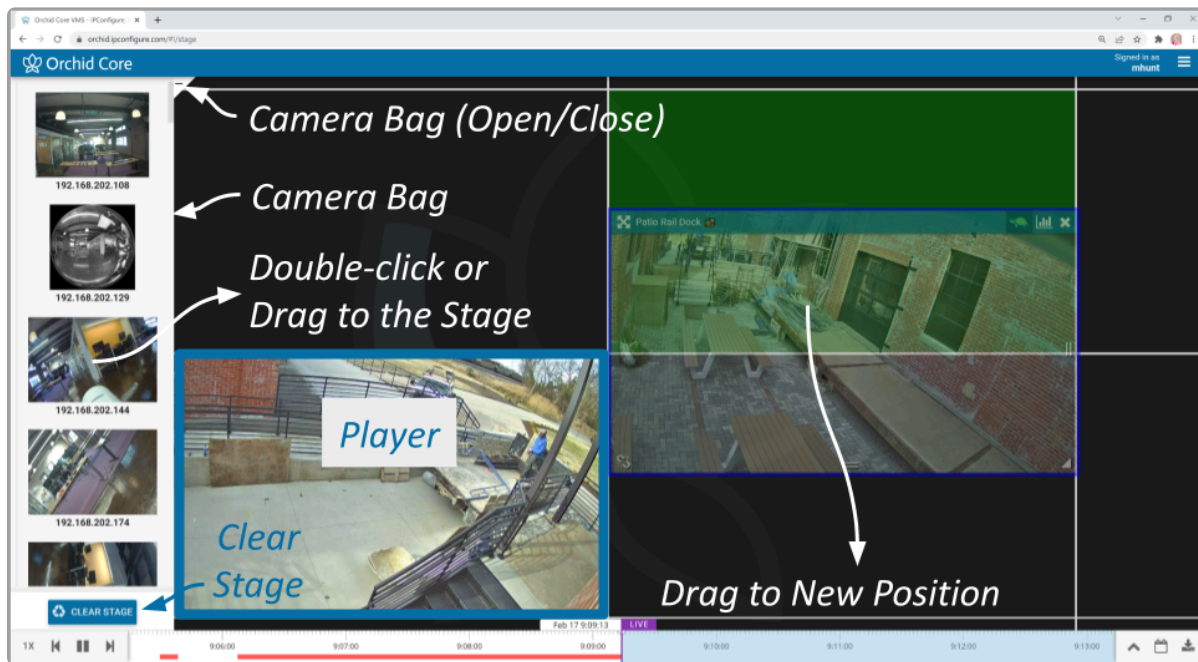
System Menu: The menu is located in the top-right corner and will allow you to navigate to other features including administrator features (as permissions allow). Refer to the [Orchid Core VMS Administrator Guide](#) for details about the administrator features.



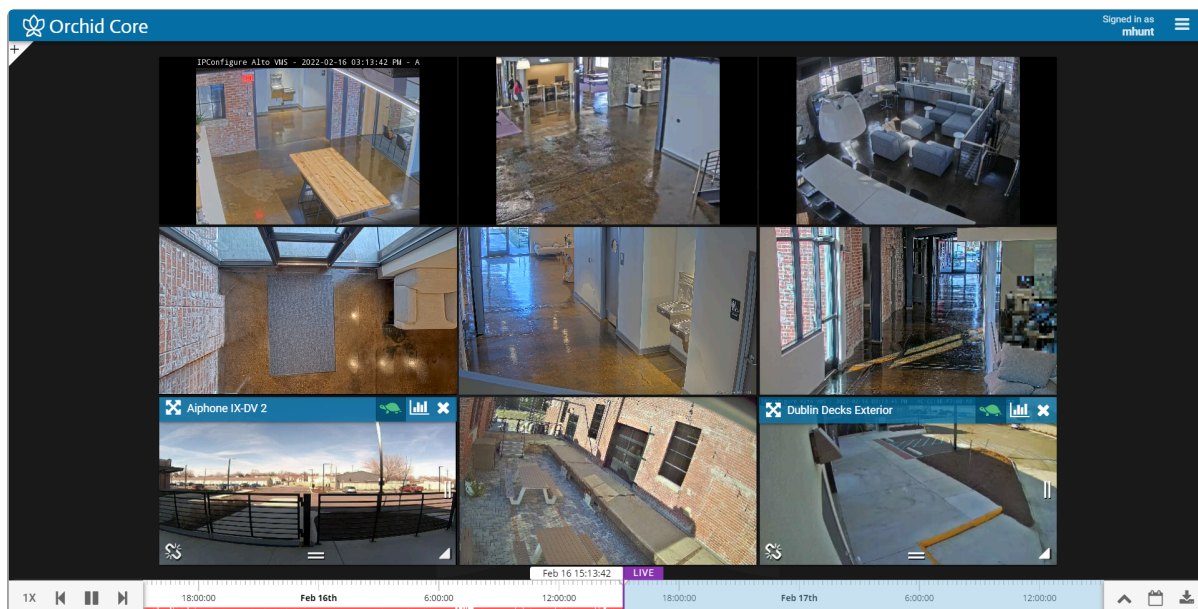
Working with the Stage & Players

The Orchid Core VMS *Stage* is intended to be a very flexible workspace and can be rearranged as your needs change. You can add and remove *Players* from the *Stage* at any time and position them as you see fit. And remember, as long as the cameras are configured to record, the system will acquire and store video footage even when the *Players* are not on the *Stage*.

✿ The Stage/Player configuration is saved in your current browser upon signing out.

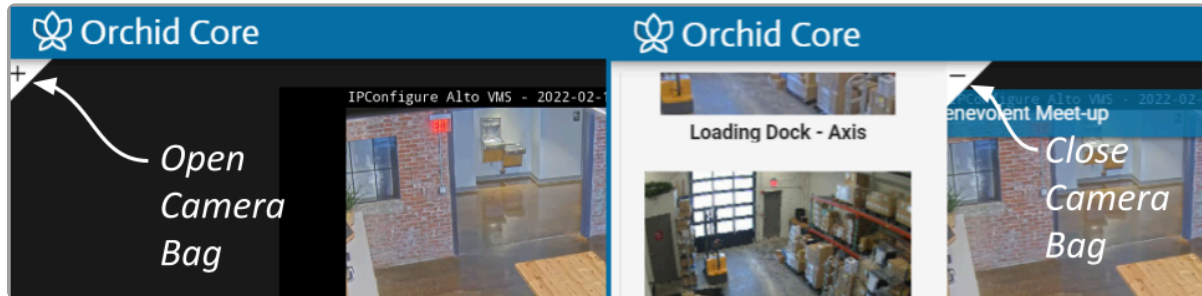


□



Opening and Closing the Camera Bag

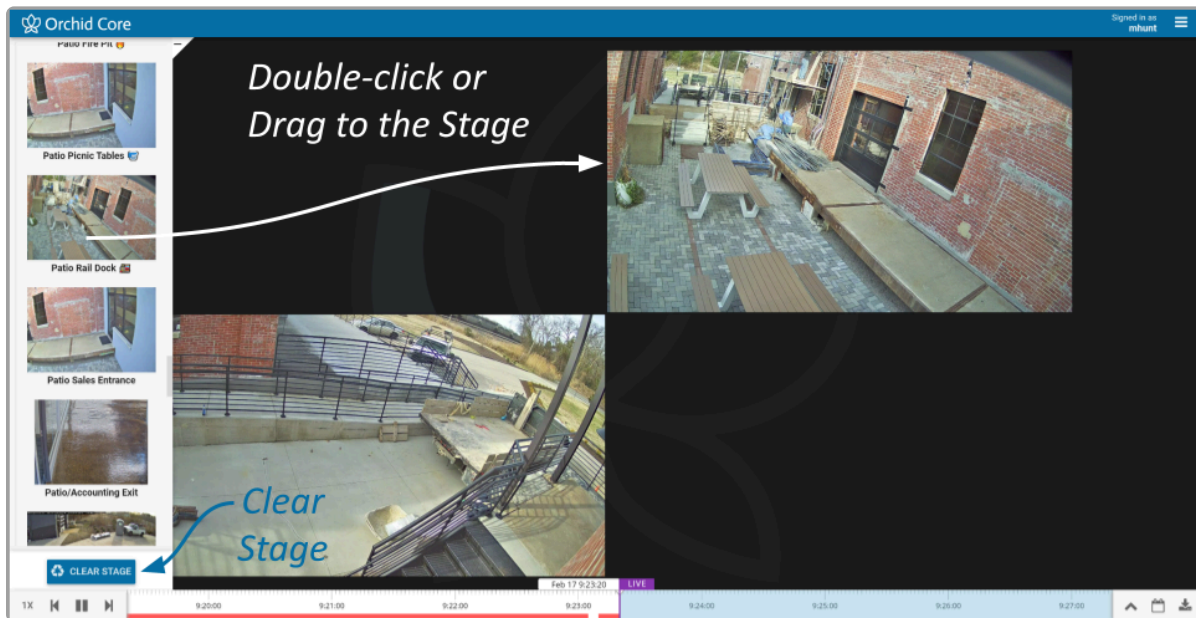
1. To open (or close) the *Camera Bag*, click on the **Show/Hide** ± icon in the top-left corner of the *Stage*. When the *Camera Bag* is open, you may add new Players to the *Stage*.



Adding/Removing Players

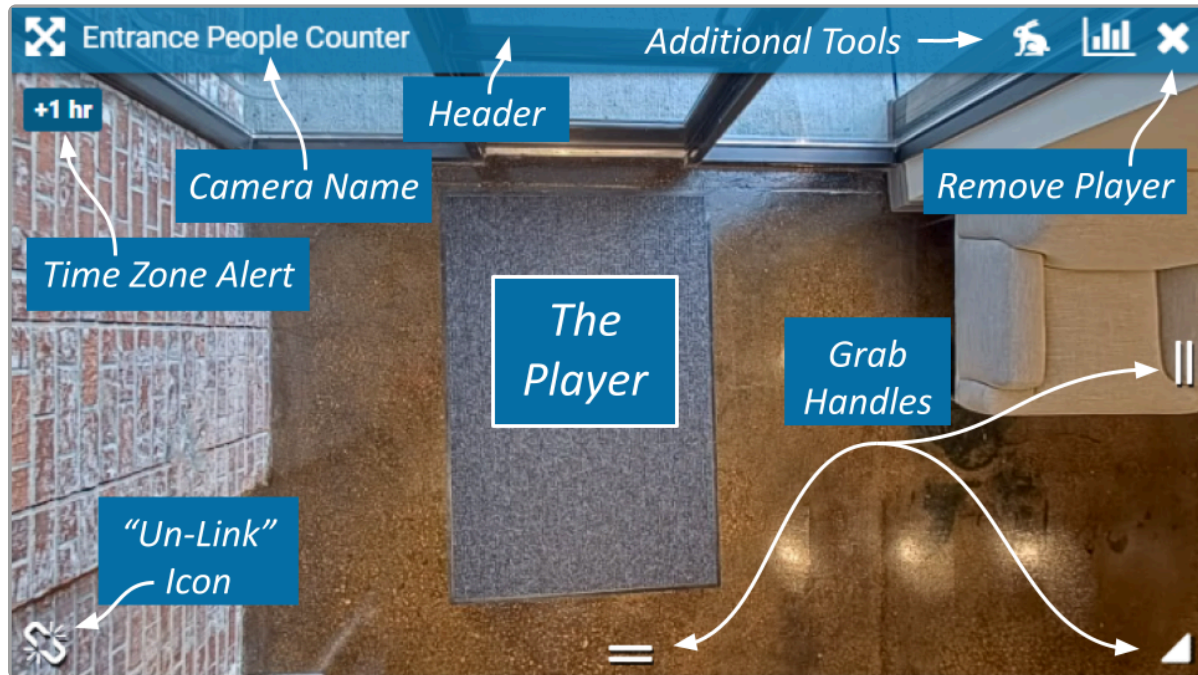
Adding a Player

1. To add a Player to the *Stage*, do either of the following:
 - a. Double-click a thumbnail in the *Camera Bag*, or
 - b. Click and drag a thumbnail from the *Camera Bag* to an available position on the *Stage*.



Player Details

Once a Player has been added to the *Stage*, it can be moved around and resized as needed. Notice that if you position the mouse over the Player, the header, grab handles, **Link / Un-Link** icon, and additional tools will appear. The additional tools that appear will vary based on the camera type, camera configuration, and your permissions.



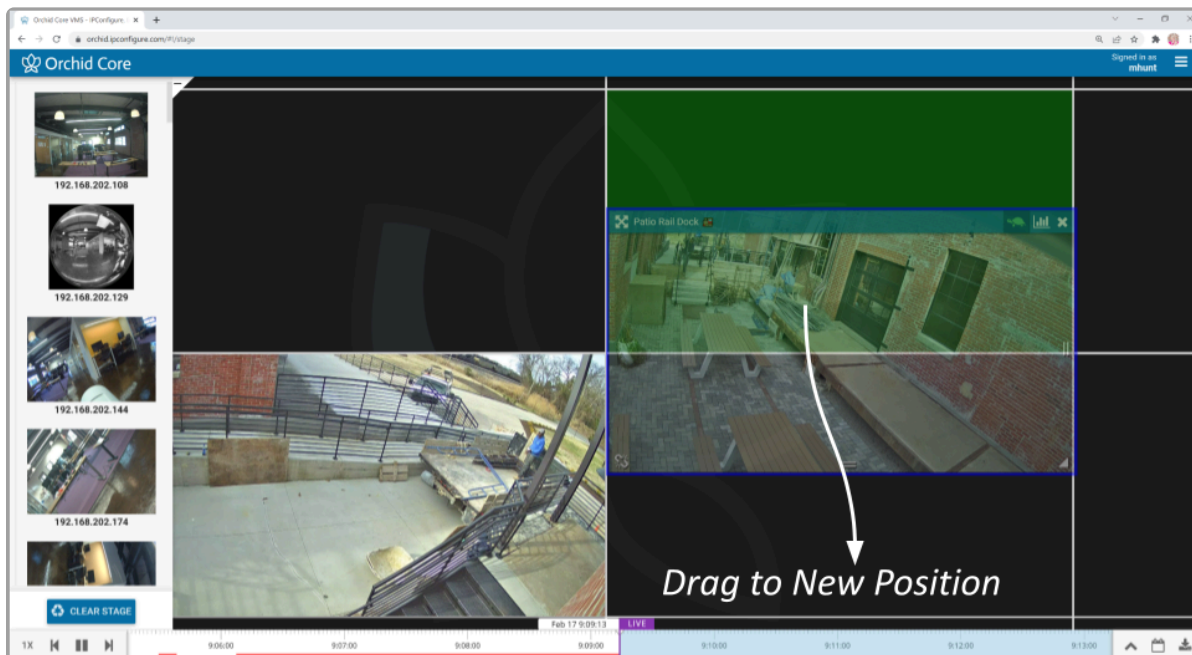
While your Orchid Core VMS server may or may not be configured to limit the number of Players allowable on the *Stage*, the amount of data the client and server can handle before performance starts to degrade will vary from system to system. If video appears choppy or slow, try reducing the number of Players on the *Stage*.

Removing a Player




1. To remove a Player from the *Stage*, position the mouse over the Player; this will activate the grab handles and the image header. Click on the **X** in the top-right corner of the Player to remove it.
2. To clear all of the Players from the *Stage*, use the **Clear Stage** button (pinned to the bottom of the **Camera Bag**).

Moving/Dragging Players

1. To move a Player into another area of the Stage, click and drag the Player to an available position (which will appear in green). If you move the Player into a cell already occupied by another Player, the two Players will switch positions.



Resizing Players

	This handle allows you to adjust the height of the Player.
	This handle lets you adjust the height & width of the Player at the same time.
	This handle allows you to adjust the width of the Player.

1. To resize a Player on the *Stage*, position the mouse over the image; this will activate the grab handles and the image header.
2. Click and drag the grab handles on the edges of the image to increase and decrease the size of the Player. (When you increase the size of the Player, you cannot overtake another Player; that space will appear in red. Try repositioning Players to create some empty space into which you can then resize/expand.)

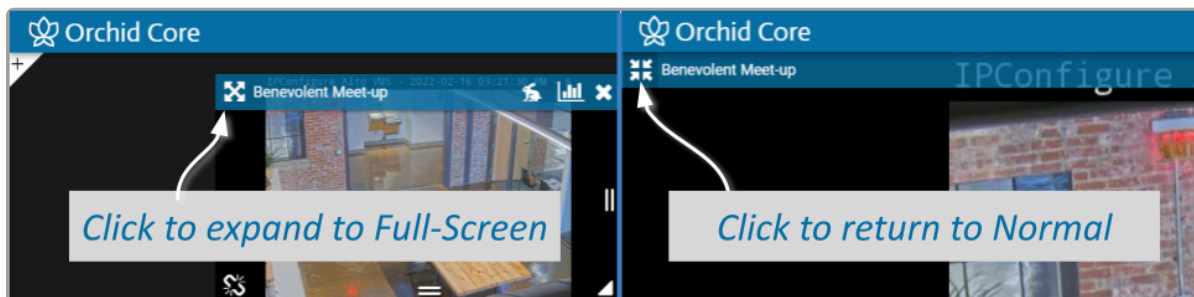


Increasing Player to Full-Screen



This is the **Full-screen** icon

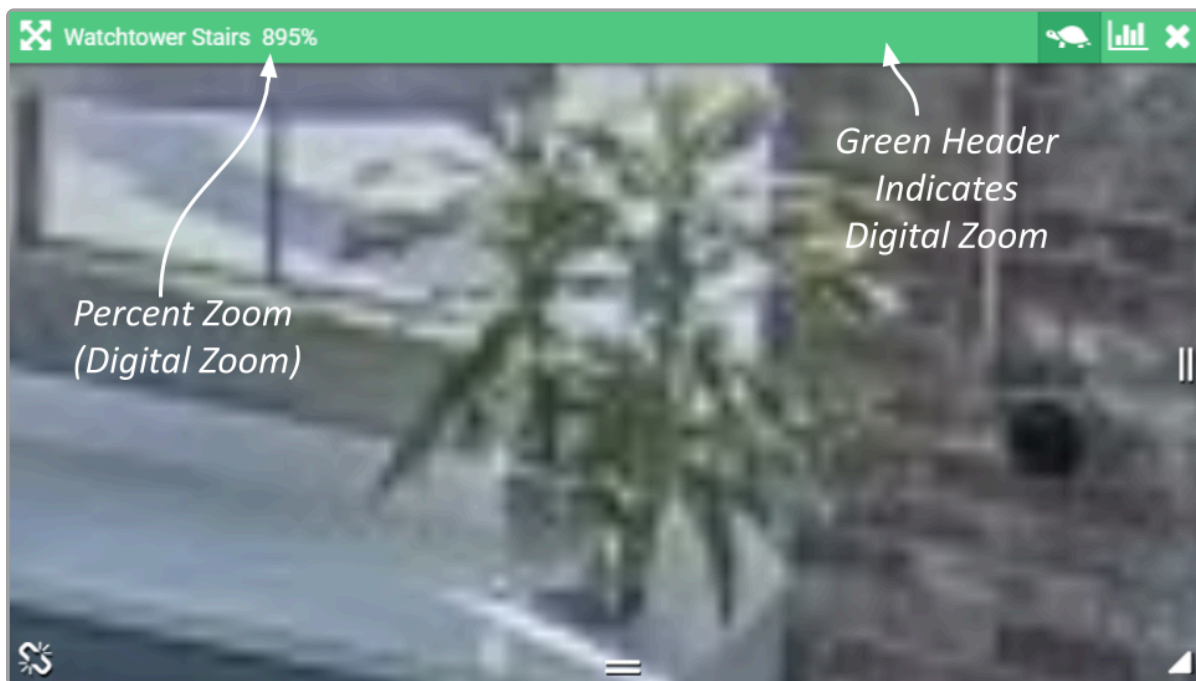
1. To resize a Player to full-screen, position the mouse over the image; this will activate the grab handles and the image header.
2. Click on the **Full-screen** icon in the header. The selected Player will now cover the entire *Stage*. (The motion events for this Player will now be the only motion events on the *Timeline Bar*.)
3. To reduce the Player to its original size and position, click on the **Full-screen** icon again. (Any Players that were previously on the *Stage* will still be there.)



Using Digital Zoom

Orchid Core VMS gives you the ability to use digital zoom to get a close-up view of any Player when viewing live or recorded video on the *Stage*.

1. To use digital zoom, position the mouse over any Player; this will activate the grab handles and the image header.
2. On a computer, roll the mouse wheel up (away from you) to zoom in to the image. (Notice that the image header will turn green, and it will display the percent of digital zoom.)
3. On a mobile device, you may use the pinch-to-zoom method to zoom in and out of the image.
4. To view other areas of the image while zoomed in, click on the image and drag it around.



5. Roll the mouse wheel down (toward you) to zoom out. When you return to the normal view (at 100%), the image header will return to blue.

* Digital zoom can change the way you view video on the *Stage*, but it has no impact on recorded video.

Controlling a PTZ Player



This is the **PTZ** icon.

Pan-Tilt-Zoom (PTZ) cameras can be controlled from the Orchid Core VMS **Stage**. This gives you the ability to focus on specific areas when viewing live video. (You cannot use PTZ controls on recorded video.)

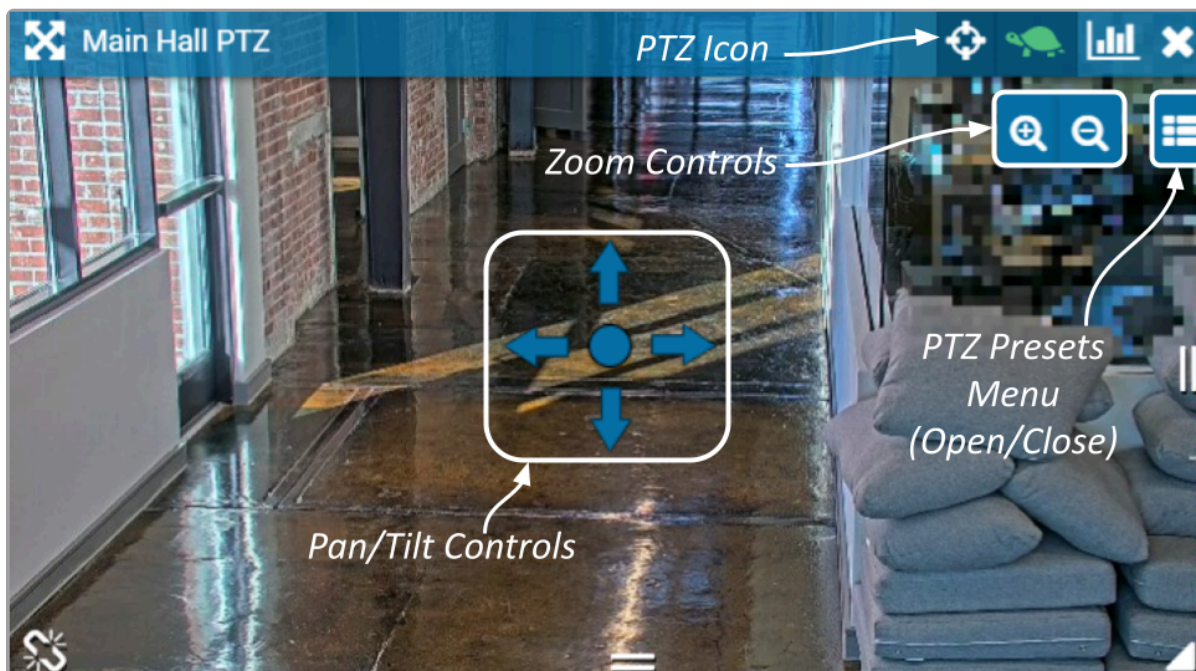


The PTZ feature actually controls the camera, and therefore also controls the live video feed and the video that is recorded.



Managers and Administrators are the only Orchid Core VMS users with PTZ permissions.

1. To control a PTZ Player, position the mouse over the image; this will activate the grab handles and the image header.
2. Click on the **PTZ** icon in the header. (This icon will only be available if the camera supports pan-tilt-zoom.) This will activate the camera's PTZ controls which will appear as an overlay on the Player. This will also activate the *PTZ Presets Menu* (if the camera supports presets).



3. To initiate a continuous motion in one direction, click and drag the mouse in that direction. (The farther out you drag the mouse, the faster the camera will move.)
4. The Click-to-center option allows you to re-center the image at a specific point. (This feature is only available on cameras that support it. This feature is also limited by the camera's range of motion.)
5. To make small movements in one direction, click once on any arrow (or in the direction you want the

camera to move).

6. To Zoom in and out, use the mouse wheel or click the + and – buttons in the top-right corner of the Player.
7. Click on the **PTZ** icon again to deactivate the PTZ controls.

PTZ Presets

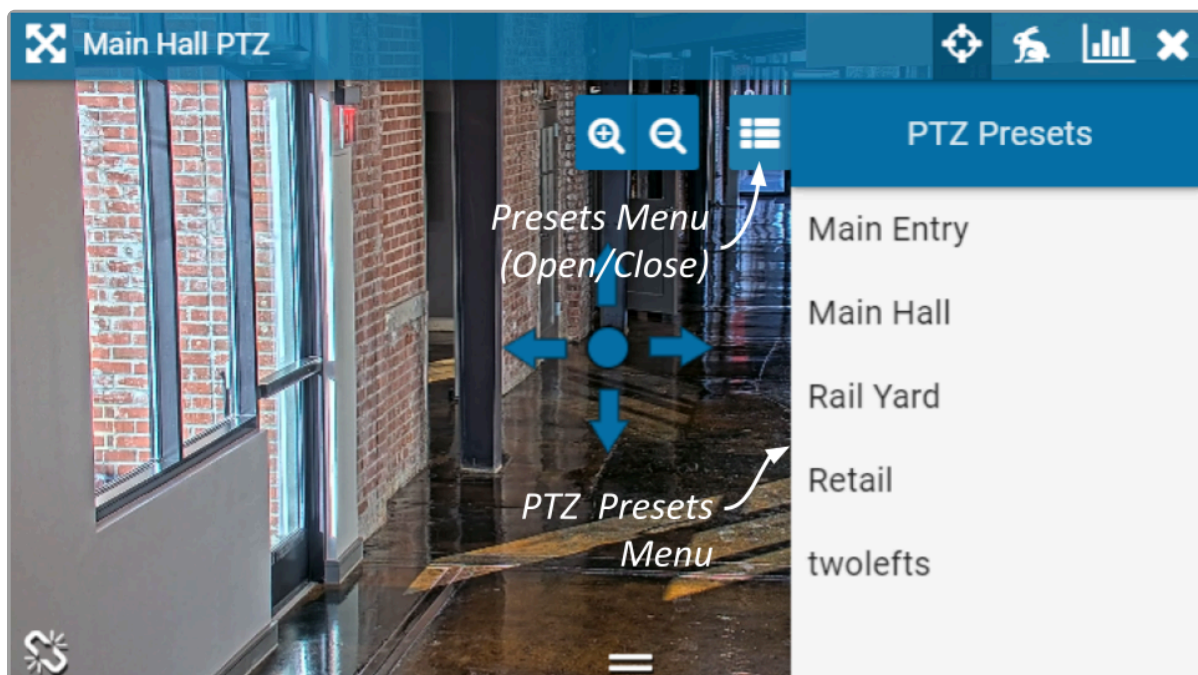
Orchid Core VMS includes PTZ presets (available on compatible ONVIF cameras). These presets allow you to move a camera quickly to one or more preset positions (increasing the utility of the camera and your video monitoring system).

* The *PTZ Presets Menu* will only be available if the camera supports presets, and the PTZ controls are active.

* Managers and Administrators are the only Orchid Core VMS users with PTZ permissions.

* Administrators are the only Orchid Core VMS users with the ability to add and delete PTZ presets.

1. To access the *PTZ Presets Menu*, first activate the PTZ controls, then click on the **PTZ Presets Menu** icon in the top-right corner of the Player. A list of existing presets will appear.



2. To select a different preset view, click on any of the presets in the list. The camera will respond by

moving to the selected position.

3. To add a new preset, first use the pan, tilt, and zoom controls to situate the camera in the desired position. Then click the **Save** button. Enter a unique name for the new preset, then click the **Save** button again.
4. To delete a preset, click the **Trash Can** icon, then confirm by clicking the **Delete** button.

Joystick Support

Orchid Core VMS supports most USB joysticks. Simply connect a USB joystick and activate PTZ mode.

- Move the joystick right or left to move the camera to the right or left.
- Move (push) the joystick away from you to point the camera up.
- Move (pull) the joystick toward you to point the camera down.
- To zoom in, twist the joystick handle to the right. To zoom out, twist the joystick handle to the left.



If you are using Google Chrome, recent changes in Chrome will impact your ability to use a joystick. Currently, USB joysticks may only be used when Orchid Core VMS is in HTTPS mode.

Controlling a Player with Dewarping



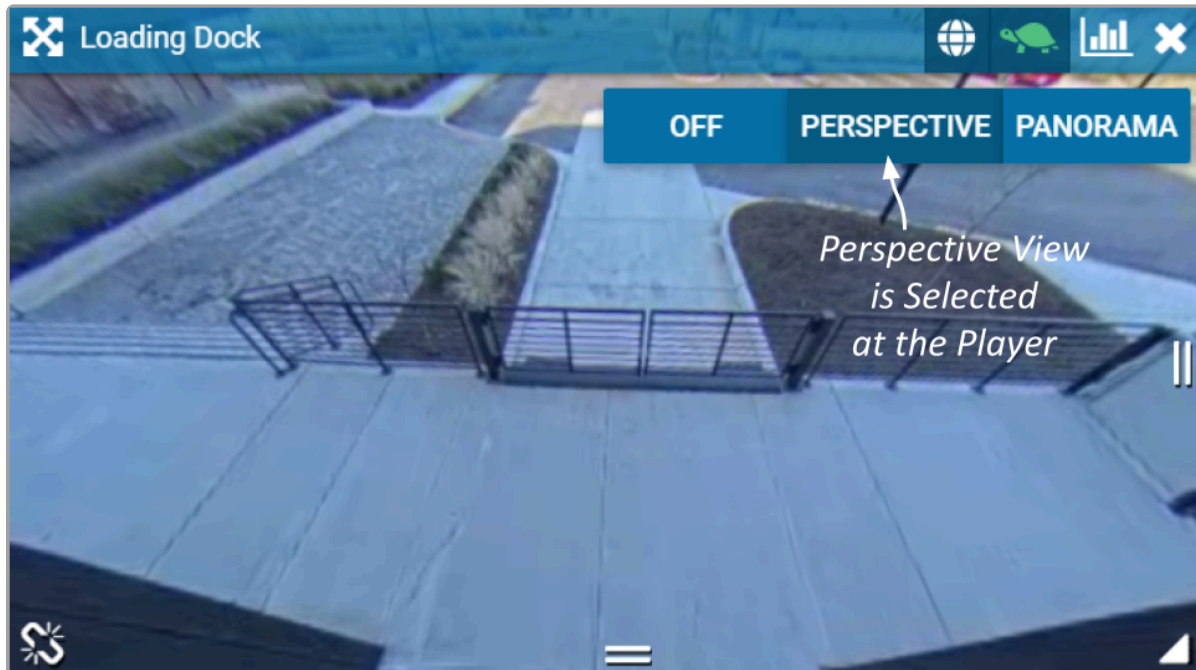
This is the **Dewarping** icon.

Orchid Core VMS supports dewarping on fisheye cameras. This means that you will be able to select one of three viewing options for live or recorded video at the Player. Viewing options include the standard fisheye view, a Perspective view, and a Panorama view.

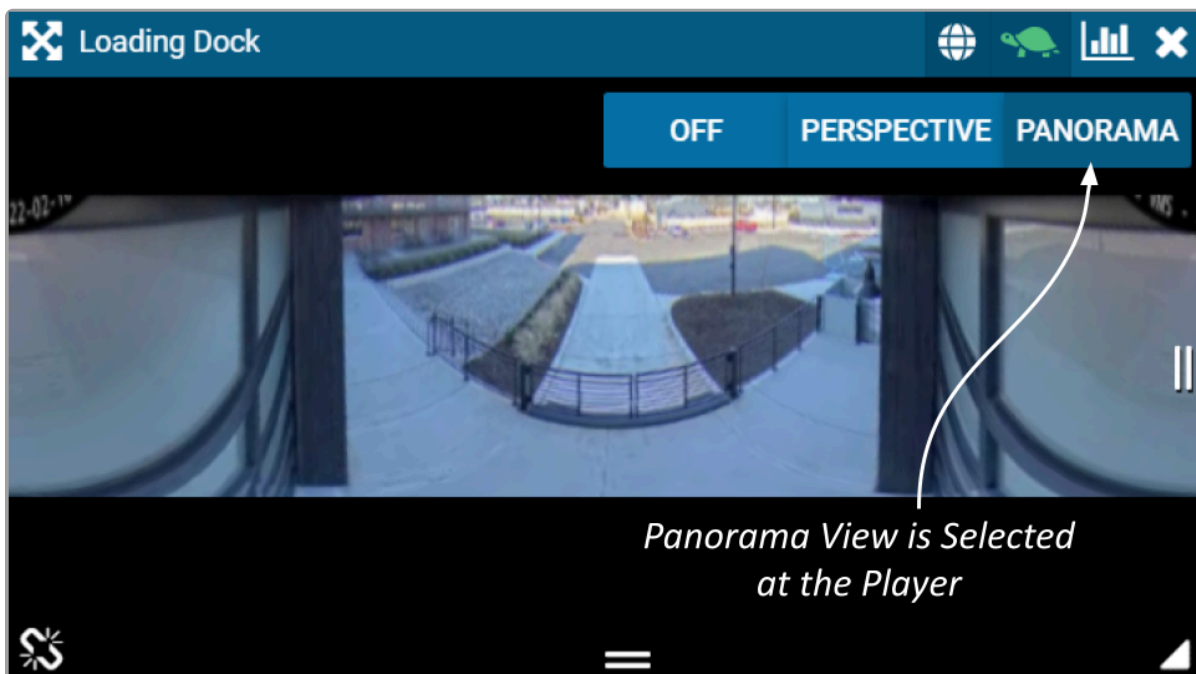
1. To control a Dewarping Player, position the mouse over the image; this will activate the grab handles and the image header.
2. Click on the **Dewarping** icon in the header. (This icon will only appear on fisheye cameras, and only if the dewarping feature has been enabled by the Administrator.) This will activate the camera's Dewarping toolbar which will appear as an overlay on the Player.



3. To view the camera in its native fisheye format, click the **OFF** button on the Dewarping toolbar (as in the image above).
4. To view the camera in the Perspective format, click the **PERSPECTIVE** button on the Dewarping toolbar (as in the image below).



5. When the Player is on the *Stage* in Perspective mode, you can click a point inside the Player and drag it around to change the view. (You can click and drag to change this view even if the Dewarping toolbar has been closed.)
6. To view the camera in the Panorama format, click the **PANORAMA** button on the Dewarping toolbar (as in the image below).



The Panorama view is a static image that displays a flattened version of the entire fisheye camera view.

* Each time you switch to Perspective view from one of the other views, you will return to the

default Perspective view (which has been set by the Administrator).

7. Click on the **Dewarping** icon in the header again to deactivate the Dewarping toolbar.

Viewing Player Statistics



This is the **Statistics** icon.

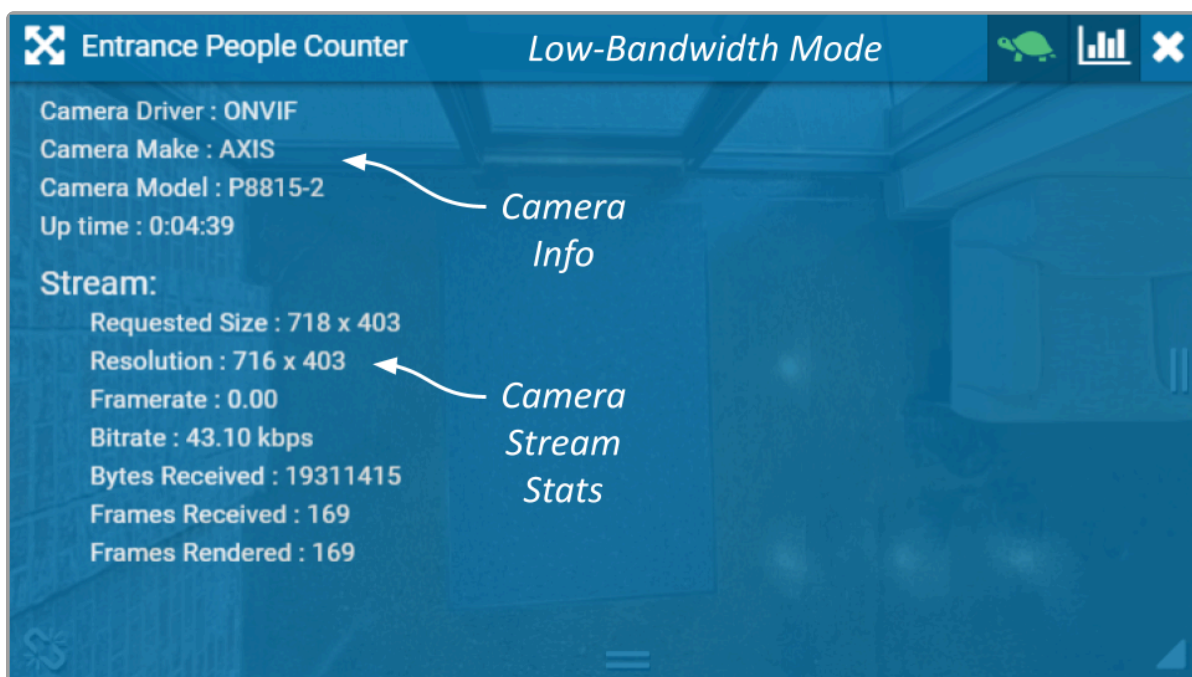
Orchid Core VMS provides access to Player statistics in Low-Bandwidth mode and WebRTC mode. This feature provides a variety of details and is typically used for troubleshooting.



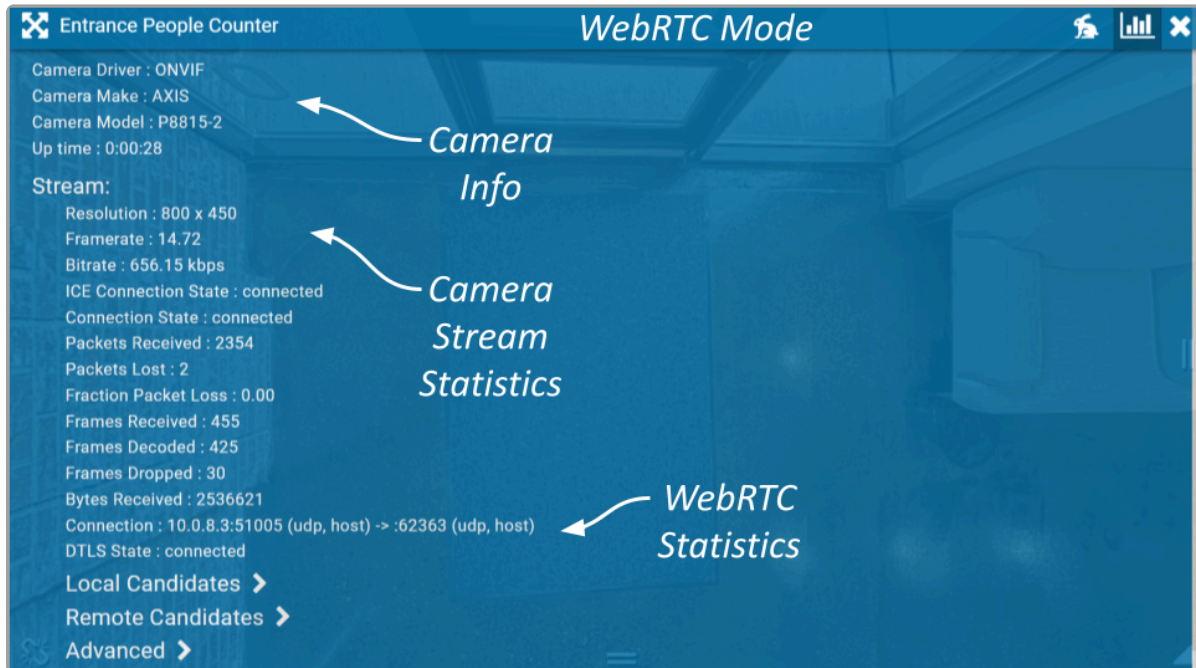
Statistics available in WebRTC mode will vary depending on the web browser in use.

1. To view Player statistics, position the mouse over the Player; this will activate the grab handles and the image header.
2. Click on the **Statistics** icon in the top-right corner of the Player. The Player statistics will appear as an overlay on the Player.
3. Click on the **Statistics** icon again to remove the statistics overlay.

If you're running Orchid Core VMS in Low-Bandwidth mode, the software will provide a few details about the camera and the viewing performance. This includes the Frame Rate, Bitrate, Frames Received/Rendered, and the Up time (amount of time the camera has been on the *Stage* in the current session).



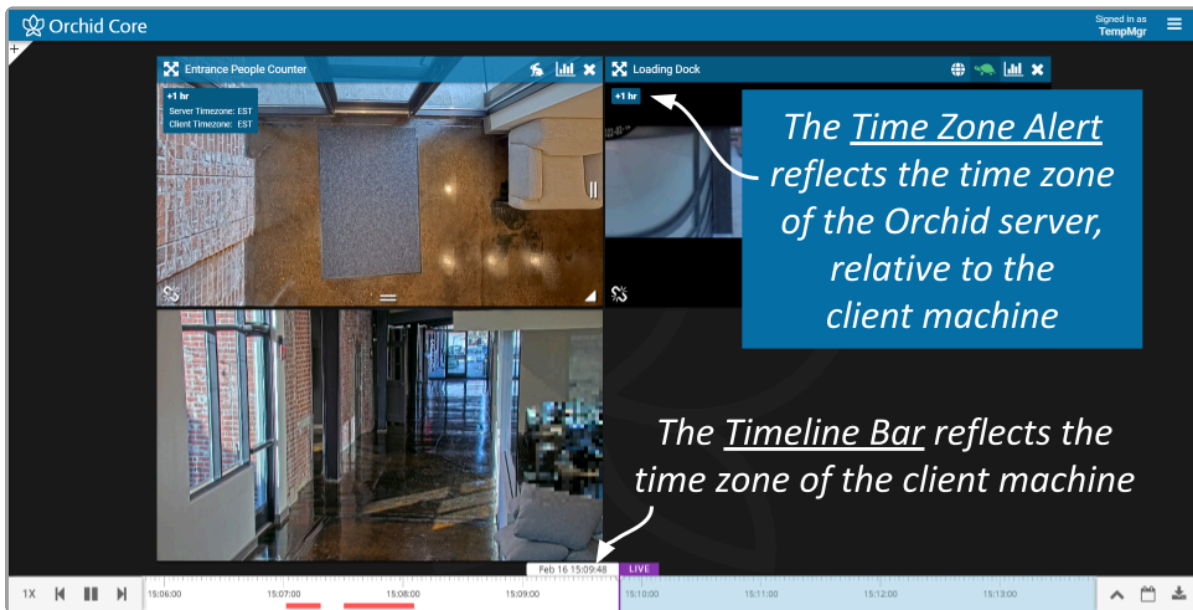
If you're running Orchid Core VMS in WebRTC mode, in addition to providing details pertaining to the camera and video quality, the software will display a wealth of other statistics. (For more details, please refer to the [Orchid Core VMS Administrator Guide](#).)



Time Zone Alert

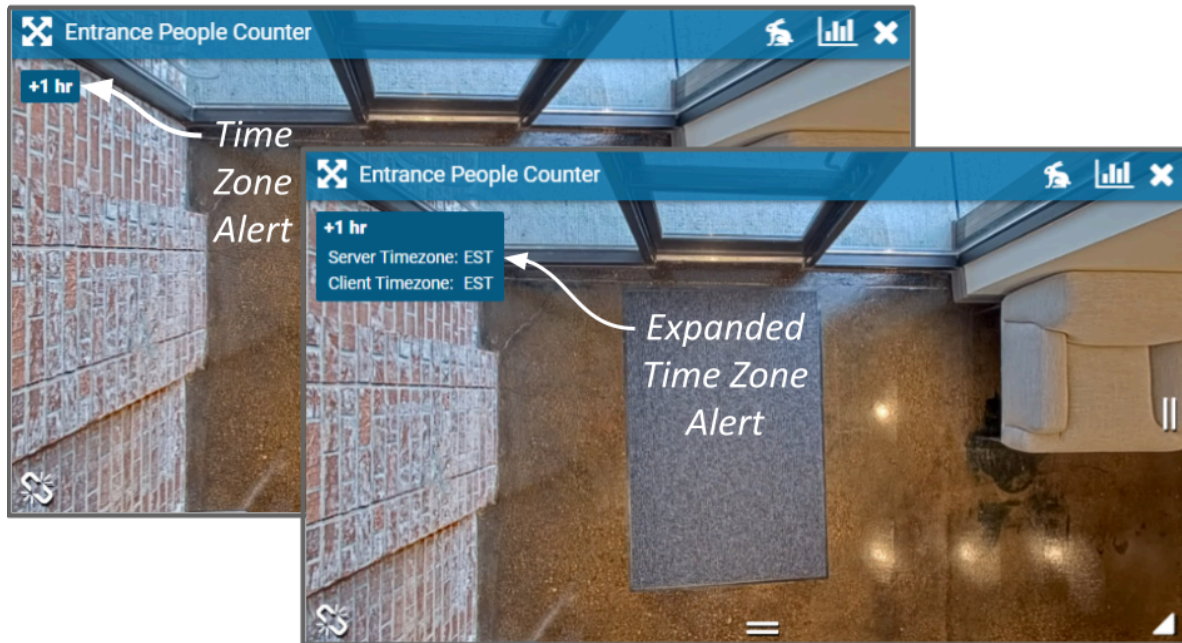
Orchid Core VMS provides a small overlay on the Player if the system detects that the client machine and the Orchid Core VMS server are in different time zones. This *Time Zone Alert* serves as a reminder that may become important as you review and potentially report on the video.

As you review video, remember that the *Timeline Bar* will reflect the time zone for the client machine (that is, the computer you are using). If the *Time Zone Alert* overlay appears, it will reflect the time zone of the Orchid Core VMS server, relative to your client machine. In the example pictured below, the *Time Zone Alert* is “+1 hr.” This means that the Orchid Core VMS server is one hour ahead of the client machine. The time at the *Timeline Bar* reads 7:36, and the time at the Orchid Core VMS server is 8:36.





✿ This overlay will only appear if there is a difference in the two time zones.

1. To view specific time zone information, click on the overlay. The overlay will expand to display the time zone for both the Server and the Client (as in the image below).



Changing Player Mode or Stream

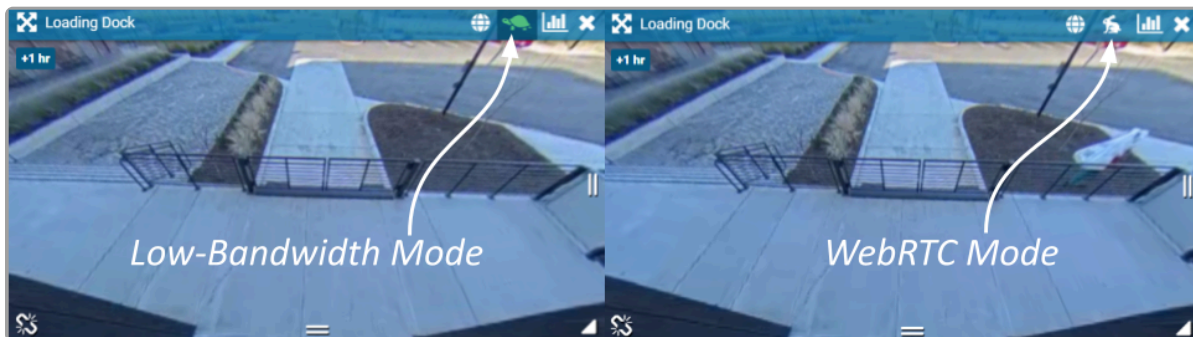
	This icon represents Low-bandwidth mode.
	This icon represents WebRTC mode.

If you are running Orchid Core VMS in Low-bandwidth or WebRTC mode, you will have the ability to run individual Players in Low-bandwidth or WebRTC (full-bandwidth) mode.

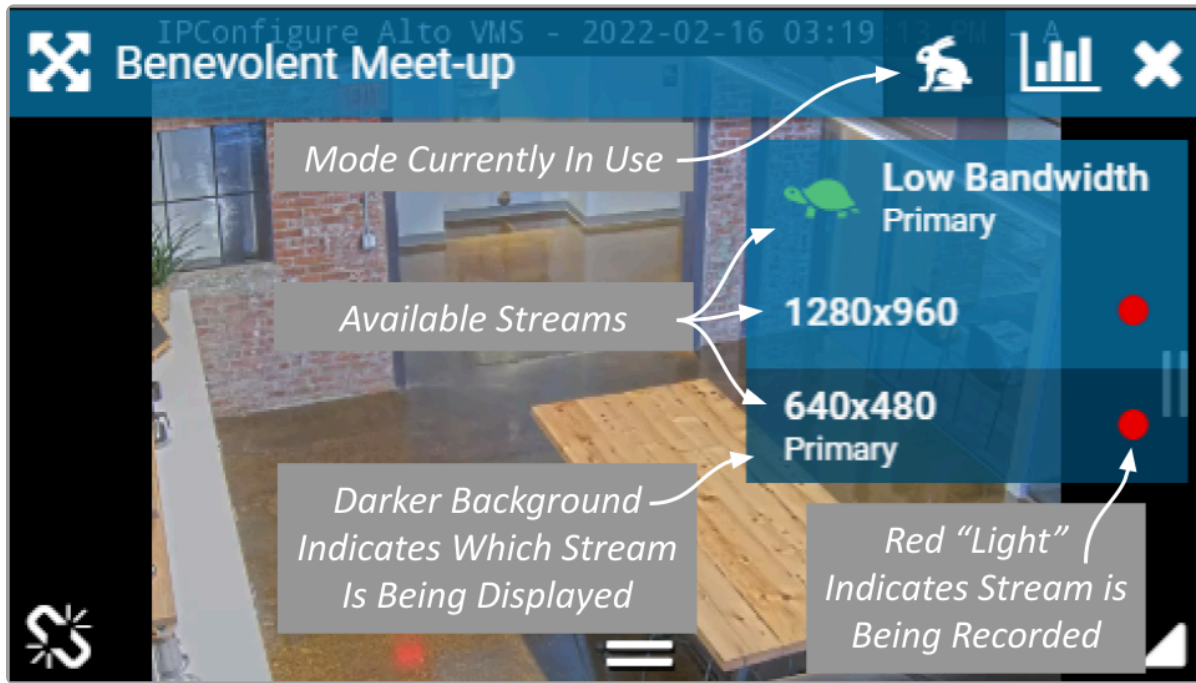
Beginning in version 21.12, Orchid Core VMS supports multiple active streams, so you may also be able to select which active stream you wish to view on the Player. Active streams include Primary and Secondary streams. If these streams are configured with different resolutions and frame rates, you will be able to select a different stream based on your viewing needs. For example, if you are having difficulty viewing a camera stream on the *Stage*, you may have the option to select a lower-resolution stream to improve your viewing experience.

✿ Multiple streams will only be available if they have been configured by your Administrator.

1. To view or change the Player mode, position the mouse over the Player; this will activate the grab handles and the image header.
2. The header will display one of the icons shown above. The **tortoise** represents Low-bandwidth mode and the **hare** represents WebRTC mode.



3. To change modes, simply click on the mode icon.
 - a. If only one active stream has been configured, when you click the mode icon, it will automatically switch to the alternate mode (Low-Bandwidth mode or WebRTC mode).
 - b. If multiple streams have been configured, you will need to decide which stream you want to view. First, let's take a look at what will appear when you click the mode icon.



4. Using the example pictured above, click on one of the available options:
- Click Low Bandwidth-Primary to display the Primary stream in Low-bandwidth mode.
 - Click the 1280×960 stream to display the Secondary stream (which is a high-resolution stream). The stream will play in WebRTC mode.
 - Click the 640×480-Primary stream to display the Primary stream (which is a low-resolution stream). The stream will continue to play in WebRTC mode.

Here are a few additional tips:

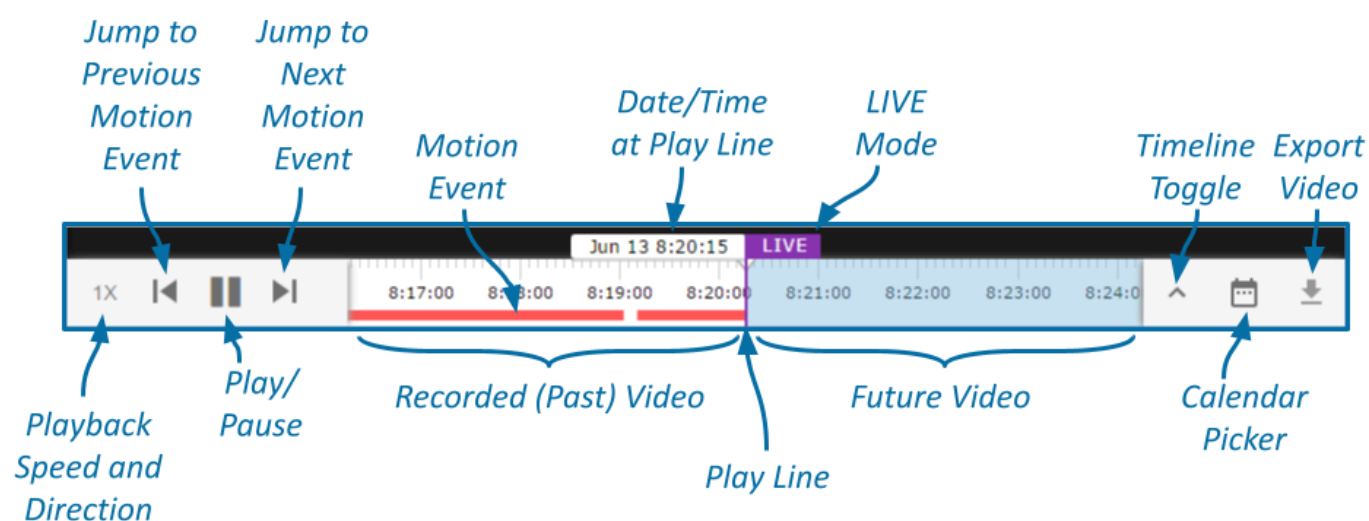
- There will only be one Primary stream, but multiple Secondary streams may be available.
- The stream list will show the Low-bandwidth option first. (Low-bandwidth will always display the Primary stream.)
- The remainder of the stream list will show high-resolution streams before low-resolution streams.

Timeline Bar Overview

The *Timeline Bar* is an essential tool for transitioning between live and recorded video, searching for specific portions of video, and exporting video. The diagram below will help you become familiar with the *Timeline Bar*.

One important point to remember is that the *Timeline Bar* represents all of the linked Players on the *Stage* (meaning all of the Players for which you are not currently performing an in-cell search). So if you pause the *Timeline Bar* at June 15th at 8:00:00 AM, each of the linked Players will display video from that point in time (as long as the video is available).

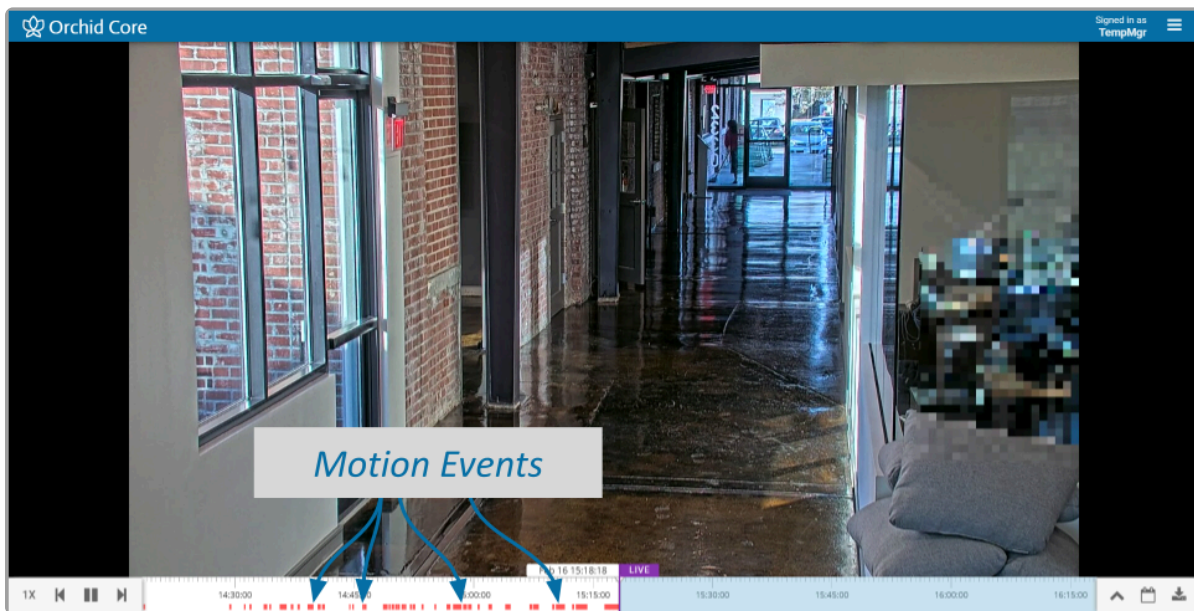
(See also [Viewing Video](#) and [Exporting Video](#).)



About Motion Events

A motion event will occur when the system detects movement in the video (using either camera-based motion detection or server-based motion detection). When this happens, the software marks the event on the *Timeline Bar* with a red bar. This bar will remain on the *Timeline Bar* as long as the motion continues.

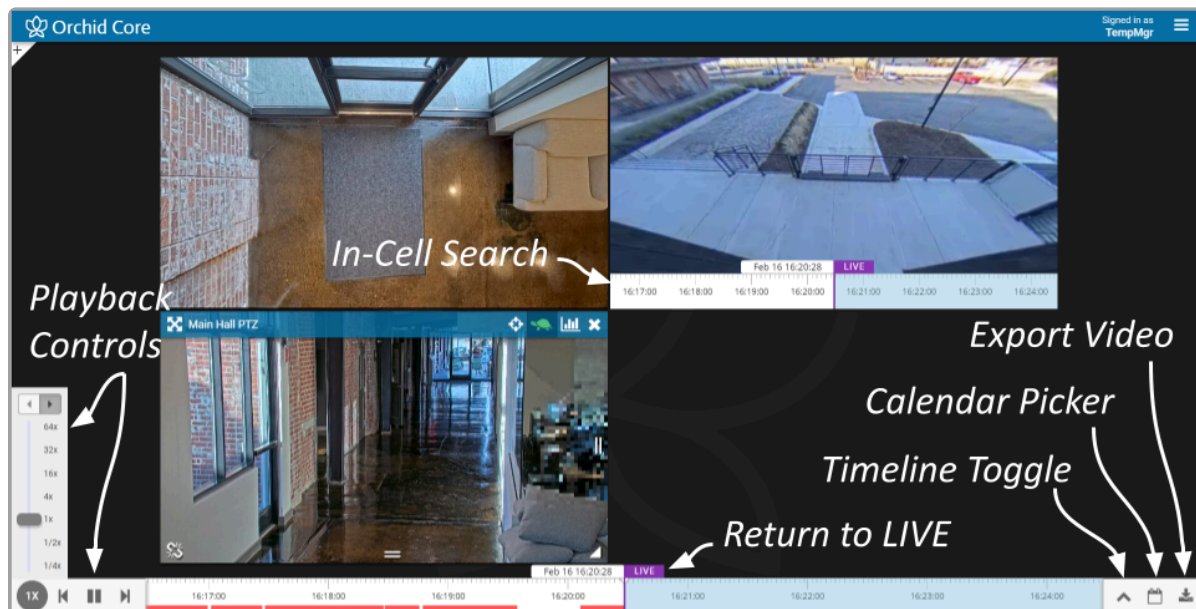
- The *Previous Motion Event* and *Next Motion Event* playback controls allow you to jump backward and forward from one motion event to the next .
- When a Player is in full-screen mode, the motion events for that Player are the only motion events displayed on the *Timeline Bar*.
- During an in-cell search, the in-cell search *Timeline Bar* displays motion events for that Player only; the main *Timeline Bar* displays motion events for all of the Players still linked to the main *Timeline Bar*.



- ✿ By default, motion detection is enabled for all cameras. However, your Admin may have altered or disabled motion detection for certain cameras.

Viewing Video

The *Stage* screen provides various options for viewing live and recorded video. These options, along with the availability of the *Timeline Bar* and the adjacent tools will vary depending on the permissions of the signed-in user.



Tips on Viewing Video

1. Add the Players you want to view to the *Stage*.
2. If you want to view live video on all of the linked Players, make sure the *Timeline Bar's* **LIVE** icon appears in purple. If the **LIVE** icon is grey, click on it to return to live mode.
3. Click anywhere in the white region of the *Timeline Bar* to view recorded video on all of the linked Players.
 - a. Use additional clicks to make small adjustments to the position of the play line.
 - b. Click and drag the mouse to the right to go further into the past.
4. A red line on the *Timeline Bar* indicates motion detection for all of the linked Players. (Unlinked Players will have their own *Timeline Bar* with motion detection indicators.) Use the playback controls on the *Timeline Bar* to jump to the previous and next motion events.
5. If you are having trouble viewing video on a Player, try either of the following:
 - a. Switch the Player to low-bandwidth mode.
 - b. Select a lower-resolution camera stream for the Player (if available). (Multiple camera streams will only be available if they have been configured by the Administrator.) Refer to [Changing Player Mode or Stream](#) for more details.



The permissions required to view recorded video are not available to users with the *Live Viewer* role.

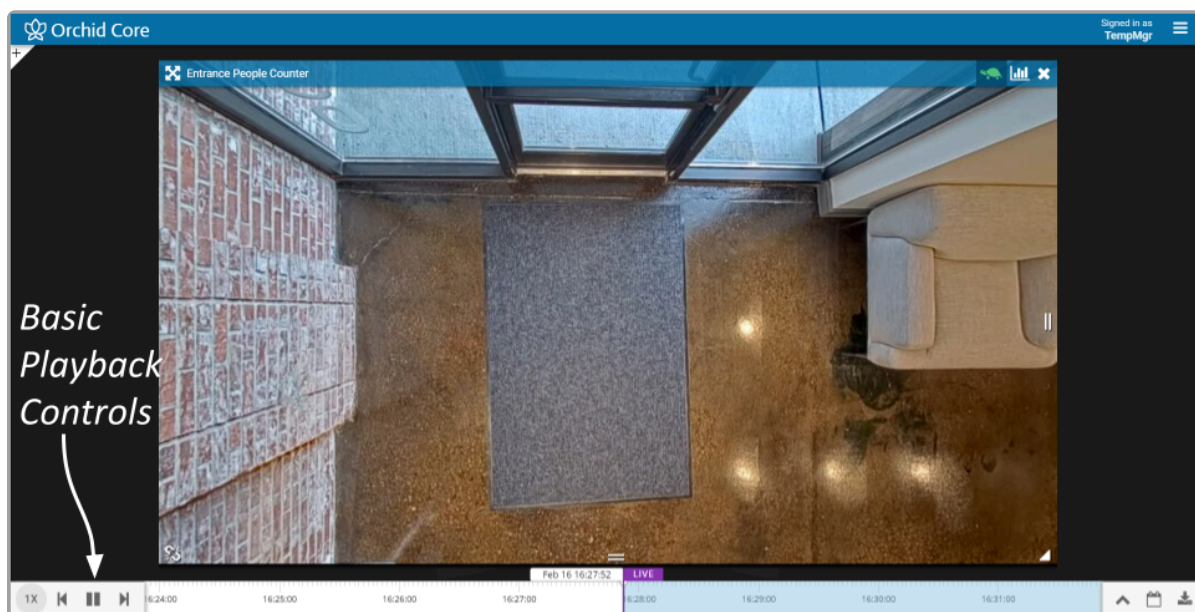


If you are attempting to view recorded video and the Player on the *Stage* displays an error icon, this will indicate that Orchid Core VMS was unable to retrieve video data. This typically means that there is no recorded video for the selected time period.

Basic Playback Controls

⏮	This icon is used to jump back to the previous motion event.
▶ / ⏸	This icon will toggle back and forth (allowing you to play and pause video).
⏭	This icon is used to jump forward to the next motion event.

1. Click one of the **Playback** icons to jump to a previous motion event, play/pause the video playback, or jump to the next motion event.

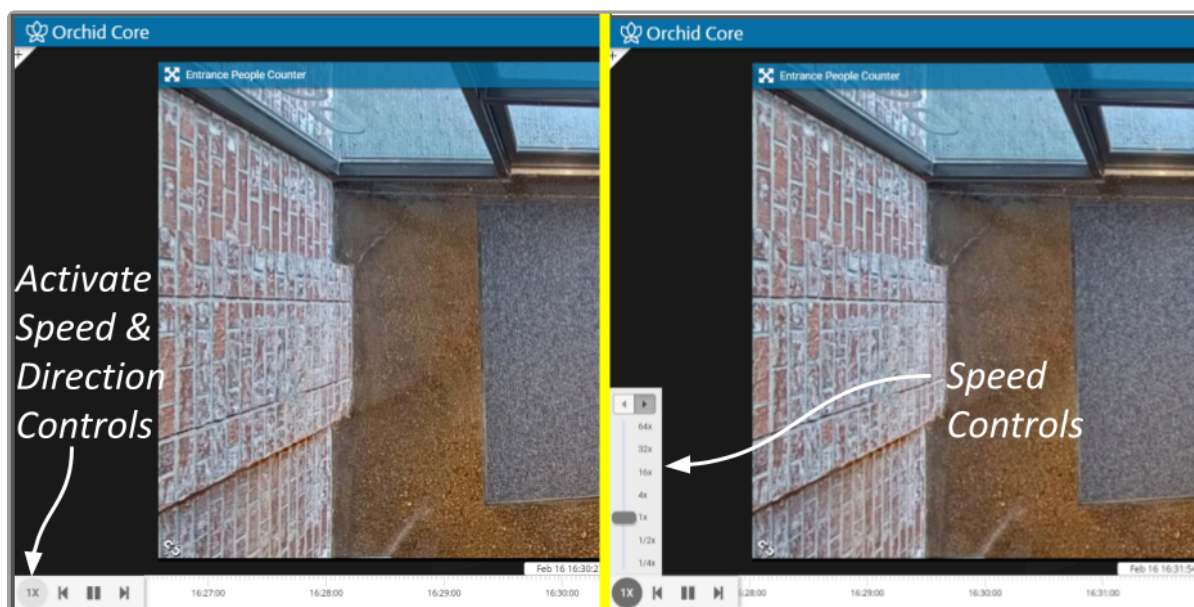


Playback Speed Control

1X

This is the **Playback Speed** icon.

1. Click the **Playback Speed** icon to increase or decrease the speed at which you review the recorded video. Available selections include the following:
 - a. Slow Motion (at $\frac{1}{4}$ or $\frac{1}{2}$ of the normal speed)
 - b. Actual Speed (at 1x)
 - c. Fast Forward (at 4, 16, 32, or 64 times the normal speed)

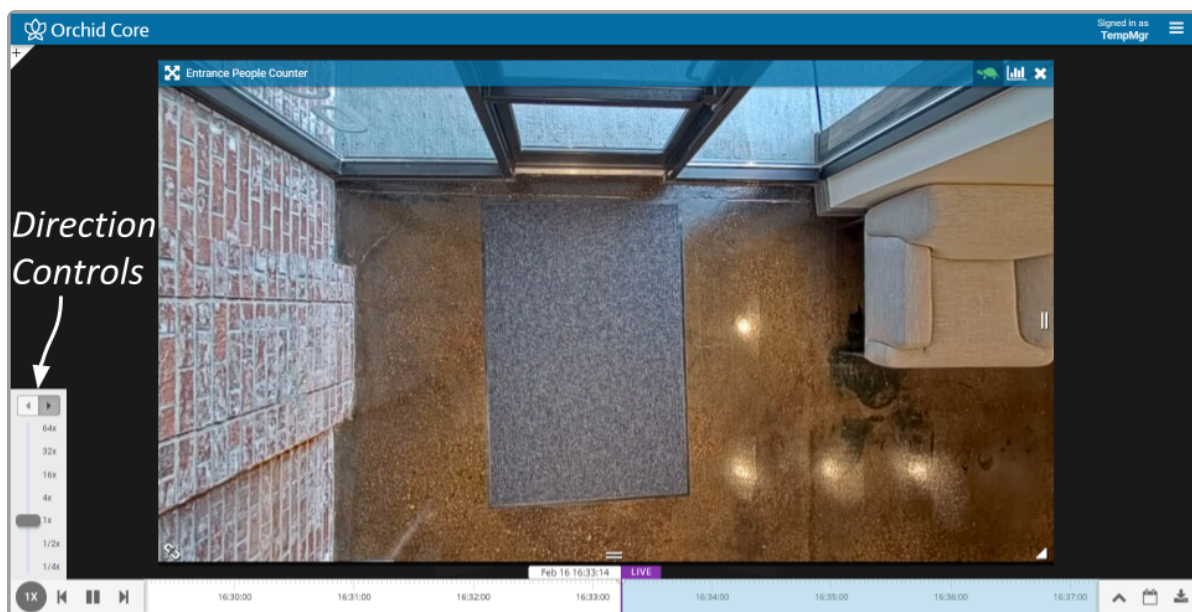


Playback Direction

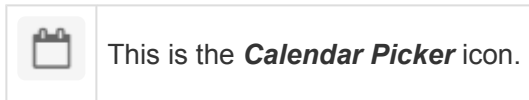


This is the **Playback Direction** control.

1. First access the **Playback Speed** Control.
2. Click one of the **Playback Direction** icons to (from left to right) play the recorded video in reverse, or play the recorded video in forward motion.



Calendar Picker

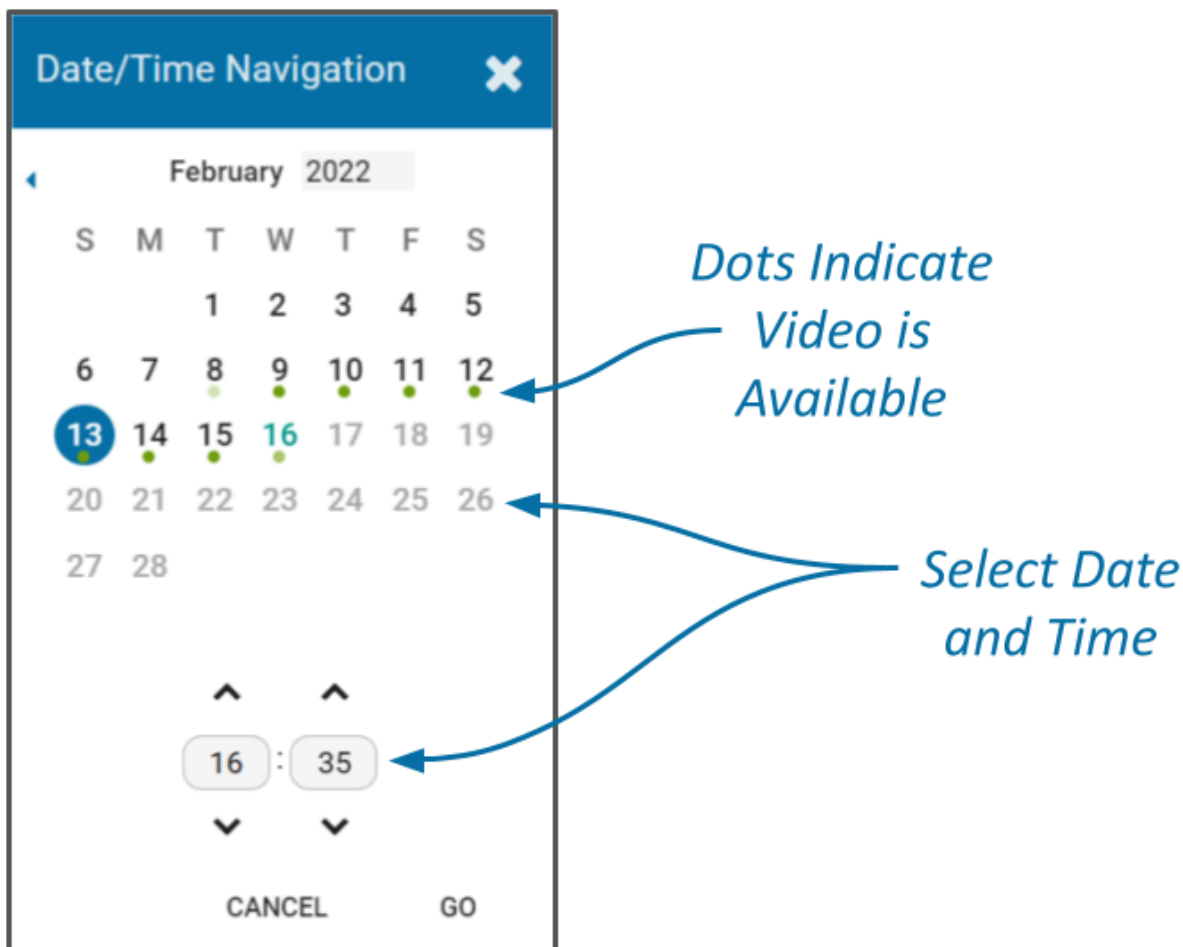


If you need to review video from a specific time period, try using the **Calendar Picker** tool.

1. Click the **Calendar Picker** icon (to the right of the **Timeline Toggle** icon) to open the *Calendar Picker*.

From the *Calendar Picker*, you have the ability to select the date and time for which you want to review video. Green dots (underneath each date) indicate that video is available for the cameras on the *Stage*. In the example below, we see the following:

- Video is unavailable February 1st through the 7th (either because the video archives have already been overwritten, or the system was not online).
- The dots on February 8th and 16th are lighter, indicating that only partial recording is available (due to retention rules, motion-only recording, or other factors, for one or more cameras on the *Stage*).
- Bright dots (February 9th through 15th) indicate that complete video is available.
- Video shows as unavailable (no dots) for all dates in the future.



2. Click a date and time (as needed) from the calendar, then click the **Go** button. The *Timeline Bar* will jump to the selected date and time.

In-Cell Search



This **Link** icon is used to end an In-cell search.

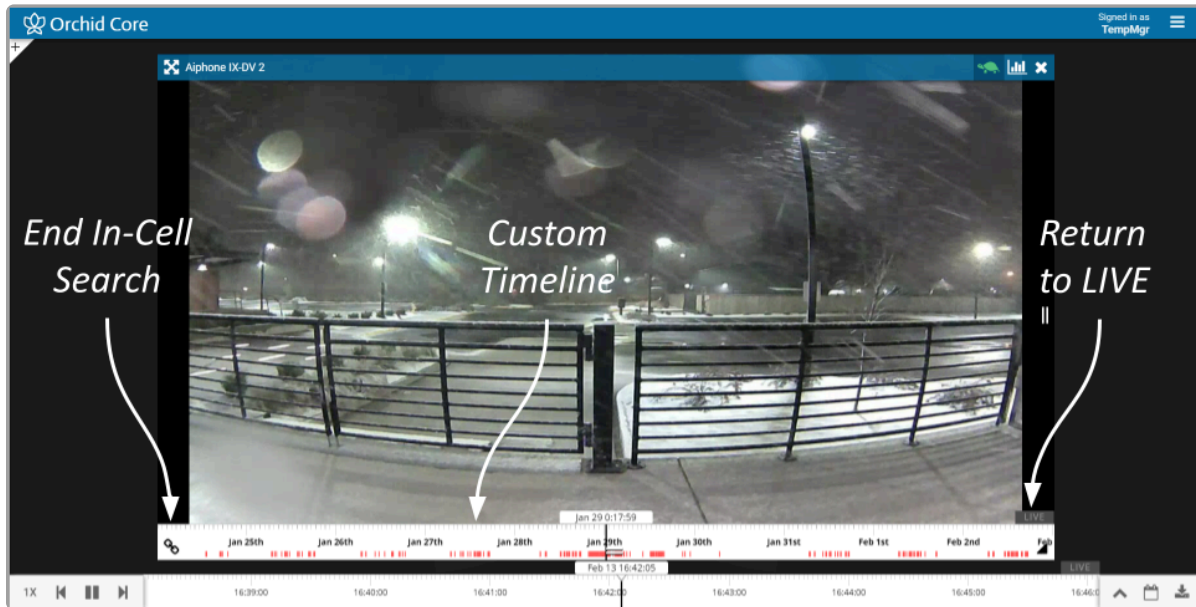


This **Un-Link** icon is used to start an In-cell search.

1. To perform an in-cell search, position the mouse over the Player; this will activate the grab handles and the image header.



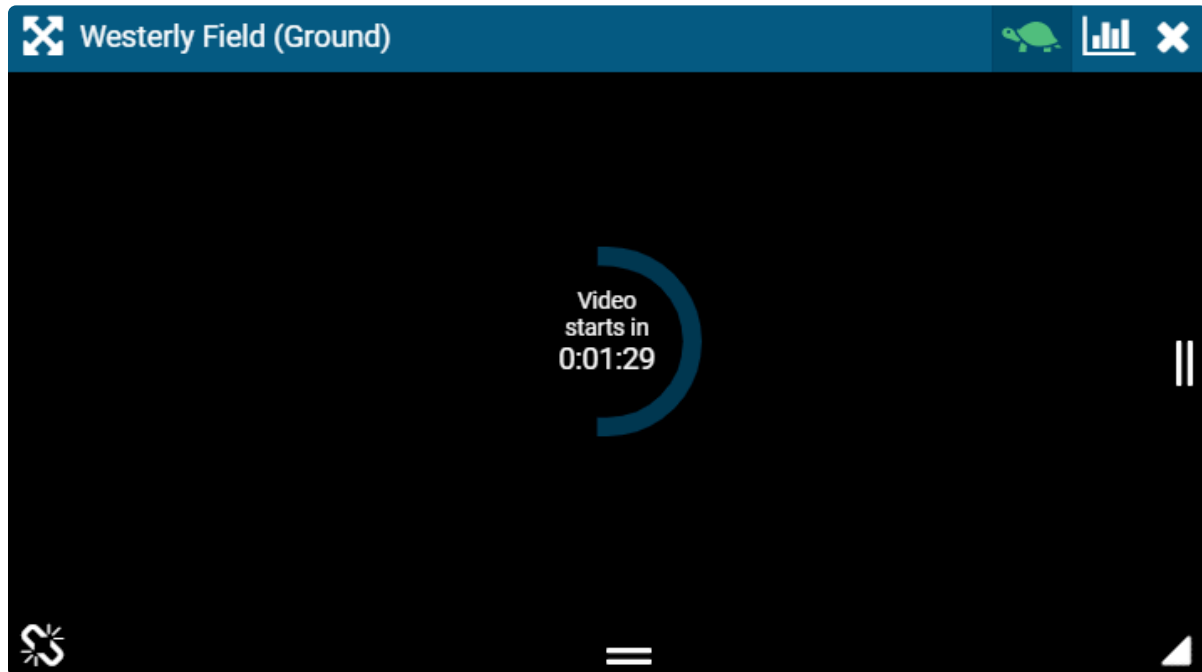
2. Click the **Un-Link** icon in the bottom-left corner of the Player to open the search *Timeline Bar* for that Player. This essentially detaches the Player from the main *Timeline Bar* and allows you to view video on this Player from a different date/time. (You cannot export video from an in-cell search.)



3. Select the **Link** icon to end the in-cell search and reconnect to the main *Timeline Bar*.

Motion-Only Recording

There is a new recording style available that will record video only when motion is detected. Because of this, when you review recorded footage, some Players will not always display video.



Players associated with this recording style will provide a countdown to the next motion event. (This way, even when no video is displayed, you will know that the camera and the system are still working.)

- * You will see a similar countdown (even on Players using other recording styles) when a Player simply doesn't have any recorded video for the specified time period.

Exporting Video

If you need to export video to a file (for permanent storage or sharing), there are additional tools that will enable you to select and save that video.

Orchid Core VMS offers two methods for exporting video. The first method is the quicker of the two, accomplished by simply plugging in a date/time range and selecting a camera stream. The second method is more involved, allowing for looped video review and selection.



The Administrator and Manager roles are the only roles with the ability to export video. A Viewer may select video for the purposes of reviewing a looped section of video, but will not be able to perform the export.

Export by Date/Time Range



This is the **Export** icon (used for Quick Export).

If you need video for a specific date and time range, this method is the easiest way to obtain it.

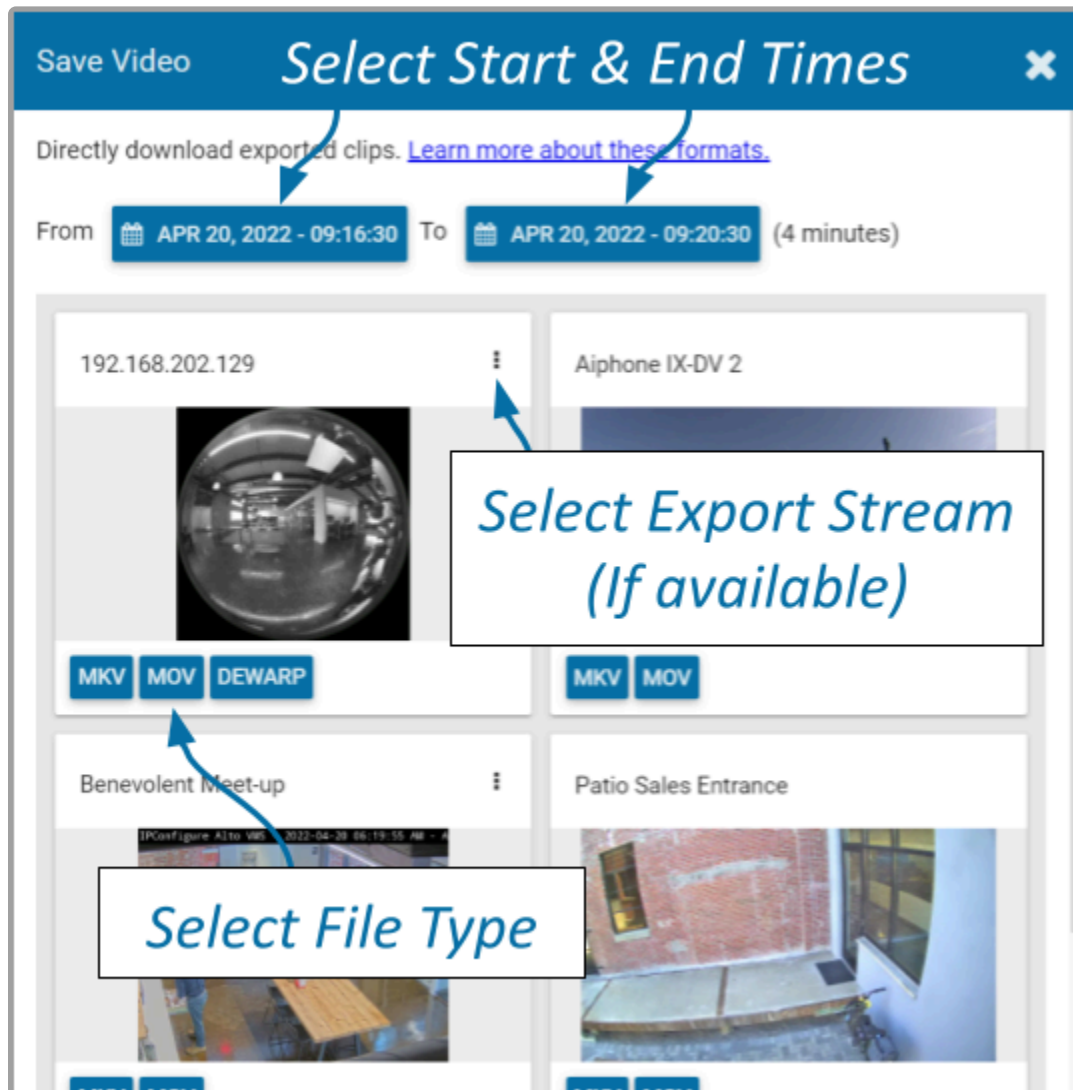


This option is not available to Viewers or Live Viewers.



Starting in version 22.3, when multiple recording streams are available, the system will export the highest resolution stream, by default. The user will also have the ability to choose which stream to export.

1. First, be sure that the Players you need are on the *Stage*.
2. Click the **Export** icon on the *Timeline Bar*. The *Save Video* screen will appear.



The *Save Video* screen will display a thumbnail representing each of the Players that were on the *Stage*. For each one, you will also see buttons that represent the video file types. Orchid Core VMS supports the following video file types:

- Matroska video files (MKV): This is an open-standard video container that Orchid Core VMS uses internally for saving video archives. MKV files are supported by all modern video players, including VLC and Windows Media Player starting in Windows 10. MKV video export is now available using iOS devices.
- QuickTime video files (MOV): This is an older video format that is supported by Mac OS X and older versions of Windows Media Player. Starting in version 22.3, Orchid Core VMS can export MOV files for iOS Safari versions 13 and higher.
- Dewarp: Starting in version 2.8, Orchid Core VMS supports a dewarp file type that provides the Perspective view from a fisheye camera. This export process actually produces a ZIP file containing an HTML file (the player) and an MP4 file (the video file). This export file type is supported by Google Chrome and Mozilla Firefox. (The dewarp file type is only available for fisheye cameras on which the fisheye dewarping feature is supported and enabled.)

For more information on these video file types, click the *Learn more about these formats* link (on the *Save Video* screen).

For some of the thumbnails, you may also see a pop-up menu (to the right of the camera name). This menu allows you to select which of the camera streams you want to select for the export. (This menu will only be available if multiple recording streams have been configured by the Administrator. If you don't select anything here, the system will export the highest resolution stream by default.)

3. Click the first **Calendar** button (on the left) to select the date and time at which the video export will start.

From

February 2022

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

08

:

10

:

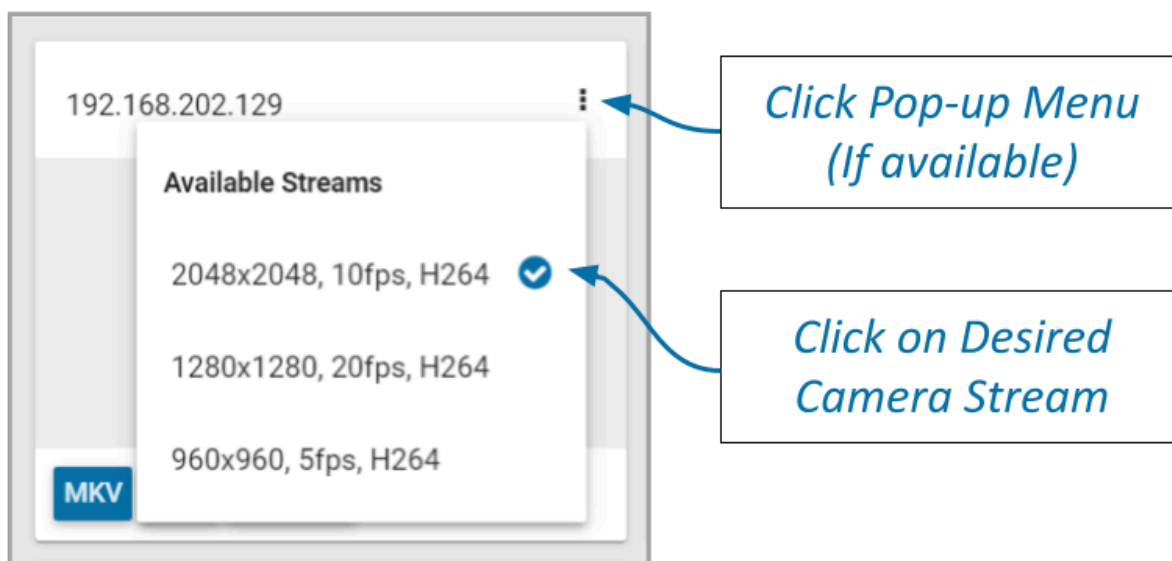
29

CANCEL

GO

When the calendar opens, you have the ability to select the date and time for the starting point for your video export. Green dots (underneath each date) indicate that video is available for one or more of the cameras on the *Stage*.



4. Select the date and time, then click **Go**. (You may receive a warning that your selected range exceeds the allowed export duration. For now, proceed to the next step.)
5. Click the second **Calendar** button (on the right) to select the date and time at which the video export will end. Select the date and time, then click **Go**. (The export duration of the selected range will appear on the screen. If a warning still appears, you will need to shorten the export duration by selecting a new start or end time.)
6. Now that you have selected the range, you will need to determine which Player you want to export.
7. You may have the option to select a specific stream for the export. Click on the pop-up menu (if available), then click on the stream resolution you want to export. (The system will automatically select the highest resolution stream for the export unless you select a different stream here.)



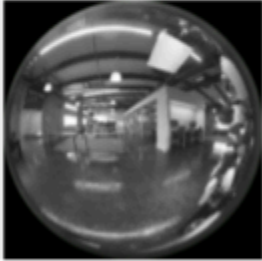
8. Finally, click on the button that represents the video file type you want to export for that Player. (Once you select a file type, Orchid Core VMS will begin downloading the video.)
9. Notice that the *Save Video* screen is still open. If there were multiple Players on the *Stage* when you selected the video, you may export video from another Player from the same time period. (Follow steps 6 through 8.)
10. Press the **Done** button when you are finished exporting this selection of video.




Save Video

Directly download exported clips. [Learn more about these formats.](#)


From  APR 20, 2022 - 09:40:47 To  APR 20, 2022 - 09:44:47 (4 minutes)



192.168.202.129




Aiphone IX-DV 2



 The camera stream with the highest resolution available is pre-selected

DONE

*When Finished,
Click Done*

Export by Timeline Selection

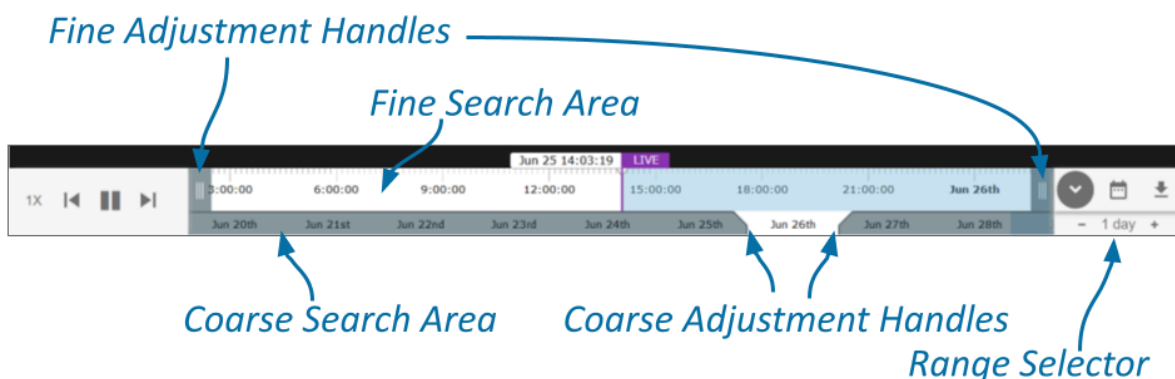
	This is the Timeline Toggle icon.
	This is the Export icon.

If you need a chance to narrow and review the video that you are exporting, this export option is your best bet. This option includes two main steps: selecting the video, and exporting the video.

✿ This option is not available to Live Viewers.

✿ Starting in version 22.3, when multiple recording streams are available, the system will export the highest resolution stream, by default. The user will also have the ability to choose which stream to export.

1. First, be sure that the Players you need are on the *Stage*.
2. Use the *Calendar Picker*, if needed, to focus your search around a certain date and time.
3. Click the **Timeline Toggle** icon to expand the *Timeline Bar*. There will now be two timelines you can use to identify and select the video you want to export.

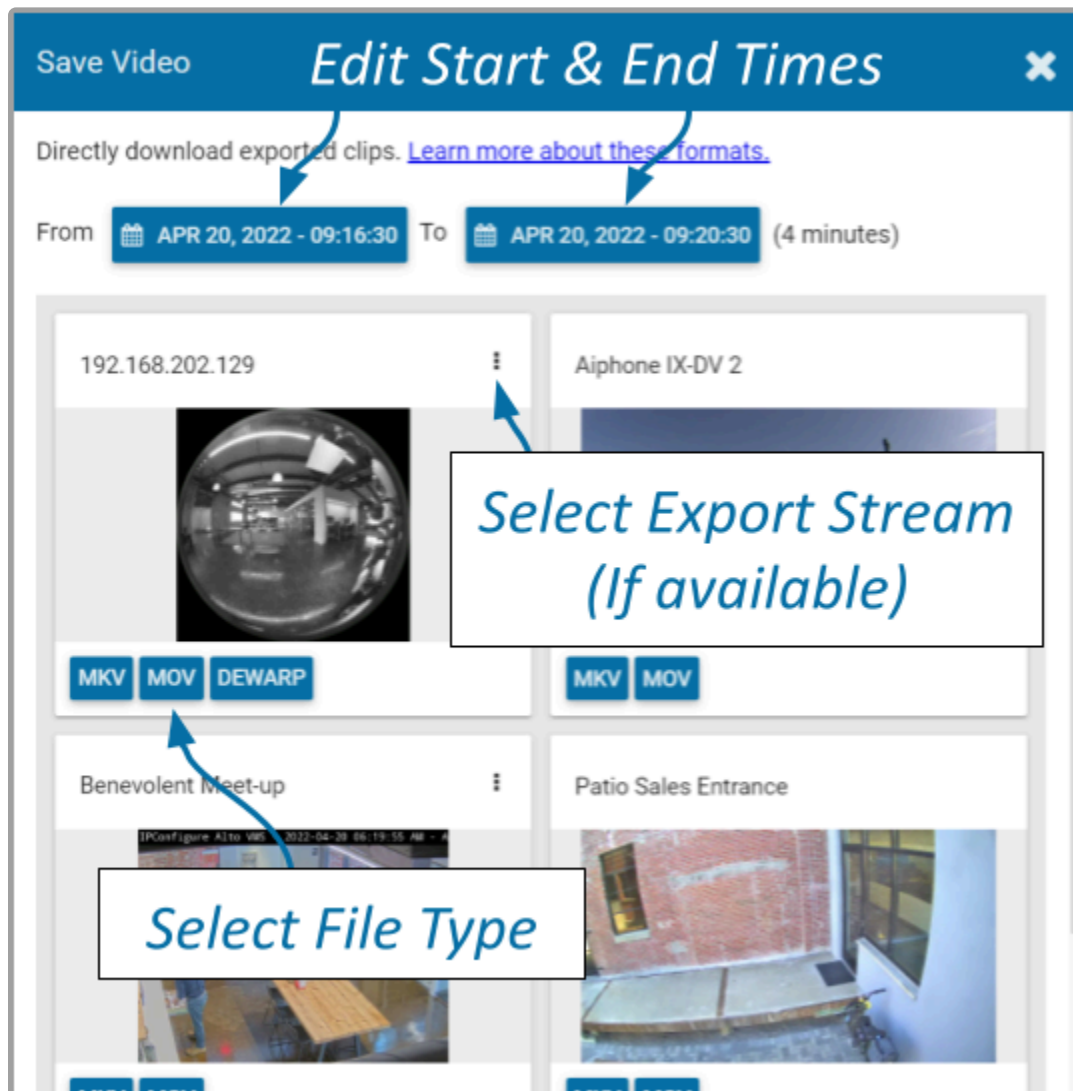


The bottom timeline represents the Coarse Search Area which displays a broad range of time. The top timeline represents the Fine Search Area which is used to pinpoint a specific range of time within the Coarse Search Area. Once a specific range is defined, all of the linked Players will play the selected video in a loop for review.

4. Use the **Range Selector** to increase and decrease the *Timeline Bar* increments and amount of time displayed in the Coarse Search Area.

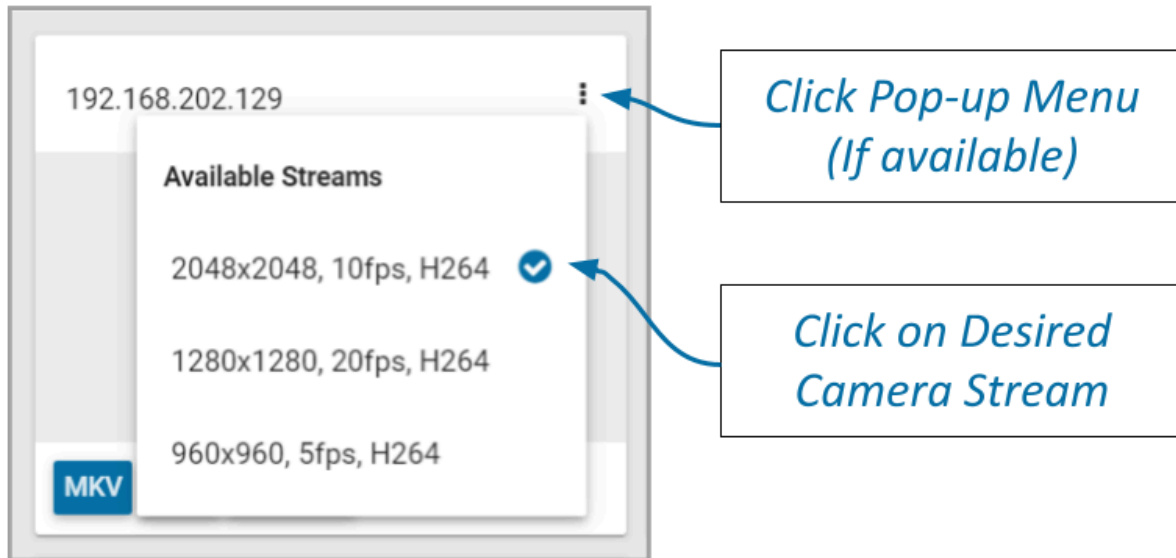
5. Click and drag the Coarse Adjustment Handles to narrow the video search area. The area between the handles represents the narrowed search area (which is now reflected in the Fine Search Area).
6. Click and drag the Fine Adjustment Handles to further narrow the search and finalize the video selection for export. Review the final loop as needed. (The default maximum amount of video you can select for export is 1 hour.)
7. Once you have selected video, click the **Export** icon to open the *Save Video* screen.

* Neither Viewers nor Live Viewers have access to the export feature.



8. You may use the **Calendar** buttons to revise your start and end dates/times, if needed.
9. The *Save Video* screen will display a thumbnail representing each of the Players that were on the *Stage*. Decide which Player you want to export.
10. If the Player has a pop-up menu, you may use this to select a specific stream for the export. (This menu will only be available if multiple recording streams have been configured by the Administrator.)
 - a. Click on the pop-up menu, then click on the stream resolution you want to export. (If you don't select anything, the system will automatically select the highest resolution stream for the



export.)



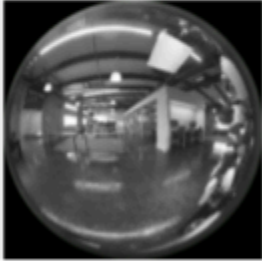
11. Now click on the file type you want to export. Orchid Core VMS supports the MKV, MOV, and Dewarp video file types (as explained earlier). Once you select a file type, Orchid Core VMS will begin downloading the video.
12. Notice that the *Save Video* screen is still open. If there were multiple Players on the *Stage* when you selected the video, you may export video from another Player from the same time period. (Follow steps 9 through 11.)
13. Press the **Done** button when you are finished exporting this selection of video.




Save Video

Directly download exported clips. [Learn more about these formats.](#)


From  APR 20, 2022 - 09:40:47 To  APR 20, 2022 - 09:44:47 (4 minutes)



192.168.202.129




Aiphone IX-DV 2



 The camera stream with the highest resolution available is pre-selected

DONE

*When Finished,
Click Done*

Viewing Exported Video

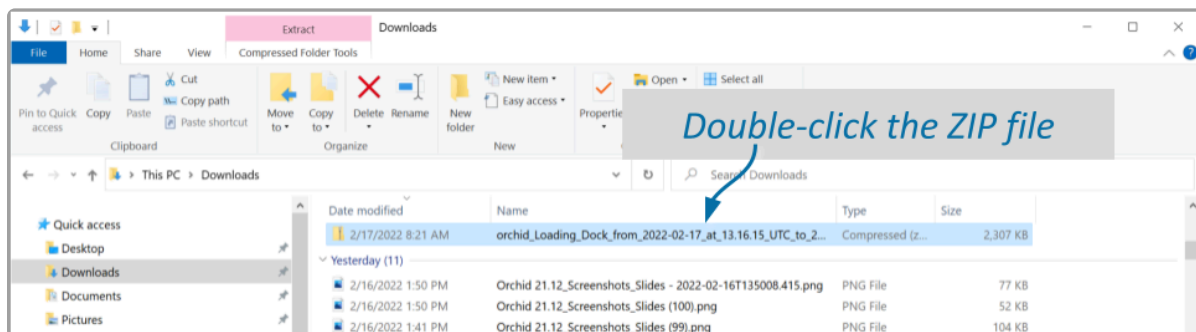
Once you have exported a video clip, go to your *Downloads* folder to find and play the exported video. The sections below will describe the basic viewing process for each of the video file types.

MKV and MOV Files

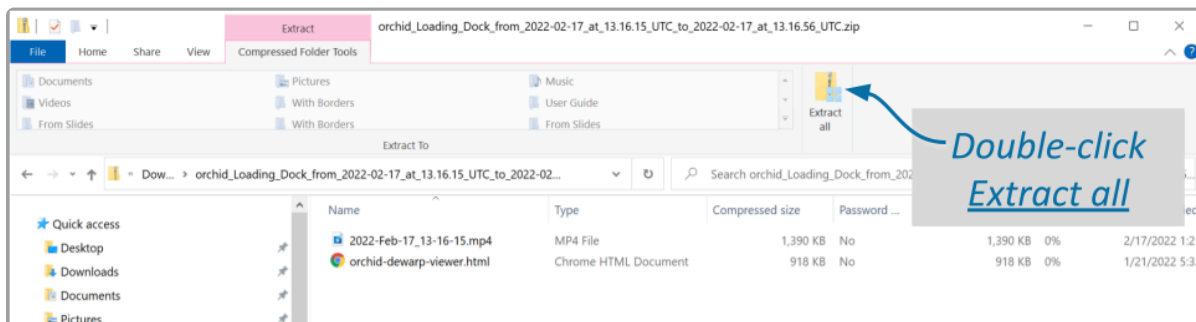
1. In the *Downloads* folder, look for an MKV or an MOV file. The exported video file name is based on the camera name and includes the event date and time in Coordinated Universal Time (UTC).
2. Right-click on the file and select **Open with**.
3. Select a media player from the list, like **VLC Media Player**. The video will open and play.

Dewarp Files

1. In the *Downloads* folder, look for a ZIP file. The exported video file name is based on the camera name and includes the event date and time in Coordinated Universal Time (UTC).



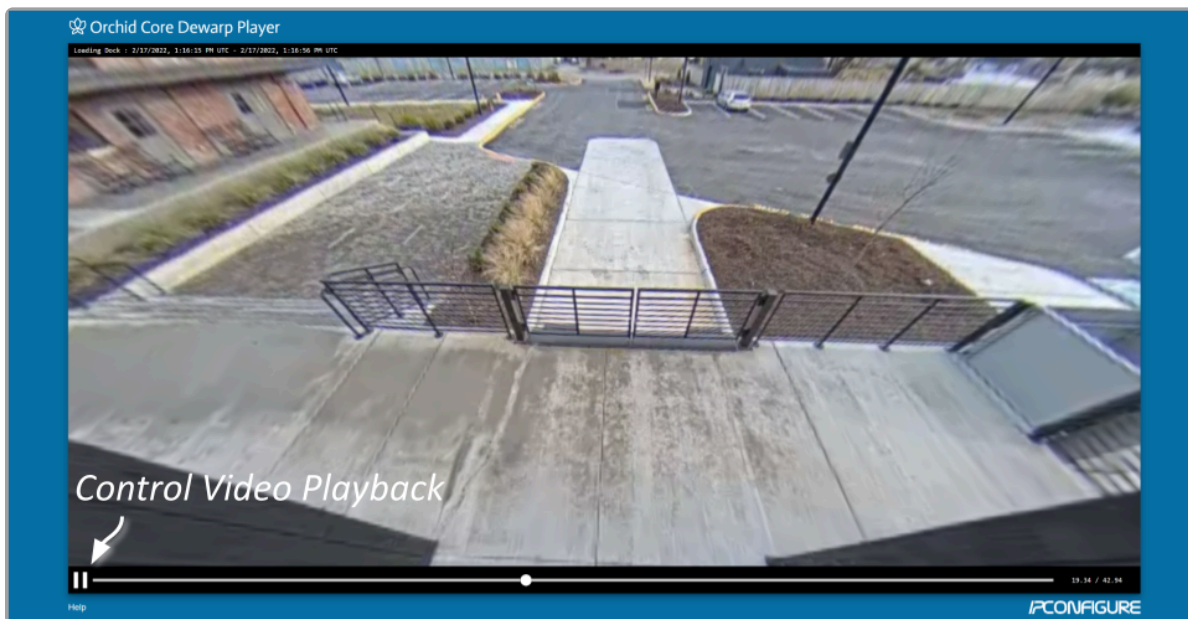
2. Double-click on the ZIP file to reveal the contents of the file. Notice that the ZIP file contains an HTML file (the player) and an MP4 file (the video file).



3. To save and play the video:
 - a. Click the **Extract all** button.
 - b. Use the **Browse** button to select a folder for saving the player and the media file.
 - c. Click **Select Folder**.
 - d. Then click the **Extract** button.
 - e. When the extraction is complete, navigate to the folder to which you saved the HTML file and

the media file.

- f. Double-click on the HTML file to open the *Orchid Core Dewarp Player*.
- g. Click on the **Select File** button.
- h. Navigate to the folder to which you saved the files, then double-click on the MP4 media file.
(The file will open and play.)
 - i. Control the video with the **Play** and **Pause** buttons.
 - ii. Close the browser tab to close the player.



* You can play the media file directly by double-clicking on the MP4 file, but this will not produce the dewarped version; you will view the original fisheye version of the video.

Additional Notes

Maximum Export Duration

The maximum amount of video you can select for export is 1 hour by default. This maximum may be changed by editing the configuration file. Be aware, however, that increasing the maximum export duration may have other impacts on the system. For example, this may lead to longer processing times, increased disk utilization, and decreased video retention.

To change the default maximum export duration, the easiest way is for Administrators to use the *Advanced Settings* feature. For more details, please refer to the [Orchid Core VMS Administrator Guide](#).

No Archives



“There are no archives in the specified region.” This error indicates that there is no video available for the selected time period. This may mean that Orchid Core VMS was not recording video, or that the video archives may have already been overwritten.

No Apparent Response

If Orchid Core VMS appears to stop responding after you've selected the file type for export, check the following:

- Look for an error icon in the web browser's address bar. Pop-up blockers may be preventing Orchid Core VMS from opening a new page.
- Look in the system tray or in the *Downloads* folder for an indication that the video has been exported.



For additional help with Orchid Core VMS, please visit our training site at training.ipconfigure.com.

The Orchid VMS Mobile App

Beginning with version 22.3, you may use the Orchid VMS mobile app to connect to, and view video from, Orchid Core VMS. Key features of the App include the following:

- Connect to any Orchid VMS (including Core, Fusion, Hybrid, and Alto)
- Log in once for instant, no-prompt access from your mobile device
- View live and recorded video with WebRTC mode or low-bandwidth mode
- Export video events
- Full access to Orchid administrative features for admin users



Your permissions will determine which features you have access to.

System Requirements

In preparing to use the Orchid VMS mobile app, please keep the following requirements in mind:

- Compatible with iOS and Android devices
- Orchid servers must be running version 22.3 or greater
- Orchid servers must be using HTTPS in order for the mobile app to connect
- Mobile users must have local Orchid credentials (External authentication is not supported in the app)

Here are some additional notes on using the mobile app:

- The *Camera Bag* viewing options have been hidden on devices with smaller screen sizes
- Experiment with the portrait and landscape screen orientation to optimize your experience

Installation and Getting Started

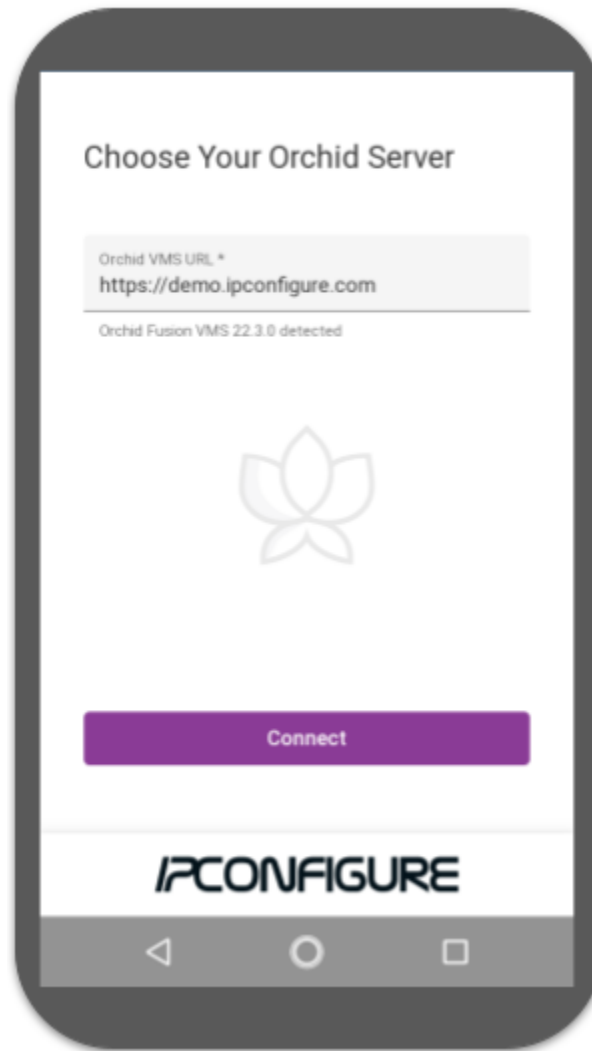
The Orchid VMS mobile app is easy to install and access. Review the two sections below and you'll be up and running in no time.

Installing the App

1. Using your mobile device, go to the Apple App Store or the Google Play Store.
2. Search for "Orchid VMS."
3. When your search results appear, click on *Orchid VMS*.
4. Click the **Install** button, then wait for the installation to finish.

Getting Started

1. Once the installation is complete, click the **Open** button to open the app.
2. Click the **Get Started** button.
3. Enter the path to your Orchid server. (Remember: a valid HTTPS URL is required.)



4. Click the **Connect** button.
5. Now enter your username and password and click **Sign In**. (If it appears, you need to mark the *I have read and accept...* checkbox to acknowledge that you accept the terms of the access agreement.)

✿ When you exit the app, if you select the *Leave* sign out option, this will be the only time that you have to sign in to that server.

Using the Orchid VMS Mobile App

After you sign in, you will be able to use all of your favorite Orchid features:

- View video in WebRTC mode or low-bandwidth mode.
- Add, resize, and move Players as needed.
- Tap on a Player to activate the header and Player tools.
- Use the *Timeline Bar*, **Calendar Picker** button, and Playback tools to find the video you're looking for.
- Export video to your local device.



Here are a few tips to keep in mind:

- Try experimenting with portrait and landscape screen orientation.
 - Turn your device 90 degrees (to the right or left) to change the orientation.
 - Some features, like the *Camera Bag*, may be best viewed in the device's portrait orientation.
 - Other features, like the *Stage*, may be best viewed in landscape mode.
- Sometimes, it might help to take a Player to full-screen size when trying to access a specific tool (like PTZ controls, player mode, or statistics).
- This User Guide should contain all of the information you need to use Orchid Core VMS on your computer or in the app.

Signing Out

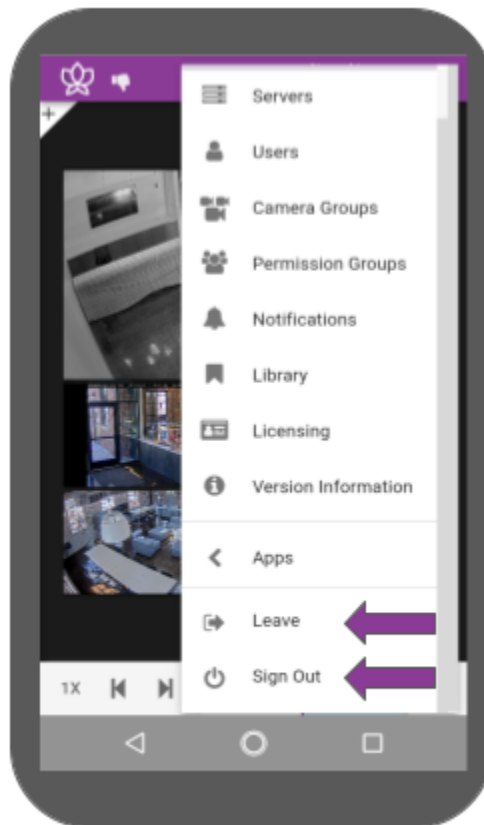
There are a couple of sign out options for exiting the Orchid VMS mobile app.

The Leave Option

The *Leave* option allows you to exit the app and return to the *Choose Your Orchid Server* screen. This option allows you to do either of the following:

- Re-enter the same server without signing in.
- Enter a new URL to open a different server.

1. Go to the *System Menu*.
2. Click *Leave*.



The Sign Out Option

The *Sign Out* option works just like signing out of Orchid on your computer. The next time you open the app, you will need to sign in with your Orchid credentials.

1. Go to the *System Menu*.

2. Click *Sign Out*.