# CheckVideo Customers
Release September 9, 2020

Flash Player Replacement

Background: In December of this year, Flash Player will no longer be supported. In this release, CheckVideo will make the Flash-free Video Player the default on your History>Search Events page. If you wish to switch back to the original player, click on the hyperlink just above the Player.

As a reminder, 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
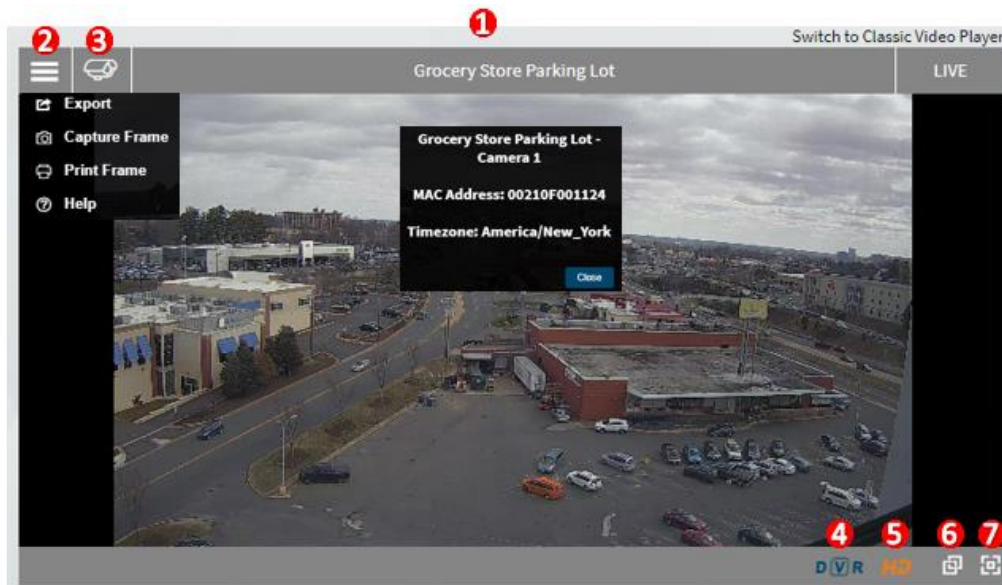

DVR functionality has been updated:

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

Did you know that you can switch from video clip playback to the DVR? First watch your 10 second video.
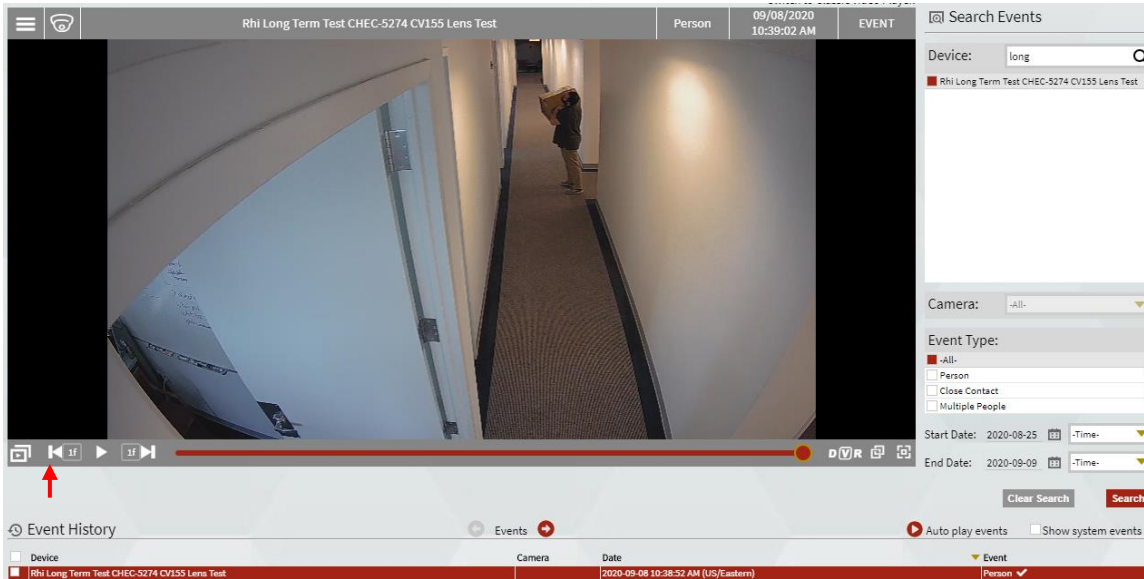
Click the "Step Forward" icon [1f ▶|]. The Player will switch to DVR mode. Click the Play icon ▶ to watch DVR.
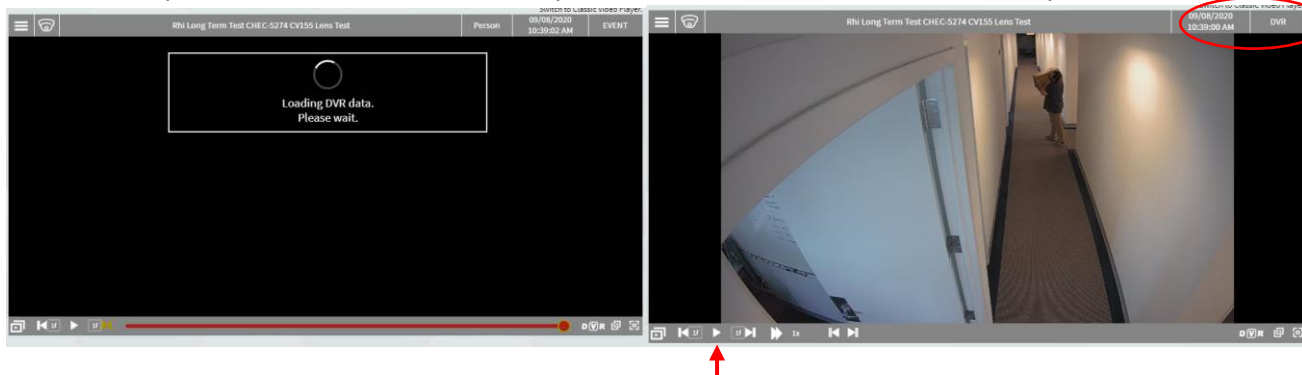
Troubleshooting:

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

> Your camera is not yet compatible with this player. Please use the classic Player and contact your provider to update this camera

A: It is likely that your device has not been updated for the new Flash-free Video Player. Reach out to CheckVideo Support to see if a device update will fix the issue. In the meantime, 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.

Q: Does the new Video Player still indicate how live video is retrieved from the CheckVideo device?

A: Yes, with a small change. If you see the word "LIVE" in the upper right corner of the Player, you are on a direct connection from the portal to the camera. This means that your PC and the camera are on the same network. If you see "Live", your camera is port forwarded. If you see "live", the Portal is using our relay service to display the live video within the Video Player.

Swap Feature

The CheckVideo portal allows account owners to swap one device for another of similar model. This is an improvement from the past when upgrading to a new camera meant deleting the old camera and adding the new. With this change, not only does the new unit replace the old but all of the Configure Device settings move to the new device AND all of the existing video events are retained. For more information about this feature, please reach out to CheckVideo Support.

CheckVideo Mobile App: Arm/Disarm

Did you know that you can temporarily stop your notifications from your mobile phone? On the Home page, swipe left on the camera's last event to display the Detection Status. In the image below, it is defaulted On.
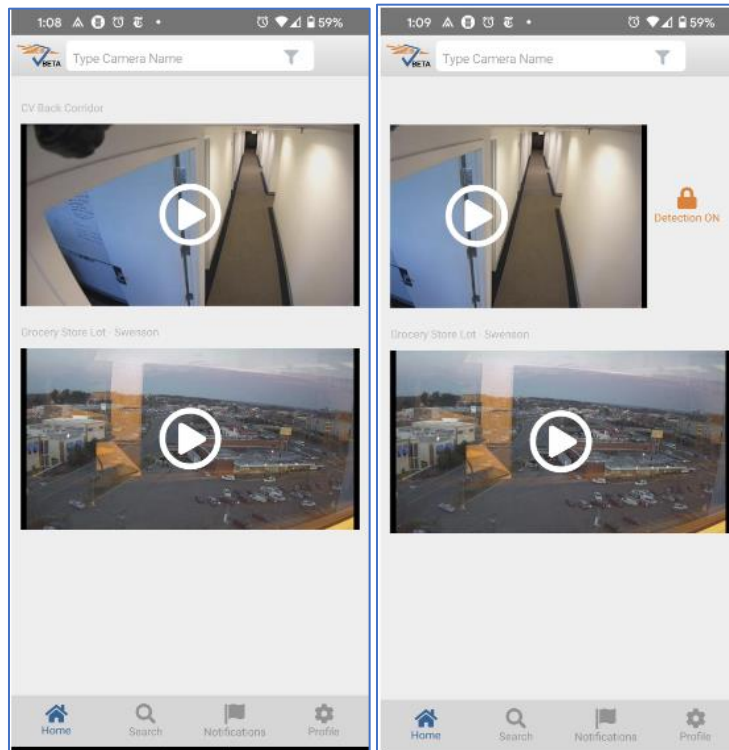
Clicking the Detection On image will toggle to Detection Off but not before requiring you to select how long you wish to disable event detection.   The CheckVideo portal will reflect that detection has been turned off for the camera.

Before using this feature, make sure to set your device for a 24/7 schedule on the Configure Device page.

Turn device detection OFF for

1 hour

2 hours

3 hours

6 hours

12 hours

24 hours

indefinitely

CANCEL