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Introduction

The Avigilon™ Gateway Web Client is installed as part of the Avigilon Control Center™ Gateway to give users remote access to your Avigilon Control Center system. The Gateway Web Client is a simplified web browser version of the Avigilon Control Center Client software that gives you access to sites and cameras that are connected to the Gateway.

Supported Browsers

The Gateway Web Client can be accessed from any of the following browsers:

- Google Chrome™ browser versions 20 or later
- Firefox™ versions 15 or later
- Internet Explorer® versions 9 or later
- Apple Safari® versions 6 or later

Troubleshooting Firefox

If you are using Firefox, you must manually override automatic cache management to avoid using excessive amounts of memory.

1. Open Firefox.

2. Click > Network.

3. Select the Override automatic cache management check box. Make sure it is checked.

4. In the Limit cache to ___ MB of space field, enter a low value like 10.

5. Click OK.

For More Information

Visit Avigilon at avigilon.com for additional product documentation.

Technical Support

To contact Avigilon Technical Support, go to avigilon.com/contact-us.

Upgrades

Software and firmware upgrades will be made available for download as they become available. Check for available upgrades at: avigilon.com/support-and-downloads.

Feedback

We value your feedback. Please send any comments on our products and services to feedback@avigilon.com.
Using the Gateway Web Client

The Gateway Web Client allows you to access your Avigilon Control Center system from any web browser.

To access the Gateway Web Client, you will need the Gateway IP address, user access to the Gateway, and user access to the Avigilon Control Center system.

1. In a supported web browser, enter the Gateway IP address in this format: https://<Gateway IP Address>/acc
2. The browser will prompt you to enter the Gateway username and password.
   After you log in, the System Explorer will list all the sites that are connected to the Gateway.
3. When you are prompted to log in to All Sites, enter your username and password for the Avigilon Control Center system then click Log In.

All the devices, saved Views and Virtual Matrix monitors in the site are listed in alphabetical order.

Logging In to and Out of a site

After you log in to the Gateway, you will see a list of all the sites that you have access to through the Web Client.

- To log in to a site, right-click the site in the System Explorer and select Log In....
- To log out of a site, right-click the site and select Log Out.

If you choose to close the tab or the web browser rather than log out, be aware that you are still logged in to the site. The session automatically times out after 5 minutes, but you will still be able to access your last session through the web browser history.

Navigating the Gateway Web Client

Once you log in, the Gateway Web Client application window is populated with all the features that are available to you.

**NOTE:** Some features are not available if the server does not have the required license, or if you do not have the required user permissions.
Figure 1: The Avigilon Control Center Gateway Web Client application window.

### Application Window Features

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1 System Explorer | Displays all the elements in your surveillance system.  
Use the Search... bar to quickly locate anything that is available in the System Explorer. You can search for items by name, and devices can also be searched for by location, logical ID, serial number and IP address. |
| 2 View tab    | Allows you to monitor video and organize image panels. You can have multiple Views open at once.                                             |
| 3 Image panel | Displays live or recorded video from a camera. The video control buttons are displayed when you move your mouse into the image panel.       |
| 4 Toolbar     | Provides quick access to commonly used tools.                                                                                               |
| ![Add View tab button](button.png) | **Add View tab button**  
To open a new View tab, click ![Add button](button.png)  
To close a View tab, click ![Close button](button.png) |
| ![Preferences menu](menu.png) | **Preferences menu**  
This menu allows you to set your preferences for the application.                                                                 |
| ![Help](help.png) | **Help**  
Gives you access to the help files.                                                                                                     |
## System Explorer Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📖</td>
<td>A site. Listed under a site are connected devices and linked features in the system.</td>
</tr>
<tr>
<td>📈</td>
<td>A camera.</td>
</tr>
<tr>
<td>📣</td>
<td>A PTZ camera.</td>
</tr>
<tr>
<td>📖</td>
<td>A saved View or Virtual Matrix monitor.</td>
</tr>
</tbody>
</table>
Adjusting the Application Layout

Selecting a Layout for a View

You can organize how video is displayed by selecting a View layout.

- On the toolbar, click then select one of the layout options.

Opening a Saved View

Saved Views are predefined View layouts that were configured and saved in the Avigilon Control Center Client software.

To open a saved View, do one of the following:

- In the System Explorer, double-click.
- Drag from the System Explorer to the current View in the application.

Maximizing and Restoring an Image Panel

You can maximize an image panel to enlarge the video display.

Maximizing an Image Panel

Do one of the following:

- Right-click an image panel and select Maximize.
- Inside the image panel, click .
- Double-click the image panel.

Restoring an Image Panel

In a maximized image panel, do one of the following:

- Right-click the maximized image panel and select Restore Down.
- Inside the image panel, click .
- Double-click the image panel.
Controlling Video

Adding and Removing Cameras in a View

Adding a Camera to a View

Do one of the following:

- Drag the camera from the System Explorer to an empty image panel in the View tab.
- Double-click a camera in the System Explorer.
- In the System Explorer, right-click the camera and select Add To View.
- If your cameras are assigned a Logical ID:, press / and enter a logical id.

The camera is added to the next empty image panel in the View layout.

Tip: You can drag the same camera to multiple image panels to watch the video at different zoom levels.

Removing a Camera from a View

Do one of the following:

- Right-click the image panel and select Close.
- Inside the image panel, click X.

Viewing Live and Recorded Video

NOTE: Some features are not available if the server does not have the required license, or if you do not have the required user permissions.

When you monitor video, you can choose to watch live and recorded video in the same View tab, or only one type of video per View tab.

Once you’ve added cameras to the View tab, you can do the following:

- To switch all of the image panels in the View between live and recorded video, click either Live or Recorded on the toolbar.
- To switch individual image panels between live and recorded video, right-click the image panel and select either Live or Recorded.

Zooming and Panning in a Video

Use the zoom and pan tools to focus on specific areas in the video stream.

Using the Zoom Tools

There are two ways to digitally zoom in and zoom out of a video image:
• Move your mouse over the video image, then rotate your mouse wheel forward and backward.

Using the Pan Tools

There are two ways to pan through the video image:
• Right-click and drag inside an image panel.
• On the toolbar, select 🧠, then click and drag the video image in any direction inside the image panel.

Controlling PTZ Cameras

If you have a pan, tilt, zoom camera connected to your system, you can control the PTZ camera by using the on-screen controls in the image panel.

To display the PTZ on-screen controls, click 🧠.
• In the image panel, drag your mouse from center to move the camera in that direction. The farther the cursor is from the center of the image panel, the faster the camera will move.

Figure 2: PTZ On-screen Controls
• If the camera supports Click to Center, click anywhere in the image panel to center the camera at that point.
• If the camera supports Drag to Zoom, click and drag on the image panel to create a green box to define the area you want to zoom in and see.

Controlling Recorded Video

The Timeline is displayed when you watch recorded video.

The colored bars on the Timeline show the camera's recording history:
- Red — shows the camera has recorded a motion event.
- Blue — shows the camera has recorded video.
- Yellow — is a bookmark of a recorded event.
- White areas show that there is no recorded video.

Figure 3: Recorded video and Timeline

To control recorded video, do any of the following:

- To select a playback time, click on a point in the Timeline.
- To start playback, click ⏯️.
- To stop playback, Click ⏭️.
  - Click ⏯️ to step forward one frame.
  - Click ⏪️ to step backward one frame.
- To zoom in or out on the Timeline, place your mouse over the Timeline and use the scroll wheel to zoom in or out. You can zoom in to a quarter of a second, and zoom out to see years.
To pan the Timeline:

- Click and drag the red time marker through the Timeline.
- Right-click and drag the Timeline.

**Synchronizing Recorded Video Playback**

Synchronizing recorded video playback allows you to synchronize Timelines across multiple tabs while they are in recorded mode.

Synchronized recorded video playback is disabled by default. Once it is enabled, it will remain enabled until it is manually disabled.

**NOTE:** Tabs can only be synchronized to one time. You cannot synchronize groups of tabs to separate times.

Synchronized recorded video playback is disabled by default. You need to enable the feature in each tab to use the feature.

- To synchronize two or more Timelines, click in the gray time and date display in each tab. The icon will change to to show that the Timeline is now synchronized.

Once synchronized, you can move the red time marker in any synchronized Timeline and the other Timelines will move to display video from the same time.

- To disable a synchronized Timeline, click to change to or close the View tab. Other tabs will remain synchronized until disabled.

**Viewing Saved Bookmarks**

You can view and search for saved bookmarks in the site.

- From the toolbar, click . The Bookmark Explorer opens on the right.

  - Use the Search... bar to locate a specific bookmark.
  - Double-click a bookmark to display the video.
  - On the Timeline, click on a bookmark (highlighted in yellow) to view the bookmark details.

**Adding a Bookmark**

**Tip:** You can add a bookmark any time the Timeline is displayed.

1. Drag the time marker to where you want to start the bookmark, then right-click the Timeline and select **Add Bookmark**.

   The Edit Bookmark dialog box appears, and the bookmark time range is highlighted on the Timeline.

2. Enter a name for the New Bookmark.

3. In the **Cameras** pane, select all the cameras that need to be attached to this bookmark.

**NOTE:** You can only bookmark multiple cameras from the same site.
4. In the **Time Range to Bookmark** area, enter the full duration of the bookmark.
   You can also move the black time range markers on the Timeline to adjust the time range.

5. In the **Description** field, enter any extra information that you want to include with the bookmark.

6. To protect the bookmark video from being deleted, select the **Protect bookmark data** check box.

   **NOTE:** Protected bookmarks are never deleted. Be aware that bookmarked videos take up space and can become the oldest video on the server.

7. Click **OK**.

The new bookmark is added to the Bookmark Explorer and will be available to other users with access to the site. You will be able to access the bookmark from the Gateway Web Client and the Avigilon Control Center Client software.

**Editing and Deleting Bookmarks**

When you make changes to a bookmark in the Gateway Web Client, the change applies across the site.

1. Click **Bookmark Explorer**.
2. Double-click the bookmark you want to modify.
3. On the Timeline, click the bookmark to display the bookmark details.
4. To edit the bookmark, make any changes that are required then click **OK** to save your changes.
5. To delete the bookmark, click **Delete**. When the confirmation message is displayed, allow the system to delete the bookmark.

**Taking Snapshots**

A snapshot allows you to save any image that is displayed in an image panel.

- In the image panel, click **Snapshot**.

The current image in the image panel is immediately downloaded through your web browser. The image file is saved in JPEG format.
Preferences

You can change how video is displayed by defining your display preferences.

1. In the top-right corner, click 🌋.
   The Preferences menu is displayed.

2. To change the video display quality, move the **Image Quality**: slider.
   Use this feature to improve the display of video details. This setting will only change the image panel display quality and will not affect the recorded video stream.
   An image quality setting of 1 will produce the highest quality video and require the most bandwidth. The default setting is 5.

3. To invert the effect of the mouse scroll wheel, enable the **Invert Scroll Wheel** option.
   The scroll wheel is used to perform a digital zoom within an image panel. By default, the video zooms in when you scroll up and zooms out when you scroll down. This setting will reverse related actions.

4. To display the video stream rate as an image panel overlay, enable the **Display IPS** option.
   The video stream rate is displayed in frames per second (fps), latency in milliseconds and the rendering time in milliseconds.