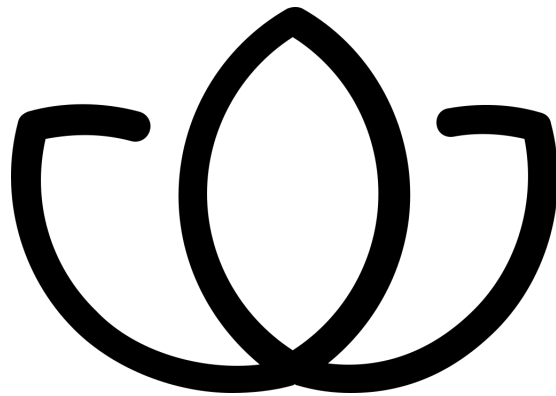


# PCONFIGURE



# Orchid Core VMS User Guide

Version 2.2.2

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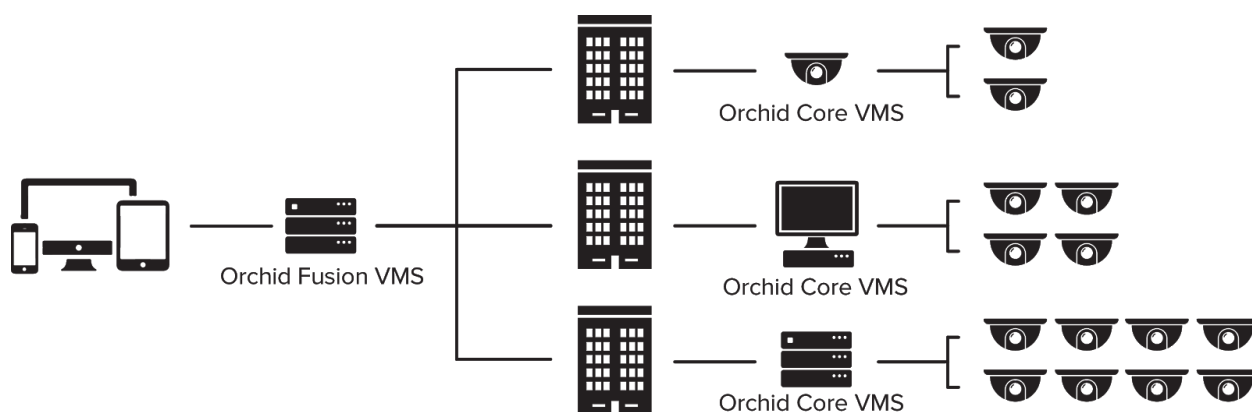
## About the Orchid Product Family

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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 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 VMS is the perfect solution for large organizations.

Orchid Core VMS and Orchid Fusion 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 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. Beginning with version 2.2.0, Orchid Fusion 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.



## 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

## How to Sign In

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

### **A Quick Word on Web Browsers and Operating Modes**


Orchid Core VMS version 2.2.0 marks the start of support for 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). With this initial release, the benefits of WebRTC mode are only available if you are using Google Chrome, version 66 or higher, in a MacOS, Windows, or Linux desktop environment. This browser also gives you the option to run Orchid Core VMS in Low-bandwidth mode.

If you are opening Orchid Core VMS in Mozilla Firefox ESR (32-bit on Windows, 64-bit on Linux), you can opt to run Orchid Core VMS in Low-bandwidth mode or Plugin mode (if you download and install the FBGST plugin). All other web browsers support Low-bandwidth mode only. (For a detailed comparison of the three operating modes, please refer to the **Orchid Core VMS Administrator Guide**.)

### **Signing In**

1. To open Orchid Core VMS, type the IP address of the computer (on which Orchid Core VMS is installed) in the web browser address bar. You may enter *localhost* if Orchid Core VMS is being viewed on the same computer on which it is installed.
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 Google version 66 (or higher), or Mozilla Firefox ESR (32-bit on Windows, 64-bit on Linux), 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.) Otherwise, you'll always sign in using Low-bandwidth mode by default.
4. Mark the *Stay signed in* checkbox if you wish to remain signed in even if you close your browser session or reboot your computer. You will remain signed in for approximately 30 days. (If you leave this box unmarked, the system will automatically sign you out if you close your browser session or reboot your computer.)

5. Press **Sign In**.

The image shows the Orchid Core VMS login interface. It features a blue background with the Orchid Core logo and version number 2.2.2 at the top. A white login form is centered, containing fields for Username and Password. Below these fields are two checkboxes: 'Low-bandwidth mode' and 'Stay signed in'. A blue 'SIGN IN' button is located to the right of the checkboxes. The IPCONFIGURE logo is at the bottom right of the form area.

Orchid Core 2.2.2

Username

Password

☐ Low-bandwidth mode

☐ Stay signed in

SIGN IN

IPCONFIGURE

**Note:** The username and password are both case sensitive.

## User Interface Overview

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

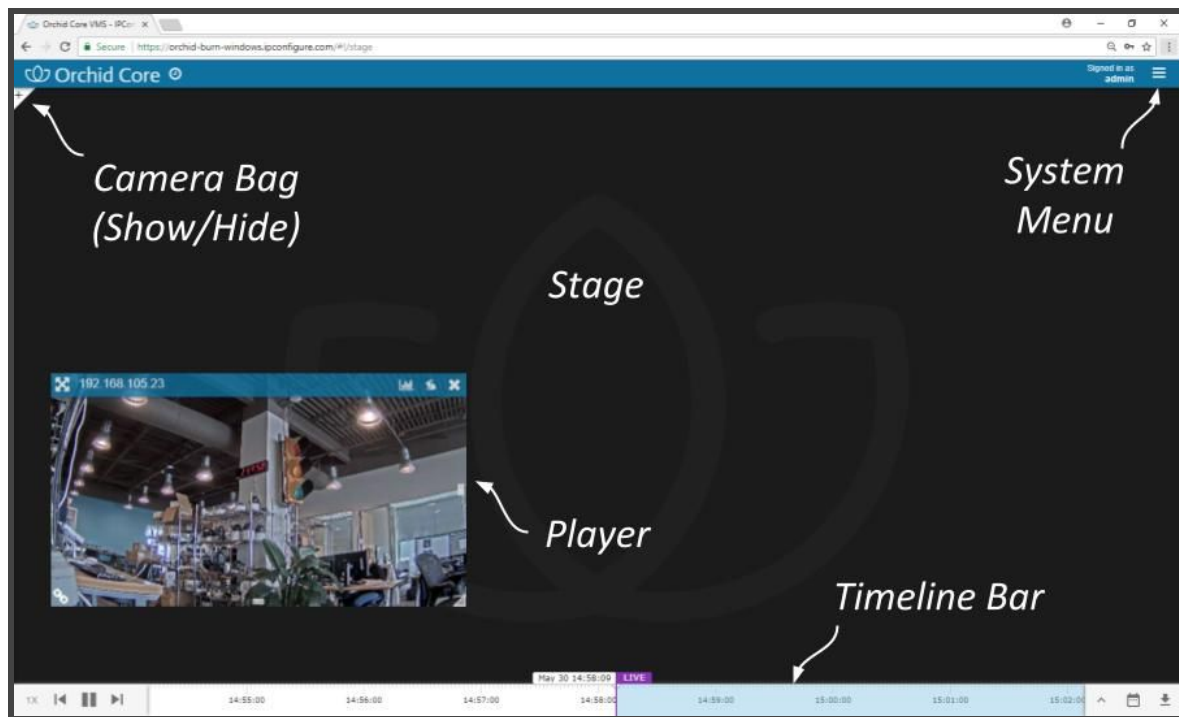
**Stage:** Where Players are loaded for live and playback viewing.

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

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

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

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

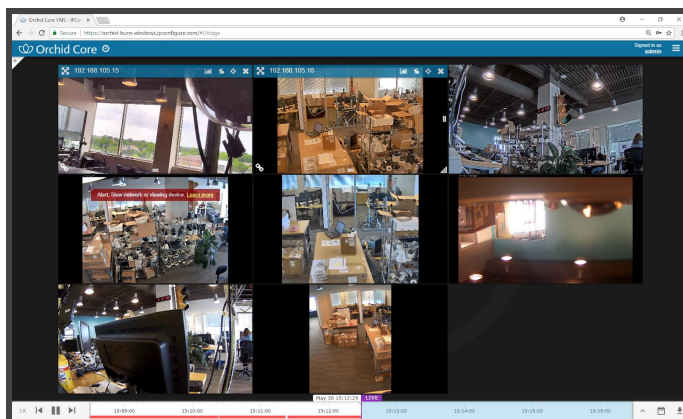
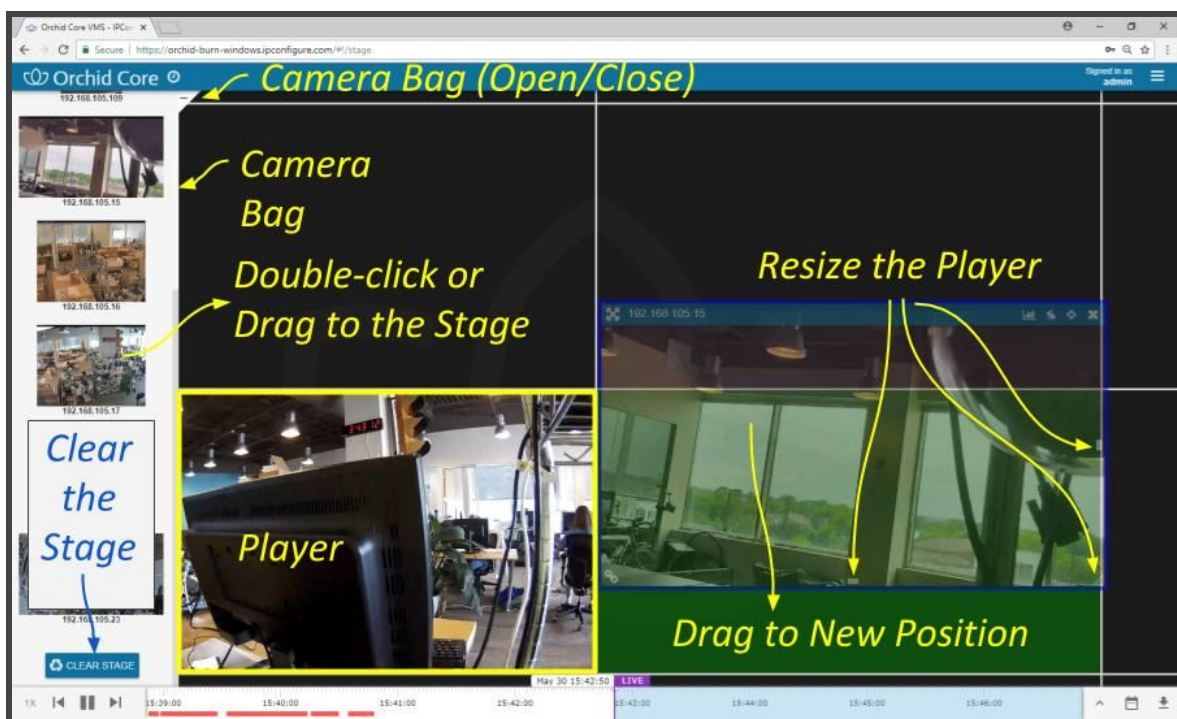




## Working with the Stage and the Players

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.

**Note:** The Stage/Player configuration is saved in your current browser upon signing out.



*The Orchid Core VMS Stage will adjust automatically as you add Players.*

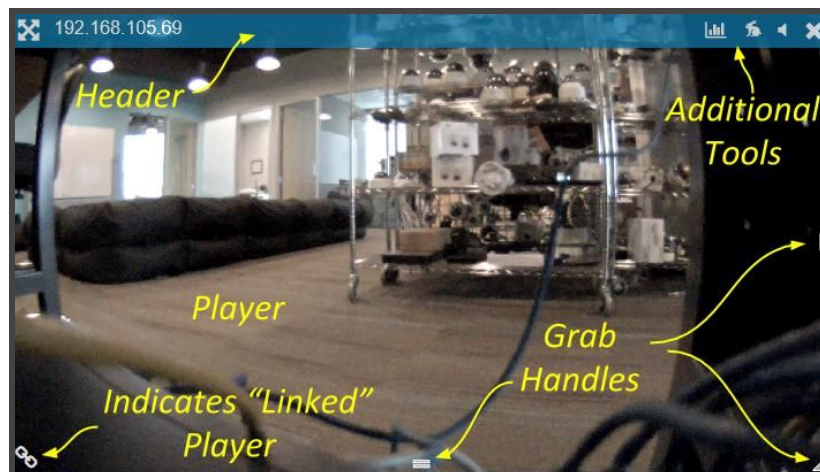
## **Opening and Closing the Camera Bag**

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**

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*.

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, and linked/unlinked indicator will appear (as in the image below). The additional tools that appear will vary based on the camera type and configuration, your permissions, and whether Orchid Core VMS is running in WebRTC, Low-bandwidth or Plugin mode.



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*.

2. 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.
3. To clear all of the Players from the *Stage*, use the **Clear Stage** button (at 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**

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 a 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**

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.

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

### Controlling a PTZ Player



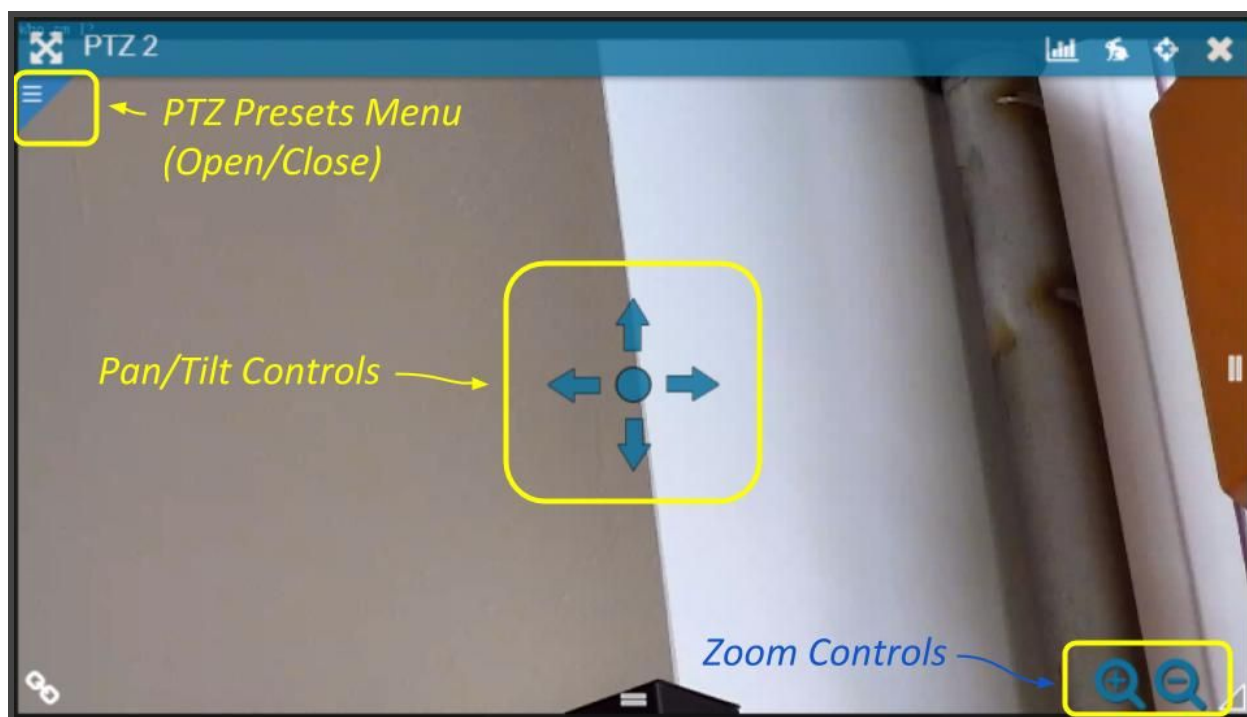
Pan-Tilt-Zoom (PTZ) cameras can be controlled from the Orchid Core VMS Stage. This gives you the ability to focus on specific areas when viewing live video. (You cannot use PTZ controls on recorded video.)

**Note:** PTZ zoom actually controls the camera, and therefore also controls live video feed and recorded video.

**Note:** 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).





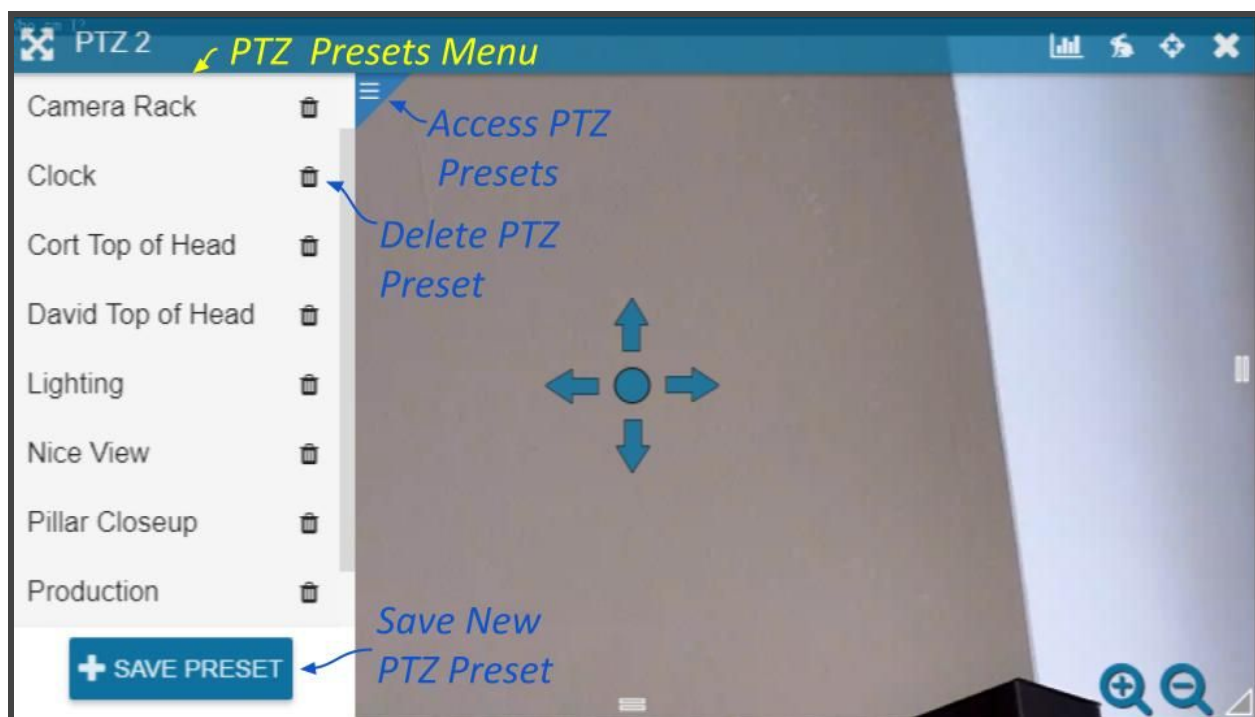
3. To initiate a continuous motion in one direction, click and drag the mouse in that direction. (The farther out you drag the mouse, the faster the camera will move.)
4. To make small movements in one direction, use quick clicks.
5. To Zoom in and out, use the mouse wheel or click the + and - buttons in the lower-right corner of the Player.
6. Click on the **PTZ** icon again to deactivate the PTZ controls.

### PTZ Presets

Beginning with version 2.2.2, 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).

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

1. To access the *PTZ Presets Menu*, first activate the PTZ controls, then click on the **Hamburger** icon in the top-left 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 Preset** button. Enter a unique name for the new preset, then click the **Save Preset** 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.

## Controlling Camera Audio



Some cameras have audio capabilities that can be controlled in Orchid Core VMS under certain conditions. The camera must be configured to use audio, and Orchid Core VMS must be running in Plugin mode.

1. To control a camera's audio, position the mouse over the Player; this will activate the grab handles and 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).



**Note:** The **Speaker** icon is only available on audio-supported cameras if you're using Orchid Core VMS's Plugin mode and the audio settings have been configured by the Administrator. Please refer to the **Orchid Core VMS Administrator Guide** for more details.

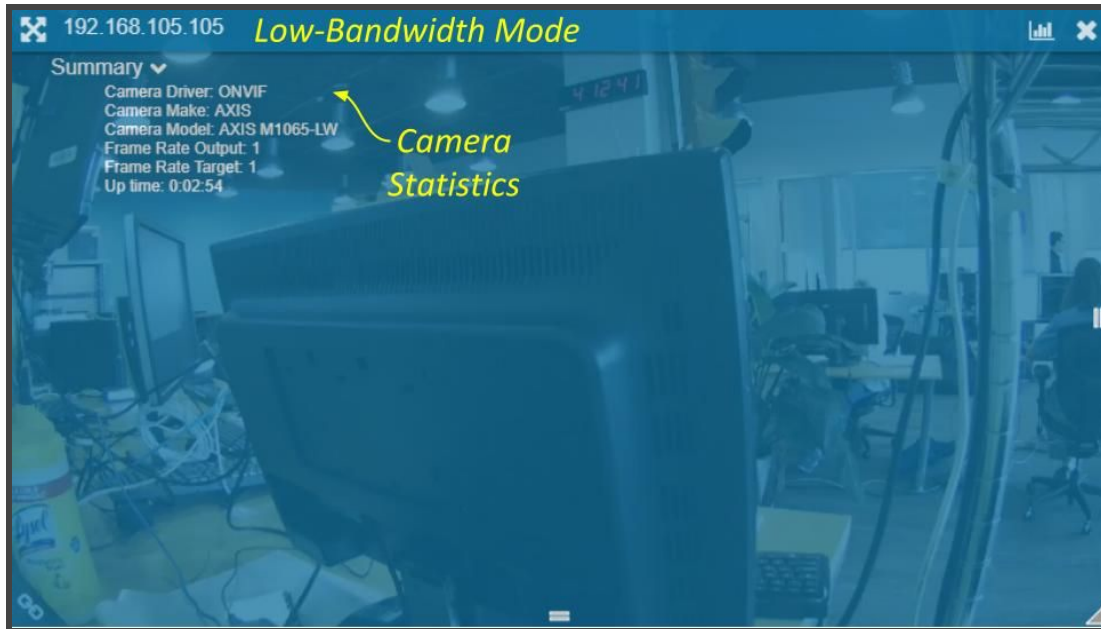
## Viewing Player Statistics



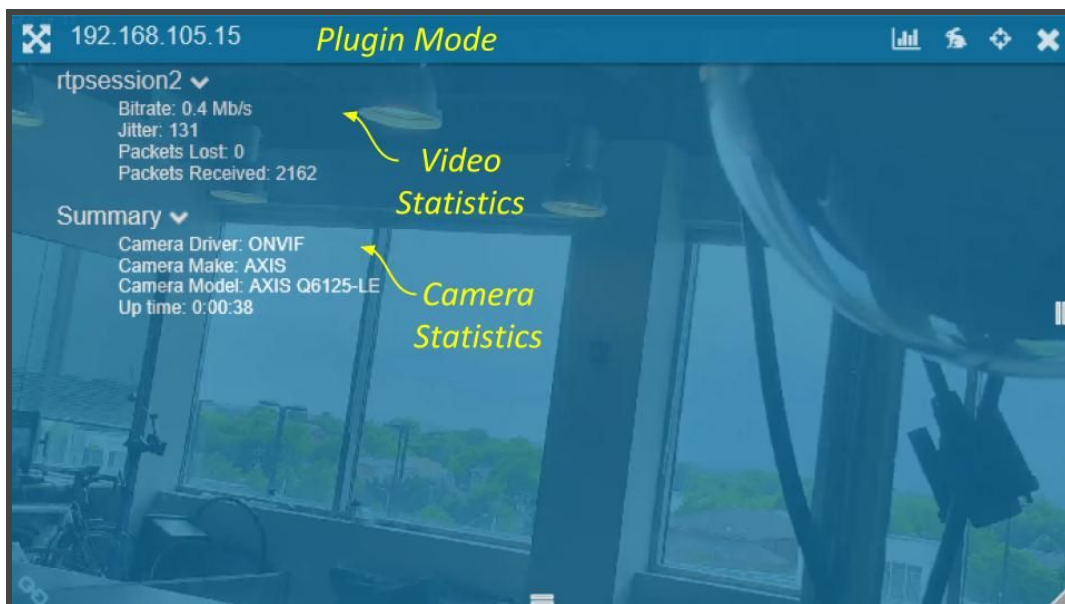
Orchid Core VMS now provides access to Player statistics in Low-Bandwidth mode, Plugin mode, and WebRTC mode. This feature provides a variety of details and is typically used for troubleshooting.

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 Target, Frame Rate Output (actual frame rate), and the Up time (amount of time the camera has been on the *Stage* in the current session).

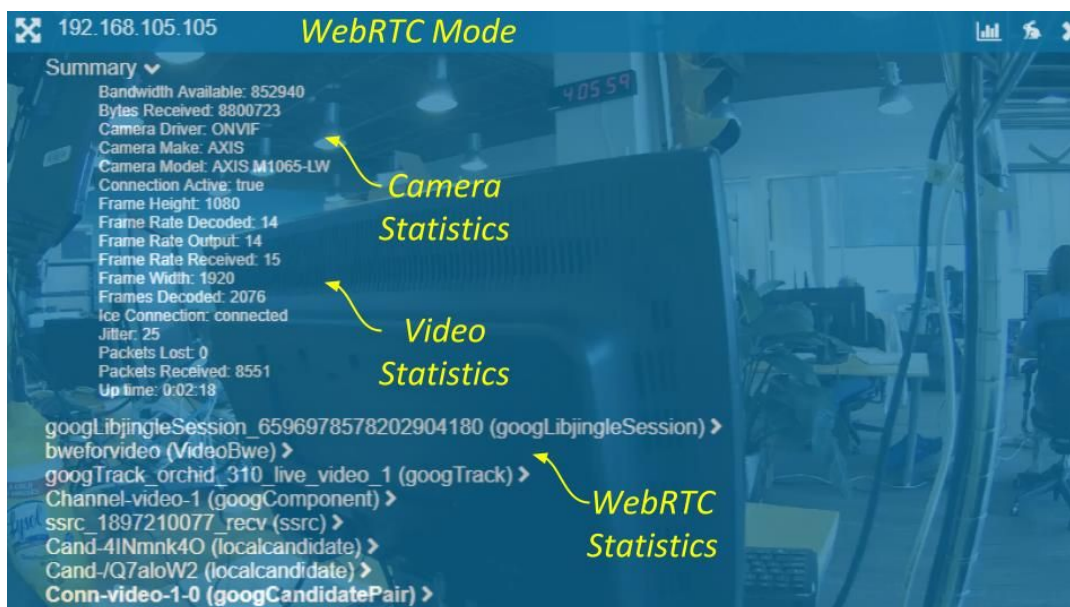


If you're running Orchid Core VMS in Plugin mode, the software will provide additional details pertaining to video quality. The Packets Received and Packets Lost numbers are quite helpful in troubleshooting.





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**.)



## Changing Player Mode



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

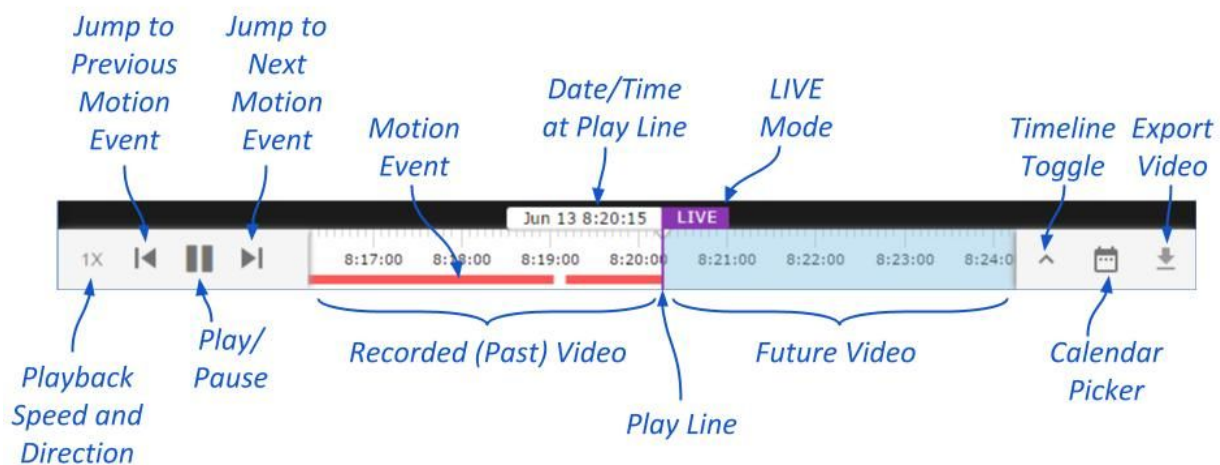
1. To view or change the Player mode, position the mouse over the Player; this will activate the grab handles and the image header.
2. The header will display one of the icons shown above. The **tortoise** represents Low-bandwidth mode and the **hare** represents Plugin mode or WebRTC mode. (These will only appear when Orchid Core VMS is running in Plugin mode or WebRTC mode.)
3. To change modes, simply click on the mode icon.

## 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 15 at 8:00:00 AM, each of the linked Players will be displaying video from that point in time (as long as the video is available).

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



### About Motion Events

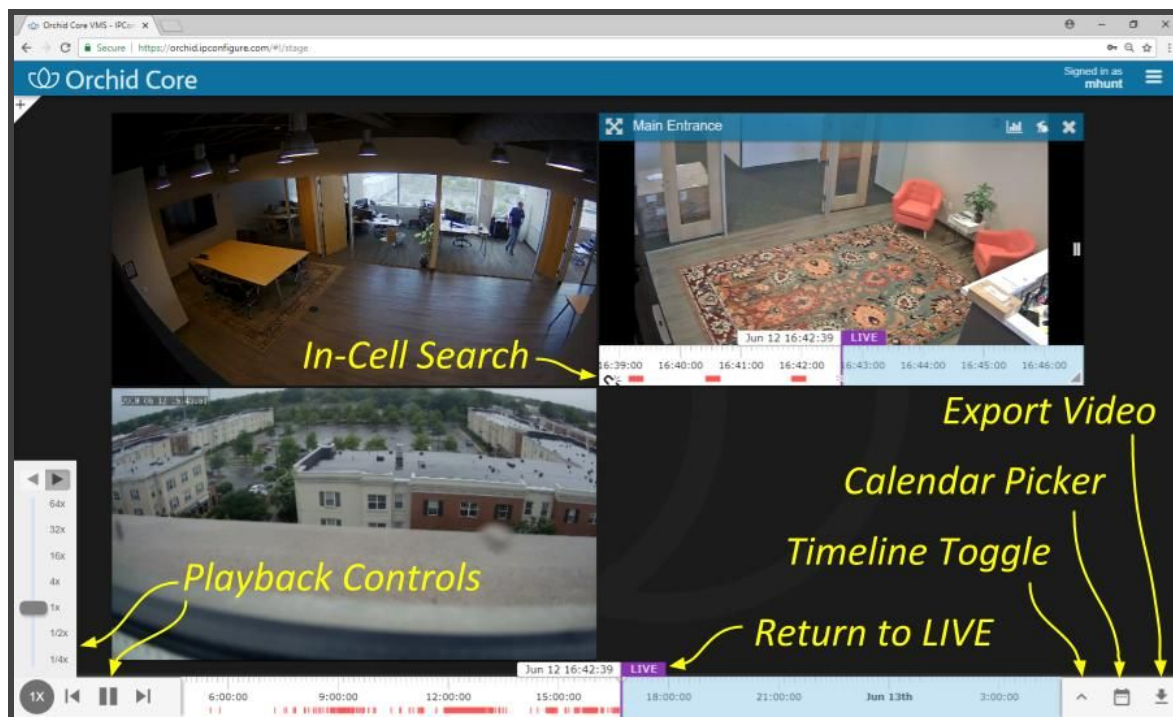
A motion event will occur when the software detects movement in the video. When this happens, the software marks the event on the *Timeline Bar* with a red bar. This bar will remain on the *Timeline Bar* as long as the motion continues.

- 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*.

**Note:** By default, motion detection is enabled for all cameras. However, your system administrator may have disabled motion for cameras on your system.

## Viewing Video

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



### Tips on Viewing Video

1. Add the Players you want to view to the *Stage*.
2. If you want to view live video on all of the linked Players, make sure the *Timeline Bar*'s *LIVE* icon appears in purple. If the *LIVE* icon is grey, click on it to return to live mode.
3. Click anywhere in the white region of the *Timeline Bar* to view recorded video on all of the linked Players.
  - a. Use additional clicks to make small adjustments to the position of the play line.
  - b. Click and drag the mouse to the right to go further into the past.
4. A red line on the *Timeline Bar* indicates motion detection for all of the linked Players. (Unlinked Players will have their own *Timeline Bar* with motion detection indicators.) Use the playback controls on the *Timeline Bar* to jump to the previous and next motion events.

**Note:** 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**

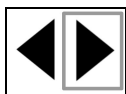


1. Click one of the **Playback** icons to (from left to right) jump to a previous motion event, play/pause the video playback, or jump to the next motion event.



### **Playback Speed Control**

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



### **Playback Direction**

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.



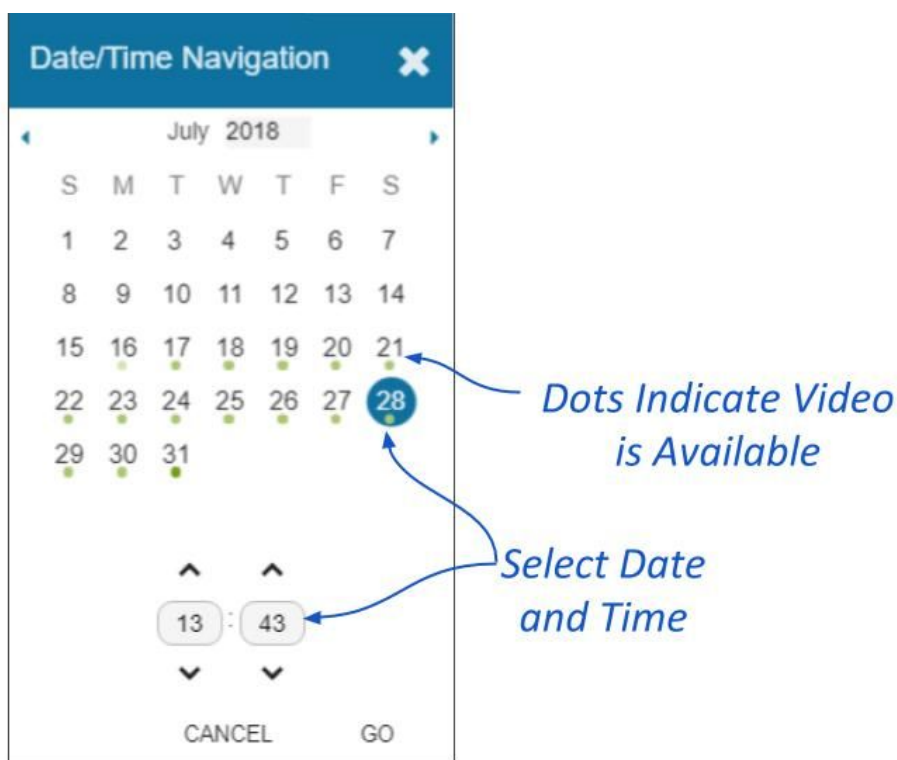
## Calendar Picker

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

1. Click the **Calendar** 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 July 1st to the 15th (either because the video archives have already been overwritten, or the system was not online).
- The dots from July 16th to the 30th 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*).
- A bright dot (July 31st) indicates that complete video is available.
- Video would show as unavailable (no dots) for any dates in the future.

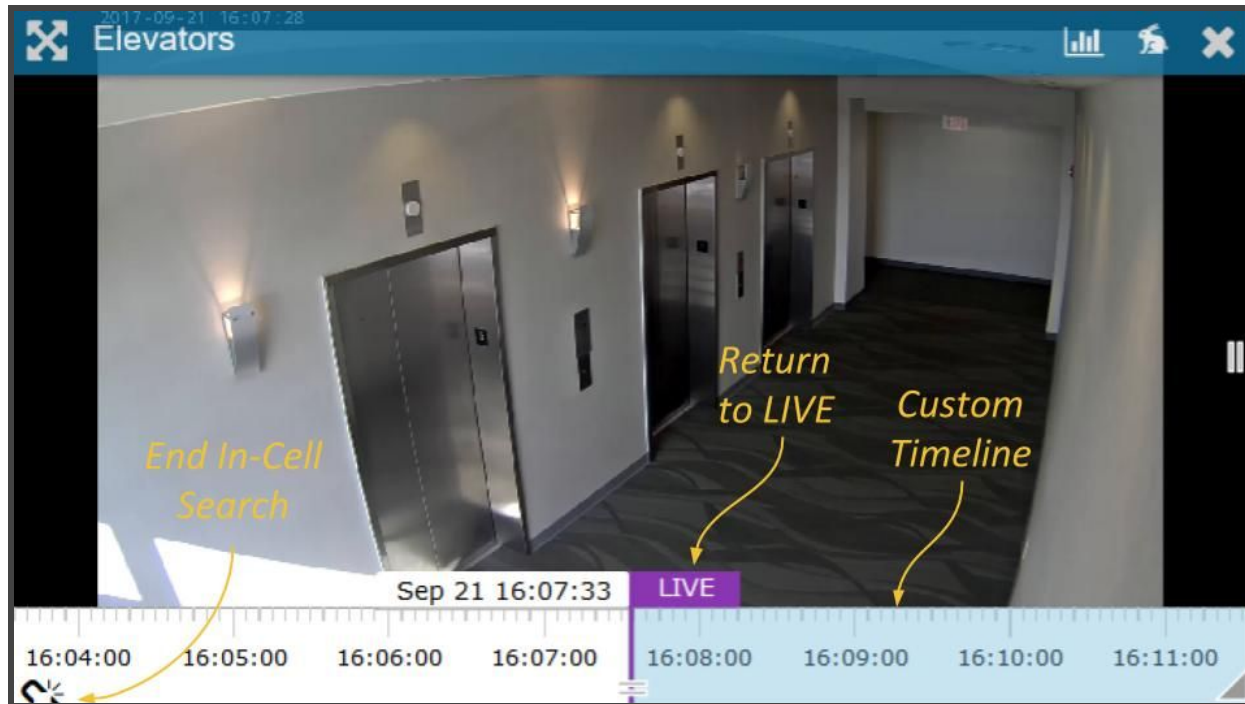


2. Click a date and time (as needed) from the calendar, then click the **Go** button. The *Timeline Bar* will jump to the selected date and time.

## In-Cell Search



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 **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.)

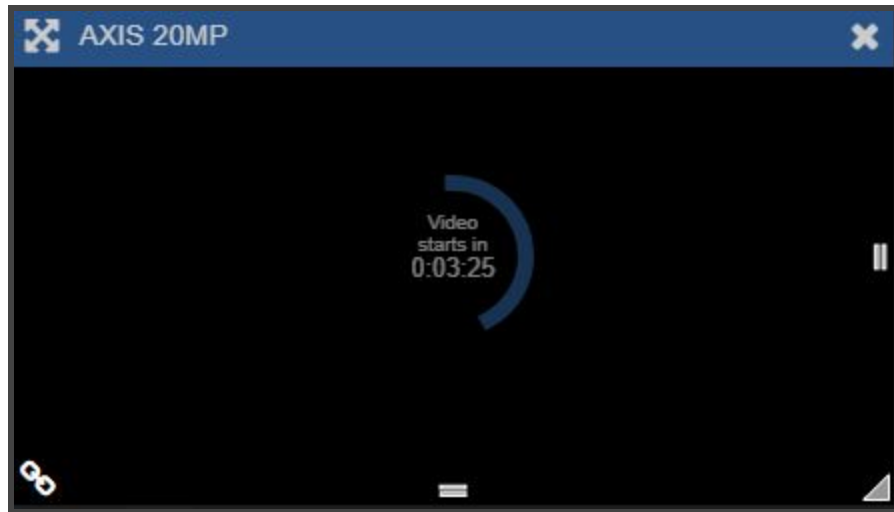


3. Select the broken **Link** icon again to end the in-cell search and reconnect to the main *Timeline Bar*.



## **Motion-Only Recording**

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



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

**Note:** 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, there are additional tools that will enable you to select and save that video. Beginning with version 2.0.5, 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.

**Note:** 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.

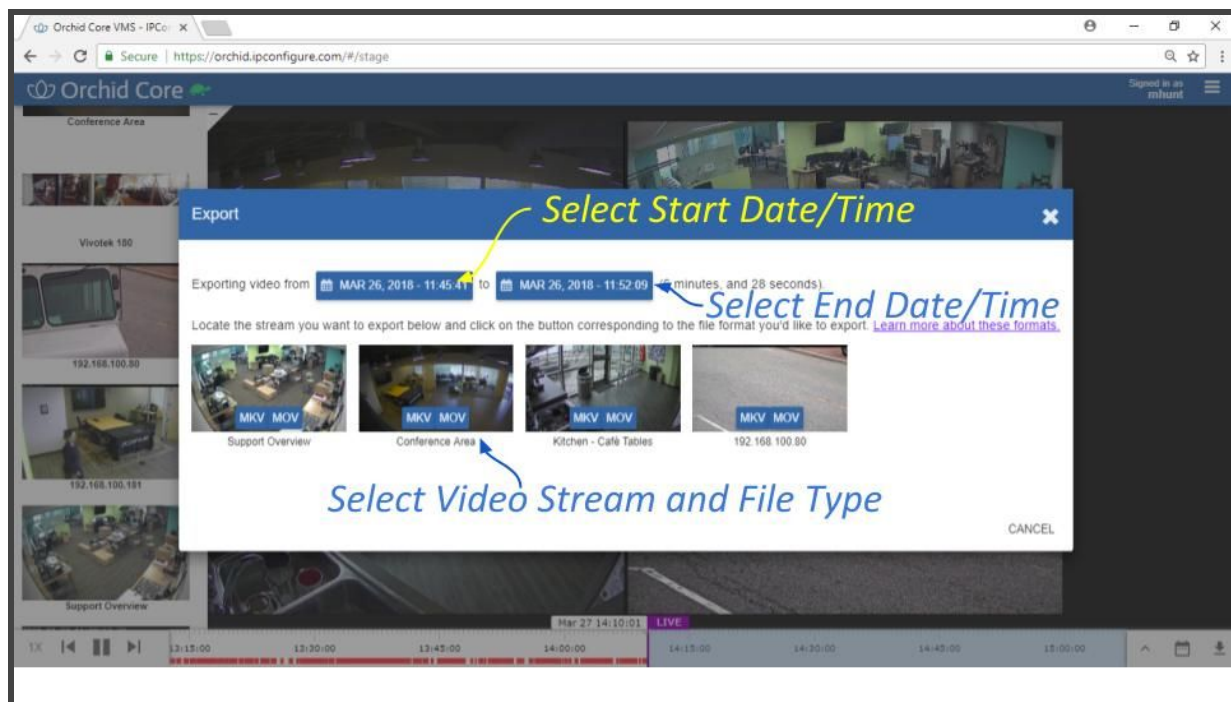
### Export by Date/Time Range



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

**Note:** This option is not available to Viewers or Live Viewers.

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



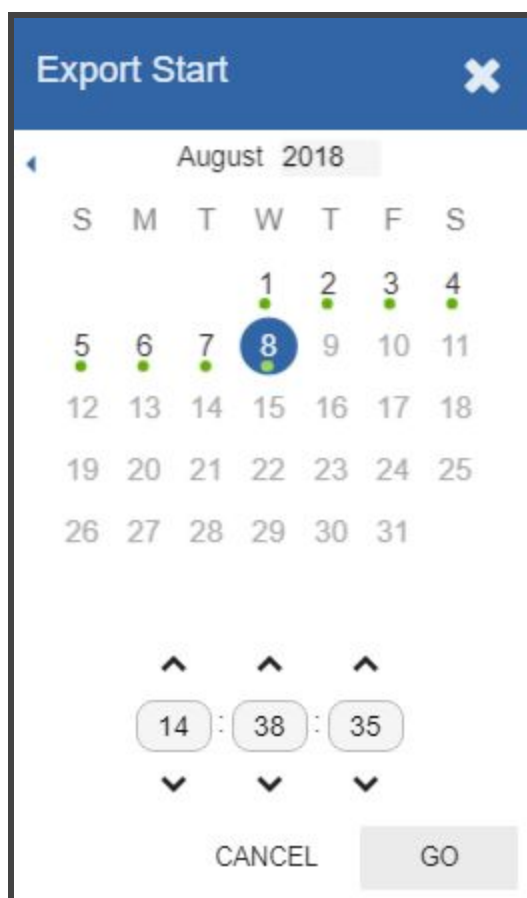


The Export screen will display a thumbnail representing each of the Players that were on the *Stage*. For each one, you will also see a button that represents the video file type. Orchid Core VMS supports the following video file types:

- 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.

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

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, select the Player you want to export by clicking on the button that represents the video file type you want to export for that Player.
7. Once you select a file type, Orchid Core VMS will begin downloading the video. Check your web browser's list of downloaded files to retrieve the video. The exported video file name is based on the camera name and includes the event date and time in Coordinated Universal Time (UTC).
8. Notice that the Export 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 and 7.)
9. Press the **Cancel** button when you are done exporting this selection of video.

**Export by Timeline Selection**

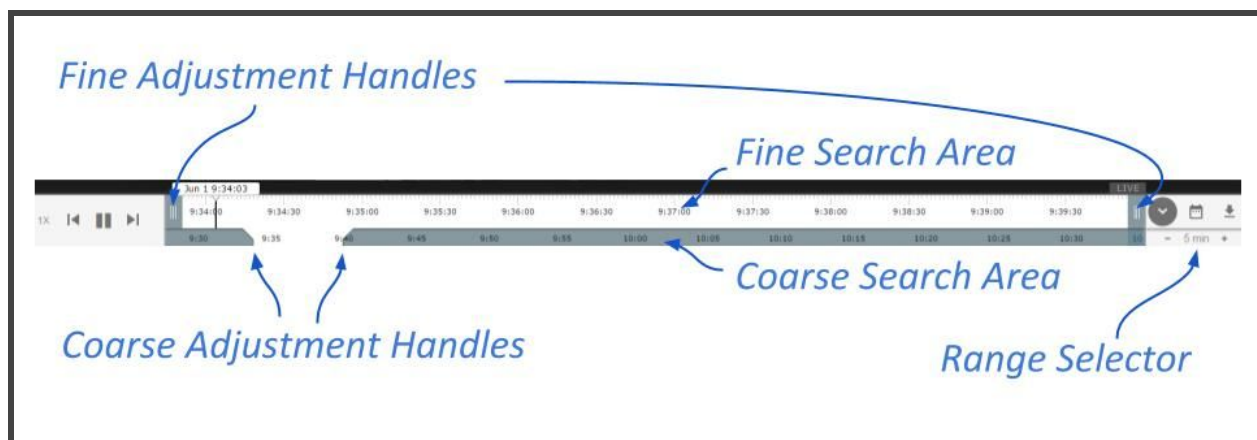
If you need a chance to narrow and review the video that you are exporting, this export option is your best bet. This option includes two main steps: selecting the video, and exporting the video. First, be sure that the Players you need are on the *Stage*.

**Note:** This option is not available to Live Viewers.

1. Use the *Calendar Picker*, if needed, to focus your search around a certain date and time.



2. 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 that specific range is defined, all of the linked Players will play the selected video in a loop for review.

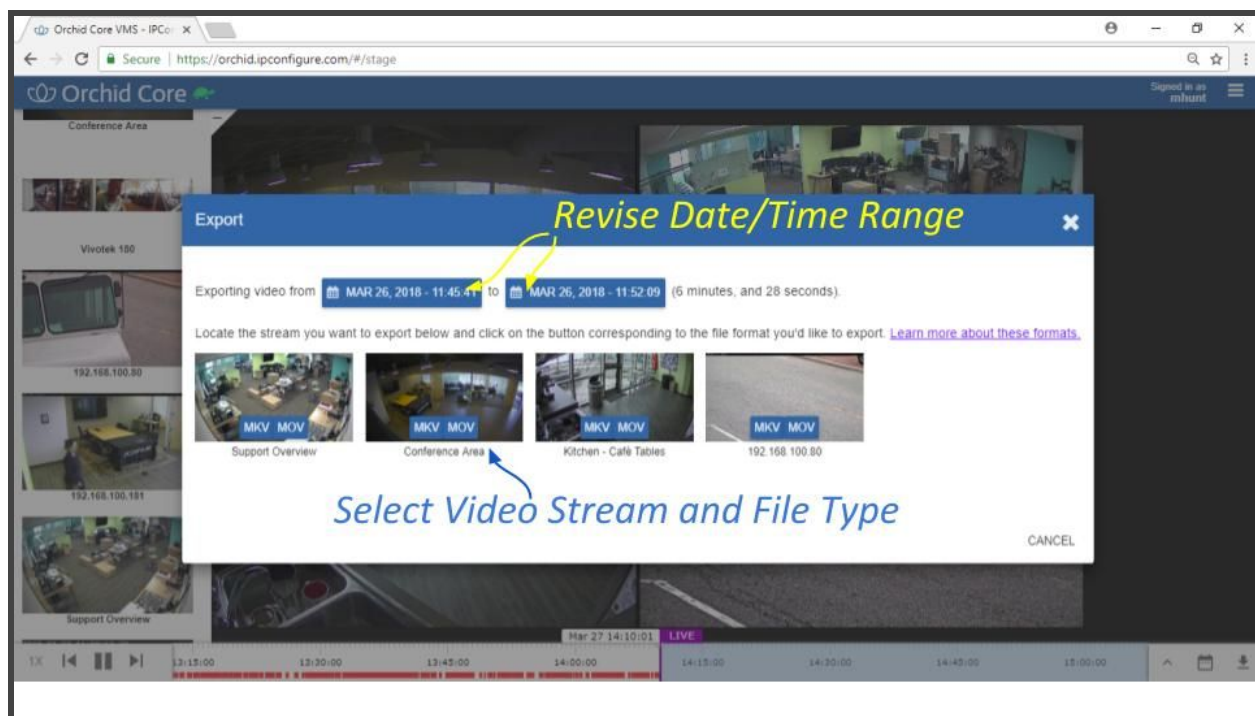
3. Use the **Range Selector** to increase and decrease the *Timeline Bar* increments and amount of time displayed in the Coarse Search Area.
4. Click and drag the Coarse Adjustment Handles to narrow the video search area. The area between the handles represents the narrowed search area (which is now reflected in the Fine Search Area).

- 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.)



- Once you have selected video, click the **Export** icon to open the export screen.

**Note:** Viewers do not have access to the export feature.



- You may use the **Calendar** buttons to revise your start and end dates/times, if needed.
- The Export screen will display a thumbnail representing each of the Players that were on the Stage. To select one of these for export, find the Player you want, then select the file type you want to export. Orchid Core VMS supports the MKV and MOV video file types (as explained earlier).
- Once you select a file type, Orchid Core VMS will begin downloading the video. Check your web browser's list of downloaded files to retrieve the video. The exported video file name is based on the camera name and includes the event date and time in Coordinated Universal Time (UTC).
- Notice that the Export 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 and 10.)

11. Press the **Cancel** button when you are done exporting this selection of video.

### **Exporting - Additional Notes**

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, please refer to the *How to Edit a Configuration File* section (for the appropriate operating system), and the *Orchid Core VMS Configuration Settings* section (both of which are in the **Orchid Core VMS Installation Guide**).



“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.



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).