

# Orchid Core VMS User Guide

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IPConfigure

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# Introduction

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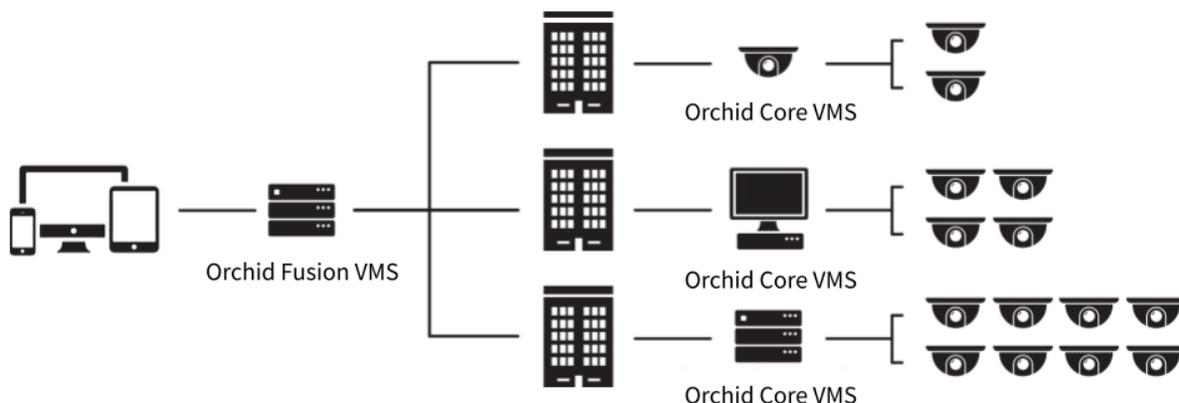
Thank you for your interest in IPConfigure's Orchid Core Video Management System. This guide should provide you with everything you need to know as you get started using Orchid Core VMS. We'll begin with an overview of the product and the user guide, then we'll review the user interface and dive into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

# 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.

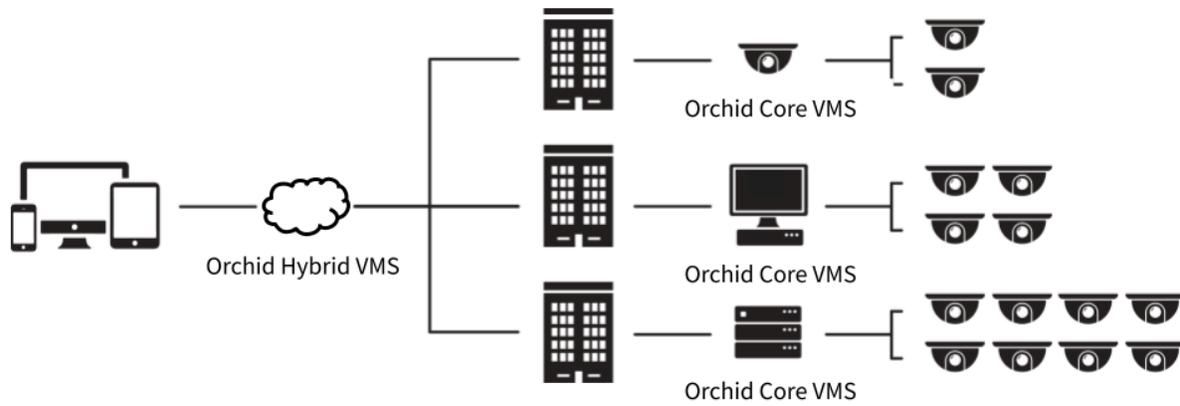
Orchid Fusion/Hybrid VMS is an enterprise software developed to integrate multiple Orchid Core VMS servers from various locations into one seamless management system. Designed to work across a variety of operating systems, camera types and network topologies, Orchid Fusion/Hybrid VMS is the perfect solution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

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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
- Viewing Events

# How to Sign In

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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

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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). Beginning in version 23.6, Orchid supports WebRTC retransmission, by default. With WebRTC retransmission, the web browser can resend video packets to Orchid to help ensure that the packets arrive. This improvement allows WebRTC to provide full-bandwidth video even in marginal network conditions.

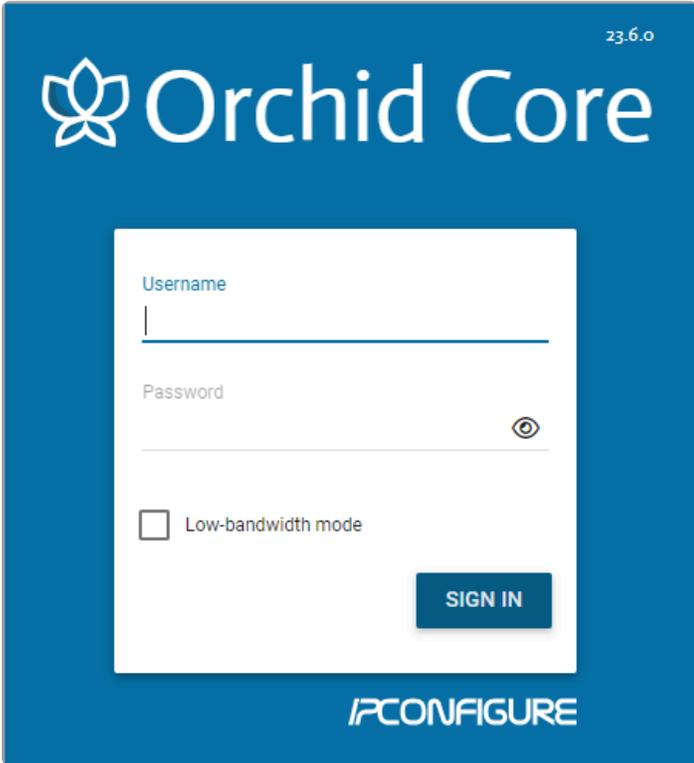
WebRTC mode and Low-bandwidth mode are available in the following browsers:

- (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.)

# 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. Press **Sign In**. (You will remain signed in for approximately 30 days.)



23.6.0

Orchid Core

Username

Password

Low-bandwidth mode

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.

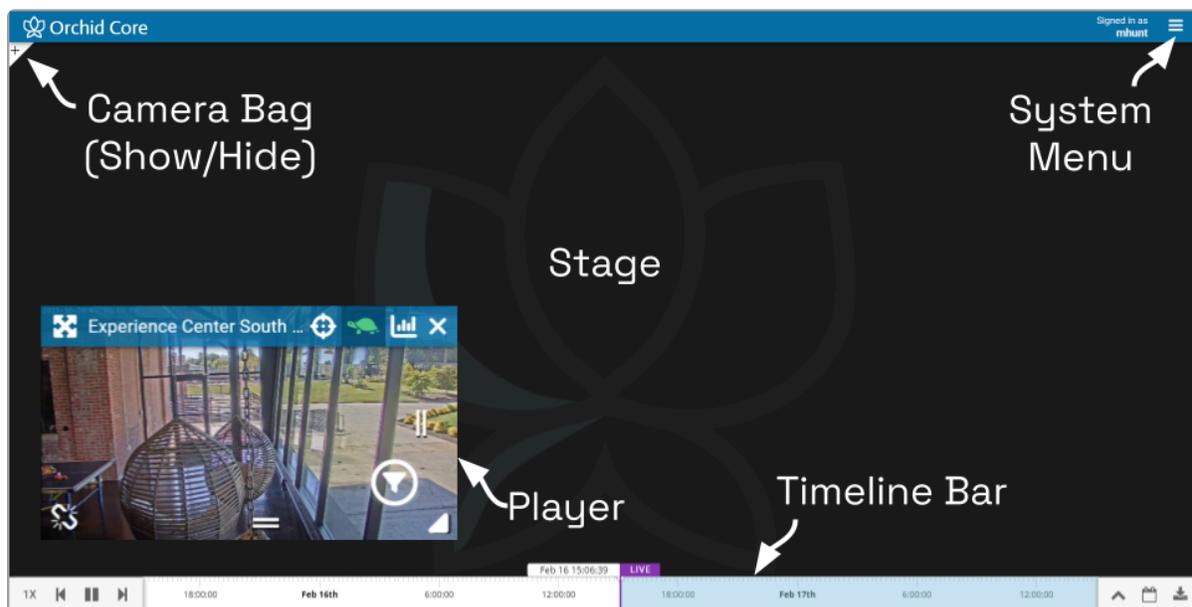
**Stage:** Where Players are loaded for live and playback viewing.

**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.)

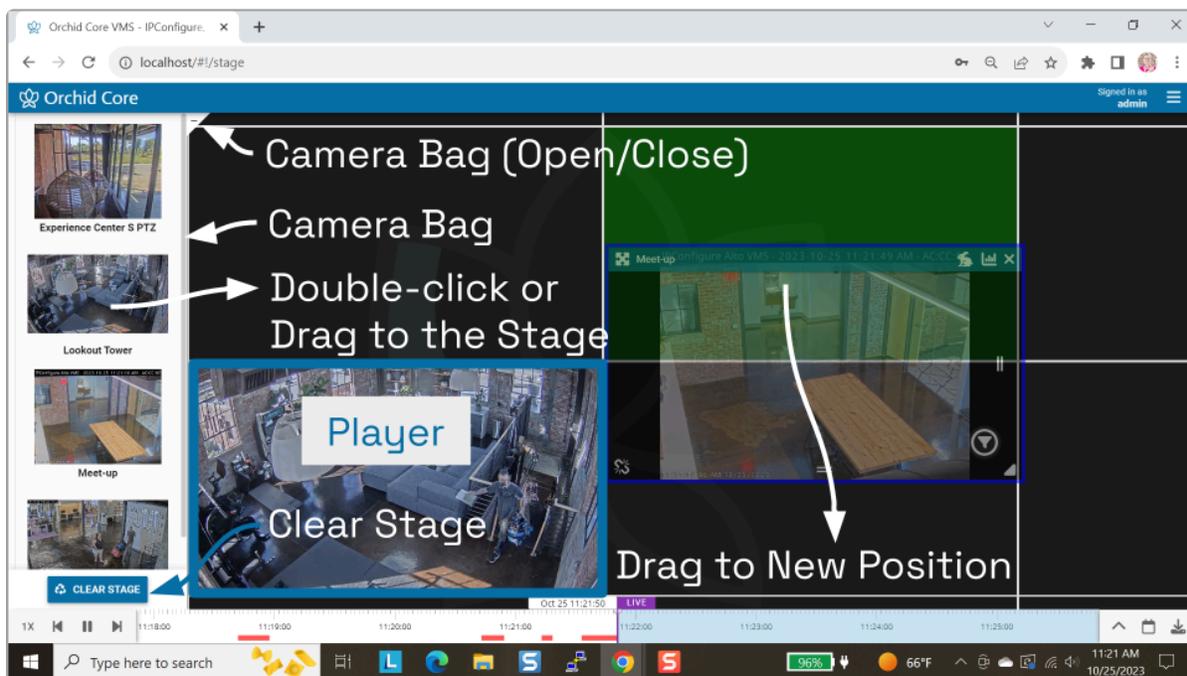
**System Menu:** The menu is located in the top-right corner and will allow you to navigate to other features including *Events* and administrator features (as permissions allow). Refer to the [Orchid Core VMS Administrator Guide](#) for details about the administrator features.



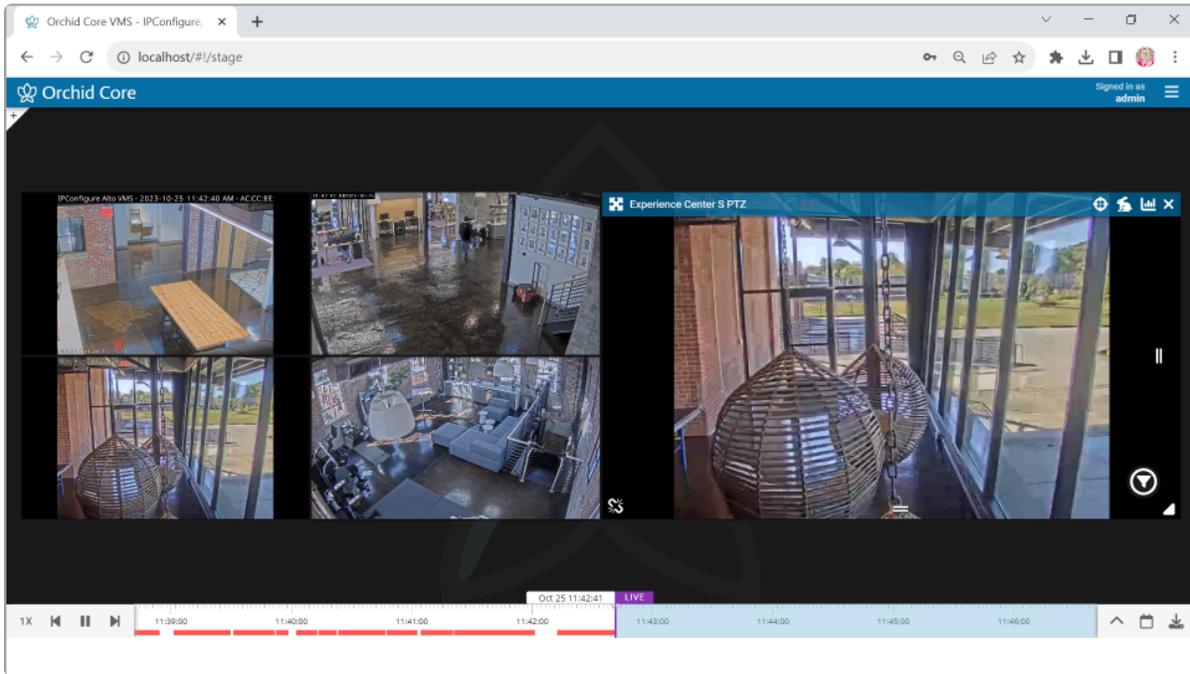
# Working with the Stage & Players

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.

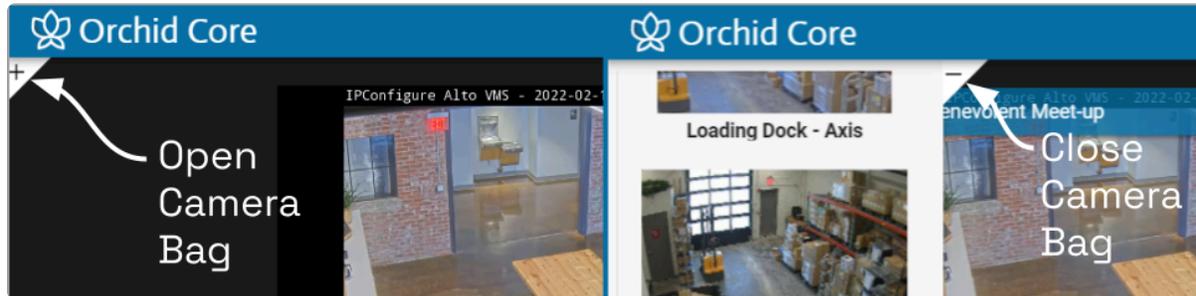


□



# Opening and Closing the Camera Bag

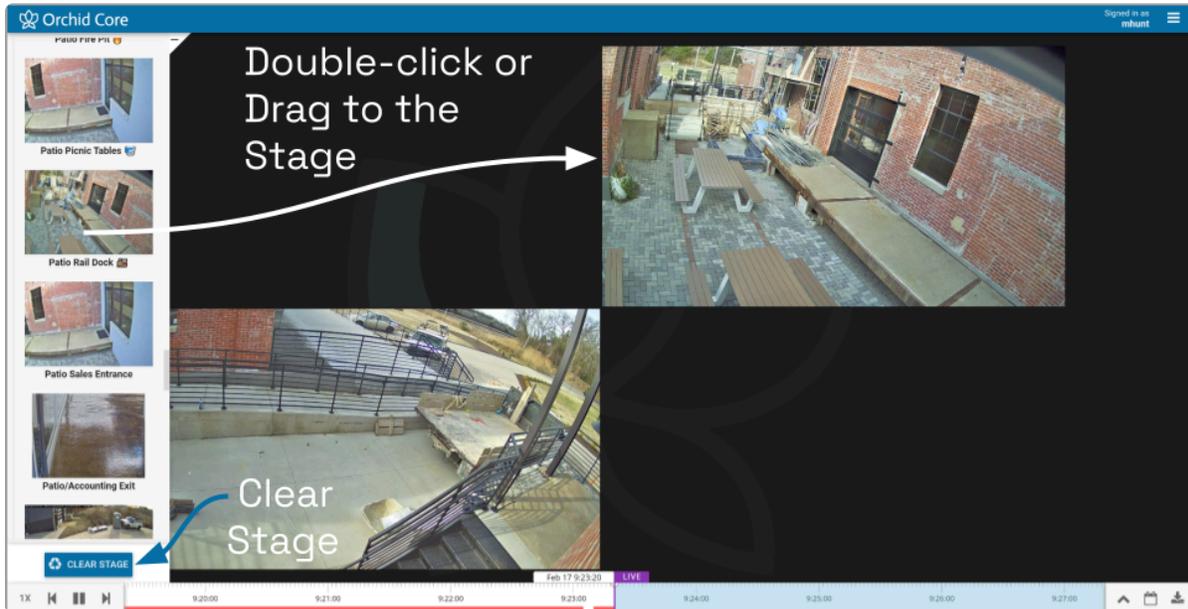
1. To open (or close) the *Camera Bag*, click on the *Show/Hide ±* icon in the top-left corner of the *Stage*. When the *Camera Bag* is open, you may add new *Players* to the *Stage*.



# Adding/Removing Players

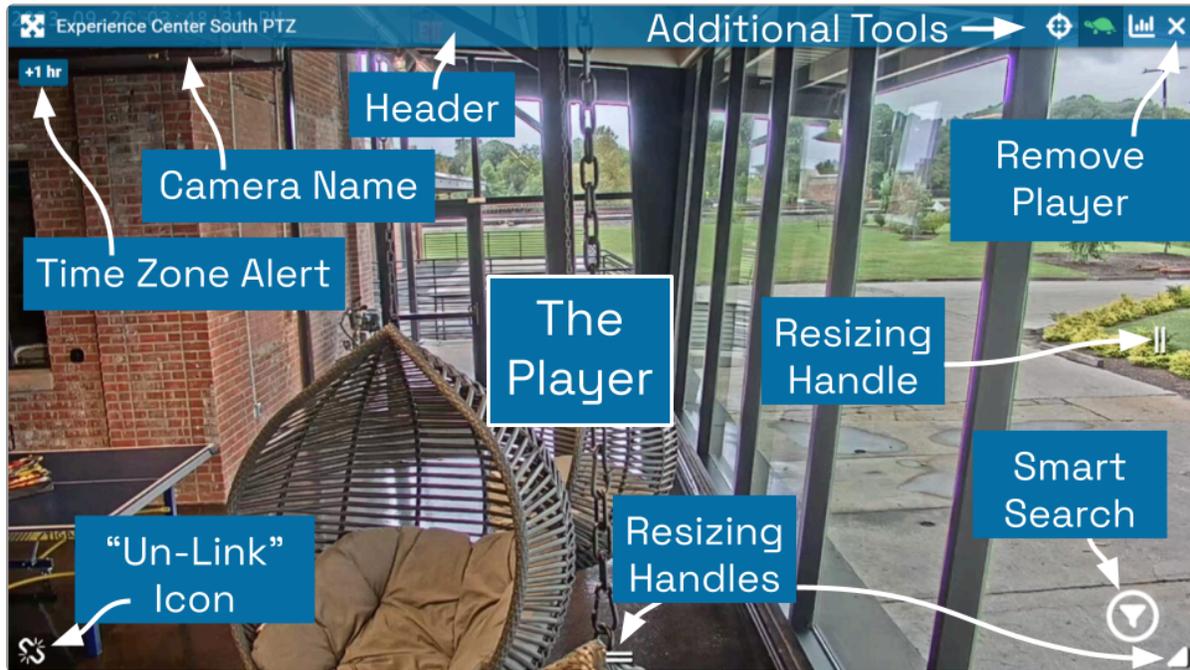
## Adding a Player

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.



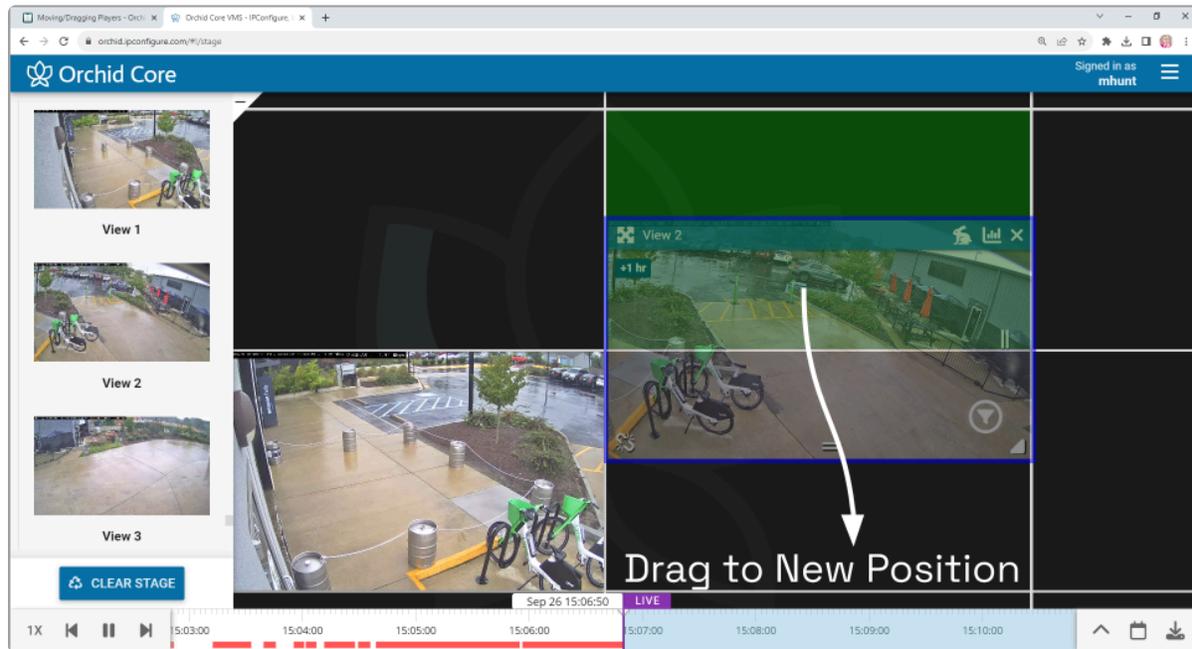
While your Orchid Core VMS server may or may not be configured to limit the number of Players allowable on the *Stage*, the amount of data the client and server can handle before performance starts to degrade will vary from system to system. If video appears choppy or slow, try reducing the number of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

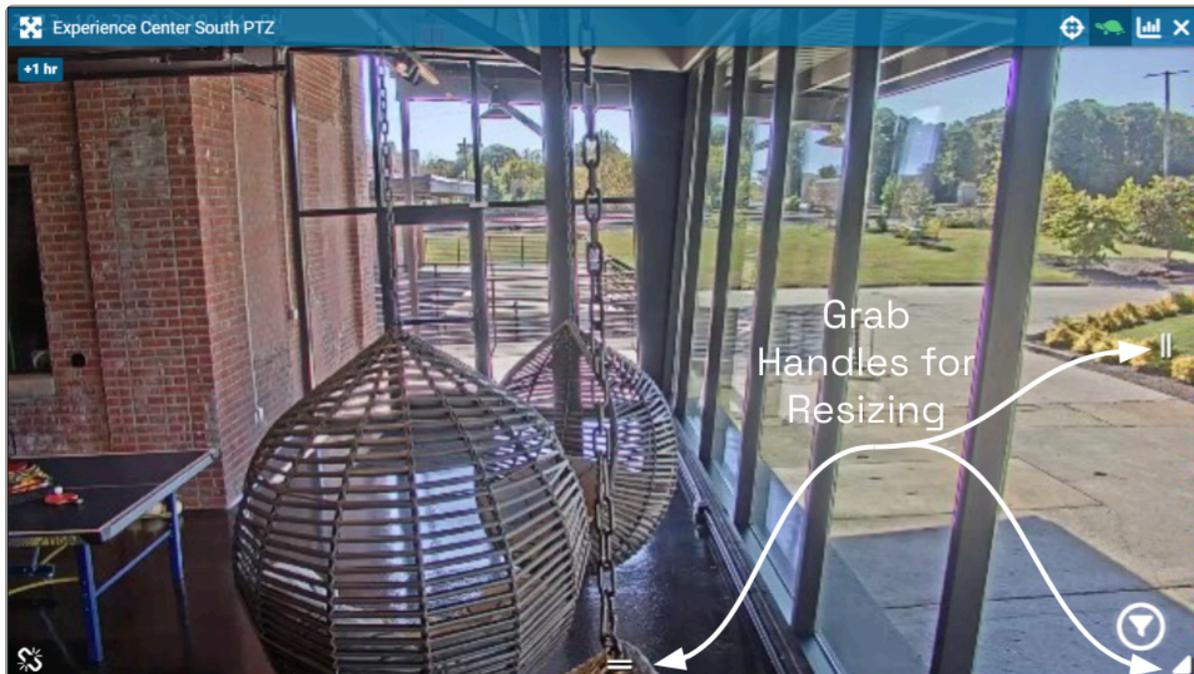
1. To move a Player into another area of the *Stage*, click and drag the Player to an available position (which will appear in green). If you move the Player into a cell already occupied by another Player, the two Players will switch positions.



# 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.)

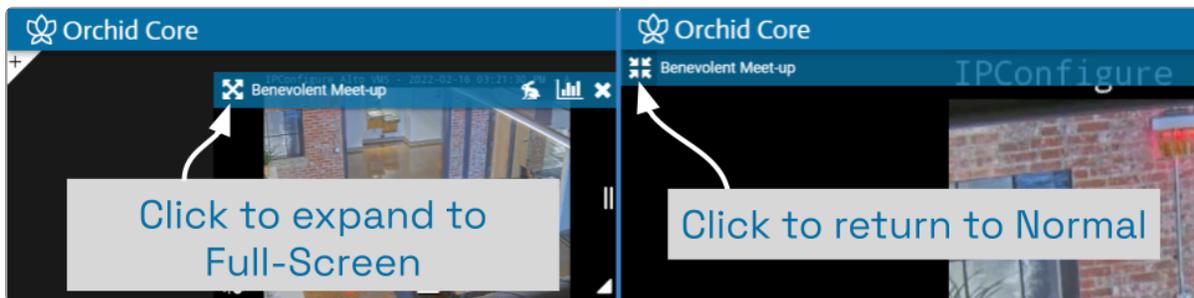


# Increasing Player to Full-Screen



This is the *Full-screen* icon

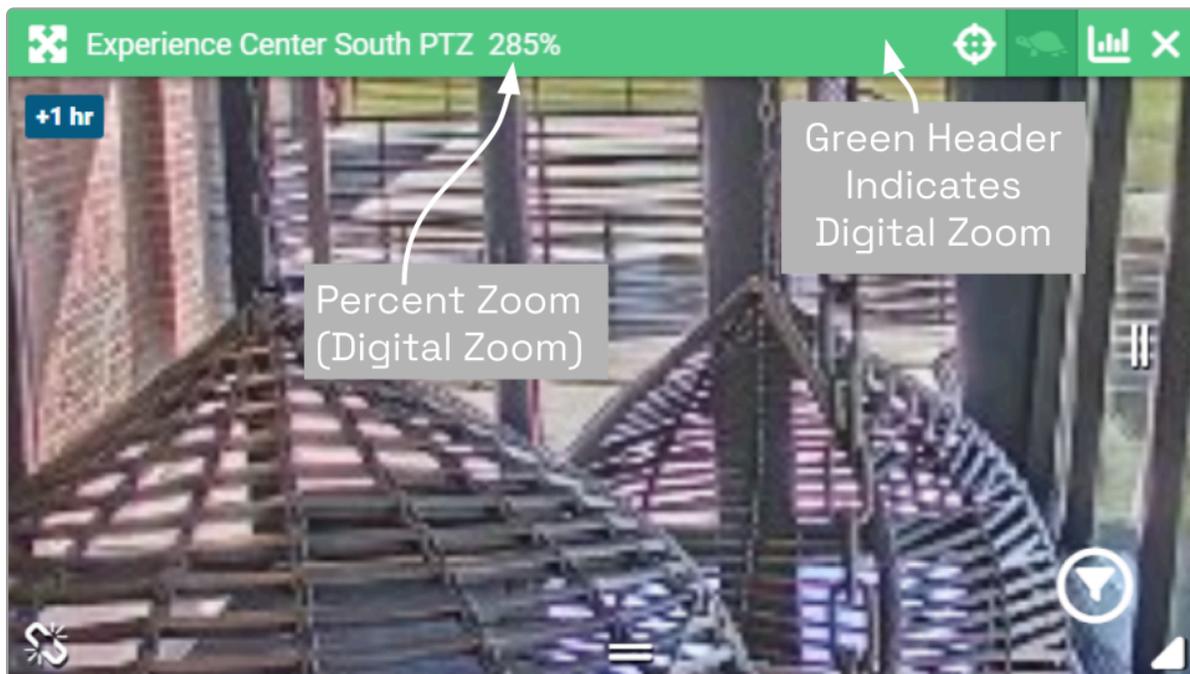
1. To resize a Player to full-screen, position the mouse over the image; this will activate the grab handles and the image header.
2. Click on the *Full-screen* icon in the header. The selected Player will now cover the entire *Stage*. (The motion events for this Player will now be the only motion events 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



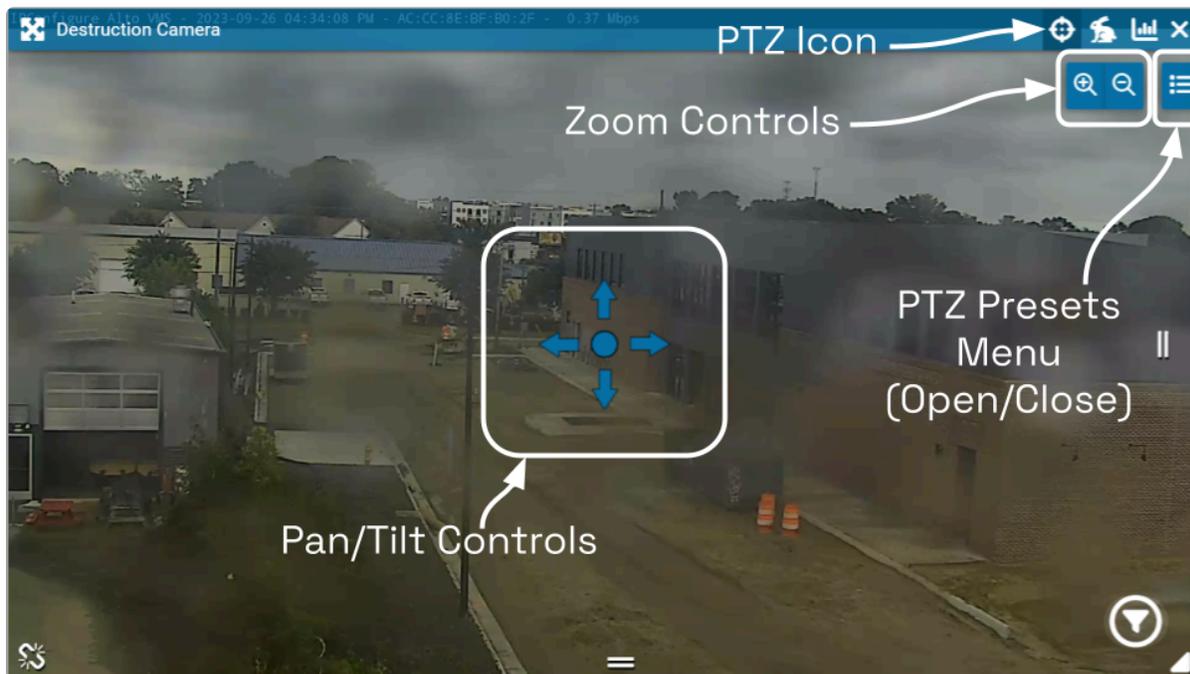
This is the *PTZ* icon.

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

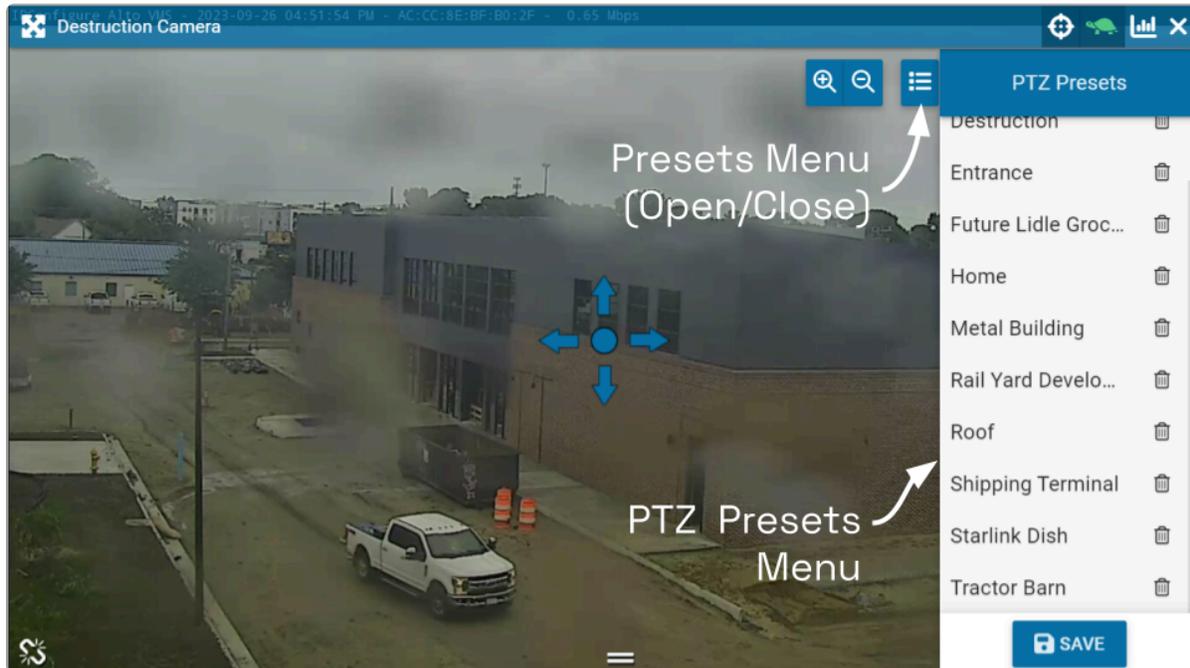
Orchid Core VMS includes PTZ presets (available on compatible ONVIF cameras). These presets allow you to move a camera quickly to one or more preset positions (increasing the utility of the camera and your video monitoring system).

\* 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 Camera Audio

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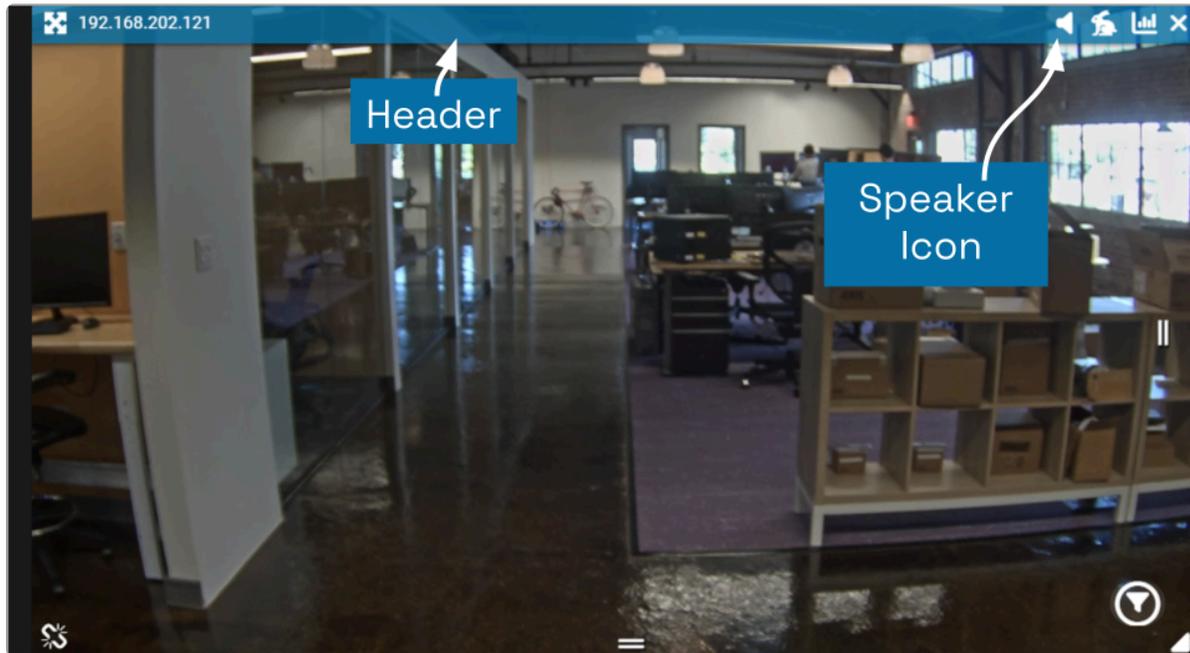
	This is the <i>Speaker</i> icon that represents the <i>Mute</i> setting.
	This is the <i>Speaker</i> icon that represents the <i>50% Volume</i> setting.
	This is the <i>Speaker</i> icon that represents the <i>100% Volume</i> setting.

Beginning in version 23.6, Orchid Core VMS supports audio volume control at the Player. Audio control at the Player/Stage level is only available under these conditions:

- The Orchid server is running Orchid version 23.6 or later (and global audio capture has not been disabled)
- The camera supports audio
- The Administrator has configured the camera for audio
- The Player is running in WebRTC mode

 Starting in version 23.9, the global audio capture setting is enabled, by default.

1. To control a camera's audio, position the mouse over the Player; this will activate the image header.
2. Click on the *Speaker* icon in the header to cycle the volume between 50%, 100%, and 0%. (Mute is the default.)



- ✿ As you view video on the *Stage*, camera audio will be available in both live and playback modes.

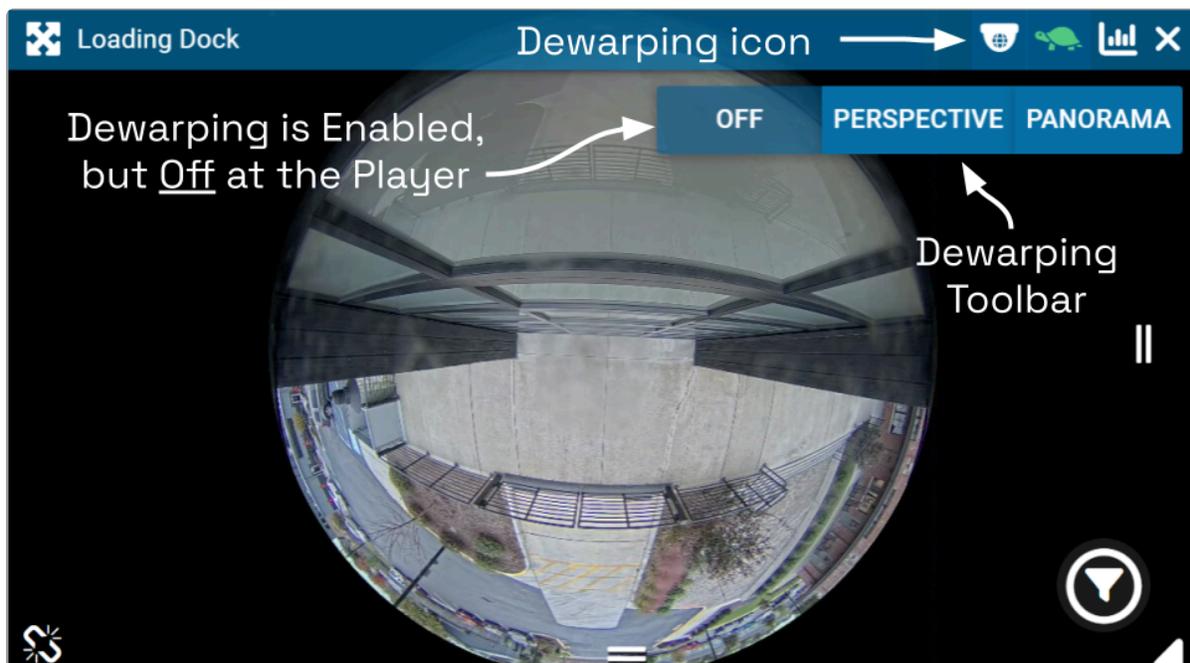
# Controlling a Player with Dewarping



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.

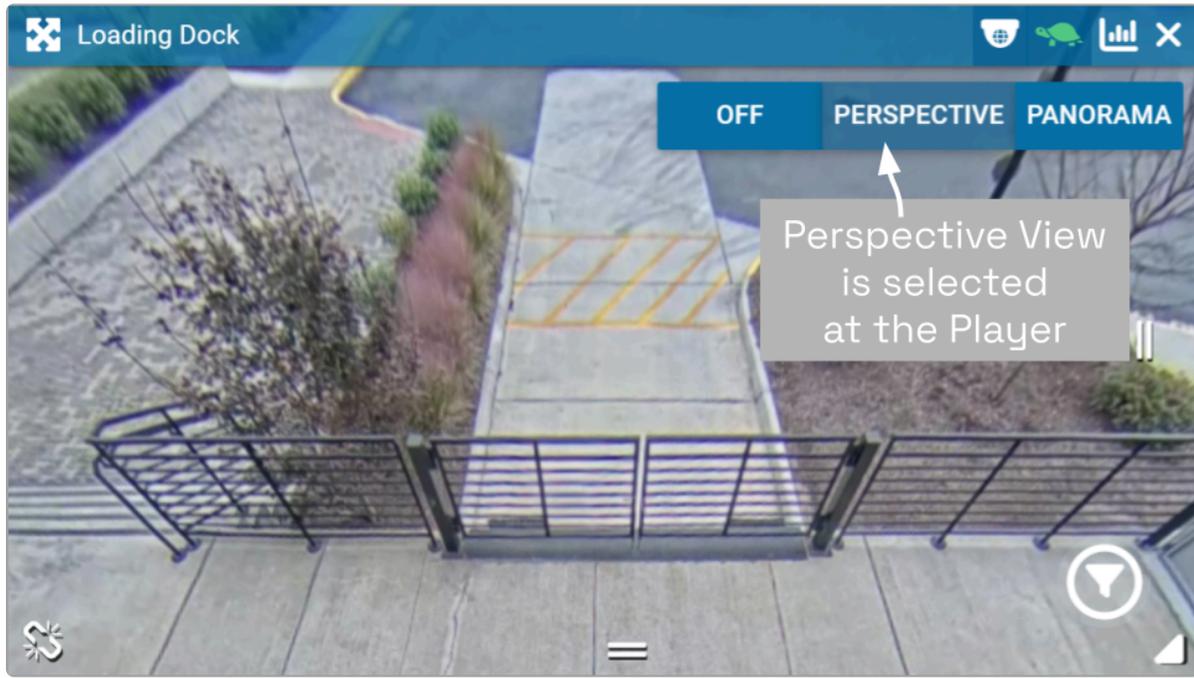
1. To control a Dewarping Player, position the mouse over the image; this will activate the grab handles and the image header.
2. Click on the *Dewarping* icon in the header. (This icon will only appear on fisheye cameras, and only if the dewarping feature has been enabled by the Administrator.) This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



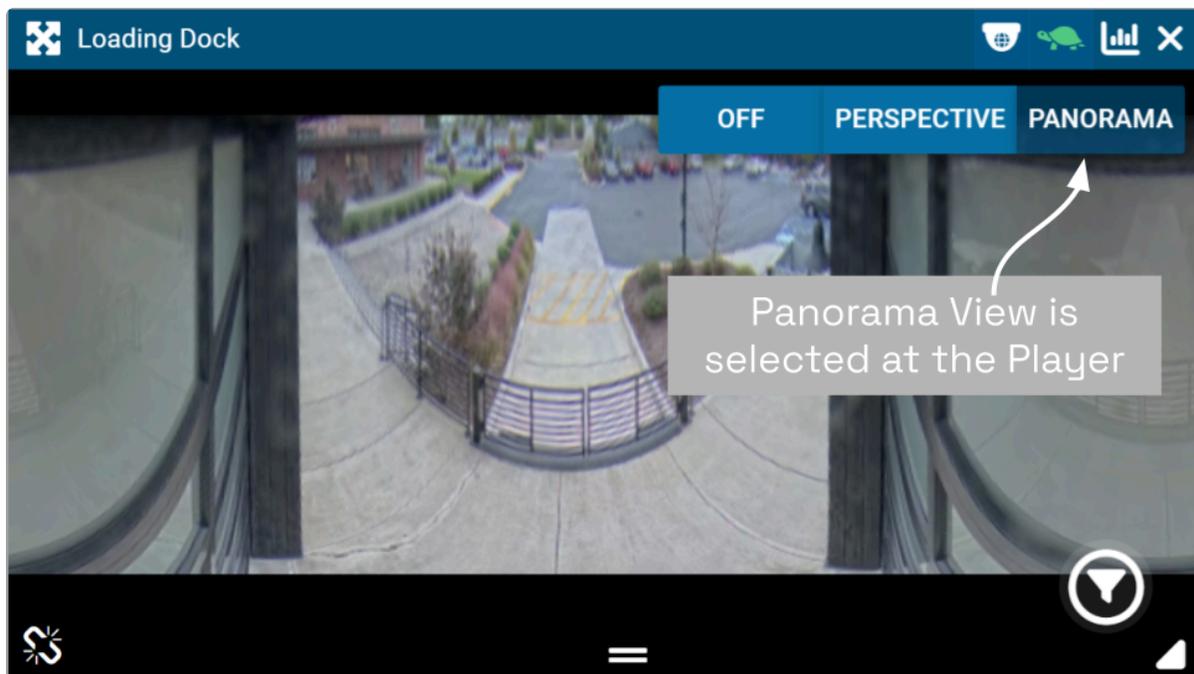
3. To view the camera in its native fisheye format, click the *OFF* button on the Dewarping toolbar (as in the image above).

✿ Beginning in version 22.12, if *Smart Search* is enabled, and Dewarping is OFF, you may edit *Smart Search* settings for the Player (if needed).

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.

# Using Smart Search

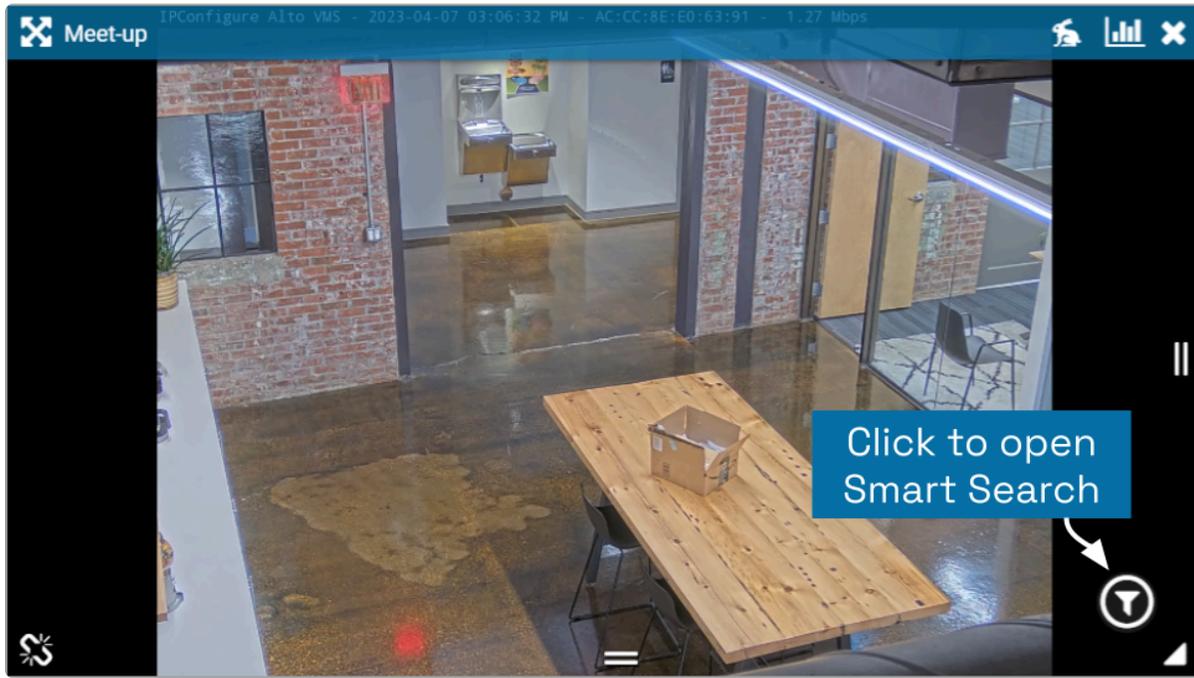
	This is the <i>Smart Search</i> filter icon. Click this icon to turn <i>Smart Search</i> on at the Player.
	This is a handle icon. Click and drag this icon to change the shape of the motion filter region.
	This is a new handle icon. Click this icon to add another handle to the motion filter region for reshaping.
	This icon indicates that <i>Smart Search</i> is in edit mode. Click this icon to exit edit mode.
	This icon indicates that <i>Smart Search</i> is in edit mode and that one motion filter region has been added.
	Click this <i>Delete</i> icon to remove all of the motion filter regions on the selected Player.
	This icon indicates that one motion filter region has been added (but <i>Smart Search</i> is not in edit mode).

Beginning in version 22.12, Orchid Core VMS supports the new *Smart Search* feature. This feature allows you to select one or more specific areas of a Player to monitor for motion. These targeted motion events will appear in blue at the top of the *Timeline Bar* so they are easy to identify.

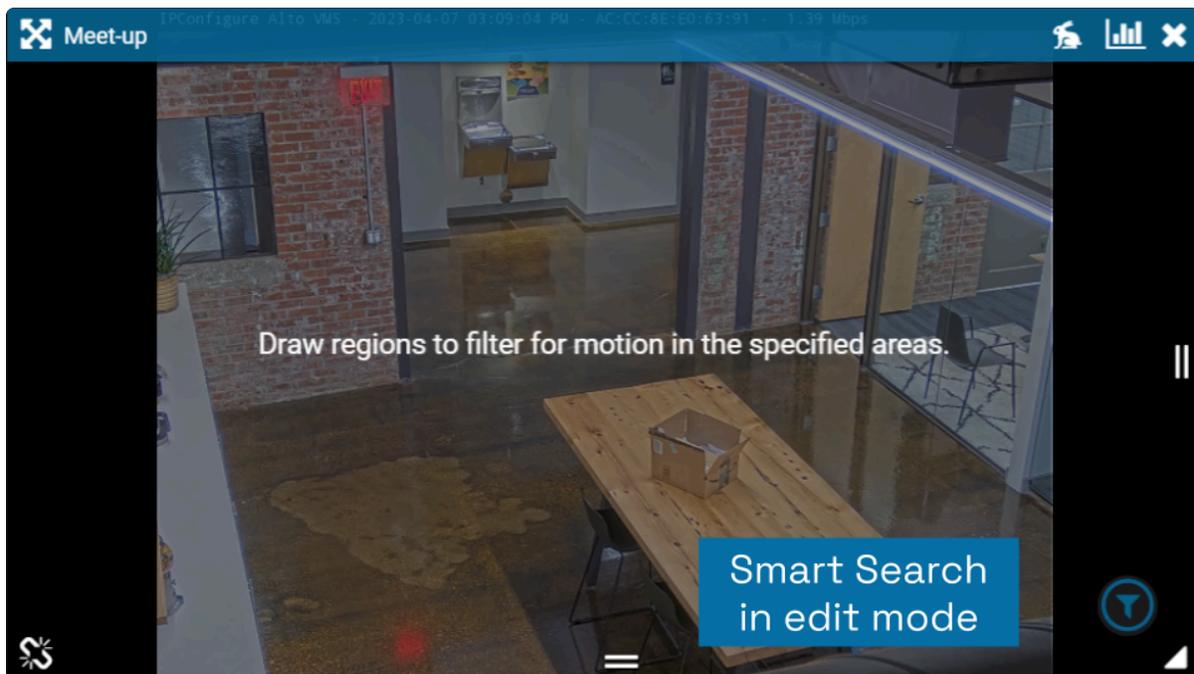
\* You must be an Administrator, a Manager, or a Viewer to use the *Smart Search* feature.

\* Due to the variability of the video image that comes with PTZ cameras and Dewarping, you will need to keep a couple of things in mind. (1) Since a PTZ camera won't always be in the same position, *Smart Search* may not always be monitoring the viewing area you initially selected. (2) You may use *Smart Search* with Dewarping, but you may only edit the motion filter regions when Dewarping is off.

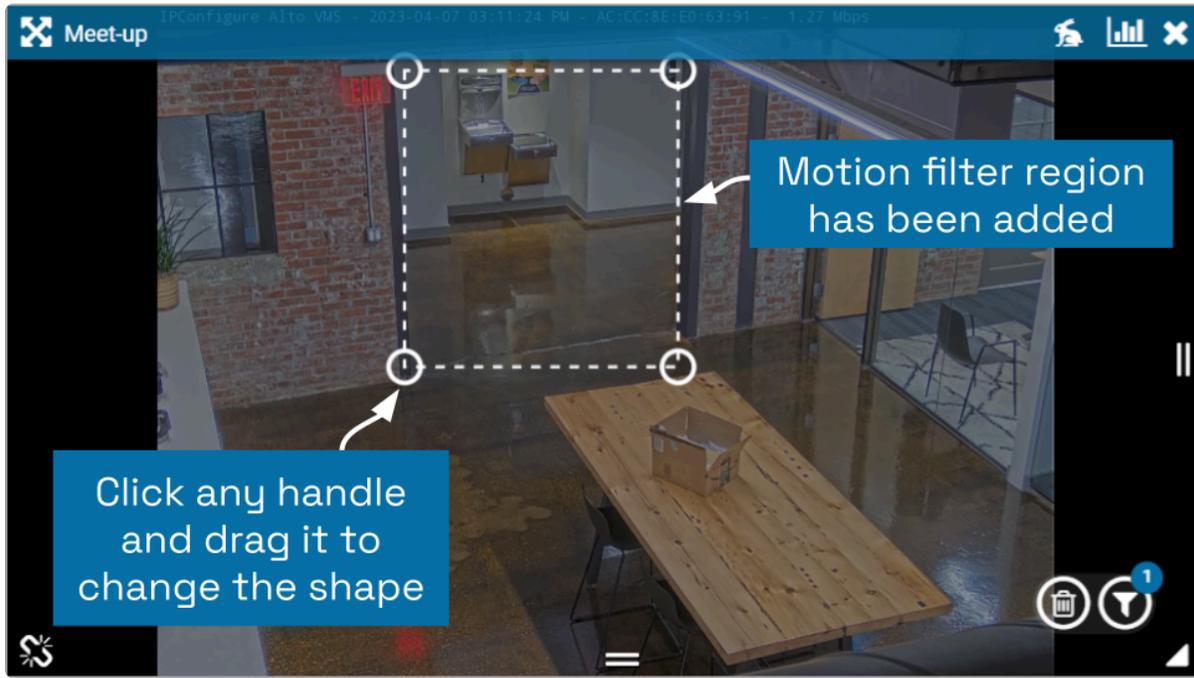
1. To begin using *Smart Search*, position the mouse over the Player; this will activate the *Smart Search* icon.



2. Click on the *Smart Search* icon (in the lower-right corner of the Player). This will initiate edit mode (which provides you with some instructions).



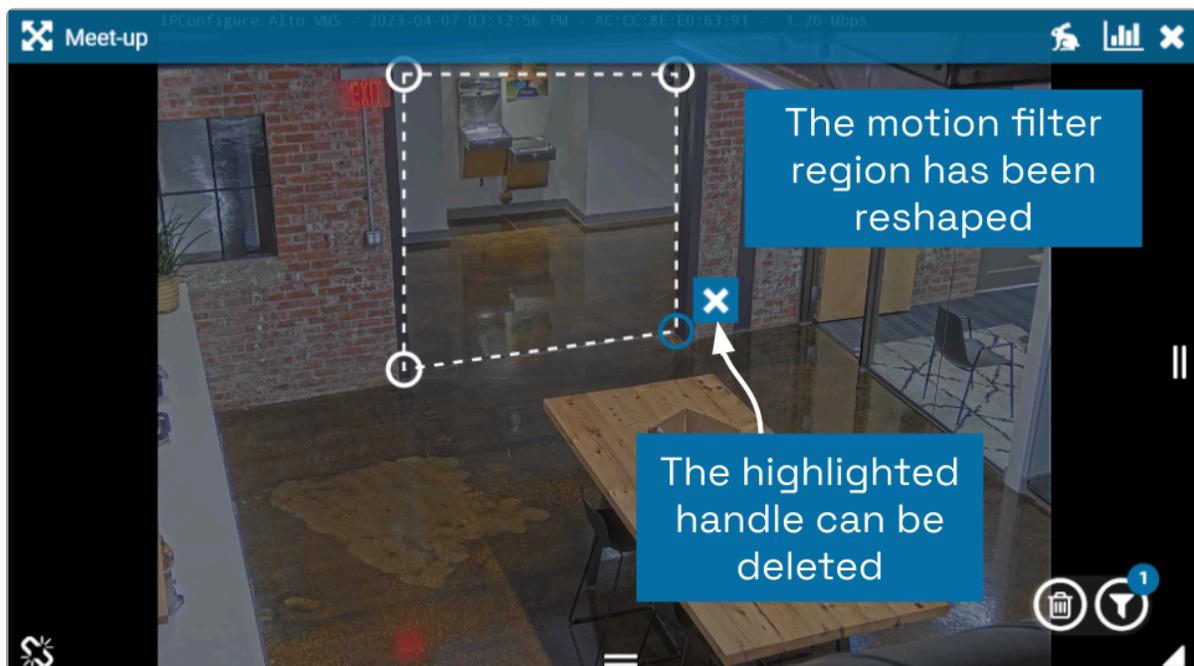
3. Now use your mouse to click and drag a rectangle around the area you want the system to monitor for motion.



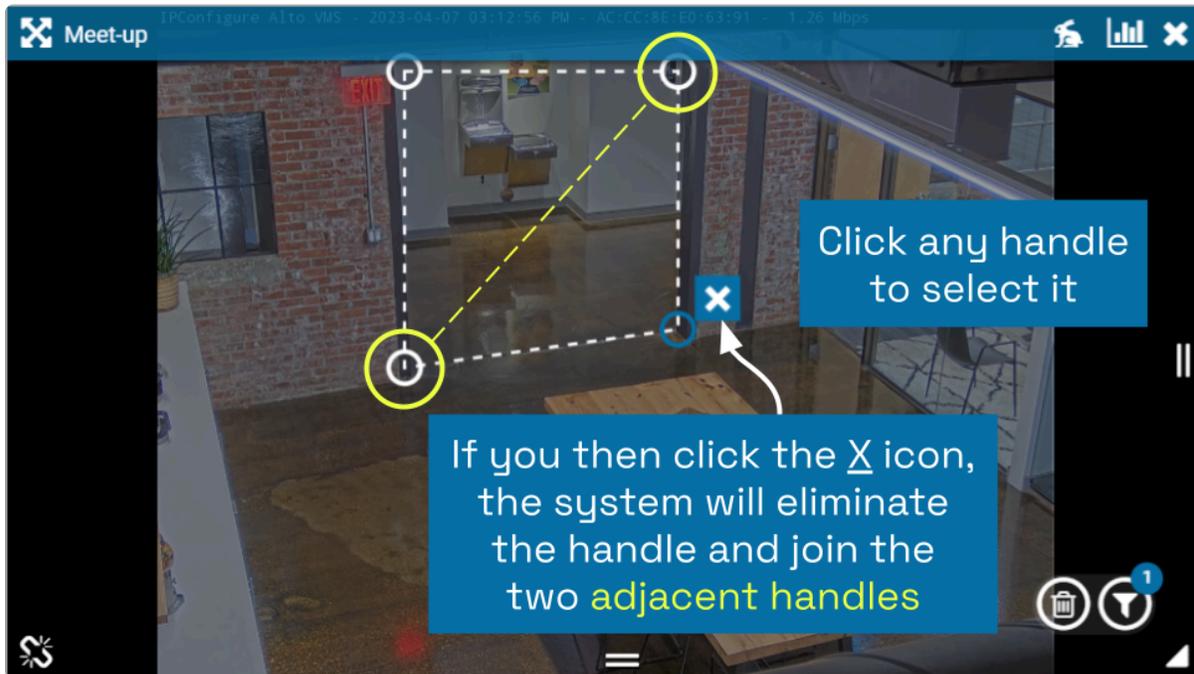
The *Smart Search* icon will now indicate that you have added one motion filter region to the Player.

Beginning in version 23.3, Orchid Core VMS allows you to modify the initial motion filter region rectangle, so you can create a custom shape. Notice the circular handles at each corner of the rectangle? These may be used to change the shape of the motion filter region. You even have the ability to add and remove handles. Let's take a look.

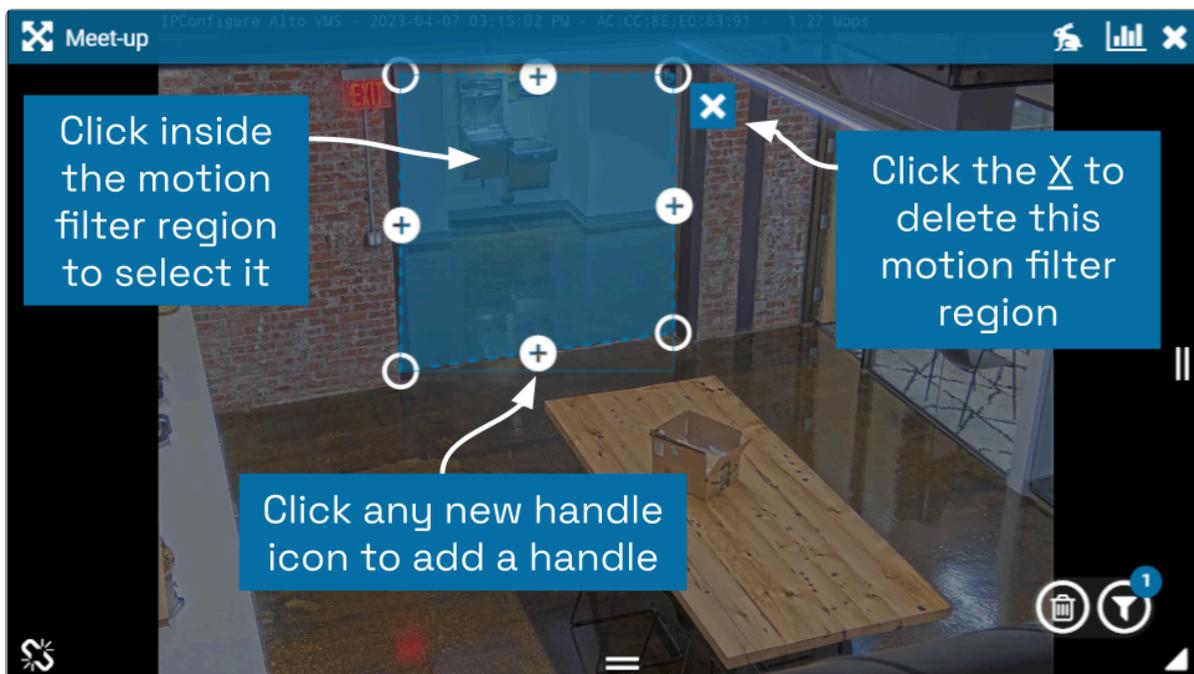
4. To adjust the shape of the region, click and drag any of the circular handles.



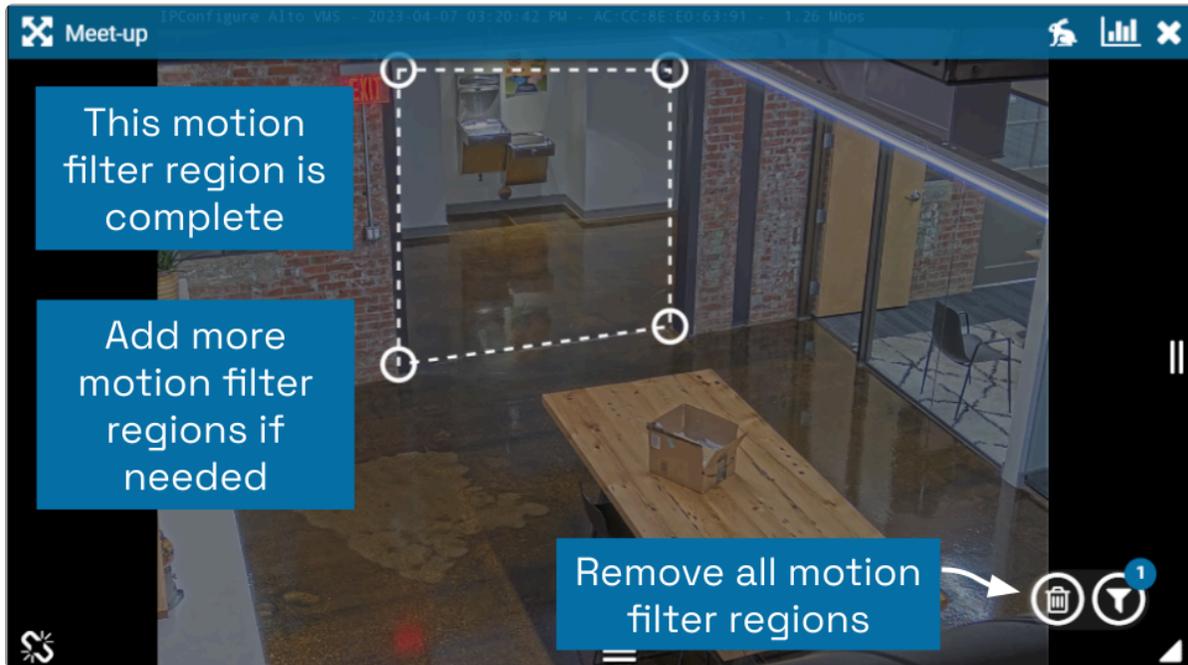
- In the image above, notice that one of the handles is highlighted. The X icon will allow you to remove this handle. If you remove a handle, the adjacent handles will be joined, resulting in a dramatic change to the motion filter region (as indicated in the image below).



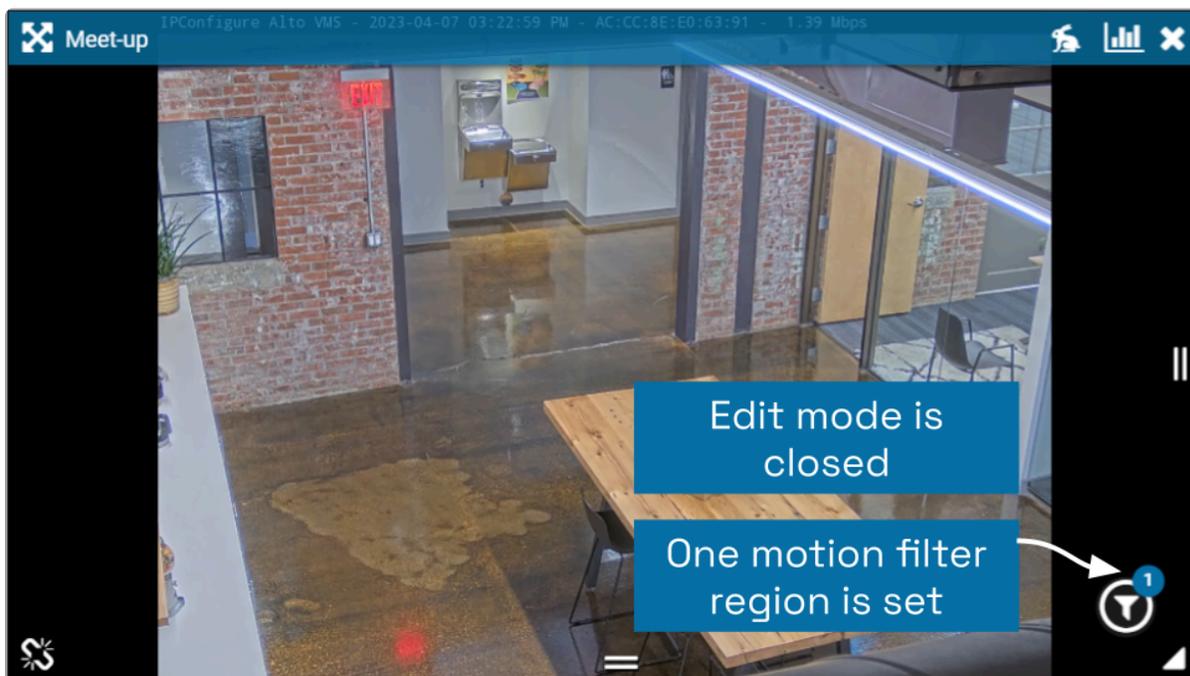
- To enable additional options, first click inside the motion filter region to highlight it.



- Click on any of the new handle icons to add a handle. You may then use the new handle to reshape the region.
- Click the X icon to remove the entire motion filter region.
- Click outside of the motion filter region to keep it as is.



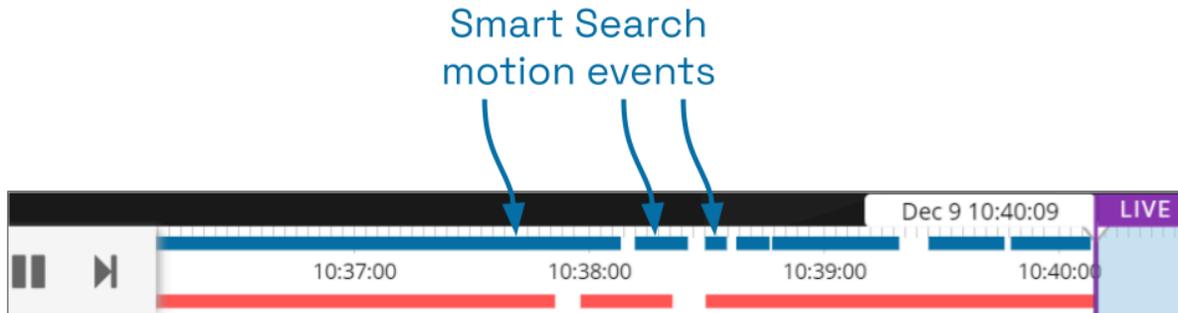
10. Add more motion filter regions, if needed. The *Smart Search* icon will indicate how many regions you have added to the Player.
11. If you want to remove all of the motion filter regions, click the *Delete* icon.
12. When you are done adding motion filter regions, click on the *Smart Search* icon to close editing mode. The *Smart Search* icon will return to white and will indicate how many motion filter regions have been set up (if any).



\* The *Smart Search* settings are tied to the Player and its current instance on the *Stage*. These settings will be deleted automatically if you leave the *Stage* for any

reason, or if you reload the browser page.

The *Smart Search* motion events (for motion that occurs within the motion filter region) will appear in blue along the top of the *Timeline Bar*. Refer to the [About Motion Events](#) section for additional details.



# Viewing Player Statistics



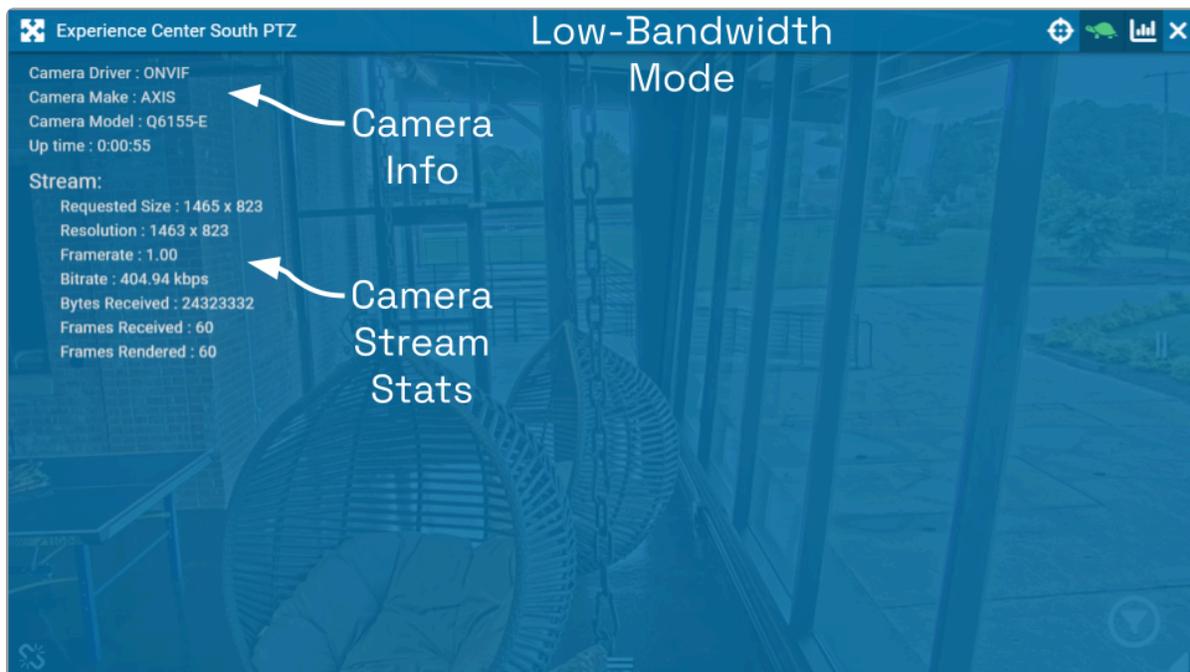
This is the *Statistics* icon.

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.](#))

The screenshot shows a window titled "Experience Center South PTZ" with a blue header. The main content area is semi-transparent, showing a camera view of a hallway. On the left side, there is a list of statistics:

- Camera Driver : ONVIF
- Camera Make : AXIS
- Camera Model : Q6155-E
- Up time : 0:00:25
- Stream:
  - Resolution : 640 x 480
  - Framerate : 5.06
  - Bitrate : 116.58 kbps
  - ICE Connection State : connected
  - Connection State : connected
  - Packets Received : 497
  - Packets Lost : 0
  - Fraction Packet Loss : 0.00
  - NACK Count : 0
  - Frames Received : 128
  - Frames Decoded : 128
  - Frames Dropped : 4
  - Bytes Received : 392064
  - Connection : 209.145.80.227:43196 (udp, srfix) -> 68.131.100.163:49744 (udp, srfix)
  - DTLS State : connected

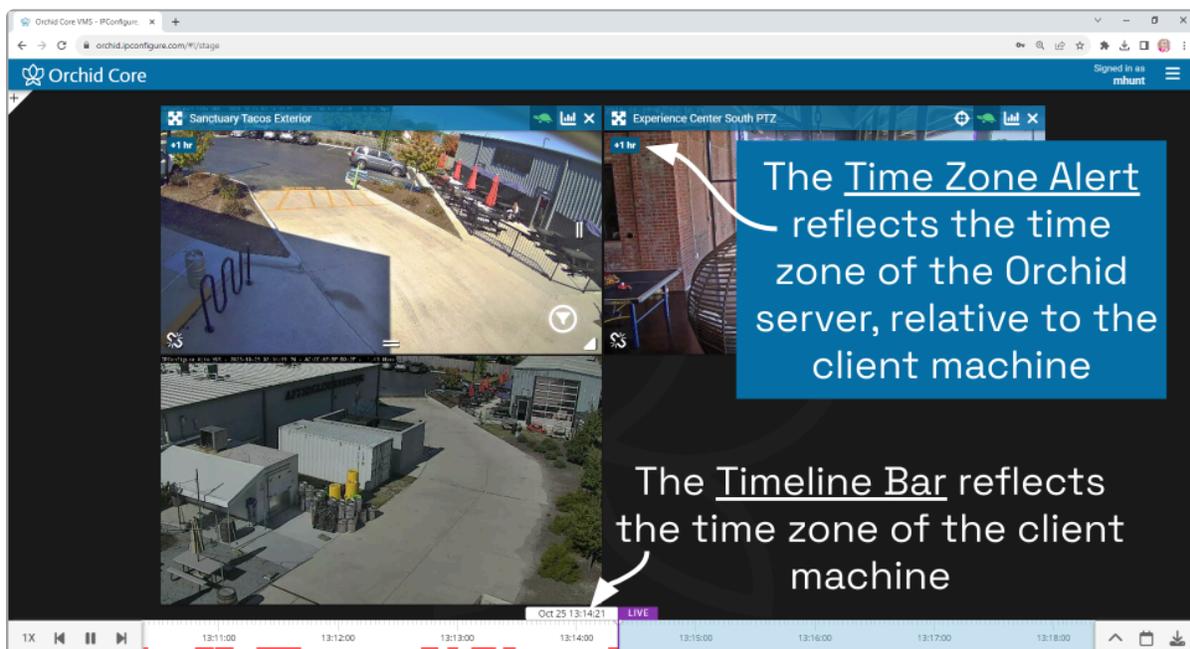
Three white arrows point from text labels to specific lines in the statistics list:

- "Camera Info" points to "Camera Driver : ONVIF".
- "Camera Stream Stats" points to "ICE Connection State : connected".
- "WebRTC Stats" points to "Connection : 209.145.80.227:43196 (udp, srfix) -> 68.131.100.163:49744 (udp, srfix)".

# Time Zone Alert

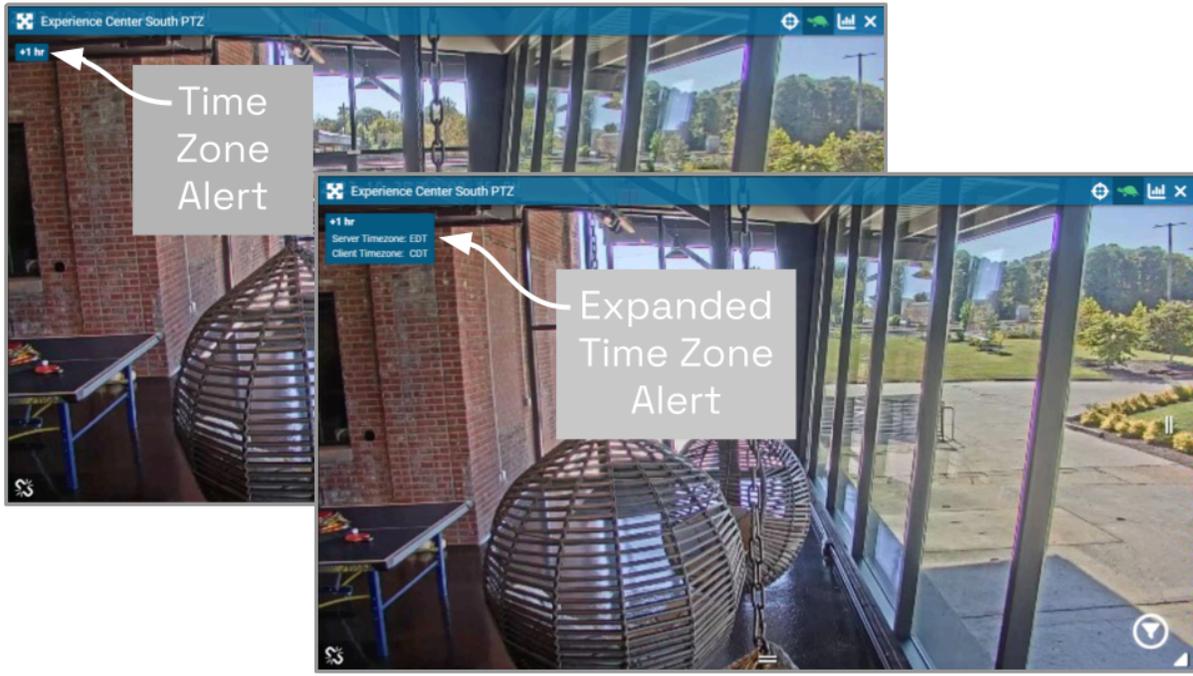
Orchid Core VMS provides a small overlay on the Player if the system detects that the client machine and the Orchid Core VMS server are in different time zones. This *Time Zone Alert* serves as a reminder that may become important as you review and potentially report on the video.

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 15:09, and the time at the Orchid Core VMS server is 16:09.



\* 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

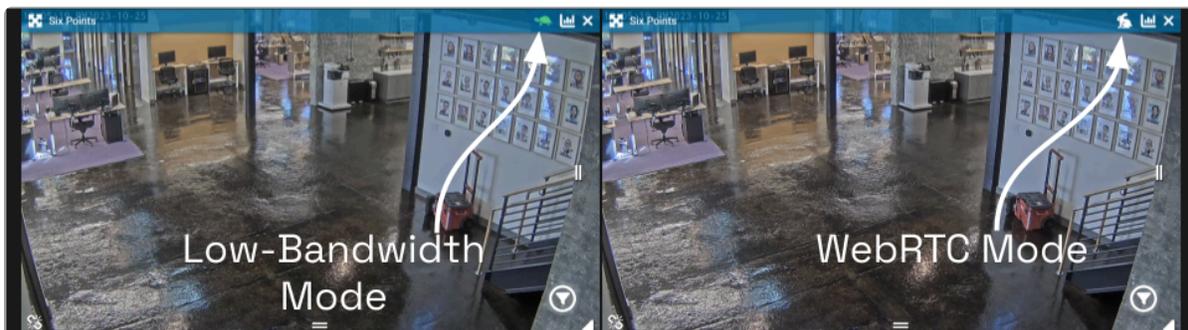
	This icon represents Low-bandwidth mode.
	This icon represents WebRTC mode.

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.

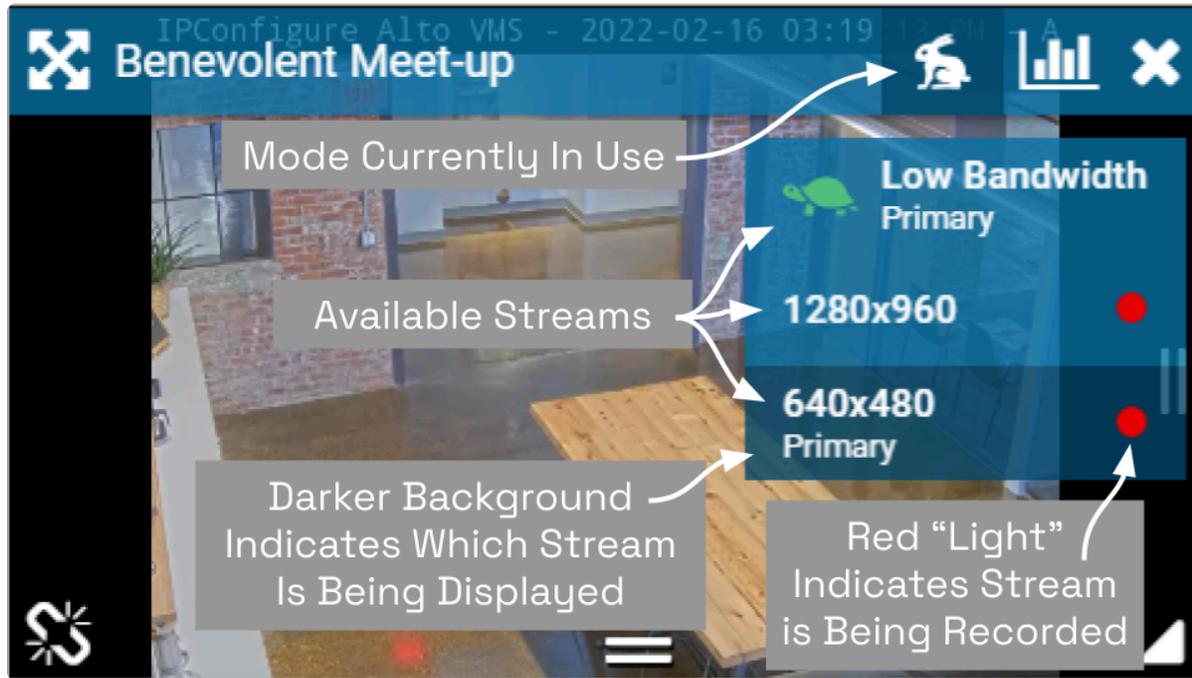
Beginning in version 21.12, Orchid Core VMS supports multiple active streams, so you may also be able to select which active stream you wish to view on the Player. Active streams include Primary and Secondary streams. If these streams are configured with different resolutions and frame rates, you will 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:
  - a. Click Low Bandwidth-Primary to display the Primary stream in Low-bandwidth mode.
  - b. Click the 1280×960 stream to display the Secondary stream (which is a high-resolution stream). The stream will play in WebRTC mode.
  - c. 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:

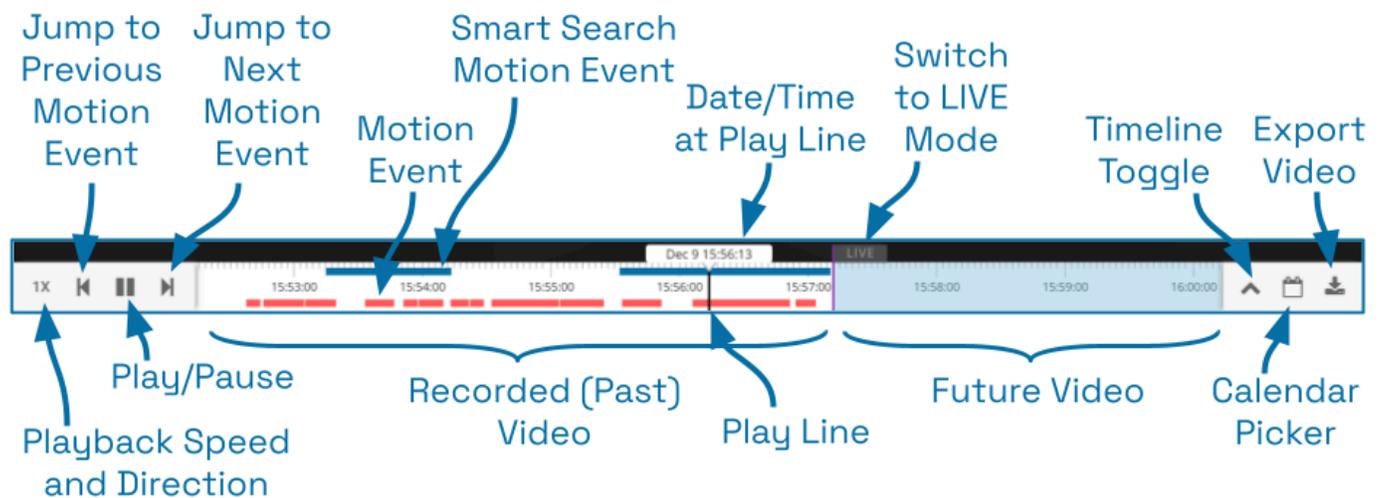
- There will only be one Primary stream, but multiple Secondary streams may be available.
- The stream list will show the Low-bandwidth option first. (Low-bandwidth will always display the Primary stream.)
- The remainder of the stream list will show high-resolution streams before low-resolution streams.

# 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](#).)

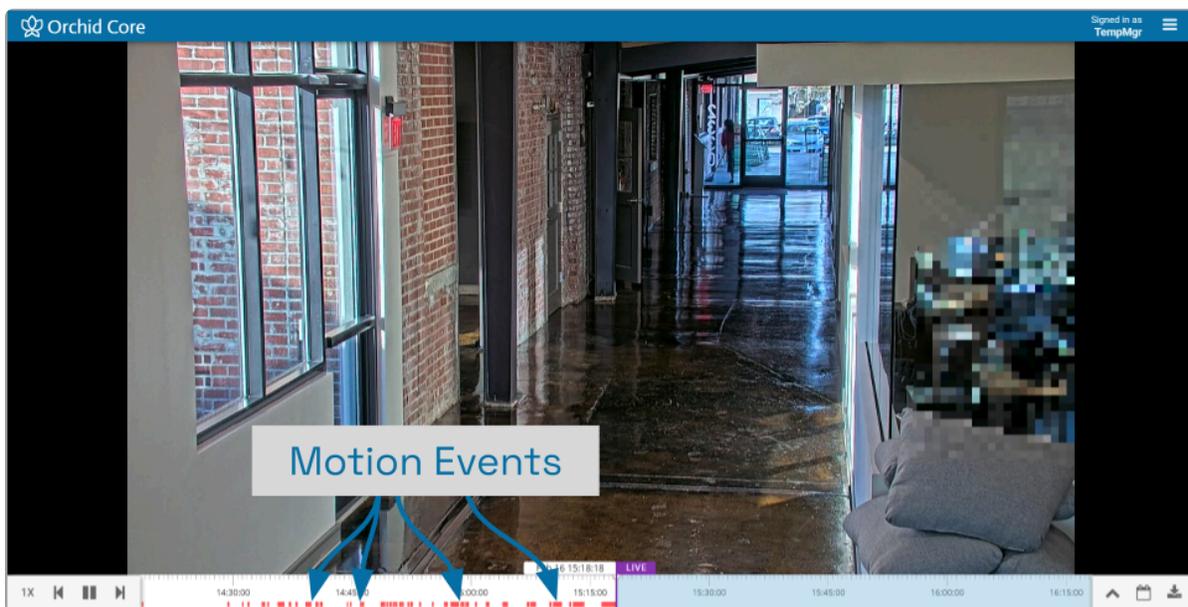


# About Motion Events

## Standard 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*.



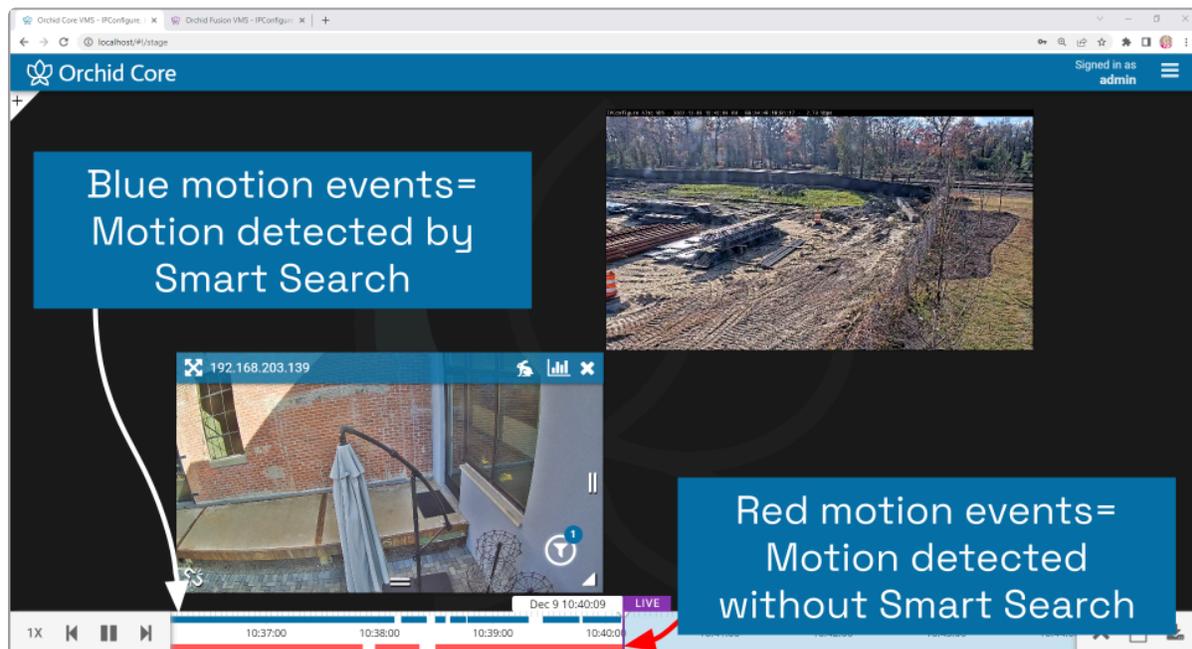
- ✿ By default, motion detection is enabled for all cameras. However, your Admin may have altered or disabled motion detection for certain cameras.

## Smart Search Motion Events

A *Smart Search* motion event will occur when motion is detected within a motion filter region on a Player configured for *Smart Search*. When this happens, the software marks the event with a blue bar at the top of the *Timeline Bar*. This bar will remain on the *Timeline Bar* as long as the

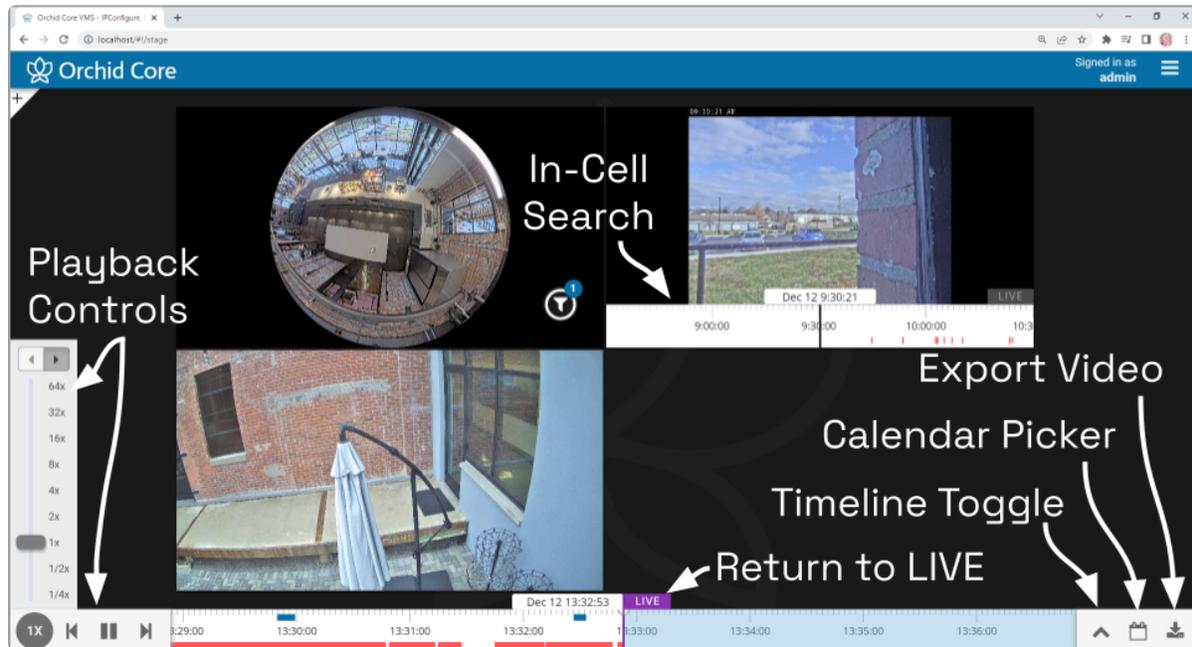
motion continues. (Motion that is detected outside of the motion filter region on that Player will be considered a standard motion event and will be marked in red at the bottom of the *Timeline Bar*.)

- The *Previous Motion Event* and *Next Motion Event* playback controls allow you to jump backward and forward from one motion event to the next (both standard and *Smart Search*) on the main *Timeline Bar*.
- When a Player is in full-screen mode, the *Smart Search* 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 *Smart Search* motion events only (for the selected Player only); the main *Timeline Bar* displays motion events for all of the Players still linked to the main *Timeline Bar*.



# 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

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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 standard 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. A blue line on the *Timeline Bar* indicates motion detected by *Smart Search* (for Players that are configured for *Smart Search*). Use the playback controls on the *Timeline Bar* to jump to the previous and next motion events.
6. 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.

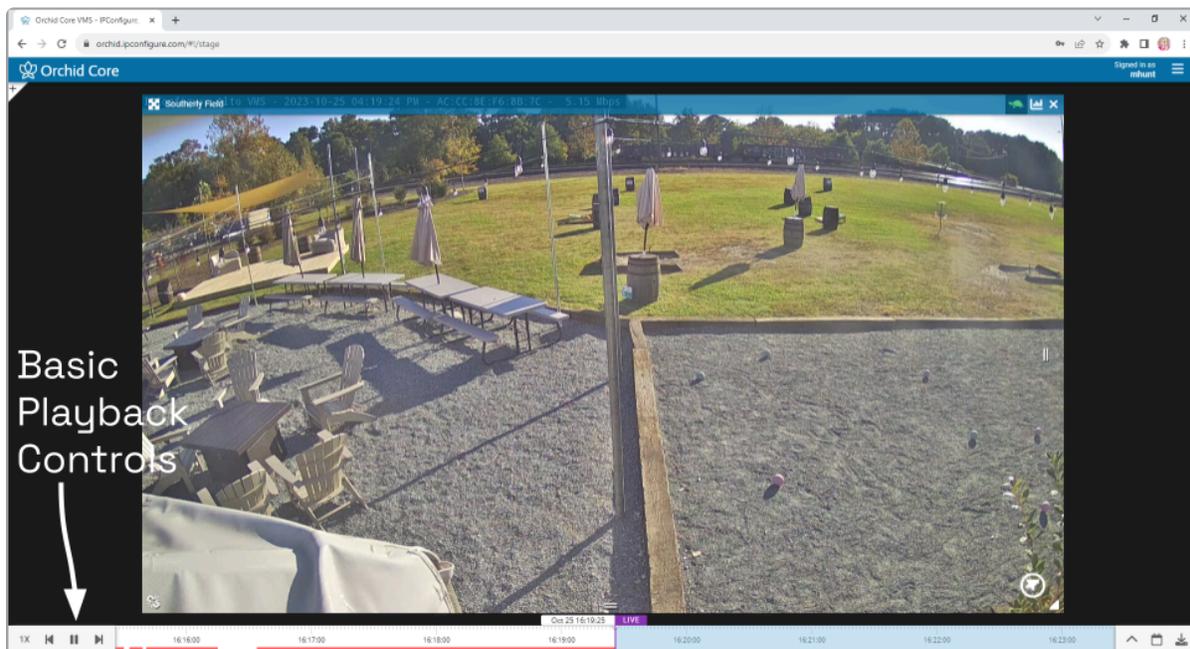
 The permissions required to view recorded video are not available to users with the *Live Viewer* role.

 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.

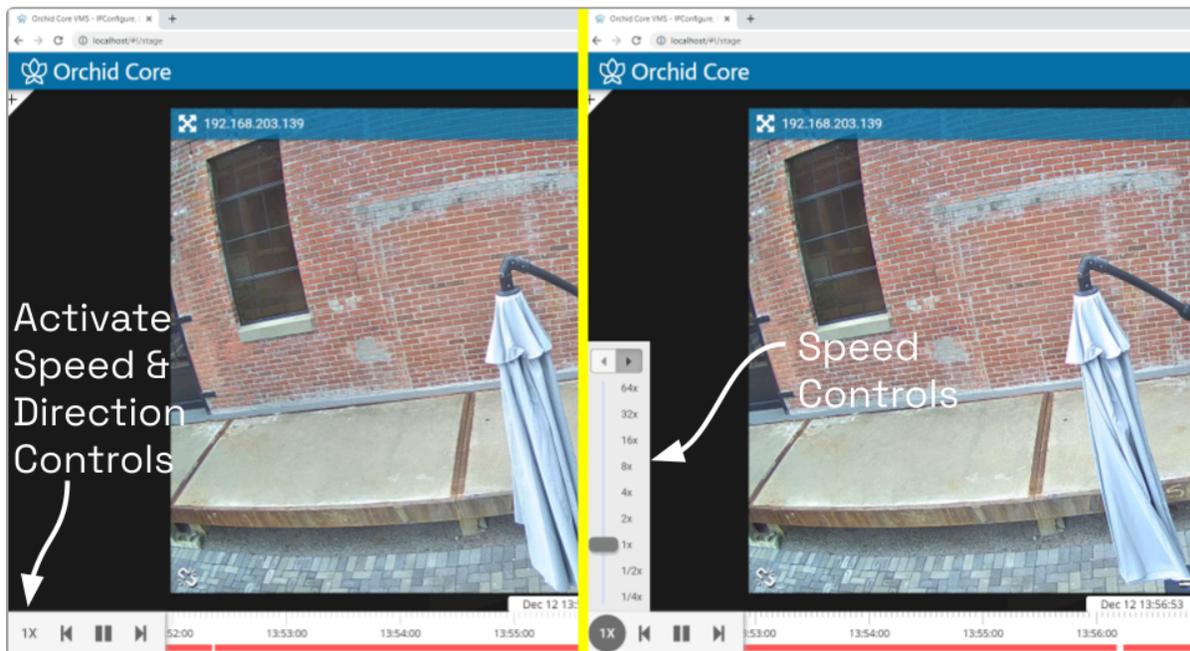


# Playback Speed Control

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 2, 4, 8, 16, 32, or 64 times the normal speed)

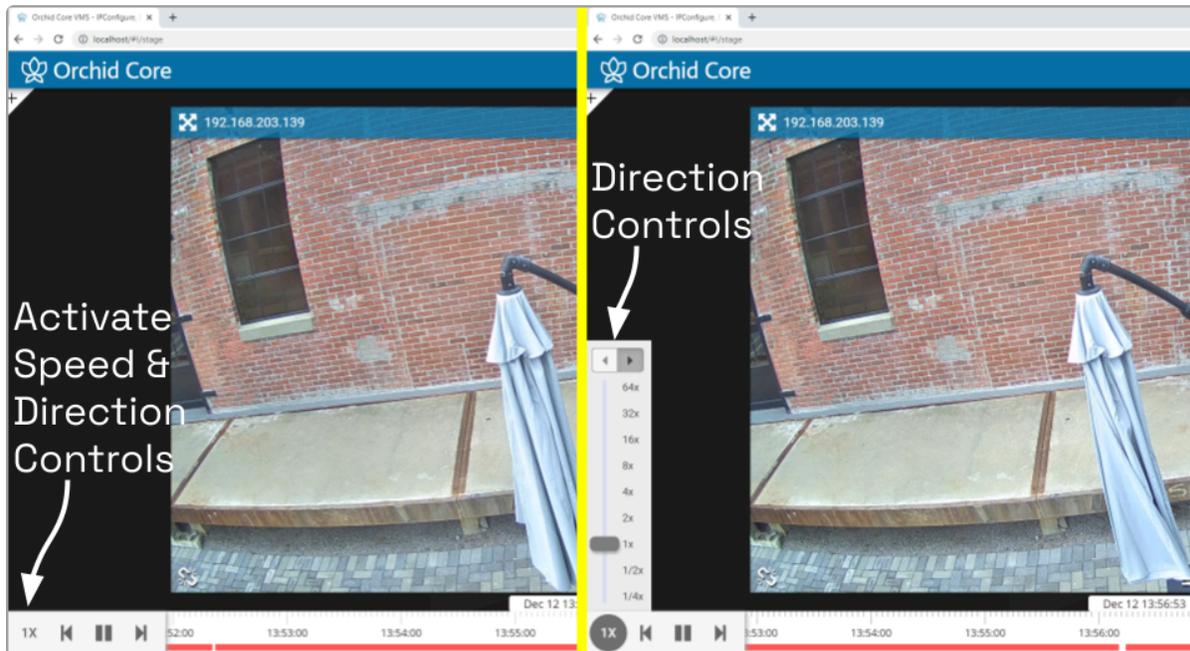


# Playback Direction



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

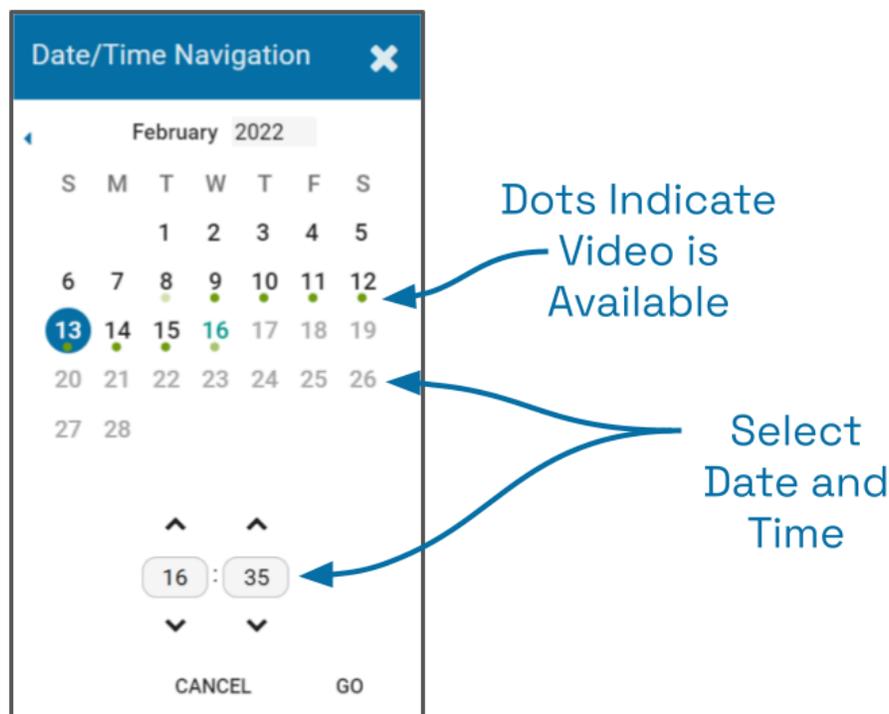


If you need to review video from a specific time period, try using the *Calendar Picker* tool.

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.

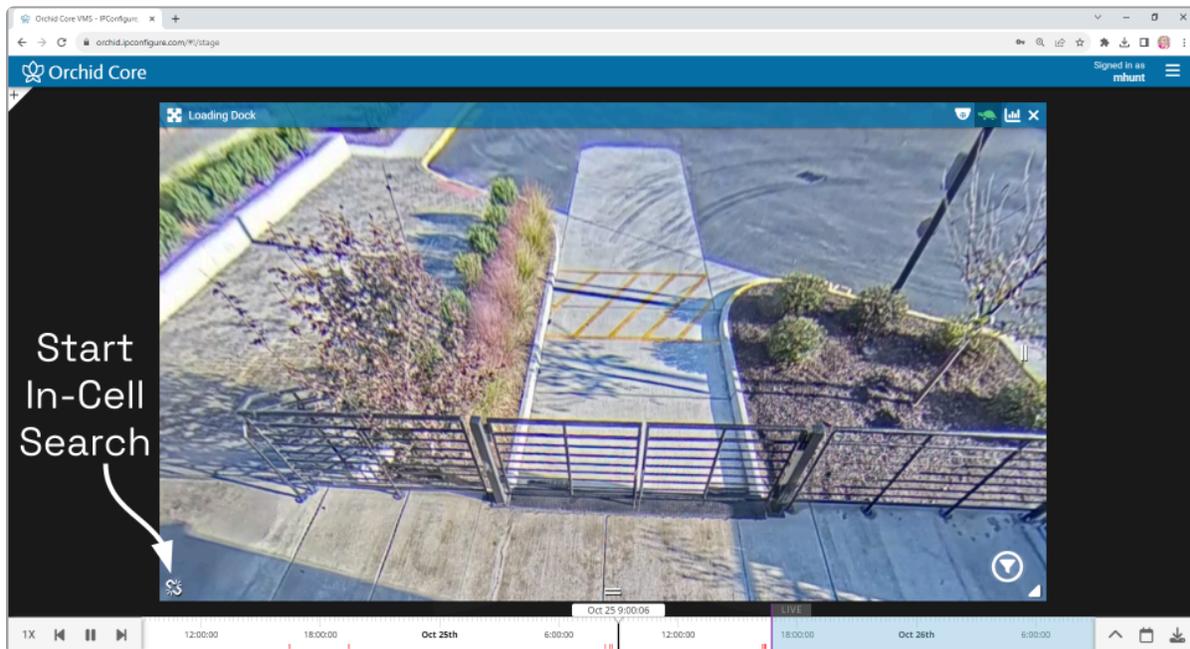


2. Click a date and time (as needed) from the calendar, then click the *Go* button. The *Timeline Bar* will jump to the selected date and time.

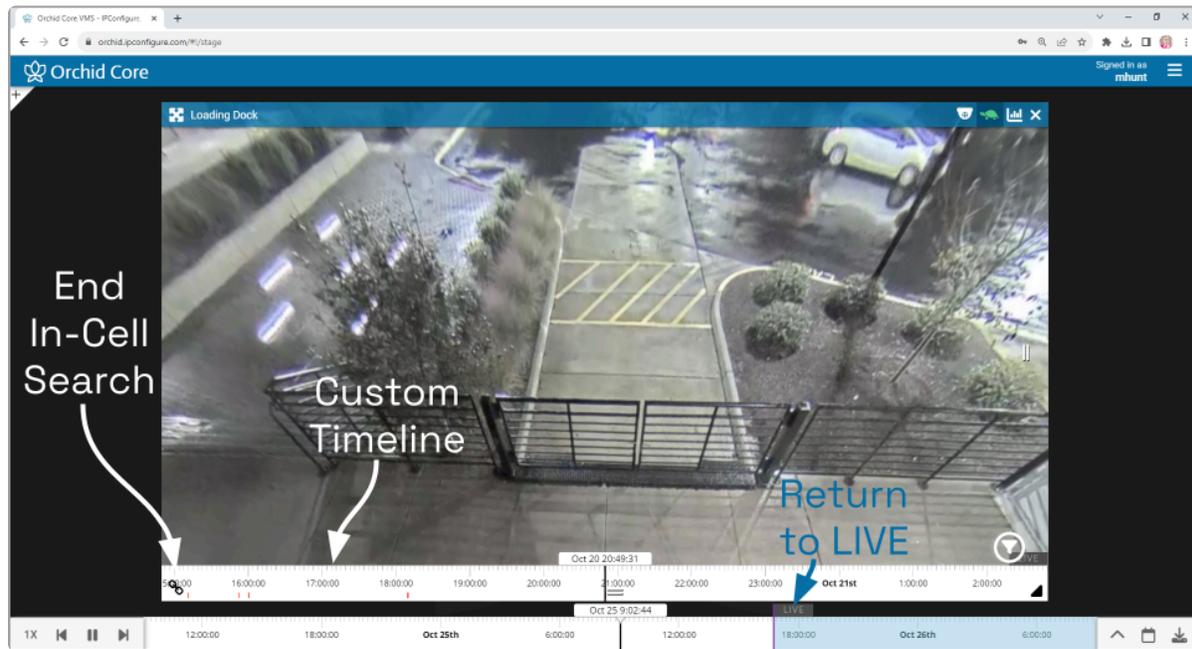
# In-Cell Search

	This <i>Link</i> icon is used to end an In-cell search.
	This <i>Un-Link</i> 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*.

# Using the Save Frame Feature



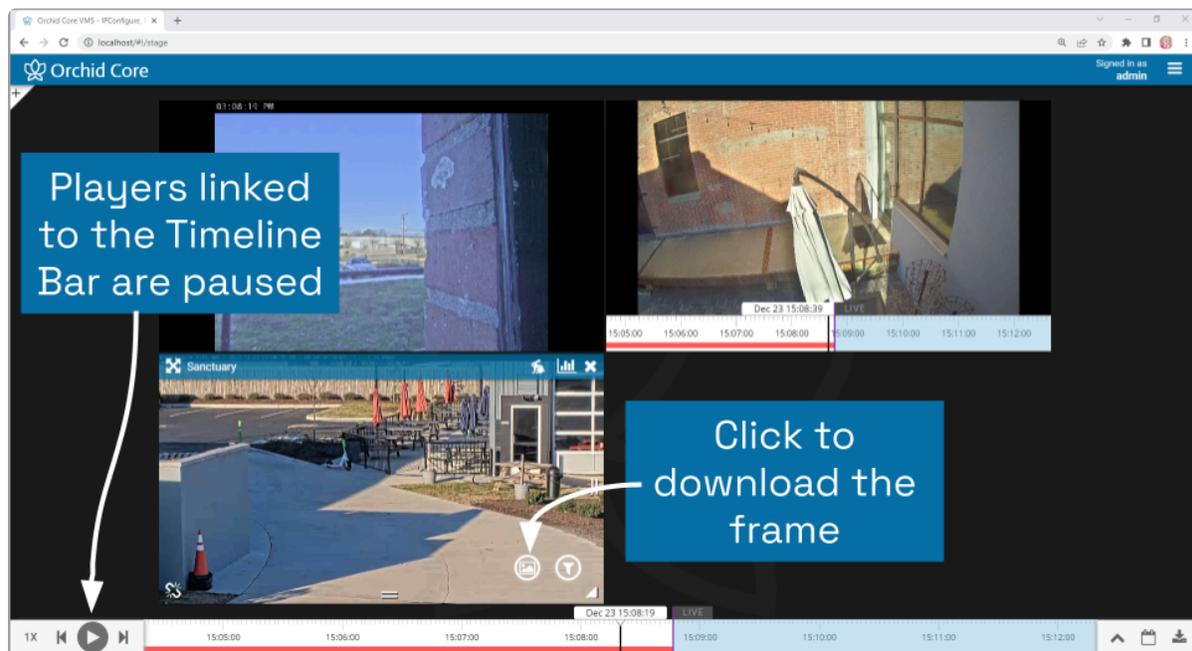
This *Save Frame* icon is used to download a frame of paused video.

In version 22.12, Orchid Core VMS has improved the way it deals with paused video. Any time video on the *Stage* is paused, all of the paused Players will display a frame of video (regardless of viewing mode). This new behavior led to the *Save Frame* feature which allows you to download a single frame of video from any linked Player on the *Stage* when playback is paused.

✿ You must be an Administrator, Manager, or a Viewer to use the *Save Frame* feature.

✿ The *Save Frame* feature is not available on Players performing an in-cell search.

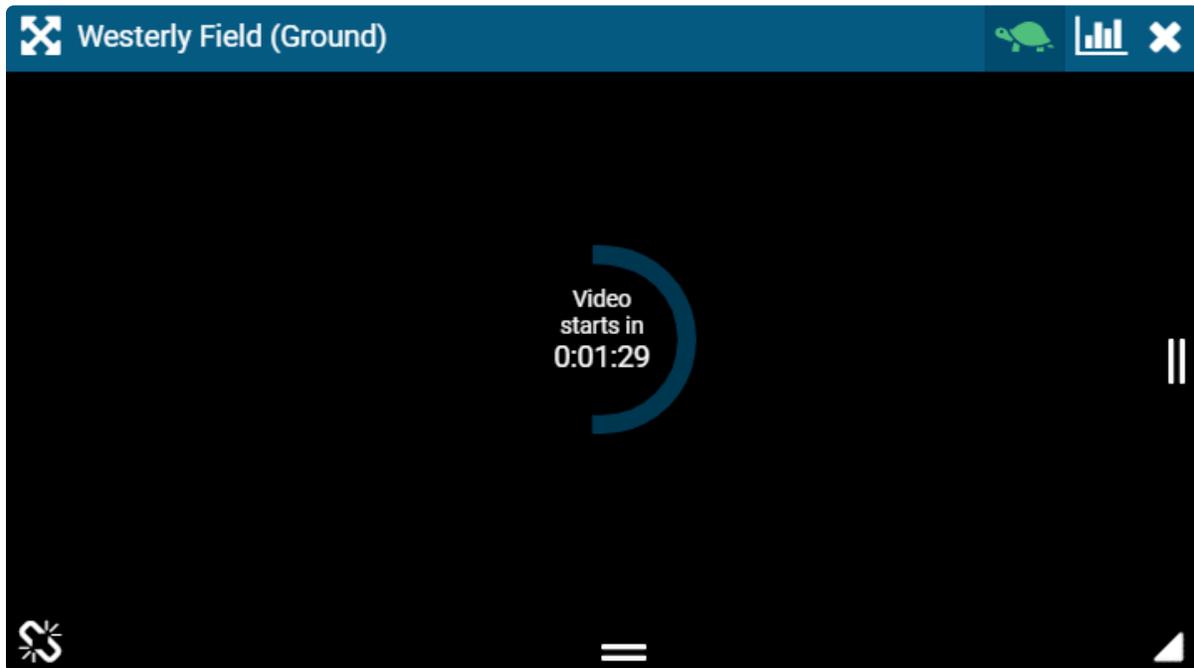
1. First, make sure the Player you want to capture is on the *Stage*.
2. Click on the *Pause* button to pause all of the Players linked to the *Timeline Bar*.
3. Next, position the cursor over the Player you want to capture. (You'll see that the *Save Frame* icon is displayed.)



4. Click the *Save Frame* icon. The system will save the selected frame of video as a .JPG file in your *Downloads* folder.

# 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



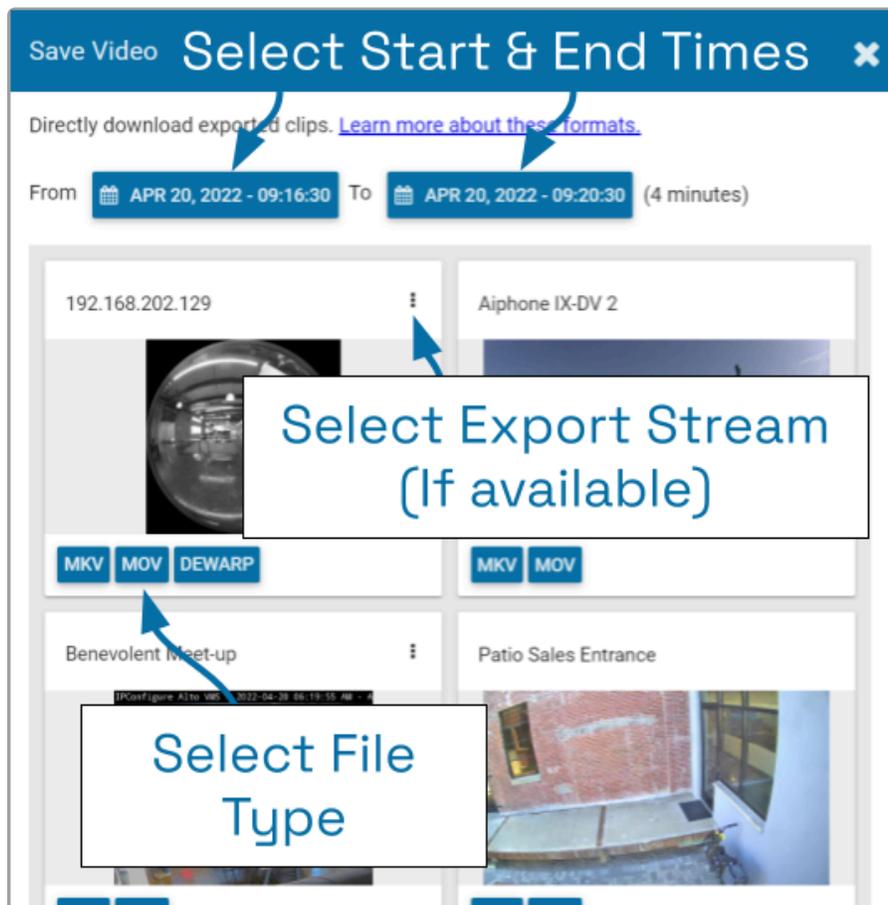
This is the *Export* icon (used for Quick Export).

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

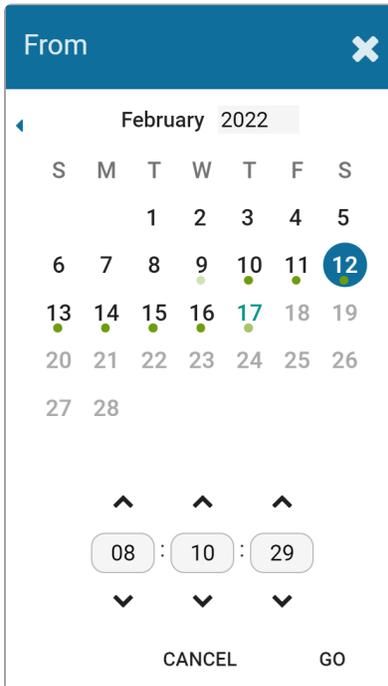
Core VMS supports the following video file types:

- 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).

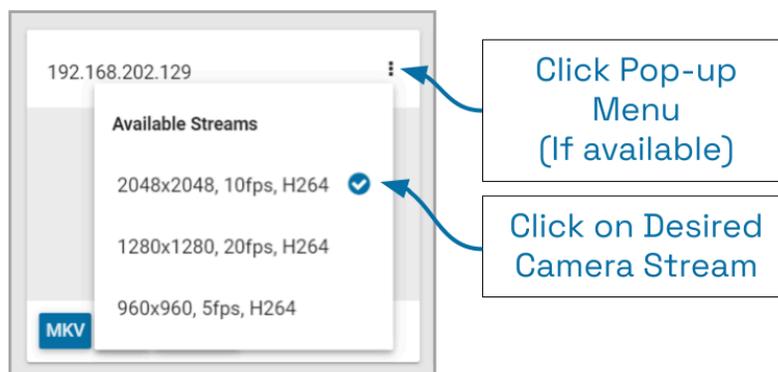
For some of the thumbnails, you may also see a pop-up menu (to the right of the camera name). This menu allows you to select which of the camera streams you want to select for the export. (This menu will only be available if multiple recording streams have been configured by the Administrator. If you 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.

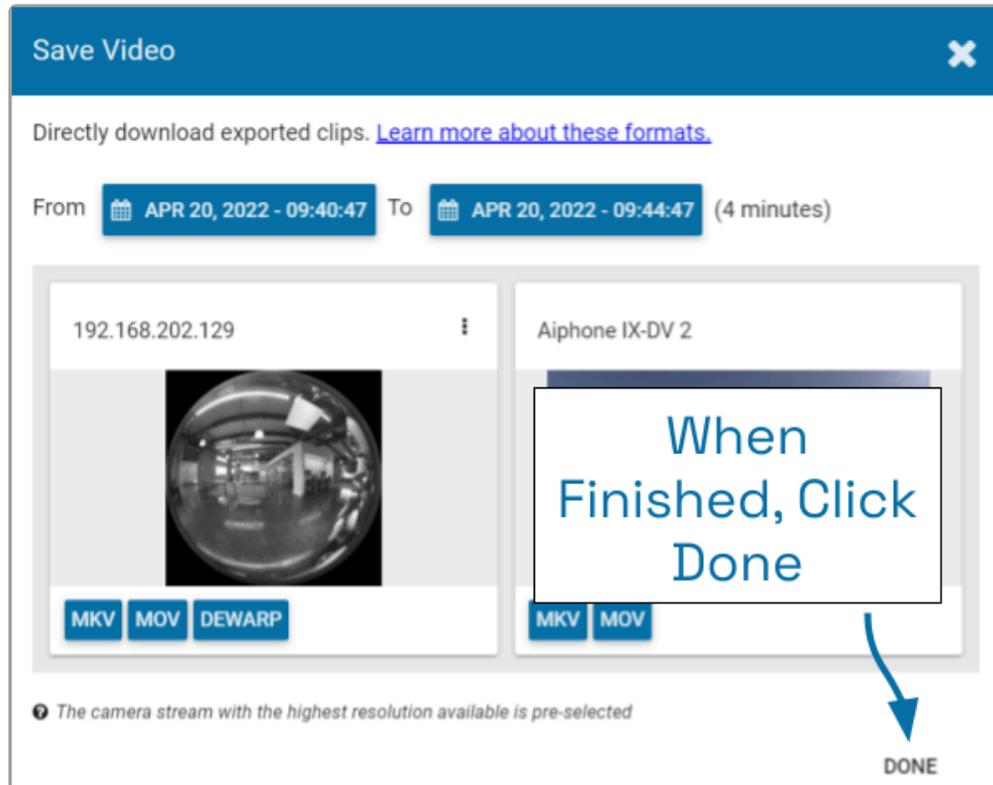


When the calendar opens, you have the ability to select the date and time for the starting point for your video export. Green dots (underneath each date) indicate that video is available for one or more of the cameras on the *Stage*.

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.



# Export by Timeline Selection

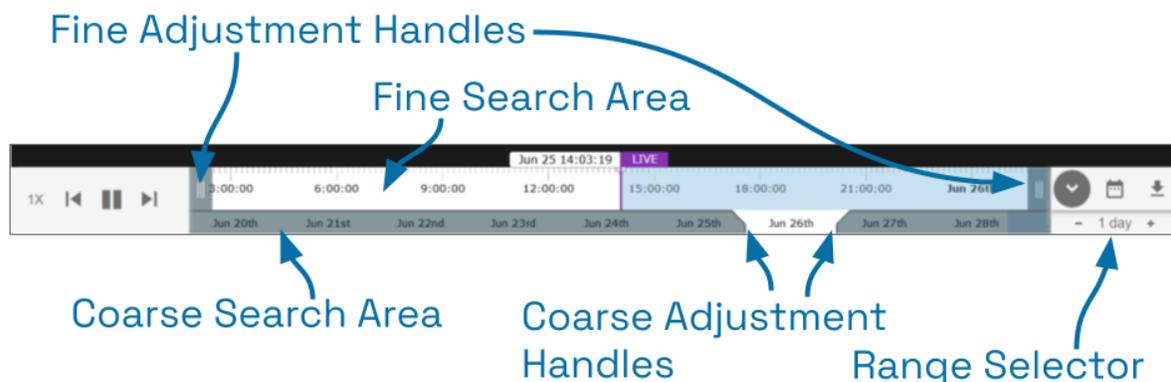
	This is the <i>Timeline Toggle</i> icon.
	This is the <i>Export</i> icon.

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.



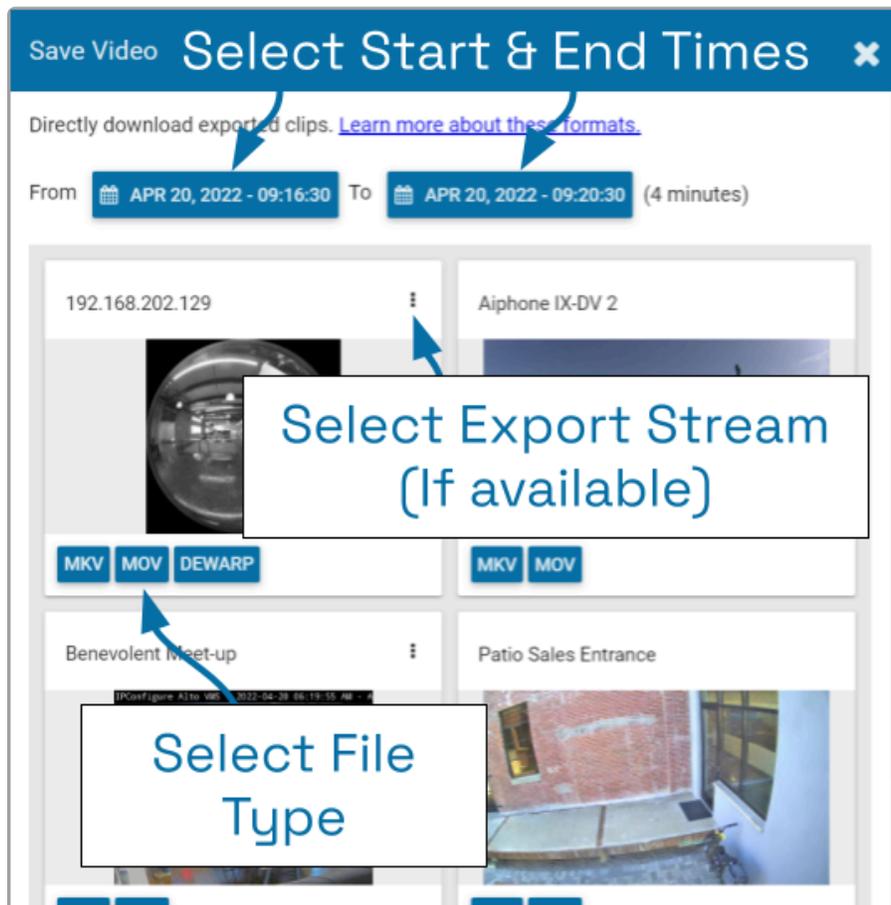
The bottom timeline represents the Coarse Search Area which displays a broad range of time. The top timeline represents the Fine Search Area which is used to pinpoint a specific range of time within the Coarse Search Area. Once a specific range is defined, all of the linked Players will play the selected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

4. Use the *Range Selector* to increase and decrease the *Timeline Bar* increments and

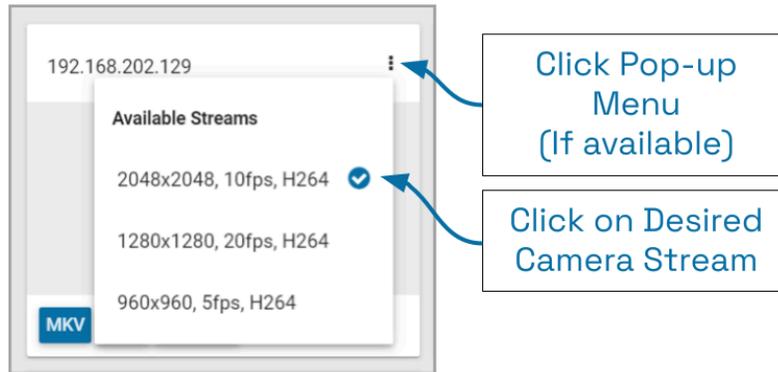
amount of time displayed in the Coarse Search Area.

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.

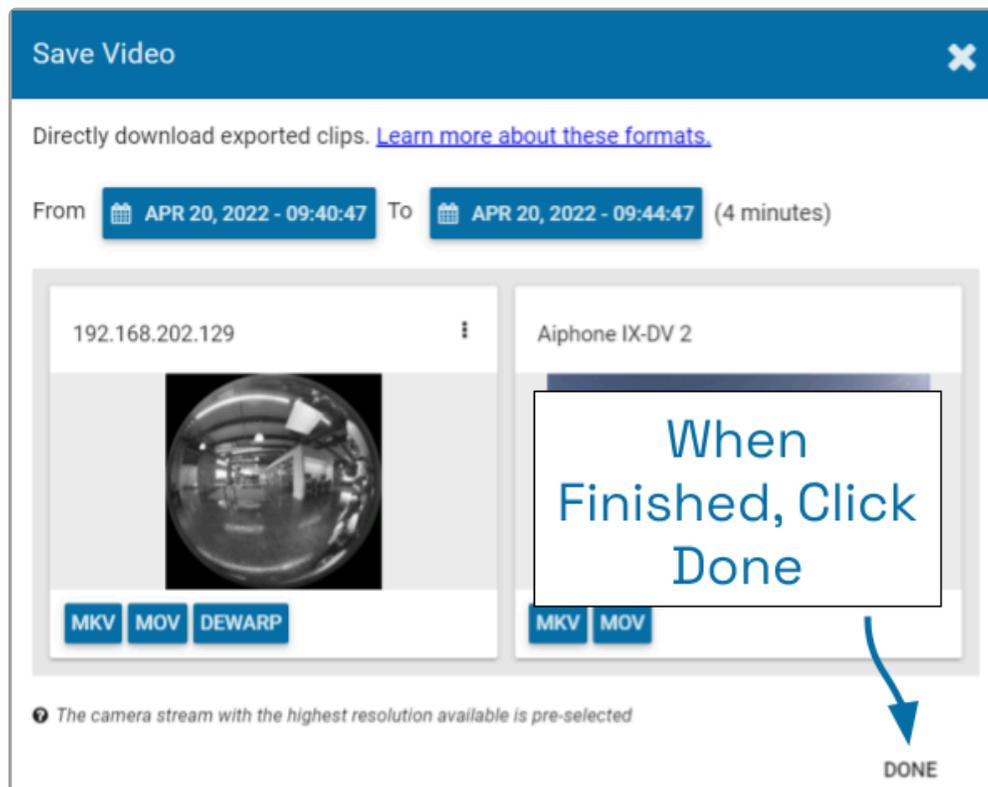
\* Neither Viewers nor Live Viewers have access to the export feature.



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.



# Viewing Exported Video

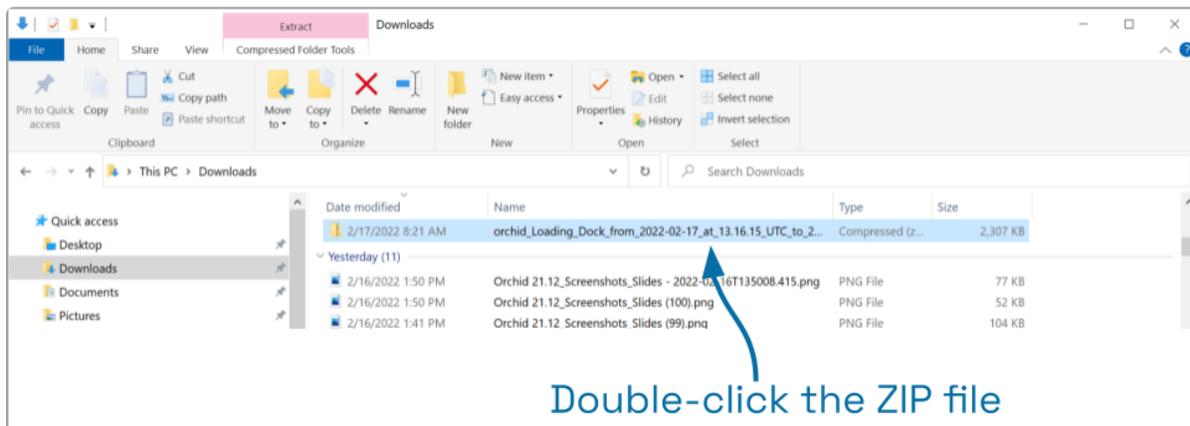
Once you have exported a video clip, go to your *Downloads* folder to find and play the exported video. The sections below will describe the basic viewing process for each of the video file types.

## MKV and MOV Files

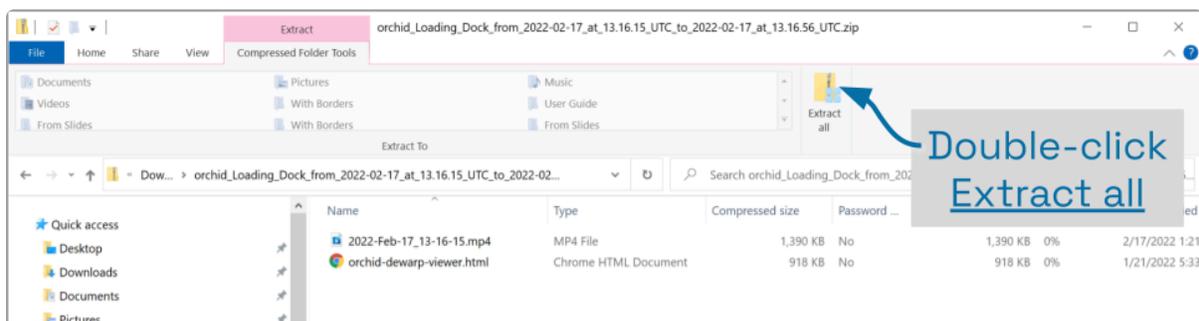
1. In the *Downloads* folder, look for an MKV or an MOV file. The exported video file name is based on the camera name and includes the event date and time in Coordinated Universal Time (UTC).
2. Right-click on the file and select *Open with*.
3. Select a media player from the list, like *VLC Media Player*.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

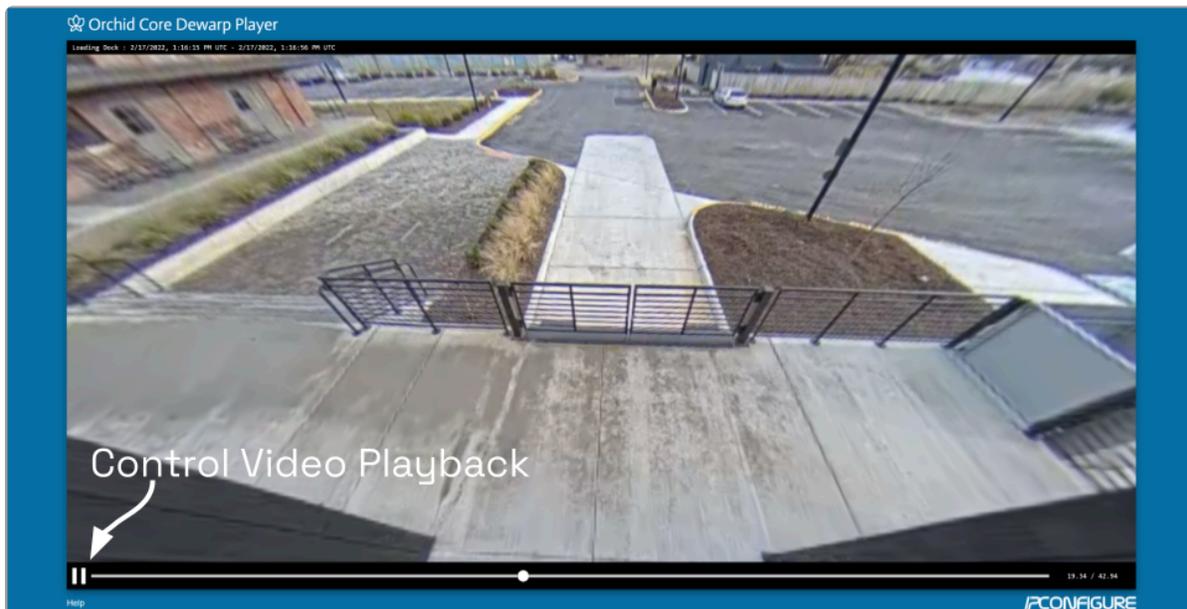


2. Double-click on the ZIP file to reveal the contents of the file. Notice that the ZIP file contains an HTML file (the player) and an MP4 file (the video file).



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

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## 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](https://training.ipconfigure.com).

# The Events Feature

With the introduction of the *Events* feature, Orchid Core VMS provides a new way to view video. This feature combines a defined event (triggered by input from camera metadata or an external system), with the video that coincides with the event. This enables Administrators, Managers, and Viewers to focus their attention on video footage related to a specific, defined occurrence.

✿ Live Viewers will not have access to the *Events* feature since they do not have permission to view recorded video.

1. To access the *Events* screen, go to the *System Menu* and select *Events*.

The screenshot displays the Orchid Core VMS Events Viewer interface. At the top, there is a video player showing a scene from a camera. Below the video player is a table listing events. To the right of the video player is a details panel for the selected event. Annotations with arrows point to various features:

- View video related to Event:** Points to the video player.
- Select Player to view:** Points to a dropdown menu.
- View Event details:** Points to the details panel.
- List of Events:** Points to the event list table.

Event	Category	Cameras	Time ↓	State
Meetup Motion	Motion	Meet-up	OCT 26, 2023, 07:35:17	Active
Exp Ctr Motion	Motion	Experience Center S PTZ	OCT 26, 2023, 07:33:23	Inactive
Exp Ctr PTZ	PTZ	Experience Center S PTZ	OCT 25, 2023, 19:40:12	Active
Exp Ctr PTZ	PTZ	Experience Center S PTZ	OCT 25, 2023, 19:40:12	Active

# About Events

Each of the events you will see in the list is the result of an event subscription that the Administrator has configured. The subscription ensures that Orchid receives event notifications from a specific camera or external system, so it can display an alert and relevant camera footage (if selected).

## Event Types

There are two types of events: *ONVIF* and *External*. An *ONVIF* event uses one of the camera's event "topics" as the trigger. Available selections will vary by camera but may include things like device errors, motion detection, and temperature changes. An *External* event uses input from outside of the VMS (such as an alarm system or access control system). Each time a defined event is triggered, a new event will be added to the list.

 The event type will be displayed in the *Event Details* pane.

## Event Categories

Each event will belong to a category (as assigned by the Administrator). Orchid uses these categories to further classify subscriptions, making them easier to identify and sort in the *Events List*.

### Pre-Defined Categories

The table below provides a general description of each of the predefined categories. These categories and definitions are merely suggestions. System Administrators may interpret and apply these categories differently.

Icon	Category	Description
	Access Control	Events that originate in an access control system
	Alarm	Events that are tied to specific alarm inputs
	Camera Problem	Events that trigger when the camera has a problem
	Camera Tampering	Events that indicate the camera could be compromised

	Door	Events that focus on entrances/exits
	Item	Events that may indicate an item has been left behind or has appeared
	Lights	Events that occur when lights are turned on or off
	Motion	Events that occur when an object does not remain still
	Movement	Events that occur when an object appears to go from one point to another
	Noise	Events that occur when sound is detected
	People	Events that occur when people are detected
	PIR	Events that occur due to the input from a PIR sensor
	POS	Events that focus on point-of-sale activity
	PTZ	Events that occur when a PTZ camera changes positions
	Vehicle	Events that occur when a vehicle is detected
	Wildlife	Events that occur when an animal is detected

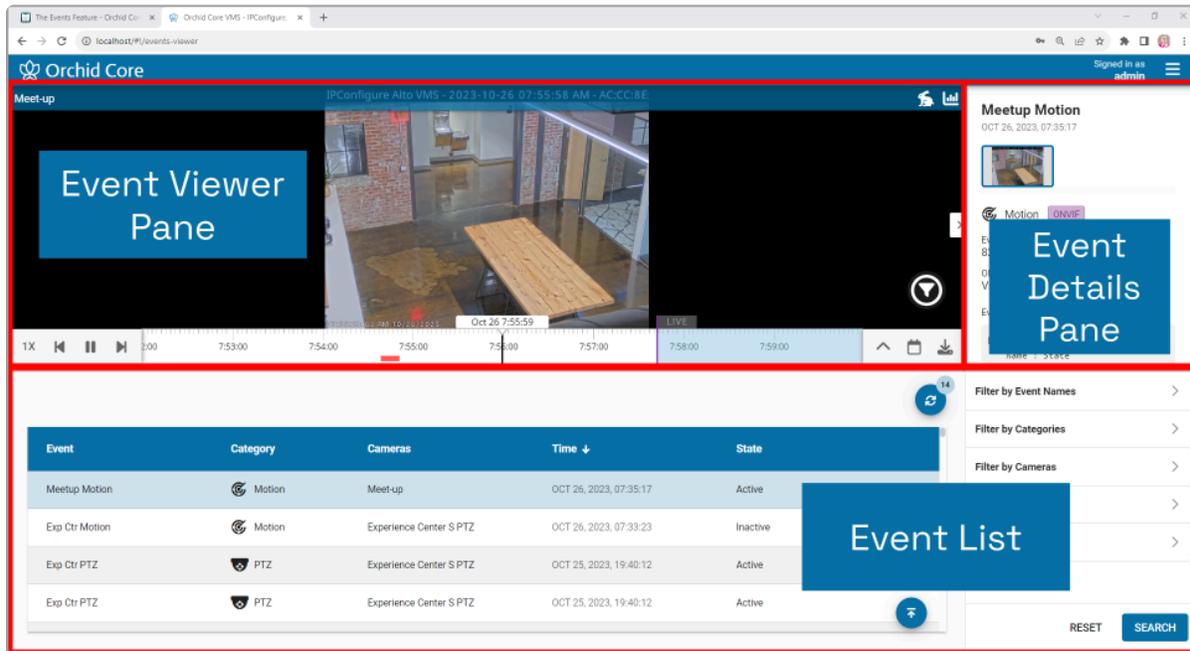
## Custom Categories

Ten custom categories are also available. These will be displayed as numbered icons (from 1 to 10).

	Custom	Administrators may use these custom categories to represent other, more site-specific events.
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# Working with the Events Screen

The *Events* screen is comprised of three main sections: the *Event List*, the *Event Viewer*, and the *Event Details* pane. You'll use the *Event List* to select an event, the *Event Viewer* to view the video (if any) associated with the event, and the *Event Details* pane to view specific event information or to switch cameras (if multiple cameras are available).

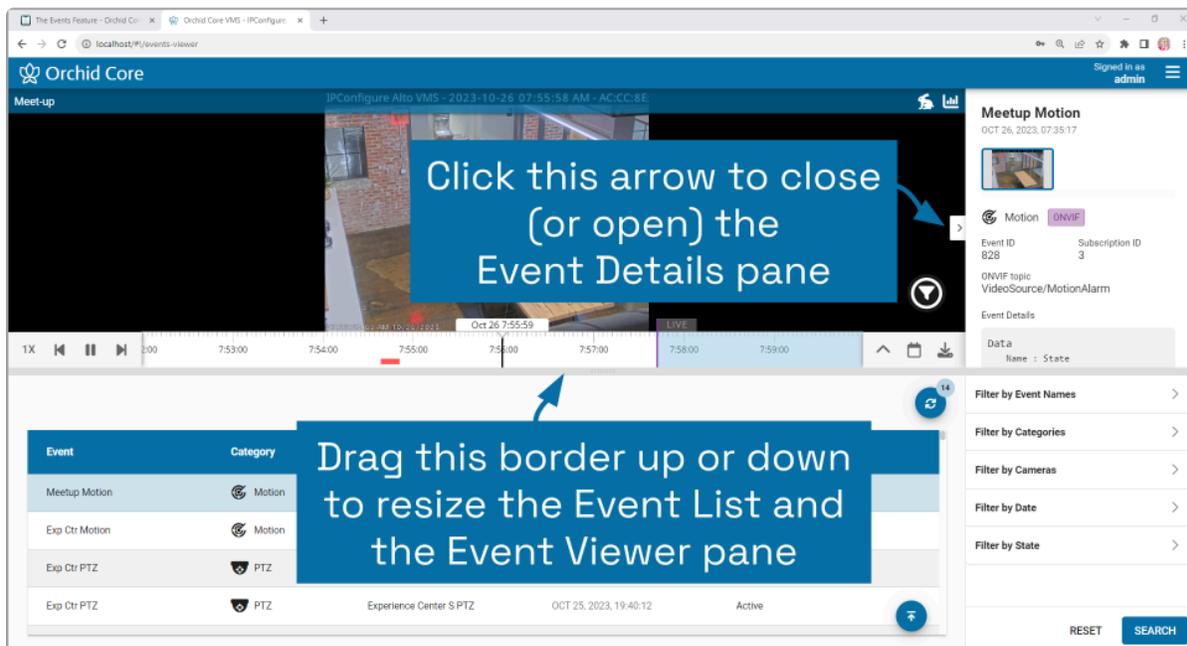


The *Event Viewer* and the *Event List* sections are resizable.

1. Click on the border between these sections to resize them.
  - a. Drag the border up to increase the size of the *Event List* pane.
  - b. Drag the border down to increase the size of the *Event Viewer* pane.

The *Event Details* pane may be displayed or hidden.

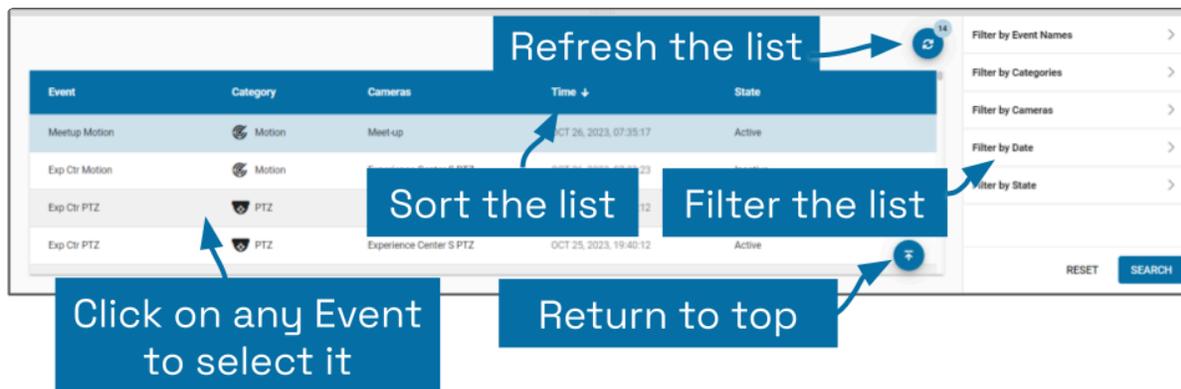
1. Click on the arrow button to open or close the *Event Details* pane.



## The Event List

	Click this icon to update/refresh the <i>Event List</i> (A badge will indicate when new events have occurred)
	Click this icon to return to the top of the <i>Event List</i>
	Click this arrow icon to re-order the <i>Event List</i> by the date and time of the events (newest to oldest, or oldest to newest)

The *Event List* displays each occurrence of any event defined by the Administrator. For each event, the system provides the event name, category, associated cameras (if any), the date and time of the event, and the active/inactive status.



1. Use the scrollbar on the far right side to scroll up and down through the list.
2. Click on any event to access it.

- a. If one or more cameras are associated with this event, video will appear in the *Event Viewer* pane.
- b. Event details will appear in the *Event Details* pane (in the upper right corner of the screen). (If the *Event Details* pane is not open, click the left arrow icon at the right edge of the *Event Viewer* pane.)
3. To refresh the list (with the most current events), click the *Refresh* icon. (A badge will indicate when new events have occurred, thus prompting you to refresh the list.)
4. To return to the top of the event list, click the *Return to Top* icon.

## Sorting the Event List

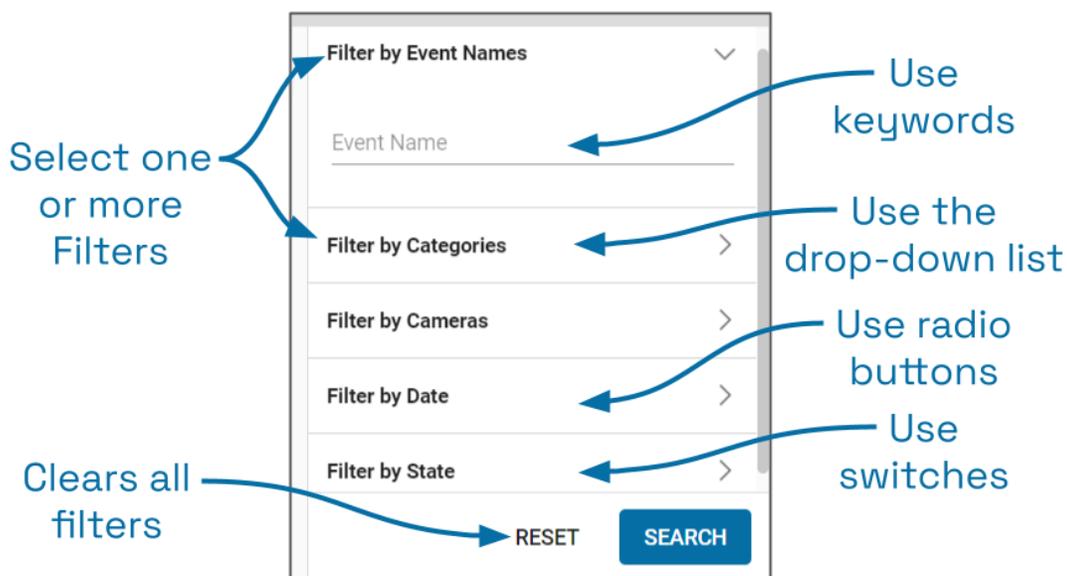
You can sort the *Event List* by the time of the event, so you can start your review with the latest events or the oldest events.

1. To sort the list, click the arrow icon at the top of the *Time* column.
  - a. Each time you click the icon, the sort order will switch between ascending and descending.

## Filtering the Event List

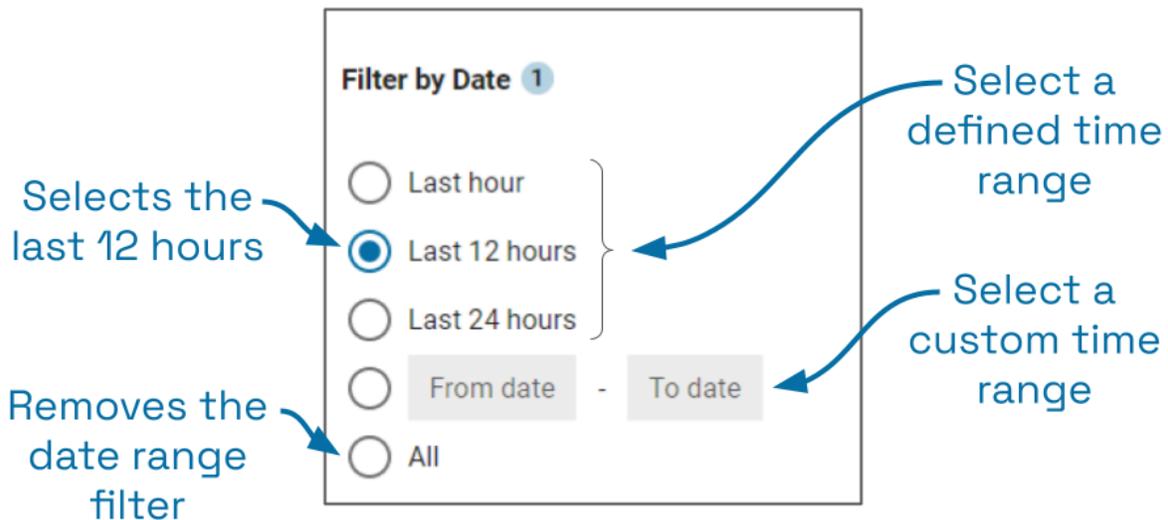
The *Event List* may be filtered to display only the events that you specify. You may filter the list using any one or more of the *Event List* headers. These include the event name, camera name, state, category, or date.

1. To filter the *Event List*, use any of the *Filter* selections along the right side of the screen.

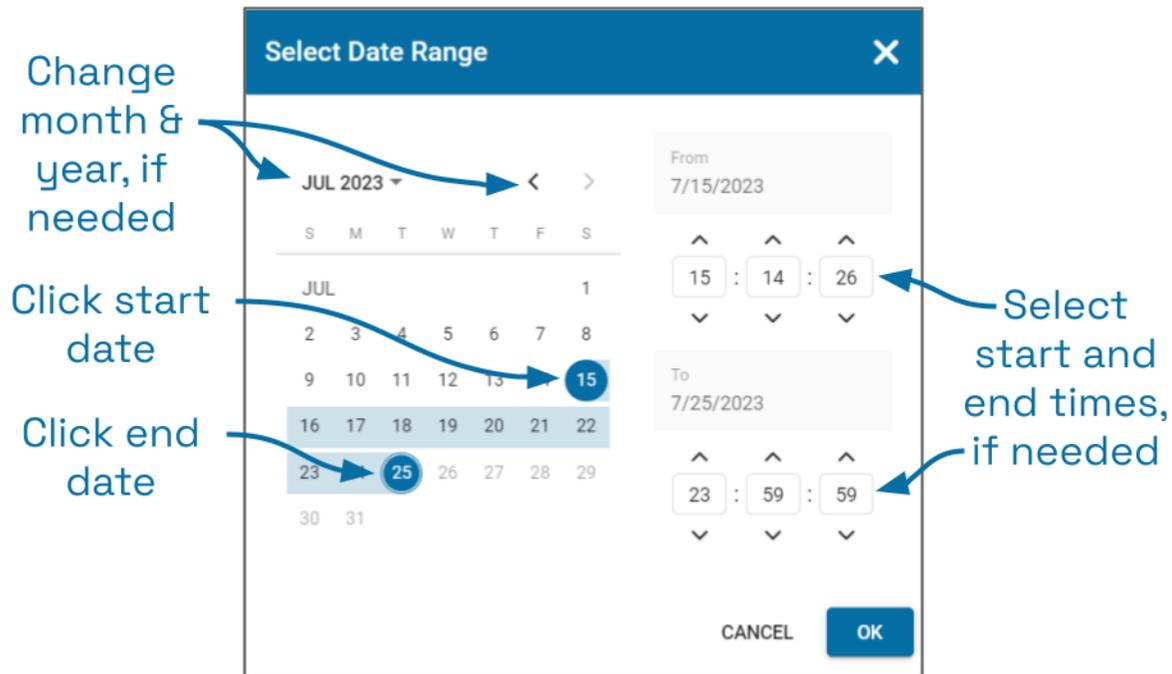


2. To filter the list by event name or camera name:
  - a. Click on the appropriate *Filter by...* heading to expand it.
  - b. Type a keyword that represents the event or camera you want to see, then press *Enter*. (You may select more than one.)

- c. Click the **Search** button to apply the filter and review the results.
3. To filter the list by category:
  - a. Click on the *Filter by Categories* heading to expand it.
  - b. Then click on the *Categories* drop-down list.
  - c. Mark the checkboxes that correspond to the items that you want to view.
  - d. Un-mark the items that you don't want to view.
  - e. Click the **Search** button to exit the list.
  - f. Click the **Search** button to apply the filter and review the results.
4. To filter the list by date:
  - a. Click on the *Filter by Date* heading to expand it.
  - b. Click on one of the radio buttons to choose a date filter. Pre-defined date filters include the *Last hour*, *Last 12 hours*, and the *Last 24 hours*.
  - c. You may enter a custom date filter by selecting the *From/To* radio button.
    - i. Then use the *Select Date Range* screen to select the start and end times for the filter.
    - ii. Click **OK**, when done.
  - d. Click on the *All* radio button to essentially clear the time filter.
  - e. Click the **Search** button to apply the filter and review the results.



*If you select a custom time range, you'll use the screen below to refine the date and time.*



5. To filter the list by state:
  - a. Click on the *Filter by State* heading to expand it.
  - b. Then click on one or more switches to turn state filters on and off. When the switches are *on*, the *Events* list will display those events that match the selected state(s).
  - c. Click the *Search* button to apply the filter and review the results.
6. To clear all filters, click the *Reset* button.
7. Click the *Search* button to view the updated list.

## The Event Viewer

◀	Click this icon to open the <i>Event Details</i> pane
▶	Click this icon to close the <i>Event Details</i> pane

The *Event Viewer* pane allows you to view video from any cameras that are associated with the event, one Player at a time.



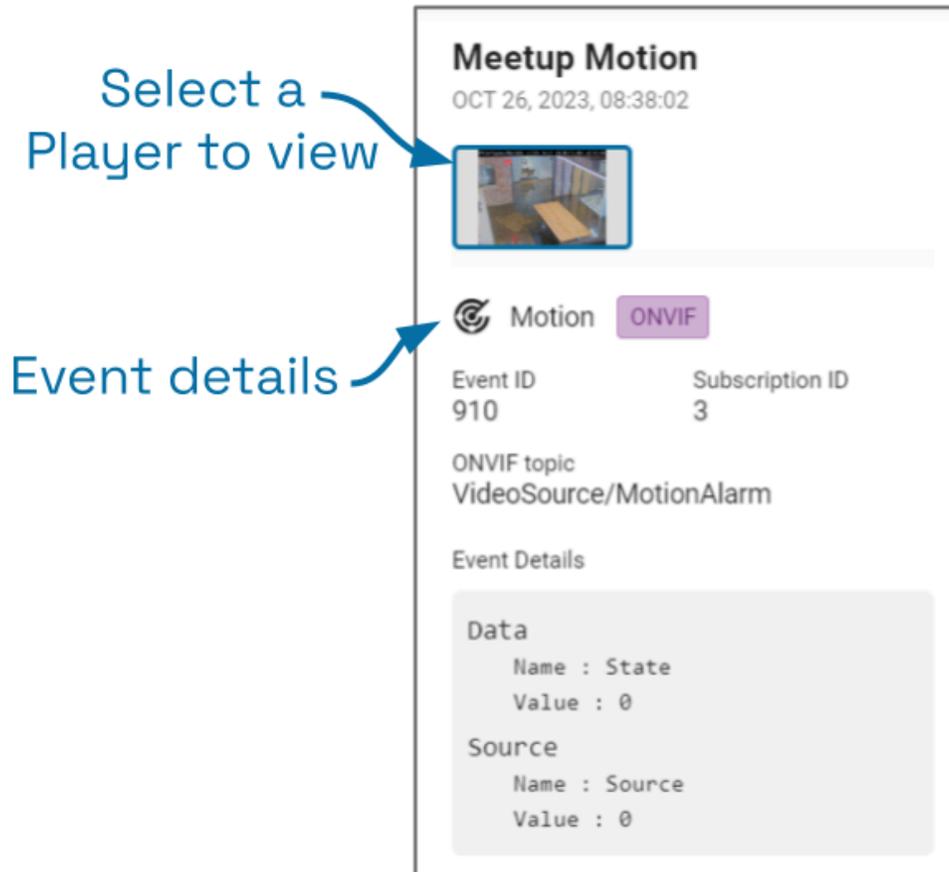
When you select an event from the *Event List*, video from that specific date and time will appear in the *Event Viewer* (if associated cameras were selected). The *Timeline Bar* and viewing controls should all be functional, so you can use the *Event Viewer* pane much like you use the main *Stage* screen. Refer back to the [Timeline Bar Overview](#), [Viewing Video](#), and [Exporting Video](#) sections for more details.

From the *Event Viewer*, you can open and close the *Event Details* pane.

1. Click the left arrow icon to open the *Event Details* pane.
2. Click the right arrow icon to close the *Event Details* pane.

## The Event Details Pane

The *Event Details* pane allows you to view the details associated with the event.



When you select an event from the *Event List*, the details pane will be updated with all of the related information. The details pane will show the event name, a thumbnail from each of the associated cameras (if any), the category, the event type, and the details about the input that triggered the event (if available).

1. To open (or close) the *Event Details* pane, use the tab on the right edge of the *Event Viewer* pane.
2. Click on any available thumbnail to display it in the *Event Viewer* pane. (When you switch Players, the *Timeline Bar* will return to the start time of the event.)

# The Orchid VMS Mobile App

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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

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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

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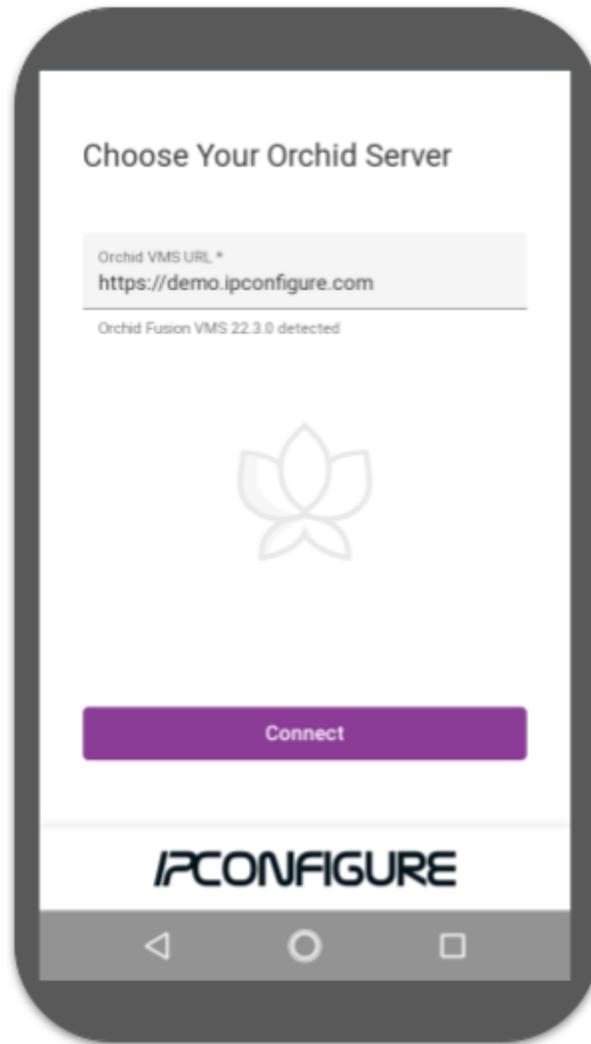
The Orchid VMS mobile app is easy to install and access. Review the two sections below and you'll be up and running in no time.

## 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.)

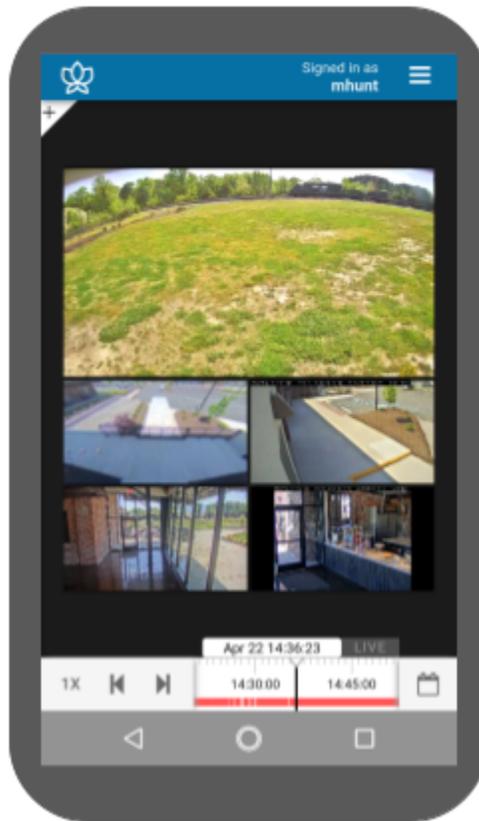
\* When you exit the app, if you select the *Leave* sign out option, this will be the only time that you have to sign in to that server.

# Using the Orchid VMS Mobile App

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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

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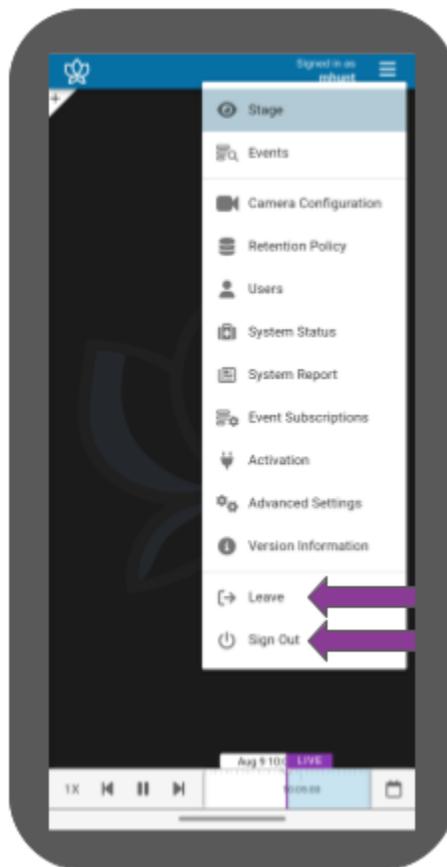
There are a couple of sign out options for exiting the Orchid VMS mobile app.

## 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*, then 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*, then click *Sign Out*.