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AVIGILON Access Mobile App User Guide

**Avigilon Unity Access
Mobile App
User Guide**

Contents

Revisions

Release	Description
Avigilon Unity Access mobile app 1.12	Formerly, ACM Expedite

Before You Start

The Avigilon Unity Access mobile app gives operators quick access to their access control system.

App Features

- Review recent transactions, real-time status, and grant access to installed doors from your mobile device.
- Access global actions to issue commands, such as locking down doors connected to more than one panel or subpanel, from your mobile device.

  For example, a delivery person is delivering a package to a door at the back of the office building. The office receptionist, who is seated at the opposite side of the building, uses the app to open the door remotely with a couple of taps and reviews the door transactions to ensure the delivery person was able to enter the premises.
- View identities including their personal and contact information, tokens, roles, and groups; and update their status from your mobile device.

  The token types include mobile credentials, badges, biometrics, Personal Identification Verification (PIV) cards for government employees, and PIV-Interoperable (PIV-I) cards for government contractors.
- Dark mode support by enabling the dark mode setting on your device.

Device Requirements

- Android™ 5 or later for smartphones and tablets
- iOS 11.4 or later for Apple® iPhone® and iPad® mobile devices

System Requirements

- Access Control Manager™ release 6.22 or newer

  Note: To benefit from the latest features in ACM and the Avigilon Unity Access mobile app, you need to upgrade to the newest releases. You may need to install or upgrade to the latest release of the Avigilon Unity Access mobile app to connect to the ACM appliance.
- ACM account
- Network access from the mobile device to the ACM appliance

Install or Upgrade the Avigilon Unity Access Mobile App

1. Go to or
2. Install and open the Avigilon Unity Access mobile app.
3. Read and accept the End User License Agreement (EULA) for the mobile app.

Add a Connection to an ACM Appliance

Note: Contact your ACM administrator for help with entering connection information.

1. Tap the Add button in the Available Systems card.
2. Enter:

Title	The ACM appliance to connect to.
Host Name	The domain name or IP address of the ACM appliance.
Port	The port on the ACM appliance.
User Name	The user name of your ACM account.
Password	The password of your ACM account.

3. Tap the Add button.
4. Repeat the previous steps for each ACM appliance that you need to connect to.

Activate a Connection

- In the list of available systems, tap the ACM system you want to connect to and then tap the Connect button. You are connected to the ACM system.
- Android devices only. If prompted, tap the CONTINUE button to accept the self-signed SSL certificate for the ACM appliance.

Edit a Connection

- Select an ACM system and tap the Edit button.

Delete a Connection

- Edit a connection and tap the Delete button.

Global Actions

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Note: Global actions and permissions are configured by your administrator. If none is configured, you will not see any global actions in the Avigilon Unity Access mobile app.
Before you start, see Install or Upgrade the Avigilon Unity Access Mobile App on page 6 and Add a Connection to an ACM Appliance on the previous page.

View Global Actions and Details
To view the global actions list, do one of the following:

- Tap Global Actions after connecting to an ACM appliance for the first time.
- Tap and then Global Actions.
- Tap in the bottom menubar.

All the global actions that you have access to on the ACM appliance are displayed.

- Enter the name or type of global action in the Search box to find it quickly.
- Tap on a global action from the list to view its details.

Run a Global Action
On the global actions list, do one of the following:

- Tap an action. On the global action details page, tap the ▶ RUN button.
- Swipe left on a global action and then tap the ▶ RUN button. The action is initiated.

Doors

Review recent transactions, real-time status, and grant access to installed doors from your mobile device.
Note: Only installed doors are displayed. Before you start, see Install or Upgrade the Avigilon Unity Access Mobile App on page 6 and Add a Connection to an ACM Appliance on page 7.
View Doors and Details
To view the doors list, do one of the following:

- Tap 🚪 Doors after connecting to an ACM appliance for the first time.
- Tap ☰ and then 🚪 Doors.
- Tap 🚪 in the bottom menu bar.

All the installed doors that you have access to on the ACM appliance are displayed.

- Enter the name of the door in the Search box to find it quickly.
- Tap on a door from the list to view its details.

Issue Commands to a Door
On the doors list, do one of the following to remotely grant access:

- Tap a door. On the door details page, tap the 🚪 Grant Access button.
- Swipe left on a door and then tap the 🚪 button.

View Door Transactions and Status
The recent transactions are displayed on the door details page:

- Tap View More in Recent Transactions to view more transactions.

When known, changes to the active state of a door and status are displayed in the Real-time status card.

Identities

View identities including their personal and contact information, tokens, roles, and groups; and update their status from your mobile device.

Note: Identities are configured by your administrator. If none is configured, you will not see any identities in the Avigilon Unity Access mobile app.
Before you start, see Install or Upgrade the Avigilon Unity Access Mobile App on page 6 and Add a Connection to an ACM Appliance on page 7.

View Identities and Details

To view the identities list, do one of the following:

- Tap 👤 Identities after connecting to an ACM appliance for the first time.
- Tap ≡ and then 👤 Identities.
- Tap 👤 in the bottom menubar.

All the identities that you have access to on the ACM appliance are displayed.

- Enter the details of the identities in the Search box and then tap 🔍 to find them quickly. For example, type the first name, middle name, or last name.
- Tap on an identity from the list and then tap View More to view the details of the identity, tokens, roles or groups.

Update Identity Status

On an identity page:

- Tap the current value in Status to change it.

  Note: Deactivating an identity will set their tokens to Inactive.
- Tap Cancel to return to the identity details page.

Favorites

On the details page of a door, global action or identity; or after swiping right on the door, global action or identity, do any of the following:

- Tap the ☆ icon to add a door or global action to your favorites list.
- Tap the ★ icon to remove a door or global action from your favorites list.
- Tap the Favorites button to view only favorites.

For More Information

For additional product documentation and software and firmware upgrades, visit **support.avigilon.com**.

Technical Support

Contact Avigilon Technical Support at **support.avigilon.com/s/contactsupport**.

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Documents / Resources

AVIGILON Access Mobile App [pdf] User Guide
Access Mobile App, Access, Mobile App

References

- ⓐ **Avigilon Support Community**
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