

PRODUCT LINE: ACCESS

PRODUCT NAME: ACT365

Category: Release

Version: ACT365 Web Portal v1.5 –
VCU Firmware v8.4

CONTACT: Local Technical Support

Release DATE: 24/Mar/2020

The release of ACT365 Version 1.5 will take place on the morning of 24th March. Please note that there may be some disruption to the ACT365 Portal service from the hours of 6.30am to 8.30am GMT.

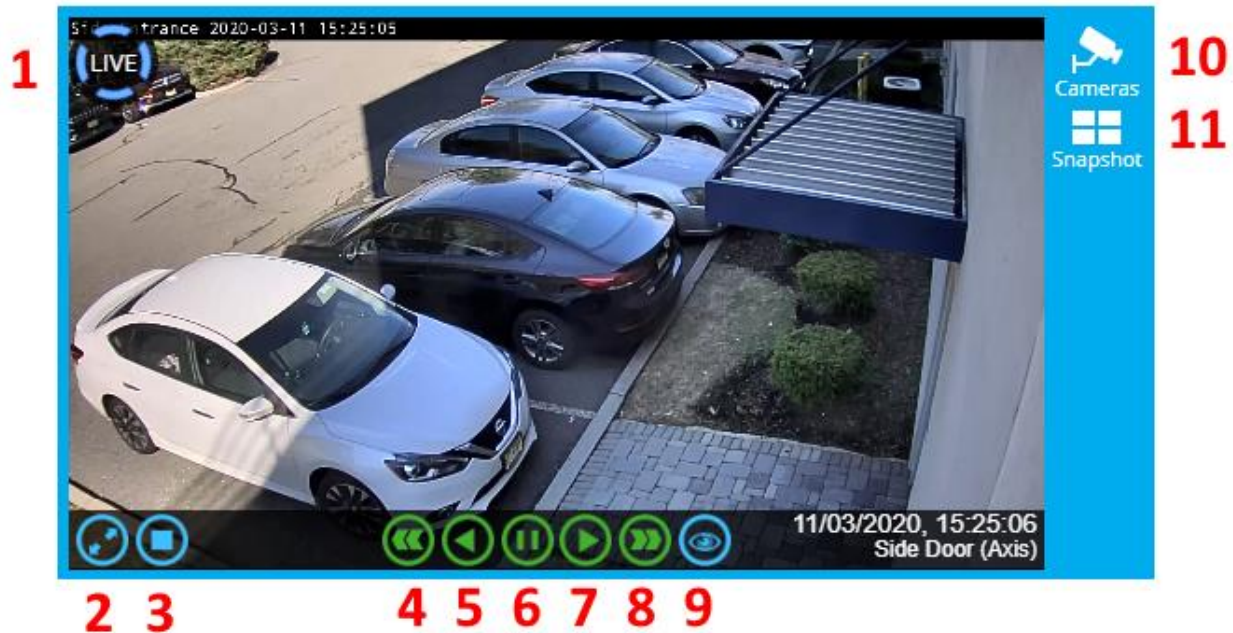
See below for the new feature being released.

[New Video Player](#)

The ACT365 Web Portal v1.5 includes a new, enhanced video player.

New Player Enhancements:

- Improved performance with loading times for live and recorded video approximately 1-2 seconds.
- Seamless transition between live and recorded video in one window.
- New video stream controls and layout:



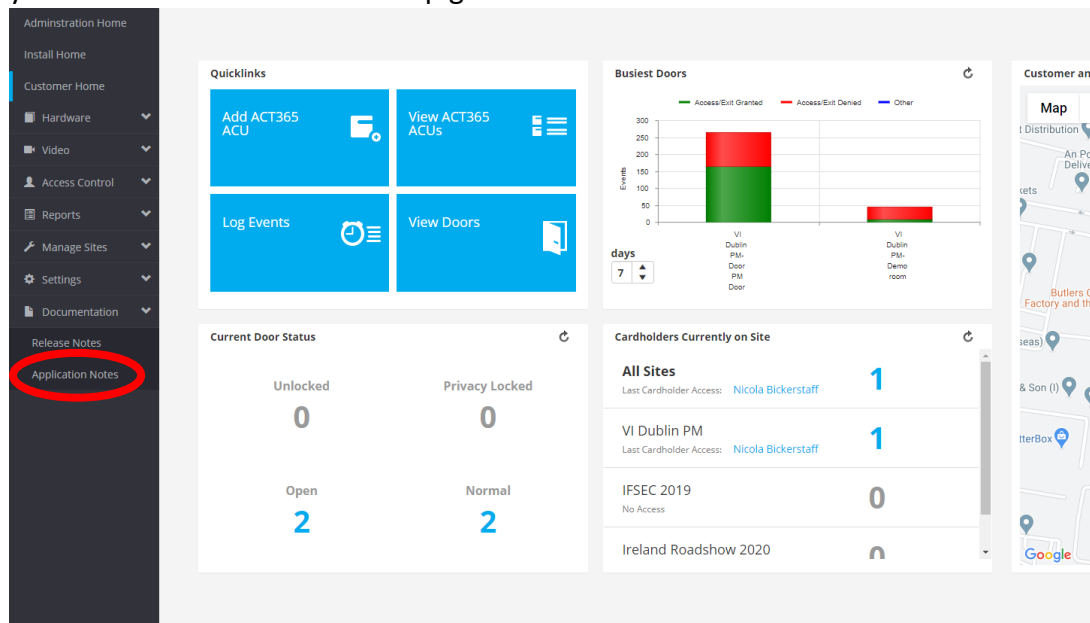
1) Live / Recorded video indicator

- 2) Full screen toggle
- 3) Stop video stream
- 4) Rewind
- 5) Play Backwards
- 6) Pause
- 7) Play Forwards
- 8) Fast Forward
- 9) Go to Live
- 10) Choose Camera
- 11) Email Snapshot

Documentation

To view the application notes on the new video player. Follow the guide below to the Documentation portal.

In the menu bar on the lefthand side of the screen, click Documentation>Application Notes where you will be redirected to the help guides.



VCU Firmware and Stored Video Reset

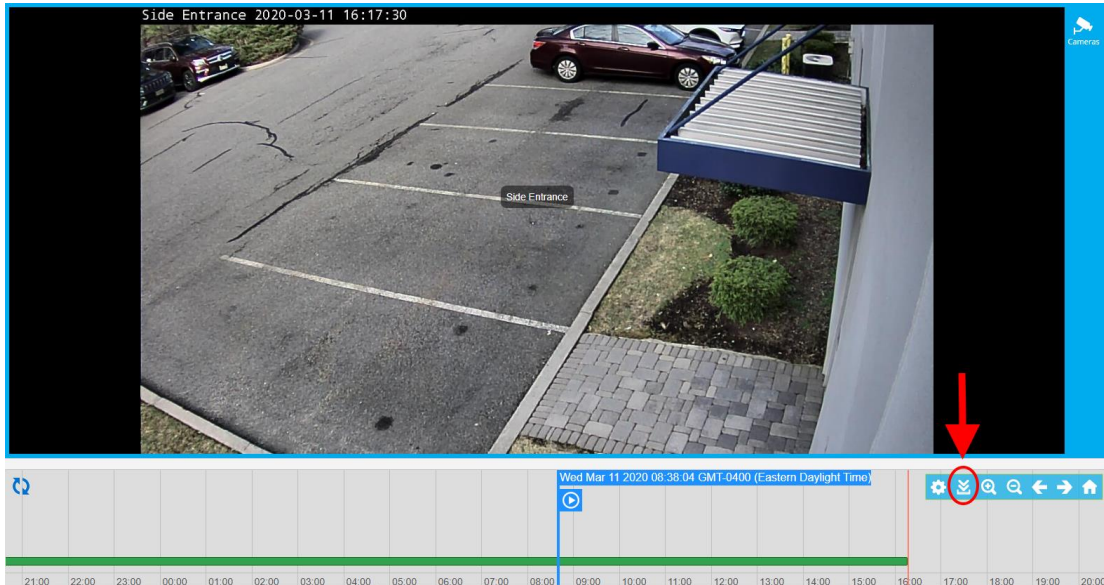
In order to support the enhanced video player and provide improved video performance, it was necessary to overhaul the underlying architecture of the VCU. **This means that when VCU firmware version 8.4 is installed any video currently stored on the VCU will be lost. This update will occur automatically upon release of ACT365 Portal v1.5 and VCU FW v8.4 on March 24th.**

In order to export and backup and video events you would like to save beyond March 24th, follow the instructions below.

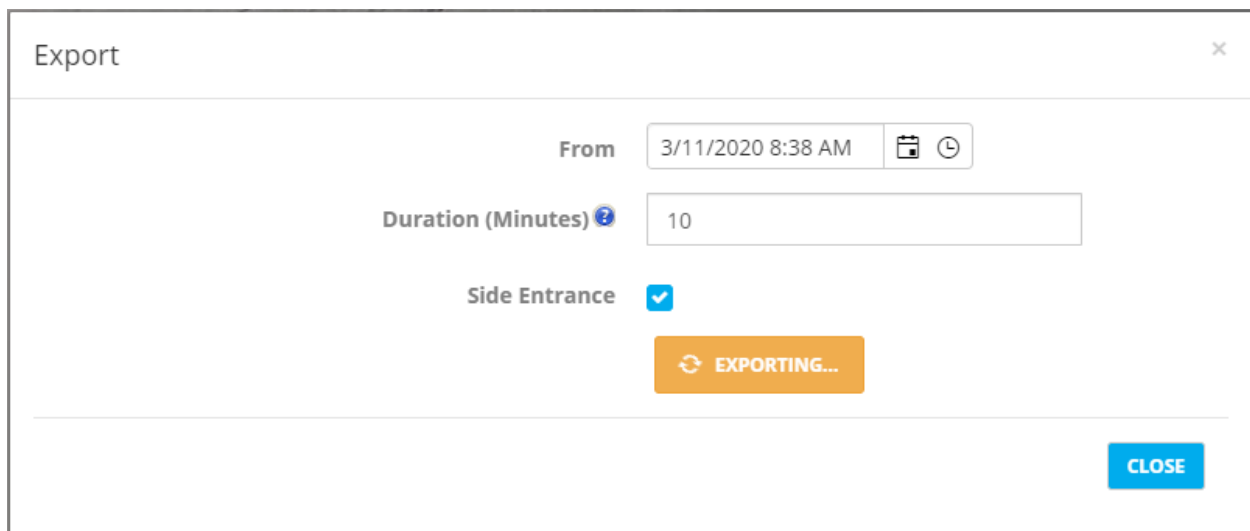
Export Video Events

Note: ACT365 video export is limited to 30-minute maximum segments.

- 1) From the ACT365 Customer Portal, click Video → Video Footage.
- 2) On the timeline bar, click the Show Export button.



- 3) In the Export pop up window, enter the video start date / time, duration (in minutes), and camera name. Then click Export.



- 4) The export will be automatically downloaded by the browser in MP4 format. The export preparation can take several minutes before the download begins.

- 5) Repeat the process as necessary for additional clips.

If no backups are necessary, the new firmware will be downloaded automatically, and new features will be available immediately upon release. **No action is required to receive the update.**