User Guide

Avigilon™ Control Center Mobile

Version 2.0 for Android

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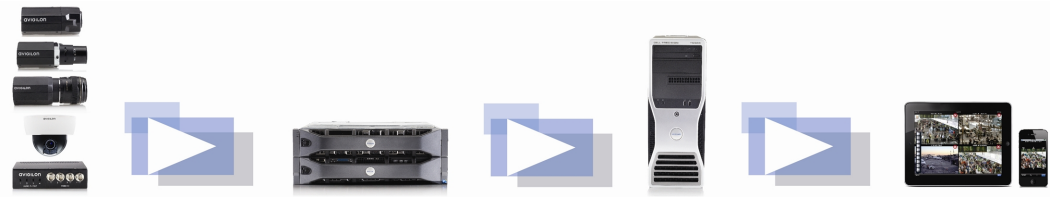
Introduction

The Avigilon™ Control Center Mobile app gives you access to live and recorded video from the Avigilon™ Control Center sytem on your mobile devices.



Device Requirements

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

NOTE: Depending on your Android version and type of mobile device, the screenshots in this document may look different from what is displayed on your device.

System Requirements

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

- Control Center Gateway
- 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 5.4 or later, you will have access to all of the features described in this document.
- 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.

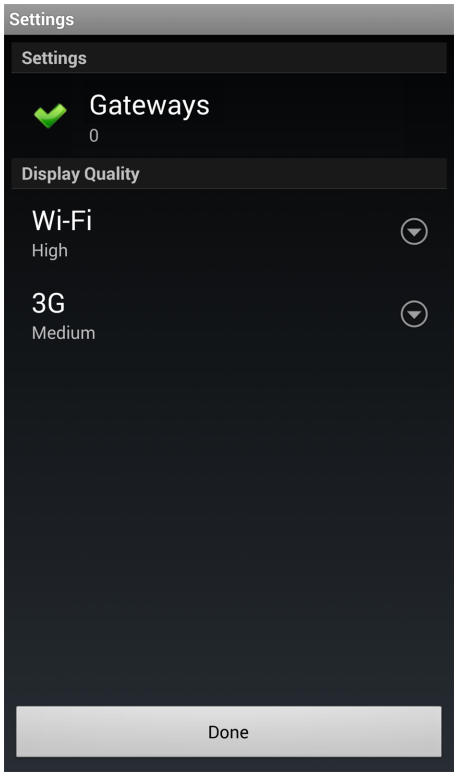
Getting Started

Once you've downloaded and installed the Control Center 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 Control Center 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.



Notice that under Gateways is the number 0. You must add at least one Control Center Gateway. The Gateway is required to link your mobile device to your Avigilon Control Center system.

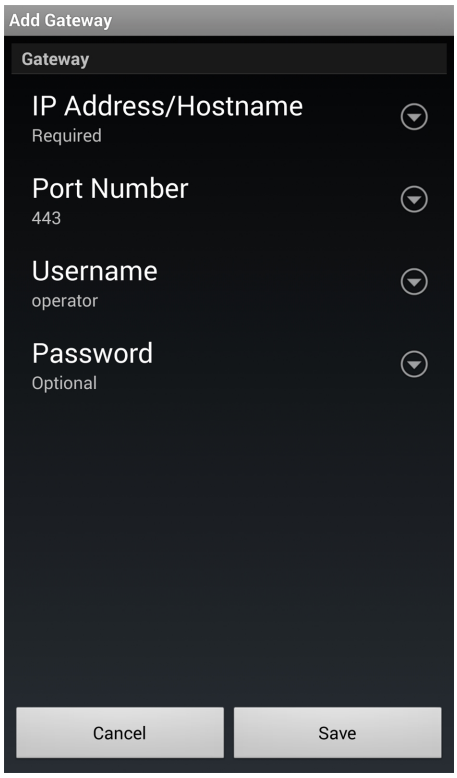
Ask your System Administrator for the Gateway's IP address and port number.

A username and password is required to access the Gateway and will be provided by your System Administrator. 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.

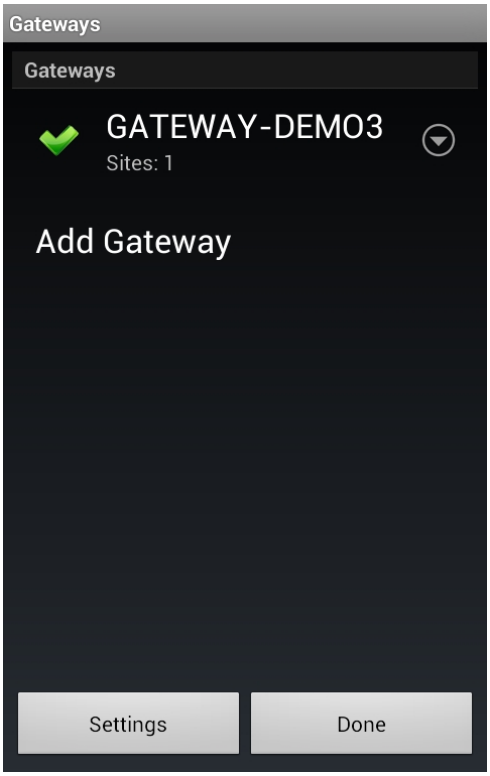
   By default, the Gateway uses port 443 for all HTTPS connections, and port 80 for all HTTP connections.
4. Enter your **Username** and **Password** for the Gateway.
5. Tap **Save**.

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.

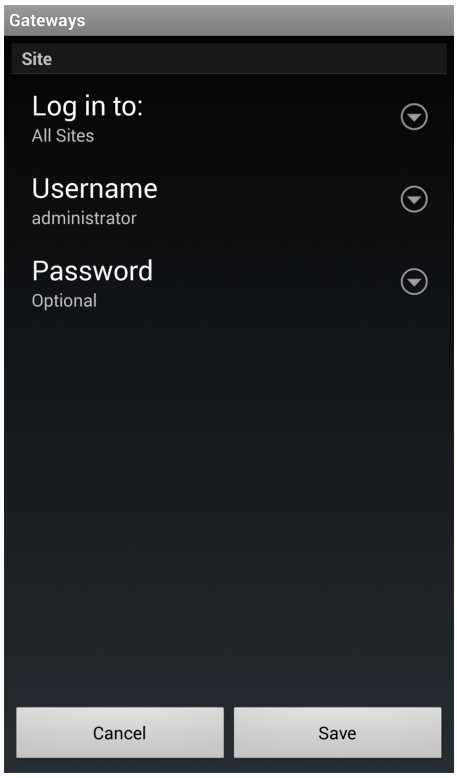
1. Tap a Gateway on the list.



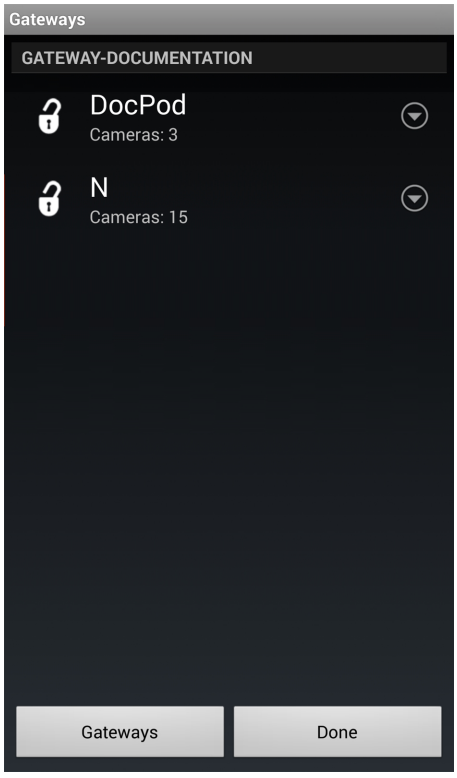
NOTE: If you tap you will be taken to the Edit Gateway screen.

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**.
4. Tap **Save**. The app logs into the selected Site(s).



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

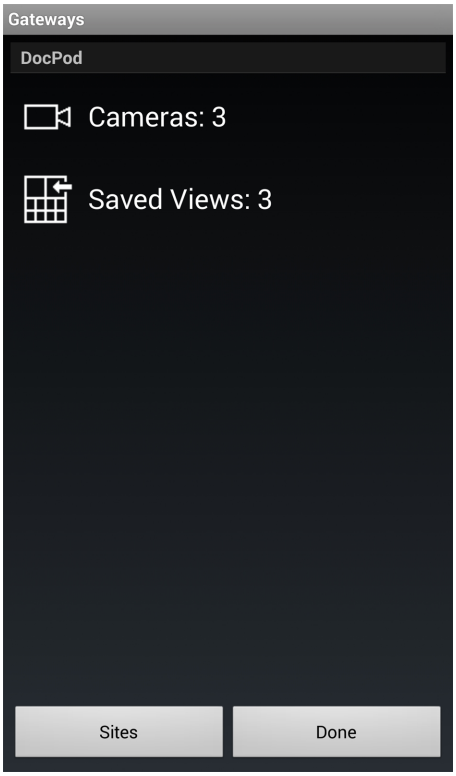
If you tap , you will be taken to the Site Log In screen again. Your Site log in information is remembered.

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 Control Center Mobile app.

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

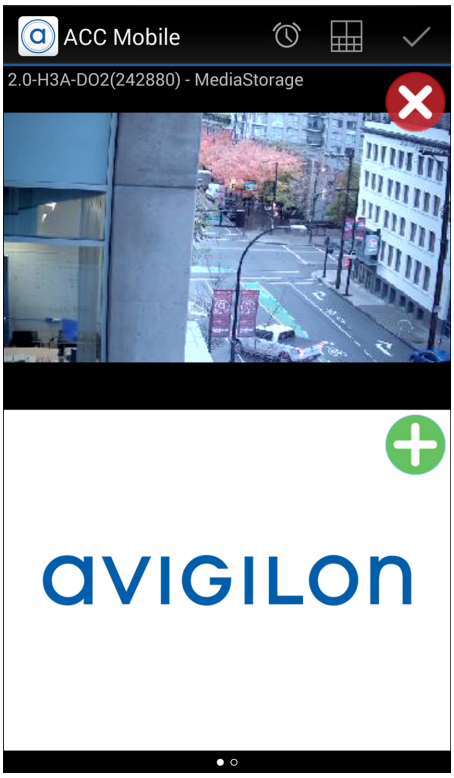
Adding and Removing Cameras

In *Accessing Cameras and Saved Views* on page 6, 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 **Action Overflow** icon on the far right of the menu bar.

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



3. To add a camera, tap then select the camera you want to add from the camera list.

   If you want to add a camera from a different Site, tap **Resources** and tap on a Site.

   If you then want to choose a Site that is connected to a different Gateway, tap **Gateways** and tap on 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 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 **Edit**.
3. Tap then select the Saved View you want to open from the Saved View list.

NOTE: If you change the Saved View in the app, you cannot save your changes. Next time you open the Saved View from the Saved Views list, 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.

1. On the View screen, tap the screen once to display the menu bar.
2. Tap **Edit**.
3. Tap to display the available View layout options.
4. Tap the View layout that you want to use. The View changes to the selected layout.
5. To move image panels, 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: There can be no more than eight Views.

Maximizing an Image Panel

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

Zooming and Panning

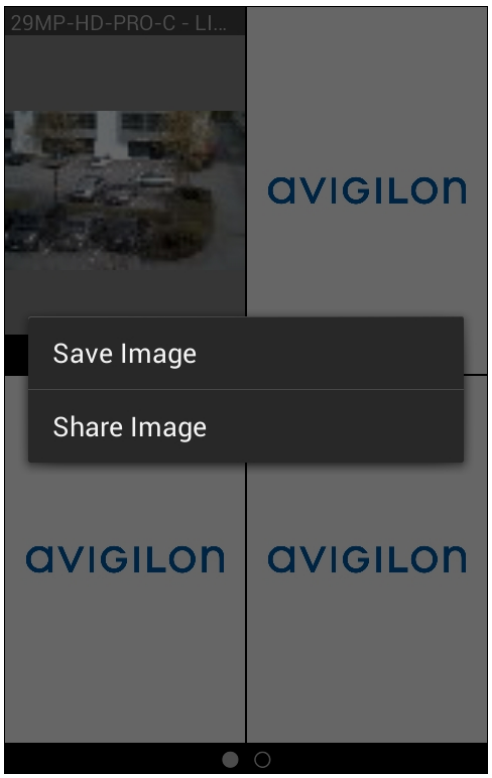
You can digitally zoom and pan video from any camera.

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 email any image that is displayed in an image panel.

1. Touch and hold the image panel that currently displays your snapshot.
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. Select this option if you want to email the image.

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 **PTZ**.

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

   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
  - Otherwise, tap and hold an arrow that is displayed on the screen 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 Control Center Client software.

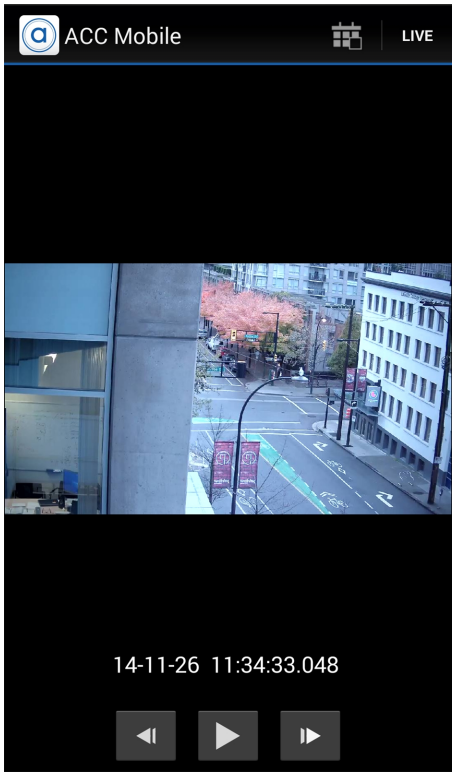
4. Tap **Live** to hide the PTZ controls.

Playing Back Recorded Video

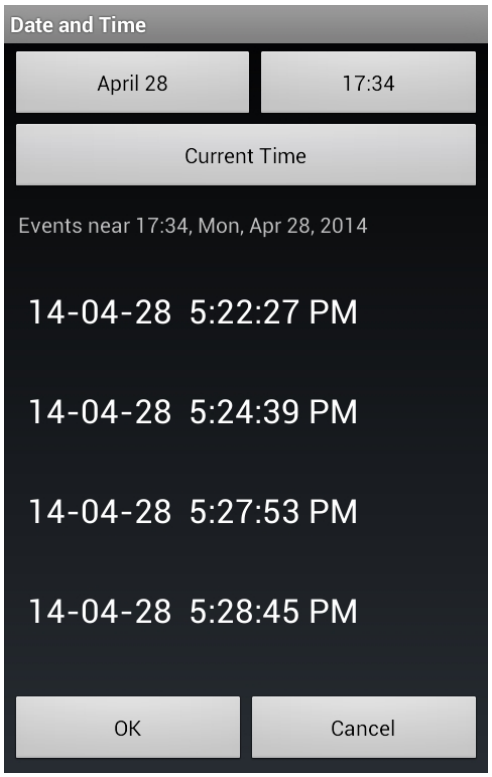
You can watch recorded events from any camera that you have access to on the app.

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

3. Tap **Recorded** to display the Playback screen.



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



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.

c. Tap **Current Time** to reset the calendar to the current date and time.

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

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 **Live** to return to the camera's live video stream.

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

Alarms

Alarms can be set up in the Avigilon™ Control Center Client to notify you of important trigger sources, such as a video analytics event. 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*.

Viewing Alarm Notifications

Inside the App

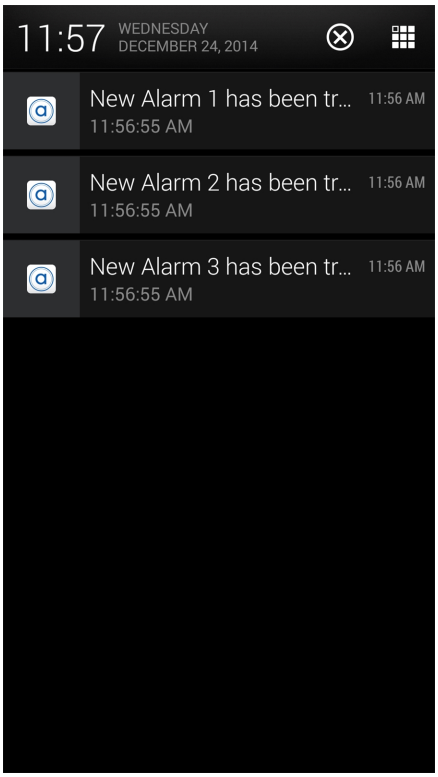
- When an alarm is triggered, a red banner appears at the bottom of the View screen. The banner displays the name of the alarm that has been triggered most recently.

  Tapping on the banner will open the Alarm Details screen.

- If the Page Views bar is flashing red, there is an Active alarm on one of the Sites you are logged in to. For instructions on how to access these alarms, see *Accessing the Alarm List* on page 18.

Outside the App

- Tapping on an alarm notification will open the app and display the Alarm Details screen.



Hiding Alarm Notifications

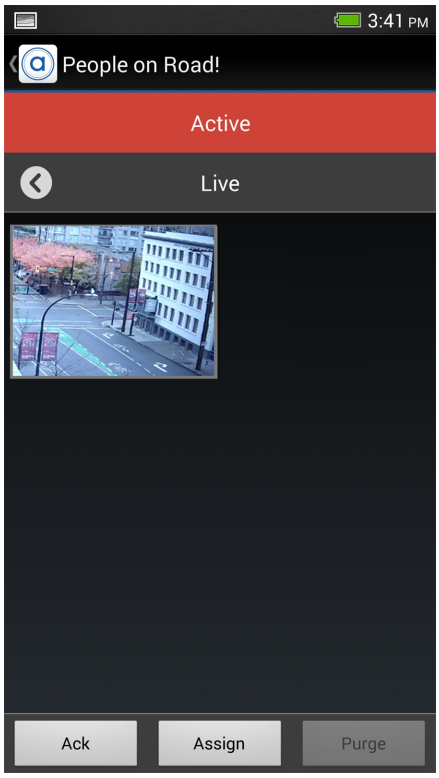
Alarm notifications can be hidden from the View screen in the app.

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

Viewing Alarm Details

Tap the alarm's name when it appears in the red banner at the bottom of the View screen.

Alternatively, tap the alarm's name in the Alarm List. For more information, see *Accessing the Alarm List* on page 18



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. An orange background indicates that the alarm is Active and is Assigned to Another User. A green background indicates that the alarm has been Acknowledged.
- Alarm trigger bar: tap or to view different triggers.
- Video thumbnails: tap on a thumbnail to view the camera's live video.
- The following alarm actions are available at the bottom of the Alarm Details screen.
    - **Ack:** tap to acknowledge an Active alarm.

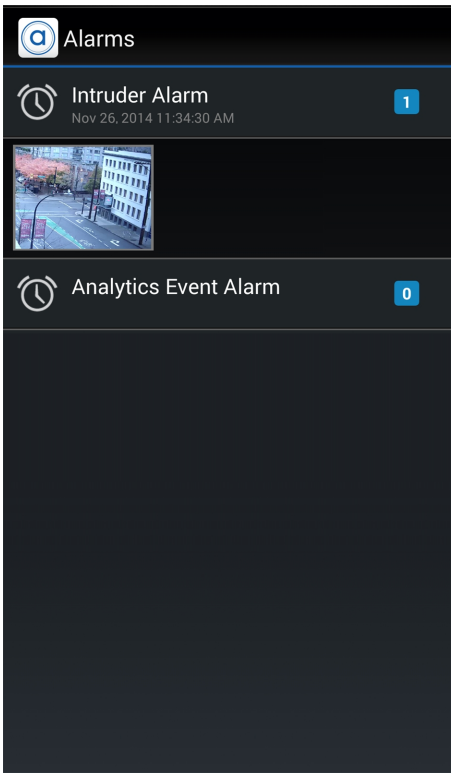
      If the alarm is linked to a digital output, you will be asked to **Grant** or **Deny** access. If you tap **Cancel**, the alarm will not be acknowledged.
    - **Assign:** tap to assign an alarm to yourself. This tells other users that you are reviewing this alarm.
    - **Unassign:** tap to unassign an alarm that you had previously assigned to yourself.
    - **Purge:** tap to purge an Acknowledged alarm. This alarm will be removed from the Alarm List until it is triggered again.

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. Tap once to display the menu bar if it is hidden.
2. Tap . The Alarm List opens.

   The most relevant alarm is at the top of the list. Swipe up or down to view more alarms.



Alarms are sorted from top to bottom by:

- Alarm status:
  a. Active (assigned to you)
  b. Active (unassigned)
  c. Assigned to Another User
  d. Acknowledged
- Priority: alarm priority is set in the Avigilon Control Center Client.
- Most recent alarm trigger time

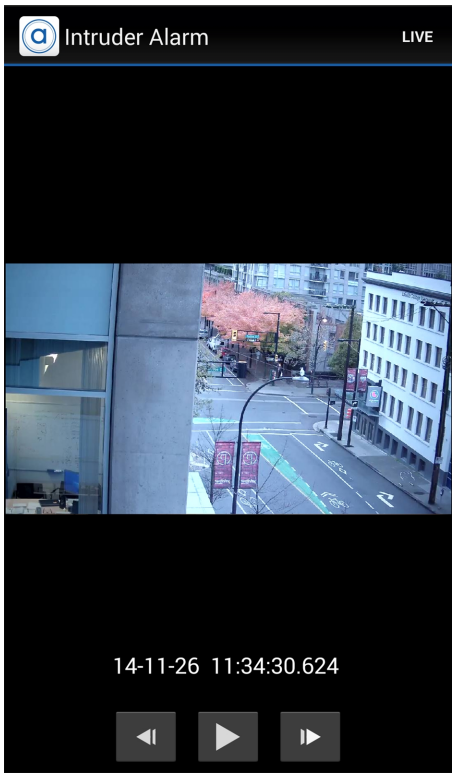
The number of current alarm triggers is displayed to the right of each alarm's name.

Tap on thumbnail to view that camera's live video.

Playing Back Recorded Alarm Video

Playing back recorded alarm video allows you to review video for each alarm trigger. You can also view live video from cameras linked to an alarm. For more information, see *Accessing the Alarm List* on the previous page.

1. In the Alarm Details screen, tap or to choose an alarm trigger to view.
2. Tap on a camera thumbnail. The Alarm Playback screen will open.



3. 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.
4. To stop the recorded video, tap .
    - To step forward one frame in the video, tap .
    - To step backward one frame in the video, tap .
5. When you have finished reviewing the recorded video, click your device's back button to return to the Alarm Details screen.

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 .
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 an warning message advising you that you are making an unsecured connection.
    - To delete a Gateway, tap beside the Gateway then tap **Delete Gateway**.
5. When you've completed your changes, tap **OK**.

Editing Site Login

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

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

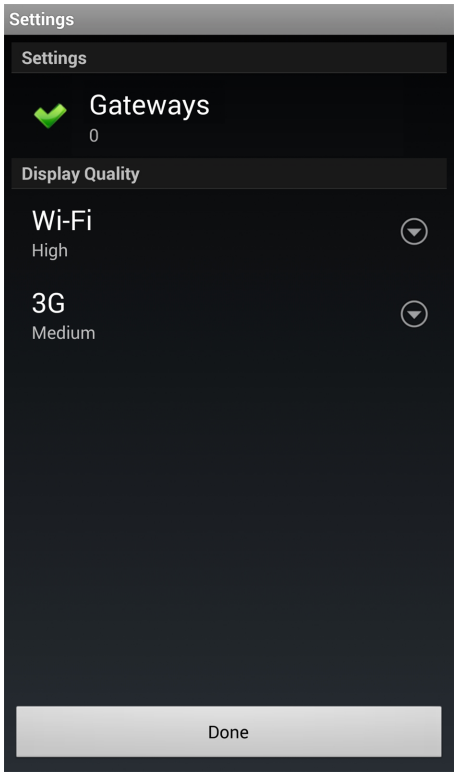
1. On the View screen, tap the screen once to display the menu bar.
2. Tap .
3. On the Settings screen, tap **Gateways**.
4. Tap the Gateway the Site is linked to.
5. Tap beside the Site you want to edit.
6. Enter your updated **Password** or **Username**.
7. Tap **OK**.

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



   - **Wi-Fi** is the setting used when you are connected to a local wi-fi network. **High** is selected by default.
   - **3G** is the setting used when you are connected to a mobile network. **Medium** is selected by default.
4. Tap **Done**.

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.

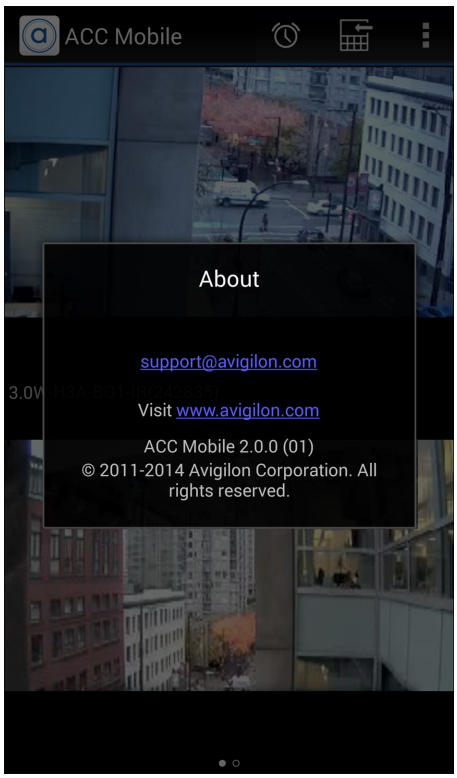
Site Notification Icons

- — 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.

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