User Guide

ACC™ Mobile 3 App

for iOS

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Introduction

The ACC Mobile 3 app gives you the ability to monitor event alerts, view live and recorded video with audio and video analytics overlays, use digital outputs and PTZ functions, and answer video intercom calls from your mobile device.

Device Requirements

- iOS 14 or later.
- iOS device (iPad, iPhone, or iPod touch) with 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

  If you are using the ACC Mobile 2 app, see the *Avigilon Migration Guide ACC™ Mobile 2 App to ACC Mobile 3 App*.
- 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.	**H.264**: 6.2 or later **H.265**: not supported	**H.264**: 7.0 or later **H.265**: 7.4 or later

> **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*.

Feature Requirements	ACC Server and ACC Web Endpoint version 6	ACC Server and ACC Web Endpoint version 7
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

Initial Setup

After you first install the app on your mobile device, you must configure the app to communicate with your ACC system.

1. From your mobile device home screen, tap [icon] .

2. Read the End User License Agreement and tap **ACCEPT & CONTINUE**.

   The Home page displays the following message:

   > *No Sites Are Currently Connected*

   If this message is not displayed, a site has already been added. For more information, see *Managing Site Connections* on page 30.

3. You have two options for connecting to a site:

   - **Sign in with Avigilon Cloud Services**: If you have ACC site(s) connected to your Avigilon Cloud Services account, you can sign in with that account to access the connected sites. For more information, see *Signing In with the Avigilon Cloud Services Platform* below. For more information on connecting your sites to your Avigilon Cloud Services account, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.

   - **Manually Add Sites**: Use this option to manually add your ACC sites to your ACC Mobile 3 app. For more information, see *Manually Adding Sites* on the next page.

Signing In with the Avigilon Cloud Services Platform

After you open the app for the first time, you must connect the app with your ACC system. You can do this by logging into your Avigilon Cloud Services account that has been connected to your ACC sites. For more information on connecting your sites to your Avigilon Cloud Services account, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.

1. Tap **Sign in with Avigilon Cloud Services** to open the Avigilon Cloud Services platform login page.

2. If necessary, tap the Region selector, [icon USA] , in the lower part of the screen to select the region that you would like to log in to.

3. Enter the **Email or username** for your Avigilon Cloud Services account.

   > **Note:** If your Avigilon Cloud Services registration is incomplete, you will receive a pop-up with a link when you try to log in. You can follow this link to complete the fields required for registration. For more information, see the version of the *Avigilon Control Center User Guide* that applies to your ACC software.

4. How you sign in will depend on how your account authentication is configured:

- If your account is registered for federated authentication in Avigilon Cloud Services, you will be taken to the Microsoft sign in page to **Sign In** with your identity provider credential.
- If you are not registered for federated authentication:
    a. Enter your Avigilon Cloud Services account Password in the field that appears.
    b. *Optional*: Enable **Save Password** if you want your device to remember the login credentials.
    c. Tap **Sign In**. You will be logged into the ACC sites that are connected to your Avigilon Cloud Services account.

Once you have signed in, each of your sites starts to connect and the connection status is indicated on the status bar. When you log in to your Avigilon Cloud Services account that has ten or more ACC sites provisioned, a progress bar appears below the status bar and shows the progress of all the connected sites.

The Home page displays the Alerts tab by default. If there are no active alerts, the page is empty. Tap the Cameras tab to see live video from your sites.

If you have multiple organizations associated with your Avigilon Cloud Services account, you can switch organizations to monitor the sites from another organization. For more information, see *Change the Avigilon Cloud Services organization or region* on page 32.

Manually Adding Sites

After you open the app for the first time, you must configure the app to communicate with your ACC system and connect to your sites.

1. Tap **Manually Add Sites**.
2. On the Settings page, tap ➕ **Manually Add Sites**.

    The Configure Connections page is displayed.
3. Enter the site connection details:
    a. In the **IP Address or Hostname** field, enter the address to the site server.
    b. The **Port Number** field has 443 entered by default. Enter the server port number if needed. The default port number is 443 or 8443, depending on the platform that the ACC Web Endpoint is installed on.
    c. Tap ➕ **Add More Addresses** to add additional sites.
    d. In the top-right corner, tap **Save**.

When you first connect to a site, you may be presented with a certificate warning. Tap **ACCEPT** to continue the setup process. If you reject the certificate, you will need to delete the address before you can add it again. You can also exit and restart the app to view and accept the certificate.

The Settings page is displayed and the **Sites** area now lists the number of sites that you have access to.

> **Tip:** If you have access to multiple sites using the same login credentials, add all of the site

addresses before logging in. When logging in, you can select to log in to All Sites at once.

4. Log in to the site:

   a. On the Settings page, tap **Sites**.

   b. On the Manage Sites page, tap a site in the list.

   c. To log in to all of the sites that you are connected to, tap the site displayed below **LOG IN TO:** and on the following page, tap **All Sites**.

   d. Enter your **Username** and **Password**.

   e. Tap **Save**.

   You are returned to the Manage Sites page.

5. Return to the app Home page.

   a. In the top-left corner of the Manage Sites page, tap **Back**.

   b. On the Settings page, tap **Close**.

The Home page displays the Alerts tab by default. If there are no active alerts, the page is empty. Tap the Cameras tab to see live video from your site.

Viewing Cameras

The Cameras tab on the ACC Mobile 3 app Home page displays a list of all the cameras grouped together by the sites they belong to and the Views that you have created.

By default, sites are listed alphabetically by name and Views are listed in the order they were created. Scroll horizontally through the Views and scroll vertically through the list of sites.

Camera views in sites that are disconnected are grayed-out. When you log in to your Avigilon Cloud Services account that has ten or more ACC sites provisioned, only the five most recently viewed sites are loaded and the other sites are grayed-out to indicate they are not connected. To immediately view a camera in a site that has not yet loaded, tap the grayed-out view. This only works when you log into your Avigilon Cloud Services account with ten or more sites. Any other time, tapping a grayed-out view has no effect.

Tap on a connected site to see the list of cameras that belong to the site. The following details are displayed for each camera:

- Camera name
- Camera model
- The site it is connected to
- Location
- Thumbnail preview of the camera video

Tap on a camera in the list to display the video page.

Tap on a View tile to see a list of cameras that were added to the View. If needed, you can change the positions of the View tiles in the list. See *Organizing the View List* on page 15. The following details are displayed for each View:

- View name
- Number of cameras in the View
- The View cycles through the cameras in the View and displays the following information for each camera in sequence:
    - Camera name
    - Camera model
    - Thumbnail preview of the camera video

Tap on a camera in the View to display the video page.

Use the Search bar to find a specific site, camera, or View. Use ⊜ to sort the camera list by Camera Name, Recent, Location, or Site.

The Recent option filters the site list to display all of your sites in an alphabetical order by default. When you log in to your Avigilon Cloud Services account that has ten or more ACC sites provisioned, the Recent option filters the site list to display and connect to the five most recently viewed sites.

Pull-to-refresh the screen to see the latest cameras grouped by connected sites and video thumbnails.

To learn more about the recommended settings for improved streaming and the known limitations, see

Recommendations and Known Limitations on page 34.

Accessing Live and Recorded Video

You can view live and recorded video from any camera or a View made up of multiple cameras.

Viewing Video from a Camera

1. Tap a camera from the Cameras list.

    The live camera stream is displayed. From the live video page you can:

    *   Zoom in on the image. For more information, see *Zoom in and pan the video* on page 12.
    *   Use PTZ controls with connected PTZ cameras. For more information, see *Using a PTZ Camera* on page 16.
    *   Trigger a digital output. For more information, see *Triggering a Digital Output* on page 24.
    *   Broadcast and listen to live audio. For more information, see *Broadcasting and Listening to Live Audio* on page 23.

    Tap ▣ to switch to fullscreen mode and hide the header from view.

    Tap ▦ to switch to the standard view.

2. Tap ▤ in the top-right corner to switch to recorded video and use the timeline controls to find video at a specific time.

    For more information, see *Playing Recorded Video with the Timeline* on the next page.

3. Tap ◤ in the top-right corner to switch back to the camera's live video stream.

4. Tap the Back arrow in the top-left corner of the header to return to the Cameras list.

> **Tip:** You can go directly to recorded video for a camera by swiping the desired camera left from the Cameras list. A partial swipe will show the recording icon (▤) and you can swipe left again to complete the action. A full left swipe will take you directly to the recorded video for that camera.

Viewing Video from a View

1. Tap a View from the Views list.

    The live camera streams from the View are displayed. From the live video page you can:

    *   Swipe left or right between other Views. The Views you see when swiping will appear in the same order as in the Views list.
    *   Modify or delete the View.
    *   Tap a camera stream to open that camera's live video page.

   For more information, see *Monitoring Video with a View* on page 13.

2. Tap the Back arrow in the top-left corner of the header to return to the Cameras list.

Playing Recorded Video with the Timeline

The ACC Mobile 3 app gives you the ability to see when and what type of video was recorded and to control video playback with the timeline. If audio was recorded in the video, you can tap [icon] to hear the audio (disabled by default) during playback and tap [icon] to switch to the camera's live audio stream.

The colored bars on the timeline shows the camera's recording history and the type of recordings available:

Color		Type of Recorded Video
Bright Red	[bright red swatch]	The particular alarm event tapped to open the timeline video playback.
		Note: This alarm event only appears in the timeline if you are accessing video from an alert. See *Alert Video Playback* on page 27 for more information.
Red	[red swatch]	A recorded motion event.
Light Blue	[light blue swatch]	Recorded video.
Blue with slash pattern	[blue slash swatch]	Archived video. Only available if the Continuous Archive feature is used.
Red with slash pattern	[red slash swatch]	Archived video of a motion event. Only available if the Continuous Archive feature is used.
Gray with slash pattern	[gray slash swatch]	Archived video that has not been loaded yet. Only available if the Continuous Archive feature is used.
Dark Blue	[dark blue swatch]	No recorded video is available at this time.
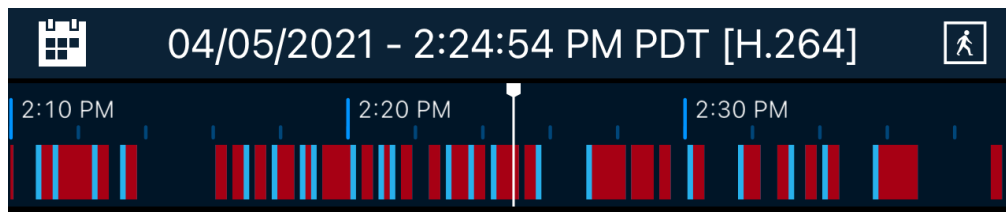
Using the Timeline

Use the timeline and playback controls to find recorded video clips:

To...	Do this...
Select a playback time and date	Tap ▦ on the left side of the timeline. Select the date and time to start playback and tap **Done**. **Tip:** The dates on the calendar include a colored bar that indicates if video is available on that day. Red indicates motion recordings, blue indicates other types of recordings and no color indicates no video was recorded on that day. **Note:** After selecting a new date and time, the playback position for the timeline will continue to advance if video was already playing.
Pause playback	Tap on the video image.
Start playback	Tap on the paused video image.
Pan the timeline	Swipe the timeline left or right to scroll through video and find the desired time and date. **Note:** After panning to a new date and time, the playback position for the timeline will continue to advance if video was already playing.
Zoom in or out of the timeline	Place two fingers on the timeline and pinch together to zoom out or pull apart to zoom in. You can zoom the timeline to show as little as one minute or as much as one day. **Note:** The position and size of the recording color bars may change as you zoom in or out of the timeline. When zooming in you will see segments of recorded video on the timeline in greater detail. When zooming out you will see less detail, as multiple colored bars may combine into one solid bar.

To...	Do this...
Toggle live and recorded video	Tap ▶️ in the top-right corner to switch to the camera's live video stream. Tap 🎞️ to return to the recorded video.
Zoom in and pan the video	Place two fingers on the video image and pull apart to zoom in or pinch together to zoom out. When video is zoomed in you can pan around the image by dragging your finger in the pan direction.
Toggle fullscreen and standard playback	Tap ⤢ to switch to fullscreen playback and hide the header and timeline from view. Tap ⤡ to switch to standard playback.
Toggle displaying video analytics overlays	You can show or hide video analytics overlays when viewing recorded video. • To display video analytics overlays, tap 🚶 in the bottom-right corner. • To hide video analytics overlays, tap 🚶 in the bottom-right corner.
Toggle the recorded audio stream	Tap 🔇 in the upper-right corner of the screen to hear the recorded audio stream. Tap 🔊 to mute the recorded audio stream. While audio loads, ⋯ is displayed.

Using Views

You can view video from multiple cameras at connected sites by creating and viewing a View. Views can be used to group 1 to 6 related cameras that require frequent monitoring. Camera positions can be rearranged when creating a View or at any time while viewing a View.

See the following sections for more information on creating, using, and editing Views.

Creating a View

The ACC Mobile 3 app gives you the ability to create a view of multiple cameras in a layout that can be saved and accessed any time for fast video monitoring.

1. Open the Cameras list.
2. Under Views, tap **Add New View**.

> **Note:** If you have already created Views, tap ⊕ in the upper-right of the Views section.

3. Tap to select 1-6 cameras from the list to add to the new View.

   Use the Search bar to search for cameras to add by name or description. Use ⊜ to sort the camera list by Camera Name, Recent, Location, or Site.
4. Tap **Next** when all the cameras for the View have been selected.
5. On the New View page, you can change the camera positions in the View.
   a. To change a camera position, tap and hold a camera stream until a shadow appears around the image.
   b. Keeping your finger on the screen, drag the selected camera to the desired position in the View. The rest of the cameras will adjust to the new position.
   c. When you are satisfied with the camera position, lift your finger from the screen to set the camera in place.
   d. You can continue adjusting camera positions until they are arranged as needed.
6. Tap **Save** when you are finished adjusting the camera positions in the View.
7. Enter a name for the View and tap **Confirm**. The new View will appear at the top of the Cameras list.

Monitoring Video with a View

The ACC Mobile 3 app gives you the ability to monitor live video streams from multiple cameras from a single View. This makes it quick and easy to check key cameras at your site from your mobile device.

1. Open the Cameras list. The current Views are displayed at the top of the list. If needed, you can change the positions of the View tiles in the list. See *Organizing the View List* on the next page.

   Each View tile displays:

   - The name of the View.
   - An icon that represents the number of cameras in the view.
   - A thumbnail preview of the camera video that cycles through each camera in the view, and the name and model of the currently displayed camera.

     The icon showing the number of cameras also identifies where the current camera thumbnail appears in the view layout.

   - A menu with options to rename or delete the view.

2. Tap a view tile to open the View's live camera streams.

> **Tip:** Swipe left or right to view the previous or next View from the Views list.

3. Tap a camera stream to view that camera's live video.

   From the camera's live video page you can perform actions with the camera or switch to recorded video. For more information, see *Viewing Video from a Camera* on page 9.

4. Tap the Back arrow in the top-left corner of the header to return to the Cameras list.

Editing a View

The ACC Mobile 3 app allows you to modify a View to rename or change the cameras in the View.

Renaming a View

You can rename a View from the Cameras list page or when the View is open:

- Open the Cameras list, tap ⋮ for the View you want to rename, and tap **Rename**. Enter a new name for the View and tap **Confirm**.

- While viewing the View you want to rename, tap ⋮ in the upper-right corner, and tap **Rename**. Enter a new name for the View and tap **Confirm**.

Changing the Cameras in a View

1. Open the Cameras list and tap a View to open the live camera streams from the View.

2. Tap ⋮ and tap **Modify Cameras**.

3. A list of available cameras displays. Cameras that are currently assigned to this View are numbered and highlighted.

4. Tap a selected camera to remove it from the View or tap any camera to add it to the View. A View can include one to six cameras.

5. Continue adding and removing cameras from the View until you have the correct combination, then tap **Save**.

Organizing the View List

You can rearrange the View tiles to make your most frequently used Views easily accessible. The Views you see when swiping between Views will appear in the same order as they are in the Views list.

1. Open the Cameras list.
2. Tap and hold a View tile until a shadow appears around the edges of the tile.
3. Keeping your finger on the screen, drag the selected View tile to the desired position in the list of Views. The rest of the View tiles will adjust to the new position.
4. When you are satisfied with the tile position, lift your finger from the screen to set it in place.
5. Continue adjusting the tile positions until they are arranged as needed.

Changing Camera Positions in a View

You can rearrange the positions of cameras in a View:

1. To change a camera position, tap and hold a camera stream until a shadow appears around the image.
2. Keeping your finger on the screen, drag the selected camera to the desired position in the View. The rest of the cameras will adjust to the new position.
3. When you are satisfied with the camera position, lift your finger from the screen to set the camera in place.
4. You can continue adjusting camera positions until they are arranged as needed.

Deleting a View

You can delete a View from the Cameras list page or when the View is open:

- Open the Cameras list, tap ⋮ for the View you want to delete, and tap **Delete**. Tap **Delete** again when prompted to confirm the action.

- While viewing the View you want to delete, tap ⋮ in the upper-right corner, and tap **Delete**. Tap **Delete** again when prompted to confirm the action.

Using a PTZ Camera

If you are viewing live video from a PTZ camera, you can control the camera's PTZ features from the ACC Mobile 3 app.

See the following sections for more information on performing PTZ functions.

Moving a PTZ Camera

You can control and move a PTZ camera with the app's PTZ controls:

1. Tap to select a PTZ camera from the Cameras list.

   The live camera stream is displayed.

   > **Tip:** Tap to open fullscreen mode. Tap to exit fullscreen mode.

2. The camera's PTZ and output controls are under the video stream. Swipe right on the controls if the PTZ controls are not displayed.

   For more information on the output controls, see *Broadcasting and Listening to Live Audio* on page 23 and *Triggering a Digital Output* on page 24.
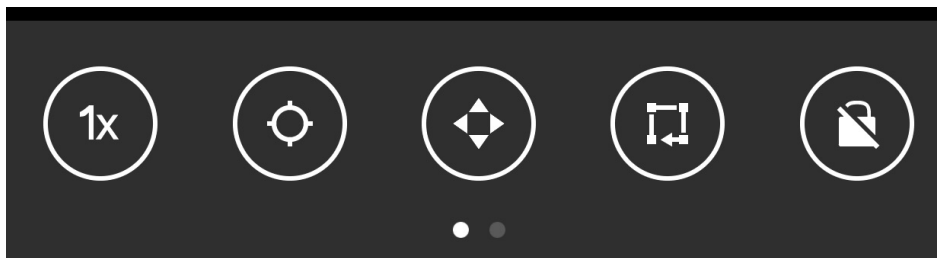
3. Tap to enable the manual PTZ controls. The icon turns green to indicate manual mode is active.
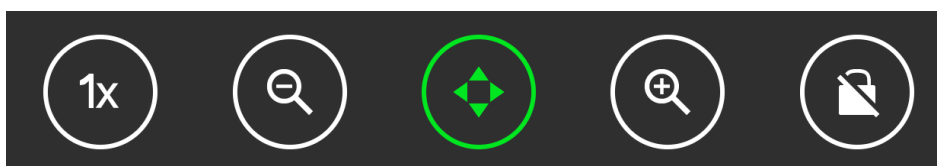

4. You have two options to manually control the camera's position. Perform one of the following:
   - **Tap to center**: Tap anywhere on the video image to center the camera on that point. A white circle will appear on the spot that you tap. The white circle should turn green and the video image will move to the new location. The white circle will turn red if it is not possible to move to the selected point.

- **Continuous panning**: Press and hold your finger on the video image until the manual control green circle appears. Take care not to lift or move your finger from the screen before the manual control green circle appears.

> **Tip:** To avoid obscuring the video image, try placing your finger in one of the corners of the screen.

Once the green circle appears, slowly drag your finger in the direction you want the camera to move. A line will extend from the green circle to indicate the speed and direction of movement. While the camera is panning, you can drag in other directions to adjust the camera movement. Lift your finger off of the screen to stop panning.
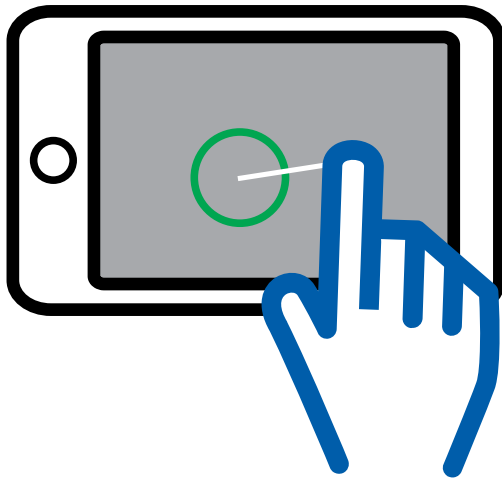
> **Note:** If you remove your finger from the screen before finishing your camera movements, simply repeat the process of holding your finger on the screen to bring up the green circle.

5. Tap ⬥ to disable manual PTZ control when you are finished controlling the camera movement.

> **Note:** While controlling the PTZ camera, you can perform zoom functions to zoom in or out of the scene. For more information, see *PTZ Camera Zoom Controls* on page 19.

6. Tap the Back arrow in the top-left corner to return to the Cameras list.

PTZ Presets

You can control PTZ camera movement by directing the camera to move to preset positions.

> **Note:** PTZ presets are configured in the ACC software.

1. Tap to select a PTZ camera from the Cameras list.

   The live camera stream is displayed.

   > **Tip:** Tap to open fullscreen mode. Tap to exit fullscreen mode.

2. The camera's PTZ and output controls are under the video stream. Swipe right on the controls if the PTZ controls are not displayed.

3. Tap to open a list of available preset positions.

4. Tap the preset that you want the camera to move to.

   The video image will move to the preset position.

5. Tap the Back arrow in the top-left corner to return to the Cameras 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 stopped or other PTZ controls are used.

> **Note:** PTZ tours and presets are configured in the ACC software.

1. Tap to select a PTZ camera from the Cameras list.

   The live camera stream is displayed.

   > **Tip:** Tap to open fullscreen mode. Tap to exit fullscreen mode.

2. The camera's PTZ and output controls are under the video stream. Swipe right on the controls if the PTZ controls are not displayed.

3. Tap to open a list of available PTZ tours.

4. Tap the tour that you want the camera to follow.

   The video image will move between preset positions, as programmed in the tour. The tour will repeat until stopped by tapping Stop or using any other PTZ control.

5. Tap the Back arrow in the top-left corner to return to the Cameras list.

PTZ Camera Zoom Controls

You can control the PTZ camera zoom with the PTZ controls. Zoom in to see more detail in the video or zoom out to see more of the scene from a wide angle view.

Zooming All the Way Out

This function can be used to reset the PTZ zoom to the default view after zooming in on an object in the scene.

1. Tap to select a PTZ camera from the Cameras list.

   The live camera stream is displayed.

2. Tap **1X** to zoom all of the way out.

Adjusting PTZ Camera Zoom

Adjusting a PTZ camera's zoom can be used to zoom in to view an object in greater detail or to zoom out on a scene to view more of the surrounding environment.

1. Tap to select a PTZ camera from the Cameras list. The live camera stream is displayed.

   > **Tip:** Tap to open fullscreen mode. Tap to exit fullscreen mode.

2. The camera's PTZ and output controls are under the video stream. Swipe right on the controls if the PTZ controls are not displayed.

3. Tap to enable manual control of the PTZ camera and display the manual zoom controls.

4. Tap to zoom in.

5. Tap to zoom out.

6. Tap the Back arrow in the top-left corner to return to the Cameras list.

Zooming In on a Region of Interest

If there is an area or object in the scene you would like to zoom in on and view in greater detail, you can draw a rectangle on the video image to zoom into that area of the scene.

1. Tap a PTZ camera from the Cameras list. The live camera stream is displayed.

   > **Tip:** Tap to open fullscreen mode. Tap to exit fullscreen mode.

2. The camera PTZ and output controls are under the video stream. Swipe right on the controls if the PTZ controls are not displayed.

3. Tap to enable manual control of the PTZ camera and display the zoom controls.

4. Press your finger on the video image and then drag in a diagonal direction to draw the region of interest rectangle on the image. You can adjust the size of the rectangle by dragging your finger in different directions.

   After you have the rectangle over the correct region of interest, hold your finger in place until the rectangle turns green. Lift your finger from the screen and the camera will move to and zoom in on the selected region. The rectangle will turn red if it is not possible to zoom in on the selected region.
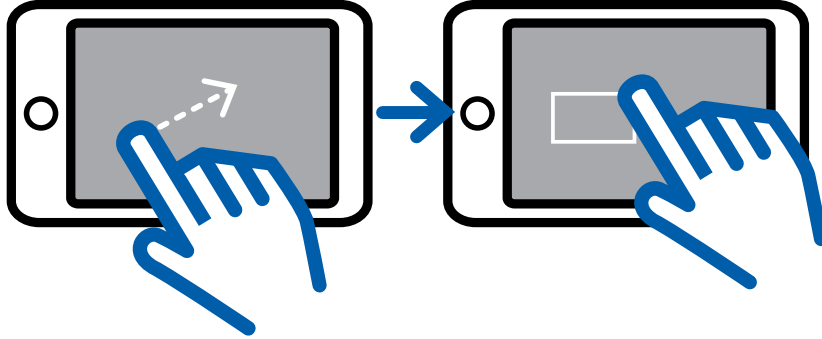
5. Tap the Back arrow in the top-left corner to return to the Cameras list.

Locking the PTZ Controls

While performing PTZ controls with the app, you can lock the camera's PTZ functions so that no other users can use the PTZ controls while you are controlling the camera.

1. Tap to select a PTZ camera from the Cameras list.

   The live camera stream is displayed.

   > **Tip:** Tap [icon] to open fullscreen mode. Tap [icon] to exit fullscreen mode.

2. Tap [icon] to lock the PTZ camera controls for all other users.

   The icon will change to [icon] to indicate the PTZ controls are locked to other users while you control the camera.

   Use the PTZ camera controls, as needed.

3. Tap [icon] to unlock the PTZ camera controls when you are finished using the PTZ camera.

4. Tap the Back arrow in the top-left corner to return to the Cameras list.

Using a Fisheye Camera

If you are viewing video from a fisheye camera that is configured for dewarping, you can zoom and pan around the fisheye image in the ACC Mobile 3 app. Fisheye video automatically dewarps when you zoom and pan.

> **Tip:** When you zoom in on an Avigilon fisheye camera, High Definition Stream Management™ is used to generate a higher quality video stream when using H.264 or H.265 streaming formats.

The following controls can be used to view the fisheye video:

To...	Do this...
Zoom in or out of the video	Place two fingers on the video image and pull apart to zoom in or pinch together to zoom out.
Pan the video	When video is zoomed in you can pan around the image by dragging your finger in the pan direction.
Rotate the video	Place one finger on the edge of the image and swipe clockwise or counter-clockwise.
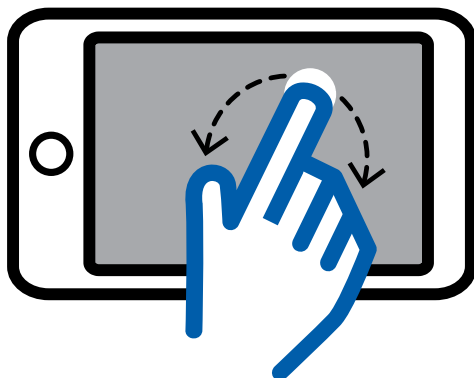
> **Note:** You can only rotate fisheye video if the fisheye camera orientation is configured for the ceiling or floor view perspectives.

Return to the default fisheye view	Double-tap the video image to return to the original fisheye view.

> **Note:**
> - Fisheye Dewarping options must be set in the ACC Client to use the fisheye controls. Client Dewarping must be enabled and the Perspective setting must be set to one of the available options.
> - Bounding boxes do not display in fisheye camera video.
> - For HDSM™ tiling on Avigilon fisheye cameras, the streaming format must be set to H.264 or H.265.

Using a Video Intercom

The ACC Mobile 3 app is compatible with Avigilon H4VI Video Intercoms, and allows users to respond to intercom calls through the mobile app.

See the following sections for more information on using video intercom functions.

Responding to a Video Intercom Call

The Video Intercom allows you to communicate with and verify the identity of visitors before allowing access to secure areas by answering calls from your ACC Mobile 3 app.

If you have the app open, you will receive an alert notification through a gray banner that appears at the top of the screen. The banner shows a snapshot of the video from the time of the call and 3 icons for responding to the call:

- Tap 👁 to preview the video intercom video without answering the call.

- Tap 📞 to answer the call, view the video intercom video, and start communicating with the visitor. For more information about the controls and options during a video intercom call, see *Video Intercom Controls* on the next page.

- Tap ✕ to dismiss the notification.

Responding to a Call While Viewing Video

If you tap 👁 to preview the video without answering the video intercom call or tap a video intercom notification from your device's notification drawer, you will open the video intercom page, displaying the live video with a banner showing the call is *Pending* and the icons for responding to the call:

- Tap 📞 to answer the call and start communicating with the visitor. For more information about the controls and options during a video intercom call, see *Video Intercom Controls* on the next page.

- Tap 📞 to dismiss the video intercom preview. The call is not disconnected, and other users will be able to answer it on their ACC Client or mobile app.

- Tap ◉ to trigger a digital output.

Video Intercom Controls

The ACC Mobile 3 app can be used with Avigilon H4VI Video Intercoms to communicate with visitors and remotely allow them into secure areas. Once you have answered a video intercom call, the following controls are available on the ACC Mobile 3 app. For more information about answering video intercom calls, see *Responding to a Video Intercom Call* on the previous page.

- Tap 🎤 to mute the call.

- Tap 🔇 to unmute the call.

> **Tip:** The bar around the mute and unmute buttons displays the time remaining before the call is disconnected. If there is no bar counting down, the call will not end until you tap 📞 .

- Tap ◉ to trigger a digital output. For example, this can be used to release a door latch. The digitial output must be set up on the video intercom and configured in the ACC Client software. For more information about using digital outputs, see *Triggering a Digital Output* on the next page.

- Tap ⛶ to switch to fullscreen mode.

- Tap 📞 to end the call.

> **Note:** Be sure to end the call after you are finished. Calls cannot be terminated from the video intercom, so operators must end the calls to avoid disrupting future calls with a busy video intercom.

Video Intercom Notifications

When the ACC Mobile 3 app is closed, minimized or running in the background you are notified of new video intercom calls through the device's notification drawer. If the mobile device is idle, the notification will be displayed on the lock screen.

Tap the notification to open the ACC Mobile 3 app to the video intercom page, where you can view the video and answer the call. For more information about the controls and options during a video intercom call, see *Video Intercom Controls* above.

Broadcasting and Listening to Live Audio

If you have a speaker connected to your camera, you can use the ACC Mobile 3 app and microphone in your mobile device to broadcast live audio in response to an event. You can also simultaneously listen to live audio from the camera and converse with the person in the camera's field of view, if a microphone is connected to or built in to the camera.

> **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.

Only you and the person in the camera's field of view can hear the live audio session. If other people are listening on their own mobile devices, they cannot hear your live audio session simultaneously. For more information, see *Playing Recorded Video with the Timeline* on page 10.

> **Note:** To use these features, you must enable the camera's speaker, microphone and recording settings in the Avigilon Control Center™ Client software. For more information, see the *Avigilon Control Center Client User Guide*. In addition, the system requirements differ for broadcasting and listening to live audio. For more information, see the table on page 3.

1. Tap a camera from the Cameras list.

   The live camera stream is displayed.

   If a speaker is connected to the camera, ⬤🎙 is displayed at the bottom of the screen.

   > **Tip:** If the selected camera is a PTZ camera, the PTZ controls may be displayed instead of the broadcast controls. Swipe left on the PTZ controls to display the audio controls.

2. Tap and hold 🎙 and then speak into your microphone. You can speak into your mobile device's internal microphone, a wired headset microphone or a Bluetooth microphone.

   As you speak, a circular progress indicator (running clockwise) surrounds the icon to show that audio broadcasting is in progress.

   In addition, the audio levels expand outwards to show how loud you are speaking. If the person in the video does not seem to hear you and the audio level is low, you may need to speak louder.

   > **Note:** The system will automatically stop broadcasting audio if you hold 🎙 for more than 2 minutes. Release the button then tap and hold again to continue speaking.

3. To hear live audio from the camera, tap 🔇 on the upper-right screen to unmute. While audio plays, 🔊 is displayed. Tap 🔊 to mute the camera microphone.

Triggering a Digital Output

If you have a digital output configured for your camera, you can use your mobile device to trigger it.

Note: To use this feature, you must configure digital outputs in the Avigilon Control Center Client software. For more information, see the *Avigilon Control Center Client User Guide*.

To trigger a digital output:

1. Tap a camera from the Cameras list.

   The live camera stream is displayed.

   If there is an available digital output, is displayed at the bottom of the screen.

   Note: If the selected camera is a PTZ camera, the PTZ controls may be displayed instead of the digital output controls. Swipe left on the PTZ controls to display the output controls.

2. Tap to display available digital outputs.

   The digital outputs are displayed in the Activate Digital Output list.

   Tip: If the digital output is Unknown, you may not have permission to trigger it.

3. Tap the digital output you want to trigger.

   The digital output is triggered.

Alerts

The Alerts tab on the ACC Mobile 3 app Home page displays a list of all the active alarms configured in the Avigilon Control Center system.

- The alerts are sorted by:
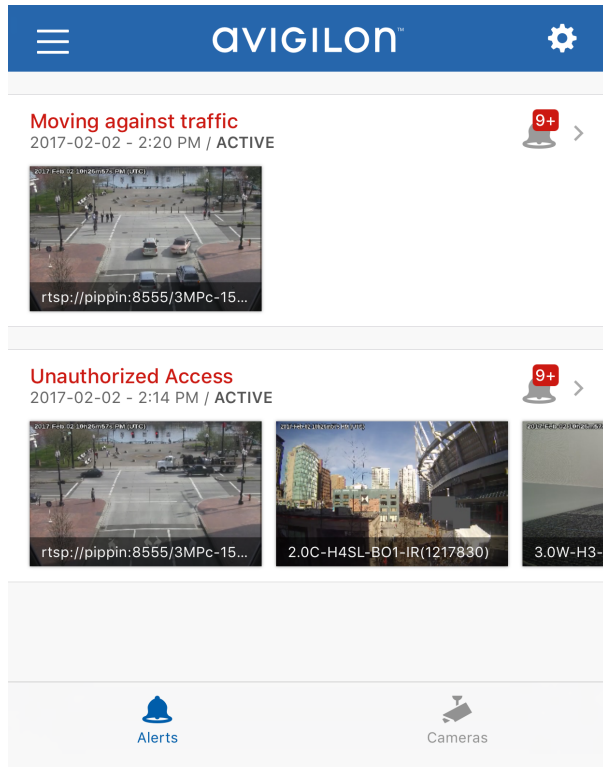   - Status — ASSIGNED, ACTIVE, ACKNOWLEDGED.
    - Priority — a priority level is assigned to the alert when it is configured as an alarm in the ACC Client software.
    - Most recent trigger time.
- Below the name of the alert is the date and time of the last trigger, and the current status of the alert.
- Pull-to-refresh the screen and see the latest alert status.
- The number over the ![icon] icon indicates the number of triggers that have been generated.
- The ![icon] icon indicates the alert has been acknowledged.
- Each thumbnail image is from a camera that is linked to the alert. Swipe left to see all the cameras that are available.
- Tap anywhere on an alert to see the details.

Alert Details and Actions

When you tap on an alert, you are taken to the alert details page. This page gives you access to the alert history and video recording of each trigger.

Alert History

The first alert detail page shows the date, time and video of the most recent alert trigger.

- Swipe right to see the previous instances of the alert.
- The app maintains the last 10 instances of the alert.
- Swipe left and right to move between alert instances.

Alert Video Playback

Tap a thumbnail to see the recorded alert video. In the video player, you can find and playback event video using the timeline and video controls.

For more information, see *Playing Recorded Video with the Timeline* on page 10.

- Tap the video image to play the recorded video.

> **Tip:** You can zoom and pan the video while it is playing. You can also double-tap the screen to open fullscreen mode and hide the header and timeline from view. Double-tap again to return to the previous view.

- Tap the video image to pause playback.
- Swipe the timeline left or right to scroll through video and find the desired time and date to start playback.

> **Tip:** Place two fingers on the timeline and pinch together to zoom out of the timeline or pull apart to zoom in. When zooming in on the timeline you will see the segments of recorded video on the timeline in greater detail. When zooming out you will see less detail. You can zoom the timeline to show as little as one minute or as much as one day.

- Tap ![camera icon] in the top-right corner to switch to the camera's live video stream.
- Tap ![film icon] to return to the recorded video.

Alert Actions

The Alert Status is displayed below the alert name at the top of the page. You can change the alert status by performing the following actions:

- Tap ![assign icon] to assign the alert to yourself. This lets other users know that you are investigating the event. Tap the icon again to unassign the alert and return it to Active status.

- Tap ![acknowledge icon] to acknowledge the alert. This lets other users know that the alert has been reviewed and is no longer active.

- After an alert has been acknowledged, you can tap ![trash icon] to purge the alert from the list. Once purged, you will no longer be able to access the event from the Alerts tab.

Alert Notifications

You are notified of alerts through the app and through your mobile device.

When you have the ACC Mobile 3 app open, you are notified of new alert triggers through a red banner that appears at the top of the screen.

- Tap the banner to go directly to the alert details page.
- Tap the **x** on the right-end of the banner to dismiss the alert notification.
- The banner auto-hides if it is ignored.

When the app is minimized or only running in the background, you are notified of new alert triggers through the device Notification Center. If the mobile device is idle, the alert notifications are displayed on the lock screen.

> **Important:** If you are signed in through the Avigilon Cloud Services platform, you will only get push notifications from the connected sites in the organization you currently have selected. If you switch to a different organization in the Settings page, you will receive push notifications from sites in the new organization you have now selected, and no longer receive notifications from sites in the previous organization.

- Tap the notification to go directly to the alert details page. For more information about the alert details page, see *Alert Details and Actions* on the previous page.
- Swipe left to dismiss the alert notification.
- The Notification Center retains a list of the alert notifications in order of most recent until they are cleared.

> **Note:** Device notifications may behave differently depending on the mobile device and device settings.

Video Analytics Overlays

Video analytics overlays outline classified objects detected in video using analytics bounding boxes. The color of the analytics bounding boxes identifies the object type:

- Red — a person.
- Blue — a vehicle.

Video analytics overlays are only available for video from Avigilon cameras with self-learning analytics or cameras connected to an Avigilon ACC ES analytics appliance.

Video analytics overlays are displayed by default for live and recorded video. For more information, see *Enabling and Disabling Video Analytics Overlays* on page 33.

You can show or hide video analytics overlays when viewing recorded video for an alert.

To display video analytics overlays:

- In the bottom-right corner, tap ⬛ .

  Analytics bounding boxes for classified objects are displayed.

To hide video analytics overlays:

- In the bottom-right corner, tap ⬛ .

  Analytics bounding boxes for classified objects are hidden.

Settings

Managing Site Connections

If you have access to multiple sites, you can add, edit or delete site connections, as needed, to monitor the alerts and cameras in your system.

1. In the top-left corner of the Home page, tap ☰ > **Settings**.
2. On the Settings page, you can perform any of the following tasks:

To	Do this...
Add a site **Tip:** You can access a single site through multiple addresses. For example, you can add a site's externally visible IP address and add the site's internal IP address. This allows you to connect to the site from a mobile network and from your local Wi-Fi network. Add the secondary addresses like you would add a new site. The addresses are combined under the same site name after they are added.	a. Tap ➕ **Manually Add Sites**. The Configure Connections page is displayed. b. In the **IP Address or Hostname** field, enter the address to the site server. c. The **Port Number** field has 443 entered by default. Enter the server port number if needed. The default port number is 443 or 8443, depending on the platform that the ACC Web Endpoint is installed on. d. Tap ➕ **Add More Addresses** to add additional sites. e. In the top-right corner, tap **Save**.

To	Do this...
Edit a site **Note:** If you are signed in with your Avigilon Cloud Services account, you cannot edit the site details from the ACC Mobile 3 app.	a. Tap ⬛ **Sites**. b. At the bottom of the page, tap ✎ **Edit Addresses**. c. Edit the **IP Address or Hostname** and **Port Number** fields, as required. d. In the top-right corner, tap **Save**.
Delete a site **Note:** If you are signed in with your Avigilon Cloud Services account, you cannot delete a site from the ACC Mobile 3 app.	a. Tap ⬛ **Sites**. b. At the bottom of the page, tap ✎ **Edit Addresses**. c. Tap the **IP Address or Hostname** field for the connection that you want to delete. d. On the right end of the field, tap the small **(x)** icon. The address field is emptied. e. In the top-left corner, tap **Save**.
See the site properties	a. Tap ⬛ **Sites**. b. Beside the site name, tap ⓘ .
Log out of a site	a. Tap ⬛ **Sites**. b. Tap the site that you want to log out of. c. When the confirmation dialog is displayed, tap **OK**.
Log in to a site	a. Tap ⬛ **Sites**. b. Tap a site that you want to log in to. c. On the Site Login page, enter your **Username** and **Password** for the site. d. To log in to all sites that you are connected to, tap the site displayed below **LOG IN TO:** and on the following page, tap **All Sites**. e. Tap **Save**.

To	Do this...
See the Avigilon Cloud Services account properties	a. Tap your logged in Avigilon Cloud Services account in the CONNECTIONS area. b. The Account details page opens.
Sign out of the Avigilon Cloud Services account	a. Tap your logged in Avigilon Cloud Services account in the CONNECTIONS area. b. The Account details page opens. c. Tap **Sign Out**.
Change the Avigilon Cloud Services organization or region	a. Tap your logged in Avigilon Cloud Services account in the CONNECTIONS area. b. The Account details page opens. Here you can see the account name, email, selected organization and region. c. Tap **Organization** to change the current organization. Select an organization from the list and tap **Next**. d. Tap **Country/Region** to change the current region. Select a region from the list and tap **Next**. You will be asked to sign out to have the changes take affect. Tap **Sign Out** and then sign back in to sign in with the new region.

Changing Display Settings

To control the bandwidth used by the app, you can set the display quality according to the type of wireless network you are connected to. By default, both Wi-Fi and Cellular display quality settings are set to **Auto**.

Low	Displays video from the camera's low quality stream.
Auto	Determines which video stream quality to display based on the zoom level and display resolution of the mobile device.
High	Displays video from the camera's high quality stream.

To change the display settings:

1. In the top-left corner of the Home page, tap ☰ > **Settings**.
2. On the Settings screen, select a display quality option.
   - **Wi-Fi** is the setting that is used when you are connected to a local Wi-Fi network. Tap to select your preferred setting.
   - **Cellular** is the setting used when you are connected to a mobile network. Tap to select your preferred setting.

Enabling and Disabling Video Analytics Overlays

Video analytics overlays are enabled by default for live and recorded alert video from a video analytics device. When enabled, analytics bounding boxes highlight classified objects such as people or vehicles in the scene. You can enable or disable video analytics overlays on the Settings page.

To enable or disable video analytics overlays:

1. In the top-left corner of the Home page, tap ≡ > **Settings**.
2. In the VIDEO OPTIONS section, tap the **Show Analytics Bounding Boxes** toggle.

> **Note:** When video analytics overlays are disabled, you can still display analytics bounding boxes for classified objects while viewing recorded video for an alert. For more information, see *Video Analytics Overlays* on page 29.

Recommendations and Known Limitations

The camera streaming performance on ACC Mobile 3 app is dependent on the maximum network streaming performance rate of the deployed ACC server or appliance. The calculation of the total bandwidth required must also include the bandwidth consumed by ACC clients and ACC Mobile 3 apps at the same time.

To improve camera streaming performance when using multiple devices running the ACC Mobile 3 app, it is recommended to:

- Reduce the number of streams in a saved View grid layout to less than 6 streams at the same time
- Reduce the number of mobile devices showing saved Views at the same time
- Enable secondary streams on all devices
- Reduce the resolution of secondary streams if necessary to achieve smooth streaming

Streaming considerations for the ACC Mobile 3 app are as follows:

1. Higher resolution may cause video streams to lag. The app supports up to 6 video streams at 1280x720p resolution at the same time.
2. The lowest available resolution of a camera stream is used for streaming on a mobile device. Use the ACC client to configure a secondary stream on the camera to limit the bandwidth and CPU processing required to stream video on mobile devices.

> **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*.

Troubleshooting & Support

Connection Issues

The Manage Sites page notifies you of connection issues using the following icons:

- **Requires Authentication** — The app has disconnected from the site. Log in to reconnect with the site.
  - Tap the site then enter your login credentials to restore the site connection.
  - Consult with your system administrator if you need to reset your password.

> **Note:** Authentication will only be required for manually added sites. Sites that are connected through the Avigilon Cloud Services platform will be authenticated by your account login.

- **Unavailable** — The site is unavailable. Check the following to resolve the issue:
  - The mobile device has internet access.
    - Make sure the mobile device is not offline or in airplane mode.
  - The port number is correct.
    - The default port number is 443 on the ACC ES Recorder and the ACC ES Analytics Appliance.
    - The default port number is 8443 on Windows servers.
    - Consult with your system administrator for the correct site port number.
  - The site address is correct.
    - Consult with your system administrator for the correct IP address or host name to access the site.
  - The site is online.
    - Restore the site's network connection.
    - Pull-to-refresh the Manage Sites page to see if the site returns online.

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.