



# Avigilon Cloud Services User Guide

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# Table of Contents

Introduction .....	8
What's in this guide? .....	8
System Requirements .....	8
Software Requirements .....	8
Supported Cameras .....	9
Supported Browsers .....	9
Supported Devices .....	9
Bandwidth Requirements .....	9
Streaming Video .....	9
Downloading Video .....	10
Connecting ACC™ to the Cloud .....	11
Before Connecting Your ACC Site .....	11
Registering Your Organization .....	11
Adding a Site to Your Organization .....	12
Adding Users to Avigilon Cloud Services .....	12
Signing In to Avigilon Cloud Services .....	12
Giving Users Additional Privileges .....	13
* Avigilon Cloud Services Regions .....	13
Using the Cloud Platform .....	13
Disconnecting ACC from the Cloud .....	14
Getting Started .....	15
Registering Your User Account .....	15
Registering from the Sign In Page .....	15
Changing Organizations .....	15
Viewing Organization Information .....	15
Signing In .....	16
Signing Out .....	16
Provisioning Federated Authentication with an Identity Provider .....	16
Azure Cloud Configuration .....	16
Adding a Federated User .....	18
Video .....	19
Viewing Live Video .....	19
Changing Video Quality .....	19
Focusing the Camera .....	19

Video Streaming Timeout .....	20
Viewing Recorded Video .....	20
Using the Timeline .....	20
Selecting a Date .....	20
Using a PTZ Camera .....	21
Moving a PTZ Camera .....	22
Click-to-Center .....	22
Continuous Panning .....	22
Keyboard PTZ Controls .....	23
Focusing a PTZ Camera .....	23
Go To Home Position .....	23
PTZ Preset Positions .....	24
Moving to a Preset Position .....	24
Creating a Preset .....	24
Deleting a Preset .....	24
PTZ Tours .....	25
Running a PTZ Tour .....	25
Creating a Tour .....	25
Editing a Tour .....	26
PTZ Camera Zoom Controls .....	26
Triggering a Digital Output .....	27
Displaying Analytics Bounding Boxes .....	28
Avigilon Appearance Search™ Feature .....	28
Starting an Appearance Search .....	28
Refining Results .....	28
Enabling Audio .....	29
Downloading Video .....	29
Downloading a Snapshot .....	29
Video Player Controls .....	29
<b>Bookmarks .....</b>	<b>31</b>
Adding a Bookmark .....	31
Protecting and Unprotecting a Bookmark .....	31
Searching for a Bookmark .....	32
Viewing Bookmarked Video .....	32
Editing a Bookmark .....	33
Deleting a Bookmark .....	33

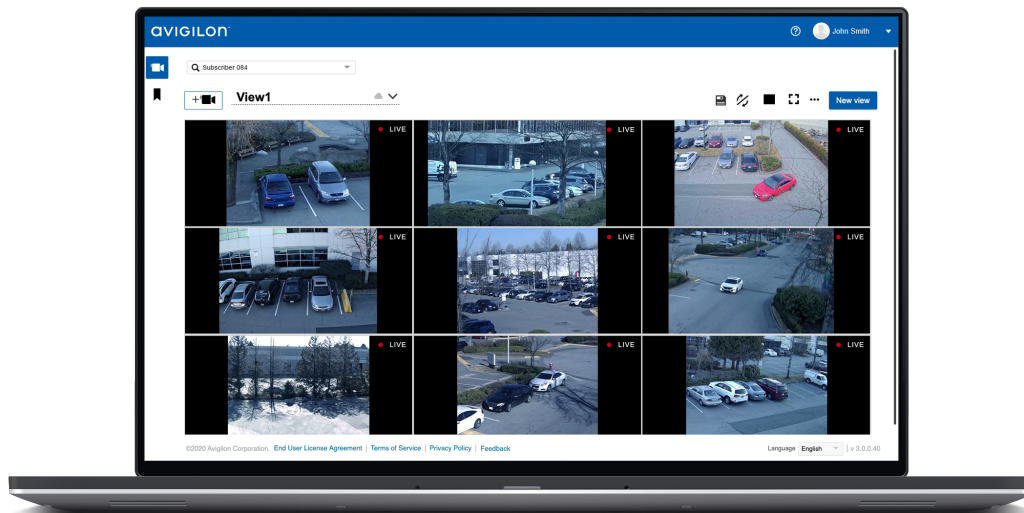
Views .....	34
Adding a View .....	34
Changing the Layout .....	34
Changing a Camera in a View .....	35
Removing a Camera from a View .....	35
Saving a View .....	36
Opening a View .....	36
Updating a View .....	37
Favoriting a View .....	37
Camera List .....	38
System Health .....	39
Downloading a Site Health Report .....	39
Downloading a System Bug Report .....	39
Viewing Downloaded Files .....	39
System Health Dashboard .....	40
List View and Card View .....	40
Sorting and Filtering Sites .....	40
Sorting and Filtering Devices .....	40
Site Details .....	41
Server Details .....	41
General Information .....	41
Server Licenses .....	42
Site Licenses .....	42
Network Adapters .....	43
Hard Drives .....	43
Power Supplies .....	43
Cooling Devices .....	43
Temperature Probes .....	44
Storage Analysis .....	44
Camera Details .....	44
General Information .....	44
Image and Compression .....	45
HDSM SmartCodec .....	45
Audio .....	45
Digital I.O .....	46
Disabling System Health .....	46

COVID-19 Dashboard .....	47
Viewing the COVID-19 Dashboard .....	47
Changing the Time Range .....	47
Downloading a Report .....	47
PDF Reports .....	47
CSV Reports .....	48
Card Details .....	48
Configuring the Occupancy Settings .....	49
Displaying the Entry Control Screen .....	49
Changing the Entry Control Screen Messages .....	50
Updating the Occupancy with Manual Counts .....	50
Hiding an Area .....	51
Showing an Area .....	51
Viewing Events .....	51
Event Details .....	52
Sites .....	53
Adding a Site .....	53
Upgrading ACC Sites .....	53
Adding a Service Package .....	54
Canceling a Pending Request .....	54
Canceling a Service Package .....	55
Deleting a Site .....	55
Preview Features .....	55
Users .....	56
User Roles .....	56
Syncing ACC and ACS Users .....	56
Creating and Syncing ACC Users to the Cloud .....	57
Creating and Syncing Avigilon Cloud Services Users to an ACC Site .....	57
Resending a Registration Email .....	58
Resetting a User's Password .....	58
Updating a User .....	58
Removing a User .....	58
Updating Your Profile .....	59
Changing Your Password .....	59
Changing the Web Client Language .....	60
Changing Your Preferred Language .....	60

Changing Email Notification Preferences .....	60
Changing the Date and Number Formats .....	60
<b>Service Providers .....</b>	<b>61</b>
Adding a Customer .....	61
Offering Service Packages for Remote Services .....	61
Managing Pending Requests .....	62
Central Station Monitoring .....	62
Webhooks .....	63
Preparing a Webhook Integration .....	63
Creating a Webhook Central Station .....	63
Testing the Webhook Connection .....	64
Enabling Site Monitoring .....	64
SureView Immix CS .....	64
Preparing a Central Station Connection .....	64
Creating a Central Station .....	64
Enabling Site Monitoring .....	65
Part 1: Configuring Customer Sites .....	65
Part 2: Syncing Sites .....	66
Part 3: Saving the Changes .....	66
Part 4: Testing the Integration .....	67
Adding Devices to a Monitored Site .....	67
Disabling Monitoring .....	67
Central Station Monitoring Issues .....	68
Don't Receive Alarms More than 10 Minutes After Integration .....	68
SureView Software Not Accepting Communication from Avigilon Cloud Services platform ...	68
<b>Troubleshooting and FAQs .....</b>	<b>69</b>
Activation Issues .....	69
Account Issues .....	69
Registration Link Expired .....	69
Forgot Your Password or Locked Out .....	69
Changed Your Email Address .....	70
Viewing Player Details .....	70
Other Issues .....	70

# Introduction

Avigilon Cloud Services enables a modern cloud-connected user experience, accessible from a web browser. It lets Avigilon Control Center (ACC) sites connect to the cloud and take advantage of capabilities and features that provide centralized access across distributed systems. Avigilon Cloud Services simplifies management of physical security systems for multi-site facilities and distributed security systems from anywhere.



## What's in this guide?

- Connecting an ACC site to Avigilon Cloud Services.
- Monitoring live and recorded video.
- Managing bookmarks.
- Viewing Saved Views and creating personalized views.
- Managing your profile.

## System Requirements

### Software Requirements

- ACC Server software version 7.12 or later
- ACC Web Endpoint Service version 7.12 or later

Sites with ACC software below this version may not have access to complete Avigilon Cloud Services functionality.



## Supported Cameras

- Avigilon H5 Pro cameras
- Avigilon H5A, H5SL and H5M cameras
- Avigilon H4A and H4SL cameras
- Avigilon H4 Fisheye cameras without dewarp
- Avigilon H4 Pro cameras
- Avigilon HD Multisensor cameras
- Avigilon pan, tilt, and zoom (PTZ) cameras
- Avigilon Multihead cameras
- Avigilon HD Pro cameras
- ONVIF® Profile S cameras
- Analog cameras with the use of an [Avigilon analog encoder](#) or an ONVIF encoder

ONVIF is a trademark of Onvif, Inc.

Currently all cameras must use H.264 format. H.265 video streaming is only supported on Safari® browsers. Avigilon Edge Solution (ES) cameras and video dewarp are not supported.

## Supported Browsers

The following browsers are supported on Windows 10, macOS®, and Chromebook™ devices:

- Google Chrome™ browser version 72.0 or later
- Safari browser version 12.1 or later
- Microsoft Edge browser version 80.0.361 or later

Browsers on mobile devices are currently not supported.

## Supported Devices

- ACC Mobile 3 app version 3.18 or later available on the App Store and the Google Play™ store

The minimum device requirements are:

	Android	iOS
Platform	Android version 5.0 or later	iPad with iOS 11 or later  iPhone with iOS 11 or later  iPod touch with iOS 11 or later
Processor	n/a	64-bit (Apple A7 or later)

## Bandwidth Requirements

### **Streaming Video**

The number of streams you can view at the same time depends on your download bandwidth and other activity on your ACC server or appliance, including other users who may be streaming or downloading video.

For example, a 3 MP camera running at 6 fps requires 1-3 Mbps depending on the video quality. Each user viewing a camera will take up a concurrent stream.

In addition to the streaming capacity of the hardware used to run the ACC software, you may also be limited by your internet service provider's download speed.

### ***Downloading Video***

Downloading video uses upload bandwidth and is affected by other network activity, including the number of people trying to stream or retrieve video at the same time.

If users try to stream and download video at the same time, the users streaming video will be given priority.

If you have an upload speed of 5 Mbps, only one user can download high quality video from one 3 MP camera running at 6 fps. Up to 5 users could concurrently download low quality video from the same camera.

# Connecting ACC™ to the Cloud

**Note:** If your ACC site was previously connected to Avigilon Cloud Services as a standalone site and you are now moving to a registered organization, first disconnect the site from the cloud. See *Disconnecting ACC from the Cloud* on page 14.

This section describes how to connect your ACC site to Avigilon Cloud Services so users can view video from their browser or mobile device.

## Before Connecting Your ACC Site

- Check the *System Requirements* on page 8.
- Ensure your ACC site has Internet access.
- Ensure that each ACC Server is version 7.12 or later and that the same version of the ACC Web Endpoint Service is installed and running.
- If you have a multi-server site, add all servers to the site before connecting to Avigilon Cloud Services. Otherwise you will have to disconnect the standalone servers from Avigilon Cloud Services before adding them to your single ACC site.
- Ensure each server has the correct time zone, date, time, and daylight saving time settings. For a multi-server site, ensure the servers are synchronized to a network time protocol (NTP) server.



## Registering Your Organization

Administrators should register their organization in Avigilon Cloud Services. This organization can include one or more ACC sites and provides users with access to cameras across all sites.

1. In your browser, go to [cloud.avigilon.com](https://cloud.avigilon.com).
2. Select a **region\*** then click **Not registered? Sign up**.
3. Enter the organization name and your contact information. Click **Submit**.
4. A registration email will be sent. Complete your registration:
  - a. In the email, click the registration link. This link is only valid for 24 hours.  
If the link expires, register your organization again.
  - b. Create a password. This password is unique to Avigilon Cloud Services and does not need to match your ACC password.  
  
If you are a federated user, you are not prompted to set a new password. Avigilon Cloud Services will use your identity provider credential, such as a Microsoft account.

- c. Select your **Preferred communication language**. This sets the language for emails from Avigilon Cloud Services.
- d. Click **Submit**, then click **Sign in** and enter your credentials.

## Adding a Site to Your Organization



1. After the organization has been created, get an activation code in Avigilon Cloud Services:
  - a. In the Sites tab, click **Add site**.
  - b. Enter the site name, address, and select a Primary Contact who will receive email notifications about the site.
  - c. Click **Add**. A code is displayed.
2. Copy the code and enter it in the ACC Client software:
  - a. In the New Task menu , click **Site Setup**.
  - b. Click the site name, then click **Avigilon Cloud Services** .
  - c. Click **If you have an activation code, click here..**
  - d. Enter the activation code and click **Connect**.

The system should connect shortly. If the system takes more than 15-20 minutes to finalize the connection, disconnect your site and try again.

## Adding Users to Avigilon Cloud Services

After the ACC site is connected, an ACC administrator can enable users to access Avigilon Cloud Services. Users imported from Active Directory or ACM™ can also be enabled, however these users will have a unique password for Avigilon Cloud Services that may differ from their ACC password.

In the ACC Client:

1. In the New Task menu , click **Site Setup**.
2. Click the site name, then click **Users and Groups** .
3. Select a user, then click **Edit User**.
4. Enter an email address if not already specified. This will be the username in Avigilon Cloud Services.
5. Select the **Connect** checkbox and click **OK**.
6. Click **Yes** to confirm the email address.

The user will receive an email invitation with a registration link that expires within 24 hours. If the email does not appear, check the junk or spam folder.

## Signing In to Avigilon Cloud Services

Users can sign in with their Avigilon Cloud Services credentials at [cloud.avigilon.com](https://cloud.avigilon.com) and on the ACC Mobile 3 app.

**Note:** When you connect to Avigilon Cloud Services, two user groups are automatically created:

- Cloud Administrators
- Cloud Viewers


By default, these user groups have access rights to view all cameras in Avigilon Cloud Services and cannot log in to the ACC Client. Update these groups' access rights according to your organization's policies.

Do not assign ACC users to be members of these groups.

## Giving Users Additional Privileges

Avigilon Cloud Services administrators can manage sites, users, and view the System Health dashboard. Avigilon Cloud Services managers can also view dashboards without site or user management privileges. For more information, see *User Roles* on page 56. You can elevate users to be an administrator or manager.

In Avigilon Cloud Services:

1. On the  Organization Management page > Users tab, select a user.
2. In the **Role** drop-down list, select Administrator or Manager.
3. Click **Save**.

## \* Avigilon Cloud Services Regions

Selecting the default region or USA will host your organization and accounts on Microsoft Azure servers in the United States. Selecting Asia Pacific or Oceania will host your account in Australia. All other options will host your account in Canada. Note that all users must select the same region to log in to their accounts.

## Using the Cloud Platform

With Avigilon Cloud Services, you can:



- View live and recorded video.
- Access ACC Saved Views. These views are read-only and display only the first 9 cameras when viewed in the web client.
- Create personal Saved Views. These are only available in the Avigilon Cloud Services web client and cannot be shared between users.
- Control PTZ cameras using mouse controls. Activate existing PTZ presets and tours from the web client. New presets and tours created in the web client will be saved to the ACC site.

- If your user account has the appropriate permissions in the ACC site, you can also:
  - Activate digital outputs. If a digital output is associated with a camera in the ACC client, it can be triggered from the cloud platform.
  - Create, view, and manage bookmarks in the web client. Changes are synchronized between the ACC site and web client.
  - Download MP4 video clips and snapshots to a local drive.

## Disconnecting ACC from the Cloud

**Note:** An Internet connection is required.

You can disconnect your site from Avigilon Cloud Services at any time. Cloud users will no longer have access to cameras or video from the site.

1. In the New Task menu , click **Site Setup**.
2. Click the site name, then click **Avigilon Cloud Services** .
3. Click **Disconnect**.
4. To confirm, click **Yes**.

A success message is displayed and your site is disconnected.

Synchronized cloud users are deleted from the ACC site.

5. Click **Close**.

You can confirm the status of your connection on the ACC Site Health page.

# Getting Started

## Registering Your User Account

When an Administrator invites you to Avigilon Cloud Services platform, you'll receive an email invitation from the Avigilon Cloud Services Team.

1. In the email, click the registration link. This link is only valid for 24 hours.  
  
If the link expires, contact your administrator to disable and re-enable cloud access for your ACC user account.
2. Create a password. This password is unique to Avigilon Cloud Services and does not need to match your ACC password.  
  
If you are a federated user, you are not prompted to set a new password. Avigilon Cloud Services will use your identity provider credential, such as a Microsoft account.
3. Select your **Preferred communication language**. This sets the language for emails from Avigilon Cloud Services.
4. Click **Submit**, then click **Sign in** and enter your credentials.

### Registering from the Sign In Page

1. Click the **Not registered? Sign up** link on the Sign In page.
2. In the Register organization page, fill out your **Organization Name** and **Email**.
3. Click **Submit**. Look in your inbox for a registration email, register your user account, and sign in using your identity provider credential, such as a Microsoft account.



## Changing Organizations

If you have access to multiple Avigilon Cloud Services organizations, you can switch between them.

1. In the top-right corner, click your name.
2. Click **Switch Organization**, then select an organization.

### Viewing Organization Information

For subscriber administrators only.

- If the  circle indicator is displayed next to the Organization Management  > General tab, click the tab to fill out incomplete organization details.

## Signing In

**Note:** If an incorrect password is entered three times, the account will be locked for 30 minutes. Click **Reset Password** to change your password and access your account. This may differ if you log in using your identity provider credential, such as a Microsoft account.

1. Go to [cloud.avigilon.com](https://cloud.avigilon.com).
2. Select the **Default** region unless told otherwise.
3. Enter your email and password and click **Submit**.

If you log in using your identity provider credential, enter your password and click **Sign in**.

You are signed in.

## Signing Out

- In the top-right corner of your browser, click your name and select **Sign Out**.

## Provisioning Federated Authentication with an Identity Provider

For IT administrators of Avigilon Cloud Services and Microsoft Azure™ cloud services; excludes Avigilon Blue.

Enable Federated Authentication with a trusted identity provider and then configure Avigilon Cloud Services to allow users of the end-user organization, or service provider, to log in using their identity provider credentials, such as a Microsoft account.

### Azure Cloud Configuration

For customer end-user or service provider organization only.

1. For Azure cloud configuration information, see Azure Active Directory (AD).

To register the Azure AD tenant application, complete the following steps. See also the general steps at [Microsoft.com \(docs.microsoft.com/en-us/azure/active-directory-b2c/tutorial-add-identity-providers#create-an-azure-active-directory-application\)](https://docs.microsoft.com/en-us/azure/active-directory-b2c/tutorial-add-identity-providers#create-an-azure-active-directory-application).



- a. Register an application within your organizational Azure AD tenant.  
This step enables sign-in from an AD B2C organization.
- b. Sign in to the Azure portal.
- c. Make sure you're using the directory that contains your organizational Azure AD tenant. Select the **Directory + subscription filter** in the top menu and then choose the directory that contains your Azure AD tenant.
- d. Choose **All services** in the top-left corner of the Azure portal, and then search for and select **App registrations**.
- e. Select **New registration**.
- f. Enter a **Name** for the application. Accept the default selection of **Accounts in this organizational directory only**.
- g. Enter a checkmark in **Access Tokens** and **ID Tokens**. The settings are required for MSAL.js integration.
- h. For the **Redirect URI**, accept the value of **Web** and enter the following URL in lowercase letters: <https://acsb2cprod.b2clogin.com/acsb2cprod.onmicrosoft.com/oauth2/authresp>
- i. Select **Register**. Record the **Application (client) ID** and **Tenant ID**.
- j. Enter a checkmark in **Access Tokens** and **ID Tokens**. The settings are required for MSAL.js integration.

**Note:** The MSAL.js 2.0 version does not currently support Azure AD B2C for use with the PKCE authorization code flow. Thus, Azure AD B2C recommends using the implicit flow.

- k. Select **Certificates & secret** and then **New client secret**.
- l. Enter a **Description** for the secret, select an expiration, and then select **Add**. Record the **Value** of the secret immediately.
- m. Grant Permissions to the **Graph API**:
  - i. Complete the steps at [Microsoft.com \(docs.microsoft.com/en-us/azure/active-directory-b2c/microsoft-graph-get-started?tabs=app-reg-ga\)](https://docs.microsoft.com/en-us/azure/active-directory-b2c/microsoft-graph-get-started?tabs=app-reg-ga).
  - ii. Select **Add a permission**.
  - iii. Select **Microsoft Graph**.


The following permissions are required:

- **User.ReadAll (Application)**: To support the Graph API call that populates the username and phone number from the Directory during login. For more information, see [Microsoft.com \(docs.microsoft.com/en-us/graph/api/user-get?view=graph-rest-1.0&tabs=http\)](https://docs.microsoft.com/en-us/graph/api/user-get?view=graph-rest-1.0&tabs=http).
- **User.Read (Delegated)**: To proxy the Mobile user login.

2. Submit a form ([forms.gle/W7Dvea6eB6FqtrgD6](https://forms.gle/W7Dvea6eB6FqtrgD6)) to Avigilon with the following information:
  - The recorded Application (Client) ID
  - The Tenant ID
  - The Secret
  - Requested date and time for federation
  - Your time zone


## Adding a Federated User

Use the same steps to add an Avigilon Cloud Services user.

1. In the  Organization Management > Users tab, click **Add user**.
2. Enter the email account in **Email**.
3. Enter a **Role**. For more information, see *User Roles* on page 56.
4. Click **Save**. An invite is sent to the email account.

# Video

## Viewing Live Video

You can view live video on the  Views page from cameras in sites you have access to. If you already have saved views, see *Opening a View* on page 36.

1. Select an image panel, and then click .

The camera list is displayed, and the selected image panel is outlined in blue.

For more information, see *Camera List* on page 38.

**Tip:** You can hover your mouse over a camera name to display a snapshot of the video.


2. Select the camera you want to view.

The camera is added to the image panel and its live video is displayed.

3. While the camera list is displayed, you can continue to select image panels and then select cameras to add to those panels.

## Changing Video Quality


By default, the player always uses the **LOW** quality setting in order to conserve bandwidth. You can change the player's video quality for the current player session. Select **AUTO** quality to see more detail. Select **LOW** quality if you have a slower internet connection.

1. In the bottom-right corner of the video player, click .
2. Select the **Video Quality**.

The video quality is updated. The video quality will revert back to the default setting after you close or navigate away from the player.

## Focusing the Camera


Sometimes a camera may not be focused. Instead of calling for support, you can reset the focus from the video player.

1. In the bottom-right corner of the video player, click .
2. Click **AUTO**.

## Video Streaming Timeout

Continuous video streaming in Avigilon Cloud Services may timeout after a specific period of user inactivity. This inactivity duration may differ if you have a restrictive firewall configuration. Click **Resume** to continue streaming video.

## Viewing Recorded Video

**Tip:** In the top-right corner, click  to sync video from all players in a view.

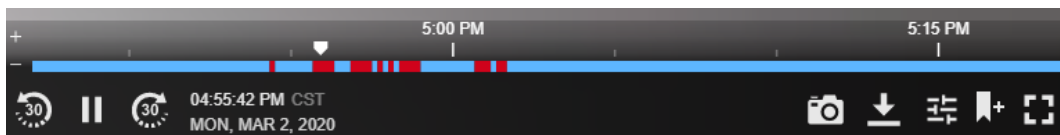
### Using the Timeline

The timeline lets you search recorded video from a particular camera.





- Open the video player for the camera.

For more information, see *Viewing Live Video* on the previous page.

A timeline appears when you hover over the video player.



Markers show the time and date. The blue bands represent recorded video. The red bands represent a recorded motion event.

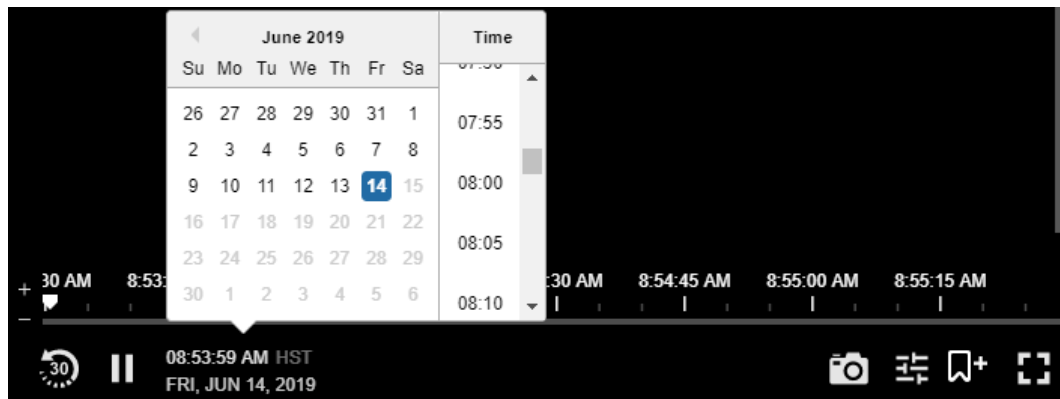
- **To use one timeline for all video players in a View**, in the top-right corner, click  to sync video.
- **To search recorded video**, drag the white marker along the timeline or click the date to select when to view video.
- **To increase or decrease the time range**, scroll over the timeline or click  /  on the left side of the timeline. You can increase the time range up to several days.
- **To jump backwards or forwards in time**, click the left or right side of the timeline. The video will play from the time selected.
- **To return to live video**, click  in the upper-right corner of the player window.
- **To hide the timeline**, move your mouse away from the video player window.

### Selecting a Date

You can view recorded video from a certain date and time using the video player.

1. At the bottom of a video player, click the date and time.

A calendar is displayed.



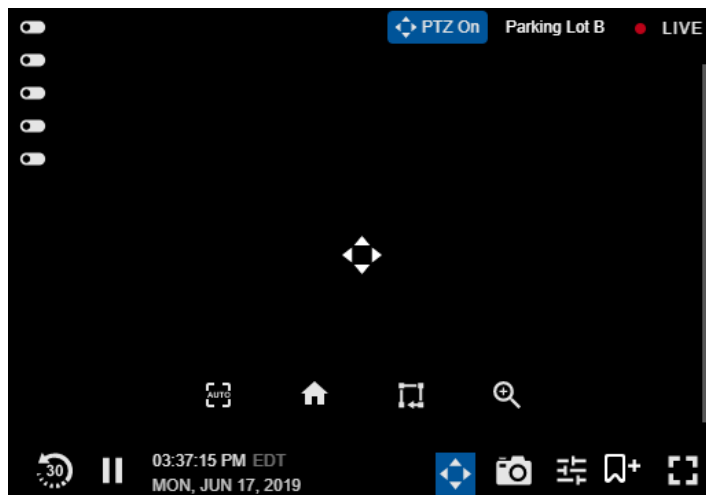
2. Select a date and time.

The player will display recorded video from that time.

## Using a PTZ Camera





PTZ controls are available when viewing live video from a PTZ camera on the  Views page.



1. In the video player, click  or  to display the PTZ controls.



The camera's PTZ controls are overlaid on the video and manual pan and tilt controls are enabled.

For more information on using manual pan and tilt controls, see *Moving a PTZ Camera* below.

Control	Description
	Auto-focus the PTZ camera.
	Go to the Home position.
	Display the Presets list where you can move to a preset, or create and delete presets. You can also access the Tours list where you can run, create, and delete tours.
	Display the Zoom controls.

2. To hide the PTZ controls, click  or .



## Moving a PTZ Camera

As you move the PTZ camera's field of view, the camera's recording will move with the changing field of view.

Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Moving the camera will disable analytics rules until the PTZ has moved back to the home position. For more information, see *Go To Home Position* on the next page.




**Tip:** PTZ controls like click-to-center and continuous panning will also function when other PTZ controls are open, such as the Zoom or Preset controls.

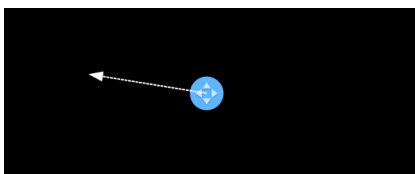
### Click-to-Center

1. Click  or  to display the PTZ controls and enable manual pan and tilt controls.
2. If click-to-center is supported by your camera, click anywhere on the video image to center the camera on that point.

The camera's live video moves to center on the selected point.

### Continuous Panning

1. Click  or  to display the PTZ controls and enable manual pan and tilt controls.
2. Drag your mouse from the center  in the direction you want the camera to pan. The farther the mouse is from the center of the player, the faster the camera will move.





The camera's live video moves as directed.





While the camera is panning, you can drag in other directions to adjust the camera movement.

3. Release the mouse button to stop panning.


## Keyboard PTZ Controls

Using the PTZ keyboard controls is ideal for small adjustments to the PTZ camera position. Each keystroke will move the camera a small amount.


1. Click  or  to display the PTZ controls and enable manual pan and tilt controls.
2. Use the keyboard keys to control and pan and tilt movements of the camera. You can tap the key to make a small movement or hold it down to move faster. The table below lists the different PTZ control keys.

PTZ Control	Keyboard Keys		Number Pad Keys
Move left		A	4
Move right		D	6
Move up		W	8
Move down		S	2
Zoom in	+		+
Zoom out	-		-

## Focusing a PTZ Camera

You can automatically adjust the focus of your PTZ camera. Click  to have the PTZ camera automatically focus on the scene.

## Go To Home Position


If your PTZ camera has a Home preset position configured, you can click  to move the camera to the Home position.

For more information on configuring the Home position, see *Creating a Preset* on the next page. Select the **Set as Home** checkbox while creating a preset to make it the Home position.

**Note:** Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Make sure that the field of view of the Home preset includes any areas that require analytic rules.

## PTZ Preset Positions

You can control PTZ camera movement by directing the camera to move to preset positions. You can also manage your presets by creating and deleting them.


Click  to open the Presets list.

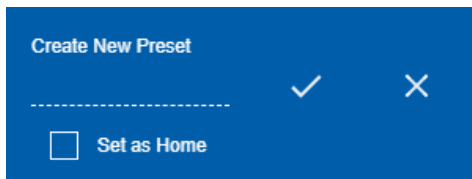
### Moving to a Preset Position



1. With the Presets list open, scroll through the list to find the preset you want to move to.
2. Click the Preset.

The camera's live video will move to the selected preset position.

### Creating a Preset

1. Use the camera's PTZ controls to move the camera's field of view to the desired preset position. For more information on moving the camera, see *Moving a PTZ Camera* on page 22, and *PTZ Camera Zoom Controls* on page 26.
2. Click  to open the Presets list.
3. Click **Create New Preset** at the bottom of the Presets list.




4. Enter a descriptive name for the new preset.
5. Click  to save the new preset or click  to discard the preset.

If you want this preset to be the Home position, select the **Set as Home** checkbox.

**Note:** You cannot edit a preset. If you want to modify an existing preset you will have to delete it and create a new preset.

### Deleting a Preset

1. With the Presets list open, scroll through the list to find the preset you want to delete.
2. Click  for that preset.




The selected preset is deleted and removed from the Presets list.

## PTZ Tours

You can control PTZ camera movement by directing the camera to run a PTZ tour. Tours allow the PTZ camera to automatically move between a series of preset positions and can be set to pause at each preset for a specific amount of time. The tour will repeat until manually stopped or other PTZ controls are used.

**Note:** The PTZ tour will stop when you or any other user uses the PTZ controls for that camera.

Click  to open the list of presets, then click **Tours** to open the list of tours.


### Running a PTZ Tour

1. With the Tours list open, scroll through the list to find the tour you want to run.
2. Click the Tour.

The camera's live video will move through the preset positions configured with the tour.

3. To stop the tour, click **Stop Tour** or use any other PTZ control.

### Creating a Tour




1. Use the camera's Presets list to create all of the preset positions that you will need for this tour. For more information on creating presets, see *Creating a Preset* on the previous page.
2. Click  to open the list of presets, then click **Tours** to open the list of tours.
3. Click **Create Tour** at the bottom of the Tours list.

The Tour Builder dialog box is displayed.



4. Enter a descriptive name for the new tour in the **Tour Name** field.
5. In the **Pause Duration** field, enter the amount of time the tour will pause before it repeats. Tours will repeat until manually stopped or other PTZ controls are used by any user.
6. Select a **Tour Mode** from the drop-down list:
  - **Sequential:** The PTZ camera will go to each preset in the set order.
  - **Random:** The PTZ camera will go through the list of presets in a random order.
7. If you want this tour to run automatically after a set amount of time that the PTZ camera has been idle, select the **Set as default tour** checkbox. Set the time the camera should be idle before it will automatically run in the **Idle Start Time** field.

The tour will automatically start after the PTZ camera has been idle for the set time.

**Note:** Setting the current tour as the default tour will automatically remove this setting from the previous tour that was set as default.


8. Click **Add Another Preset** to add a preset to the Tour Builder.
  - a. Select the **Preset** to add from the drop-down list.
  - b. In the **Speed** field, enter how fast you want the PTZ camera to move to this preset. The higher the %, the faster the camera will move.
  - c. In the **View Time** field, enter the amount of time you want the PTZ camera to stay at this preset position before moving to the next preset. The View Time is 10 seconds by default.
  - d. Repeat this step until you have added all of the presets for this tour.
9. To remove the preset from a tour, click  for that preset.
10. To re-order a preset in the tour, click  or  for that preset. The preset order only affects tours that use Sequential mode.
11. Click **Save** to save the tour.

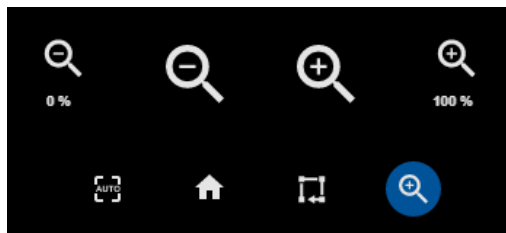
### Editing a Tour





1. Click  to open the list of presets, then click **Tours** to open the list of tours.
2. Click  for the tour you want to edit.
3. Edit the tour settings and options. For more information on the tour settings, see *Creating a Tour* on the previous page.
4. Click **Save** to save the tour.

### PTZ Camera Zoom Controls

You can control the PTZ camera zoom with the PTZ controls. Zoom in to see more detail or zoom out to see more of the surrounding scene.

Click  to open the zoom controls.



Zoom Control	Description
Zoom all the way out	 Click 0 % to zoom all of the way out. This can be used to reset the PTZ zoom to the default view after zooming in on an object in the scene.
Zoom all the way in	 Click 100% to zoom all of the way in. This can be used to quickly zoom in to the maximum zoom to see more detail in the scene.
Zoom out	Click  to zoom out by 5% increments.
Zoom in	Click  to zoom in by 5% increments.
Zooming with the mouse wheel	Use the mouse wheel to adjust the zoom in and out by scrolling the wheel forwards and backwards.
Dragging to zoom	If the camera supports drag to zoom, you can click and drag a green rectangle on the video image to define the area you want to zoom in and see.

## Triggering a Digital Output



**Note:** The proper permissions in the ACC site are needed.

All users can trigger available digital outputs from a camera's video player.

Digital outputs are only available while viewing live video.


1. Hover over the player to display the Digital Outputs .

Hover over a toggle to see the output name.

2. Click  next to the output you want to trigger:
  - If the output mode is set to **Pulse**, the output will stop after the specified pulse duration.
  - If the output mode is set to **Hold**, click  again to stop the digital output.

## Displaying Analytics Bounding Boxes

Depending on where the player is used, analytic bounding boxes may or may not display over the video being viewed. You can toggle the **Analytics Activity** setting to show analytic activity bounding boxes around recognized objects such as persons or vehicles. You can display **Analytics Activity** on any type of video, such as live video, recorded video, event video, or bookmarked video.

1. In the bottom-right corner of the video player, click .
2. Select the **Analytics Activity** toggle to enable or disable the analytic bounding boxes.

The analytics activity setting will revert back to the default setting after you close or navigate away from the player.

## Avigilon Appearance Search™ Feature

**Note:** Contact Avigilon Product Management at [ACSPDM@motorolasolutions.com](mailto:ACSPDM@motorolasolutions.com) to enable a preview of the Multi-Site Appearance Search feature. You will need a system running ACC software version 7.12 or later.

If you have cameras with the Avigilon Appearance Search feature enabled, you can search across all of your sites for persons of interest.





### Starting an Appearance Search

1. In a video player, enable **Analytics Activity**. See *Displaying Analytics Bounding Boxes* above.
2. Find the person of interest and click on its bounding box.
3. Select whether to find instances of the person **Before** or **After** the current instance.

Only the first 30 minutes of search results from the selected camera are displayed. Each result displays the site, thumbnail, camera, and time that the result was detected.



### Refining Results

You can change the search parameters, select true matches and remove false results to refine your search.

- In the top-right, click  to add or remove cameras from the search, or change the time and date range. Click **Search** to apply the changes.
- Click  next to each result that matches the person of interest. This improves the system's accuracy and refreshes the results.
- To star multiple results, select the checkbox and in the top-right click .
- To remove results, select the checkbox and in the top-right click .

## Enabling Audio


If a camera has its Speaker settings configured in the ACC Client software, you can enable the camera's audio in the Avigilon Cloud Services player.

- In the video player, click  to enable audio or  to disable audio.

## Downloading Video

**Note:** The proper permissions in the ACC site are needed.


You can download an MP4 video from a specific date and time from any camera you have access to in a video player. You can use the video for further investigation or archive it.

1. In the video player, click .  
The Download video dialog box is displayed.
2. Using the camera's local time, select the date and start time.
3. In the **Duration:** box, enter how long the video should be. The maximum duration is 60 minutes.
4. Set the Quality to **High** to download a high resolution clip or **Low** to download a low resolution clip.
5. Click **Submit**.

## Downloading a Snapshot


















**Note:** The proper permissions in the ACC site are needed.

If you notice something interesting while monitoring live or recorded video, you can download a PNG snapshot of the video player to your computer. You can use the image as evidence in an investigation, or share it across your team to raise awareness of a person of interest.

- In the video player, click .
- A snapshot is downloaded.

## Video Player Controls

The following table describes each video player control. Available controls may vary based on whether you are viewing live or recorded video.


Control	Description
	Skip back 30 seconds.
	Pause video.
	Play video.
	Skip forward 30 seconds.
	Volume off. Click to enable audio.
	Volume on. Click to disable audio.
	View PTZ controls.
	Download a snapshot of the video.
	Configure the video player's settings.
	Download video.
	Create a bookmark of the selected video.
	Go to fullscreen mode.
	Exit fullscreen mode. You can also press Esc.
	Zoom in on the timeline. You can also hover over the timeline and scroll.
	Zoom out on the timeline. You can also hover over the timeline and scroll.
	Trigger a digital output. Hover over this control to see the digital output name.
<b>Camera name</b>	View player and connection details. Click  to pin player details to the video player.
<b>Click to Jump</b>	Jump backward and forward by clicking the left or right side of the timeline.
<b>Scroll to Zoom</b>	Zoom the video in and out.
<b>Drag to Move</b>	While zoomed in, you can click and drag to move the video's field of view.

# Bookmarks

## Adding a Bookmark

**Note:** The proper permissions in the ACC site are needed.

Bookmark recorded video to find and review an event later. Bookmarked video can be protected from scheduled data cleanup so that the video is never deleted.

1. Find the point in the recorded video timeline that you want to start the bookmark and click .

The Create Bookmark dialog box appears with the selected Start time and End time.

2. In the **Cameras** pane, select the cameras to include.

You can only bookmark multiple cameras from the same site.

3. Enter a **Name** and **Description**.

4. Enter the **Duration** of the bookmark.

This will automatically update the End time. You can also update the End time to specify the duration of the bookmark.



5. To protect the bookmarked video from being deleted, under Protect bookmark, select **Yes**.

**IMPORTANT:** Protected bookmarks are never automatically deleted. Be aware that protected bookmarks take up storage space and can become your oldest stored video. Protected bookmarks should be manually deleted when they are no longer needed. For more information, see *Protecting and Unprotecting a Bookmark* below.

6. Click **Save**.


## Protecting and Unprotecting a Bookmark

Protecting bookmarks prevents them from being deleted. Protected bookmark can become the oldest stored video on your server. Unprotected bookmarks on the other hand may be deleted by scheduled or automatic data cleanup.


1. On the  Bookmarks page, expand a site.
2. Next to a bookmark, click . The Edit a Bookmark page is displayed.
3. Under Protect bookmark, select **Yes** or **No**.
4. Click **Save**.

**Note:** Too many protected bookmarks may fill available storage on your server and may impact normal operation. Delete protected bookmarks that are no longer needed or set them as unprotected so they will be automatically deleted.

## Searching for a Bookmark


1. On the  Bookmarks page, expand a site.
2. On the right, select a date range. The date range refers to the bookmark video Start Time, not Date Created.
3. In the **Bookmark name or description** box, search for a bookmark.  
Only matching results within the date range are displayed.

## Viewing Bookmarked Video

1. On the  Bookmarks page, expand a site.
2. Click a Bookmark Name to view the bookmarked video and details.
3. Use the timeline and player controls to review the video.  
For more information, see *Viewing Recorded Video* on page 20.
4. If the bookmark is linked to multiple cameras, select the camera to view from the **Cameras** list to the left of the video player.
5. To edit the bookmark, click **Edit**.  
For more information, see *Editing a Bookmark* on the next page.



## Editing a Bookmark



1. On the  Bookmarks page, expand a site.
2. Next to a bookmark, click . The Edit a Bookmark page is displayed.

You can also edit a bookmark when you are viewing that bookmark.

3. Make any changes needed to the bookmark.

For more information about the editable options, see *Adding a Bookmark* on page 31.

## Deleting a Bookmark

1. On the  Bookmarks page, expand a site.
2. Next to a bookmark, click .
3. Click **OK**.

The bookmark is removed from the bookmarks list.

# Views

## Adding a View


**Note:** Views are unique to each user and are not shared between users. Changes will not appear in the ACC site.

Create new views to help monitor related groups of cameras from a single view.

1. In the top-right corner, click **New view**. This clears cameras from the current view.
2. Set up the view to your requirements:
  - Set the view layout to the desired number of video panels.
  - Add and change the camera feeds in the view.
  - If necessary, make this view a favorite or default view.
  - Save and name the new view.

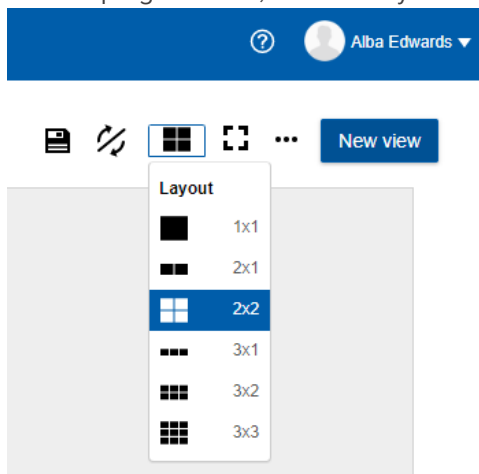
Once it has been saved, this view can be used any time you sign in to your account.

## Changing the Layout

You can change the number of image panels displayed on the  Views page by changing the layout. You can have up to nine image panels in a single layout. Choose the number of image panels that makes sense for the scene you're viewing.

**Note:** Changing the layout will not remove cameras from your view.

- In the top-right corner, select a Layout.



## Changing a Camera in a View

Use the camera list to change the camera displayed in an image panel.

You can review recorded video for a disconnected camera by adding that camera to a view and using the timeline controls to find the recorded video. For more information, see *Viewing Recorded Video* on page 20.

1. Select an image panel, and then click .

The camera list is displayed, and the selected image panel is outlined in blue.

**Tip:** You can hover your mouse over a camera name to display a snapshot of the video.

2. Select the camera you want to view.

The camera is added to the image panel and its live video is displayed.

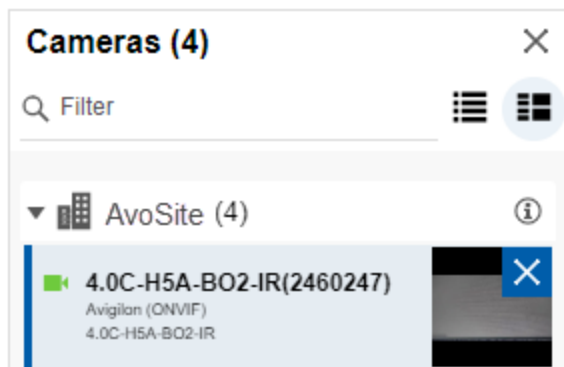
3. While the camera list is displayed, you can continue to select image panels and then select cameras to add to those panels.

## Removing a Camera from a View

If a camera requires maintenance or you no longer need to see its video, you can remove the camera from an image panel.

1. Select an image panel, and then click .

The camera list is displayed, and the selected image panel is outlined in blue.






2. Next to the selected camera, click **X**.

The camera is removed from the image panel.

## Saving a View



**Note:** Views are unique to each user and are not shared between users. Changes will not appear in the ACC site.

Save views for each area in your site so you can monitor your site effectively. When a view is saved, it will appear in the  Views drop-down list so you can access it later.

1. In the  Views page, update or create a new view.  
Set up the view to use the cameras and layout required.
2. *Optional.* Set the view as a favorite or the default view.
3. In the top-right corner, click  .  
The Save View dialog box is displayed.
4. Enter a descriptive **Name** for the view.
5. Click **Save**.  
The view is saved.

## Opening a View

**Note:** Up to 9 cameras from a Saved View will be displayed. Other content, like maps or point-of-sale (POS) transactions will not be displayed.

- In the  Views drop-down list, select a view. Search for a view by typing.
  - ★ Indicates the view is a favorite.
  -  Indicates the view is saved to your Avigilon Cloud Services platform user account.

To expand your view to the full browser width, in the top-right corner click .


To return to the Views page, click .

To use one timeline to control all video feeds in a View, in the top-right corner, click  to sync video.

## Updating a View

**Note:** Views are unique to each user and are not shared between users. Changes will not appear in the ACC site.

If you make a change to a previously saved view, you can overwrite the view with your changes, or save your changes as a new view.

- In the top-right corner, click .

The Save View dialog box is displayed.

### To overwrite changes:



1. Select the **Replace** option.
2. Click **Save**.

### To save as a new view:

1. Select the **Save as** option.
2. Enter a descriptive **Name** for the view.
3. Click **Save**.


## Favoriting a View

**Note:** To favorite a Saved View, first save the view to your Avigilon Cloud Services account.

If you have a lot of saved views, it can be difficult to find the view you're looking for. You can choose to make a view your default view. Default views are displayed every time you go to the  Views page. You can also favorite a view for quick access in the  Views drop-down list.

### To make a view the default:

- In the top-right corner, click  and select **Set as default**.

The view appears at the top of the  Views drop-down list.

### To favorite a view:

- In the top-right corner, click  and select **Add favorite**.













The view appears at the top of the  Views drop-down list.

# Camera List

The camera list displays all of the cameras that you can view from all of the sites you have access to. The camera list provides information about the cameras that are connected and options for displaying the list of cameras.

## To show or hide the camera list:


- In the top-left corner, click .

Camera List Item	Description
Cameras heading	The number in parentheses indicates the number of cameras available to view. In the example above there are 10 cameras available.
 Filter	Filter cameras by name.
	Switch to a compact list of cameras that does not include camera details or thumbnail images. <div><b>Tip:</b> You can hover your mouse over a camera name to display a snapshot of the video.</div>
	Switch to a thumbnail list of cameras that displays camera details and a thumbnail image.
 (Site name)	The name of the site that the cameras are connected to. <ul style="list-style-type: none"><li>• The number in parentheses indicates the number of cameras available from that site.</li><li>• Click  to view the site details.</li><li>• Click  or  to expand or collapse the list of cameras for a site.</li></ul>
 (Folder name)	The name of the folder that contains cameras. For ACC sites only.
 (Camera name)	Indicates the camera has live video that can be viewed.
 (Camera name)	Indicates the camera has recorded video that can be viewed but no live video. Use the timeline controls to find the recorded video for these cameras.
 (Camera name)	Indicates the camera has been removed from the site and video is no longer available.
 (Camera name)	Indicates the camera is not connected and video is no longer available.

# System Health

## Downloading a Site Health Report

You can download an audit report of the current server and camera inventory for each site. The report will provide device configuration details as well as the current system health status for each device in the site.

1. In the  System Health Dashboard > Sites tab, select a site.
2. In the top-right, click **Download Report**.


The report will download as a CSV file to the default download location.

**Tip:** You can view and download reports created up to 2 weeks ago on the Files page. See *Viewing Downloaded Files* below.

## Downloading a System Bug Report

Avigilon Cloud Services allows you to document key system configurations and logs in a single file that can be submitted with your technical support requests to Avigilon Technical Support.

To generate a System Bug Report that contains configuration data, system logs and more for your servers:

1. In the  System Health Dashboard > Servers tab, select a server.
2. In the upper-right corner of the Details tab, click **Generate Log** and wait a few minutes for the file to be generated.
3. When the button changes to **Download Log**, click it and then the upper-right corner of your browser to specify that the zip file be downloaded to your browser's Downloads folder.




After the file is downloaded, **Generate Log** reappears.

**Tip:** You don't have to wait for the log to finish generating. You can check the availability of the report on the Files page. See *Viewing Downloaded Files* below. It will remain archived for up to 2 weeks.

## Viewing Downloaded Files

You can view Site Health and System Bug Reports that were generated and downloaded up to 2 weeks ago on the Files page. You can download the reports again or share a direct download link with others.

On the  **Files** page:

- To download a report, click .
- To copy a direct download link, click  > **Share**.
- To delete a report, click  > **Remove**.


## System Health Dashboard

**Note:** System Health is only available for registered organizations and Avigilon Blue Connect sites.

Administrators and Managers can view the status of servers and cameras on the System Health Dashboard.


1. Click  **System Health** to view the Dashboard.

The dashboard summarizes the number of server or camera issues per ACC site.


2. Use the top navigation or click a site to view a summary of the device status. For more information, see *Site Details* on the next page.
3. Click a server or camera to see more detailed information. For more information, see *Server Details* on the next page and *Camera Details* on page 44.
4. In the top-left, click  to return to the previous page.

### List View and Card View


Display the Sites page as a list or as cards.

- In the top-right, click  for list view or  for card view.

### Sorting and Filtering Sites

- Use the drop-down list on the right to sort Site results by Name, Number of issues, Servers with issues, Cameras with issues, or Number of devices.
- Begin typing in the  **Filter** to search for a site.

### Sorting and Filtering Devices

- Click a column heading to sort Server and Camera results.
- Begin typing in the  **Filter** to search for results by Device Name, Status, Organization, or IP address.



## Site Details

Select the Servers or Cameras tab to view the following information, or select a site on the Sites tab to view only devices from that site.

Name	Description
Device	The device name.
Status	The device connection status.
Duration	The amount of time the device has been in its current status.
Site	The site the device is connected to.
IP address	The device IP address.
MAC address	The device MAC address.

## Server Details

Select a server to view its details. If a status is not available, the system will display Unknown.

There are two tabs:

- **Details** — summarizes the server configuration and status.
- **Storage Analysis** — summarizes the number of days of recording and bandwidth used for each camera.

### General Information

Name	Description
Status	The server connection status.
Up Time	The amount of time the server has been running since it was last rebooted.
Analytics Service	The ACC Analytics Service status, if installed.
Model	The server's model name. Only available if the server's SNMP service is enabled.
Server Version	The ACC Server version.
Service Tag	The server's service tag. Only available if the server's SNMP service is enabled.
IP Address	The server IP address.
System Available Memory	The amount of storage available for video recording.
Memory Usage	The amount of memory used by the ACC Server software.

Name	Description
CPU Load	The percentage of server processing power that is used by the ACC Server software.
Peak Load (Last 3 Days)	The highest percent usage of the ACC Analytics Service over the last 3 days.

### ***Server Licenses***

Name	Description
Camera Channels	The number of server licenses used for cameras on the server out of the total available channels.
Failover	The number of server licenses used for failover on the server out of the total available channels.
LPR6 Channels	The number of server licenses used for license plate recognition (LPR) on the server out of the total available channels.
Analytics	The number of server licenses used for analytics on the server out of the total available channels.
POS Sources	The number of server licenses used for point-of-sale (POS) sources on the server out of the total available channels.
Face Match Channels	The number of server licenses used for face detection on the server out of the total available channels.

### ***Site Licenses***

Name	Description
Camera Channels	The number of site licenses used for cameras on the server out of the total available channels. Devices that do not generate video streams do not use camera channels.
Failover	The number of site licenses used for failover on the server out of the total available channels.
LPR6 Channels	The number of site licenses used for license plate recognition (LPR) on the server out of the total available channels.
Analytics	The number of site licenses used for analytics on the server out of the total available channels.
POS Sources	The number of site licenses used for point-of-sale (POS) sources on the server out of the total available channels.
Face Match Channels	The number of site licenses used for face detection on the server out of the total available channels.

## Network Adapters

Name	Description
Adapter Name	The name of the network adapter that is connected to the server.
Status	The operational status of the network adapter.
Link Speed	The maximum speed supported by the network adapter based on its network connectivity. Ensure this is at least 1 Gbps for the camera network.
IP Address	The IP address of the network adapter. Appears empty for network adapters that are disconnected.
Incoming	The bandwidth usage of incoming data.
Outgoing	The bandwidth usage of outgoing data. This includes video streaming to the ACC Client software, ACC Virtual Matrix software, and ACC Mobile 3 application.

## Hard Drives

Only available if the server's SNMP service is enabled.

Name	Description
Name	The hard drive name.
Status	The drive status.
Product ID	The hard drive product number.
SMART Alert	If there is a Self-Monitoring, Analysis, and Reporting Technology (SMART) Alert for the disk reliability or imminent failure, it will appear in this column.

## Power Supplies

Only available if the server's SNMP service is enabled.

Name	Description
Location	The power supply location in the chassis.
Status	The power supply status.
Type	The power supply type.
State Settings	Additional information about the power supply provided by the sensor.

## Cooling Devices

Only available if the server's SNMP service is enabled.

Name	Description
Location	The cooling device location in the chassis.
Status	The cooling device status.
Type	The cooling device type.
State Settings	The cooling device state.

### ***Temperature Probes***

Only available if the server's SNMP service is enabled.

Name	Description
Location	The temperature probe location in the chassis.
Status	The temperature probe status.
Type	The temperature probe type.
State Settings	The temperature probe state.

### ***Storage Analysis***

Name	Description
Camera	The camera name.
Model	The camera model number.
Actual Video Retention	The age of the oldest video stored on the server. Not available for Avigilon Blue Connect devices.
Total Bandwidth	The bandwidth used by the camera in Mbps.
Image Rate	The image rate of the camera in fps.

## Camera Details

Select a camera to view its details. If a status is not available, the system will display Unknown.

### ***General Information***

Name	Description
Model	The camera model number.
Firmware Version	The camera firmware version.
Serial Number	The camera serial number.
Logical ID	The camera logical ID if assigned.

Name	Description
MAC Address	The camera MAC address.
IP Address	The camera IP address.
Device Location	The camera location if assigned.

### ***Image and Compression***

Name	Description
Format	The camera streaming format.
Total Bandwidth	The bandwidth used by the camera in Mbps.
Resolution	The camera image resolution.
Image Quality	The image quality setting of the camera. An image quality setting of 1 will produce the highest quality video, require the most bandwidth, and use more storage. The default setting is 6.
Image Rate	The image rate setting of the camera in fps. A higher Image Rate results in better video quality but more storage and network bandwidth usage.
Keyframe Interval	The number of frames between each keyframe. At least one keyframe per second is recommended.

### ***HDSM SmartCodec***

Name	Description
Enabled	If supported on the camera, whether High Definition Stream Management (HDSM) SmartCodec™ technology is enabled to reduce bandwidth usage.
On Motion	The background image quality when motion is detected.  An image quality setting of 1 will produce the highest quality background image but will require the most bandwidth.
Bandwidth Reduction	Low, Medium, High, or Custom level of bandwidth savings.

### ***Audio***

If the device does not have a microphone or speaker, or is not ONVIF-compliant, the system will display Unknown.

Name	Description
Speaker	Whether a speaker is enabled on the camera.
Microphone	Whether a microphone is enabled on the camera.

## ***Digital I.O***

If the device does not have digital inputs or outputs, or is not ONVIF-compliant, the sytem will display Unknown.

<b>Name</b>	<b>Description</b>
Inputs	Lists the digital input linked to the camera.
Outputs	Lists the digital outputs linked to the camera.

## **Disabling System Health**

By default, System Health is available for all registered organizations and Avigilon Blue Connect sites.


To disable the collection of system health data, contact Avigilon Technical Support.

# COVID-19 Dashboard

The Avigilon Cloud Services Reports page displays data from configured ACC events across an organization, site or area over a specified time range. For more information, see the [Avigilon COVID-19 Response Technology guide](#).

Avigilon Cloud Services Administrators or Managers can access the Reports page to gain business insights and access the [Entry Control Screen](#).

## Viewing the COVID-19 Dashboard

1. Click  **Reports**.
2. Select a site to view information on a per-site level.
3. Select an area to view information on a per-area level.
4. Select a camera to view information on a per-camera level. You can drill down for more event information.

**Tip:** Select a card to view more details.

## Changing the Time Range

The default time range is the last 60 minutes.

- In the top-left, select a new **Time Range**.

## Downloading a Report

You can print a chart you are viewing to a PDF formatted report. The chart allows you to view data across a site, area, or camera over the specified time range.

You can also export the summarized data points from the chart you are viewing into a CSV file. The data is summarized into 5 minute, one hour or daily totals depending on the time range used for the chart.

### PDF Reports

1. Select the site, area or camera. Update the Time Range if needed.
2. Select a card and in the top-right of the table that appears, click **Print**.
3. In the Print dialog, select **Save as PDF** and click **Save**.
4. Select where to save the file.

A PDF report is downloaded.

**Tip:** You can also use the browser print settings to save a PDF report. Press Ctrl+P on Windows or Command-P on Mac.

## CSV Reports

1. Select the site, area or camera. Update the Time Range if needed.
2. Select a card and in the top-right of the table that appears, click **CSV**.

A CSV report is downloaded.

## Card Details




Name	Description
Current Occupancy	The number of people in an occupancy area in an organization, site or area at this time.
Peak Occupancy Trend	<p>The greatest number of people in the area at a time over the selected time range. It is not the total number of people in an area at a time.</p> <p>For example, the total number of people in the area over an hour was 20. But if for 20 minutes there were 12 people then for 20 minutes there were 8 people and then for 20 minutes there were no people, the peak occupancy would be 12.</p>
Entries and Exits	<p>The total number of people who entered or left an occupancy area over the selected time range.</p> <p>The Event Trend chart shows the number of events that occurred over time.</p>
People Without Mask	<p>The number of detected people without masks in an organization or site over the selected time range.</p> <p>The Event Trend chart shows the number of events that occurred over time.</p>
Social Distancing Violations	<p>The number of detected social distance violations between two people over the selected time range.</p> <p>The Event Trend chart shows the number of events that occurred over time.</p>
Elevated Temperature percentage or Elevated Temperature Events	<p>The percentage of temperature events that are elevated. To get the Elevated Temperature percentage details, you must have configured all 3 temperature events: Elevated, Low, and Expected. If only the elevated temperature event is configured, only the Event Trend chart will display on this card.</p> <p>The Event Trend chart shows the number of events that occurred over time.</p>



Name	Description
Events	The number of events detected by the specified camera over the selected time range. Only displayed when viewing camera details.

## Configuring the Occupancy Settings

Specify the maximum occupancy for a site or area to ensure that the Entry Control Screen displays up-to-date data.




1. On the  **Reports** page, select a site or area.
2. In the top-right corner, click , then click  **Settings**.
3. Enter the **Maximum Occupancy**.
4. *Sites only*. Enter when the occupancy should reset to 0 in the **Reset occupancy daily at** box.
5. Click **Save**.

**Tip:** You can set different maximum occupancies for each area and for the site as a whole.

## Displaying the Entry Control Screen

The Entry Control Screen can be displayed on a monitor or tablet at an entrance to let visitors know the current occupancy.

The Entry Control Screen can be displayed on a device that is signed in to an Avigilon Cloud Services account or a URL can be generated and used on devices that are not authenticated with Avigilon Cloud Services.




1. On the  **Reports** page, select an area.
2. In the top-right corner, click , then click  **Settings**.
3. Click **Regenerate Auth Key** to ensure the correct access URL and authentication key is generated. An access URL must be generated at least once to enable the Entry Control Screen.
4. To display the Entry Control Screen on a device that is signed in to an Avigilon Cloud Services account:
  - a. Click **Save**. The COVID-19 Dashboard displays.
  - b. In the top-right corner, click **Entry Control Screen**.  
  
The Entry Control Screen will load in a new tab.
5. To display the Entry Control Screen on a device that is not authenticated with Avigilon Cloud Services:

- a. Copy the **Access URL** to your clipboard so you can send it to the device that needs to display the Entry Control Screen.
- b. At the site, enter the copied URL into your web address bar to open the Entry Control Screen.
- c. Click **Save**.

**Tip:** Secure the monitor or tablet to prevent people from interacting with the display.



## Changing the Entry Control Screen Messages




You can customize the messages that are displayed when the occupancy is full or when there is still room for people to enter.

1. On the  **Reports** page, select a site.
2. In the top-right corner, click , then click  **Settings**.
3. Enter the following:
  - **Valid entry heading** — The text displayed if only one person is allowed to enter. The number 1 will be displayed in front of this text. Maximum 22 characters.
  - **Valid entry heading (plural)** — The text displayed if multiple people are allowed to enter. The number of people allowed to enter will be displayed in front of this text. Maximum 22 characters.
  - **Invalid entry heading** — The text displayed if the maximum occupancy is reached. Maximum 22 characters.
  - **Invalid entry subheading** — Additional text to display if the maximum occupancy is reached. You can use this to advise social distance guidelines. Maximum 23 characters.
  - **Maximum occupancy status** — The text displayed when the maximum occupancy is reached. Maximum 7 characters.
4. Click **Save**.

## Updating the Occupancy with Manual Counts

You can manually update the current occupancy if a person enters or exits and from an entrance that is not monitored. This can also be used by a greeter at the door to update the current occupancy inside the site.

1. On the  **Reports** page, select a site or area.
2. In the top-right corner, select  and update the current occupancy:



-  — *Areas only*. Enter a number to decrease or increase the current occupancy.
-  — Set the current occupancy to 0.
-  — Set the current occupancy to the maximum occupancy.

The current occupancy is automatically updated.

**Tip:** To reset the current occupancy daily, see *Configuring the Occupancy Settings* on page 49.



## Hiding an Area

If you have an area that is no longer used, you can hide the area to exclude any analytic events from the site total.

1. On the  **Reports** page, select a site and then an area.
2. In the top-right corner, click .
3. Click **Hide Area**.

## Showing an Area

You can view previously hidden areas and reactivate them.

1. On the  **Reports** page, select a site.
2. In the top-right corner, click .
3. Click **Show hidden areas**.

To reactivate a hidden area:

- Click **Set Active**.

## Viewing Events

You can get a list of events detected by each camera and view the recorded video linked to the event.

1. On the  Reports page, select a site, then a camera.

For Enter or Exit Area events, select the **Occupancy Area** and then select a camera.

For Face Mask Detection & Social Distancing Events & Temperature Events, scroll down to the list of cameras in the section for **Face Mask Detection & Social Distancing Events & Temperature Events** and then select a camera.

2. Select a **Time Range** and **Event Types** to display.
3. To review video of an event, click the date and time of the event in the **Start Time** column to open the event clip in the video player.

You must have the **View recorded images** group privilege for the camera in the ACC system, otherwise video will not stream.

Use the timeline and player controls to review the video.




## Event Details

Name	Description
Start Time	When the event was triggered. Click to view the event video.
Event	The type of event.
Direction	The direction of an Enter or Exit occupancy area event.
Temperature	The temperature reading of the person that triggered the event. This Event detail is only available for Temperature events.
Number of People	The number of people detected in the event.
Source	Whether the event was detected by a camera or manually entered.

# Sites

## Adding a Site

Administrators can add ACC sites to their organization.

1. On the  Organization Management page, in the Sites tab, click **Add site**.
2. Enter the site name, address, and select a Primary Contact who will receive email notifications about the site.
3. Click **Add**. A code is displayed.
4. Copy the code and enter it in the ACC Client software:
  - a. In the New Task menu , click **Site Setup**.
  - b. Click the site name, then click **Avigilon Cloud Services** .
  - c. Click **If you have an activation code, click here..**
  - d. Enter the activation code and click **Connect**.


## Upgrading ACC Sites

**Note:** Requires the Advanced System Health Package. See *Preview Features* on page 55 to enable a preview of this package. This feature requires a minimum ACC 7.12 software version be installed on the device.

You can update multiple site services remotely, rather than updating each component at its physical location. You can install or upgrade server software, services and plugins, language packs, and camera firmware.

It's recommended that you upgrade the ACC Server first, followed by the ACC Web Endpoint Service before upgrading other components.

**Note:** The ACC Client software can be upgraded before or after the ACC Server, but ACC Clients with older software versions will lose administration features until they are upgraded.

1. In the  System Health Dashboard, select a site to see the list of servers in the site.
2. In the Servers tab, click **Upgrade Site**.

The button may not be enabled if the site does not have the minimum ACC version.

3. Select the site to upgrade. Sites that require an update are marked with a blue dot.
4. Select the required installer for the site and click **Download**.

After download, an Upgrade button is displayed next to each eligible ACC Server.

5. Click **Upgrade** next to each ACC Server.

If you leave the page before the download completes, it will continue in the background. When you return to the upgrade page, the status may indicate 'retry'.

- Click **retry** once to resume the download.


If an installer takes more than a couple of hours to download:

1. Click **Reset**, then restart the ACC Web Endpoint Service in the Windows Services dialog.
2. After the service restarts, try downloading the installer again.

## Adding a Service Package

**Note:** Your ACC site and ACC Web Endpoint Service must be version 7.10 or later.

Administrators can request monitoring services from an Avigilon Cloud Services Provider for each site. Your service provider will give you a code to enter.



1. On the  Organization Management page > Sites tab, select a site.
2. Select the **Service Packages** tab.
3. In the top-right corner, click **Add service package**.
4. Enter the given code and review that the provider information is correct.
5. Click **Save** to submit the service request.

Your service provider will need to accept or decline your request. You will be notified by email once this happens.

If you are changing service providers, your previous provider will be notified that they no longer have access to your site.

## Canceling a Pending Request



Before a service provider accepts your service request, you can cancel it.

1. On the  Organization Management page > Sites tab, select a site.
2. On the Service Packages tab, select a service package.
3. Click .
4. Click **Yes**.

A notification will be sent to your service provider.

## Canceling a Service Package

When you cancel a service package, your service provider will no longer have access to your site or video. If you cancel all service packages, your default service provider will be Avigilon. You cannot cancel service packages provided by Avigilon.


1. On the  Organization Management page > Sites tab, select a site.
2. On the Service Packages tab, select a service package.
3. Click .
4. Enter the provider name and click **Yes**.

A cancellation request will be sent to your provider.

Your service provider will need to accept or decline your request. You will be notified by email once this happens.


## Deleting a Site

Remove unused sites to clean up your organization.

1. On the  Organization Management page > Sites tab, click  next to the site you want to remove.
2. Enter the site name and click **Delete** to confirm.

## Preview Features

Enjoy free access to preview features for a limited time. After the trial period, an additional service package may be required to continue using each feature. Administrators can enable and disable preview features for all sites in their organization.

1. On the  Organization Management page, click the **Preview Features** tab.
2. Select **On** or **Off** to enable or disable a feature.
3. Click **Save** to confirm your changes.

# Users

## User Roles

Avigilon Cloud Services has four user roles: Administrators, Managers, Responders, and Viewers. Each role has access to different features. A user's role applies to all sites that they have access to.

	Administrator	Manager	Responder	Viewer
Monitor Video	✓	✓	✓	✓
Manage Bookmarks	✓	✓	✓	✓
View System Health	✓	✓	—	—
Manage Sites and Users	✓	—	—	—

## Syncing ACC and ACS Users

**Tip:** To simplify access rights and privileges, create and manage users in the ACC Client and sync them to Avigilon Cloud Services.

Users can be created in both the ACC Client and Avigilon Cloud Services and synced from one platform to another.

Users created in Avigilon Cloud Services will not be able to log in to the ACC Client by default. Create users in Avigilon Cloud Services if they are from an external organization and need web and mobile access.

Synced ACC users have the same access to cameras and privileges as defined in the ACC Client.



Depending on their user role, Avigilon Cloud Services users become members of the following ACC user groups when synced:

- **Cloud Administrators** — Administrators and Managers
- **Cloud Viewers** — Viewers and Responders

By default, both of these user groups have access to all cameras. For increased security, remove access to all cameras for these groups.



In the ACC Client:



1. In the New Task menu , click **Site Setup**.
2. Select a site, then click **Users and Groups** .
3. In the Groups tab, select the Cloud Administrators group and click **Edit Group**.
4. Remove access to all cameras and click **OK**.
5. Repeat steps 3 - 4 for the Cloud Viewers group.

## Creating and Syncing ACC Users to the Cloud

In the ACC Client:


1. In the New Task menu , click **Site Setup**.
2. Click the site name, then click **Users and Groups** .
3. Click **Add User**.
4. Enter an email address. This will be the username in Avigilon Cloud Services.
5. Select the **Connect** checkbox and click **OK**.

The user will receive an email invitation with a registration link that expires within 24 hours.

## Creating and Syncing Avigilon Cloud Services Users to an ACC Site



Sync Avigilon Cloud Services users to an ACC site if they need web or mobile access only. Add the user to a new or existing group in the ACC Client to give them access to the cameras they need.

In Avigilon Cloud Services:

1. On the  Organization Management page > Users tab, click **Add user**.
2. Enter the user's contact information.
3. Select the user's **Role**. For more information, see *User Roles* on the previous page.
4. Select which sites the user can access.
5. Click **Save**.


The user will receive an email invitation with a registration link that expires within 24 hours.

In the ACC Client:

1. In the New Task menu , click **Site Setup**.
2. Click the site name, then click **Users and Groups** .
3. Select the ACS user, then click **Edit User**.
4. In the Member Of tab, select the permission groups that should be applied.
5. Click **OK**.
6. Repeat steps 2 - 5 for each site the user has access to.

## Resending a Registration Email


If a user does not register within 24 hours, their registration link expires. Administrators can resend an Avigilon Cloud Services invitation.

1. On the  Organization Management page > Users tab, select a user.
2. Click **Resend Invite**.

A new email invitation is sent to the user.

## Resetting a User's Password

After 3 failed attempts to sign in, a user will be locked out of their account for 30 minutes. They can click **Reset Password** on the sign in page, or an administrator can reset it.


1. On the  Organization Management page > Users tab, select a user.
2. At the bottom of the page, click **Reset Password**.

A password reset email is sent to the user.

## Updating a User



If a user's information or role changes, you can update the user account.

**Tip:** Filter users by their name, email address, role or site access.

1. On the  Organization Management page > Users tab, select a user.
2. Enter the new information.
3. Click **Save**.

## Removing a User

To remove a user from Avigilon Cloud Services, you can delete their account.

1. On the  Organization Management page > Users tab, click  next to the user you want to remove.
2. Click **Delete** to confirm.

The user is removed from Avigilon Cloud Services and their ACC user account's Connect checkbox is cleared.

# Updating Your Profile

You can manage your Avigilon Cloud Services user profile and preferences on the Profile settings page.

You can update your:

- Personal information

This information is read-only if you logged in using your identity provider credential, such as a Microsoft account.

- Password

This information is not displayed if you logged in using your identity provider credential.

- Date and number formats

1. In the top-right corner, click your name.
2. Click **Profile settings**.
3. Select a tab and enter the new information.
4. Click **Save**.

## Changing Your Password

For increased security, your password automatically expires after 90 days. You'll receive an email reminder 3 days before it expires.

1. In the top-right corner, click your name.
2. Click **Profile settings**.
3. In the Password tab, enter your **Current password**.
4. Enter a **New Password** and **Confirm new password**. Your new password must be different from your last 3 passwords.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$ @ # ! % \* ? & + \ < > . \_ - ~ : ; = ^ ] | ' ` { / } ( ) { }

Your password cannot include the word "Password".

5. Click **Save**.

A success message will appear.

## Changing the Web Client Language

You can change the web client language at any time from any page. You can also select your language when signing in.

**Tip:** Once you have changed your language, Avigilon Cloud Services will remember your selection and use it every time you sign in to the platform.

- At the bottom of any page, use the **Language** drop-down list to select a language.  
The language is updated.

## Changing Your Preferred Language

Avigilon Cloud Services sends emails regarding your account or subscription. The Preferred communication language setting controls the language used in these emails.

1. In the top-right corner, click your name.
2. Click **Profile settings**.
3. In the Personal Information tab, select a **Preferred communication language**.
4. Click **Save**.

## Changing Email Notification Preferences

You can choose whether or not to receive email notifications.

1. In the top-right corner, click your name.
2. Click **Profile settings**.
3. In the Personal Information tab, select whether or not to receive **Email notifications**.
4. Click **Save**.

## Changing the Date and Number Formats

By default, Avigilon Cloud Services uses your default browser preferences for date and number formats. To personalize your formats:


1. In the top-right corner, click your name.
2. Click **Profile settings**.
3. In the Dates and Numbers tab, select your preferences.
4. Click **Save**.

# Service Providers

## Adding a Customer


As a Service Provider, you can offer service packages, such as remote video monitoring, to customers who have an ACC site connected to Avigilon Cloud Services.

**Note:** The ACC site and ACC Web Endpoint Service must be version 7.10 or later.

- On the  Organization Management page > Service Packages tab, copy your **Code** and make it available to the customer to add your service package to one or more of their sites.

Your customer's administrator will use this code to [make a service request](#), which you can view.

After they complete the form, you will receive an email notification. Click the link to **Accept** or **Decline** their request for service.


**Tip:** You can also go to the  Organization Management > Monitoring: Site Configurations tab and view your Pending Requests.

After the service request is accepted, you will be able to provide services to that site.

## Offering Service Packages for Remote Services


**Note:** The ACC site and ACC Web Endpoint Service must be version 7.10 or later.

As a Service Provider, you can offer service packages for services, such as remote monitoring, to customers who have an ACC site connected to Avigilon Cloud Services.

- On the  Organization Management page > Service Packages tab, copy your **Code** and make it available to the customer to add your service package to one or more of their sites.

Your customer's administrator will use this code to [make a service request](#), which you can view.

After they complete the form, you will receive an email notification. Click the link to **Accept** or **Decline** their request for service.


**Tip:** You can also go to the  Organization Management > Monitoring: Site Configurations tab and view your Pending Requests.

After the service request is accepted, you will be able to provide services to that site.

## Managing Pending Requests

As a Service Provider, you will receive email notifications whenever a customer requests a new service or cancels their subscription. You can accept or decline requests in Avigilon Cloud Services.

### To manage a pending request:

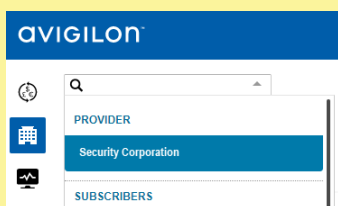
- Follow the link in your email and **Accept** or **Decline** the request.
- Go to the  Organization Management > Monitoring: Site Configurations tab and **Accept** or **Decline** the request.

**Tip:** A  circle that is displayed next to the  Organization Management > Monitoring tab indicates a reply is needed.

## Central Station Monitoring

As a Service Provider, you can enable central station monitoring using a custom webhook integration or SureView Systems Immix® CS software to deliver an end-to-end solution for your customers. Once enabled, the central station can view live and recorded video.

**Note:** If you have a user account in both the service provider and customer organization, make sure you are signed in as a service provider. You'll know you're signed in as a service provider if you see the organization drop-down list in the top-left area.



## Webhooks

### *Preparing a Webhook Integration*

Work with your integrator to determine the following:

- The **URI** that will receive the event message.

Include the protocol and domain. HTTPS is recommended.

For example: `https://centralstationprovider.com/98c91d60-4a68-4a91-830e-f5aa6a`

- A **Username** and **Password** for the webhook integration.

- The username should be unique, and does not need to be an email address.

For example: `centralstationproviders01`

- Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (`$ @ # ! % * ? & + \ < > . _ - ~ : ; = ^ ] | ' ` { / } ( ) { }`)

Your password cannot include the word "Password".

- A **Shared Secret Phrase** to verify the event message came from Avigilon Cloud Services

Phrases must have 6 or more characters and can include spaces and punctuation. We recommend using 5-7 words in your phrase.

For example: `Cool cats know where it's at.`

### *Creating a Webhook Central Station*

Once you have the above information, use it to set up central station monitoring. You can set up a single central station to monitor all of your sites or multiple central stations to help organize the different subscribers and sites that will be monitored.

1. Go to **Organization Management > Monitoring > Central Stations**.
2. On the right side, click **Add Central Station**.
3. Enter a descriptive **Name** for the central station.
4. In the Integration type drop-down list, select **Webhook**.
5. Enter the **URI**, **Username**, **Password**, and **Shared Secret Phrase** determined in the previous step.
6. Click **Save**.

A success message is displayed and the new central station is added to the list.

7. Click the **Connection** toggle to enable the connection to the central monitoring software.



A success message is displayed.

### **Testing the Webhook Connection**

- Next to the webhook, click **Test**.

A sample notification is sent to the URI.

### **Enabling Site Monitoring**

1. In the **Site Configurations** tab, select a subscriber organization to view their sites.

**Note:** You will only see sites you have access to.

2. Select the **Central Station** from the drop-down list and select the **Enabled** checkbox on the right.
3. Click **Save**. A success message is displayed.

The webhook is now configured to send notifications whenever an event occurs at the subscriber's site.

## **SureView Immix CS**

### **Preparing a Central Station Connection**

To connect your Avigilon Cloud Services site to the SureView software, work with a SureView sales engineer to determine the following:

- The SureView Hostname. For instance, example.sureview.net.
- The SureView SMTP Port Number. This is usually 25.
- The SureView **Sync System** title.

The SureView sales engineer will create a **Sync System** in the SureView software using the specified credentials. You will need the title of this Sync System when enabling central station monitoring for a site. For more information, see *Enabling Site Monitoring* on the next page.

### **Creating a Central Station**

Once you have the above information, use it to set up central station monitoring. You can set up a single central station to monitor all of your sites or multiple central stations to help organize the different subscribers and sites that will be monitored.



1. Go to **Organization Management > Monitoring > Central Stations**.
2. On the right side, click **Add Central Station**.
3. Enter a descriptive **Name** for the central station.
4. Select the central station software from the **Integration type** drop-down list.
5. In the **SureView Hostname and SMTP Port Number** box, enter the SureView hostname and port number determined in *Preparing a Central Station Connection* on the previous page. The hostname and port number should be separated by a colon. For instance: `example.sureview.net:25`.
6. Enter a **Username** and **Password**.

The username should be unique, and does not need to be an email address. For example:  
centralstationproviders01

Your password must contain 8-50 characters and include at least one:

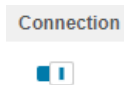
- Uppercase letter
- Lowercase letter
- Number
- Special character (\$ @ # ! % \* ? & + \ < > . \_ - ~ ; : = ^ ] | ' ` { / } ( ) { }

Your password cannot include the word "Password".

7. Click **Save**.

A success message is displayed and the new central station is added to the list.

8. Click the **Connection** toggle to enable the connection to the central monitoring software.



A success message is displayed.

## Enabling Site Monitoring

Central station monitoring is enabled on a per-site basis. You must be an administrator in both Avigilon Cloud Services and the SureView software. This process involves copying and pasting information across both platforms. We recommend you open each platform in a separate browser window or tab. The procedure consists of four parts.


- *Part 1: Configuring Customer Sites* below
- *Part 2: Syncing Sites* on the next page
- *Part 3: Saving the Changes* on the next page
- *Part 4: Testing the Integration* on page 67

### Part 1: Configuring Customer Sites

In Avigilon Cloud Services :

1. Go to **Organization Management > Monitoring > Site Configurations** and expand a subscriber organization to view their sites.

**Note:** You will only see sites you have access to.

2. Select the **Central Station** from the drop-down list.
3. Click  to copy the **Site ID**.

### **Part 2: Syncing Sites**

In the SureView software:

1. On the Setup page, click **Add a Site**.  
The Add A New Site wizard is displayed.
2. Select a parent site. The new site will be placed under the parent site.
3. Enter the required site details and click **Next** until you reach the Site Syncing page.
4. On the Site Syncing page, click **Add Sync Settings**.

The Syncing details are displayed.

- a. In the **Sync System** drop-down list, select the title of the Sync System provided in *Preparing a Central Station Connection* on page 64.
- b. In the **Identifier** box, paste the Avigilon Cloud Services Site ID copied above.
- c. Confirm that the **Enabled** checkbox is selected.
- d. Click **Done**.

The SureView software will connect to the Avigilon Cloud Services site and load all connected cameras. This may take a few minutes. When the process is complete, a green check mark is displayed.

5. Click **Next** until you reach the Summary page.
6. Copy the **Identifier** number displayed at the top of the Summary page.

### **Part 3: Saving the Changes**

In Avigilon Cloud Services, on the Site Configurations tab:

1. In the **Server ID** box, paste the Identifier number from the SureView Summary page.
2. Select the **Enabled** checkbox.
3. Repeat Parts 1-3 to enable monitoring for any additional sites.
4. When all sites are synced in the SureView software and you have entered the **Server ID** for each site, click **Save**.

A success message is displayed, and central station monitoring is enabled for all selected sites.

## Part 4: Testing the Integration

To confirm that central station monitoring works as expected, trigger a notification on a camera. For example, if the camera is configured to create a notification if a person is detected in the field of view, walk in the camera's field of view for a few seconds.

The notification should appear in the SureView Immix software under the Alarms tab. A quick way to check for notifications is in the ACC Mobile 3 mobile app.

### Troubleshooting

Sometimes it can take a few minutes before the integration is complete. You will only see alarms in the SureView software for events that occurred after the integration is complete.

If you do not receive any alarms after approximately 10 minutes, double-check the following settings:


- The correct **Server ID** has been entered.
- The correct Central Station **Integration type** was selected. See *Creating a Central Station* on page 64.

If all settings are correct and you still cannot view alarms in the SureView software, contact Avigilon technical support.

### Adding Devices to a Monitored Site

If additional cameras or devices are added to a monitored Avigilon Cloud Services site, the SureView site must be resynced.

In the SureView software:

1. On the Setup page, click **Edit Sites**.
2. Select the site and in the right-hand area, click **Edit Details**.
3. Click **Next** until you reach the Site Syncing page.
4. Next to the Sync System, click .

The Syncing details are displayed.

5. Click **Update**.

The SureView software will connect to the Avigilon Cloud Services site and load all new cameras. This may take a few minutes. When the process is complete, a green check mark is displayed.

6. Click **Finish**.

### Disabling Monitoring

To stop sending notifications to a central monitoring service, disable central station monitoring. You can disable central station monitoring on a per-site basis, or for all subscriber configurations using a single central station.

### To disable monitoring for a site:

1. In the Site Configurations section, expand a subscriber organization to view their sites.
2. Next to a site, clear the **Enabled** checkbox.
3. Click **Save** to save your changes.

A success message is displayed.

### To disable monitoring for all sites using a single central station:

- In **Organization Management > Monitoring > Central Stations**, click the **Connection** toggle for a central station to disable its connection.

A success message is displayed and central station monitoring is disabled for all subscriber sites that are using that central station.

## Central Station Monitoring Issues

Upgrade all devices for all sites to be monitored.

### Don't Receive Alarms More than 10 Minutes After Integration

Sometimes it can take a few minutes before the integration is complete. You will only see alarms in the SureView software for events that occurred after the integration is complete.

If you do not receive any alarms after approximately 10 minutes, double-check the following settings:

- The correct **Server ID** has been entered.
- The correct Central Station **Integration type** was selected. See *Creating a Central Station* on page 64.

If all settings are correct and you still cannot view alarms in the SureView software, contact Avigilon technical support.



### SureView Software Not Accepting Communication from Avigilon Cloud Services platform

If the SureView software is not accepting communication attempts from the Avigilon Cloud Services platform, the SureView software may be blocking the IP address used by the Avigilon Cloud Services platform. Use the SureView software to *whitelist* the IP addresses that are used by the Avigilon Cloud Services platform. Refer to the the SureView software documentation for more information.

# Troubleshooting and FAQs

## Activation Issues

If your activation code expires, generate a new code:

- On the  Organization Management page, in the Sites tab, click  .  
A new activation code is displayed. Use it within 24 hours.

For additional help connecting your ACC site, see the [Avigilon Cloud Services Web Client FAQ](#).

## Account Issues

### Registration Link Expired

The registration link is only active for 24 hours.

**If you are an administrator registering your organization:**

- Go to [cloud.avigilon.com](https://cloud.avigilon.com) and register your organization again.

**If you are an administrator connecting an ACC site:**

1. On the Site Setup page, click **Avigilon Cloud Services > Cancel**.
2. Click **Avigilon Cloud Services** again and reconnect your site.
3. Complete your registration and sign in.

**If you are a user invited to Avigilon Cloud Services**, contact your administrator to update your user account in the ACC Client software:

1. On the Site Setup page, click **Users and Groups**.
2. Select the user and click **Edit**.
3. Clear the **Connect** checkbox and click **OK**.
4. Select the user and click **Edit**.
5. Select the **Connect** checkbox and click **OK** to save.

The user will receive a new registration email.

### Forgot Your Password or Locked Out

If you forgot your password or are locked out of your account, you can reset it from the Sign in page.

1. On the Sign in page, click **Reset Password**.
2. Enter your email and click **Submit**.

You will receive an email with a link to reset your password. Your new password must be different from your last 3 passwords.

## Changed Your Email Address

If your email address changes, contact your administrator to delete your old user account and create a new one using your new email address.

## Viewing Player Details


When calling Avigilon Support to troubleshoot an issue, it can be helpful to know about your cloud connection. You can view that information from the video player.

Hover over the video player to display an overlay on the player with the timeline and controls. This overlay shows the camera name and status in the upper-right corner.

- **To view more information**, click the camera name.

To show and hide the stream and connection information, click **Details**.

- **To hide the information**, click **X**.

**Tip:** If you have many players open in a view, pin  the camera details to see at-a-glance which cameras are displayed.

## Other Issues

If buttons or text in Avigilon Cloud Services appear skewed, press **CTRL + F5** to clear your cache.