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Introduction

The Avigilon™ Gateway Web Client works with 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 configured by the Gateway.

The Gateway Web Client differs from the Avigilon Control Center Web Client in that the Gateway Web Client accesses the Avigilon Control Center system through the Gateway to protect the security of the server. The Avigilon Control Center Web Client requires direct access to the server and may not be accessible outside of your local area network.

![Control Center system workflow](image)

**Figure A. Control Center system workflow**

Installation

The Gateway Web Client is part of the Gateway and is automatically installed together. The Gateway is available for download from the Avigilon website: [http://avigilon.com/support-and-downloads](http://avigilon.com/support-and-downloads).

The Gateway must be installed on a computer that has network access to your Avigilon Control Center System. See the *Avigilon Control Center Gateway User Guide* for more information.
Avigilon Gateway Web Client

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
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.
Logging Into 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 into 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 until then.
Adding and Removing Cameras

Adding a Camera to a View

Perform one of the following:

- Drag the camera from the System Explorer to an empty image panel in the View.
- Double-click a camera in the System Explorer.
- In the System Explorer, right-click the camera and select **Add to View**.

  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

Perform one of the following:

- Right-click the image panel and select **Close**.
- Inside the image panel, click ✗.
Live and Recorded Video

When you monitor video, you can choose to watch live or recorded video. By default, live video is displayed.

- To switch between live and recorded video, click either Live or Recorded.

- To switch individual image panels between live and recorded video, right-click the image panel and select either Live or Recorded.
Controlling Recorded Video

The Timeline is displayed when you watch recorded video.

The colored bars on the Timeline show the camera's recording history:

- A red bar shows the camera recorded a motion event.
- A blue bar shows the camera recorded video.
- White areas show that the camera did not record any video.
Figure A. Recorded video and Timeline

To control recorded video, perform 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.
Zooming and Panning in a Video

You can digitally zoom and pan video inside an image panel.

Using the Zoom Tools

- Move your mouse over the video image then rotate your mouse wheel forward and back.

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 left-click and drag the video image in any direction inside the image panel.
Changing View Layouts

You can change the View layout by selecting one of the layout options on the top toolbar.

Figure A. Layout options
Maximizing an Image Panel

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

Maximizing an Image Panel

Perform 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 an maximized image panel, perform one of the following:

- Right-click the maximized image panel and select **Restore Down**.
- Inside the image panel, click 📜.
- Double-click the image panel.
Taking Snapshots

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

- In the image panel, click 📸.

The current image in the image panel is immediately downloaded through your browser.
Controlling PTZ Cameras

If you have a pan, tilt, zoom camera connected to your Site, you can control the PTZ camera by using the onscreen controls in the image panel.

To display the PTZ onscreen controls, click "галактика".

- 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.

- If the camera supports Click to Center, click anywhere in the image panel to center the camera to that point.

- If the camera supports Drag to Zoom, click and drag to create a green box to define the area you want to zoom in and see.
Adjusting Image Quality

If the video is not as clear as you’d like, you can adjust the image quality.

- In the image panel, right-click and select Image Quality then select a setting number.

Image quality setting of 1 will produce the highest quality video and require the most bandwidth. The default setting is 5.