

AVIGILON
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ACC 5.0 Quick Guide



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Getting Started

Once the Avigilon Control Center Client software has been installed, you can start using the Avigilon High Definition Surveillance System immediately. Refer to any of the procedures in this section to help you get started.

Starting and Shutting Down the Avigilon Control Center Client

The Avigilon Control Center Client software can be started or shut down at anytime - video recording is not affected because it is controlled separately by the Server software.

Starting the Client Software

Perform one of the following:

- In Windows, select **All Programs** or **All Apps > Avigilon > Avigilon Control Center Client**.



- Double-click the  shortcut icon on the desktop.
- From the Avigilon Control Center Admin Tool, click **Launch Control Center Client**. See the *Avigilon Control Center Server User Guide* for more information.

Log in to your Site when the Log In dialog box appears. See [Logging In](#) for more information.

Shutting Down the Client Software

1. In the top-right corner, select  > **Exit**.
2. In the confirmation dialog box, click **Yes**.

Discovering Sites

If your computer is on the same network segment (subnet) as a Site, that Site is automatically discovered and displayed in the System Explorer on the left side of the application window.

If the Site you want to access is not listed, it is because the Site is on a different subnet and must be manually discovered. There is no limit to the number of Sites that can be discovered by the Client software.

By default, when a server is first connected to the system, it is added as a server within a Site of the same name. If you need to locate a new server, you would search for its Site.

1. Open the Find Site dialog box.
 - In the Log In dialog box, click .
 - In the top-right corner, select  > **Client Settings > Site Networking**. In the Site Networking tab, click .

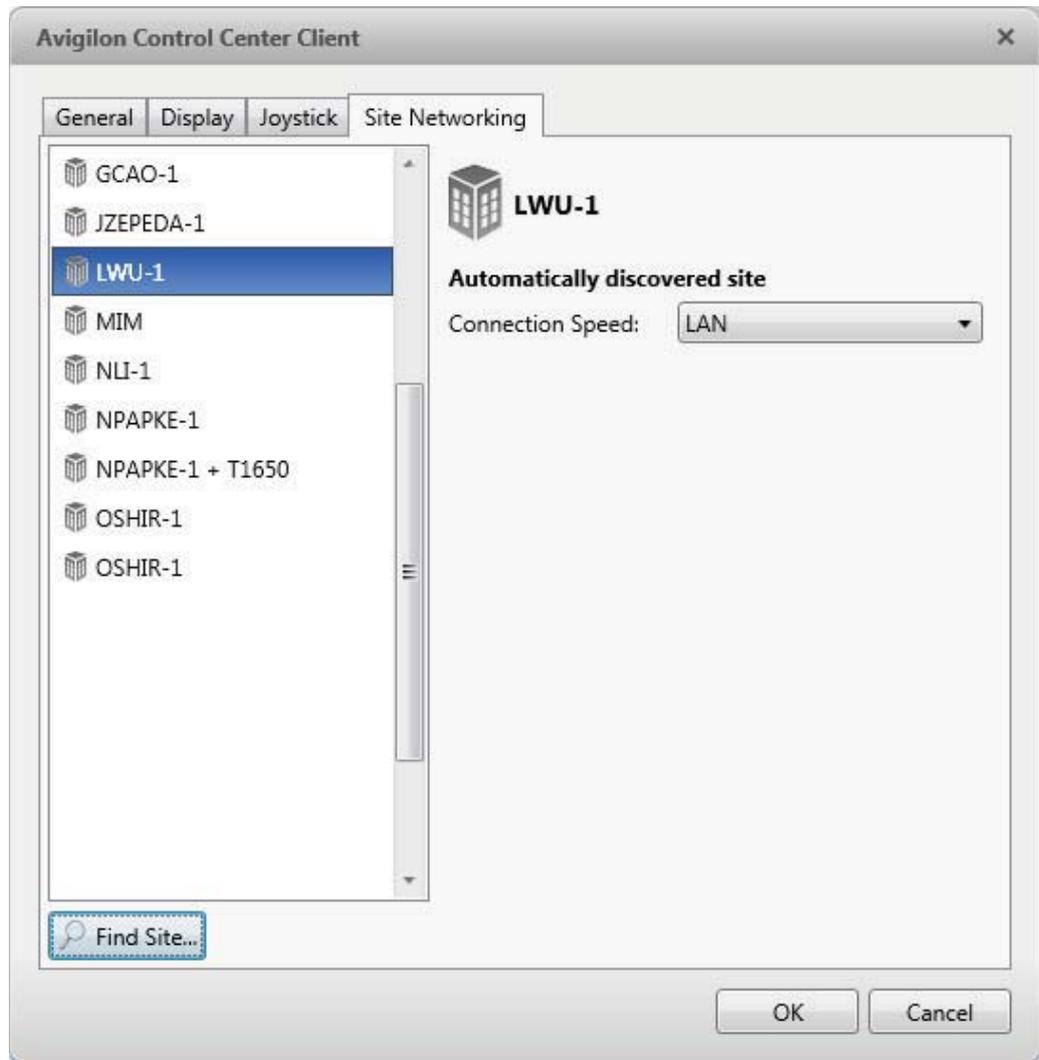


Figure A. Site Networking tab

2. In the dialog box, enter the **Hostname/IP Address** and the **Base Port** of the server in the Site you want to discover.

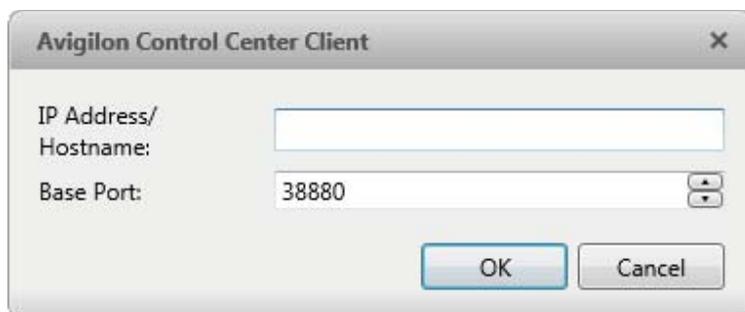


Figure B. Find Site dialog box

The base port is 38880 by default. You can change the base port number in the Avigilon Control Center Admin Tool. See the *Avigilon Control Center Server User Guide* for more information.

3. Click **OK**.

If the Site is found, it is automatically added to the Site list in the Site Networking tab.

If the Site is not found, check the following then try again:

- The network settings are configured correctly.
- The firewall is not blocking the application.
- The Avigilon Control Center Server software is running on the server you searched for in step 2.

Logging Into and Out of a Site

To access any of the features in your Avigilon High Definition Surveillance System, you must log in to a Site.

The default administrator access uses *administrator* as the username and no password. To maintain the security of the administrator account, it is recommended that your system administrator immediately create a password for this account after the first login. Your system administrator can then create user accounts for other users.

Logging In

1. Open the Log In dialog box. The Log In dialog box automatically appears when the Client software is launched.

To manually access the Log In dialog box, perform one of the following:

- In the top-right corner, select  > **Log In** to log in to all available Sites.
 - In the System Explorer, right-click a Site and select **Log In** to log in to the selected server.
2. In the Log In dialog box, select a specific Site or select **All Sites** from the **Log in to** drop down list.

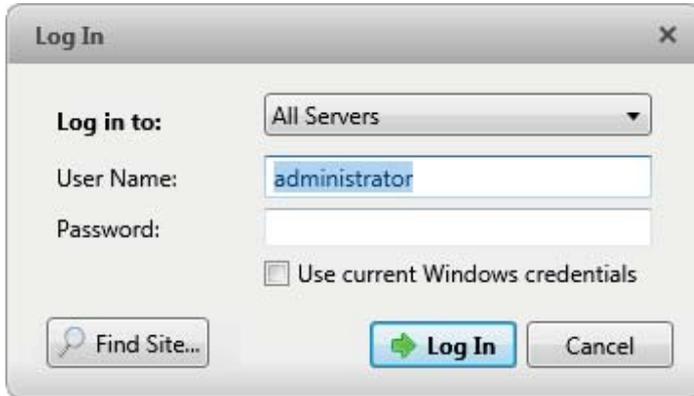


Figure A. Log In dialog box

Tip: If you accessed the Log In dialog box from a specific Site, you will not have the option of logging into All Sites.

If the Site you want to log into is not shown, click  to discover the Site.

3. Enter your **User Name** and **Password**, or select the **Use current Windows credentials** check box if your system administrator has imported your Windows account information to the Site.
4. Click **Log In**.

After logging in the first time, you can set up automatic login from the Client Settings dialog box. See [General Settings](#) for more information.

Logging Out

You can log out of one or all Sites at any time.

To...	Do this...
Log out of one Site	<ol style="list-style-type: none"> 1. Right-click the Site in the System Explorer and select Log Out.
Log out of all Sites	<ol style="list-style-type: none"> 1. Select  Log out. 2. In the confirmation dialog box, click Yes.

Navigating the Application

Once you log in, the Avigilon Control Center Client application window is populated with all the features that are available to you.

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

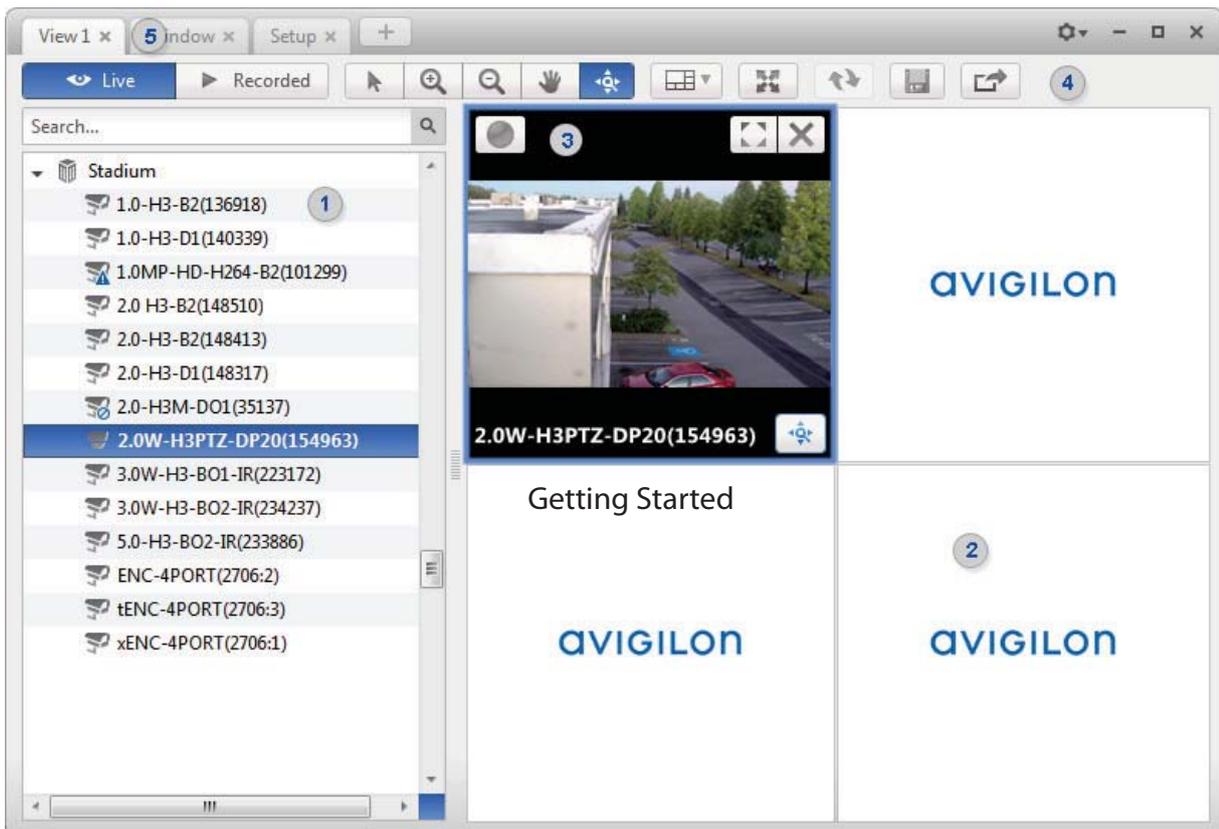


Figure A. Avigilon Control Center Client application window.

Application Window Features

	Area	Description
1	System Explorer	<p>Displays all the elements in your surveillance system.</p> <p>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.</p> <p>Tip: The System Explorer changes depending on the tab you have open. For example, servers are not listed in the View tab.</p>
2	View tab	<p>Allows you to monitor video and organize image panels. You can have multiple Views open at once.</p>

3	Image panel	Displays live or recorded video from a camera. The video control buttons are displayed when you move your mouse in to the image panel.
4	Toolbar	Provides quick access to commonly used tools.
5	Task tabs	Displays all the tabs that are currently open.
	Add Task button	Opens the New Task menu so you can select and open new task tabs. You can access advanced tools like Search and Export, or system administrative features like Site Setup.
	Settings menu	This menu gives you access to local application settings like Client Settings and Site connections.
	System message list	<p>The highlighted number shows the number of system messages that need your attention. Click the number to display the list of messages.</p> <p>The highlight color indicates the severity of the most recent message.</p> <ul style="list-style-type: none"> ▪ Red = Error ▪ Yellow = Warning ▪ Green = Information

System Explorer Icons

Icon	Description
	A Site. Listed under a Site are all the connected devices and linked features.
	A server.
	A camera.
	A PTZ camera.
	An encoder.
	A Virtual Matrix monitor.
	A saved View.
	A map.
	A web page.

Adding and Removing Cameras in a View

To monitor video, add a camera to the View. The camera video can be removed from the View any time.

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 .

Viewing Live and Recorded Video

Note: Some features are not displayed 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, or only one type of video per View.

Once you've added the required cameras to the View, perform the following:

- To switch 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**.

Image panels displaying recorded video have a **green** border.

Each transaction is separated by date and time, and the most recent transaction is highlighted in blue.

3. To display cameras that are linked to the POS transaction source, click  in the POS transaction image panel.

If multiple cameras are connected to the POS transaction source, you will be prompted to select one.

Controlling Recorded Video

Listed in this section are the features that are only available while monitoring recorded video.

Playing Back Recorded Video

The Timeline displays when video was recorded and lets you control the video playback.

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

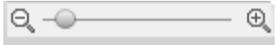
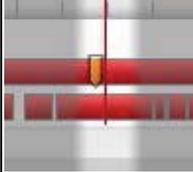
- A red bar shows the camera recorded a motion event.
- A blue bar shows the camera recorded video.
- White areas show that the camera did not record any video.
- An orange bar is a bookmark in the camera's recording history.

See [Bookmarking Recorded Video](#) for more information about bookmarks.



Figure A. Playback controls on the Timeline

To...	Do this...
To select a playback time	<ul style="list-style-type: none">• Click the dark gray date display and select a specific date and time.• Or, click a point in the Timeline.

<p>To start playback</p>	<p>Click .</p> <ul style="list-style-type: none"> Click  to fast forward. Tap the arrow again to increase the playback speed. Click  to rewind. Tap the arrow again to increase the playback speed. <p>You can play the video up to eight times the original speed.</p>	
<p>To stop playback</p>	<p>Click .</p> <ul style="list-style-type: none"> Click  to step forward one frame. Click  to step backward one frame. 	
<p>To jump forward or back on the Timeline</p>		<p>On the Timeline, click  or  to move to set points on the Timeline.</p>
<p>To zoom in or out on the Timeline</p>		<ul style="list-style-type: none"> Move the slider on the bottom left to zoom in or out on the Timeline. Or, you can place your mouse over the Timeline and use the scroll wheel to zoom in or out on the Timeline. <p>You can zoom in to a quarter of a second, and zoom out to see years if recorded video exists.</p>
<p>To center the Timeline on the time marker</p>		<p>Right-click the Timeline, and select Center on Marker.</p>
<p>To pan the Timeline</p>		<ul style="list-style-type: none"> Click and drag the time marker through the Timeline. Move the horizontal scroll bar under the Timeline. Or, right-click and drag the Timeline.

Bookmarking Recorded Video

You can add bookmarks to recorded video to help you find and review an event later. Bookmarked video can be protected against scheduled data cleanup so the video is never deleted.

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

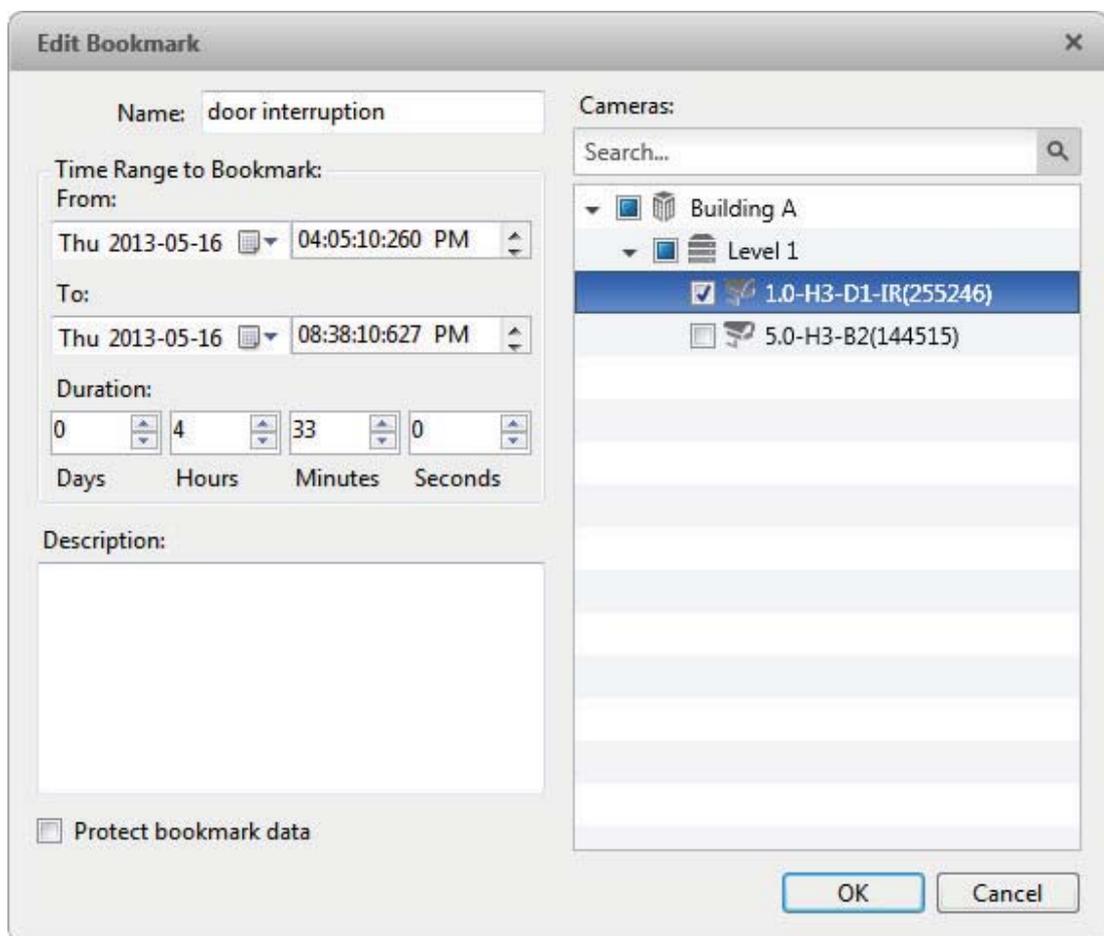


Figure A. Add Bookmark dialog box

2. Enter a name for the 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 extra any information 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 video take up space and can become the oldest video on the server.

7. Click **OK**.

Editing, Deleting or Exporting a bookmark

1. Click the bookmark on the Timeline then perform one of the following:

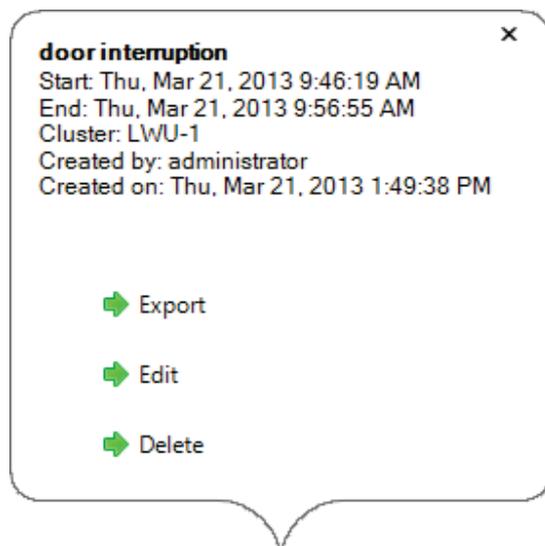


Figure B. Bookmark properties

To	Do this...
Edit a bookmark	Click Edit then make your changes.
Delete a bookmark	Click Delete . When the confirmation dialog box appears, click Yes .
Export a bookmark	Click Export then complete the Export tab.

When editing a bookmark, refer to [Adding a Bookmark](#) for details about the editable options.

When exporting a bookmark, refer to [Export](#) for information about the export options.

Performing a Pixel Search

The Pixel Search allows you to search for tiny pixel change in specific areas in the camera's field of view.

1. In the New Task menu, click



The Search: Pixel tab displays.

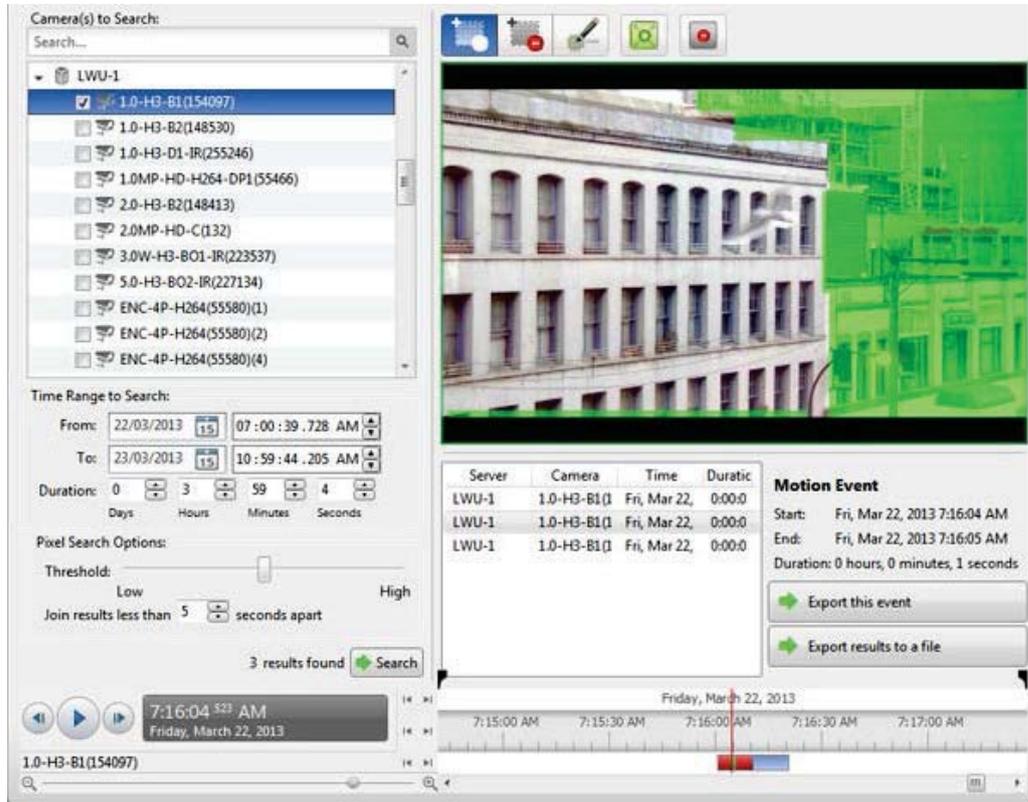


Figure A. Search:Pixel tab

By default, the entire search image panel is highlighted in green.

2. In the Camera to Search area, select a camera.
3. In the Time Range to Search area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to modify the time range.
4. Define the pixel search area by using the motion detection tools above the image panel. Only areas highlighted in green are searched.

Tip: If you are looking for something very specific, limit the green area to a dot to find what you're looking for more quickly.

5. In the Pixel Search Options area, drag the **Threshold** slider to select the amount of motion required to return a search result.

A high threshold requires more pixels to change before results are found.

6. Enter a number in the **Join results less than** field to set the minimum number of seconds between separate search results. You can enter any number between 1-100 seconds.
7. Click **Search**.

5. In the Pixel Search Options area, drag the **Threshold** slider to select the amount of motion required to return a search result.

A high threshold requires more pixels to change before results are found.
6. Enter a number in the **Join results less than** field to set the minimum number of seconds between separate search results. You can enter any number between 1-100 seconds.
7. Click **Search**.

Viewing Pixel Search Results

1. In the Search Results area, select a search result. The event is highlighted on the Timeline and the video is displayed in the image panel. Details about the search result are displayed to the right.
2. Use the Timeline controls to review the event.

See [Playing Back Recorded Video](#) for more information.
3. Click **Export this event** to export the selected event video.

See [Export](#) for more information.
4. To export all listed search results, click **Export results to a file** and save the file. The search results can be saved as either a CSV or TXT file.

Performing a Thumbnail Search

The Thumbnail Search is a visual search that displays the search results as a series of thumbnail images.

1. In the New Task menu, click .

The Search: Thumbnails tab displays.

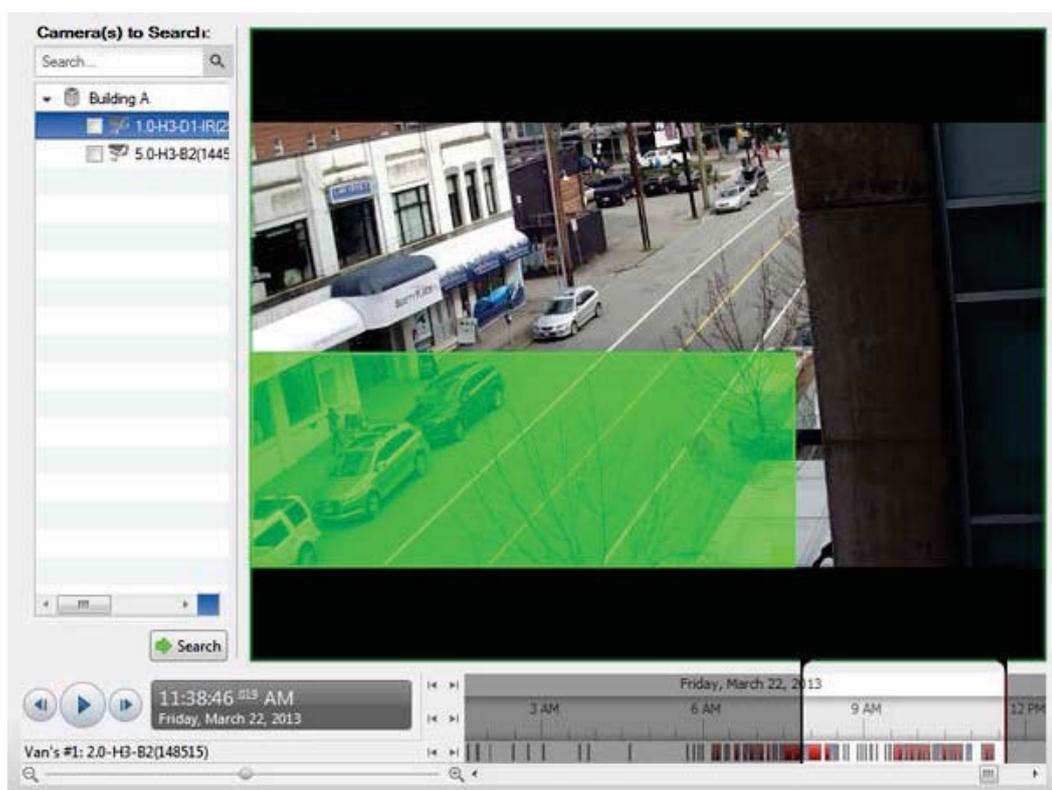


Figure A. Search:Thumbnails tab

2. In the Camera to Search area, select a camera.
3. In the Time Range to Search area, set the date and time range of your search. The time range is highlighted on the Timeline by the black time range markers. You can also drag the time range markers to modify the time range.
4. In the image panel, move or drag the edges of the green overlay to focus the search on one area in the video image.

Only the area highlighted in green is searched.

5. Click **Search**.

Viewing Thumbnail Search Results

The search results display thumbnails at equal intervals on the Timeline.

1. To change the size of the search result thumbnails, select **Thumbnails**, or **Small Thumbnails** **Search Again**.

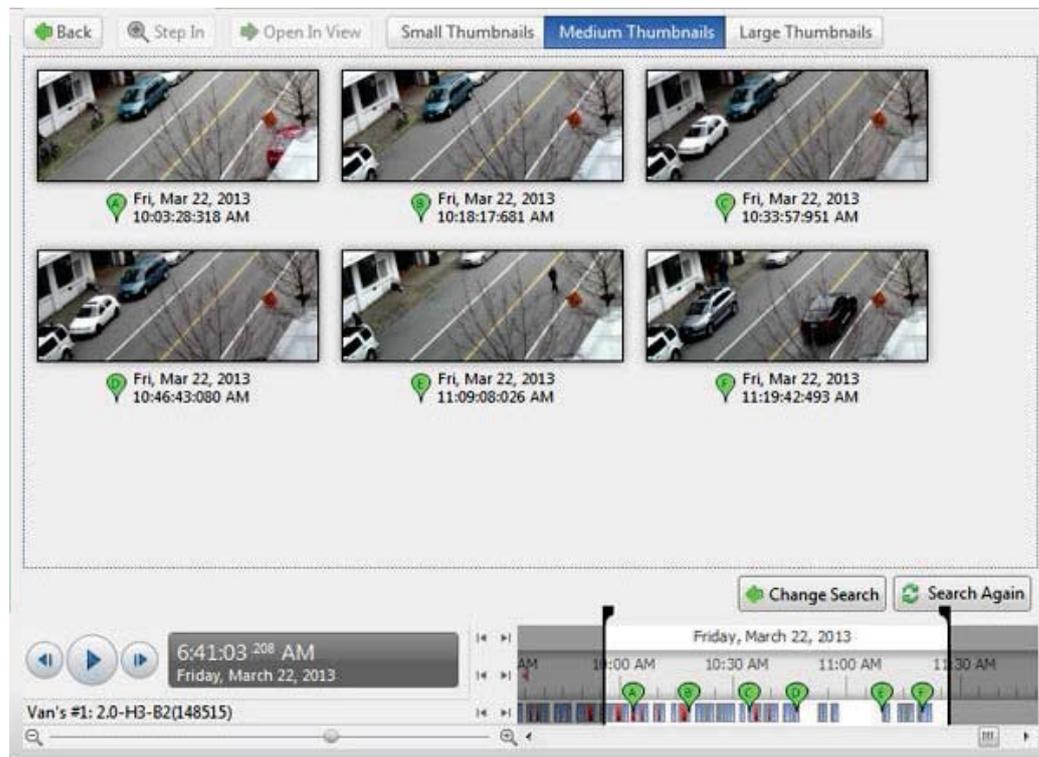


Figure B. Search: Thumbnail results tab

2. Select a thumbnail to highlight the video on the Timeline.
3. Click **Step In**, or double-click the thumbnail to perform another search around the thumbnail.
Click **Back** to return to the previous results page.
4. Click **Open In View** to open the recorded video in a new View.
5. Click **Change Search** to change the search criteria.

Export

You can export video in multiple video and image formats. The Export tab can be accessed from bookmark options, the Search tab, the Alarms tab and by opening a new Task.

You can also export snapshots of an image panel as you monitor video.

Exporting Native Video

The Native (AVE) format is the recommended format for exporting video. You can export video from multiple cameras in a single file, and the video maintains its original compression. AVE video is played in the Avigilon Control Center Player, where the video can be authenticated against tampering and be re-exported to other formats.

If there is audio linked to the video, the audio is automatically included in the export.

If you are exporting a large amount of video for your records, Backup the video instead. See [Backing Up Recorded Video On Demand](#) for more information.

1. Open the Export tab. In the New Task menu, click .

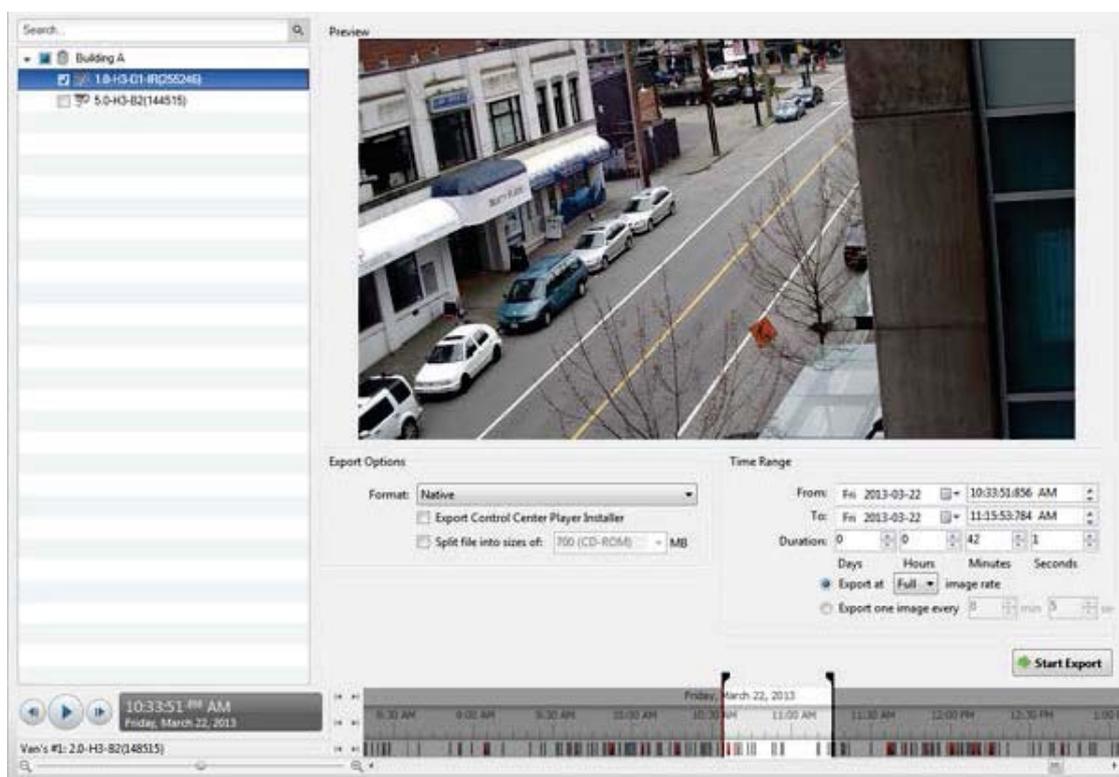


Figure A. Export tab for recorded video export

2. In the **Format** drop down list, select **Native**.
3. In the System Explorer, select the camera video you want to export.
4. To include a copy of the Avigilon Control Center Player with your export, select the **Export the Control Center Player Installer** check box.
5. To automatically divide the export into separate files that can be stored on optical media (like a CD or DVD), select the **Split file into sizes of:** check box then select one of the media options from the drop down list, or manually enter the size of each file in MB.
6. Enter the time range you want to export. The time range is highlighted on the Timeline by black time range markers. You can also drag the time range markers to modify the time range.
7. Set the export image rate:

Option	Description
Export at __ image rate	<p>Select this option to control how many images per second are exported.</p> <p>For example, the video is streaming at 30 images per second. If you select 1/2, only 15 images for that second will be exported.</p>
Export one image every __ min __sec	<p>Select this option to control the time between</p>
	<p>each exported video image.</p> <p>For example, if you enter 5 min. 0 sec., only one image will be exported every 5 minutes.</p>

8. Click **Start Export**.
9. In the Save As dialog box, name the export file and click **Save**.

The Preview area displays the video you are exporting.
10. When the export is complete, click **OK**.

Exporting Still Images

Video can be exported as a series of still images in PNG, JPEG, or TIFF format. When you export a series of still images, you are exporting each frame of video as an independent file.

If you only want one photo of the video you are watching, take a snapshot. For more information, see [Exporting a Snapshot of an Image](#).

1. Open the Export tab. In the New Task menu, click 

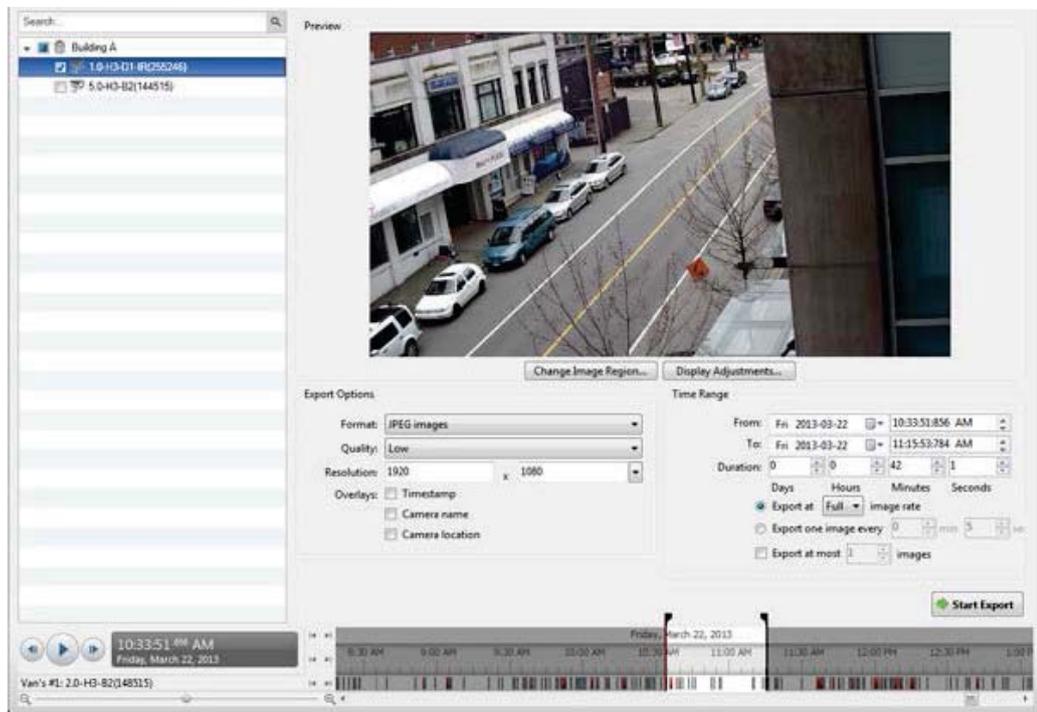


Figure A. Export tab for still image export

2. In the **Format** drop down list, select **PNG Images**, **JPEG Images**, or **TIFF Images**.
3. In the System Explorer, select the camera video you want to export.
4. (JPEG only)
 - In the **Quality** drop down list, select the exported image quality level.
5. In the **Resolution** field, select a resolution for the video image. You can manually enter the resolution or click the drop down arrow to select a standard resolution.

Note: The **Resolution** field automatically maintains the image aspect ratio.
6. Select the image overlays you want: **Timestamp**, **Camera name**, and **Camera location**.
7. Enter the time range you want to export. The time range is highlighted on the Timeline by black time range markers. You can also drag the time range markers to modify the time range.
8. Set the export image rate:

Option	Description
Export at __ image rate	Select this option to control how many images per second are exported. For example, the video is streaming at 30 images per second. If you select 1/2 , only 15 images for that second will be exported.
Export one image every __ min __sec	Select this option to control the time between each exported video image. For example, if you enter 5 min. 0 sec., only one image will be exported every 5 minutes.

9. Select the **Export at most ___ images** check box and enter a number to limit the amount of images that are exported.
10. Click **Change Image Region...** to only export part of the video image.

In the Change Image Region dialog box, move and resize the green overlay then click **OK**. Only areas highlighted in green are exported.

11. Click **Display Adjustments** to adjust the gamma, black level and/or white level.
12. Click **Start Export**.
13. In the Save As dialog box, name the export file and click **Save**.

The Preview area displays the video you are exporting.

14. When the export is complete, click **OK**.

Exporting a Print Image

You can export a frame of video directly to your printer or PDF, and include your notes related to the image.

If you want to print a photo of the video you are currently watching, take a snapshot. For more information, see [Exporting a Snapshot of an Image](#).

1. Open the Export tab. In the New Task menu, click .

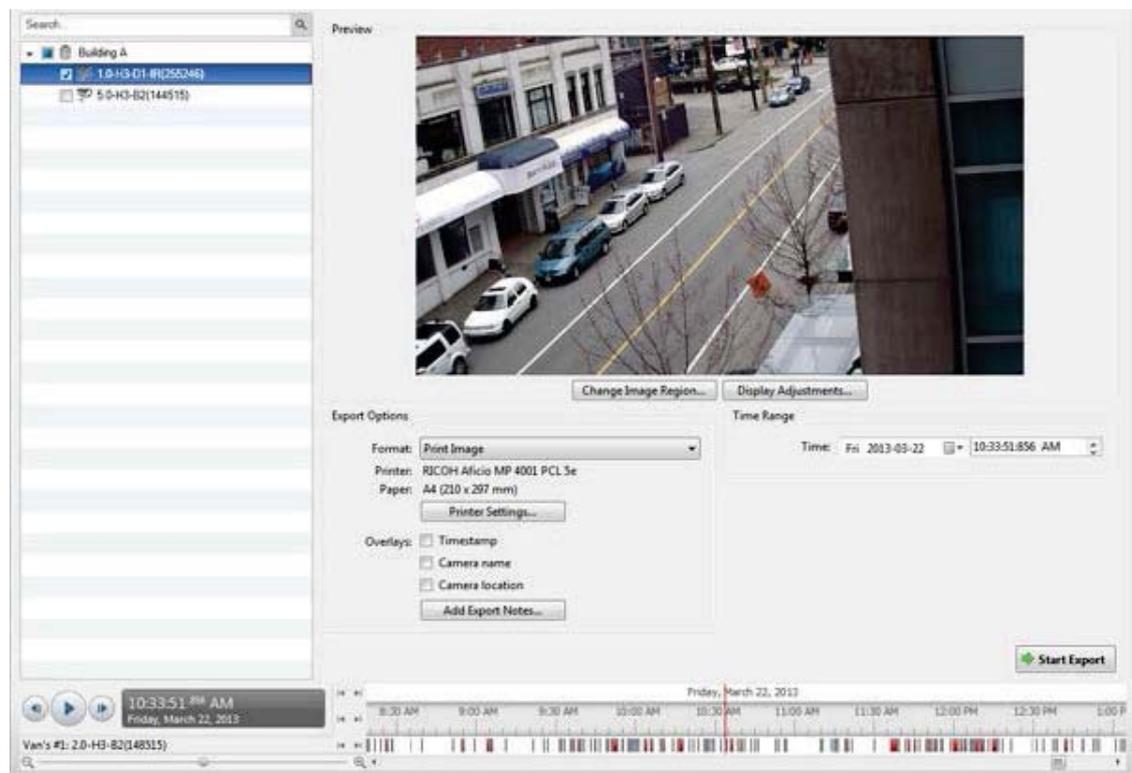


Figure A. Export tab for still image export

2. In the **Format** drop down list, select **Print Image** or **PDF File**.
3. In the System Explorer, select the camera video you want to export.
4. (Print Image only) Click **Printer Settings** to change the printer and paper size that the image is printed on.

5. Select the image overlays you want: **Timestamp**, **Camera name**, and **Camera location**.
6. Click **Add Export Notes** to add notes about the exported image. The notes are added below the image.
7. In the **Time** field, enter the exact date and time of the video image you want to export.
8. Click **Change Image Region...** to only export part of the video image.

In the Change Image Region dialog box, move and resize the green overlay then click **OK**. Only areas highlighted in green are exported.

9. Click **Display Adjustments** to adjust the gamma, black level and/or white level.
10. Click **Start Export**.
 - If you are exporting a Print Image, the image is sent to the printer.
 - If you are exporting a PDF File, save the image.

The Preview area displays the video you are exporting.

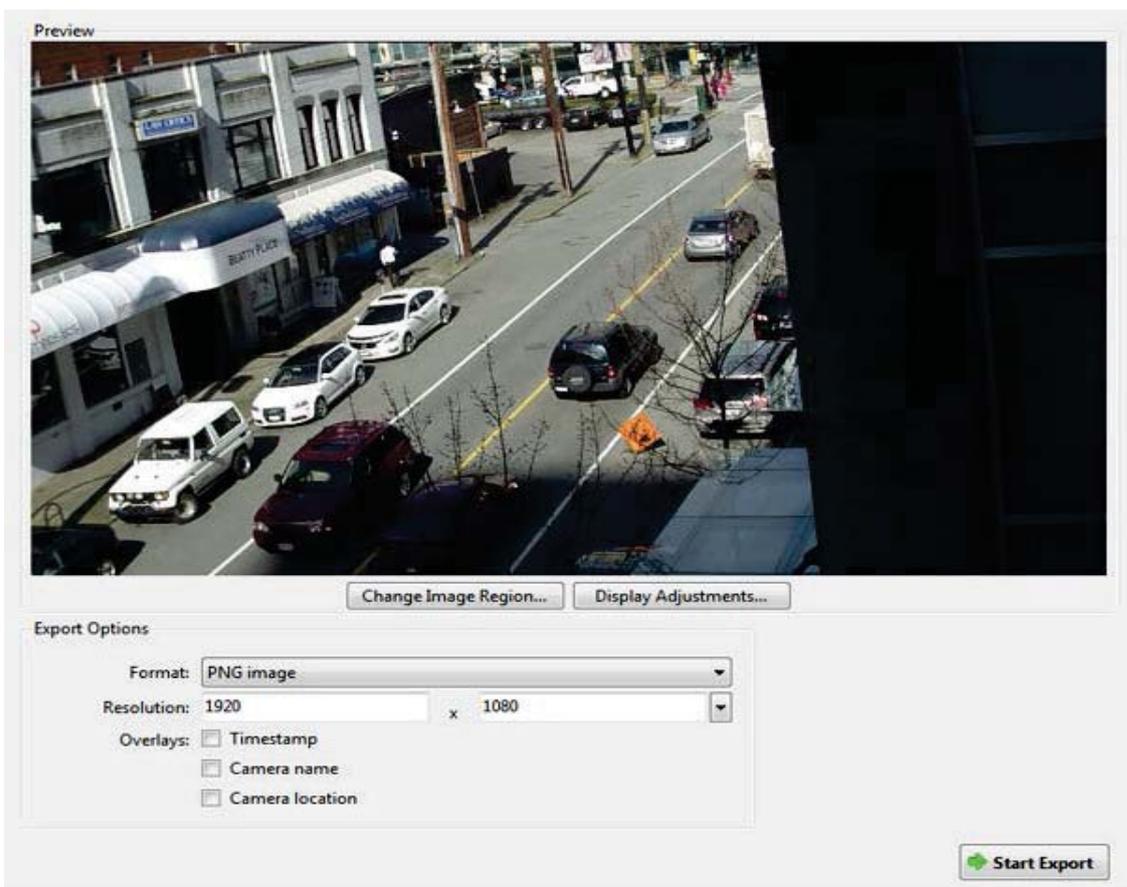
11. When the export is complete, click **OK**.

Exporting a Snapshot of an Image

You can export a snapshot of any image panel with video. When you export a snapshot, you are exporting whatever the image panel is currently displaying.

1. To export a snapshot, perform one of the following:
 - In the image panel, click .
 - Right-click the image panel and select **Save Snapshot**.

The snapshot Export tab is displayed, and the image you want to export is displayed.



	<p>Note: The Resolution field automatically maintains the image aspect ratio.</p> <ol style="list-style-type: none"> 2. Select the image overlays you want: Timestamp, Camera name, and Camera location. 3. Click Change Image Region... to only export part of the video image. In the Change Image Region dialog box, move and resize the green overlay then click OK. Only areas highlighted in green are exported. 4. Click Display Adjustments to adjust the Gamma, Black Level and/or White Level.
JPEG	<ol style="list-style-type: none"> 1. In the Quality field, select an image quality level. 2. Set the image Resolution. 3. Select the image overlays you want. 4. Click Change Image Region to only export a part of the video image. 5. Click Display Adjustments to modify the image quality.
TIFF	<ol style="list-style-type: none"> 1. Set the image Resolution. 2. Select the image overlays you want. 3. Click Change Image Region to only export a part of the video image. 4. Click Display Adjustments to modify the image quality.
Print Image	<ol style="list-style-type: none"> 1. Click Printer Settings... to change the selected printer and paper size. 2. Select the image overlays you want. 3. Click Add Export Notes... to add notes about the exported image. The notes are printed below the image. 4. Click Change Image Region to only export a part of the video image. 5. Click Display Adjustments to modify the image quality.
PDF	<ol style="list-style-type: none"> 1. Select the image overlays you want. 2. Click Add Export Notes... to add notes about the exported image. 3. Click Change Image Region to only export a part of the video image.
	<ol style="list-style-type: none"> 4. Click Display Adjustments to modify the image quality.

4. Click **Start Export**.

5. In the Save As dialog box, name the export file and click **Save**. If you are printing the snapshot, the image is sent to your printer instead.

The Preview area displays the snapshot you are exporting.

6. When the export is complete, click **OK**.

Notes:

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