avigilon™

Migration Guide

ACC™ Mobile 2 App to ACC Mobile 3 App

for iOS and Android™

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Introduction

The ACC Mobile 3 app gives you the ability to monitor event alerts and video from your mobile device.

This guide is intended to guide users through the necessary steps needed to migrate from using the ACC Mobile 2 app to the ACC Mobile 3 app.

Device Requirements

- Android smartphone or tablet (version 10.0 or later).
- iOS device (iPad, iPhone, or iPod touch) with iOS 14 or later, and Apple A7 processor or better.

System Requirements

To access your Avigilon Control Center (ACC) system from a mobile device, the following are required:

- ACC Mobile 3 app, version 3.26
- ACC Server and Client software version 6 or 7
- ACC Web Endpoint version 6 or 7
    - The ACC Web Endpoint must be installed on the same computer as the ACC Server.
    - The ACC Web Endpoint is pre-installed on most Avigilon network video recorders and appliances. For ACC ES Recorders and ACC ES Analytics Appliances, a firmware release that includes ACC software version 6.2 or later is required.
    - If you are connecting to a site directly, the ACC Web Endpoint must have access to the internet over HTTPS. This is not required if you sign in with the Avigilon Cloud Services platform.

        The ACC Web Endpoint communication port must be open and accessible to mobile devices. The ACC Web Endpoint uses port 443 on the ACC ES Recorder and the ACC ES Analytics Appliance. The ACC Web Endpoint uses port 8443 on Windows servers.
- You can download the latest ACC software and firmware from **avigilon.com/support-and-downloads**.
- If you are connecting to a site directly, your ACC site login credentials must include a password. The ACC Mobile 3 app will *not* allow you to log in to a manually connected site with credentials that do not have a password. Add a password to your user account before logging in to a site from the app. This is not required if you sign in with the Avigilon Cloud Services platform.
- The features, as noted below, require a specific version of ACC Server and ACC Web Endpoint.

Feature Requirements	ACC Server and ACC Web Endpoint version 6	ACC Server and ACC Web Endpoint version 7
Camera streaming format should be set to H.264 or H.265, which are the streaming formats that are fully supported by the ACC Mobile 3 app. **Note:** The app performs image polling for simple video streaming of other formats that the ACC software supports, including MJPEG. Video from these formats will display in the app, but they will not have the same video quality as H.264 and H.265 streams. Not all features are available when viewing video using image polling. The resolution of the polled images needs to be considered in the bandwidth calculations when sizing the ACC platform. For more information about setting a camera's streaming format to H.264 or H.265, see the *Avigilon Control Center User Guide*.	**H.264**: 6.2 or later **H.265**: not supported	**H.264**: 7.0 or later **H.265**: 7.4 or later
Alarms must be configured in the ACC Client software. Alerts received in the ACC Mobile 3 app are alarms from the ACC software. You will only receive alerts if you are configured to be an alarm recipient. For more information about configuring alarms, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.	6.2 or later	7.0 or later
Digital output triggers must be configured in the ACC Client software. You will only be able to trigger a digital output from your mobile device if you have permission. For more information about configuring digital outputs, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.	6.6.2 or later	7.0 or later
Video analytics overlays are only available for video from Avigilon cameras with self-learning analytics or cameras connected to an Avigilon analytics appliance.	6.8 or later	7.0 or later
The recorded video timeline allows ACC Mobile 3 app users to scroll through recorded video to find specific events.	6.14 or later	7.0 or later
The pan, tilt, and zoom (PTZ) controls are a convenient way for ACC Mobile 3 app users to use the built-in PTZ functions—such as tours, presets, panning, zooming and locking—with their PTZ cameras. At least one PTZ camera must be connected.	6.14 or later 6.14.4 for PTZ locking	7.0 or later

Feature Requirements	ACC Server and ACC Web Endpoint version 6	ACC Server and ACC Web Endpoint version 7
To broadcast live audio through a speaker connected to or built in to the camera, the speaker broadcast setting must be enabled for user groups and the speaker output setting must be enabled for speakers in the ACC software. Optionally, speaker audio can be recorded if enabled. **Important:** The camera or device that you will broadcast audio through must have its audio codec set to G.711 or Opus to be compatible with the ACC Mobile 3 app's audio. For more information about these configurations, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.	**G.711**: 6.2 or later **Opus**: not supported	**G.711**: 7.0 or later **Opus**: 7.6 or later
To listen to live audio from a connected or built-in microphone while live audio is broadcasted (two-way audio), the speaker and microphone settings must be enabled for user groups and the microphone inputs setting must be enabled for microphones in ACC software. Optionally, microphone audio can be recorded if enabled. For more information about these configurations, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.	Not supported	7.2 or later
Views are an easy way to quickly access frequently monitored cameras to provide users a convenient way to pull up a specific set of camera views and monitor live video. Connected cameras must be available for streaming.	6.8 or later	7.0 or later
Connecting to your ACC site on the ACC Mobile 3 app with the Avigilon Cloud Services platform will enable a faster connection and login to your ACC site. To connect with the ACC Mobile 3 app through the Avigilon Cloud Services platform, you will require an Avigilon Cloud Services account and to have already established the connection from the ACC site to Avigilon Cloud Services platform with the ACC Client software. For more information, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.	Not supported	7.4 or later
Answering calls from an H4VI Video Intercom with your mobile device will allow you the flexibility to use a video intercom from any location. You must have a video intercom connected to your ACC site and have its audio encoding set to G.711 or Opus. Upgrade the video intercom's firmware to version 3.26.0.50 or later.	Not supported	7.6 or later

Feature Requirements	ACC Server and ACC Web Endpoint version 6	ACC Server and ACC Web Endpoint version 7
Federated authentication from a trusted identity provider can be used to sign in to your sites on your mobile device, enforcing your company's corporate security policy. To use federated authentication, your ACC site must be claimed with Avigilon Cloud Services, and your user must be configured as a federated user in Avigilon Cloud Services and Microsoft Azure™ Active Directory.	N/A	N/A
Fisheye dewarping, and zooming and panning in the dewarped image is supported on Avigilon and 3rd party fisheye cameras. Client Dewarping must be enabled and the Perspective setting must be set to one of the available options in the ACC Client. On Avigilon fisheye cameras, High Definition Stream Management (HDSM)™ is used to a display higher quality video stream when zoomed in on fisheye video. H.264 or H.265 streaming format is required for the higher quality video stream.	Not supported	7.12.2 or later

Migration Steps

The following sections will guide you through the steps needed to migrate to using the ACC Mobile 3 app for monitoring your Avigilon Control Center™ system.

Uninstalling ACC Gateway

The ACC Gateway was required to connect the ACC Mobile 2 app to the ACC Server. The ACC Mobile 3 app uses the ACC Web Endpoint Service to connect to the ACC Server, so Gateway can be uninstalled from the ACC Server:

> **Note:** ACC Gateway is also required to use the ACC HTML5 Web Client. If you are using the HTML5 Web Client you should not uninstall ACC Gateway. There is no conflict with having both ACC Gateway and ACC Web Endpoint installed on your ACC Server.

- Use the Windows Add/Remove programs Settings page to uninstall the Gateway service.

Installing the ACC Web Endpoint Service

The ACC Web Endpoint Service must be installed on the same system as the ACC Server software.

To install the ACC Web Endpoint Service:

- If you are using ACC 6 software, download and install the ACC 6 Web Endpoint Service from the Avigilon website: **avigilon.com/support-and-downloads/**
- If you are using ACC 7 software, download and install the ACC 7 Web Endpoint Service from the Avigilon website: **avigilon.com/support-and-downloads/**
- For information about installing the ACC Web Endpoint Service, see the *Avigilon Initial ACC™ System Setup and Workflow Guide* that applies to your ACC software.

> **Note:** On Avigilon appliances, the Web Endpoint Service runs on the standard port 443.

Installing the ACC Mobile 3 App

Download and install the ACC Mobile 3 app from one of the following locations:

- Google Play™ store for Android devices
- App Store for iOS devices
- **avigilon.com/support-and-downloads/for-software/acc-mobile/downloads/**

Note: Once you have installed the ACC Mobile 3 app, launch the app on your device and follow the *Initial Setup* chapter of the **ACC Mobile 3 App User Guide** to start connecting to your sites and monitoring video.

For More Information

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

Technical Support

Contact Avigilon Technical Support at **avigilon.com/contact**.

Online Help

While using the ACC Mobile 3 app, you can access this guide at any time. In the top-left corner of the Home page, tap ☰ > **Help** to open the online help in a browser window on your device.