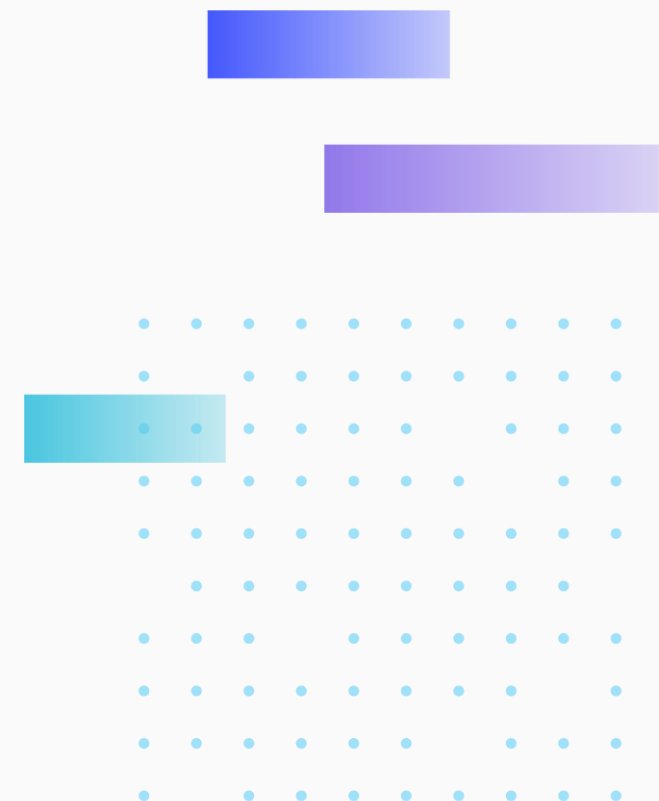




VORTEX Set-up Guide

Using RX9502 to bridge VIVOTEK Network Speaker on VORTEX

2025/07/07
v1.0
VORTEX CSM team



VORTEX Set-up Guide

Using RX9502 to Bridge VIVOTEK Network Speaker

This quick guide explains how to connect a VIVOTEK Network Speaker to the VORTEX cloud using the RX9502 as a network bridge.

Included in this guide:

- Supported models of RX9502 and Network Speakers
- How to update RX9502 firmware
- Steps to add speakers into the VORTEX portal

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Supported models and the information are as below:

Network Speakers

- VIVOTEK AU-003, AU-004
 - <https://www.vortexcloud.com/product/network-speaker>

Bridge

- RX9502
 - https://www.vivotek.com/products/network_video_recorder_and_appliance/video_decoder/rx9502

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RX9502 Firmware Requirement

Before using the RX9502 to bridge a VIVOTEK Network Speaker to the VORTEX cloud, please make sure the RX9502 is updated to the following firmware version:

- **Required Firmware Version:** 4.6.101.2.v08050800
- **Download Link:** <https://downloadvivoteknew.blob.core.windows.net/downloadfile/vortex/RX9502-VVTK-4.6.101.2.v08050800.zip>
- **Firmware update SOP:** Please refer to next slides

Important Note:

The RX9502 will function only as a VORTEX Bridge with this firmware version. Its on-premise video receiver and decoder functions will not be available while using this firmware.

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RX9502 Firmware Update

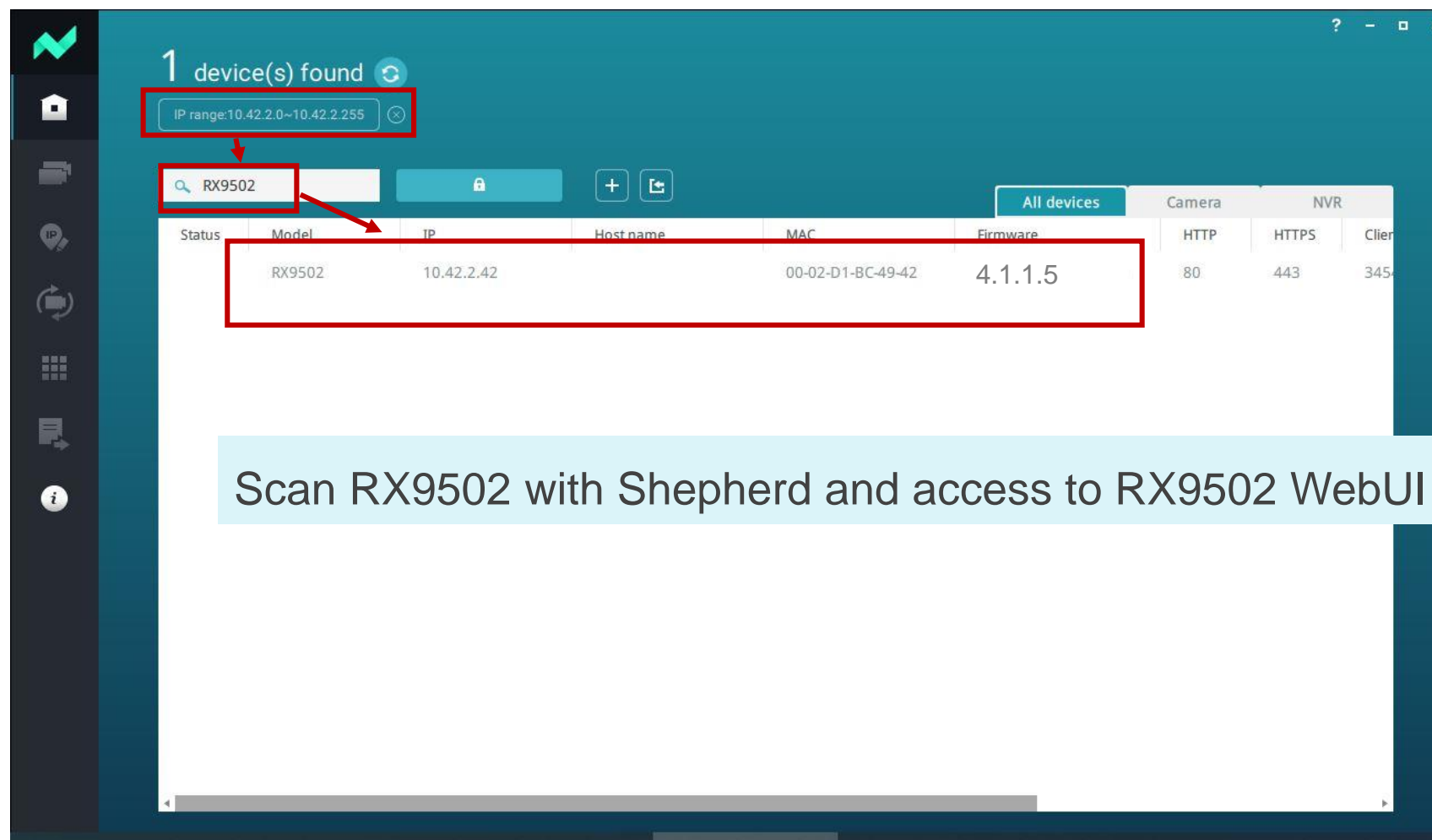
- **Using Shepherd to scan & access to RX9502 within LAN**
 - Shepherd download:
 - <https://www.vivotek.com/en-US/products/software/shepherd>
- **Firmware update**
 - Double click on RX9502 via Shepherd
 - Log-in RX9502 webUI → “System” → “Maintenance” → “Import” to “update firmware”

Important Note:

The RX9502 will function only as a VORTEX Bridge with this firmware version. Its on-premise video receiver and decoder functions will not be available while using this firmware.

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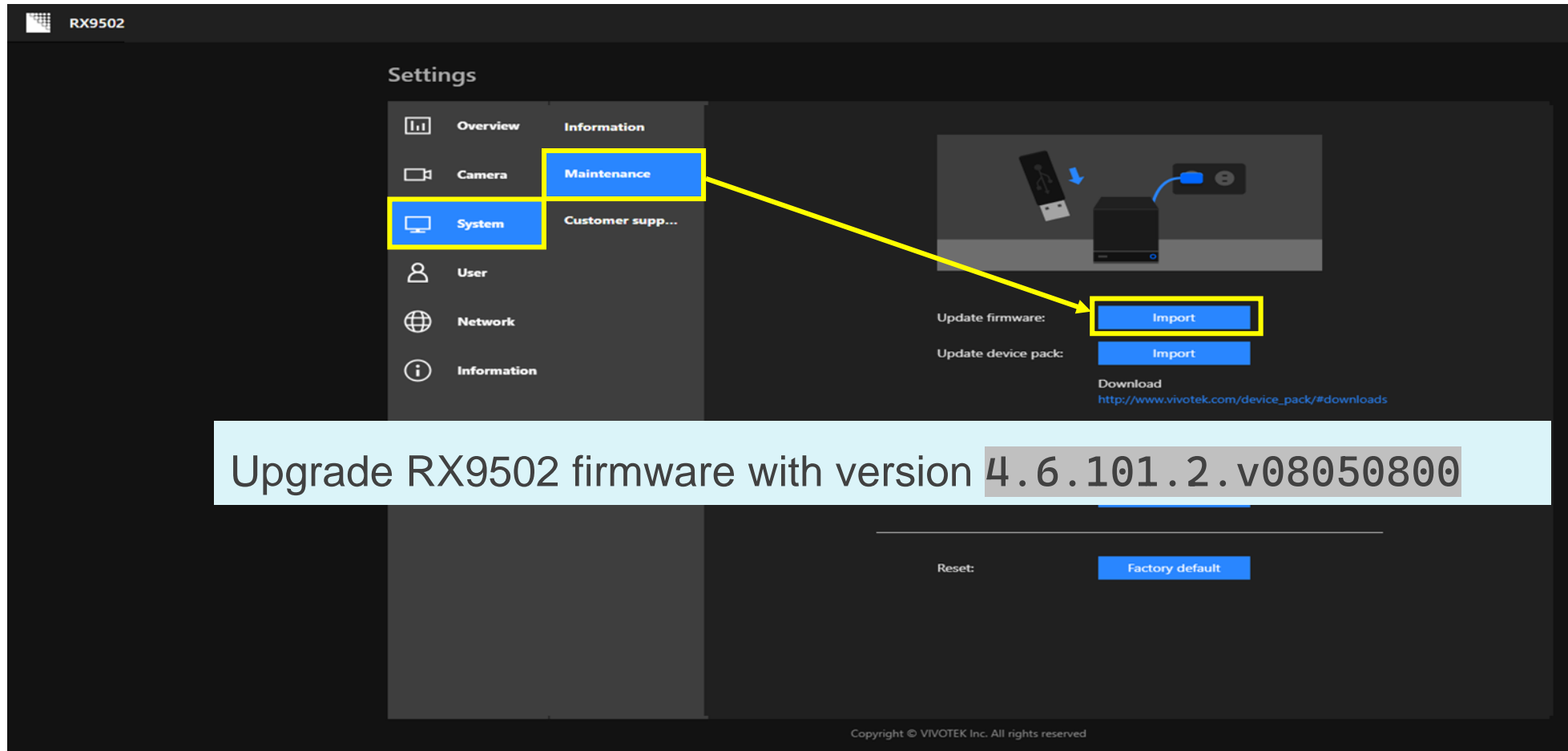
The screenshot shows the VIVOTEK VORTEX interface. At the top, it says "1 device(s) found" with a refresh icon. Below this, a search bar contains "IP range:10.42.2.0~10.42.2.255". A red box highlights the search bar and the search results table. The search bar also contains "RX9502". The table has columns: Status, Model, IP, Host name, MAC, Firmware, HTTP, HTTPS, and Client. The first row of the table is highlighted with a red box and contains the following data:

Status	Model	IP	Host name	MAC	Firmware	HTTP	HTTPS	Client
	RX9502	10.42.2.42		00-02-D1-BC-49-42	4.1.1.5	80	443	345

Below the table, a light blue box contains the text: "Scan RX9502 with Shepherd and access to RX9502 WebUI by double clicking it."

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The screenshot displays the RX9502 web interface. On the left, the 'Settings' menu is visible with 'System' and 'Maintenance' highlighted in blue. A yellow arrow points from the 'Maintenance' menu item to the 'Import' button under the 'Update firmware:' section. The 'Import' button is also highlighted in blue. Below the 'Import' button, there is a 'Download' link with the URL http://www.vivotek.com/device_pack/#downloads. At the bottom, there is a 'Reset:' section with a 'Factory default' button.

Upgrade RX9502 firmware with version **4.6.101.2.v08050800**

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Using RX9502 to Bridge VIVOTEK Network Speaker

Add RX9502 in VORTEX as a bridge

- *Log-in VORTEX → “Add devices” → “Bridge device”*
 - *Key in RX9502 MAC*
- **Set up**
 - *“Device” → “Bridge” → “Setting”*
 - *Device Information:*
 - Edit for Device name/Timezone and reboot
 - *Firmware update:*
 - Latest firmware update check

VORTEX Set-up Guide

Using RX9502 to Bridge VIVOTEK Network Speaker

The screenshot displays the Vortex Cloud Management Portal interface. On the left, a sidebar lists device categories: NVR (6), Bridge (2), PERIPHERAL (Network speaker (3), PoE Switch (2)), and CAMERA (All cameras (122), .VIVOTEK HQ (5), .VIVOTEK HQ Off... (8), .VIVOTEK Japan (4), .VIVOTEK LATAM (3)). The main area shows an 'Add a device' modal with two steps: 1. Enter the device ID and 2. Edit your device. A yellow box highlights the 'Add Device +' button in the top right, with a dropdown menu showing 'Camera, NVR, Bridge device', 'PoE Switch', and 'Network Speaker'. Another yellow box highlights the 'Device ID' input field, which contains the value '0002D1BBD98D'. A yellow arrow points from the 'Camera, NVR, Bridge device' option to the 'Device ID' field. A light blue text box at the bottom right of the modal states: 'Add RX9502 by key-in the MAC address.'

portal.vortexcloud.com/device/management

Relaunch to update

VORTEX

Devices

Search

NVR

NVR (6)

Bridge

Bridge (2)

PERIPHERAL

Network speaker (3)

PoE Switch (2)

CAMERA

All cameras (122)

.VIVOTEK HQ (5)

.VIVOTEK HQ Off... (8)

.VIVOTEK Japan (4)

.VIVOTEK LATAM (3)

+ Create site

Add a device

1. Enter the device ID

Enter the device ID to add the device to your organization. You can find a 12-digit code right below the QR Code on the device ID label on your device.

Device ID

0002D1BBD98D

2. Edit your device

Assign your device to a site, name your device, and set up a time zone for your device based on its location. These configurations can also be made later in the device settings.

☐ Retain the original settings on the device

Site

Ungrouped Cameras

Device name

Bridge RX9502 from HQ

Time zone

America/Los_Angeles (PST, GMT-8:00)

MAC

0002D1BBD98D

Add Device +

Camera, NVR, Bridge device

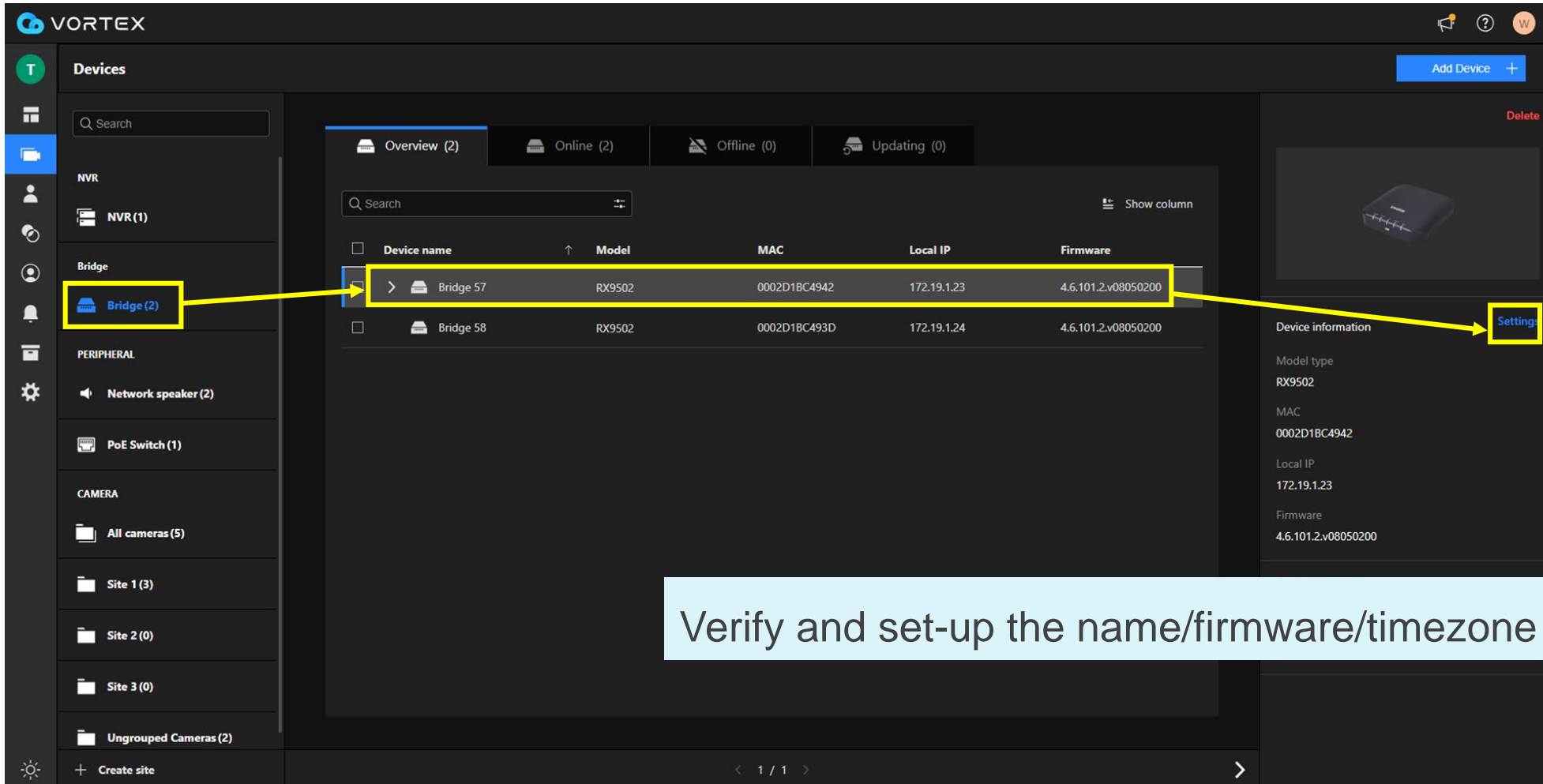
PoE Switch

Network Speaker

Add RX9502 by key-in the MAC address.

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Using RX9502 to Bridge VIVOTEK Network Speaker



The screenshot shows the VORTEX web interface. On the left sidebar, under the 'Bridge' section, 'Bridge (2)' is highlighted with a yellow box. An arrow points from this box to the first row of the bridge table. The table has columns: Device name, Model, MAC, Local IP, and Firmware. The first row is highlighted with a yellow box. An arrow points from this row to the 'Settings' button in the right panel.

Device name	Model	MAC	Local IP	Firmware
Bridge 57	RX9502	0002D1BC4942	172.19.1.23	4.6.101.2.v08050200
Bridge 58	RX9502	0002D1BC493D	172.19.1.24	4.6.101.2.v08050200

Device information

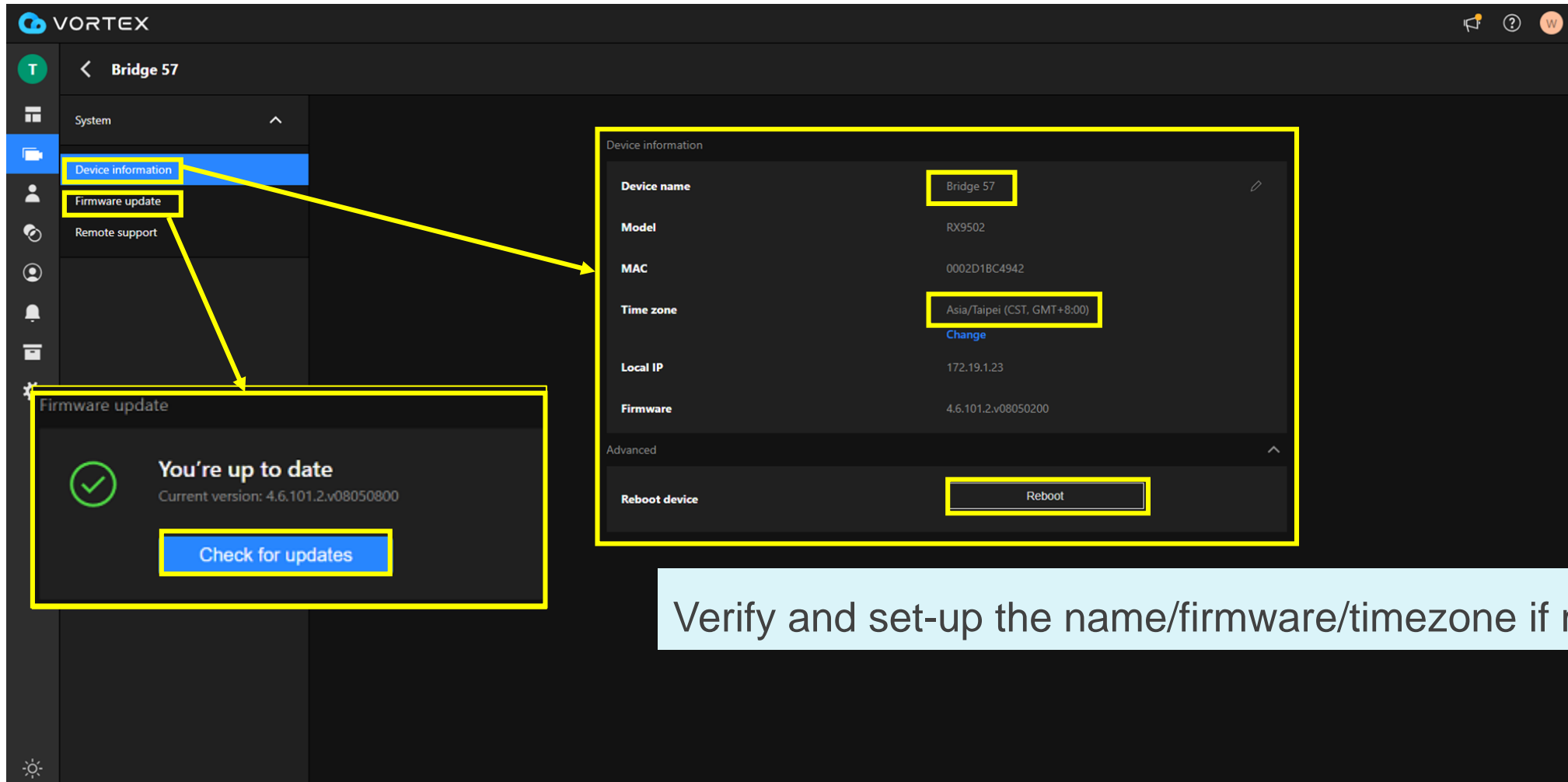
- Model type: RX9502
- MAC: 0002D1BC4942
- Local IP: 172.19.1.23
- Firmware: 4.6.101.2.v08050200

Settings

Verify and set-up the name/firmware/timezone if needed.

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Using RX9502 to Bridge VIVOTEK Network Speaker



The screenshot displays the VORTEX web interface for a device named "Bridge 57". The left sidebar contains a menu with "Device information" and "Firmware update" highlighted. The main content area is divided into two sections: "Device information" and "Firmware update".

Device information:

Field	Value
Device name	Bridge 57
Model	RX9502
MAC	0002D18C4942
Time zone	Asia/Taipei (CST, GMT+8:00)
Local IP	172.19.1.23
Firmware	4.6.101.2.v08050200

Firmware update:

You're up to date
Current version: 4.6.101.2.v08050800

[Check for updates](#)

Advanced:

[Reboot device](#) [Reboot](#)

Verify and set-up the name/firmware/timezone if needed.

VORTEX Set-up Guide

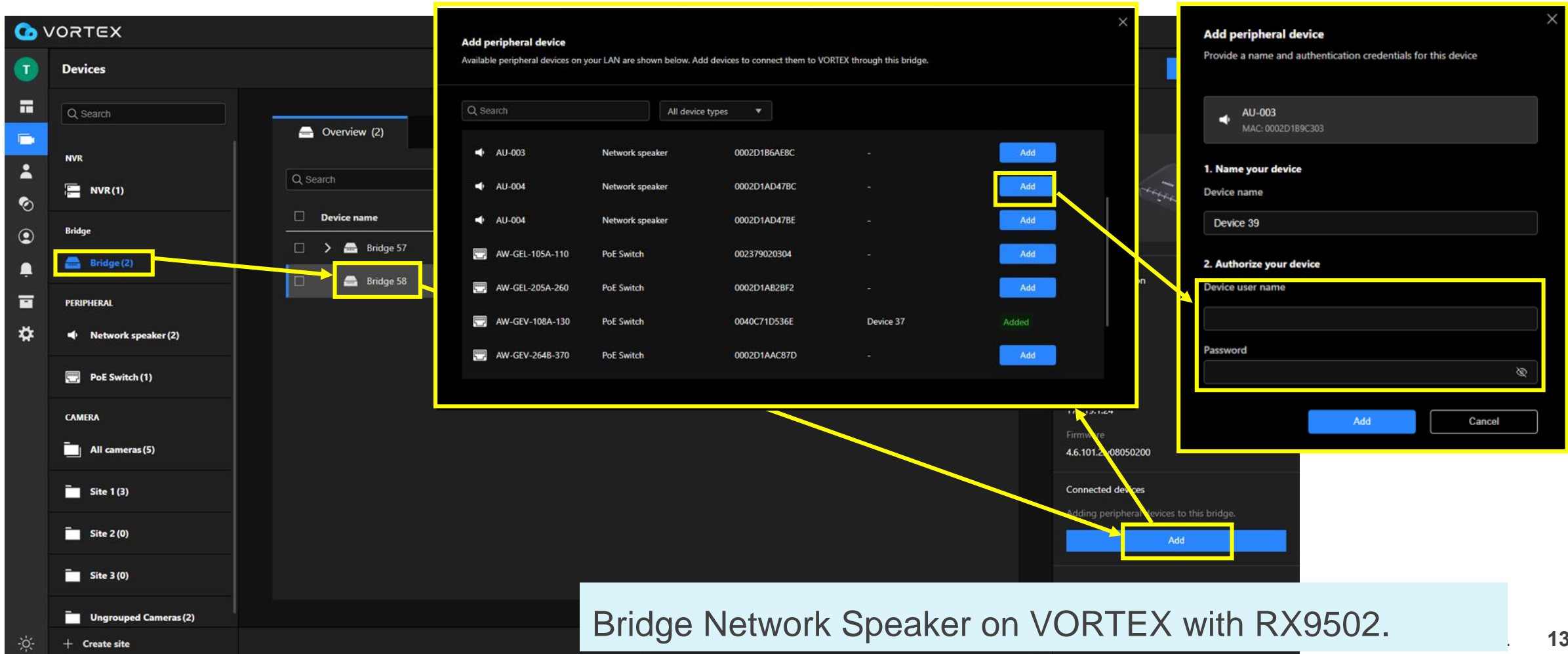
Using RX9502 to Bridge VIVOTEK Network Speaker

Search VIVOTEK Network Speaker and add it into VORTEX portal

- *Log-in VORTEX → “Device” → “Bridge”*
 - *Click on RX9502*
- **Search for VIVOTEK Network Speaker and add it in VORTEX**
 - Click on “Add” (*Under “bridge” → “connected devices”*)
 - Select the Network Speaker → “Add” → *Authorize the device* → “Add”
 - Default credential:
 - Name: 1234
 - Password: 1234

VORTEX Set-up Guide

Using RX9502 to Bridge VIVOTEK Network Speaker



VORTEX

Devices

Search

NVR

NVR (1)

Bridge

Bridge (2)

PERIPHERAL

Network speaker (2)

PoE Switch (1)

CAMERA

All cameras (5)

Site 1 (3)

Site 2 (0)

Site 3 (0)

Ungrouped Cameras (2)

+ Create site

Overview (2)

Search

Device name

Bridge 57

Bridge 58

Add peripheral device

Available peripheral devices on your LAN are shown below. Add devices to connect them to VORTEX through this bridge.

Search

All device types

AU-003	Network speaker	0002D1B6AE8C	-	Add
AU-004	Network speaker	0002D1AD47BC	-	Add
AU-004	Network speaker	0002D1AD47BE	-	Add
AW-GEL-105A-110	PoE Switch	002379020304	-	Add
AW-GEL-205A-260	PoE Switch	0002D1A82BF2	-	Add
AW-GEV-108A-130	PoE Switch	0040C71D536E	Device 37	Added
AW-GEV-264B-370	PoE Switch	0002D1AAC87D	-	Add

Add peripheral device

Provide a name and authentication credentials for this device

AU-003
MAC: 0002D1B9C303

1. Name your device

Device name

Device 39

2. Authorize your device

Device user name

Password

Add Cancel

Add peripheral device

Firmware
4.6.101.2-08050200

Connected devices

Adding peripheral devices to this bridge.

Add

Bridge Network Speaker on VORTEX with RX9502.

Thank You for Your Attention.

