User Guide

Avigilon™ Control Center Mobile

Version 2.2 for Android

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Introduction

The Avigilon™ Control Center Mobile (ACC Mobile) app gives you access to live and recorded video from the Avigilon™ Control Center system on your mobile devices.
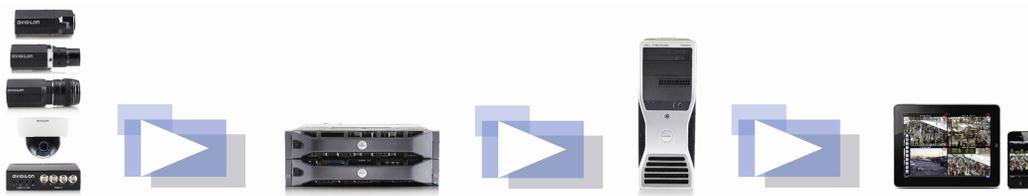
Device Requirements

- Android™ smartphone or tablet (version 4.0.0. or later)

System Requirements

You must have access to the following software in your Avigilon Control Center system.

- Avigilon™ Control Center Gateway
- Avigilon™ Control Center Server

To make sure you have a secure connection, it is recommended that you only connect to the Gateway via HTTPS.

Consult with your System Administrator for more information.

- If you are running Avigilon Control Center 5.6 or later, you will have access to all of the features described in this document.
- If you are running Avigilon Control Center 5.4, you will not have access to the audio features.
- If you are running Avigilon Control Center 5.2, you will not have access to Alarms.
- If you are running Avigilon Control Center 4 or 5.0, you will not have access to Saved Views or Alarms.

Getting Started

Once you've downloaded and installed the ACC Mobile app, you can access the software by tapping the app icon on your Home screen.

Before you can watch video in the app, you need to set up the ACC Mobile app to communicate with your Avigilon Control Center system.

Adding a Gateway

When you open the app for the first time, you are automatically taken to the Settings screen.

By default, there are zero Gateways listed in the app. You must add at least one Gateway to the app. The Gateway is required to link your mobile device to your Avigilon Control Center system.

Ask your System Administrator for the Gateway's IP address, port number, and the Gateway username and password. This may be different from the username and password used to access Sites in the Avigilon Control Center system.

NOTE: The default Gateway username is `operator` with no password.

1. Tap **Gateways**. Since there are currently no Gateways, you are automatically taken to the Add Gateway screen.

   If a Gateway has already been added, you will be taken to the Gateways screen where all the configured Gateways are listed. Tap ⊕ **Add Gateway** to add a Gateway.

2. Enter the Gateway **IP Address/Hostname**.

3. Enter the Gateway's **Port Number**. The port number is 443 by default.

   NOTE: The app always tries to make a secure connection to the Gateway via HTTPS. If that fails, it will attempt an HTTP connection. If the app is able to connect via HTTP, you will see an error message advising you that you are making an unsecured connection.

   By default, the Gateway uses port 443 for all HTTPS connections and port 80 for all HTTP connections.

4. Enter your **Username** and **Password** for the Gateway.

5. Tap **Save** to save the new Gateway.

Logging in to a Site

On the Gateways screen, you have access to the Sites that are connected to the Gateway.

NOTE: If you are running Control Center 4, enter your server details when the app refers to a Site.

1. Tap a Gateway on the list.

   NOTE: If you tap ⋯ you will be taken to the Edit Gateway screen.

2. Tap the Site you want to log in to. If you have not provided a username and password to any Sites, the Log In screen is automatically displayed.

   Tip: Select **Log in to: All Sites** to log in to all Sites simultaneously.

3. Enter your **Username** and **Password** for the Site.

4. Tap **Save**. The app logs into the selected Sites.

The 🔓 icon shows that you are logged into that Site. Under the Site name is the number of cameras that are connected to the Site.

If you tap ⋯, you are taken to the Site Log In screen again. Your Site login information is remembered.

Accessing Cameras and Saved Views

Once you've logged in to a Site, you can access the cameras and Saved Views from the Site.

NOTE: If you are running Control Center 4 or 5.0, the Saved Views option may be displayed, but the list will be empty.

1. On the Sites screen, tap a Site.

2. On the following screen, select either **Cameras** or **Saved Views**.

3. Tap a listed camera or Saved View to open it in the View screen.

Video

After you've set up the Gateway and Site access, you will automatically be taken to the View screen each time you open the ACC Mobile app.

Like the Avigilon Control Center Client software, video is displayed in a View and is organized by image panels.

Adding and Removing Cameras

In *Accessing Cameras and Saved Views* on page 3, you learned how to add cameras to a View through the Settings screen. For easy access, you can also add and remove cameras directly from a View.

1. On the View screen, tap the screen once to display the menu bar.

   To see additional options, tap the overflow menu on the far right.

2. Tap ✎ **Edit**. The Edit View screen is displayed.

3. To add a camera, tap ➕ then select the camera you want to see.

   If you want to add a camera from a different Site, tap **Resources** then select a Site.

   If the Site you want is connected to a different Gateway, tap **Gateways** then select a Gateway.

4. To remove a camera, tap ✖ .

5. Tap ✓ when you are finished.

6. Tap the View screen once to hide the menu bar, otherwise the menu bar auto-hides after a few seconds.

Opening a Saved View

If your Site has Saved Views set up, you can open any Saved View through the app.

NOTE: If you are running Avigilon Control Center 4 or 5.0, the Saved View option may be displayed but you will not have access to the Saved Views in your system.

1. On the View screen, tap the screen once to display the menu bar.

2. Tap ▦ .

3. Select a Saved View and it opens in the View screen.

NOTE: If you change the Saved View in the app, you cannot save your changes. Next time you open the Saved View, it will display the version that is stored on the Site.

Changing View Layouts

You can change the View layout to customize how video is displayed. The View screen contains a number of image panels that display video. The number of image panels is determined by the layout that you select.

1. On the View screen, tap the screen once to display the menu bar.

2. Tap ✏ **Edit**.

3. Tap ▦ .

4. Tap the View layout that you want to use. The View changes to the selected layout.

5. To move image panels, tap and drag an image panel to a different position in the View layout.

6. When you have completed your View layout changes, tap ✓ .

Switching Views

The number of dots at the bottom of the screen show the number of Views that are open. This is the Page Views bar.

- To switch Views, flick left or right.
- To switch to a new View, flick left until you reach the last View.

  Each time you add a camera to an empty View, a new View is automatically added to the right of all available Views.

NOTE: The app supports up to eight Views.

Maximizing an Image Panel

An image panel is an individual video display within the View screen. The layout of the View determines how many image panels are displayed. For more information about changing the View layout, see *Changing View Layouts* above.

- To maximize an image panel, double-tap an image panel.
- To restore an image panel, double-tap a maximized image panel.

Zooming and Panning

You can digitally zoom and pan video from any camera.

1. Double-tap to maximize the video image panel.

2. Place two fingers on the image panel and pull apart to zoom in.

3. While zoomed in, drag the screen to pan across the video image.

4. Place two fingers on the image panel and push together to zoom out.

Taking Snapshots

A snapshot allows you to save or share any image that is currently displayed in an image panel.

1. Touch and hold the image panel.
2. When the snapshot menu appears, select one of the following:

    - Tap **Save Image** to save a copy of the snapshot on your mobile device. The image is saved in JPEG format and is stored in your photo gallery.

    - Tap **Share Image** to send or post the image through another app that is installed on your device.

Using PTZ

If you are watching live video from a pan, tilt and zoom (PTZ) camera, you can control the camera's PTZ features from the app.

1. Double-tap to maximize the video image panel.
2. Tap once to display the menu bar if it is hidden.
3. Tap ⬕ .

    If the PTZ button is hidden, press the **Menu** button on your device then tap ⬕ .

    The camera's PTZ controls are displayed.

    - To move the camera, perform one of the following:

        - If the camera supports Click to Center, tap anywhere on the video image to center the camera to that point.

        - If the camera displays a set of directional arrows, tap and hold an arrow to move the camera in that direction. Release the arrow when you want the camera to stop.

    - To zoom in and out, tap and hold ⊕ or ⊖ at the bottom of the screen.

    - If the camera supports Drag to Zoom, drag your finger in any direction to create a box. When you release your finger from the screen, the camera zoom and centers on the selected area. Tap **1x** to zoom out in full.

    - To have the camera perform preset movements, tap **Presets** then select the preset you want to use.

        The presets are configured in the Avigilon Control Center Client software.

4. Tap ▶ to hide the PTZ controls.

Responding to Alarm Notifications

When an alarm is triggered in the Site, a red banner is displayed on the View screen. The banner displays the name of the alarm that has been triggered.

- Tap the red banner to open the Alarm Details screen. For more information about the Alarm Details screen, see *Viewing Alarm Details* on page 10.
- If the Page Views bar is flashing red, there is an Active alarm on one of the Sites you are logged in to.

   For information on how to access these alarms, see *Accessing the Alarm List* on page 9.

- To hide all current alarm notifications in the app, swipe the red banner left or right.
- To hide the most recent alarm notification in the app, tap the **X** icon in the red banner.

For more information about alarms in ACC Mobile, see *Alarms* on page 9.

Broadcasting Audio in a View

If you have a speaker connected to your camera, you can use the microphone in your mobile device to broadcast audio in response to an event.

NOTE: To use this feature, you must enable the camera's speaker in the Avigilon Control Center Client software. For more information, see the *Avigilon Control Center Client User Guide*.

Be aware that the app only supports one-way audio. You can broadcast audio through the camera speakers, but you will not hear any response even if there is a microphone connected to the camera.

If you have permission to broadcast to speakers, you will see the ⬤ icon whenever you watch live video in a maximized image panel.

NOTE: The app does not support wireless audio devices, like a Bluetooth headset. You may need to use the microphone that is built-in to your mobile device when wireless audio devices are connected.

1. Display a camera with a connected speaker.

   If you are accessing the camera from the Alarm Details screen, make sure you are accessing the camera's live video stream. For more information, see *Viewing Alarm Details* on page 10.

2. Maximize the image panel.

   If you are accessing the camera from any Alarm screen, you can skip this step because the video is automatically displayed in a maximized image panel.

   NOTE: The ⬤ icon may take up to 5 seconds to display.

3. Tap and hold the ⬤ icon then speak into your microphone.

   As you speak, the audio levels expand outwards to show how loud you are speaking. If the person in the video does not seem to hear you and the audio level is low, you may need to speak louder.

4. Release the ⬤ icon to end the audio broadcast.

If you experience issues with the audio broadcast, see *Troubleshooting Audio Issues* on page 13.

Playing Back Recorded Video

You can watch recorded events from any camera that you have access to on the app.

1. Double-tap to maximize the video image panel.

2. Tap once to display the menu bar if it is hidden.

3. Tap ⊙ to display the Playback screen.

4. To watch video from the specific time, tap ⊞.

   If you are watching recorded video of an alarm, this option is not available because you are reviewing recorded video of a specific alarm trigger. Go back to the previous screen to select a different alarm trigger time.

   a. To change the date, tap the button displaying the current date then select the date of the event you want to view.

   b. To change the time, tap the button on the top right and select the time of the event you want to view. Tap **Current Time** to reset the calendar to the current date and time.

      A list of events that occur most closely around the selected date and time is displayed.

   c. Select an event to display the recorded video, or tap **OK** to close the screen.

5. To play the recorded video, tap ▶ .

   - To fast forward, tap ⏩ . Tap the icon again to increase the playback speed. You can play the video up to eight times the original speed.

   - To rewind, tap ⏪ . Tap the icon again to increase the playback speed. You can play the video up to eight times the original speed.

     Tip: A single tap will show/hide the playback controls.

6. To stop the recorded video, tap ⏸ .

   - To step forward one frame in the video, tap ⏸▶ .

   - To step backward one frame in the video, tap ◀⏸ .

7. When you have finished reviewing the recorded video, tap ⊙ to return to the camera's live video stream.

Alarms

Alarms can be set up in the Avigilon Control Center Client to notify you of specific events. Alarms can be viewed and acknowledged in ACC Mobile.

To receive alarm notifications, enable push notifications in the Avigilon Control Center Gateway. For more information, see the *Avigilon Control Center Gateway User Guide*.

Responding to Alarm Push Notifications

Besides the in-app alarm notifications, you can also receive push notifications of alarms.

When the app is minimized, alarm notifications are displayed in the device notifications bar. These notifications are only displayed if the push notifications setting is enabled in the Avigilon Control Center Gateway software. For more information, see the *Avigilon Control Center Gateway User Guide*.

- When you receive an alarm, tap the alarm notification in the notification drawer to open the app and display the alarm details.
- To hide an alarm notification outside the app, first open the notification drawer then swipe the alarm notification left or right.

For information about in-app alarm notifications, see *Responding to Alarm Notifications* on page 7.

Accessing the Alarm List

The Alarm List displays all alarms that are currently Active or Acknowledged. The Alarm List can be accessed from the View screen.

1. On the View screen, tap the screen once to display the menu bar.

2. Tap ⏰ . The Alarm List opens.

Swipe up and down to view more alarms. Alarms are sorted from top to bottom by:

- Alarm status:
  - Assigned (assigned to you)
  - Active (unassigned)
  - Assigned (to another user)
  - Acknowledged

  If the ⏰ icon is red, the alarm is active. If the icon is gray, the alarm has been acknowledged.

- Priority: alarm priority is set in the Avigilon Control Center Client software.
- Most recent alarm trigger time

The number of current alarm triggers is displayed to the right of each alarm's name.

Tap on thumbnail to view that camera's live video. If there are more than one camera linked to an alarm, swipe side to side to see all the cameras.

Viewing Alarm Details

To see the Alarm Details screen, do one of the following:

- Tap the alarm's name when the red alarm banner appears on the View screen.
- Tap the alarm's name in the Alarm List screen. For more information, see *Accessing the Alarm List* on the previous page

The Alarm Details screen is divided into the following sections from top to bottom:

- **Alarm name**
- **Alarm status:**
    - A red background indicates that the alarm is Active or Assigned to yourself.
    - An orange background indicates that the alarm is Assigned to a different user.
    - A green background indicates that the alarm has been Acknowledged.
- **Alarm trigger bar:** tap ⟨ or ⟩ to select an alarm trigger and display video for that instance of the alarm. Live is selected by default to display the live video stream from the alarm cameras.
- **Video thumbnails:** tap on a thumbnail to view the camera video.
- The following alarm actions are available at the bottom of the Alarm Details screen.
    - **Ack —** tap to acknowledge an Active alarm.

      If the alarm is linked to a digital output, you will be asked to **Grant** or **Deny** access. If you tap **Cancel**, the alarm will not be acknowledged.

    - **Assign —** tap to assign an alarm to yourself. This tells other users that you are reviewing this alarm.
    - **Unassign —** tap to release an alarm that was assigned to yourself.
    - **Purge —** tap to purge an Acknowledged alarm. The alarm is removed from the Alarm List until it is triggered again.

Settings

Editing Gateways

You may need multiple Gateways to connect to all the Sites and cameras in your surveillance system. You can add, edit or delete Gateways as needed.

1. On the View screen, tap the screen once to display the menu bar.
2. Tap ⚙ **Settings**.
3. On the Settings screen, tap **Gateways**.
4. On the Gateways screen, perform any of the following:

   - To add a Gateway, tap ⊕ **Add Gateway** then enter the new Gateway information.

   - To edit a Gateway, tap ⋯ beside the Gateway you want to edit then make the required changes.

     NOTE: If you are editing the Gateway Port Number, it is recommended that you only use ports assigned to a secure HTTPS connection. If you choose to use an HTTP port number, you will receive a warning message advising you that you are making an unsecured connection.

   - To delete a Gateway, tap ⋯ beside the Gateway then tap **Delete Gateway**.

Editing Site Login

If your password changes, you will need to update your Site password in the app.

NOTE: If you are running Avigilon Control Center 4, you will use this procedure to edit your server details.

1. On the View screen, tap the screen once to display the menu bar.
2. Tap ⚙ **Settings**.
3. On the Settings screen, tap **Gateways**.
4. Tap the Gateway the Site is linked to.
5. Tap ⋯ beside the Site you want to edit.
6. Enter your updated **Password** or **Username**.
7. Tap **OK**.

Changing Display Settings

To control the bandwidth used by the app, you can set the display quality according to the type of wireless network you are connected to.

The higher the display quality, the less compression is used on the video stream. This produces a better image but uses more bandwidth.

1. On the View screen, tap the screen once to display the menu bar.

2. Tap ⚙ **Settings**.

3. On the Settings screen, select a display quality option.

   - Tap **Wi-Fi** to change the setting that is used when you are connected to a local WiFi network. **High** is selected by default.

   - Tap **3G** to change the setting that is used when you are connected to a mobile network. **Medium** is selected by default.

4. Tap **Done** to return to the View screen.

Troubleshooting & Support

Notification Icons

Gateways and Sites have a set of notification icons to tell you their connection status.

Gateway Notification Icons

- ✔ — You are connected to the Gateway and all Sites are accessible.

- ⚠ — You are connected to the Gateway but the connection requires your attention. Some Sites may be disconnected.

- ✘ — You are disconnected from the Gateway.

Site Notification Icons

- 🔓 — You are connected and logged in to the Site.

- ⚠ — You are connected and logged in to the Site, but there may be a license issue. Contact your System Administrator.

- ✘ — You are disconnected from the Site.

- 🔒 — You are not logged in to the Site.

- 🔒 — You provided an incorrect username or password.

Troubleshooting Audio Issues

Audio is Not Broadcast

When you hold the 🎤 icon and speak into the microphone, the audio level does not move and the person in the video does not seem to respond to any sound.

Check the following:

- Your network connection is not intermittent or slow.
- If you are using a hands-free audio device, make sure the microphone is functioning correctly. You can disconnect the hands-free audio device and use the microphone that is built into the mobile device.

The Microphone Icon is Not Displayed

A speaker is connected to the camera and has been enabled in the Avigilon Control Center Client software, but the 🎤 icon is not displayed when you display live video in a maximized image panel.

Check the following:

- You are running ACC Mobile version 2.2 or later.
- You are running Avigilon Control Center Gateway version 5.6 or later.
- You have permission to broadcast to speakers in the Avigilon Control Center system.

Contacting Avigilon Support

If you encounter an issue while using the app, you have the option of sending Avigilon Technical Support an email directly from your mobile device.

1. On the View screen, tap the screen once to display the menu bar.

2. Tap **About**.

3. Tap the email link to Avigilon Technical Support: **support@avigilon.com**.

   If you have more than one email application, you will be asked to choose one to send the email.

4. In the new email screen, support@avigilon.com is automatically entered as the recipient. Enter the details of your issue then tap **Send**.

   NOTE: Include the app version number so that Avigilon Technical Support knows which version of the Control Center Mobile app you are having issues with.