

User Manual

VIVOTEK | PREMIUM
PARTNER

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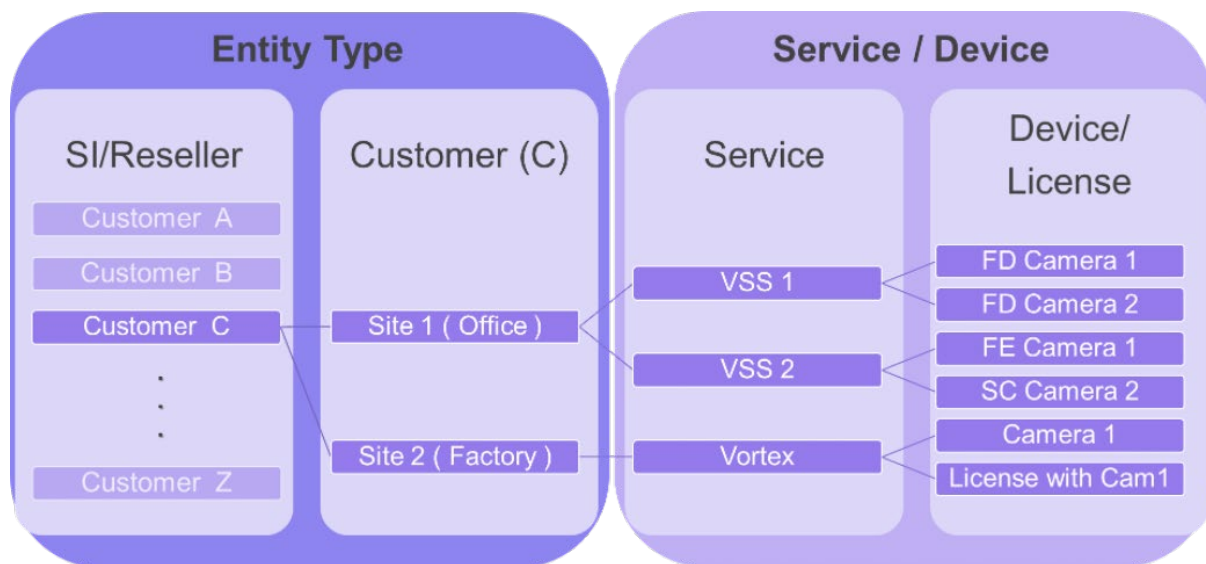
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Introduction

Overview of VPP

The **VIVOTEK Premium Partner Portal (VPP)** is a web-based management platform designed for dealers to manage VIVOTEK cloud-based and on-premises devices, monitor system status, and oversee customer projects efficiently.

The following diagram illustrates entity types and the relationship between services and devices.



Core Modules of VPP

VPP consists of the following key modules:

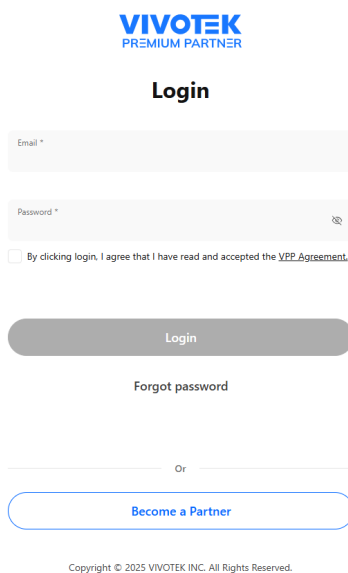
- **Dashboard** – Provides an overview of system status and license information.
- **My Customer** – Allows dealers to manage customer details, sites, and associated devices.
- **My Company** – Enables company-level user management and ownership transfers.
- **Reseller Portal** – Redirects to the **VORTEX Reseller Portal** for customer and license management.

Initial Setup

First-Time Login

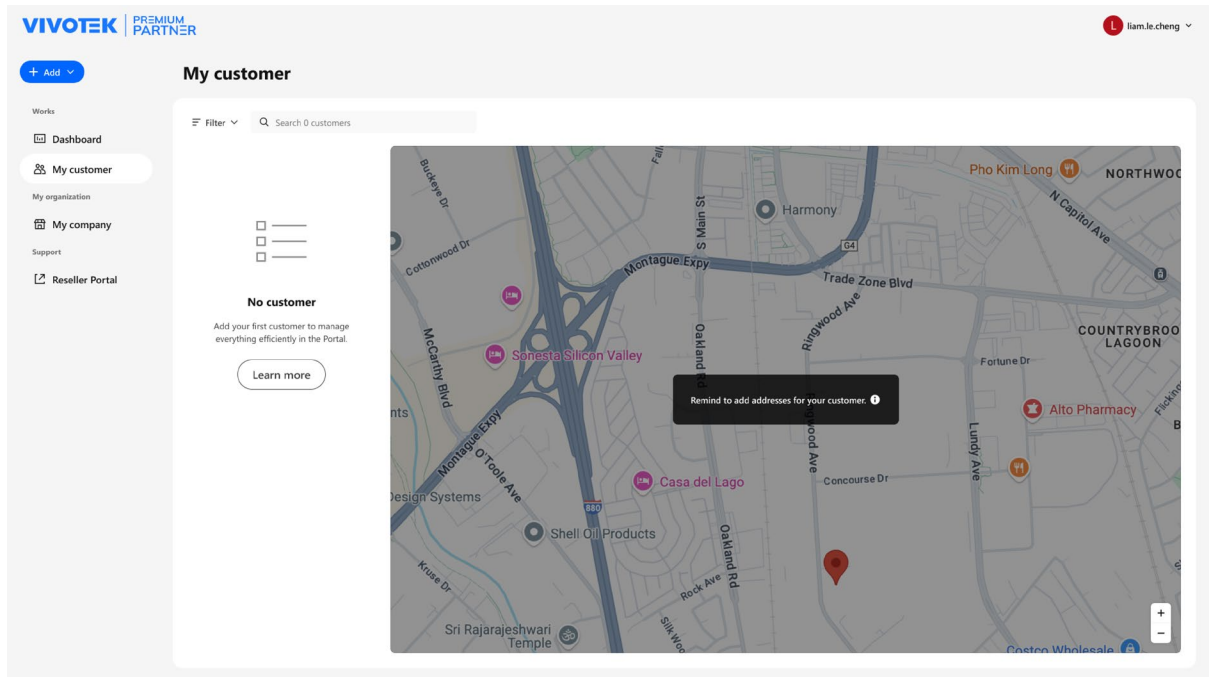
To log in to the VPP portal, please visit: <https://portal.vpp.vortexcloud.com>

Dealers can log in using their dealer account. If you are a first-time user, click "**Become a Partner**" to apply for a dealer account. After submitting your application, please contact your sales representative to assist with account activation. Once the account is created, log in with your credentials.



The image shows the VIVOTEK Premium Partner login interface. At the top is the VIVOTEK logo with 'PREMIUM PARTNER' underneath. Below this is the heading 'Login'. There are two input fields: 'Email *' and 'Password *'. The password field has a toggle icon for visibility. Below the fields is a checkbox with the text 'By clicking login, I agree that I have read and accepted the VPP Agreement.' Below the checkbox is a grey 'Login' button. Underneath the button is a link for 'Forgot password'. A horizontal line with 'Or' in the center separates the login section from the registration section. Below the line is a blue-outlined button labeled 'Become a Partner'. At the very bottom, there is a small copyright notice: 'Copyright © 2025 VIVOTEK INC. All Rights Reserved.'

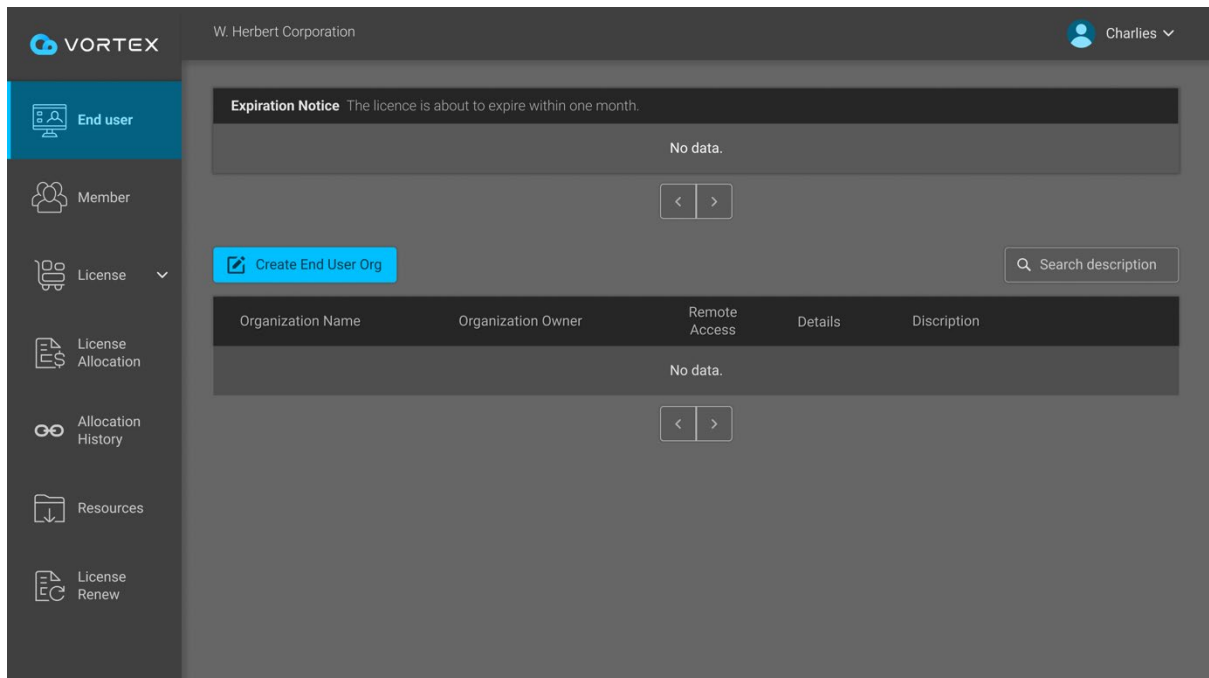
Your initial login screen will appear as shown below.



During the first login, you will be prompted to add customer information and site details before managing devices and services.

Adding Customer Information

Click "**Reseller Portal**" in the left panel to be redirected to the **VORTEX Reseller Portal**.



In the VORTEX Reseller Portal, please click "**Create End User Org**" and fill in the relevant customer information; a VORTEX account will be created automatically for the customer.

The screenshot shows the 'Create End User Org' form. It has a dark background with white text. The form fields are: 'Org. Owner E-mail*' (filled with 'goodman@urbanapparel.com'), 'Retype Email*' (filled with 'goodman@urbanapparel.com'), 'Organization Name*' (filled with 'Urban_Apparel'), 'Region*' (a dropdown menu showing 'United States'), and 'Org. Owner Preferred Language*' (a dropdown menu showing 'English'). Below the fields, there is a section titled 'Create End User Organization will' followed by two numbered notes: (1) 'Create a new VORTEX user portal account with the above Org. Owner E-mail. Note: the account password will be emailed to the organization owner.' and (2) 'Organizations created in the Reseller Portal are set as VORTEX Standard license organizations by default and require a license to access services. To create a Free Cloud-Managed Service organization, please register through the User Portal.' At the bottom, there are two buttons: 'Cancel' and 'Create'.

If you have multiple customers, you can add them all to the system.

VORTEX

CyberSentinel Systems

liam.le.cheng@vivotek.com

End User

Member

License

License Allocation

Allocation History

Resources

License Renew

Expiration Notice

The licence is about to expire within one month.

No data.

Create End User Org

Search description

Organization Name	Organization Owner	Remote Access	Details	Description
Summit_Outdoor	hua+123@gmail.com			
Urban_Apparel	jack.cc.wu@vivotek.com			
Lush_Salon	lian+555046@gmail.com			
BoldStride_Footwear	yihfengkao@gmail.com			
TexaCraft_Fabrics	li.an555046@gmail.com			
Velvet_Cosmetics	hua88420123+1@gmail.com			

Once completed, return to VPP to see the newly created customer list.

VIVOTEK

PREMIUM PARTNER

liam.le.cheng

Dashboard

My customer

My organization

My company

Supports

Reseller Portal

My customer

Filter

Search 6 customers

B

Blone_Footwear

U

Urban_Apparel

V

VIVO

V

VIVOTEK_ESSD

Without license[1]

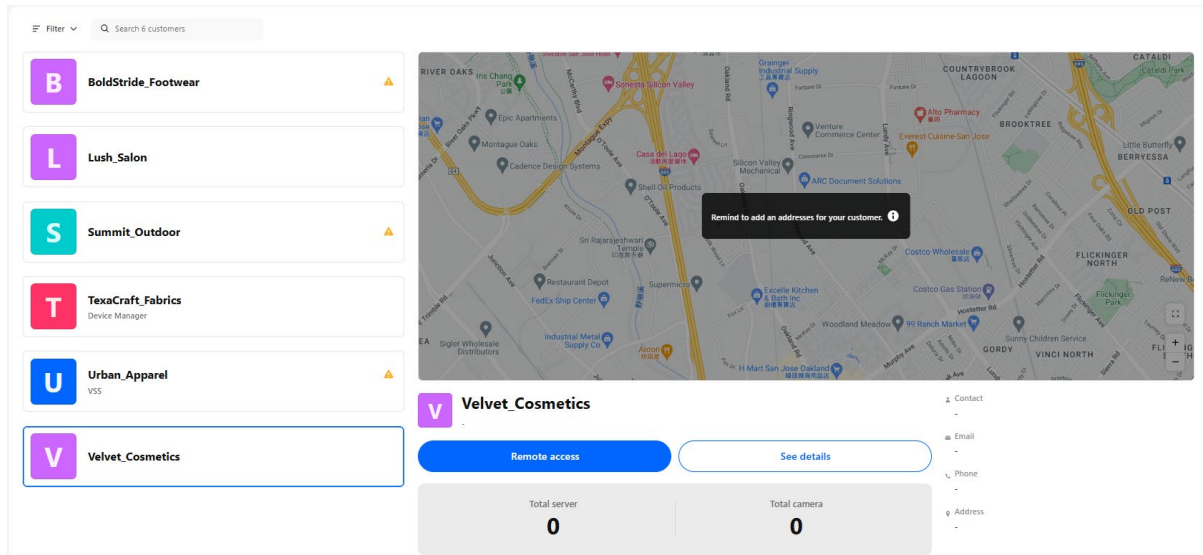
V

VIVOTEK_USA

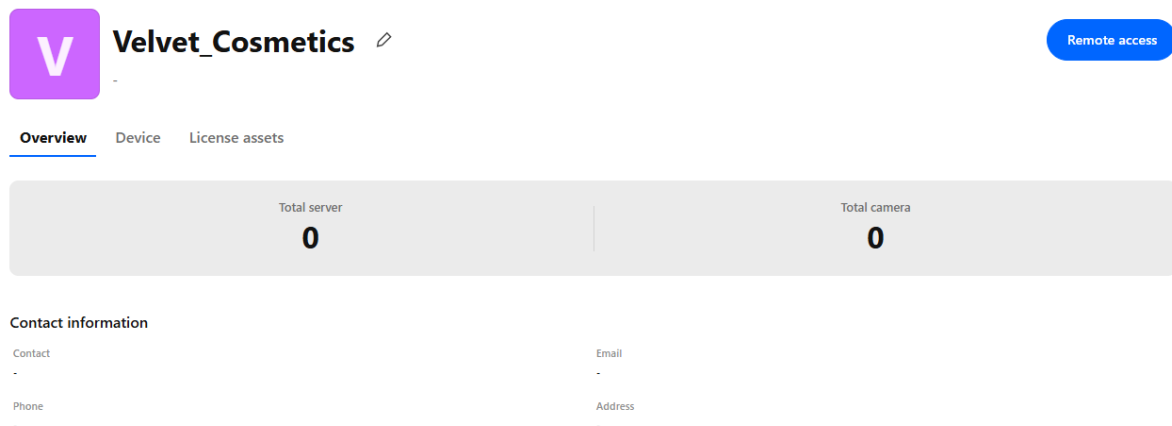
Without license[2]

Updating Customer Contact Information

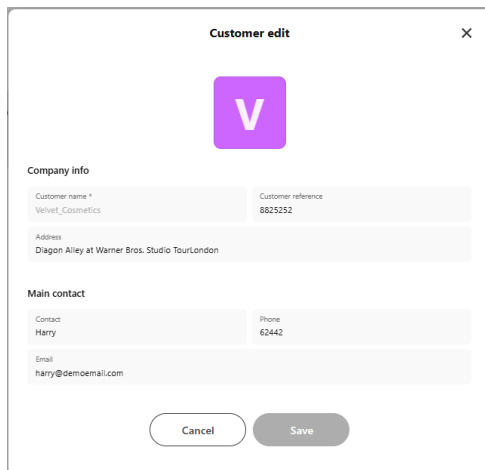
1. Click the customer's name in the list to open the customer overview page.



2. Click "See details" to access the contact information section.

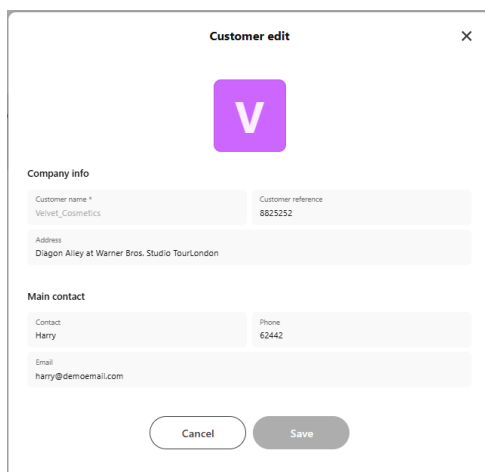


3. Click the edit icon next to the customer's name to enter "**Customer edit**" and update the details.



A screenshot of a 'Customer edit' modal window. At the top, there's a purple square logo with a white 'V'. Below the logo, the form is divided into two sections: 'Company info' and 'Main contact'. The 'Company info' section contains three fields: 'Customer name *' with the value 'Velvet_Cosmetics', 'Customer reference' with the value '8825252', and 'Address' with the value 'Diagon Alley at Warner Bros. Studio Tour London'. The 'Main contact' section contains three fields: 'Contact' with the value 'Harry', 'Phone' with the value '62442', and 'Email' with the value 'harry@demoemail.com'. At the bottom of the modal, there are two buttons: 'Cancel' and 'Save'.

4. In the "**Customer reference**" field, enter an internal identifier for the customer (e.g., CRM ID, SAP ID).



A screenshot of a 'Customer edit' modal window, identical to the one above. It shows the same form fields and values: 'Customer name *' (Velvet_Cosmetics), 'Customer reference' (8825252), 'Address' (Diagon Alley at Warner Bros. Studio Tour London), 'Contact' (Harry), 'Phone' (62442), and 'Email' (harry@demoemail.com). The 'Cancel' and 'Save' buttons are at the bottom.

5. Click **Save** to store the information. The updated contact details will be shown in the overview.

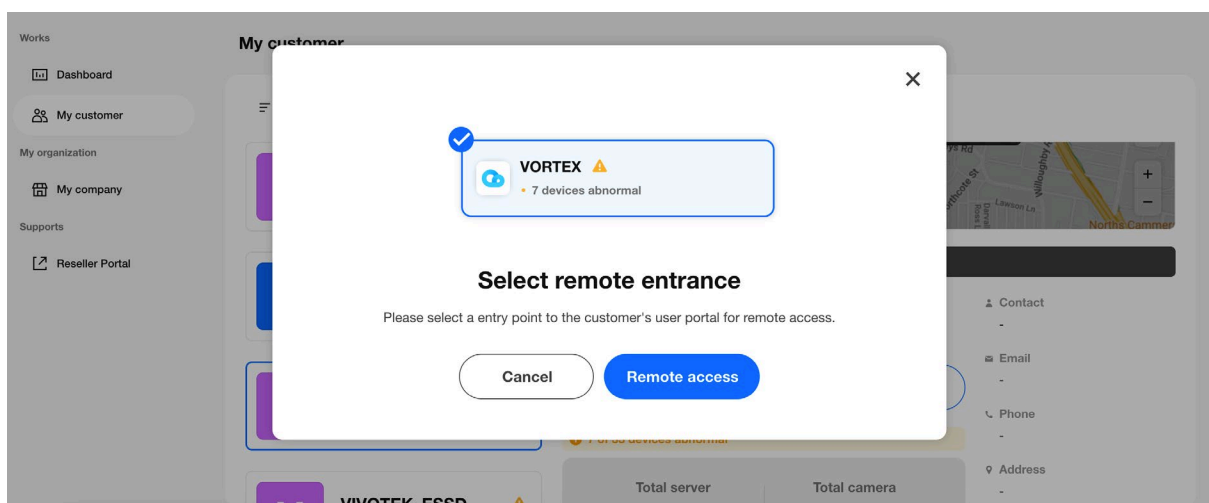
The screenshot displays a customer management interface. On the left, a sidebar contains a list of customers, each with a colored letter icon and a name: BoldStride_Footwear (B), Lush_Salon (L), Summit_Outdoor (S), TexaCraft_Fabrics (T), Urban_Apparel (U), and Velvet_Cosmetics (V). The 'Velvet_Cosmetics' entry is selected and highlighted with a blue border. The main area on the right shows the details for 'Velvet_Cosmetics'. At the top is a map of the San Jose area with a black overlay that reads 'Remind to add an addresses for your customers'. Below the map, the customer's name 'Velvet_Cosmetics' and phone number '8825252' are displayed. There are two buttons: 'Remote access' (blue) and 'See details' (white with blue border). Below these are two statistics: 'Total server' with a value of '0' and 'Total camera' with a value of '0'. On the far right, contact information is listed: 'Contact: Harry', 'Email: hary@demoemail.com', 'Phone: 62442', and 'Address: Diagon Alley at Warner Bros Studio Tour London'.

Adding Site Information

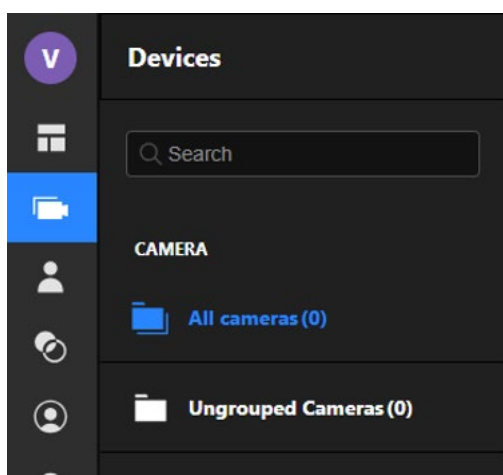
After adding a customer, the next step is to create sites for the customer. A **site** in VPP refers to a physical location where devices are installed. A customer may have multiple sites, such as regional offices or manufacturing plants.

Creating a Site

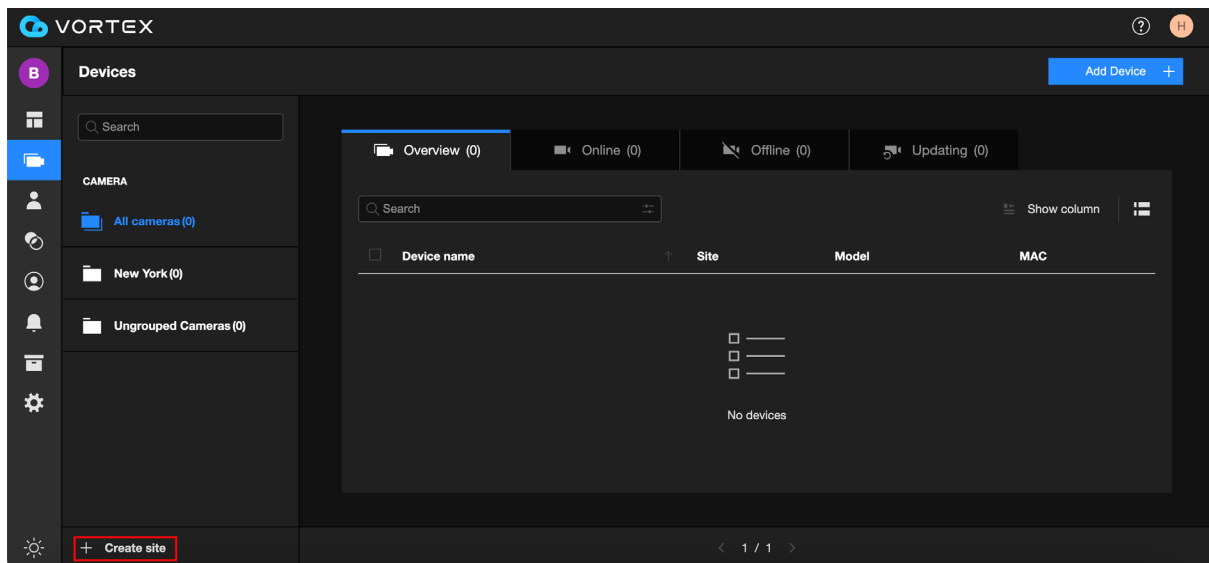
1. To create a site, click "[Remote access](#)", and you will log in to the **VORTEX Portal** using the end customer's credentials.



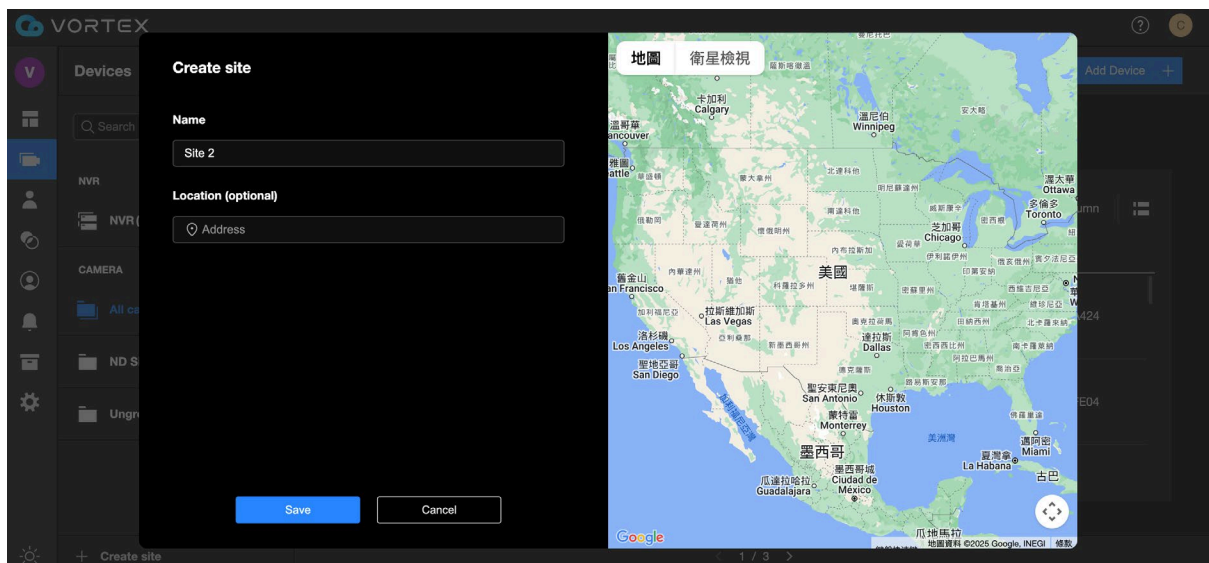
2. Click "**Devices**"  in the left panel.



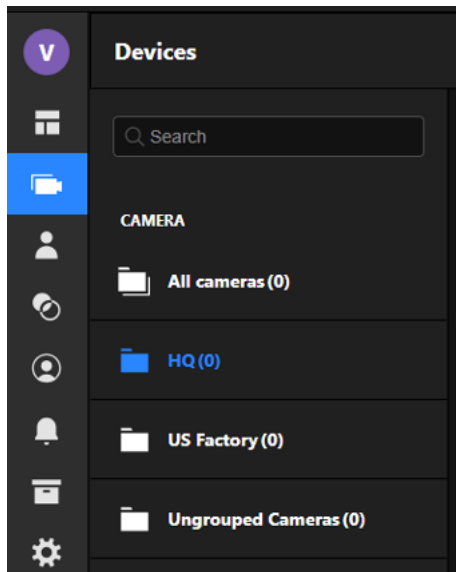
3. By default, only the Ungrouped Cameras group is visible. Click **" + Create site "** to create a new site.



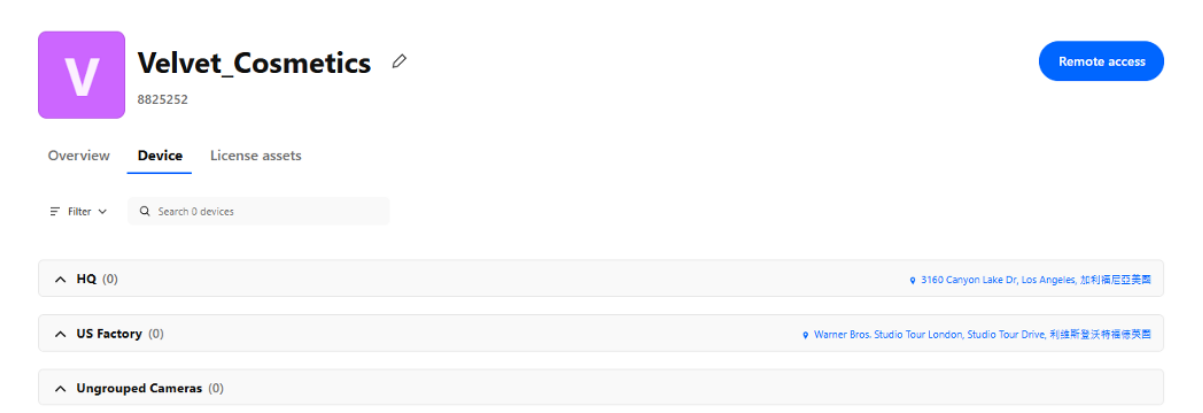
4. Enter the site name and relevant address details.



5. Once completed, the site folder will be added to the left panel. The site data will sync to VPP within 5 minutes.



6. Once a site is created, adding VORTEX cameras to it will automatically generate a corresponding device list.



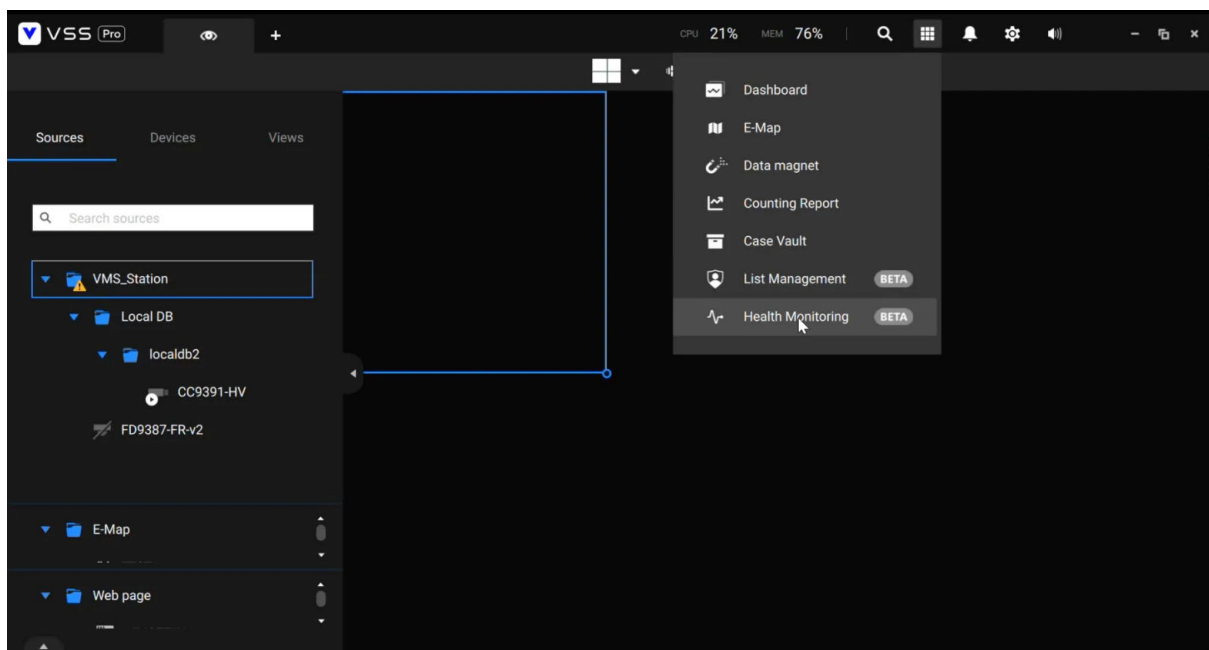
Device Synchronization with VPP

VPP manages both VIVOTEK cloud-based and on-premises devices. The synchronization methods for both types of devices will be covered in the following sections.


Synchronizing On-Premises Devices with VPP

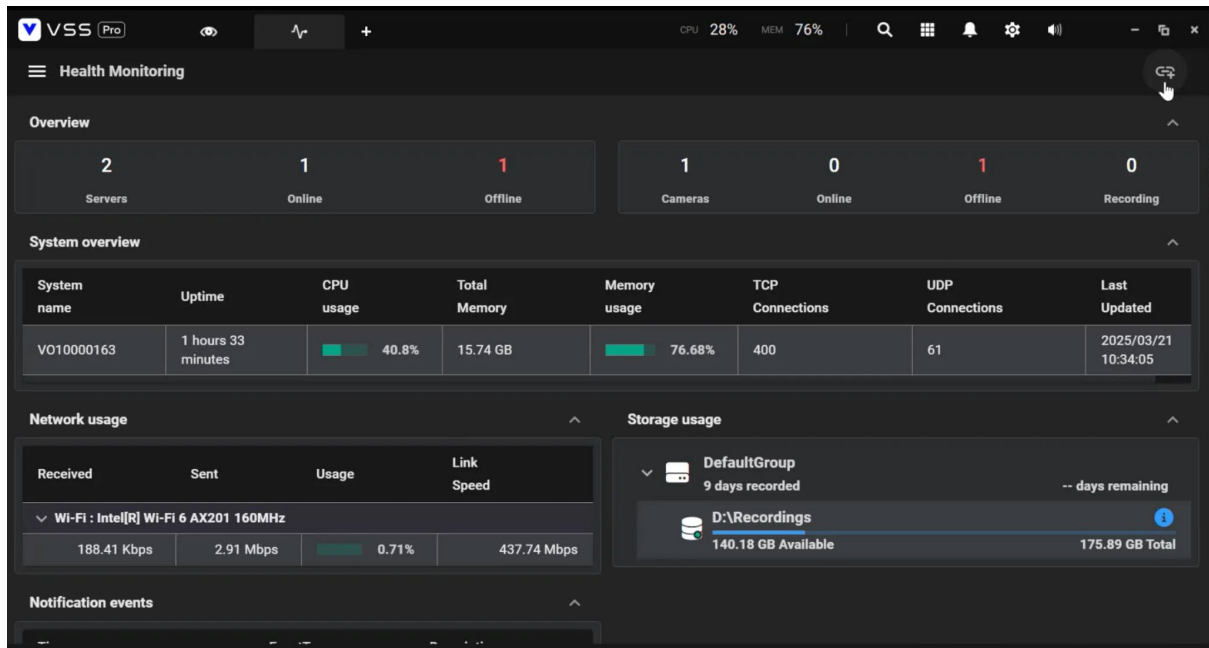
For on-premises devices, VPP integrates with **VSS** and **Device Manager** to sync device information. The following steps demonstrate the process, using VSS as an example:

1. Open VSS Health Monitoring



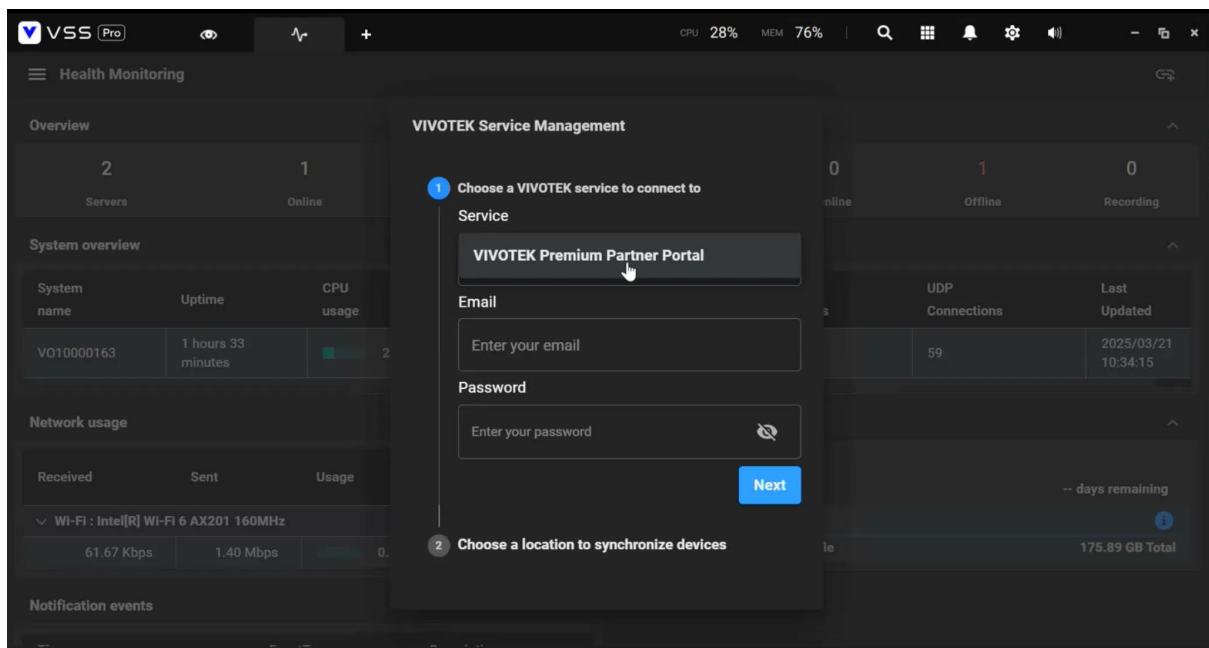
2. Access Remote Integration

Click the icon  located at the top-right corner of the Health Monitoring dashboard.



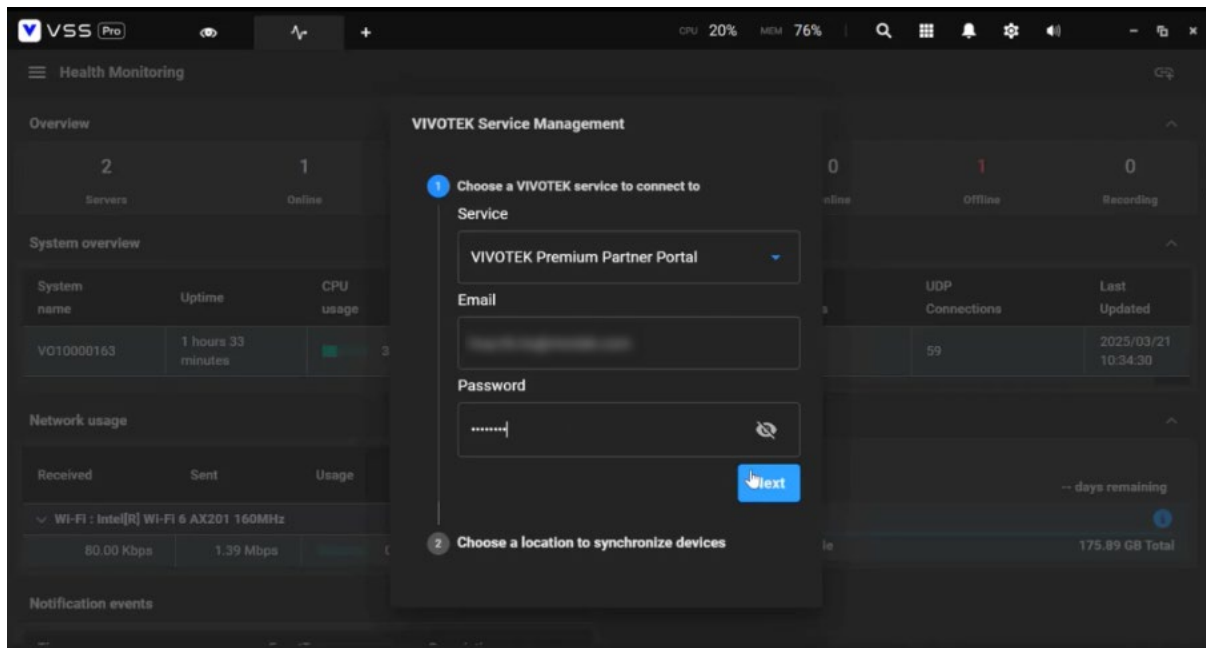
3. Select Target Service

In the dialog box, select VIVOTEK Premium Partner Portal from the drop-down menu.



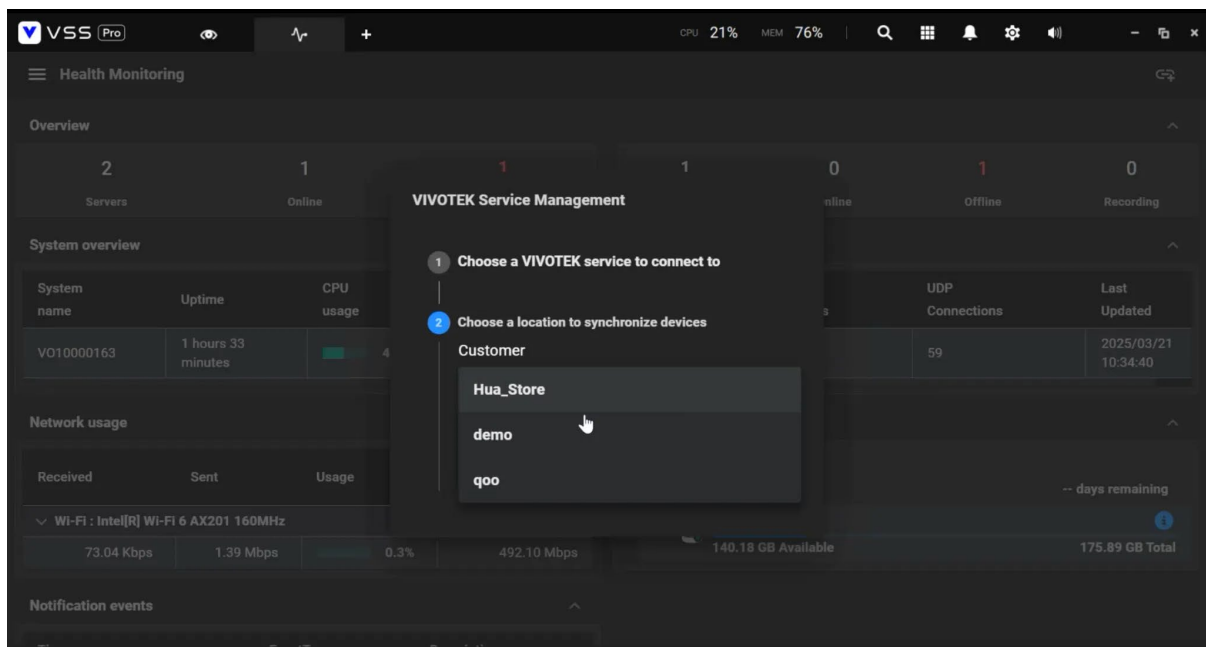
4. Enter Credentials

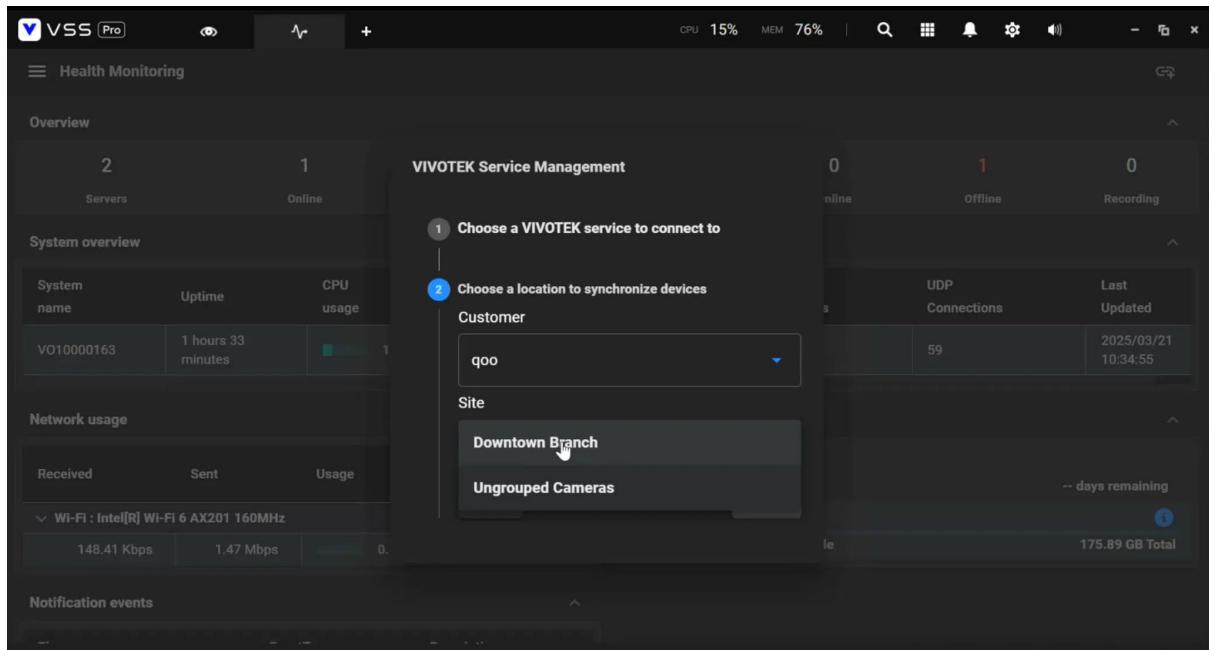
Input your account credentials to authenticate and connect your VSS server to VPP.



5. Assign Customer and Site

Choose the customer and site you wish to associate with your server within VPP.



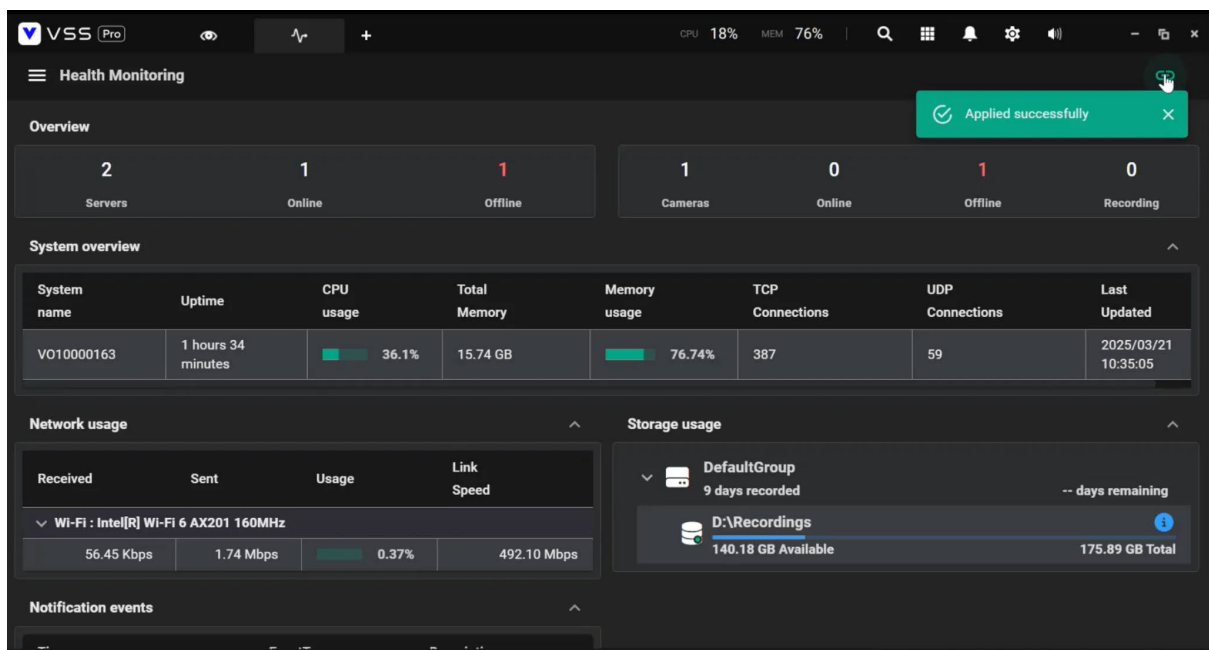


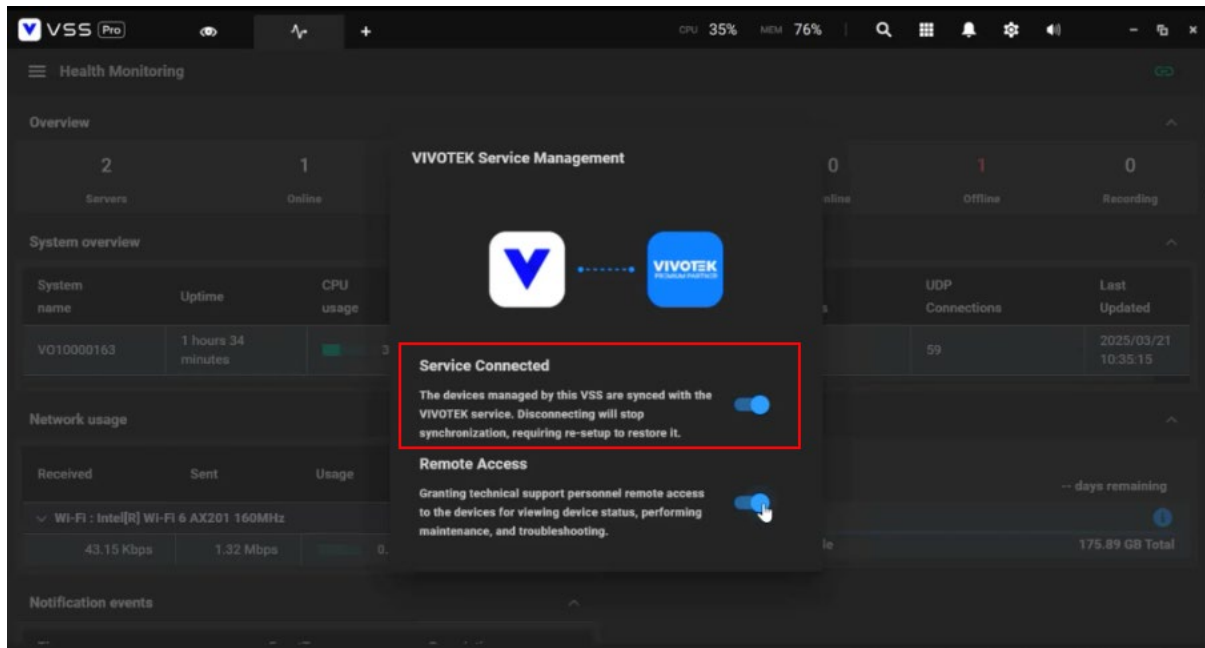
6. Sync Health Data

The VSS system's health data will automatically sync with VPP, enabling SI professionals to remotely monitor the status of connected devices or perform basic troubleshooting.


7. Disconnect Server

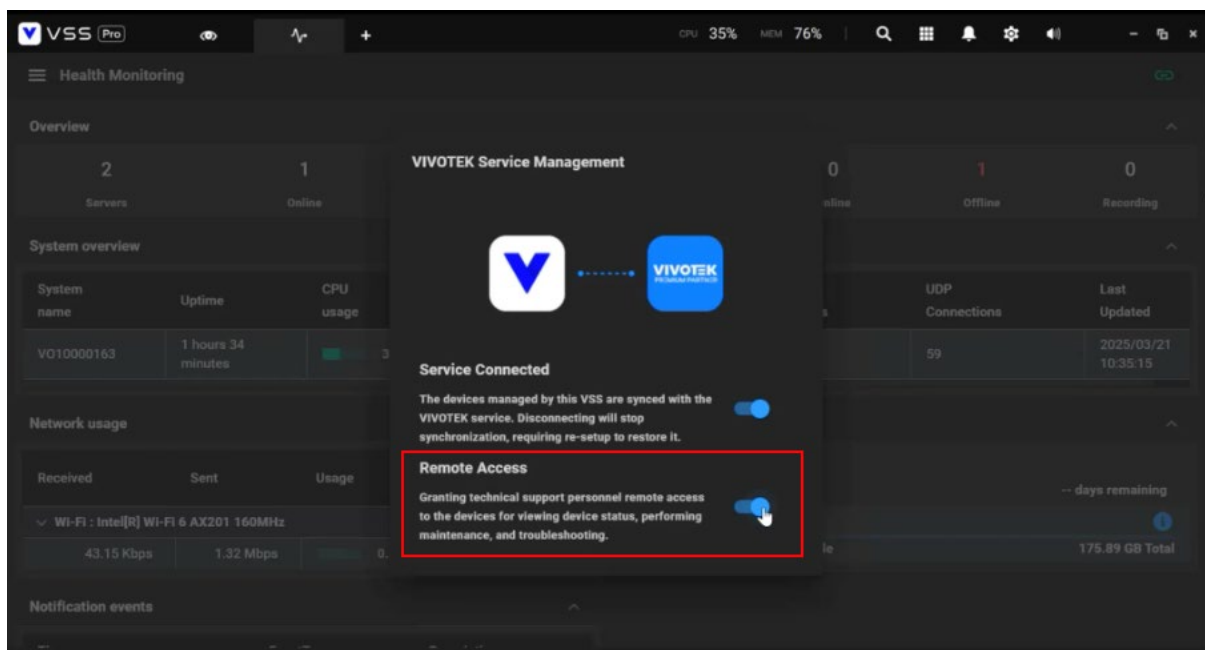
To disconnect the VSS server from VPP, click  and toggle the "Service Connected" option.





8. Enable Remote Access Authentication

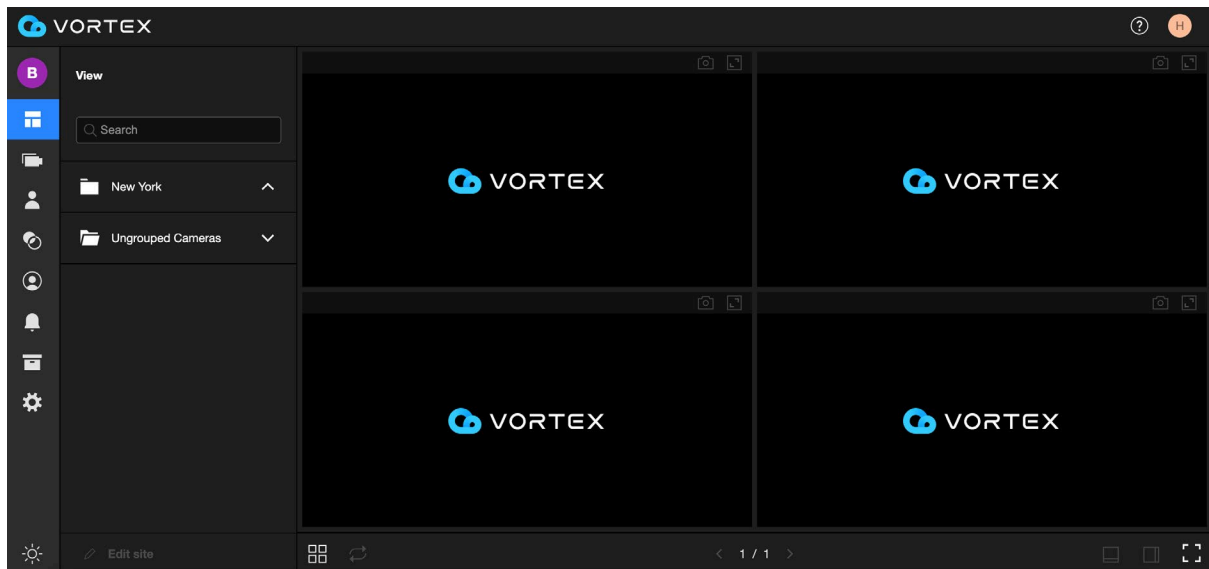
To grant remote access authentication for SI professionals to directly access the Health Monitoring page from VPP, click  and toggle the "Remote Access" option.



Synchronizing Cloud Devices with VPP

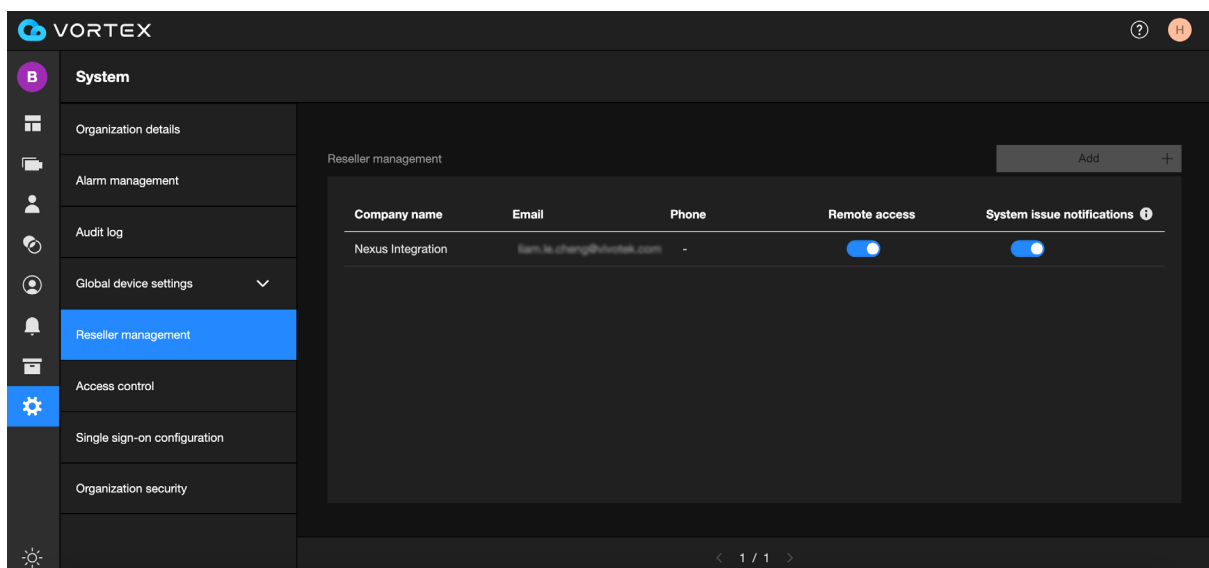
For cloud devices, VPP integrates with VORTEX to sync device information. The following steps demonstrate the process:

1. Open VORTEX



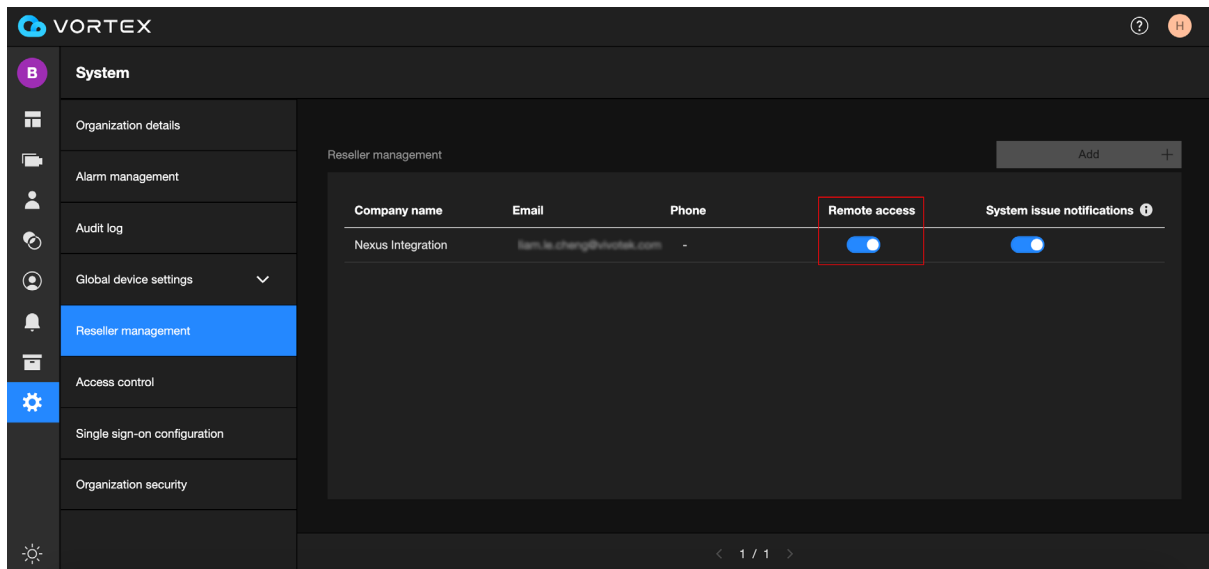
2. Navigate to "System > Reseller Management"

In the left panel, click **"System"**, then select **"Reseller management"** to access synchronization settings.



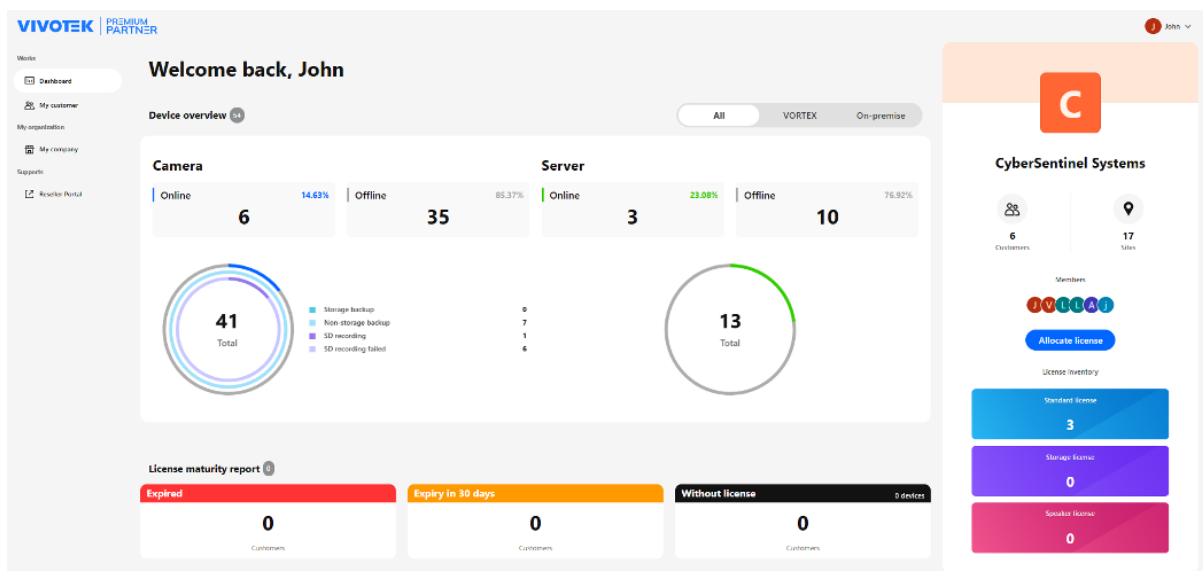
3. Enable Remote Access Authentication

To grant remote access authentication for SI professionals to directly access VORTEX, toggle on the **"Remote access"** option.



Dashboard

The **Dashboard** provides a centralized view of **device status, license management, and dealer-related information**, enabling dealers to efficiently monitor and manage their customers' systems.



It also displays information on upcoming license expirations, allowing dealers to notify customers in advance for renewal arrangements.

Device Overview

The **Device Overview** section displays the status of all connected devices, categorized into:

- **Camera:** Shows the total number of cameras, with counts for **online** and **offline** devices.
- **Server:** Displays the total number of servers, including their **online** and **offline** status.

License Maturity Report

The **License Maturity Report** helps dealers track the status of customer licenses. It categorizes licenses into:

- **Expired licenses**
- **Licenses expiring in 30 days**
- **Customers without licenses**

By offering a clear summary of customer license statuses, this section enables dealers to track expiring licenses and ensure timely renewals to prevent service interruptions.

Dealer Information

The right panel of **Dealer Information** provides key company details, including:

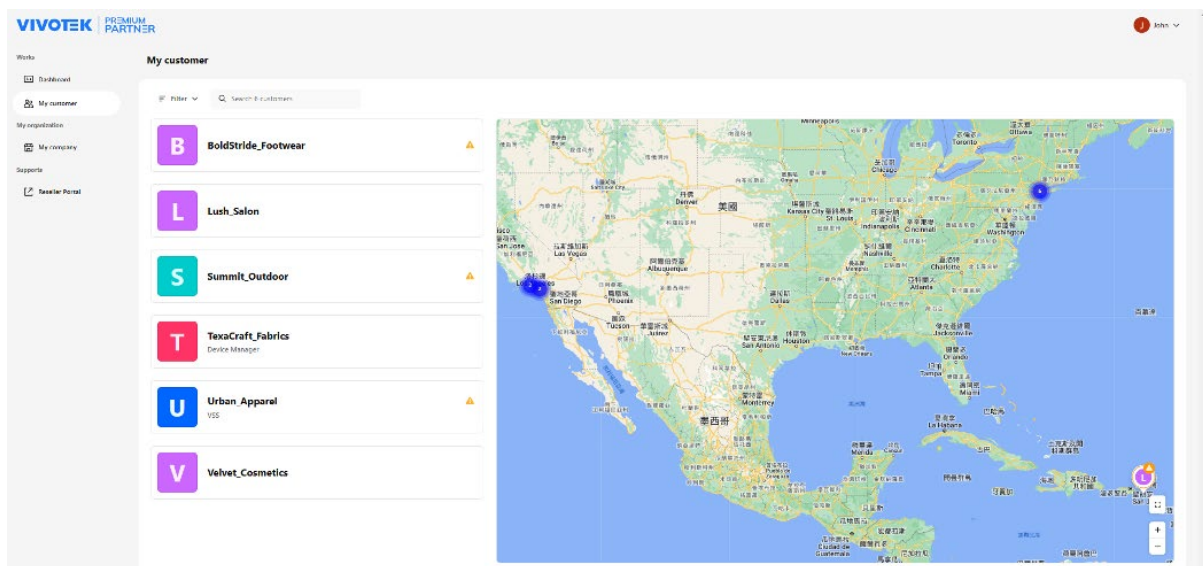
- **Total number of customers and sites** under management
- **List of team members** within the same organization
- **License inventory**, displaying available **standard, storage, and speaker licenses**
- **"Allocate license" button** that redirects to Reseller Portal for license assignment


This section ensures that dealers have a clear overview of their customer base and internal team, allowing for efficient license distribution and customer support.

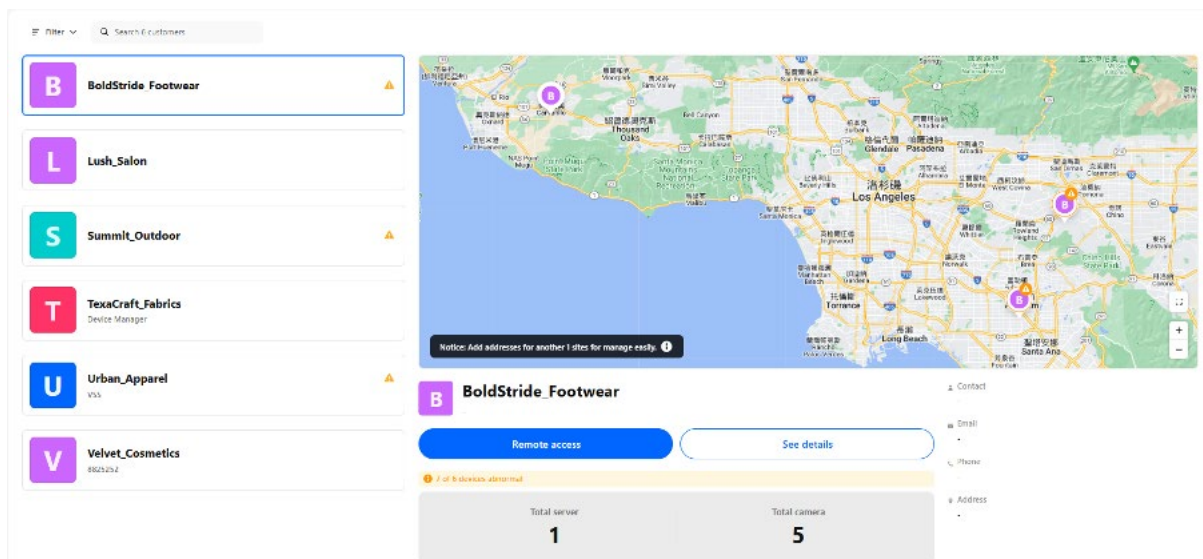
My Customer

Once the customer and device information has been successfully set up and connected, the **My Customer** page will display:

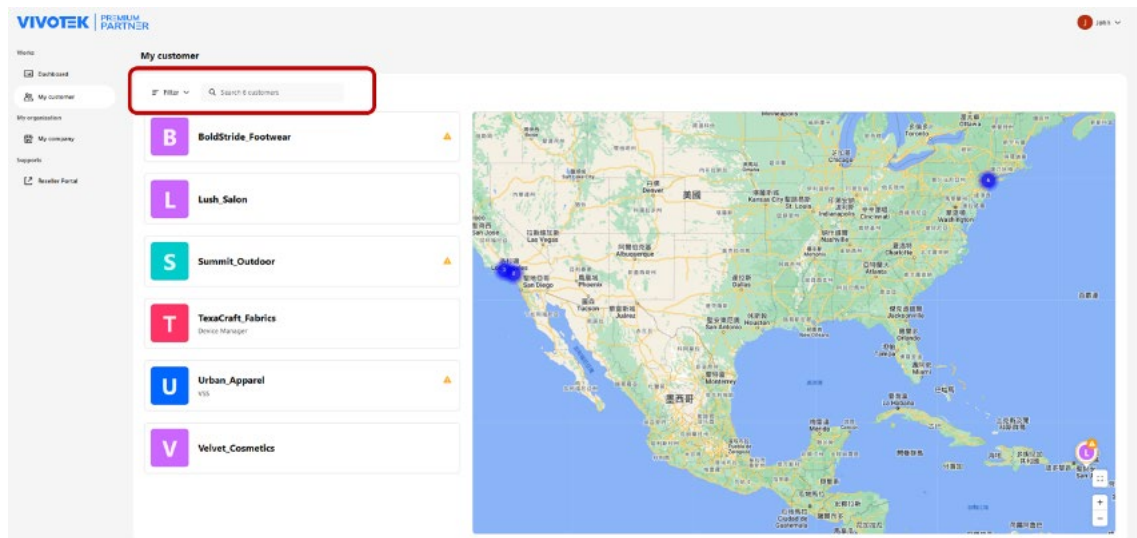
- **Customer list**
- **Distribution of sites**



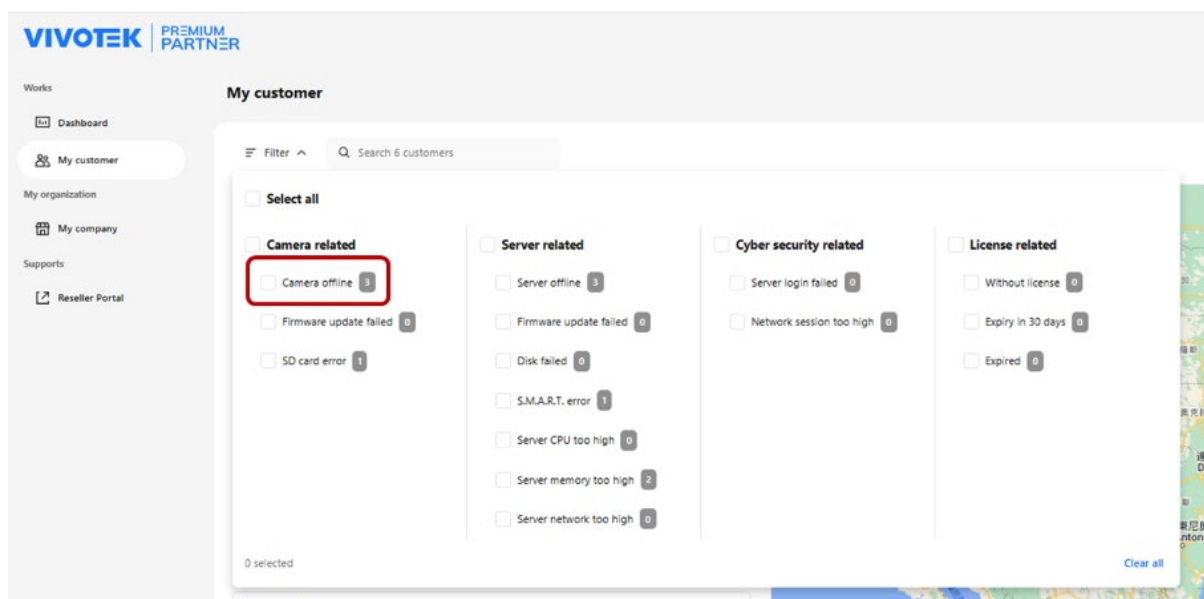
If any device or license issues occur, the  icon will appear.



At the top, there is a **Filter** and **Search Bar**. The Search Bar lets you search for specific customers by name.

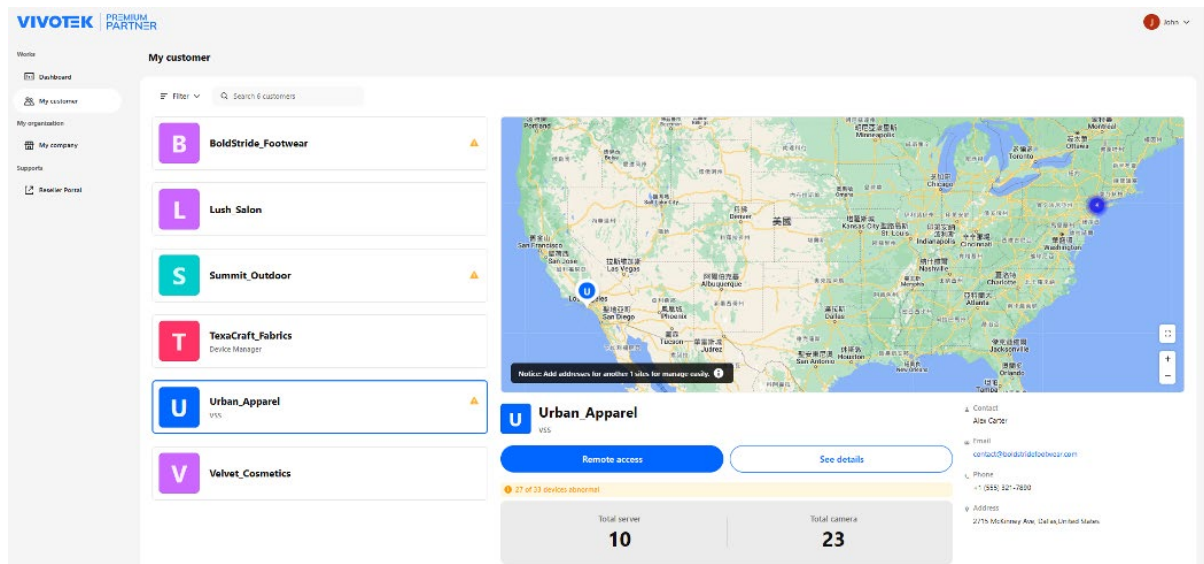


The **Filter** allows you to quickly sort by issue type, enabling you to take appropriate actions such as scheduling maintenance or reporting issues.



Viewing Customer Details

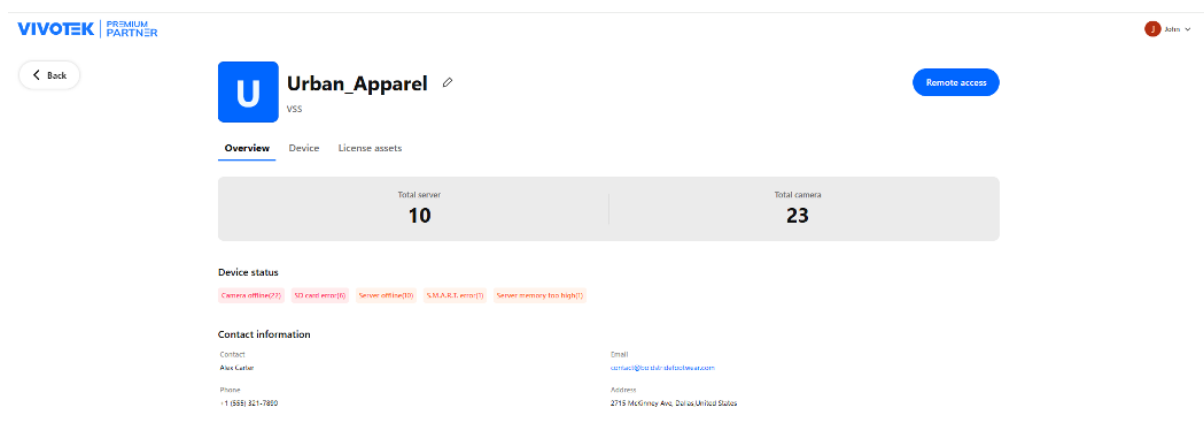
Dealers can click on an individual customer to view their information in the overview on the right side of the page.



Dealers can click "**See details**" in the customer status overview page to view detailed customer information, which contains three tabs: **Overview**, **Device**, and **License Assets**.

Overview

The **Overview** tab displays the customer's contact information and device status.

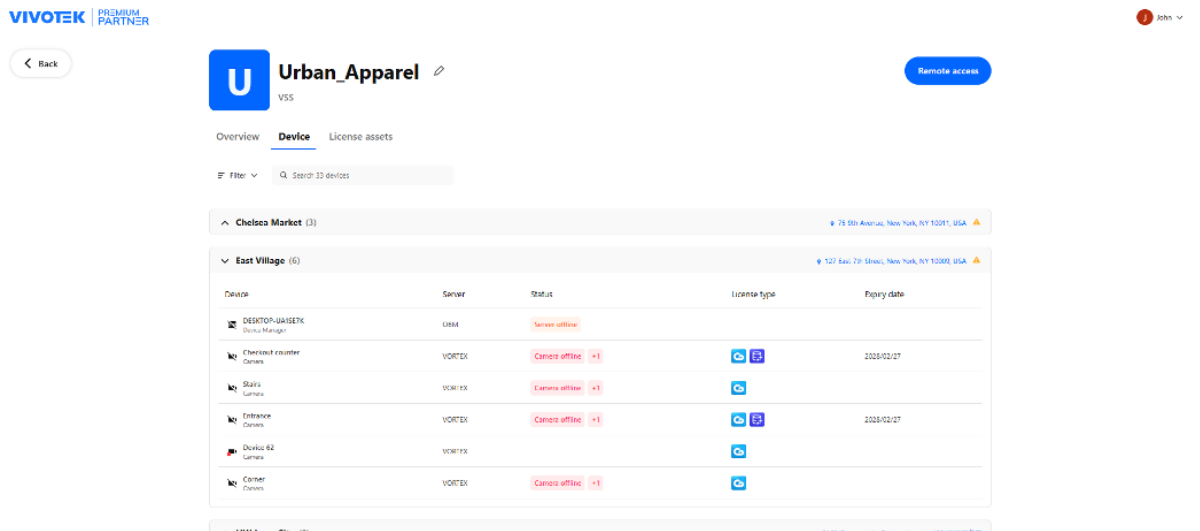


By clicking the edit icon next to the customer's name, you can open the **"Customer edit"** form to update the details.

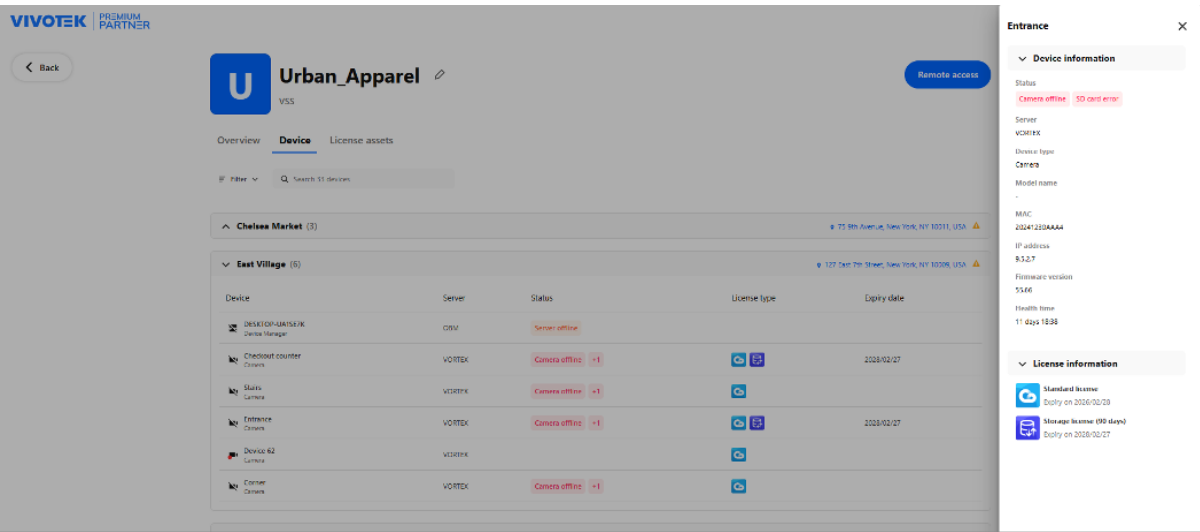
The updated contact information will be displayed in the Contact Information section and the Customer Status Overview page.

Device

The **Device** tab shows the status of devices at each site.



By clicking on an individual device, more detailed information will appear in the right-side panel.



License Assets

The **License assets** tab provides a license summary, showing the customer's license usage status.

VIVOTEK | PREMIUM PARTNER

John

Back

Urban_Apparel

VSS

Remote access

Overview

Device

License assets

Standard license

Expiry date

2024/02/28

Quantity

1

Storage license

Quantity

5

Days remaining

90 days

Expiry date

2025/02/27

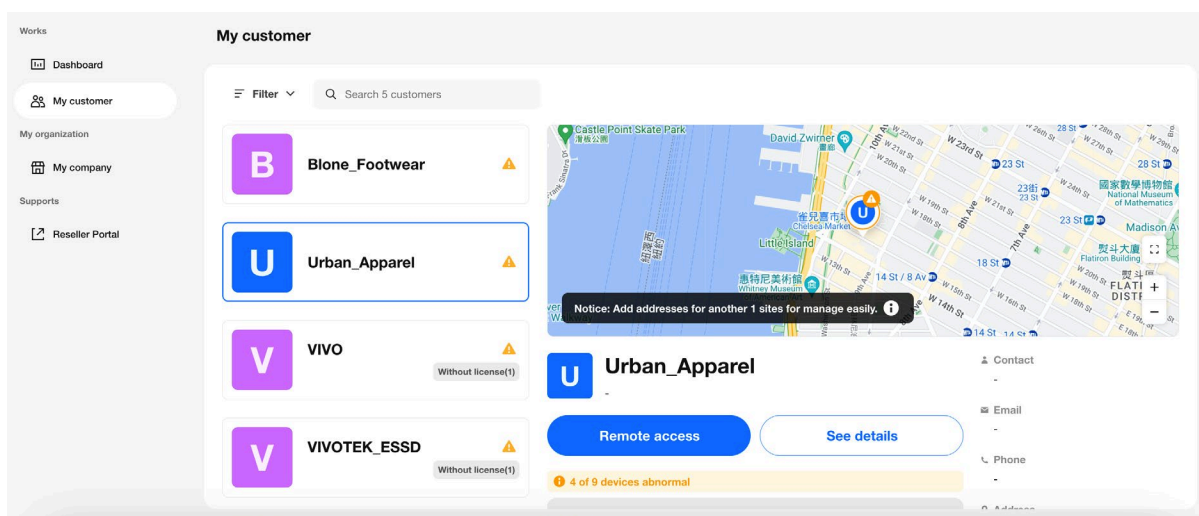
Quantity

3

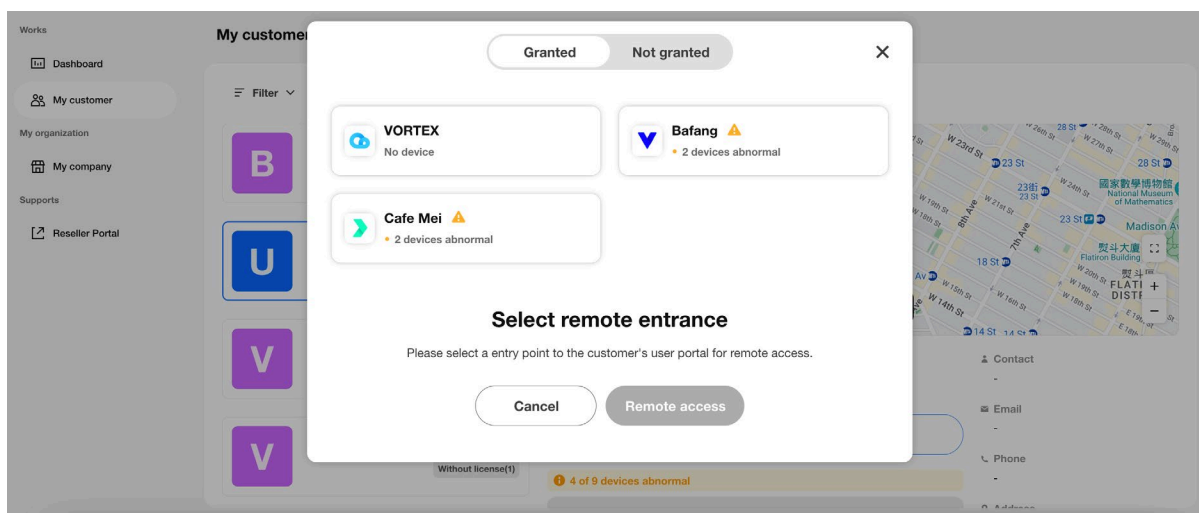
Remote Access

Next to the "**See details**" button, you will find the "**Remote access**" button, a powerful feature of VPP. When issues arise, and with the customer's authorization, dealers can use the following services to remotely diagnose and troubleshoot issues:

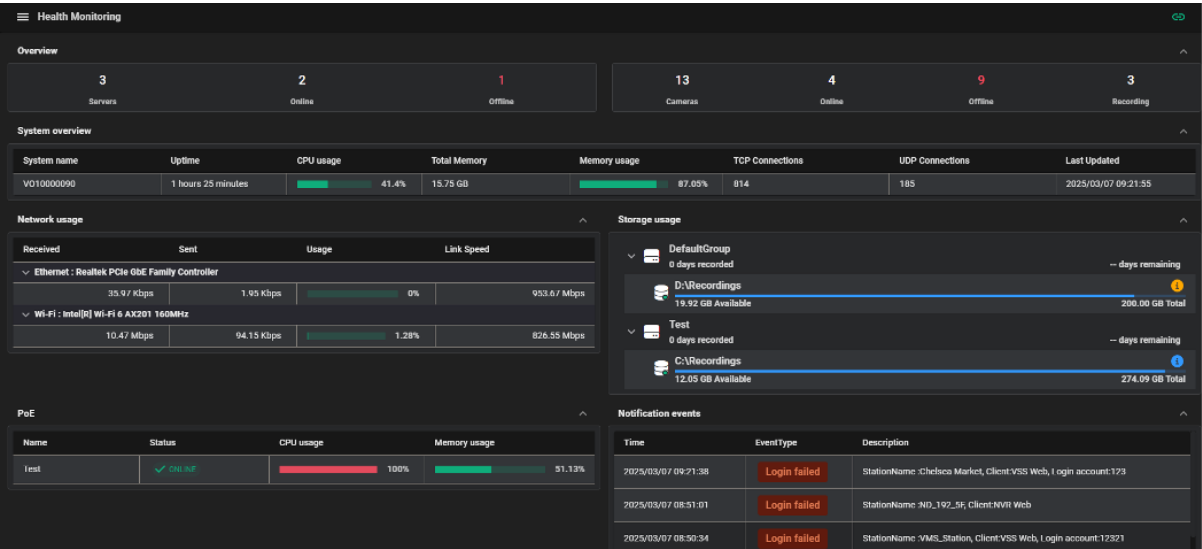
1. VORTEX
2. VSS Pro
3. Device Manager



Once the customer grants access, the connection will be displayed in the **Granted** tab.



Dealers can then remotely access the **VORTEX Portal** or the **Health Monitor interface** in **VSS/Device Manager** to check device operational status and perform basic troubleshooting.

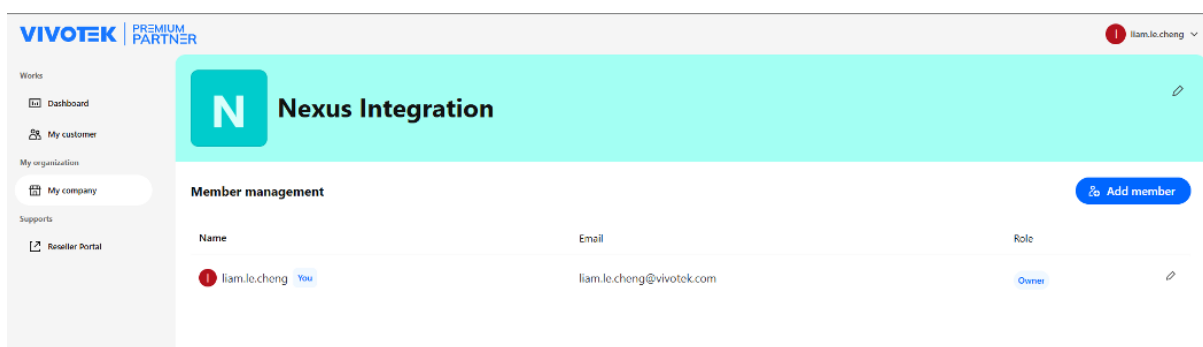


My Company

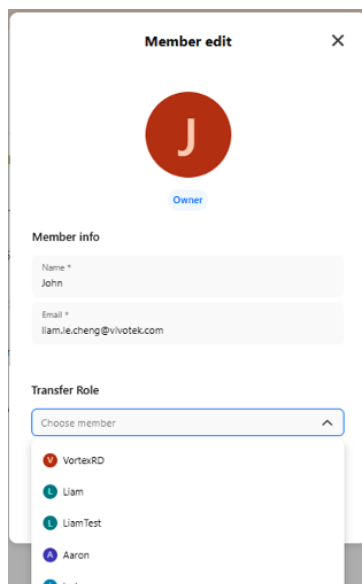
VPP allows multiple users from the same company to manage the platform.

Adding Members

1. Go to **My Company**.
2. Click "**Add member**" to add new users.
3. Newly added users will also be synced to the VORTEX Reseller Portal.



4. If the logged-in user has the Owner role, they can transfer ownership to another colleague.



Note: Once ownership is transferred, only the new Owner can initiate future ownership transfers.



www.vivotek.com

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