Avigilon™ Control Center
Gateway User Guide

Version: 5.2
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Introduction

The Avigilon™ Control Center Gateway software works with the Avigilon™ Control Center Mobile (ACC Mobile) app and the Avigilon™ Gateway Web Client to give users remote access to your Avigilon™ Control Center System.

ACC Mobile is installed on a user's mobile device for remote video monitoring, and the Gateway Web Client is a simplified web browser version of the Avigilon™ Control Center Client software. The Gateway software is used to configure remote access and stream video from your Avigilon Control Center system to remote devices.

Accessing the Gateway

On the computer running the Gateway, the Gateway configuration can be accessed in any of the following ways:

- Double-click the **Avigilon Control Center Gateway** shortcut on the desktop.

- From the Windows Start menu, select **Programs > Avigilon > Avigilon Control Center Gateway > Avigilon Control Center Gateway**.

- In a web browser, enter [http://localhost/](http://localhost/).

**Note:** By default, the Gateway can only be configured locally but you can enable remote configuration on the Network page.
When the Gateway opens in a web browser, enter your log in information.

System Requirements

The Gateway software can be installed on the same computer as the Avigilon Control Center Server software, but it is strongly recommended that the Gateway be installed separately.

The Gateway can handle up to 36 concurrent video streams if installed on a computer with the following minimum system requirements:

<table>
<thead>
<tr>
<th><strong>Recommended</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Processor</strong></td>
</tr>
<tr>
<td><strong>System RAM</strong></td>
</tr>
<tr>
<td><strong>Hard Drive Capacity</strong></td>
</tr>
</tbody>
</table>
For More Information


Avigilon Training Center

The Avigilon Training Center provides free online training videos that demonstrate how to set up and use the Avigilon Surveillance System. Register online at the Avigilon Partner Portal site to begin: http://avigilon.force.com/login

Support

For additional support information, visit http://avigilon.com/support-and-downloads/. The Avigilon Partner Portal also provides self-directed support resources - register and login at http://avigilon.force.com/login.

Regular Avigilon Technical Support is available Monday to Friday from 12:00 a.m. to 6:00 p.m. Pacific Standard Time (PST):

- North America: +1.888.281.5182 option 1
- International: +800.4567.8988 or +1.604.629.5182 option 1

Emergency Technical Support is available 24/7:

- North America: +1.888.281.5182 option 1 then dial 9
- International: +800.4567.8988 or +1.604.629.5182 option 1 then dial 9

E-mails can be sent to: support@avigilon.com.

Upgrades

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

We value your feedback. Please send any comments on our products and services to feedback@avigilon.com
Setup

Initial Login

When you log in the first time, use the default username *administrator* and no password.

Once logged in, you are automatically redirected to the Set Administrator Password page to change the Administrator password.

- Enter a new password for the administrator account then click **OK**.

You are now logged in to the Gateway. You can access each of the Gateway configuration pages from the left menu.

Connecting Sites

After you log in, you are immediately taken to the Connect Sites page. You must connect Sites to the Gateway before they can be accessed by ACC Mobile and the Gateway Web Client.
1. To connect a Site to the Gateway, select a Site from the Discovered Sites list then click **Connect**. The Site is added to the Connected Sites list.

   **Note:** Only Avigilon Control Center 5 Sites are listed. This version of the Gateway is incompatible with Avigilon Control Center 4.

2. To find a Site that is not listed, click **Find Site**. On the Find Site page, enter the **IP Address/Hostname** and **Port** number of a server in the Site then click **OK**. The default port number is 38880.

3. To disconnect a Site from the Gateway, select the Site from the Connected Sites list and click **Disconnect**.

**General**

On the General page, you can name the Gateway.
**General**

Gateway Name: Building B

1. Enter a name for the Gateway. This is the name used to identify the Gateway in the ACC Mobile app.
2. Click **Apply**.
3. To restore the Gateway’s default settings, click **Restore Defaults**. By default, the Gateway name is the same as the local computer.

**Users**

By default, the Gateway has two users: an administrator that configures the Gateway and an operator that connects to the Gateway from ACC Mobile or the Gateway Web Client.

You can change the username and password for the operator, but you cannot change the username for the administrator.

The default operator username is *operator* with no password.

The default administrator username is *administrator* with no password. You are required to change the password after your initial log in.


**Users**

**Administrator**

<table>
<thead>
<tr>
<th>User Name:</th>
<th>administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password:</td>
<td>******</td>
</tr>
<tr>
<td>Confirm New Password:</td>
<td>******</td>
</tr>
</tbody>
</table>

**Operator**

<table>
<thead>
<tr>
<th>User Name:</th>
<th>operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password:</td>
<td>******</td>
</tr>
<tr>
<td>Confirm New Password:</td>
<td>******</td>
</tr>
</tbody>
</table>

[Apply]

1. To change the password for either the administrator or operator, enter a new password then click Apply.

2. To change the operator username, enter a new username then click Apply.

**Network**

On the Network page, you can set the ports used to access the Gateway.

The streaming ports are used to stream video from the Avigilon Control Center System to ACC Mobile or the Gateway Web Client. The configuration ports are used to access and configure the Gateway.
**Network**

**Streaming Ports**

- Streaming HTTP Port: 80
- Streaming HTTPS Port: 443

**Configuration Ports**

- Configuration HTTP Port: 80
- Configuration HTTPS Port: 443

- Allow remote configuration

[Apply] [Restore Defaults]

1. To change the ports, enter a new port number then click **Apply**.

   **Note:** After you change the port number, be sure to check that the Gateway still has access through your firewall. If using the Windows firewall, you must manually add an exception for the new port number.

2. If you want to configure the Gateway from a remote computer, select the **Allow remote configuration** check box and click **Apply**.

   Once the check box is selected, the Gateway can be accessed from any web browser at http://<Gateway IP Address>:<port number>

3. To restore the Gateway’s default settings, click **Restore Defaults**. By default, the HTTP Port number is 80 and the HTTPS Port number is 443.
Live Export

On the Live Export page, you can set the system to export live video as a series of still images. You can choose the file format, and select your export preferences.
**Live Export**

**Log into site for Live Export**

- **Username**: administrator
- **Password**: ••••

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**Available Devices**

- 5.0-H3-B2(144515)

**Connected Devices**

- 1.0-H3-D1-IR(255246)

- [Connect]
- [Disconnect]

- **Region of Interest**

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- **Image Format**: JPEG
- **Image Quality**: Medium
- **Export Rate**: Full
- **Maximum number of images to store**: 200
- **Image Overlays**: [Timestamp], [Camera Name], [Camera Location]

- [Start], [Pause], [Resume], [Stop], [Restore Defaults]

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1. Login to the Site that the Gateway is connected to.

2. All the cameras that are connected to the servers you added to the Gateway are listed.

3. Select a camera from the Available Devices list then click **Connect**. You can connect multiple devices.

   **Note:** Live export will only occur on cameras that are connected to the Gateway.

4. In the **Image Format** drop down list, select the export format: PNG, JPEG or TIFF.
5. (JPEG images only) In the **Image Quality** drop down list, select the export quality level.

6. Set the export image rate:
   - Select **Full** to export the live video stream at the camera’s full image rate.
   - Select **One image every** to control the time between each exported image. For example, if you enter 0 min 5 sec, one image will be exported every 5 seconds.

7. To limit the amount of images that are exported, enter a number into the **Maximum number of images to store** field. The default number is 200 images.
   
   Be aware that if you leave the field blank, the live export will continue until there is no more available storage.

8. Select any of the listed image overlays to include that information on the exported images.

9. If you only want to export part of the camera’s field of view, click **Region of Interest**.

   **Region of Interest**

   ![Region of Interest](image)

   In the expanded image panel, move and resize the green overlay to highlight the area you want to export. Only the area covered by the green overlay is exported.

10. When you are ready, click **Start**.

    The export will run until the maximum number of images is reached, or you click **Stop**.

    The exported images are automatically saved to the Avigilon Control Center Gateway img folder.

    **The folder is typically located here:**

    C:\Program Files\Avigilon\Avigilon Control Center Gateway\img
Avigilon Control Center Mobile

ACC Mobile is currently available for free from the Apple App Store and the Android Play Store. To use the app, you will need to know the IP address, port number, username and password of the Gateway software, and have a user account in the Control Center system.
Accessing the Gateway Web Client

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

To access the Web Client, you will need the IP address, username and password of the Gateway software, and have a user account in the Control Center system.

1. In a web browser, enter the Gateway IP address in this format: http://<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. Right-click a Site and select Log In...
4. In the following dialog box, enter your username and password for the Site then click Login.

All the cameras in the Site are listed in alphabetical order. You can control video like you would in the Control Center Client.