

AVIGILON acm-exp-1.10.0 ACM Expedite Mobile App User Guide

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AVIGILON acm-exp-1.10.0 ACM Expedite Mobile App

Product Information

The ACM Expedite 1.10.0 Mobile App is a user-friendly application that provides operators with quick access to their access control system. It allows users to review recent transactions, monitor real-time status, and grant access to installed doors directly from their mobile device. The app also offers features such as global actions, identity management, and dark mode support.

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.
- View identities including personal and contact information, tokens, roles, and groups; and update their status.
- Supports dark mode by enabling the dark mode setting on your device.

Device Requirements

- Access Control Manager™ release 6.22 or newer

- ACM account
- Network access from the mobile device to the ACM appliance

Product Usage Instructions

Before You Start

Before using the ACM Expedite Mobile App, ensure that you have the following:

- An ACM account
- Network access from your mobile device to the ACM appliance

Install or Upgrade the ACM Expedite Mobile App

1. Go to [App Store] or [Google Play Store].
2. Search for “ACM Expedite” and install the app.
3. Open the ACM Expedite app.
4. Read and accept the End User License Agreement (EULA) for ACM Expedite.

Add a Connection to an ACM Appliance

To connect the ACM Expedite Mobile App to an ACM appliance, follow these steps:

1. Open the ACM Expedite app.
2. Select “Add Connection” or a similar option.
3. Enter the necessary information, such as the ACM appliance’s IP address or hostname.
4. Save the connection settings.

Activate a Connection

If you have added a connection to an ACM appliance, you need to activate it before using it. Here’s how:

1. Open the ACM Expedite app.
2. Select the desired connection from the list of connections.
3. Tap on “Activate” or a similar option to activate the connection.

Edit a Connection

If you need to modify the settings of an existing connection, follow these steps:

1. Open the ACM Expedite app.
2. Select the desired connection from the list of connections.
3. Tap on “Edit” or a similar option.
4. Make the necessary changes to the connection settings.
5. Save the updated connection settings.

Delete a Connection

To remove a connection from the ACM Expedite app, perform the following steps:

1. Open the ACM Expedite app.

2. Select the desired connection from the list of connections.
3. Tap on “Delete” or a similar option.
4. Confirm the deletion when prompted.

Please note that these instructions are based on the information provided in the user manual. For more detailed or specific instructions, refer to the user guide or contact customer support.

INTRODUCTION

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- Avigilon Corporation
- [avigilon.com](https://www.avigilon.com)
- PDF-ACMMOBILE-USG-1.10-A
- Revision: 1 – EN
- 20230308

Revisions

Release	Description
ACM Expedite 1.10, March 2023	-
ACM Expedite 1.8, January 2023	<ul style="list-style-type: none"> • Identity management in <i>App Features</i> on page 5 • <i>Identities</i> on page 10
ACM Expedite 1.6, September 2022	<ul style="list-style-type: none"> • Dark mode in <i>App Features</i> on page 5 • Search in <i>View Global Actions and Details</i> on page 8 and <i>View Doors and Details</i> on page 9 • <i>View Door Transactions and Status</i> on page 9
ACM Expedite 1.4, March 2022	<ul style="list-style-type: none"> • <i>Before You Start</i> on page 5 • <i>Install or Upgrade the ACM Expedite Mobile App</i> on page 6 • <i>Add a Connection to an ACM Appliance</i> on page 7 • <i>Global Actions</i> on page 8 • <i>Doors</i> on page 9 • <i>Favorites</i> on page 11
ACM Expedite 1.2, October 2021	<ul style="list-style-type: none"> • <i>Activate a Connection</i> on page 7 • <i>Edit a Connection</i> on page 7 • <i>Delete a Connection</i> on page 7
ACM Expedite 1.0, July 2021	<ul style="list-style-type: none"> • Initial release of guide

Before You Start

The ACM Expedite 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

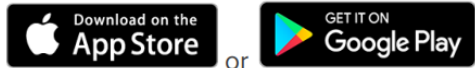
System Requirements



- Access Control Manager™ release 6.22 or newer

Note: To benefit from the latest features in ACM and ACM Expedite, you need to upgrade to the newest releases. You may need to install or upgrade to the latest release of the ACM Expedite mobile app to connect to the ACM appliance.

- ACM account
- Network access from the mobile device to the ACM appliance

Install or Upgrade the ACM Expedite Mobile App



1. Go to  or .
2. Install and open the ACM Expedite app.
3. Read and accept the End User License Agreement (EULA) for ACM Expedite.

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





Access global actions to issue commands, such as locking down doors connected to more than one panel or subpanel, from your mobile device.

Note: Global actions and permissions are configured by your administrator. If none is configured, you will not see

any global actions in the ACM Expedite app.



Before you start, see [Install or Upgrade the ACM Expedite 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 ACM Expedite 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 ACM Expedite app.
- Before you start, see Install or Upgrade the ACM Expedite 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.

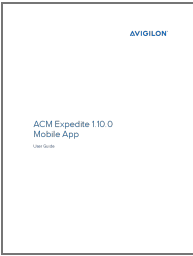
For More Information

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.

Documents / Resources

	<p>AVIGILON acm-exp-1.10.0 ACM Expedite Mobile App [pdf] User Guide acm-exp-1.10.0 ACM Expedite Mobile App, acm-exp-1.10.0, ACM Expedite Mobile App, Expedite Mobile App, Mobile App, App</p>
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References

- [▲ End-to-End Security Solutions | Avigilon \(Openpath & Ava\)](#)
- [▲ Avigilon Support Community](#)
- [▲ Avigilon Support Community](#)
- [▲ Avigilon Support Community](#)
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