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Vivotek Vortex

Updated 18 August 2026

Introduction

Vivotek Vortex is a cloud-based video surveillance platform. This integration enables users to onboard, monitor, and manage Vivotek Vortex devices directly within GCXONE without switching between multiple platforms.

Device Profile

- Type — Cloud-based Video Device
- Live Streaming — Supported
- Playback — Supported
- Events — Supported
- I/O Control — Supported
- Health Check — Supported
- Arm/Disarm — Supported

Prerequisites

Before adding Vivotek Vortex devices to GCXONE, ensure the following:

- Required configurations are completed in the Vivotek Vortex portal
- API Key is available
- External Group ID is available
- Custom properties are configured at the Service Provider level — required for device discovery to work

Note: Custom properties must be configured at the Service Provider level. GCXONE does not currently have a UI for configuring custom properties directly.

Vivotek Vortex Configuration Guide with GCXONE

Step 1 — Log in to GCXONE

Step 2 — Navigate to the Devices section

Step 3 — Click Add Device

Step 4 — Select Vivotek Vortex from the device type list

Edit Device

Edit Properties

Device

Device

Vi

Victron

Virtual Device

Vivotek OnPremise

Vivotek Vortex

Avigilon

Hikvision

Connection Settings

IP Address Or Host Name ⓘ

Serial Number ⓘ

8A00ABDPAAE91C

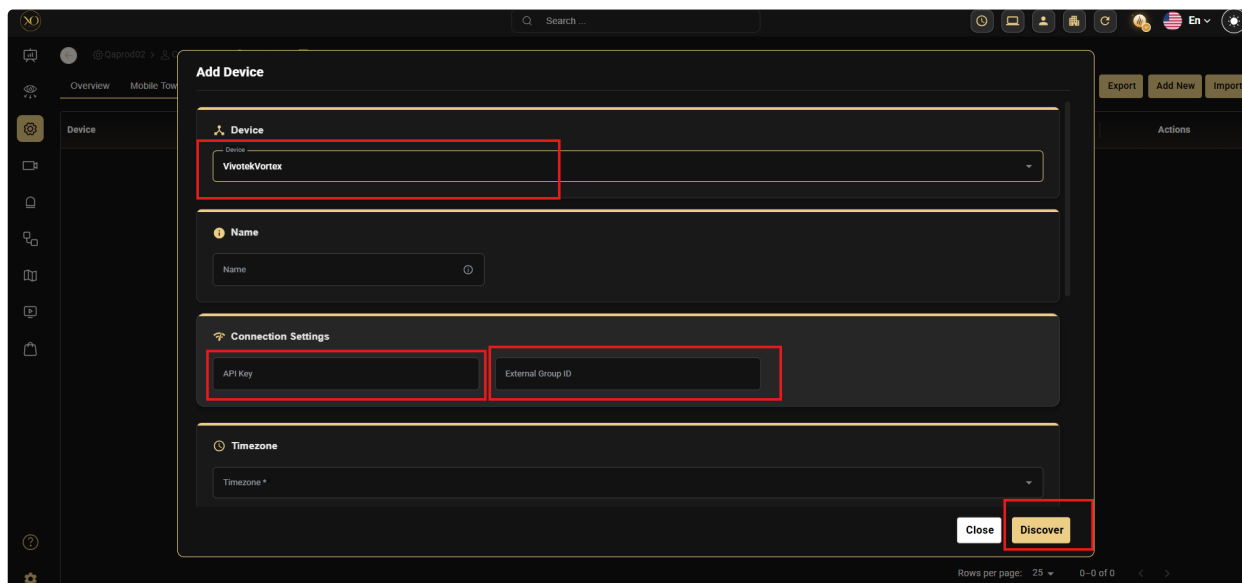
User Name ⓘ Password ⓘ

Close Discover

qqqq

Step 5 — Enter the required details:

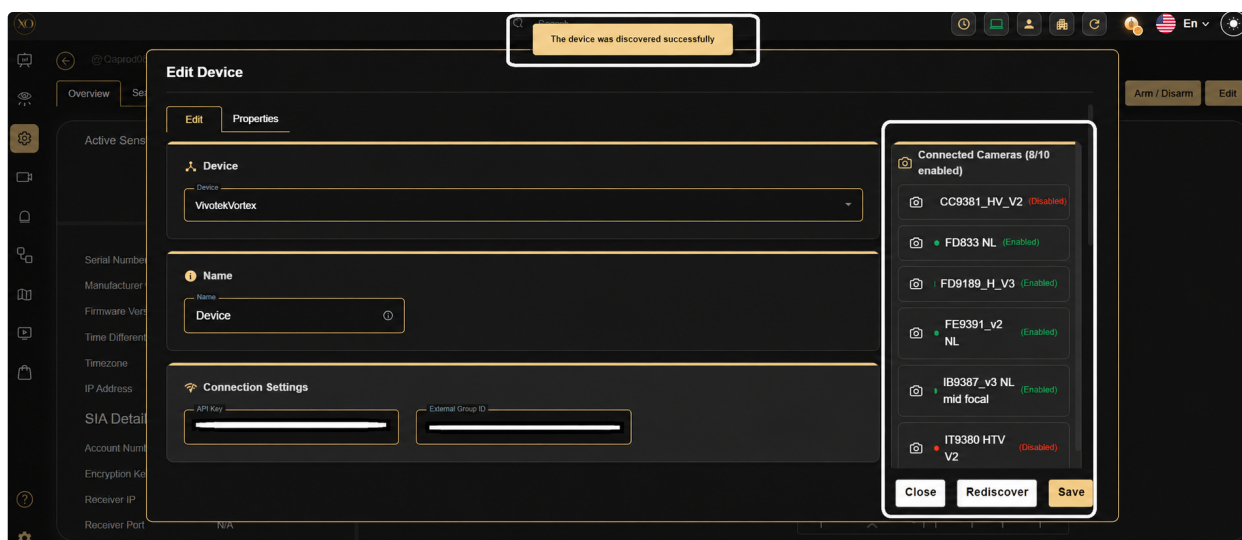
- Device Name
- API Key
- External Group ID



The Add Device dialog with VivotekVortex chosen, the API key and external group ID fields highlighted under Connection Settings, and the Discover button marked.

Step 6 — Click Discover to fetch available cameras

Step 7 — Verify the listed cameras and their status (enabled/disabled)



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Step 8 — Click Save to complete the onboarding process

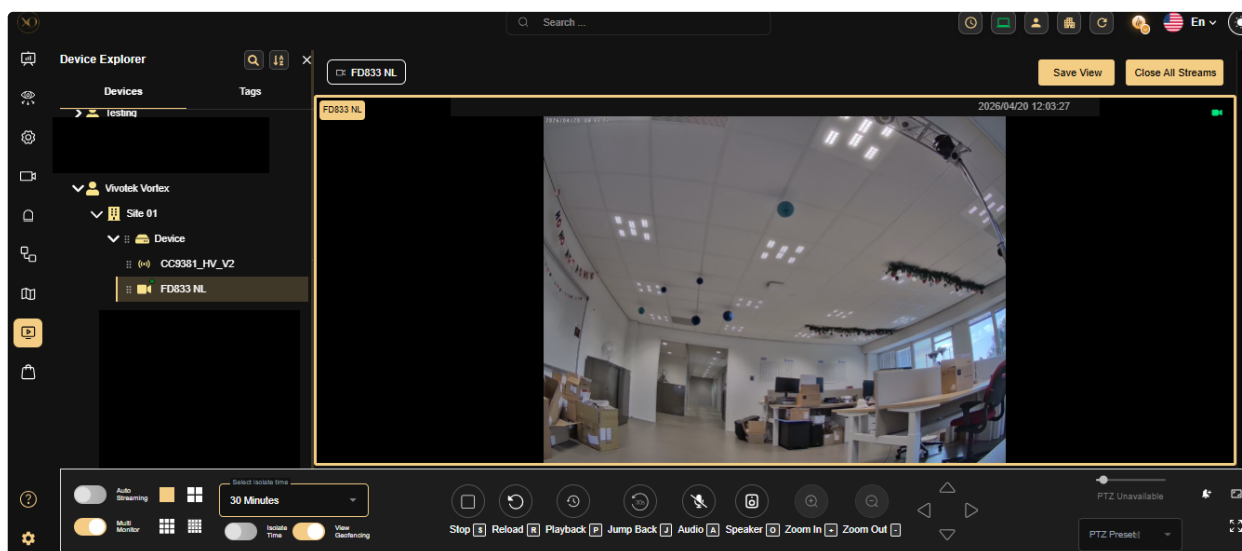
Step 9 — Verify the device status is online

Once added, the device will be available for monitoring and all supported functionalities.

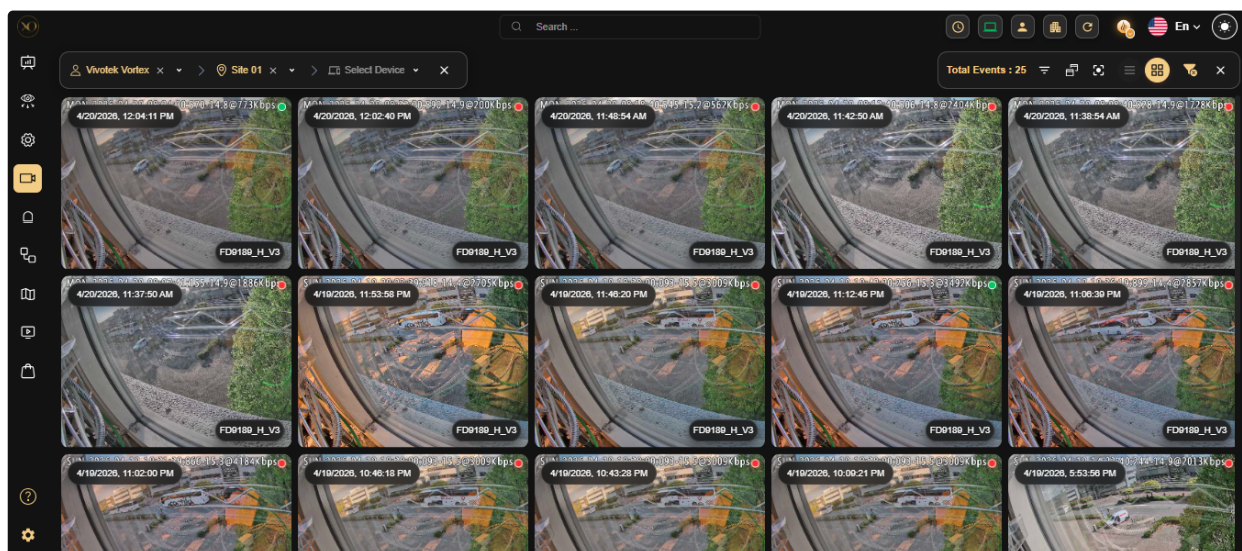
Key Capabilities

After onboarding, the following features are available directly from GCXONE:

- **Live Streaming** — Enables real-time monitoring of video feeds directly within GCX-One.



- **Events Monitoring** — Device-generated events will be visible in the Events section, allowing users to track and review activities.



- **Playback** — Access recorded video footage for review and investigation

- Jumpback — Quickly navigate to recent video segments for faster analysis
- I/O Control — Input/Output operations with connected devices
- Health Check — Monitor device status and connectivity
- Arm/Disarm — Control device security modes

Related Resources

- For adding devices to GCXONE, refer to [Add a Device to GCXONE](#)
- For contacting support, refer to [Contact Support](#)