3/17/20

CheckVideo Release Notes

Flash Player Replacement

Background: In December of this year, Flash Player will no longer be supported. In this release, CheckVideo introduces a Flash free Video Player on the History>Search Events page. In future releases, other pages containing the Classic Video Player will be updated. To see the new Player, your CheckVideo device firmware must be updated. Updates will be pushed in conjunction with this Portal release.

For now, the Classic Video Player will remain the default. But once your device is updated, we encourage you to try the new Flash-free Video Player. To do this, click on the hyperlink:
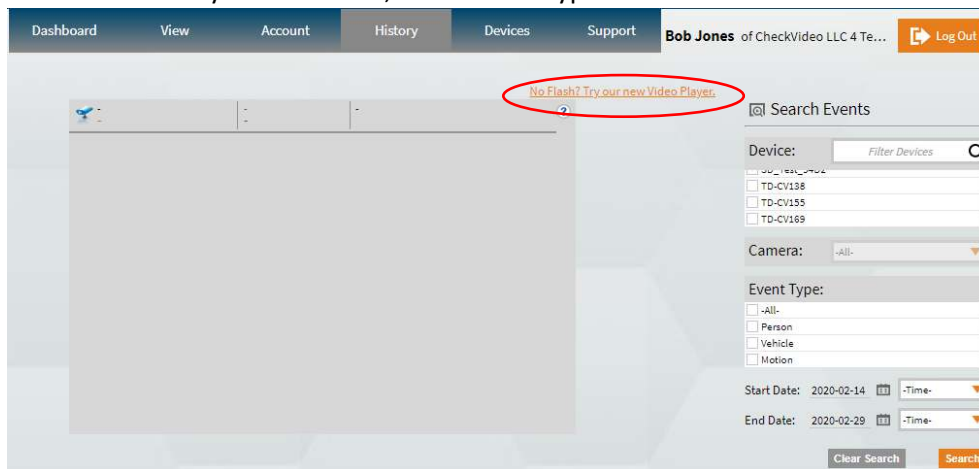
The new Video Player has a distinctive look and new features:

1. Larger video playback window
2. Video capture menu for navigation to Extended Export, downloading or printing single video frame
3. Camera specifics including MAC ID
4. Switch to DVR view from Live or Clip Playback view
5. Live view in HD
6. Display view in a pop-up window
7. Full screen mode
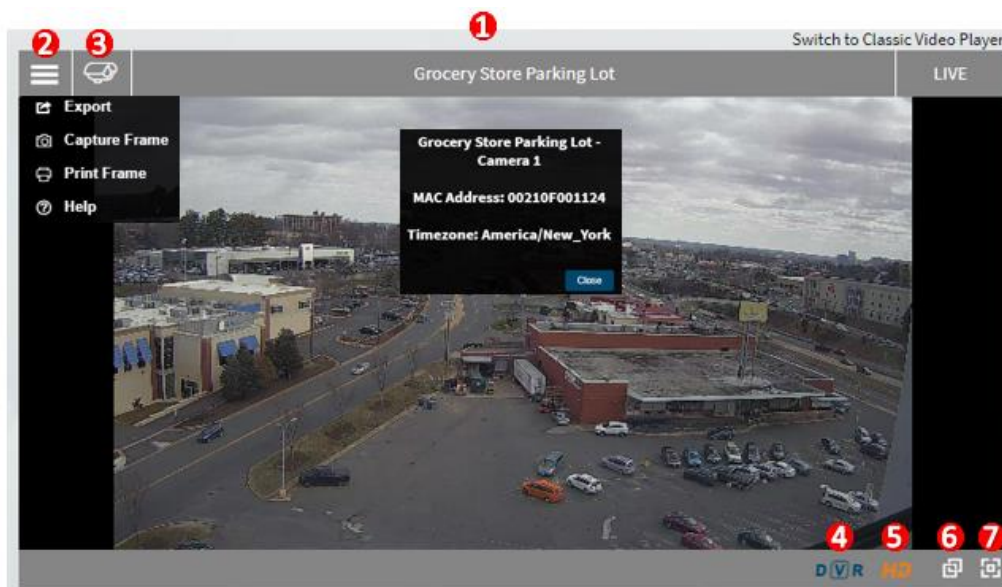
DVR functionality has been updated:

1. Displays DVR mode and the date/time of the video
2. Return to Live mode
3. Step Back/Forward by x frames. User can select between 1 and 30 frames per second (FPS)
4. Stop playback
5. Increase Playback rate. A true fast forward at 2/4/8/16x normal playback rate
6. Return to normal playback rate
7. View Previous Event Clip closest to DVR playback time
8. View Next Event Clip closest to DVR playback time

Troubleshooting:

Q: On the day of the release, I was watching video on the History>Search Events page and it stopped playing. Why did this happen? How do I fix it?

A: It could be that the portal upgrade occurred or your CheckVideo device received its firmware update during this time. Once the update is complete (see below on how to tell), you will need to refresh the page. You can do this a couple different ways. If you have a computer keyboard, click F5. Or if you are using a mouse in a browser window, click the Refresh icon ↻ to the left of the URL bar.

Q: What if I am using the new Video Player and I get an error message?

A: It is likely that your device has not been updated for the new Flash-free Video Player. Click the hyperlink "Switch to Classic Video Player" to go back to the old Player window. Since Flash will be eliminated at the end of 2020, CheckVideo will work to ensure that all online devices receive the firmware update

Mobile App: Improved Filter/Search

On the Home page, as you enter key words in the filter box, the CheckVideo mobile app will provide you a list of potential matches. Click on the key word in the list to display the associated cameras.

Click here
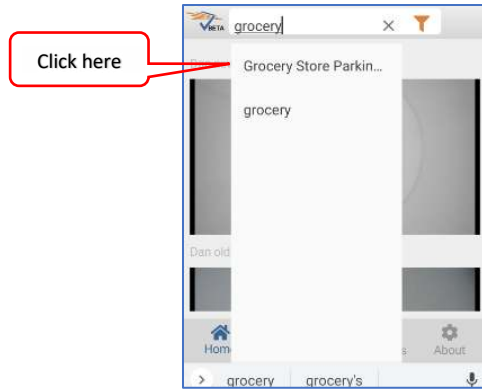
Mobile App: Push Notifications

Customers sending video alerts to their mobile devices may have experienced delivery delays caused by their cellular providers. To eliminate this delay, Subscribe to Notifications via the CheckVideo App. First update the CheckVideo app. If you are an iOS user, go to the app store to update the CheckVideo app. If auto-update is enabled, Android users may automatically upgrade v.2.1-2112. If not, go to the Play store to download the new app.
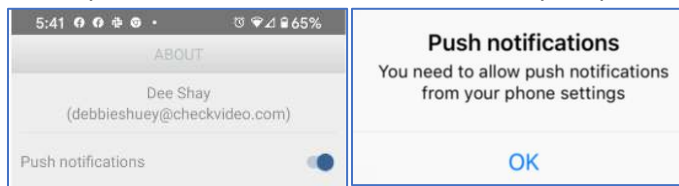
To enable Push Notifications, log in to the CheckVideo portal. Navigate to Devices>Configure a Device. Within Select Notification Methods, change your Notification Method to Push: Text.
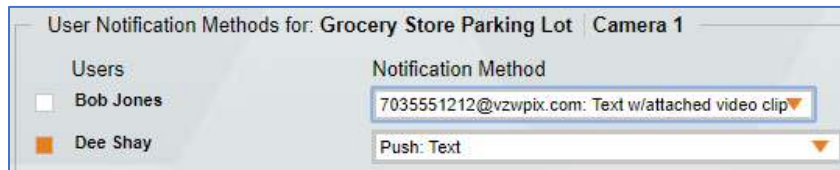
Access the CheckVideo app on your mobile device. If you are already logged in to the app, you may be required to logout and log back in to see the Notifications and Profile options at the bottom of the screen:

Select Profile on the bottom of the screen and enable Push Notifications by moving the select button to the right. You may receive notice that you must allow Push Notifications via your phone settings.


At any time in the future, if you wish to disable Push Notifications, come back to CheckVideo app's Profile and disable the service.

If you have more than one individual using the same user name for the app, only the last person to login to the CheckVideo app will receive the Push Notifications. Similarly, if you have multiple user logins, only the last user credential you have logged in as will generate Push Notifications to your mobile device. You will know this is an issue when you receive the following message:

Push notifications

It looks like you are using the app with multiple accounts. This will stop the push notifications for prior logins.

NO   YES

Once subscribed to Push Notifications, alerts will appear on your screen as they occur (left). If you access these notifications from the mobile app, they will look slightly different (right). Your notifications will display in the CheckVideo app for 24 hours.
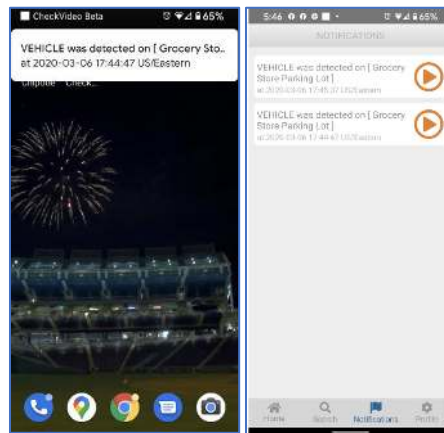
Extended Hours for CheckVideo Support
Effective immediately, CheckVideo Support is available from 9AM to 7PM Eastern, Monday through Friday. To reach Support, send an email to support@checkvideo.com or call us at 888-992-8433.