



Avigilon Control Center Client User Guide

Version: 5.0 Core

Copyright © 2013 Avigilon. All rights reserved.

The information presented is subject to change without notice.

No copying, distribution, publication, modification, or incorporation of this document, in whole or part, is permitted without the express written permission of Avigilon. In the event of any permitted copying, distribution, publication, modification, or incorporation of this document, no changes in or deletion of author attribution, trademark legend, or copyright notice shall be made. No part of this document may be reproduced, stored in a retrieval system, published, used for commercial exploitation, or transmitted, in any form by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission of Avigilon.

Avigilon
Tel +1.604.629.5182
Fax +1.604.629.5183
<http://www.avigilon.com>

Revised 2013-06-21

Table of Contents

Introduction.....	1
What is the Avigilon Control Center Client?	1
System Requirements.....	1
For More Information.....	2
Avigilon Training Center.....	2
Support.....	2
Upgrades.....	3
Feedback.....	3
Getting Started.....	5
Starting and Shutting Down the Avigilon Control Center Client.....	5
Starting the Client Software	5
Shutting Down the Client Software	5
Discovering Sites	6
Logging Into and Out of a Site	8
Logging In.....	8
Logging Out.....	9
Navigating the Application.....	9
Adding and Removing Cameras in a View	11
Adding a Camera to a View	12
Removing a Camera From a View.....	12
Viewing Live and Recorded Video	12
Managing a Site.....	13

Sites and Servers.....	13
Discovering Sites	13
Accessing the Setup Tab	15
Site Settings	16
Site Name.....	16
Connect/Disconnect Cameras	17
Users and Groups	22
Email Notifications.....	29
Scheduling Site Events	32
Exporting Settings	34
Import Settings	34
Server Settings.....	35
Server Name	35
Recording Schedule	36
Recording and Bandwidth	38
POS Transaction.....	39
Camera Settings	47
General.....	47
Network	50
Image and Display	51
Compression and Image Rate	55
Image Dimensions	57
Motion Detection	58
Privacy Zones.....	60
Manual Recording	62
Client Settings	62
General Settings	63
Adjusting Video Display	64

Joystick.....	66
Discovering Sites	69
Managing Site Logs	71
Managing User Connections.....	72
Monitoring Server Status.....	73
Views	75
What are Views?	75
Adding and Removing a View.....	75
View Layouts	76
Selecting a Layout for a View.....	76
Editing a View Layout.....	76
Making a View Full Screen.....	78
Ending Full Screen.....	79
Cycling Through Views	79
Video.....	81
Adding and Removing Cameras in a View	81
Adding a Camera to a View	81
Removing a Camera From a View	81
Viewing Live and Recorded Video	82
Zooming and Panning a Video.....	82
Using the Zoom Tools	82
Using the Pan Tools.....	82
Maximizing an Image Panel.....	83
Maximizing an Image Panel.....	83
Restoring an Image Panel.....	83
Controlling Live Video	83
Using Instant Replay	83
Triggering Manual Recording.....	84

PTZ Controls	84
Monitoring POS Transactions	90
Controlling Recorded Video	90
Playing Back Recorded Video.....	91
Bookmarking Recorded Video	92
Reviewing POS Transactions	94
Adjusting Video Display	95
Displaying Analog Video in Deinterlaced Mode.....	96
Displaying Image Overlays	96
Changing Display Quality.....	97
Making Image Panel Display Adjustments.....	97
Search.....	99
Performing an Event Search.....	99
Viewing Event Search Results.....	100
Performing a Pixel Search	101
Viewing Pixel Search Results	103
Performing a Thumbnail Search	103
Viewing Thumbnail Search Results	104
Performing a Bookmark Search.....	105
Viewing Bookmark Search Results	106
Performing a POS Transaction Search.....	107
Viewing POS Transaction Search Results.....	108
Export	109
Exporting Native Video.....	109
Exporting AVI Video	111
Exporting Still Images	113
Exporting a Print Image.....	114
Exporting a Snapshot of an Image.....	116

Appendix	121
Updating the Client Software	121
Accessing the Web Client	122
Reporting Bugs	123
Keyboard Commands	123
Image Panel & Camera Commands	124
View Commands	125
View Layout Commands	126
Playback Commands	127
PTZ Commands (Digital and Mechanical)	129

Introduction

What is the Avigilon Control Center Client?

The Avigilon Control Center Client software works with the Avigilon Control Center Server software to give you access and control of your Avigilon High Definition Surveillance System.

The Client software allows you to view live and recorded video, monitor events, and control user access to the Avigilon Control Center. The Client software also gives you the ability to configure your surveillance system.

The Client software can run on the same computer as the Server software, or run on a remote computer that connects to the Site through a local area network (LAN) or a wireless area network (WAN).

What you can do in the Client software depends on the Server software edition. There are three editions of the Server software available: Core, Standard and Enterprise. Visit the Avigilon website for an overview of the features available in each edition: <http://avigilon.com/#/products/avigilon-control-center/editions/>

A copy of the Client software can be downloaded from the Avigilon website, or installed with the Server software.

System Requirements

Minimum requirements		Recommended requirements
Monitor resolution	1280 x 1024	1280 x 1024
OS	Windows XP with Service Pack (SP) 2 or later, Windows Vista, Windows 7 or Windows 8 64-bit	Windows XP with Service Pack (SP) 2 or later, Windows Vista, Windows 7 or Windows 8 64-bit
CPU	Intel Single Core 2.4 GHz processor	Intel Dual Core 2.0 GHz processor
System RAM	1 GB	2 GB

Video card	PCI Express, DirectX 9.0c compliant with 128 MB RAM (Intel GMA 900 or better, NVIDIA 6600 or better, ATI X1300 or better)	PCI Express, DirectX 10.0 compliant with 256 MB RAM (NVIDIA GeForce 600 series or better)
Network card	100 Mbps	1 Gbps
Hard disk space	500 MB	500 MB

For More Information

Visit Avigilon at <http://www.avigilon.com/> for additional product documentation.

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

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

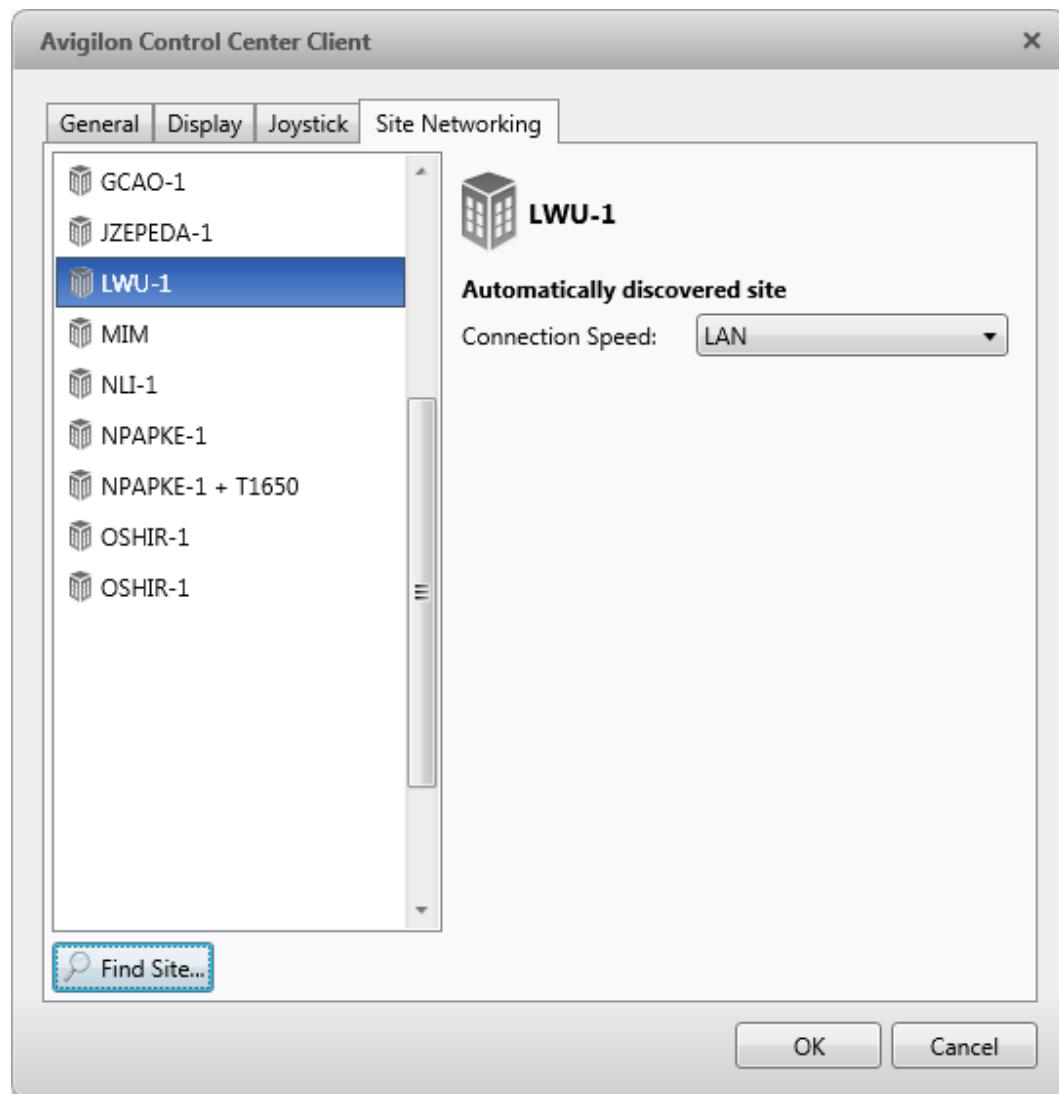


Figure A. Site Networking tab

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

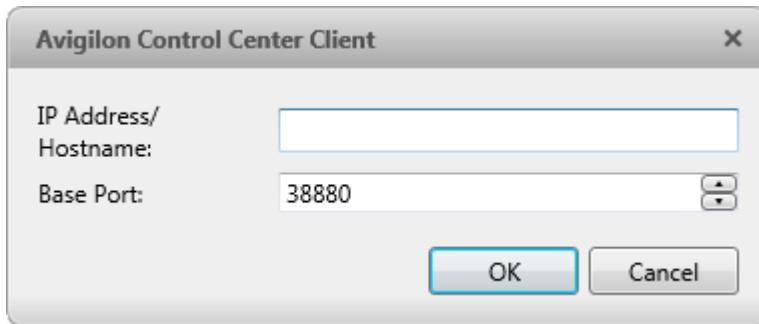


Figure B. Find Site dialog box

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.

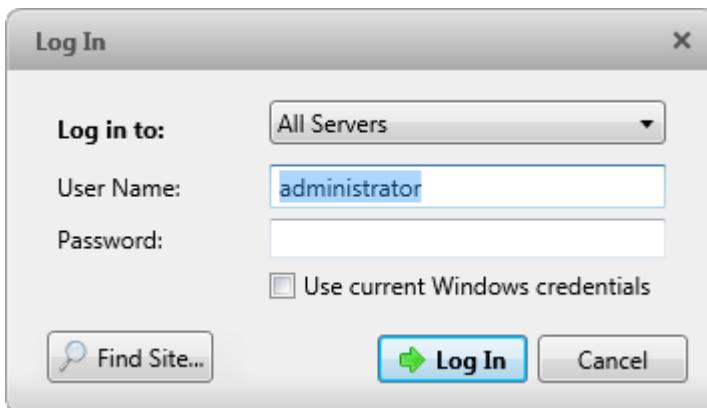


Figure A. Log In dialog box

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.

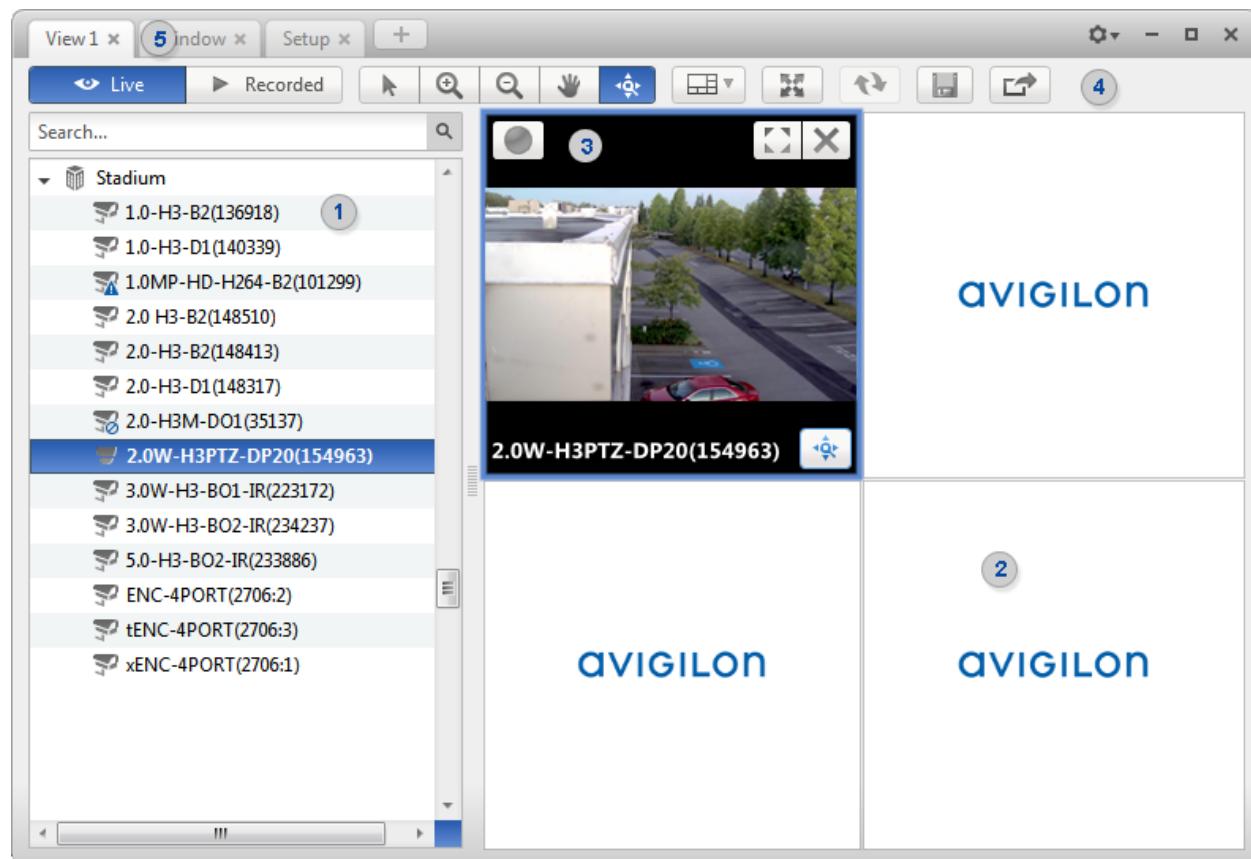


Figure A. Avigilon Control Center Client application window.

Application Window Features

	Area	Description
1	System Explorer	<p>Displays all the elements in your surveillance system. 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	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 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.

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.

Managing a Site

The default settings in the Avigilon Control Center Client software allow you to start using the application immediately after installation. However, you may want to customize and setup your Site to reflect how the system would be used in daily operations.

In Avigilon Control Center 5.0, servers are maintained in clusters called Sites. At the Site level, you can manage your server and camera connections, as well as set up Site wide system events.

At the server level, you can manage the recording and bandwidth for each of its connected cameras. While at the camera level, you can edit the camera image quality and camera specific features.

All the Site, server and camera settings can be configured from the Setup tab.

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.

Sites and Servers

In the Avigilon Control Center software, servers are organized in clusters called Sites. By organizing the system into clusters, you are able to control user access and system wide events through the Site settings. Site settings are stored on the server, or across all servers in a multi-server system.

Depending on your system and license edition, you may have multiple servers in a Site. When there are multiple servers in a Site, the Site is able to distribute tasks and system data between the servers so that the system can continue running even if a server fails.

Within a Site, each individual server is responsible for managing the devices that are connected to it. Specifically, the server controls video recording. Through the server settings, you control when video is recorded, how long it is stored and how much bandwidth is used to stream video.

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.

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

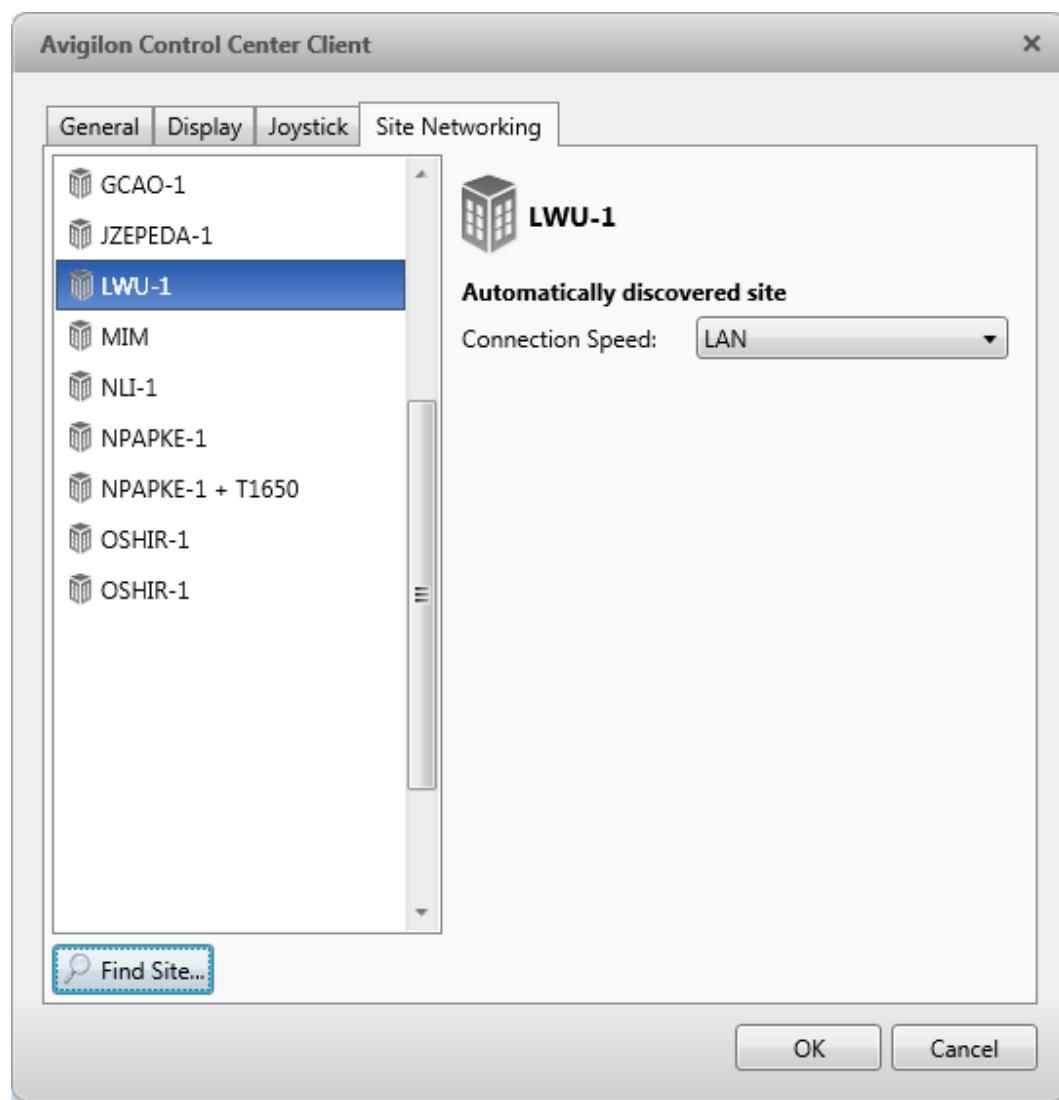


Figure A. Site Networking tab

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

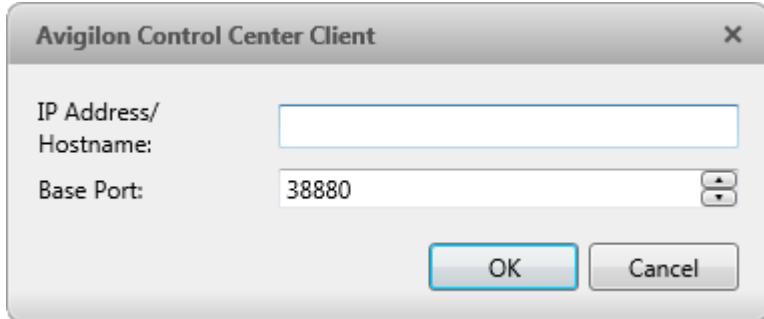


Figure B. Find Site dialog box

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.

Accessing the Setup Tab

Perform one of the following steps to open the Setup tab:

- At the top of the application window, click  to open the New Task menu. When the menu appears, click .
- Right-click the device you want to configure then select **Setup**.



Figure A. Setup tab

In the Setup tab, the System Explorer is displayed on the left and the Setup options are displayed on the right. The Setup options change depending on the device that is selected in the System Explorer.

Site Settings

The settings stored at the Site level impact all users and devices within the Site.

These settings include user account information and email notifications. This is also where you would add or remove cameras in a Site.

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.

Site Name

Give the Site a meaningful name so that it can be easily identified in the System Explorer. Otherwise, the Site uses the name assigned to the server it was originally discovered with.



1. In the Setup tab, select the Site then click .
2. In the dialog box, give the Site a name.

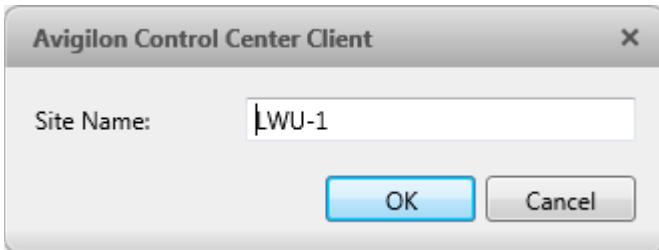


Figure A. Site Name dialog box

Connect/Disconnect Cameras

Cameras are connected to a Site through the linked servers. The server manages and stores the camera's recorded video, while the Site manages the events that can be linked to the camera's video.

You can connect and disconnect cameras through the Connect/Disconnect Cameras tab.

A camera's connection status is indicated by the icon beside the camera name in the System Explorer. The status icons may appear over any device icon in the System Explorer.

Icon	Definition
	The camera is connected to the server.
	The camera is connected to the server and is currently upgrading its firmware.
	<p>The camera cannot connect to a server.</p> <p>This may be because the camera is no longer on the network or there is a network conflict</p>
	The camera is disconnected but there is recorded video from the camera still on the server.
No icon	The camera is disconnected and there is no recorded video left on the server.

Discovering a Camera

When cameras are connected to the network, they should be automatically discovered by the Client software.

If a camera is not automatically discovered, you can try to manually discover the camera on the network.



- In the Setup tab, select the Site then click .

In the Connect/Disconnect Cameras tab, all Avigilon and ONVIF cameras that are connected to the same network segment (subnet) are automatically detected and appear in the Discovered Cameras list.

If the camera you want to connect to is on a different subnet, or is manufactured by a third-party, perform the following:

- At the top of the Connect/Disconnect Cameras tab, click **Find Camera....**
- In the Find Camera dialog box, complete the following fields:

Find Camera

Search From Server:	CLIENTXPSTD
Search Type:	IP Address
Camera Type:	Avigilon
IP Address/Hostname:	
Control Port:	55080
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Figure A. Find Camera dialog box: IP Address

Find Camera

Search From Server:	CLIENTXPSTD
Search Type:	IP Address Range
Camera Type:	Avigilon
Start IP Address:	0 . 0 . 0 . 0
End IP Address:	0 . 0 . 0 . 0
Control Port:	55080
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Figure B. Find Camera dialog box: IP Address Range

- Search From Server:** select the server that you want the camera to connect to.
 - Search Type:** select a search type.
 - Camera Type:** select the camera's brand name.
- Tip:** Select ONVIF to discover cameras that are ONVIF complaint.
- IP Address/Hostname:** (For IP Address search only) enter the camera's IP address or hostname. The camera and server's gateway IP address must be set correctly for the camera to be found.

- **Start IP Address** and **End IP Address**: (For IP Address Range search only) enter the start and end IP addresses. Only addresses in that range will be searched for the selected camera type.
- **Control Port**: enter the camera control port number.
- Provide the **User Name** and **Password** for the camera if required.

3. Click **OK**.

If the camera is discovered, it will appear in the Discovered Cameras list. You can now connect the camera to a server.

Connecting a Camera to a Server

To access a camera from a Site, it must be connected to server within the Site. The server manages and stores the camera's recorded video, while the Site manages the events that can be linked to the camera's video.

Once the camera has been discovered on the network, it can be connected to the server. If you do not see the camera you want to connect to, see [Discovering a Camera](#).



1. In the Setup tab, select a Site then click .

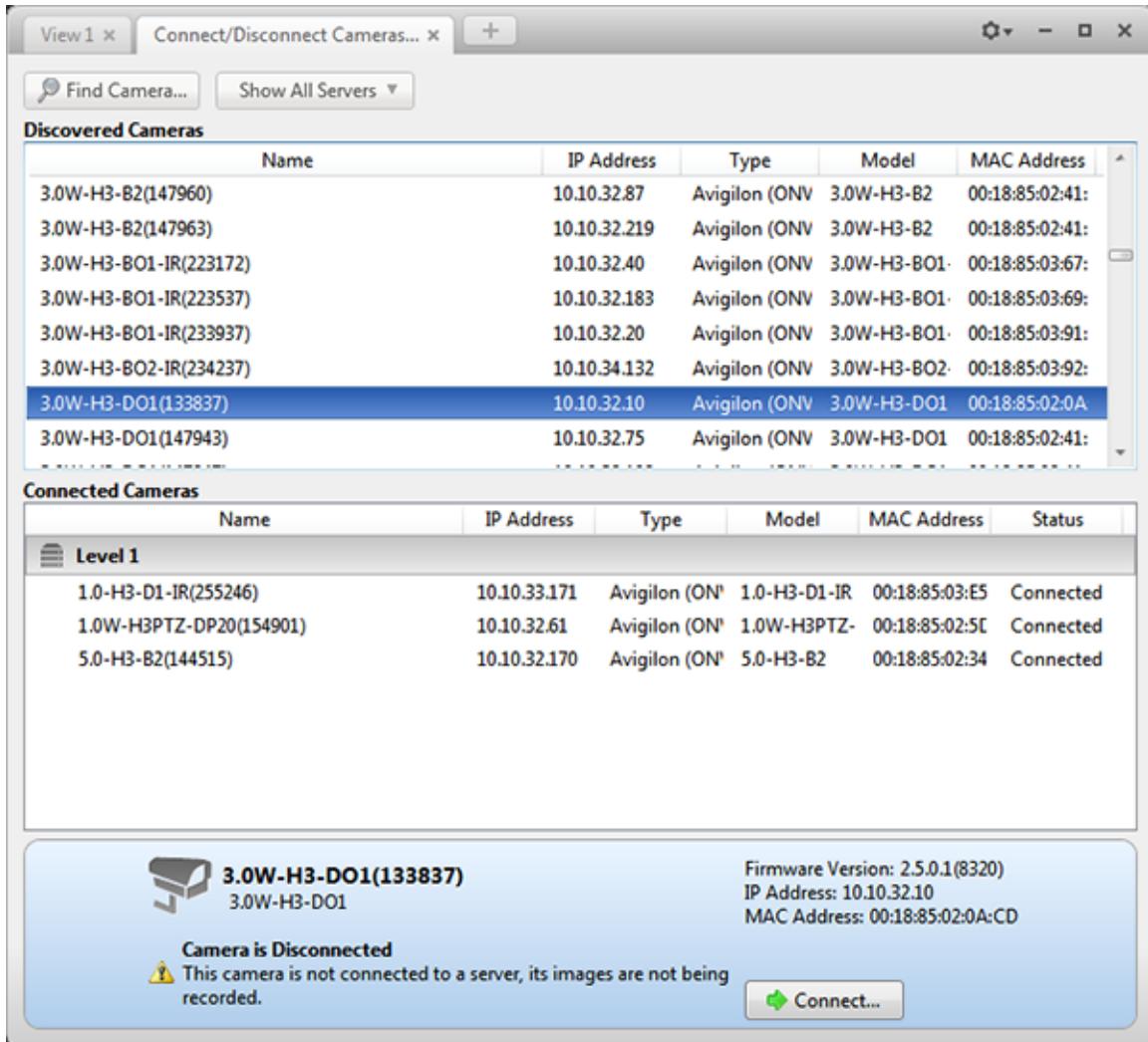


Figure A. Connect/Disconnect Cameras tab

2. In the Discovered Cameras area, select a camera then click **Connect....**

Tip: You can also drag the camera to a server on the Connected Cameras list.

3. In the Connect Camera dialog box, select the server you want the camera to connect to.

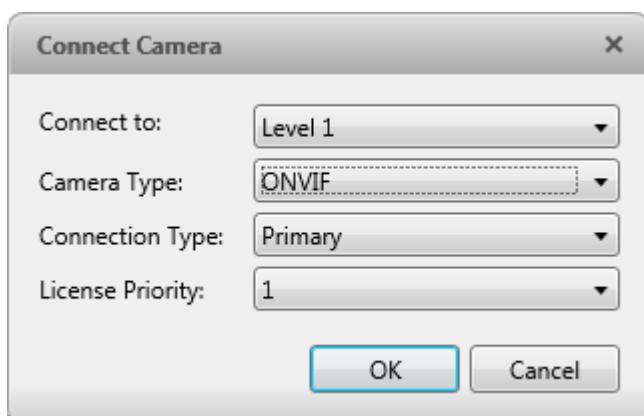


Figure B. Connect Camera dialog box

4. If you are connecting a third-party camera, you may choose to connect the camera by its native driver. In the **Camera Type** drop down list, select the camera's brand name. If there is only one option in the drop down list, the system only supports one type of driver from the camera.
5. Click **OK**.
6. If the camera is password protected, the Camera Authentication dialog box appears. Enter the camera's username and password, then click **OK**.

Editing the Camera Connection to the Server

Note: You can only edit manually discovered camera connections.



1. In the Setup tab, select a Site then click .
2. In the Connect/Disconnect Cameras tab, select the camera connection you want to edit from the Connected Cameras list.
3. Click **Edit**. Refer to [Connecting a Camera to a Server](#) for details about the editable options.
4. Click **OK**.

Disconnecting a Camera from a Server



1. In the Setup tab, select a Site then click .
2. In the Connect/Disconnect Cameras tab, select the camera you want to disconnect from the Connected Cameras list then perform one of the following:
 - o Click **Disconnect**.
The camera is disconnected from the server and moved to the Discovered Cameras list.
 - o Drag the camera into the Discovered Cameras list.

Upgrading Camera Firmware

Camera firmware updates are typically included with the Avigilon Control Center Server update packages. Camera firmware updates are automatically downloaded and installed to the camera.

When the camera firmware is being upgraded, video from that camera cannot be displayed and the System Explorer will display  beside the camera name.

When the firmware upgrade is complete, the System Explorer will display  again, and video from the camera will display.

Users and Groups

When users are added to the Avigilon Control Center, they are assigned to a group that defines their access permissions in a Site. Use the Users and Groups dialog box to create and manage users and groups.

Adding a User

1. In the Setup tab, select the Site then click .
2. In the Users tab, click .

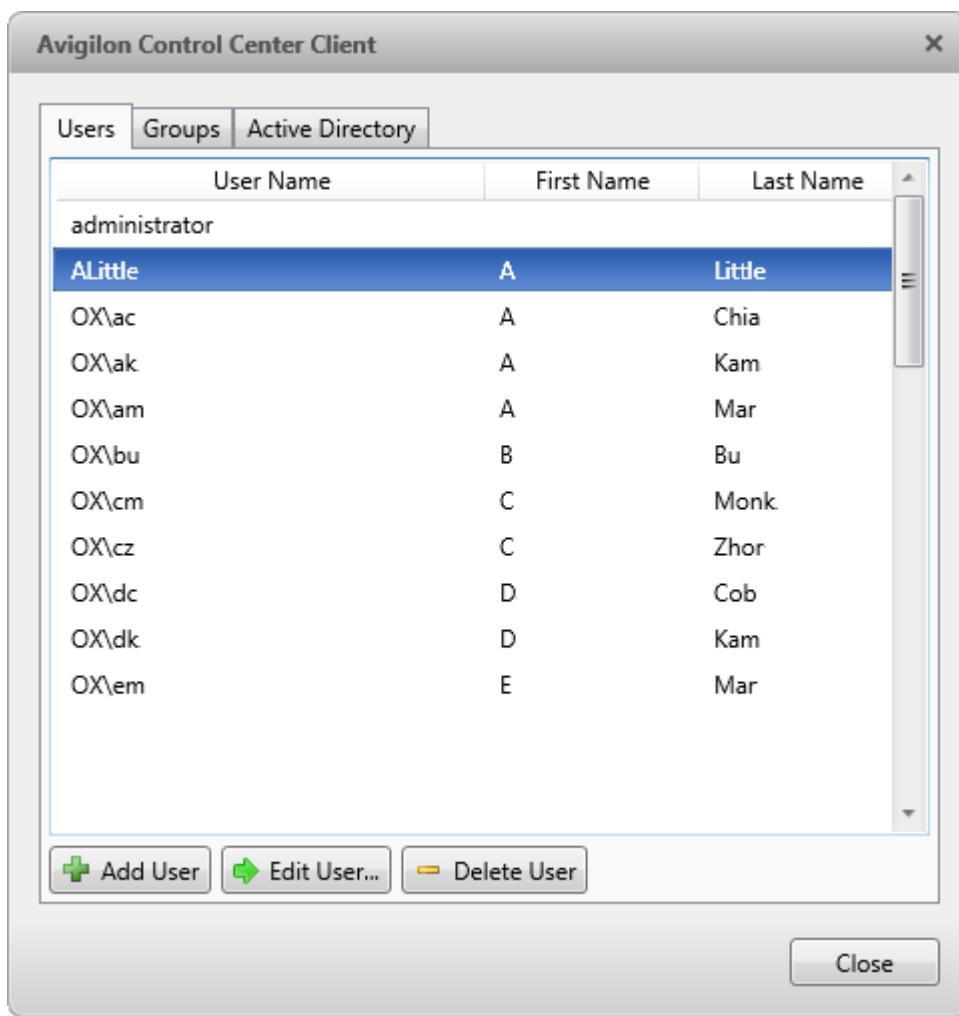


Figure A. User and Groups dialog box

3. When the Add User dialog box appears, complete the User Information area.

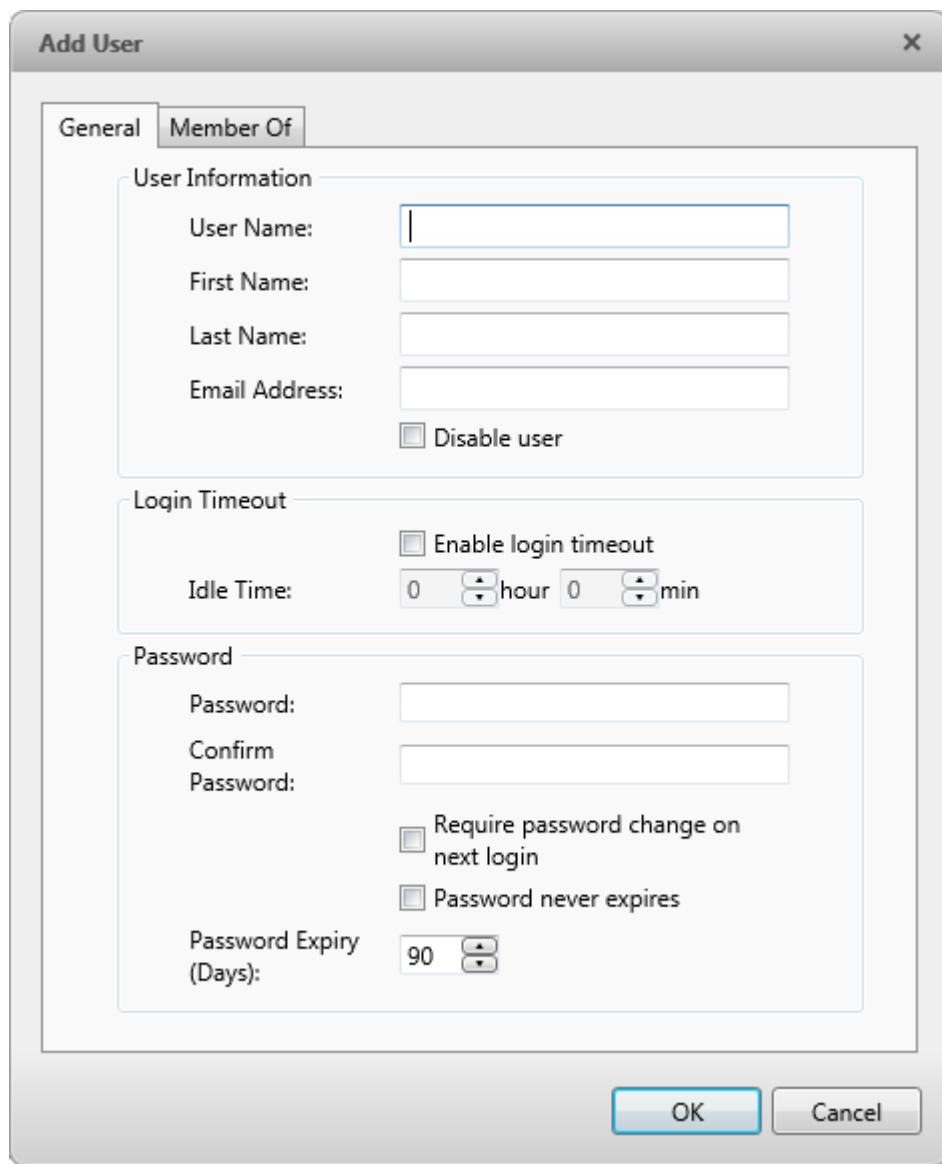


Figure B. Add User dialog box, General tab

4. If you don't want this user to be active yet, select the **Disable user** check box. Disabled users are in the system but cannot access the Site.
5. In the Login Timeout area, select the **Enable login timeout** check box to limit the amount of time the user can be logged in while the application is idle.
6. In the Password area, complete the following fields:
 - o **Password:** enter a password for the user.
 - o **Confirm Password:** re-enter the password.
 - o **Require password change on next login:** select this check box if the user must replace the password after the first login.

- **Password Expiry (Days):** specify the number of days before the password must be changed.
 - **Password never expires:** select this check box if the password never needs to be changed.
7. Select the Member Of tab and select the check box beside each access group the user belongs to.

The other two columns display the permissions linked to the selected group.

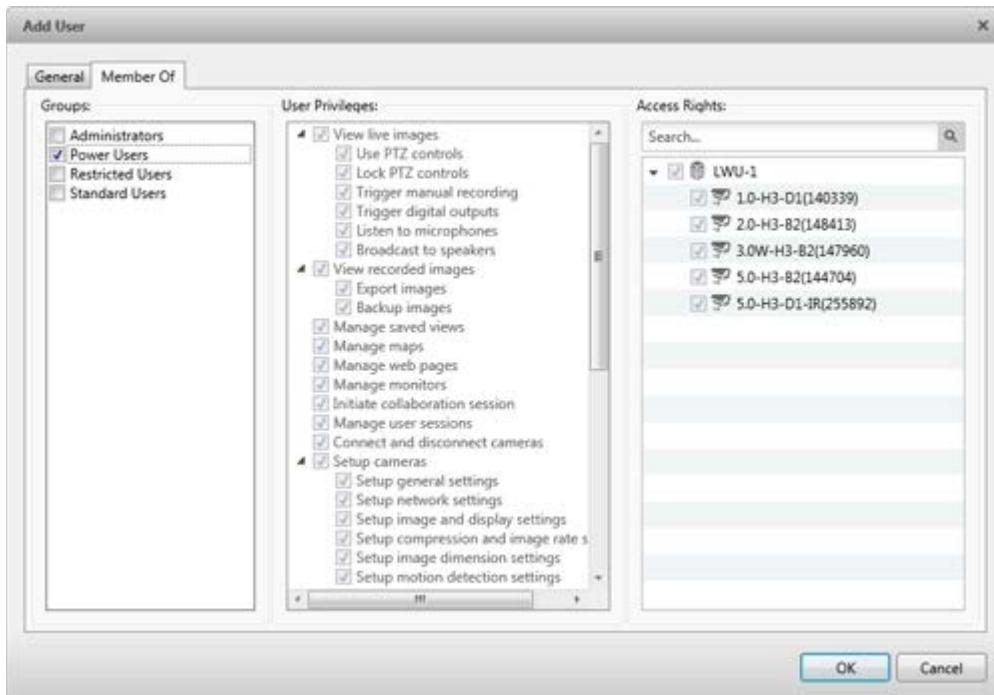


Figure C. Add User dialog box, Member Of tab

8. Click **OK**. The user is added to the server.

Editing and Deleting a User

You can edit and delete users as needed.



1. In the Setup tab, select the Site then click .
2. In the Users tab, select a user then perform one of the following:
 - To edit the user's information, click Adding a User for details about the editable options.
 - To delete the user, click 24

Adding Groups

Groups define what features users have access to. Create new groups to tailor what users can access.

1. In the Setup tab, select the Site then click .
2. Select the Groups tab and click .

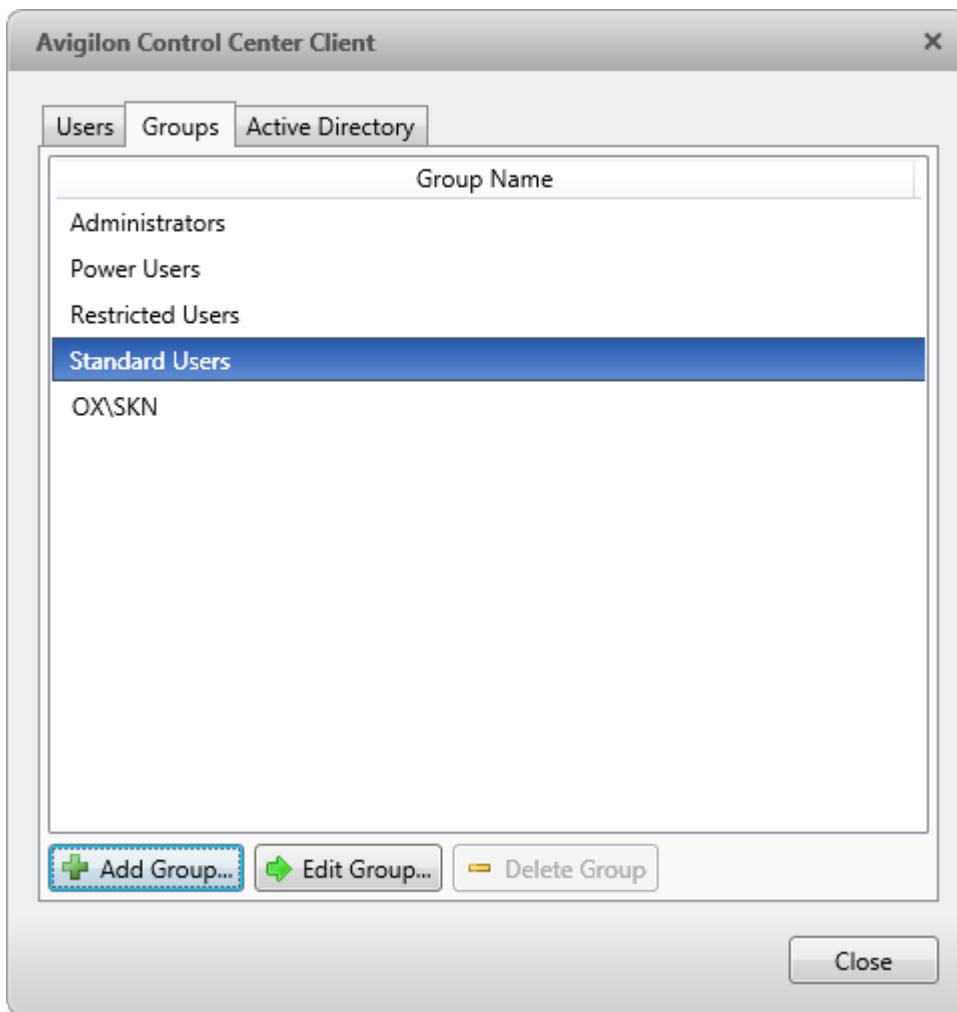


Figure A. User and Groups dialog box

3. Select an existing group to use as a template for your new group then click **OK**.

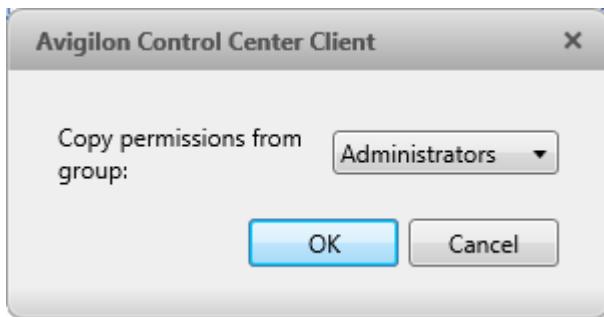


Figure B. Copy Permissions dialog box

4. In the Edit Group dialog box, give the new group a name then select the permissions and camera access rights for the group.

Clear the check box of any feature or camera you do not want the group to access.

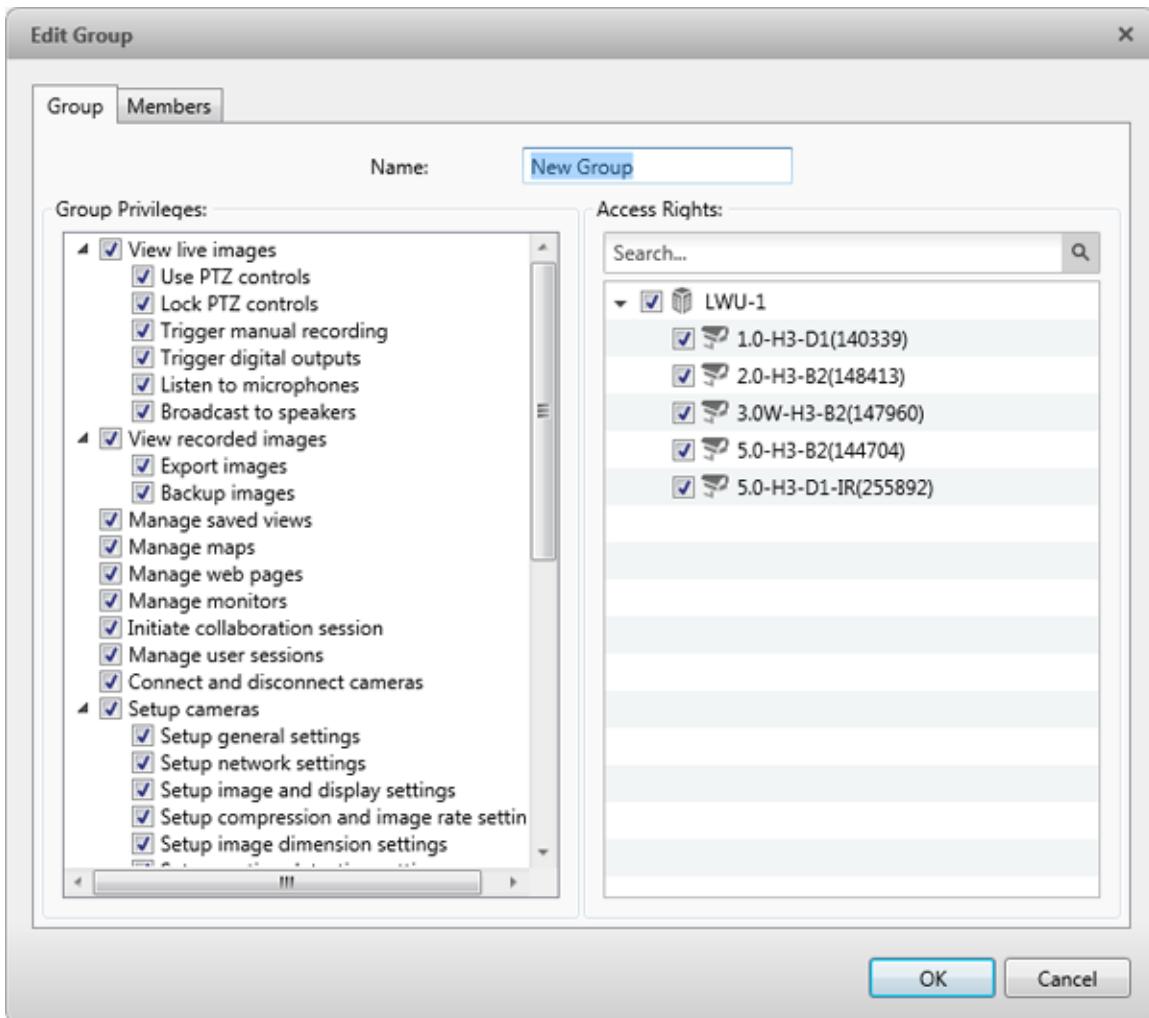


Figure C. Edit Group dialog box: Group tab

5. Select the Members tab to add users to the group.

If a user is added to the group through the Add User dialog box, the user is automatically added to the group's Members list. See [Adding a User](#) for more information.

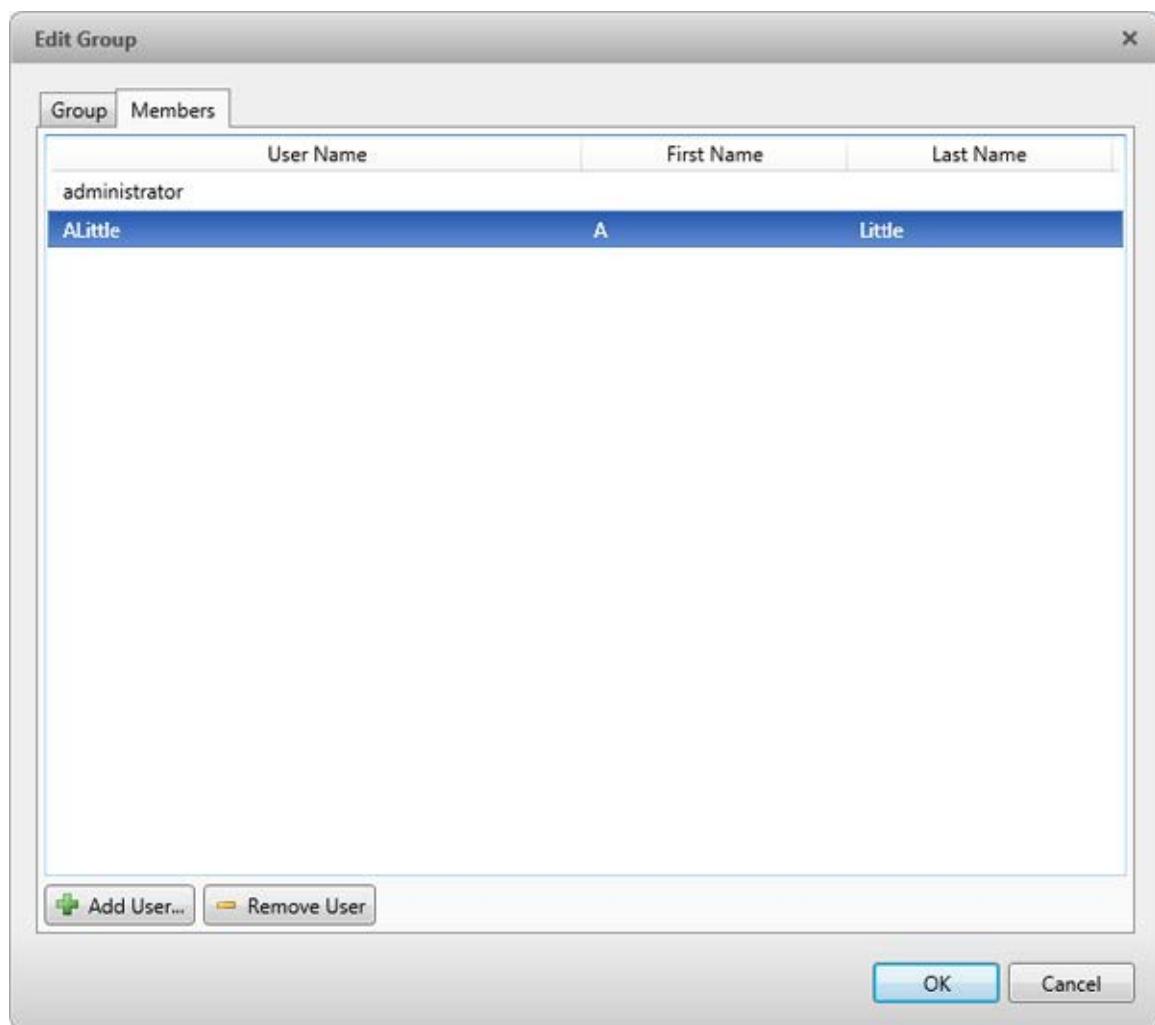


Figure D. Edit Group dialog box: Members tab

- a. Click .
- b. Select the users that should be part of this new group. Only users that have been added to the Site are displayed.



Figure E. Add users to groups dialog box

- c. Click **OK**. The users are added to the Members list.
6. Click **OK** to save the new group.

Editing and Deleting a Group

You can change the access permissions for a set of users by editing their access group.



1. In the Setup tab, select the Site then click .
2. Select the Groups tab.
3. Select a group and perform one of the following:
 - o To edit the group, click . Refer to [Adding Groups](#) for details about the editable options.
 - o To delete the group, click .

Note: Default groups cannot be deleted.

Email Notifications

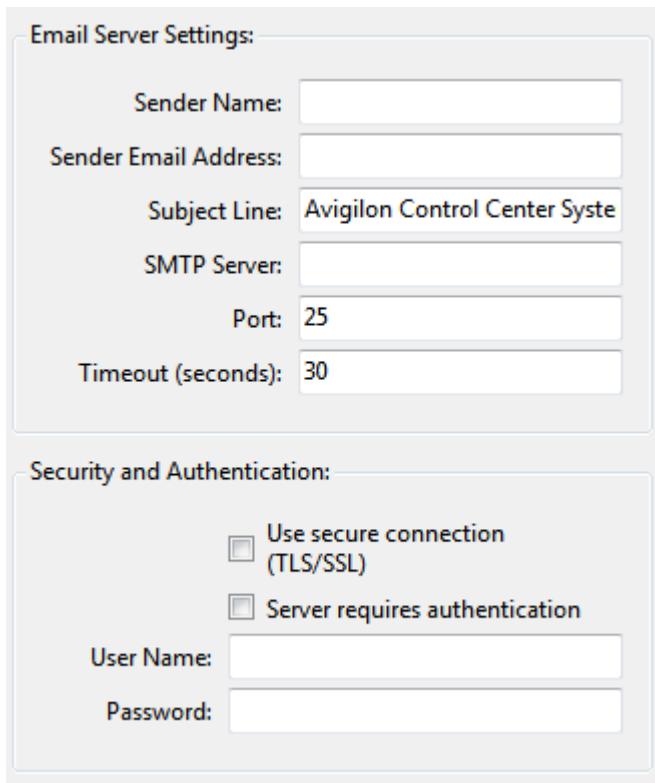
Use the Email Notification dialog box to set up the Site to send email messages in response to specific events. You can set what events require email notifications and who receives the emails.

Setting Up the Email Server

Before email notifications can be sent, the Site must be given access to an email service.



1. In the Setup tab, select the Site then click .
2. Select the Email Server tab.



The dialog box is titled "Email Server Settings". It contains two main sections: "Email Server Settings" and "Security and Authentication".

Email Server Settings:

- Sender Name: [Text input field]
- Sender Email Address: [Text input field]
- Subject Line: Avigilon Control Center Syste [Text input field]
- SMTP Server: [Text input field]
- Port: 25 [Text input field]
- Timeout (seconds): 30 [Text input field]

Security and Authentication:

- Use secure connection (TLS/SSL)
- Server requires authentication
- User Name: [Text input field]
- Password: [Text input field]

Figure A. Email Notifications dialog box: Email Server tab

3. In the Email Server Settings area, complete the following
 - a. **Sender Name:** enter a name to represent the Site in all email notifications.
 - b. **Sender Email Address:** enter an email address for the Site.
 - c. **Subject Line:** enter a subject line for all emails sent from the Site. The default subject is *Avigilon Control Center System Event*.
 - d. **SMTP Server:** enter the SMTP server address used by the email.

- e. **Port:** enter the SMTP port.
 - f. **Timeout (seconds):** enter the maximum amount of time the server will try to send an email before it quits.
4. (Optional) If the email server uses encryption, you can select the **Use secure connection (TLS/SSL)** check box.
 5. (Optional) If the email account has a username and password, select the **Server requires authentication** check box.
 - a. Enter the **Username** and **Password** for the email account.
 6. Click **OK**.

Configuring Email Notification

In the Email Notification dialog box, you can create email notification groups to specify who will receive email notifications when certain events occur.

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.



1. In the Setup tab, select the Site then click
2. In the Email Notification dialog box, make sure the Email Notification tab is selected.
3. Click

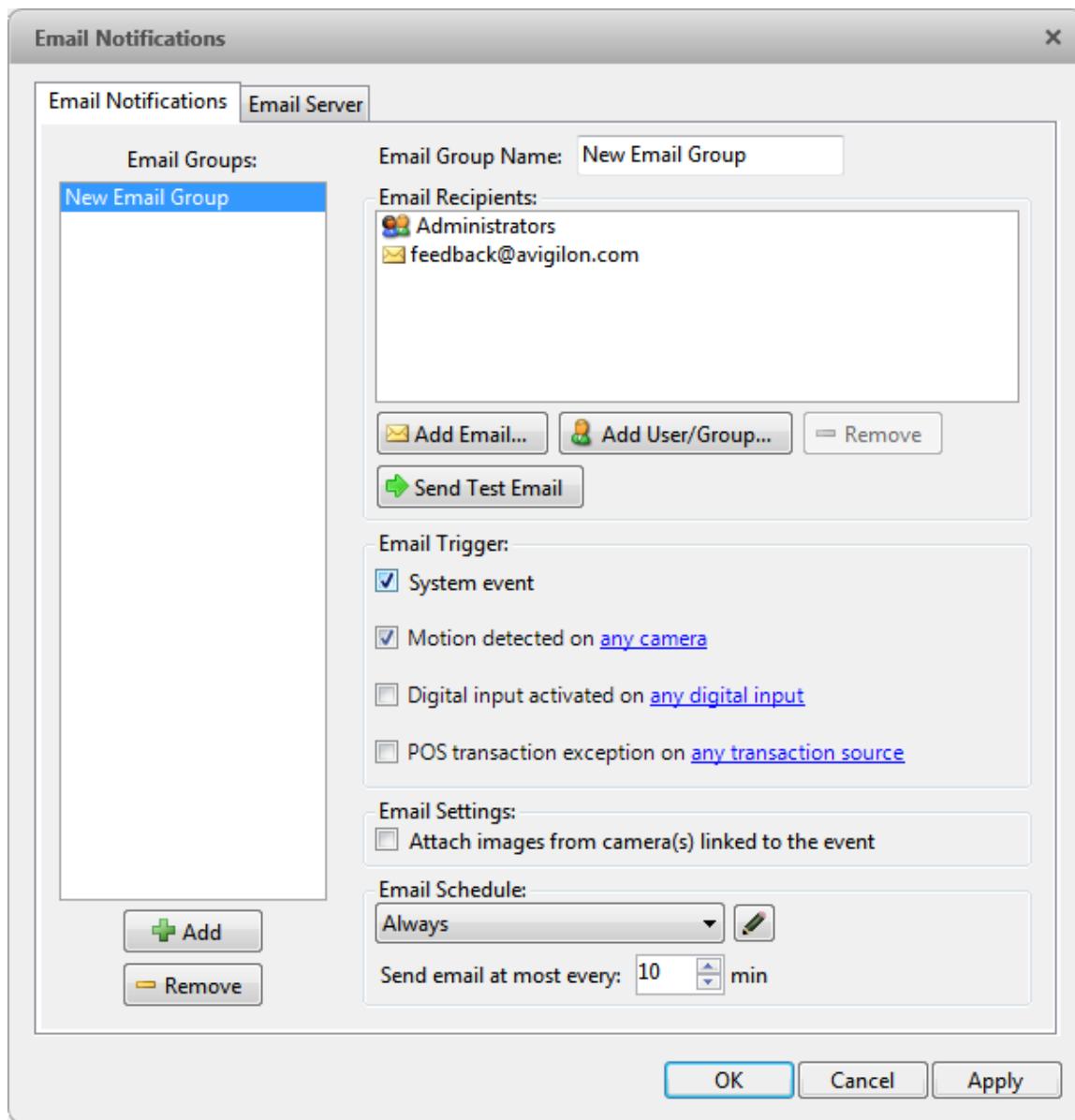


Figure A. Email Notifications dialog box

4. Enter a name for the new email group.
5. In the Email Recipients area, add all the users, groups and individual emails that are part of this email group. Perform any of the following:
 - o Click to add a Site user or access group. In the dialog box, select all the required users and groups then click **OK**.
 - o Click to add individual emails. In the dialog box, enter the email address then click **OK**.

Tip: Make sure the Site users in the Email Recipient list have a valid email in their user account.

6. Click  to send a test email to everyone on the Email Recipients list.
7. In the Email Trigger area, select all the events that this email group will receive email notifications about. Click the blue underlined text to define the event requirements.
8. To attach a snapshot of the email notification event, select the **Attach images from camera(s) linked to the event** check box.

Note: This option is disabled if only System Event is selected because cameras cannot be linked to system events.
9. In the Email Schedule area, select a schedule for the email notification. See [Scheduling Site Events](#) for more information.
10. To limit the number of emails sent, enter the minimum amount of time between each email in the **Send email at most every:** field.
11. Click **OK**.

Editing and Deleting an Email Notification

You can edit or delete email notifications as needed.



1. In the Setup tab, select the Site then click
2. In the Email Notification tab, perform one of the following:
 - To edit the email notification, select the Email Group then make the required changes. Refer to [Configuring Email Notification](#) for details about the editable options.
 - To delete the email notification, select the Email Group then click

Scheduling Site Events

Site events are actions that can affect the entire Site, like email notifications. When you configure a Site event, you are given the option to assign a schedule to the event. Schedules control when events are enabled — at specific times during a day or only on specific days.

When you see the **Schedule** option while configuring an event, you can select an existing schedule or create a new schedule.



Figure A. Schedule option

- To use a configured schedule, select an option from the drop down list. The default option is **Always**, which allows the event to run constantly.

- To create or edit a schedule, click .

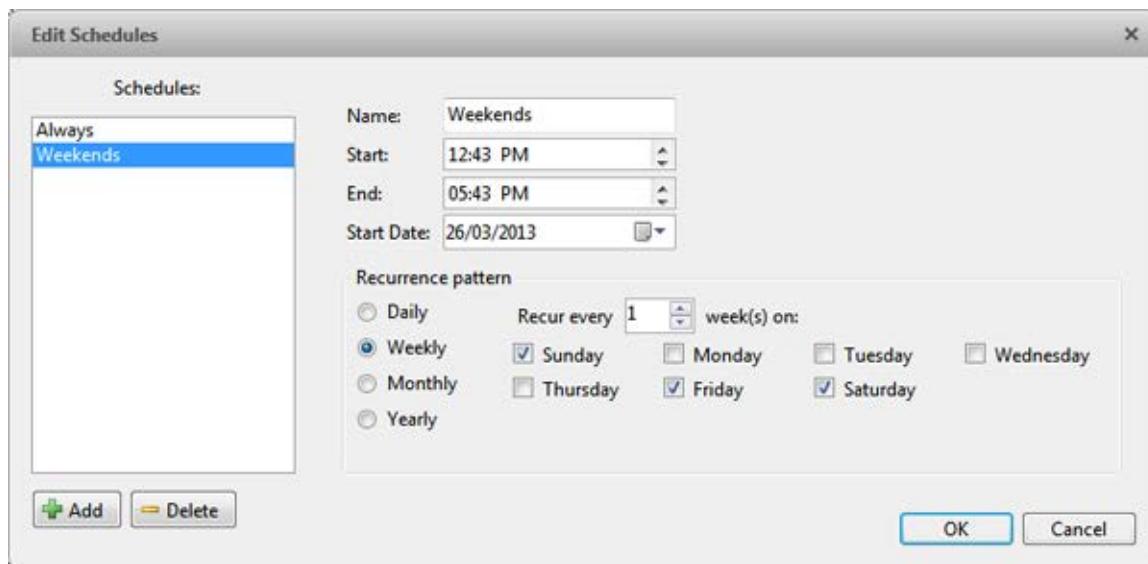


Figure B. Edit Schedules dialog box.

- To add a new schedule, click  then enter a name for the new schedule.
 - To edit a schedule, select a schedule from the list and make the required changes.
 - In the **Start** and **End** fields, enter the time the event is enabled for.
 - In the **Start Date** field, enter when the schedule would begin.
 - In the Recurrence Pattern area, select how often you want the event to be enabled.
- 1.

Option	Description
Daily	The event would be enabled every day at the same time. <ul style="list-style-type: none"> Select the number of days between each schedule recurrence.
Weekly	The event would be enabled every week at the same day(s) and time. <ul style="list-style-type: none"> Select the day(s) of the week, then select the number of weeks between each schedule recurrence.
Monthly	The event would be enabled once a month at the same day and time. <ul style="list-style-type: none"> Select the specific day or weekday, then select the number of months between each schedule recurrence.
Yearly	The event would be enabled once a year at the same day and time.

- Select the specific day or weekday and month, then select the number of years between each schedule recurrence.

- 1.
2. Click **OK**.

Exporting Settings

You can export the Site settings so that they can be backed up or used on a different Site.

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.

1. In the Setup tab, select the Site then click 
2. Select the settings you want to export.

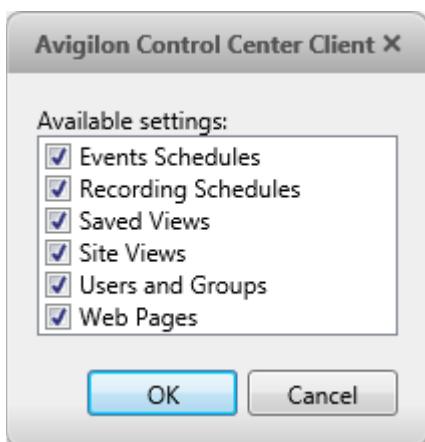


Figure A. Export Settings dialog box

3. Click **OK**.
4. In the Save As dialog box, name and save the file.

Exported client settings can only be saved in Avigilon Settings File (.avs) format.

Import Settings

Import and use settings that were previously exported from the Site.

Note: The imported settings will overwrite the Site's current settings.



1. In the Setup tab, select the Site then click
2. In the Select File to Import From dialog box, find the Avigilon Settings File (.avs) you want to import then click **Open**.

Note: .avc files are not compatible with this version of the Avigilon Control Center Client software.

3. Select the settings you want to import. Only the settings included in the .avs file are displayed.

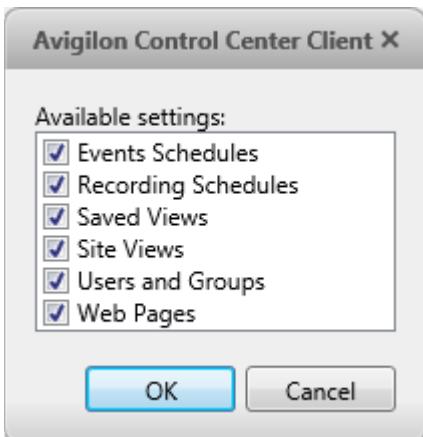


Figure A. Import Settings dialog box

4. Click **OK**.

Server Settings

Server settings are related to video recording. This includes configuring the recording schedule, data aging and bandwidth usage, as well as POS transactions.

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.

Server Name

Give the server a meaningful name so that it can be easily identified in the System Explorer. Otherwise, the server uses the name that is assigned by Windows.



1. In the Setup tab, select the server then click .
2. In the dialog box, give the server a name.

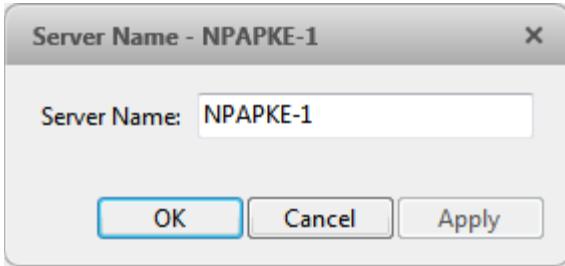


Figure A. Server Name dialog box

3. Click **OK**.

Recording Schedule

Use the Recording Schedule dialog box to set the recording schedule for the cameras connected to the server. By default, the server is set to record motion and configured events when they occur.

Once the recording schedule is set, video is recorded automatically.

Using Templates to Modify the Recording Schedule

The recording schedule is set by using templates that tell cameras what to record and when to record. For example, you can create one recording schedule template for the weekdays and another for the weekend.

Adding a Template

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.

1. In the Setup tab, select the server then click .
2. In the Recording Schedule dialog box, click **Add Template** in the Templates pane.

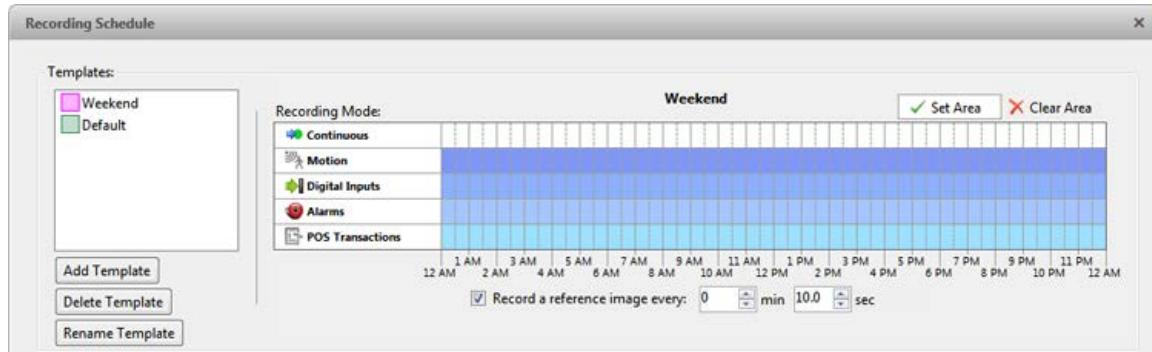


Figure A. Schedule dialog box

3. Enter a name for the template.
4. Click the **Set Area** button then click or drag the cursor across the **Recording Mode** timeline to set the types of events that the cameras will record throughout the day.

Record Mode	Definition
Continuous	Record video constantly.
Motion	Only record video when motion is detected.
POS Transactions	Only record video when point of sale (POS) transactions are made.

5. To disable recording in parts of the template, click the **Clear Area** button then click or drag the cursor across the timeline to remove the set recording areas.
6. If cameras are *not* recording in Continuous mode all day, you can set cameras to record reference images between events in the recording schedule.
 - o Select the **Record a reference image every:** check box then set the time between each reference image.

Editing and Deleting a Template



1. In the Setup tab, select the server then click .
2. In the Schedule dialog box, select a template from the Templates pane and perform one of the following:
 - o To edit a template, modify the schedule.
 - o To rename a template, click **Rename Template** and enter a new name.
 - o To delete a template, click **Delete Template**.
3. Click **OK** to save your changes.

Setting Up a Weekly Recording Schedule

You can set up a week's recording schedule by applying templates to cameras for each day of the week.



1. In the Setup tab, select the server then click .
2. In the Recording Schedule dialog box, select a template from the Templates pane.
3. In the Default Week area, click the days of the week this template applies to for each camera.

Default Week:							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
t001 - 5.0MP-HD-DOME-DN(18267)	Weekend	Default	Default	Default	Default	Default	Weekend
t002 - 11MP-HD-PRO-M(55547)	Weekend	Default	Default	Default	Default	Default	Weekend
t003 - ENC-4PORT-2AI(11153:1)	Weekend	Default	Default	Default	Default	Default	Weekend
t004 - 8.0MP-HD-DOME-360(20108:1)	Weekend	Default	Default	Default	Default	Default	Weekend

Figure A. Recording Schedule dialog box: Default Week

4. Click **OK**.

Recording and Bandwidth

While the Recording Schedule dialog box sets what cameras record, the Recording and Bandwidth dialog box sets how long recorded video is stored.

In the Recording and Bandwidth dialog box, you can change the data aging settings and set the maximum record time for each connected camera.

1. In the Setup tab, select the server then click .



Figure A. Recording and Bandwidth dialog box

The Data Aging column shows an estimate of the recording time that is available at each image rate given the amount of space on the server.

- For JPEG2000 or JPEG compression cameras, data aging is available at three rates. **Full Image Rate and Resolution** keeps recordings in its original quality, while **Half Image Rate** discards half of the recorded data to make room for new recordings, and **Quarter Image Rate** keeps 1/4 of the original recorded data so that you can still see older video.
- For H.264 cameras that support data aging, data aging is available at two rates. **Full Image Rate and Resolution** keeps the original high quality video and the secondary stream of low resolution video. **Low Resolution** only keeps the secondary stream of low resolution video.

Note: Data aging can only occur when the secondary stream is enabled.

- For H.264 cameras that *do not* support data aging, only the **Full Image Rate and Resolution** video is kept.
2. In the Data Aging column, move the sliders to adjust the amount of time video is stored at each image rate.
 - To change the data aging settings for all linked cameras, move the slider for one linked camera and all linked cameras are updated.
 - To change the data aging setting for one camera, break the camera's link to the other cameras by clicking the  icon to the left of the camera's name, then make your changes.
 3. In the Max. Record Time column, manually enter a maximum record time or select one of the options from the drop down list for each camera.

Note: If the time estimated in the Total Record Time column is shorter than what is set in the Max. Record Time column, the camera's actual recording time will be shorter than what is set.

4. Click **OK**.

POS Transaction

The Point of Sale (POS) Transaction Engine is a licensed feature that records raw data from POS transaction sources. You can link cameras to specific POS transaction sources, and set up the system to make note of transaction exceptions.

Once POS transactions have been set up, you can see live and recorded POS transaction data in the View tab while watching any linked video.

To monitor live POS transactions, see [Monitoring POS Transactions](#).

To monitor recorded POS transactions, see [Reviewing POS Transactions](#).

Adding a POS Transaction Source



1. In the Setup tab, select the server then click .
2. In the POS Transactions dialog box, click .
3. Enter the **Hostname/IP Address** and the **Port** number for the POS Transaction Source device, then click .

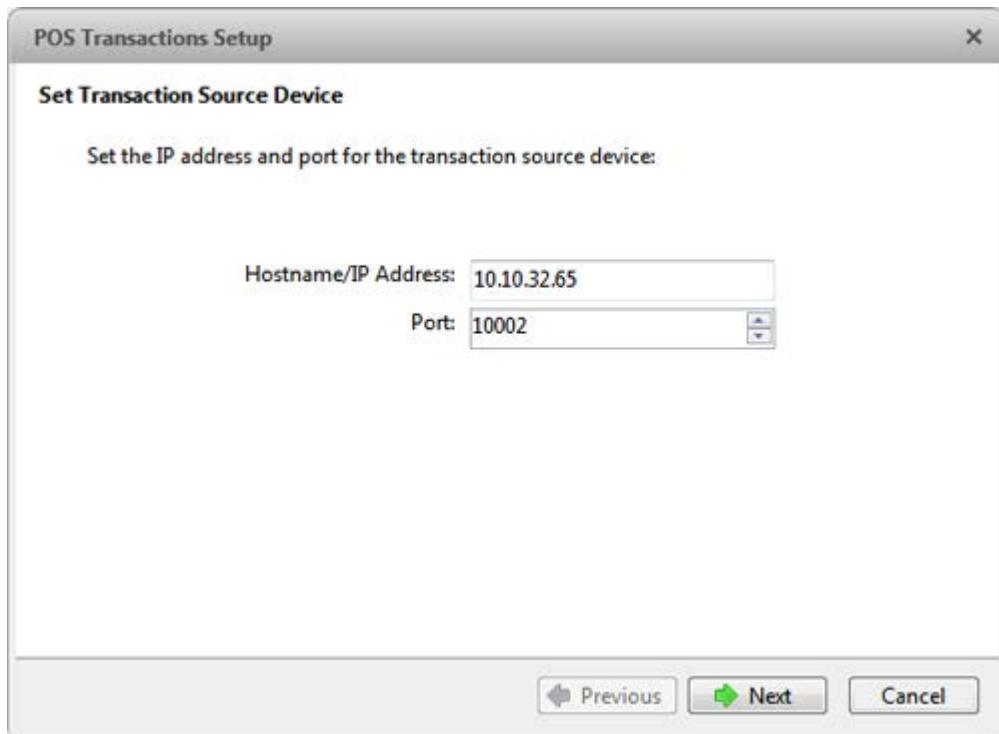


Figure A. Set Transaction Source Device page

4. Select a Transaction Source Data format then click .

If the source data format needs to be added, click . Or, click to create a new data format based on the selected data format. See [Adding a Transaction Source Data Format](#) for more information.

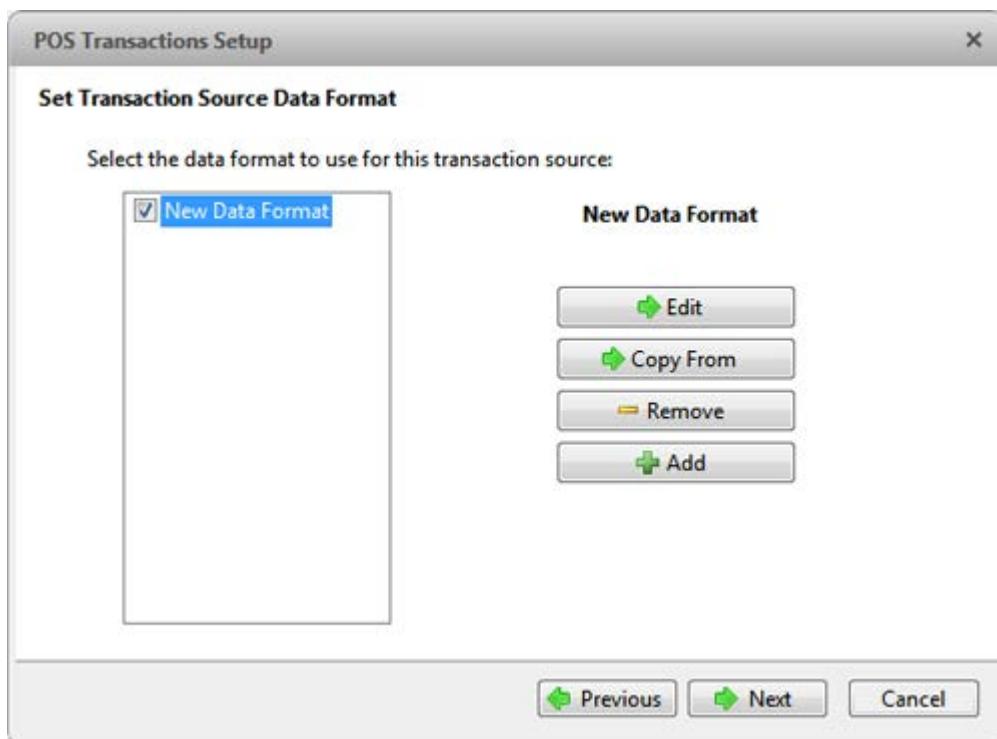


Figure B. Set POS Transaction Source Data Format page

5. On the Set Transaction Exceptions page, select any exceptions that need be monitored then click **Next**. If you do not need to monitor for exceptions, just click **Next**.
Click to add an exception. See [Adding a Transaction Exception](#) for more information.

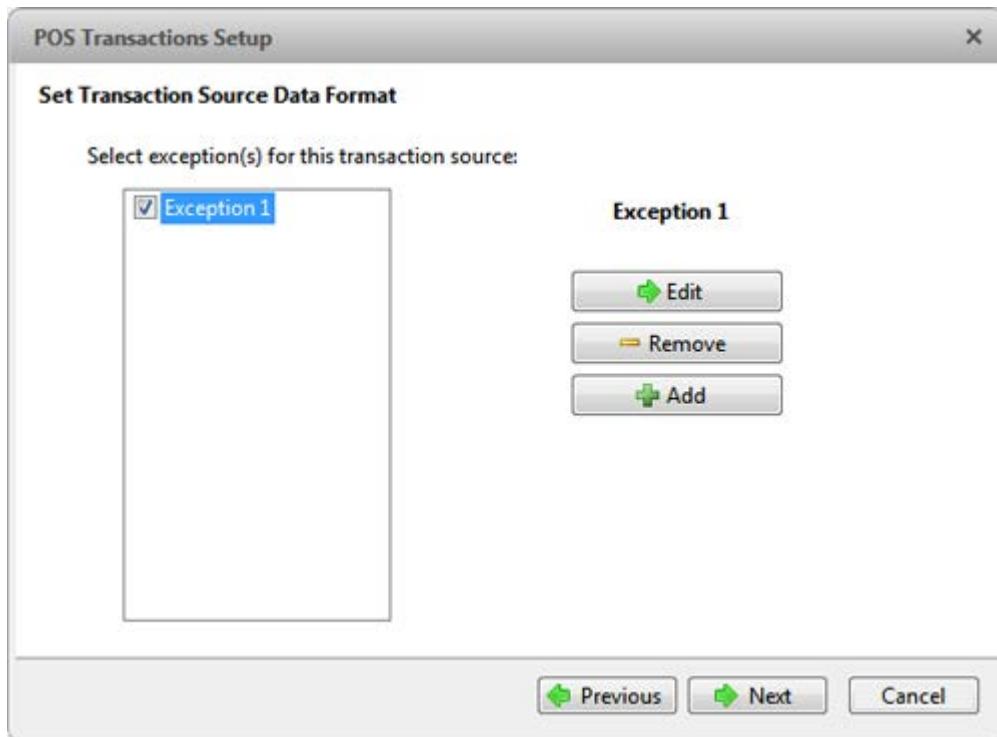


Figure C. Set Transaction Exceptions page

6. Select any cameras you want to link to the transaction source, and set the amount of time video needs to be recorded before and after each transaction. Then click **Next**.

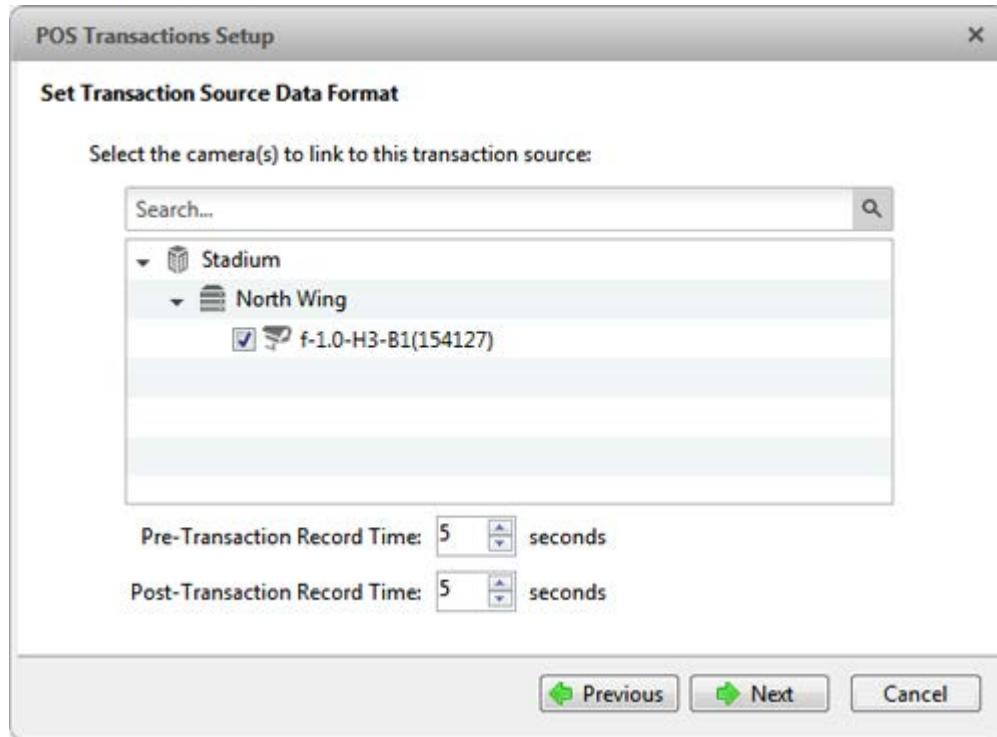


Figure D. Select Linked Cameras page

7. Enter a name and description for the transaction source, then select **Enable transaction source** to start receiving data from the transaction source.

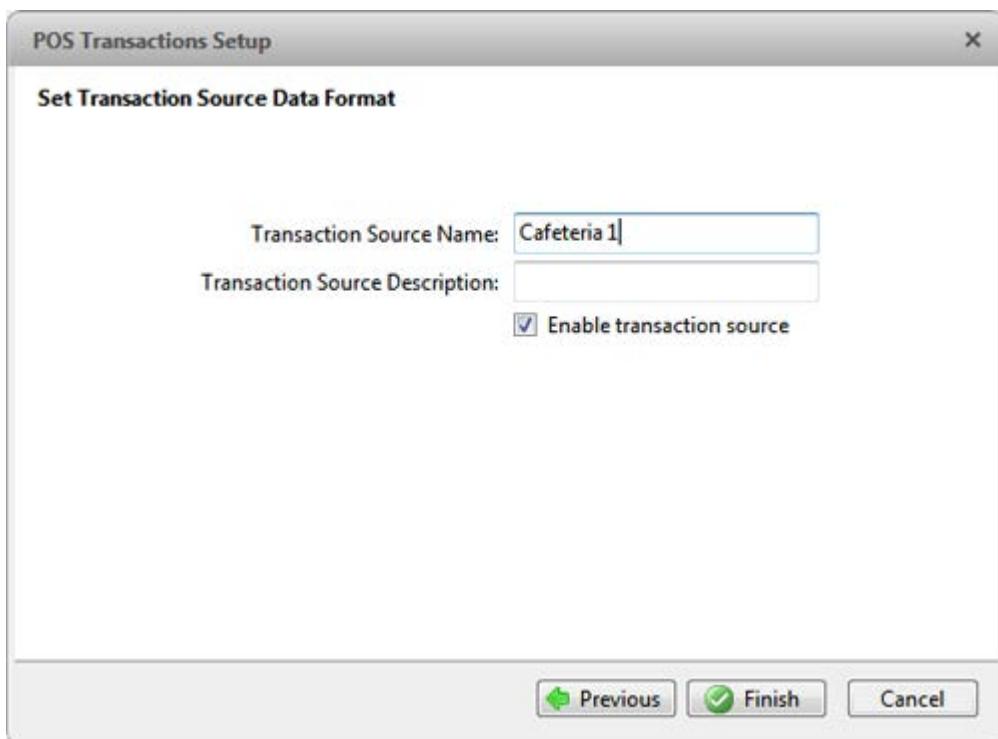


Figure E. Set Transaction Source Name and Description page

8. Click **Finish**.

Adding a Transaction Source Data Format

When you add a new POS transaction source, be aware that the transaction source must have a source data format.

In the POS Transaction Setup wizard, click when you arrive on the Set Transaction Source Data Format page. When the Configure Data Format dialog box appears, complete the following procedure:

1. In the Properties area, specify the following:

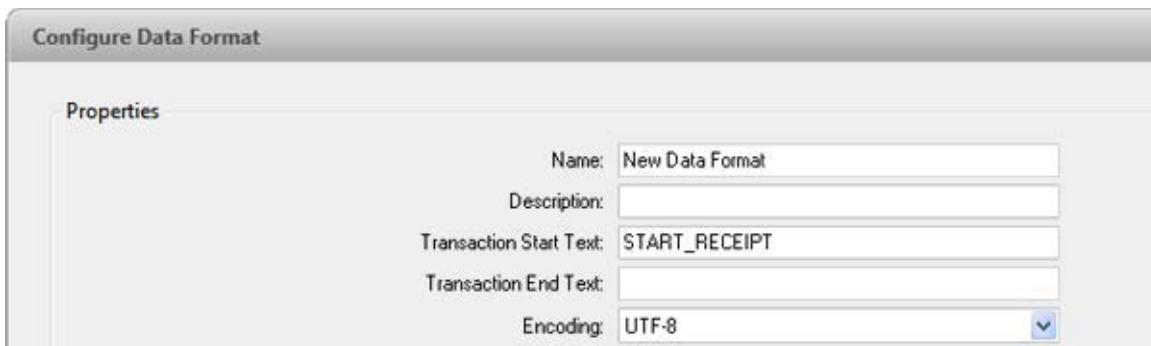


Figure A. Configure Data Format dialog box

- o **Name:** enter a name for the data format.

- **Description:** enter a description of the data format.
 - **Transaction Start Text:** (required) enter the text that identifies the start of each transaction from the POS transaction source.
 - **Transaction End Text:** (optional) enter the text that identifies the end of each transaction.
 - **Encoding:** Select the encoding used by the POS transaction source.
2. The following figure shows raw transaction data on the left and filtered transaction data on the right. Perform any of the following to capture raw data for the source data format:

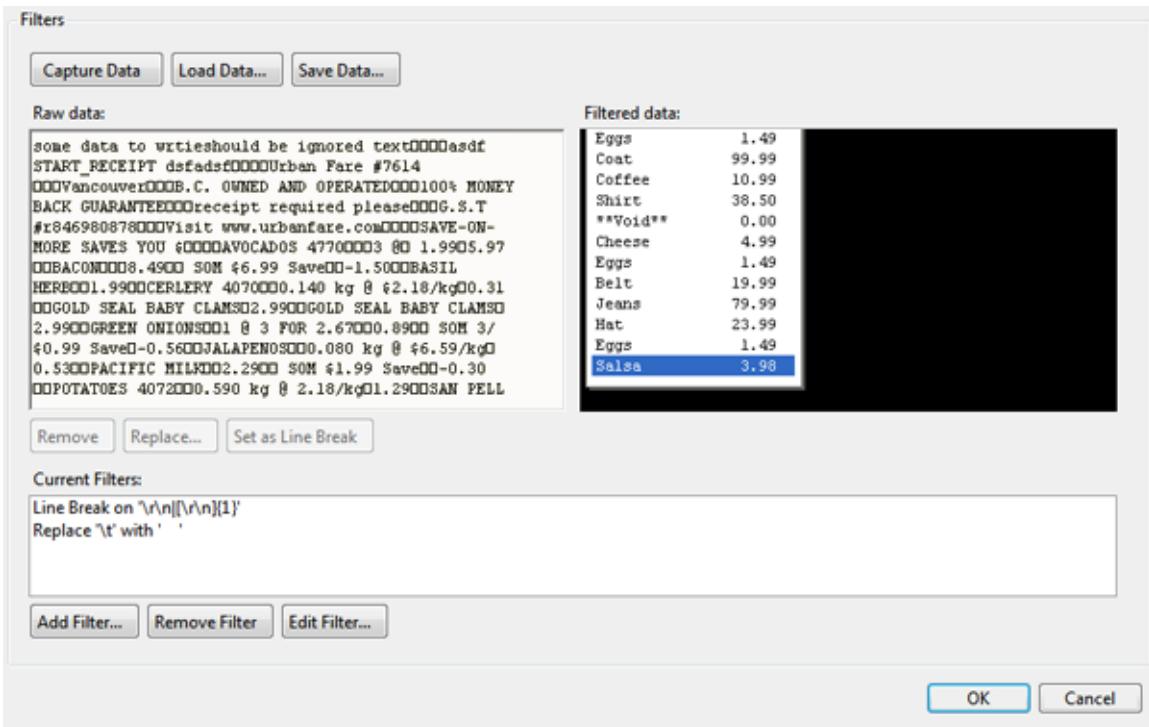


Figure B. Configure Data Format dialog box

- Click **Capture Data** to start capturing a raw transaction data sample.
 - Click **Stop Capture** to stop capturing transaction data.
 - Click **Load Data** to load raw transaction data from a file.
 - Click **Save Data** to save a copy of the transaction data that has been captured.
3. (Optional) Click **Add Filter** to create a new filter for the raw transaction data file.

There are two default filters in the Current Filters area: one to create line breaks and the other to delete extra white space at the beginning of each line. If you do not need extra filters, skip this step.

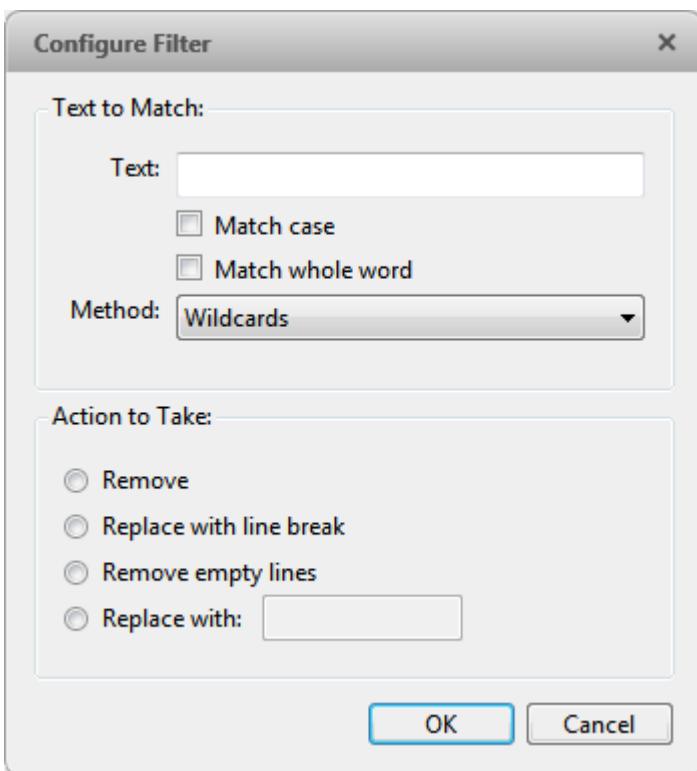


Figure C. Configure Filter dialog box

2.
 - a. In the **Text** field, enter text for the filter to search for.
 - b. Select the **Match case** and/or **Match whole word** check box to focus the text filter to only find text with the same capitalization or match the text exactly.
 - c. In the **Method** drop down list, select a search method. You can choose to filter text found through a **Normal** search, **Wildcard** search or **Regular Expression** search.
 - d. In the Action to Take area, select which action to take when the filter finds a match to your text criteria.
 - e. Click **OK**.
3. On the Configure Data Format screen, click **OK** to add the new data format to the data format list.

Adding a Transaction Exception

To help monitor unusual transactions, you can set up transaction exceptions. Transaction exceptions can help you identify unauthorized discounts, fake returns, and manual price overrides.

In the POS Transaction Setup wizard, click when you arrive on the Set Transaction Exceptions page. When the Configure Exception dialog box appears, complete the following procedure:

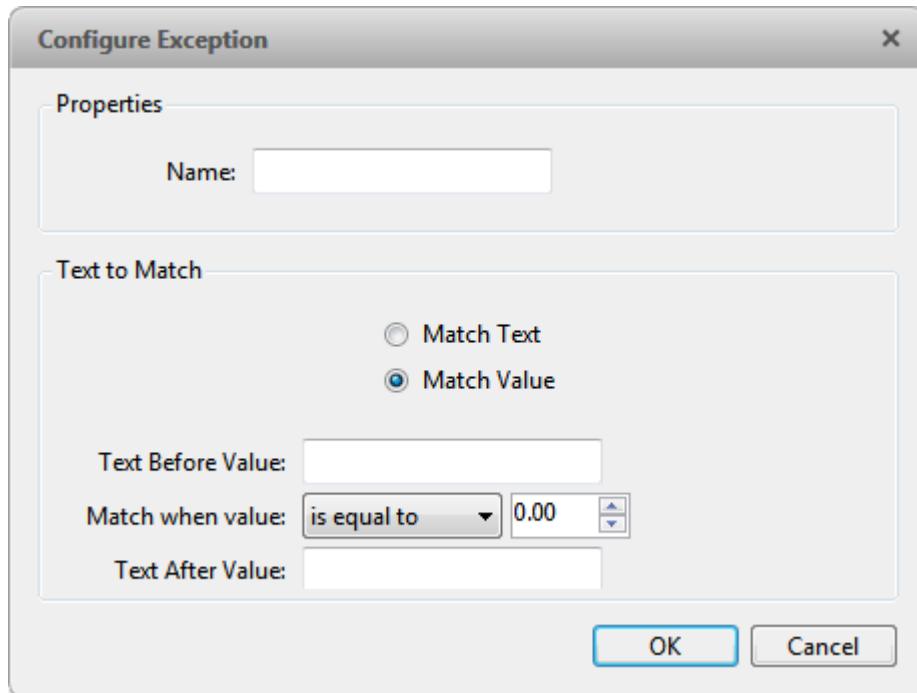


Figure A. Configure Exception dialog box

1. Enter a name.
2. Select one of the Text to Match options:

Select	And do this...
Match Text	Enter text for the exception to search for. The exception will monitor all transactions for the text entered in the Text to Match field.
Match Value	Enter the value that triggers the exception, and enter the text that may appear around the value. The exception will monitor all transactions for values that match what you enter in the Text Before Value , Match When Value and Text After Value fields

3. Click **OK**.

Editing and Deleting a POS Transaction Source



1. In the Setup tab, select the server then click .

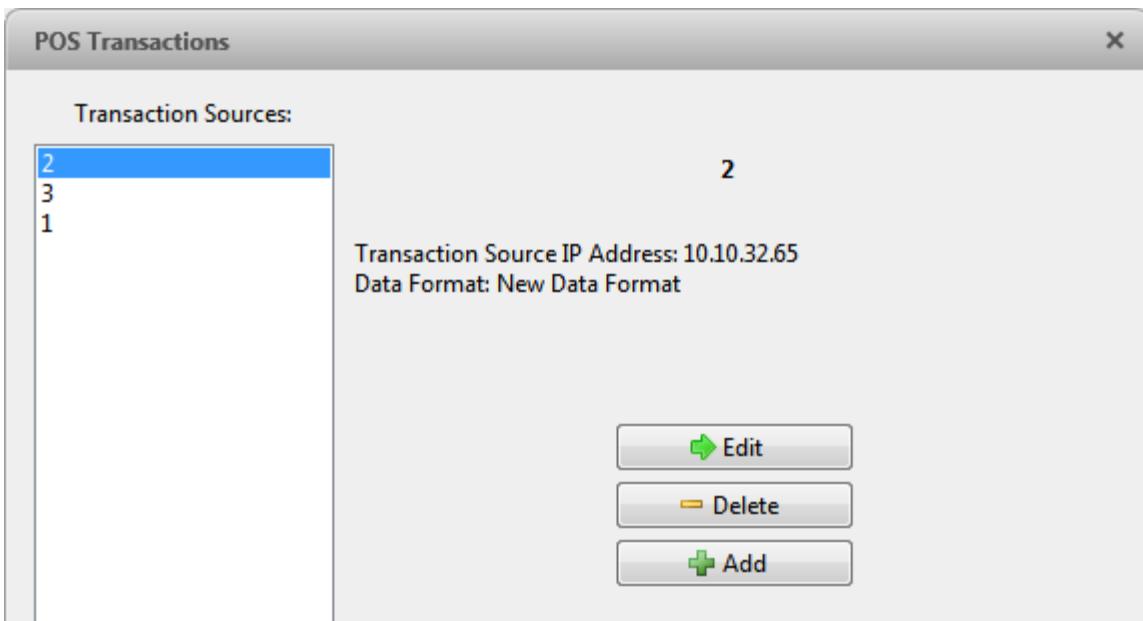


Figure A. POS Transactions dialog box

2. In the POS Transaction dialog box, select a POS transaction source then perform one of the following:
 - To edit the POS transaction source, click . Go through the POS Transaction Setup wizard and make the required changes on each page. On the last page, click **Finish** to save your changes. Refer to [Adding a POS Transaction Source](#) for details about the editable options.
 - To delete the POS transaction source, click . When the confirmation dialog box appears, click **OK**.

Camera Settings

Camera settings are used to adjust video quality and set up devices that can be connected to cameras. These settings include adjusting camera display quality, video compression and image rate.

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.

Note: The dialog box may appear different depending on the camera. Some options are disabled or hidden if they are not supported by the camera.

General

Use the camera General dialog box to set the camera's identity and configure the camera's PTZ settings. You can also reboot the camera through the General dialog box.

Setting the Camera's Identity

In the camera General dialog box, you can give the camera a name, describe the camera's location, and give the camera a logical ID. The logical ID is needed to control the camera through keyboard commands and joystick commands.

Note: The dialog box may appear different depending on the camera. Some options are disabled or hidden if they are not supported by the camera.

1. In the Setup tab, select the camera then click .

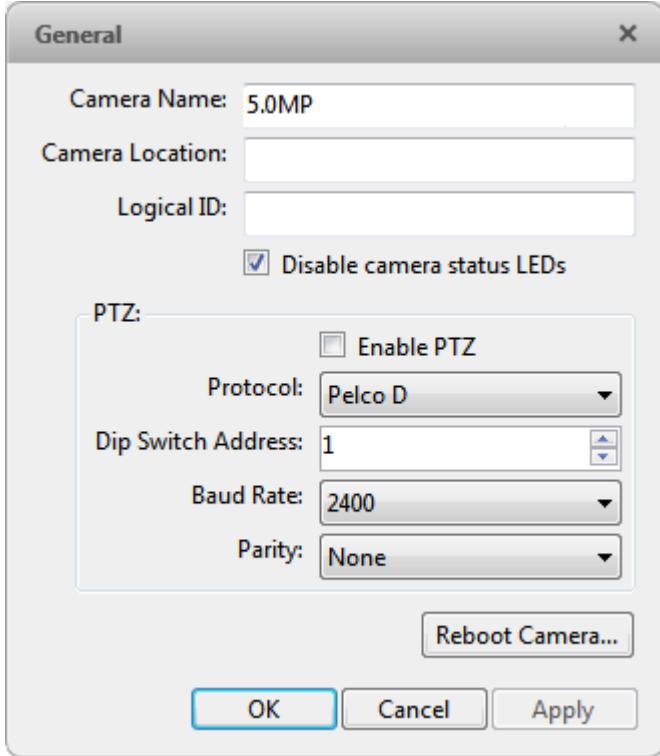


Figure A. General dialog box

2. In the **Camera Name** field, give the camera a meaningful name to help you identify the camera. By default, the camera model number is used as the camera's name.
3. In the **Camera Location** field, describe the camera's location.
4. In the **Logical ID** field, enter a unique number to allow the application and integrations to identify this camera.
5. To disable the LEDs on the camera, select the **Disable camera status LEDs**. This may be required if the camera is installed in a covert location.
6. If the camera has a motorized zoom and focus lens, the **Enable PTZ Controls** check box is displayed. See [Configuring PTZ](#) for more information.

7. Click **OK**.

Configuring PTZ

Use the camera General dialog box to enable and configure the motorized pan, tilt, zoom (PTZ) devices that may be connected to Avigilon cameras. PTZ devices are connected to Avigilon cameras through the RS-485 inputs.

Third-party PTZ camera controls cannot be configured through the Avigilon Control Center software.



1. In the Setup tab, select the camera then click .
2. In the PTZ area, select the **Enable PTZ** check box.

Note: If the following options are not displayed, the camera only has a motorized zoom and focus lens that can be controlled through the PTZ controls pane. Other PTZ controls will not be available.

3. In the **Protocol** drop down list, select the appropriate PTZ protocol. The available protocols include:
 - o American Dynamics Sensormatic
 - o AXSYS
 - o AXSYS DCU
 - o Ernitec ERNA
 - o Honeywell Diamond
 - o Kalatel ASCII
 - o Pelco D
 - o Pelco P
 - o TEB Ligne
 - o Vicon extended
 - o Vicon normal
 - o Videotec Legacy
 - o Videotec MACRO
4. Enter the **Dip Switch Address**, **Baud Rate** and **Parity** for the PTZ device.
5. Click **OK**.

Once PTZ has been configured, you can use the camera's PTZ controls while you watch the camera's live video stream. See [Controlling PTZ Cameras](#) for more information.

Rebooting the Camera

You can restart all Avigilon cameras through the camera's General dialog box. This feature is not available for third party cameras.



1. In the Setup tab, select the camera then click .
2. Click **Reboot Camera**.

The camera disconnects from the Avigilon Control Center and shuts down. When the camera starts up again, the camera should automatically reconnect with the Avigilon Control Center.

Network

Use the camera Network dialog box to change how a camera connects to the server network.

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.



1. In the Setup tab, select the camera then click .
2. In the Network dialog box, select how the camera obtains an IP address:

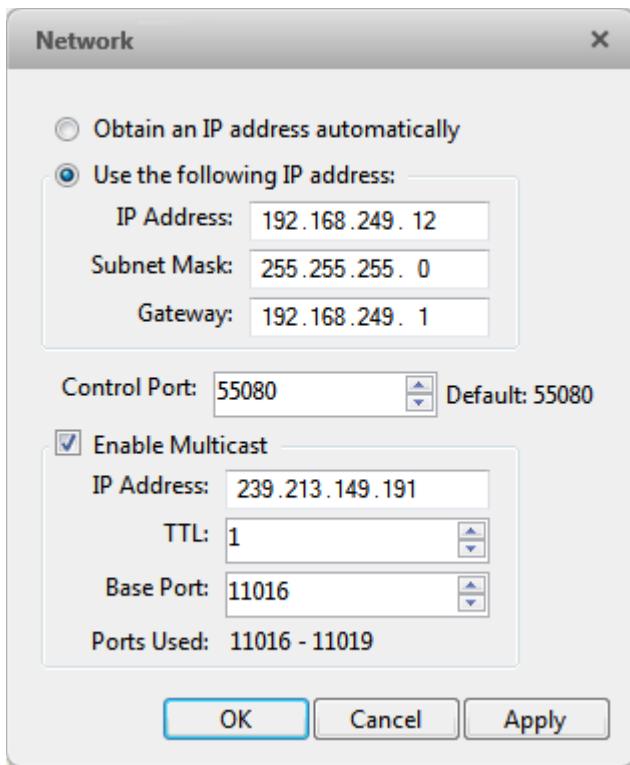


Figure A. Network dialog box

- **Obtain an IP address automatically:** select this option for the camera to connect to the network through an automatically assigned IP address.

The camera will attempt to obtain an address from a DHCP server. If this fails, the camera will obtain an address through Zero Configuration Networking (Zeroconf) and select an address in the 169.254.0.0/16 subnet.

- **Use the following IP address:** select this option to manually assign a static IP address for the camera.

Enter the **IP Address**, **Subnet Mask** and **Gateway** you want the camera to use.

3. Select the **Control Port** for connecting to the camera. This port is also used for manually discovering the camera on the network.
4. Click **OK**.

Image and Display

Use the Image and Display dialog box to control a camera's display settings for live and recorded video.

Note: The dialog box may appear different depending on the camera. Some options are disabled or hidden if they are not supported by the camera.

Changing Image and Display Settings

Note: The dialog box may appear different depending on the camera. Some options are disabled or hidden if they are not supported by the camera.



1. In the Setup tab, select the camera then click .
2. In the Image and Display dialog box, make the required changes to adjust the camera's image settings. A preview of your changes are displayed in the image panel.

Tip: Use the **Maximum Exposure**, **Maximum Gain** and **Priority** options to control low light behavior.

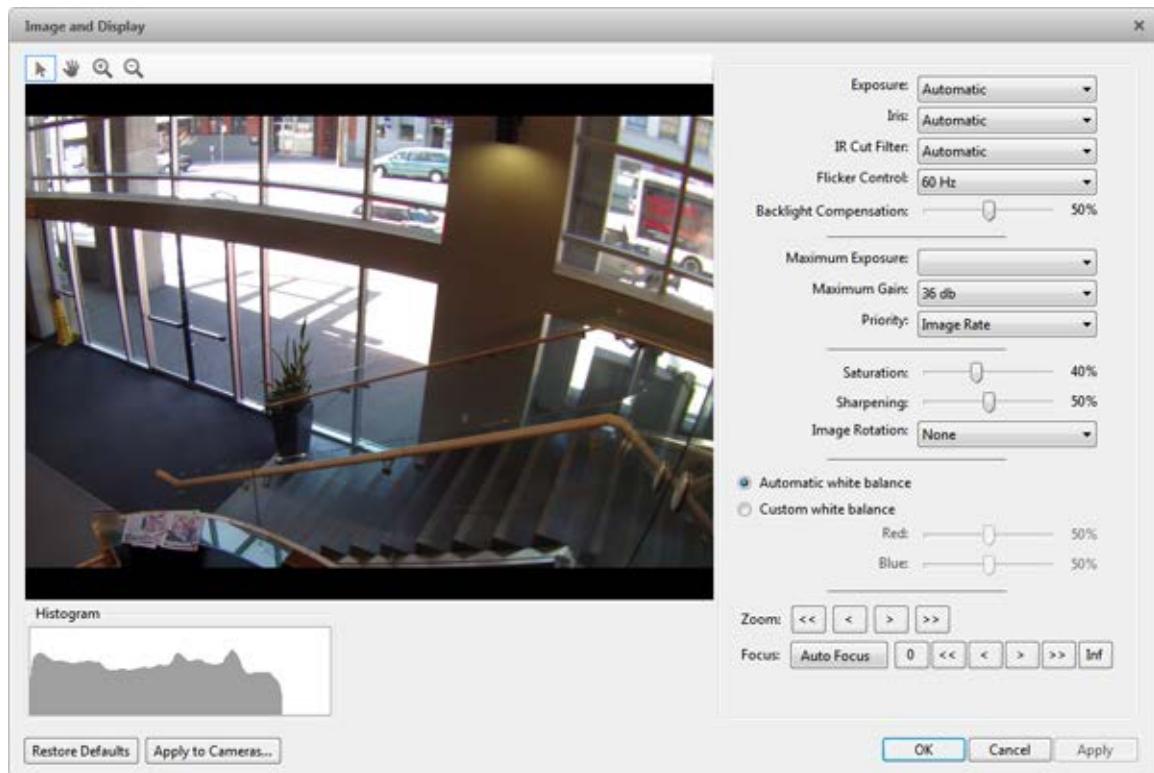


Figure A. Image and Display dialog box

Option	Description
Exposure	<p>You can allow the camera to control the exposure by selecting Automatic, or you can set a specific exposure rate.</p> <p>Note: Increasing the manual exposure time may affect the</p>

	image rate.
Iris	You can allow the camera to control the iris by selecting Automatic , or you can manually set it to Open or Closed .
IR Cut Filter	You can allow the camera to control the infrared cut filter by select Automatic , or set the camera to Color or Monochrome mode.
Flicker Control	If your video image flickers because of the fluorescent lights around the camera, you can reduce the effects of the flicker by setting the Flicker Control to the same frequency as your lights. Generally, Europe is 50Hz and North America is 60Hz .
Backlight Compensation	If your scene has areas of intense light that cause the overall image to be too dark, move the Backlight Compensation slider until you achieve a well exposed image.
Enable Wide Dynamic Range	You can enable automatic color adjustments through Wide Dynamic Range (WDR). This allows the camera to adjust the video image to accommodate scenes where bright light and dark shadow are clearly visible.
Maximum Exposure	You can limit the automatic exposure setting by selecting a maximum exposure level. By setting a maximum exposure level for low light situations, you can control the camera's exposure time to let in the maximum amount of light without creating blurry images.
Maximum Gain	You can limit the automatic gain setting by selecting a maximum gain level. By setting a maximum gain level for low light situations, you can maximize the detail of an image without creating excessive noise in the images.
Priority	You can set Image Rate or Exposure as the priority. When set to Image Rate , the camera will maintain the set image rate as the priority, and will not adjust the exposure beyond what can be recorded for the set image rate. When set to Exposure , the camera will maintain the exposure setting as the priority, and will override the set image rate to achieve the best image possible.
Saturation	You can adjust the video's color intensity by moving the Color Saturation slider until the video image meets your requirements.
Sharpening	You can adjust the video sharpness to make the edges of objects more visible. Move the Sharpening slider until the video image meets your requirements.

Image Rotation	You can change the rotation of captured video. You can rotate the video 90, 180 or 270 degrees clockwise.
White Balance	You can control white balance settings to adjust for differences in light. You can allow the camera to control the white balance by selecting Automatic , or select Custom and manually set the Red and Blue settings.

3. To focus the camera, see [Focusing the Camera Lens](#).
4. Click **Apply to Cameras...** to apply the same settings to other cameras of the same model.
5. Click **OK**.

Zooming and Focusing the Camera Lens

If the camera has remote zoom and focus capabilities, you can control the camera's zoom and focus through the Image and Display dialog box.



1. In the Setup tab, select the camera then click .
2. If the camera has a built-in auto focus feature, you can choose one of the following:
 - o **Continuous Focus:** the camera will automatically focus itself whenever the scene changes. Skip the following step.
 - o **Manual Focus:** you can manually focus the camera through the **Focus** buttons. Once the focus is manually set, it will not change.
3. While you watch the preview in the image panel, complete the following steps to zoom and focus the camera:
 2.
 - a. Use the **Zoom** buttons to zoom in to the distance you want to focus.
 - b. In the **Iris** drop down list, select **Open**. When the iris is fully open, the camera's depth of field is the shortest.
 - c. Use the **Focus** buttons until the image becomes clear.

Button	Description
	The camera will automatically focus once.
	Focused as close to zero as possible

	Large step toward zero
	Small step toward zero
	Small step toward infinity
	Large step toward infinity
	Infinity

3. Click **Apply to Cameras...** to apply the same settings to other cameras of the same model.
4. Click **OK**.

Compression and Image Rate

Use the camera Compression and Image Rate dialog box to modify the camera's frame rate and image quality settings for sending image data over the network.

Note: The dialog box may appear different depending on the camera. Some options are disabled or hidden if they are not supported by the camera.

For more information about the supported compression technologies, see [Understanding Compression Technologies for HD and Megapixel Surveillance](#) white paper on the Avigilon website.



1. In the Setup tab, select the camera and click .

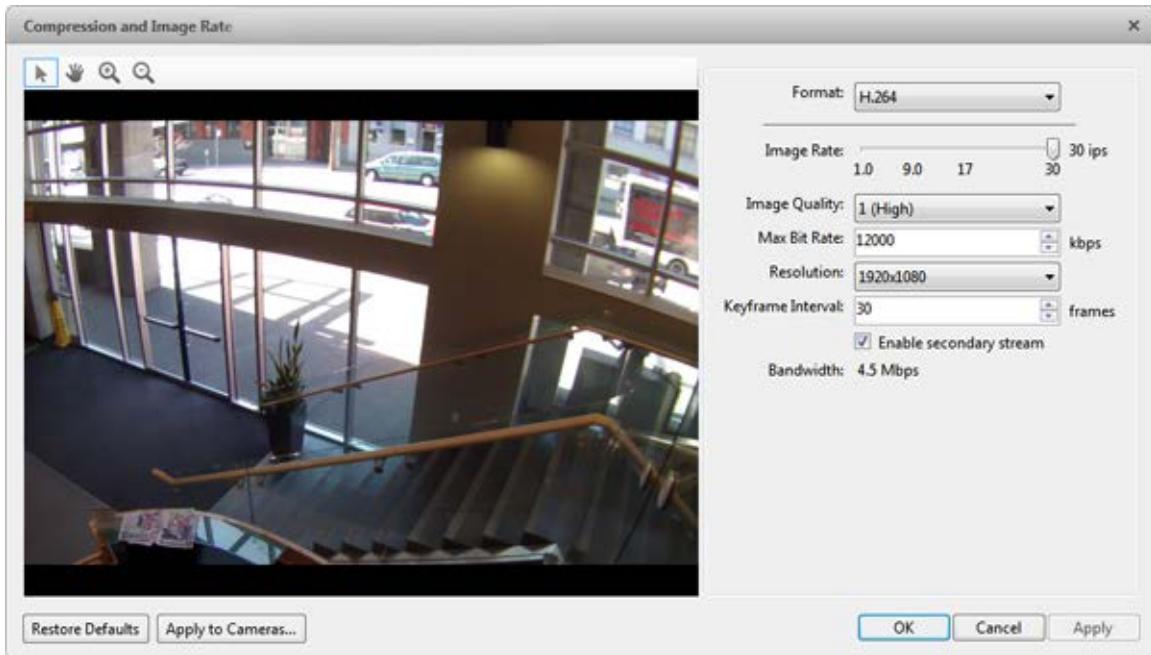


Figure A. Compression and Image Rate dialog box.

The Bandwidth area gives an estimate of the bandwidth used by the camera with the current settings. Adjust the settings as required.

Note: For cameras capable of maintaining multiple streams, the settings in this dialog box only affect the primary stream.

2. In the **Format** drop down list, select the preferred streaming format.
3. In the **Image Rate** bar, move the slider to select the number of images per second (ips) you want the camera to stream over the network.

For H.264 cameras and encoders, the image rate setting must be divisible by the maximum image rate. If you set the slider between two image rate settings, the application will round to the closest full number.

4. In the **Image Quality** drop down list, select an image quality setting.

Image quality setting of **1** will produce the highest quality video and require the most bandwidth. The default setting is **6**.

5. In the **Max Bit Rate** drop down list, select the maximum bandwidth the camera can use in kilobits per second (kbps).
6. In the **Resolution** drop down list, select the preferred image resolution.
7. In the **Keyframe Interval** drop down list, enter the preferred number of frames between each keyframe.

It is recommended that you have at least one keyframe per second. So, if the image rate is set to 30 ips, you should enter **30** for the Keyframe Interval setting.

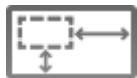
8. If your camera supports multiple video streams, you can select the **Enable secondary stream** check box.

When enabled, the secondary stream is a lower resolution video stream that is used by Avigilon's HDSM feature to maximize bandwidth and storage efficiencies.

9. Click **Apply to Cameras...** to apply the same settings to other cameras of the same model.
10. Click **OK**.

Image Dimensions

Use the Image Dimension dialog box to set the image dimensions for the camera. You can crop the video image to help reduce bandwidth and increase the maximum image rate.



1. In the Setup tab, select the camera then click
2. In the Image Dimensions dialog box, adjust the image dimensions by performing one of the following:
 - o Drag the edges of the image until the video is cropped to fit your requirements.
 - o Change the values for the **Top**, **Left**, **Width**, and **Height** field.

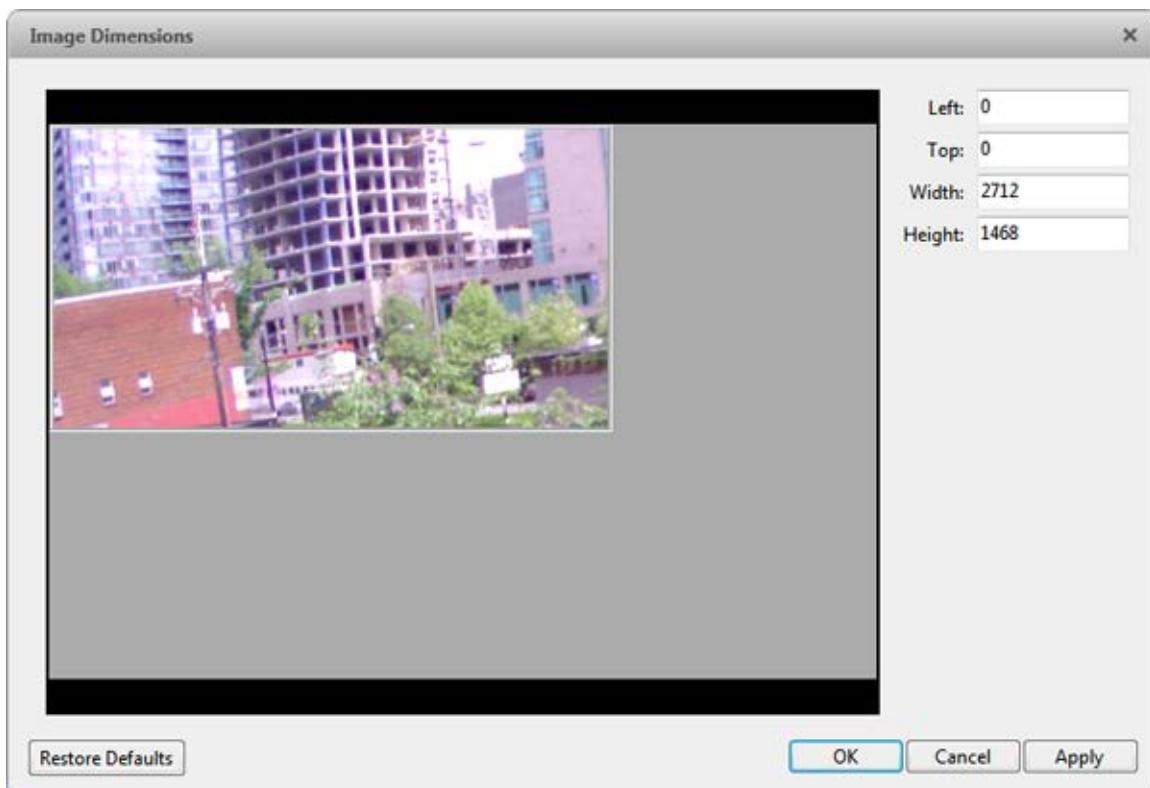


Figure A. Image Dimensions dialog box

3. Click **OK**.

Motion Detection

In the Motion Detection dialog box, you can define specific motion detection areas and configure the camera's sensitivity and threshold for motion.

Selecting an Area to Detect Motion

In the Motion Detection dialog box, you can set the green motion detection areas in the camera's field of view. Motion detection is ignored in the areas not highlighted in green.



1. In the Setup tab, select the camera then click .
2. In the Motion Detection dialog box, use the tools above the image panel to define the green motion detection area:
 - : select this button then draw green rectangles to define the motion detection areas. You can draw multiple rectangles to create your motion detection area.
 - : select this button and draw rectangles to erase sections from the motion detection area.
 - : select this button and manually draw motion detection areas with your mouse. This tool allows you to be very specific and highlight unusual shapes.
 - : click this button to highlight the entire image panel for motion detection.
 - : click this button to clear the image panel of all motion detection areas.

Tip: Avoid areas with continuous motion, like a TV or computer monitor, so that the camera is not constantly detecting unimportant motion events.

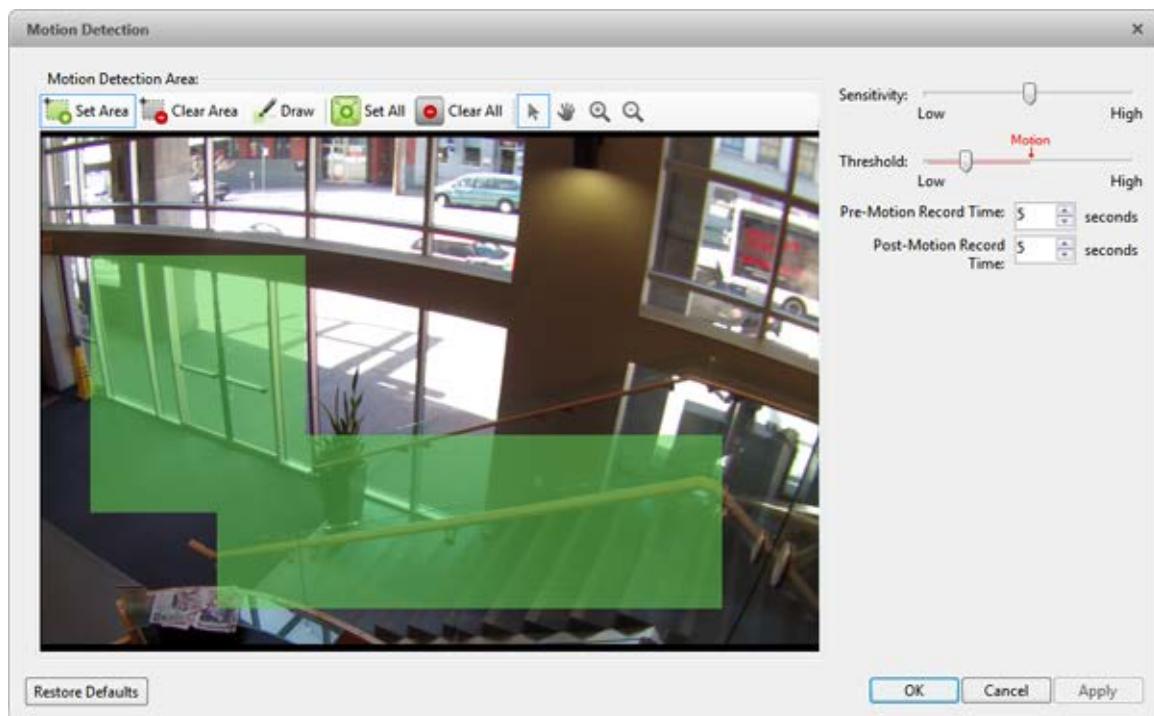


Figure A. Motion Detection dialog box

3. Click **OK**.

To define the sensitivity and threshold of the motion detection area, see [Controlling Motion Sensitivity and Threshold](#).

Controlling Motion Sensitivity and Threshold

In the Motion Detection dialog box, you can control the camera's sensitivity and threshold for motion. You can also define how much time should be recorded before and after each motion event.



1. In the Setup tab, select the camera then click

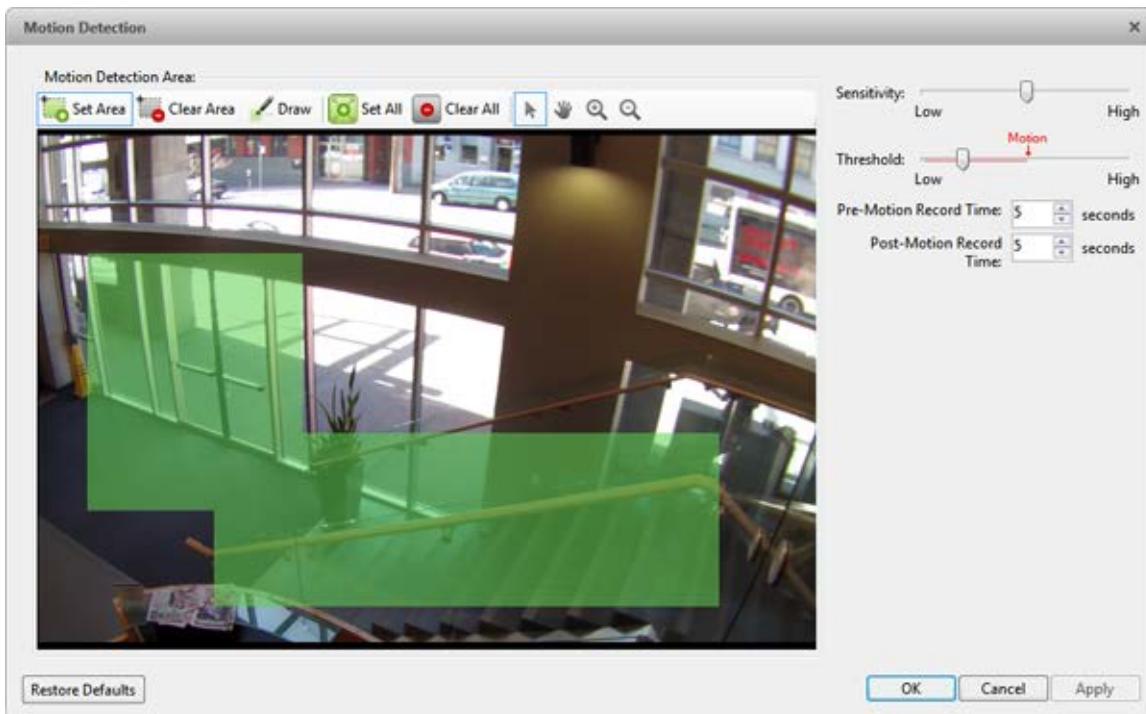


Figure A. Motion Detection dialog box

2. Move the **Sensitivity** slider to adjust how much each pixel must change before it is considered in motion.

When the sensitivity is High, even small movements are detected - like dust floating immediately before the camera lens.

3. Move the **Threshold** slider to adjust how many pixels must change before the image is considered to have motion.

When the threshold is High, only large motions are detected - like a truck driving across the scene.

Tip: The **Motion** indicator above the Threshold slider will move to indicate how much motion is occurring in the current scene. Only when the motion indicator moves to the right of the Threshold marker will the camera note the motion.

4. In the **Pre-Motion Record Time** and **Post-Motion Record Time** boxes, specify how long video is recorded before and after the motion event.
5. Click **OK**.

Privacy Zones

You can set privacy zones in the camera's field of view to block out areas that you do not want to see or record, like bathroom entrances and other private areas.

Adding a Privacy Zone

Note: You can add no more than 4 privacy zones per camera.

1. In the Setup tab, select the camera then click .
2. In the Privacy Zones dialog box, click  and a green box will appear on the image panel.

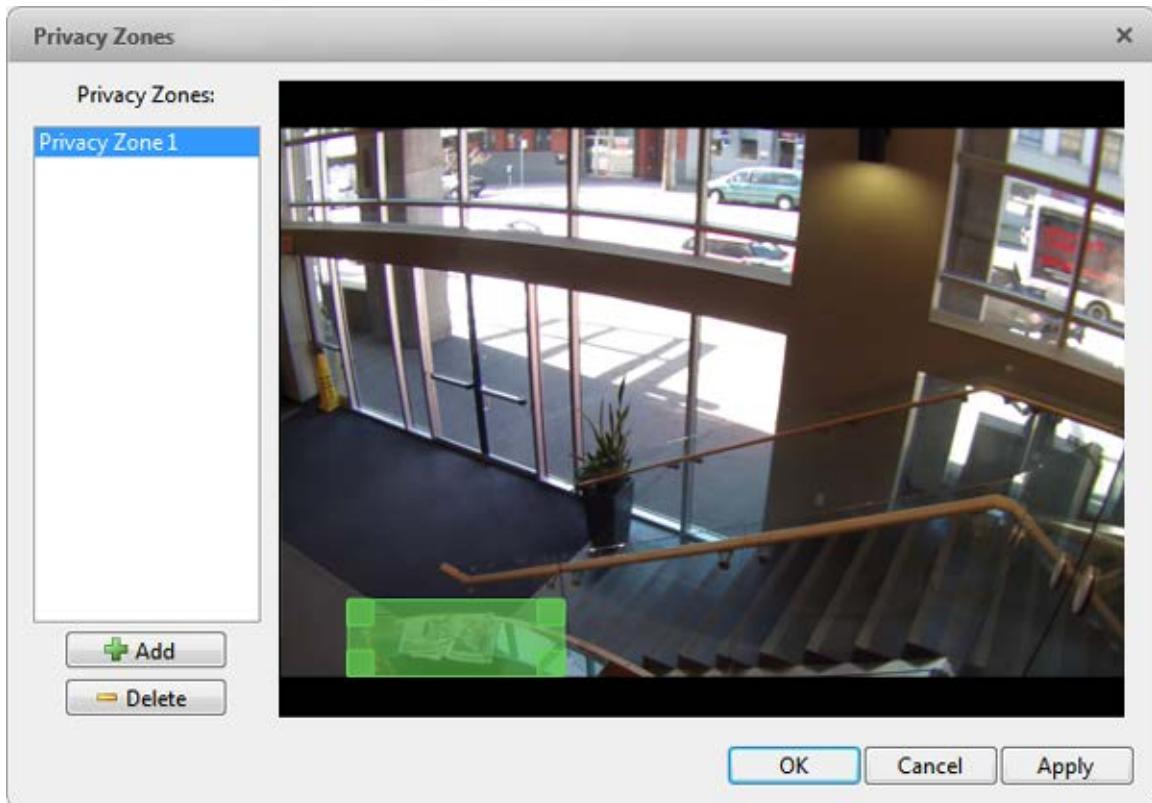


Figure A. Privacy Zones dialog box

3. Move and resize the green box until it covers the area you want to block out.
4. Click **OK**.

Editing and Deleting a Privacy Zone

1. In the Setup tab, select the camera then click .
2. In the Privacy Zones dialog box, select a privacy zone from the Privacy Zone list and perform one of the following:

- o To edit the privacy zone, adjust the green box on the image.
 - o To delete the privacy zone, click .
3. Click **OK** to save your changes.

Manual Recording

When you trigger manual recording in an image panels, you are telling the camera to record video outside of its recording schedule. Manual recording continues until it is stopped, or until the maximum manual recording time is reached.

To set the maximum manual recording time, perform the following:



1. In the Setup tab, select the camera then click .

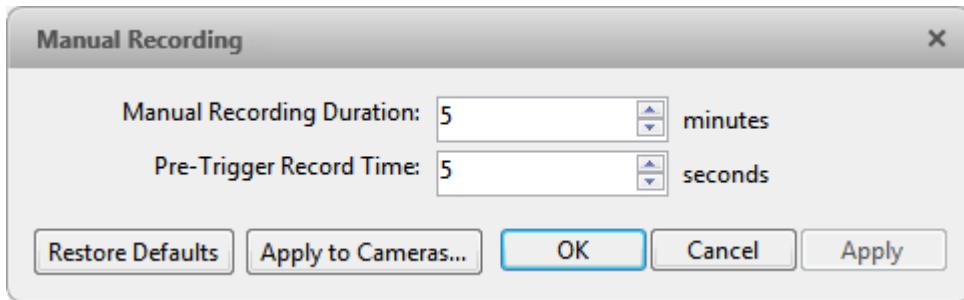


Figure A. Manual Recording dialog box

2. Specify the following:
- o **Manual Recording Duration:** enter how long the camera should record for if recording is not manually stopped.
 - o **Pre-Trigger Record Time:** enter the amount of time video is recorded before manual recording is activated.
3. Click **Apply to Cameras...** to apply the same settings to other cameras of the same model.
4. Click **OK**.

To manually record video, see [Triggering Manual Recording](#).

Client Settings

Client settings are used to set your preferences for your local copy of the Client software. This includes saving your password, setting the language, saving your last window layout, configuring your joystick and manually adding and removing Sites.

General Settings

Use the General settings to set your local application preferences. Any changes you make will only affect this copy of the Client software.

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.

1. In the top-right corner, select  **Client Settings**.
2. In the General tab, make any required changes:

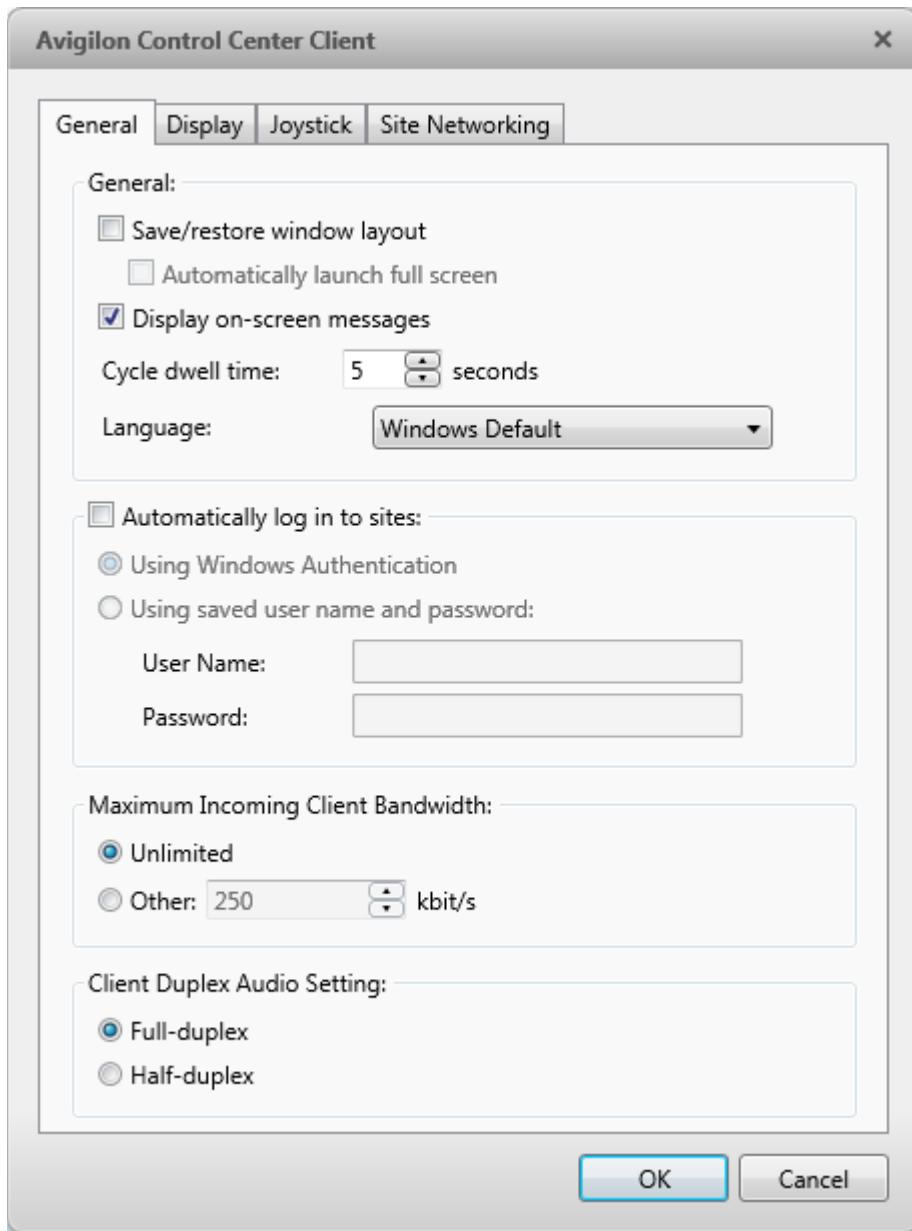


Figure A. Client Settings dialog box

- **Save/restore window layout:** select this check box if you want the application to remember your layout preferences.
- **Automatically launch full screen:** select this check box if you want the application to automatically launch in full screen each time it starts.
- **Display on-screen messages:** select this check box if you want the application to display system messages. System messages are listed in the red box at the top-right corner of the application window - click the red box to see the messages. System messages notify you of Site events, system events and possible device connection issues.

If the check box is cleared, all event notifications are hidden.
- **Cycle dwell time:** enter the number of seconds the application waits before it cycles to a different View tab. See [Cycling Through Views](#) for more information.
- **Language:** select a language from the drop down list to change the application language. Select **Windows Default** for the application to use the same language as the operating system.
- **Automatically log in to sites:** select this check box to automatically login to all Sites that you have access to. Select the type of login you use:
 - Select **Windows Authentication** if you use your Windows login to access Sites.
 - Select **Using saved user name and password** if you use your Avigilon Control Center username and password.
- In the Maximum Incoming Client Bandwidth area, you can set how much bandwidth is received by the client. This would include video streaming.

You can select **Unlimited**, or **Other** and specify the maximum bandwidth allowance in kilobits per second (kbits/s).

3. Click **OK** to save your changes.

Adjusting Video Display

You can adjust the Display settings to improve how video is displayed on your monitor.

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.

1. In the top-right corner of the application window, select  **Client Settings > Display**.

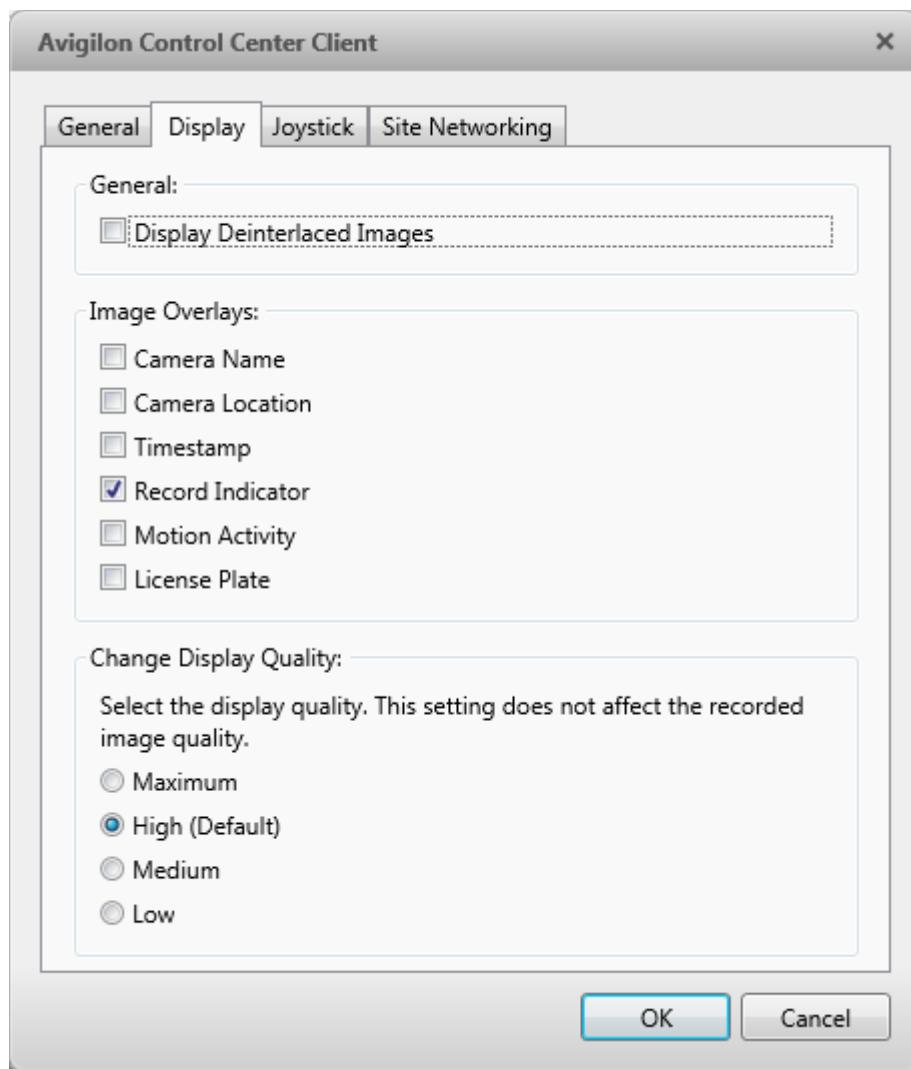


Figure A. Display Settings

2. Perform any of the following procedures to adjust how video is displayed in image panels.

Displaying Analog Video in Deinterlaced Mode

Select the **Display Deinterlaced Images** check box if the analog video you are watching is showing interlacing artifacts. This setting will help improve video image and smooth out some of the artifacts.

Displaying Image Overlays

Select any of the Image Overlays options to set the type of information that is displayed over video.

Option	Description
Camera Name	Displays the name assigned to the camera.

Camera Location	Displays the location assigned to the camera.
Timestamp	(Recorded video only) Displays the exposure timestamp for the video.
Record Indicator	(Live video only) Displays the recording status of a camera. The recording status is indicated by the round icon on the top left corner of the image panel. The color of the icon shows the camera's recording status. <ul style="list-style-type: none"> ▪ : recording triggered by a motion event ▪ : recording ▪ : not recording. Click this icon at any time to begin manual recording.
Motion Activity	Highlights motion in red.

Changing Display Quality

If your computer does not have enough network bandwidth or processing power, you may not be able to watch video at its full image rate and full quality. You can bias the image panels to display video in high quality and low frame rate, or lower quality and high frame rate.

Select a higher setting if you need to see specific details or faces in the scene. Select a lower setting if it's more important to see moving events as they occur.

The Change Display Quality settings only affect the image panel display and does not affect the actual video quality or image rate between the camera and the server. So, you can review recorded footage later to confirm what you saw in the image panel.

In the Change Display Quality area, select one of the following options:

- **Maximum:** displays video at full resolution with the lowest image rate.
- **High (Default):** displays video at 1/4 resolution.
- **Medium:** displays video at 1/16 resolution.
- **Low:** displays video at 1/64 resolution with the highest image rate.

Joystick

There are two types of joysticks supported by the application: standard Microsoft DirectX USB Joysticks and the Avigilon Professional Joystick Keyboard.

Access the Joystick settings to install the required drivers and configure your joystick options.

Configuring an Avigilon Professional Joystick Keyboard

The Avigilon Professional Joystick Keyboard is a USB add-on that contains a joystick for controlling zoom and pan within image panels, a jog shuttle for controlling the Timeline, and a keypad programmed with the application's keyboard commands. Refer to [Keyboard Commands](#) for the keypad commands that control the application.

By default, the keyboard is installed in right-hand mode, change the Joystick settings to configure left-hand mode.

1. Connect the keyboard.
2. In the top-right corner, select  **Client Settings > Joystick**.

If the keyboard is not automatically detected, an error message will appear. Click **Scan for Joysticks....**

Otherwise, the following option is displayed.

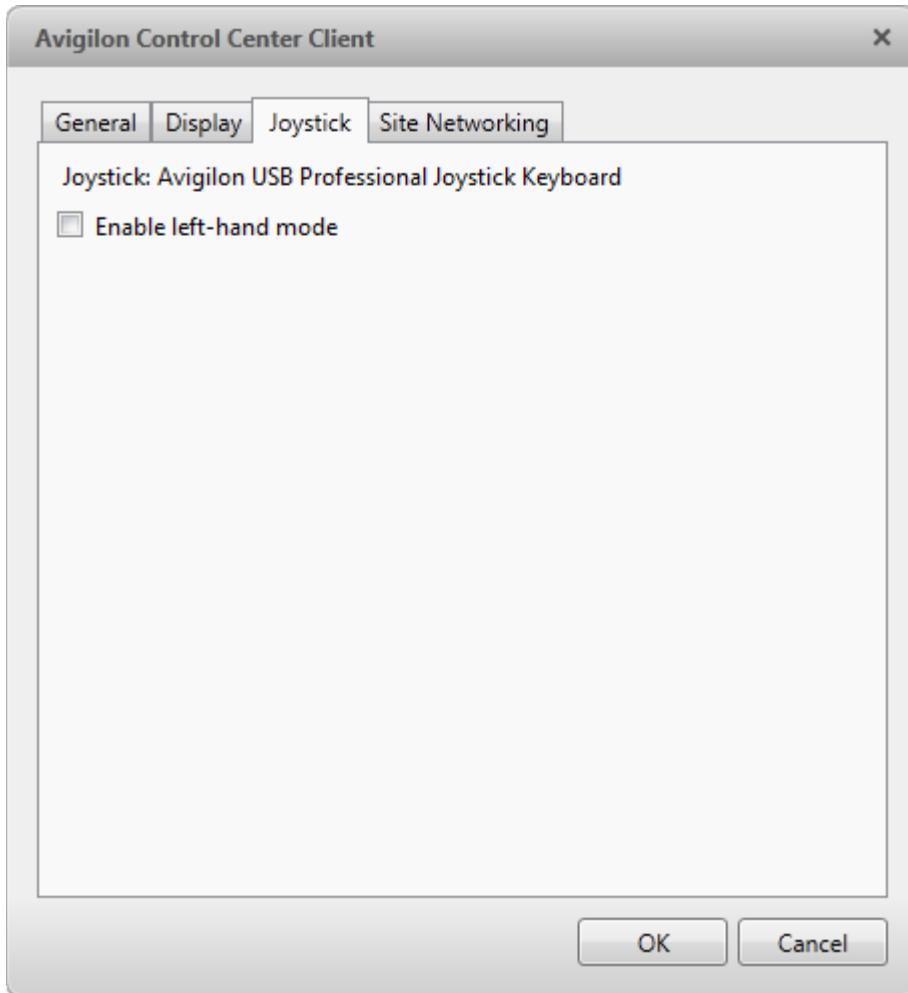


Figure A. Joystick dialog box

3. Select the **Enable left-hand mode** check box.
4. Click **OK**. The keyboard is now configured for left-hand mode.
5. Rotate the keyboard until the joystick is on the left and the jog shuttle is on the right. Reinstall the keypad cover with the View button labels at the top.

For more information about the Avigilon Professional Joystick Keyboard, see the installation guide included with the device.

Configuring a Standard USB Joystick

Use the Joystick settings to configure the buttons used in your standard Microsoft DirectX USB joystick.

1. Connect the joystick.
2. In the top-right corner, select  **> Client Settings > Joystick**.

If the joystick is not automatically detected, an error message will appear. Click **Scan for Joysticks....**

Otherwise, the following options are displayed.

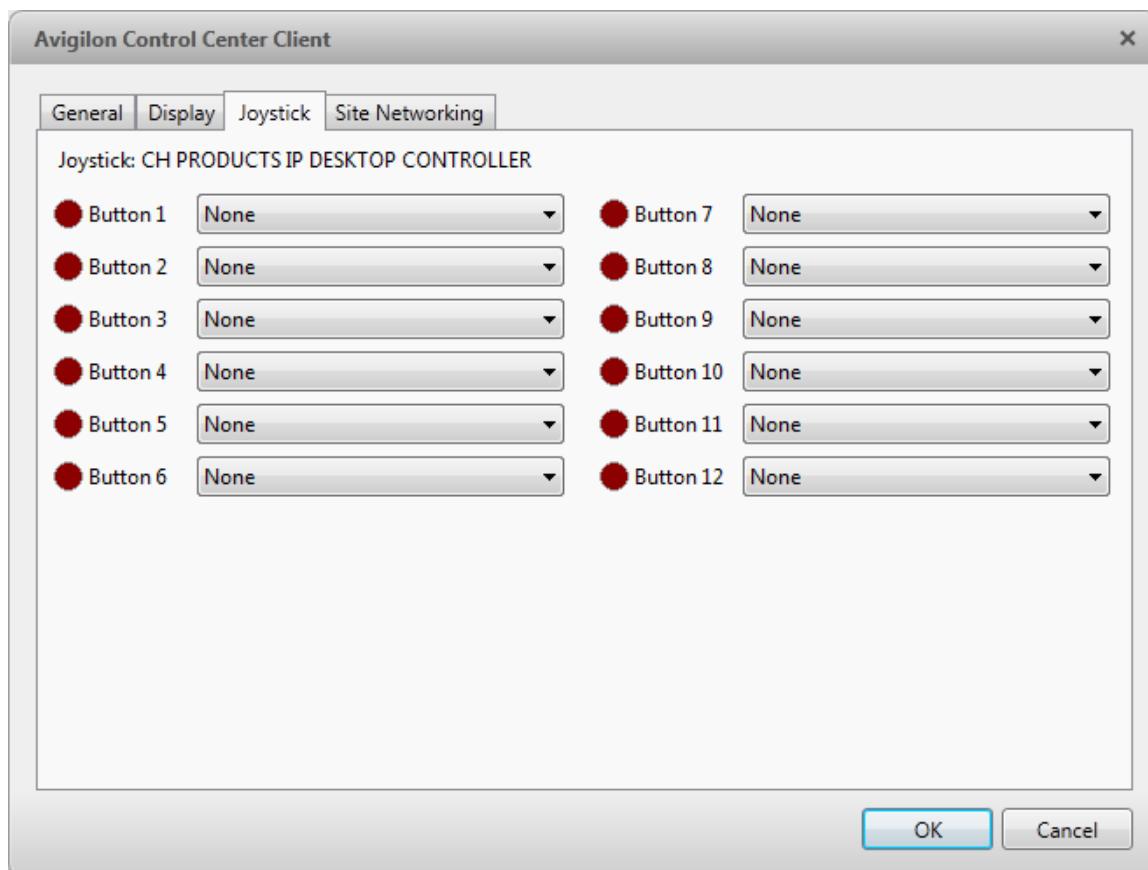


Figure A. Joystick dialog box

3. Set up an action for each button on the joystick:
 - a. Press a button on the joystick and the button label is highlighted in the dialog box.
 - b. Select an action for the button from the drop down list.

Options include ways to control recorded video, control Views and image panels, activate instant replay, audio, snapshots and PTZ controls.
 - c. Repeat this procedure for each button on the joystick.
4. Click **OK**.

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

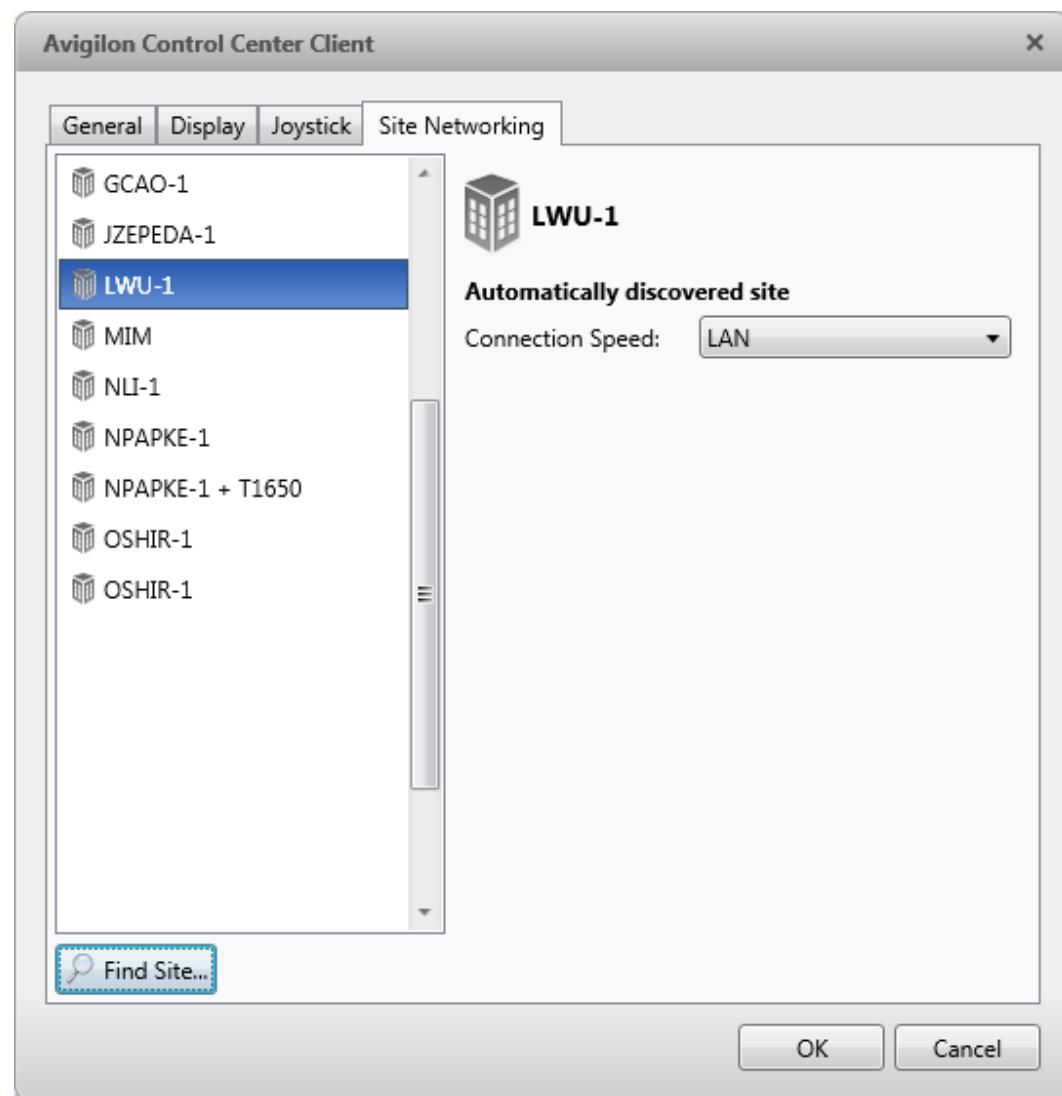


Figure A. Site Networking tab

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

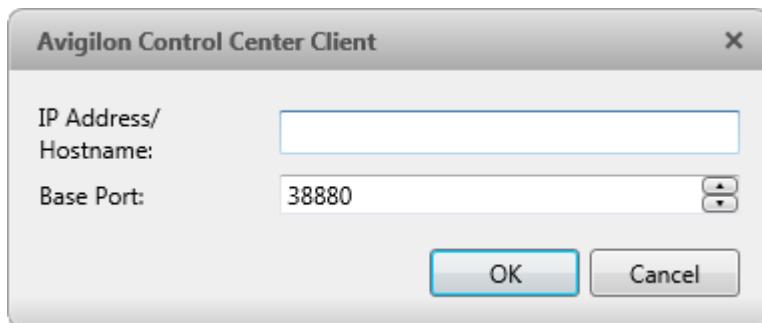


Figure B. Find Site dialog box

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.

Managing Site Logs

The Site Log records events that occur in the Avigilon Control Center. This can be useful for tracking system usage and diagnosing issues.

You can filter the items displayed in the log and save the log to a separate file for sending to Avigilon support.

Note: The Site Log maintains a record of system events for as long as video data is available or 90 days, whichever is longer.

1. In the New Task menu, click 

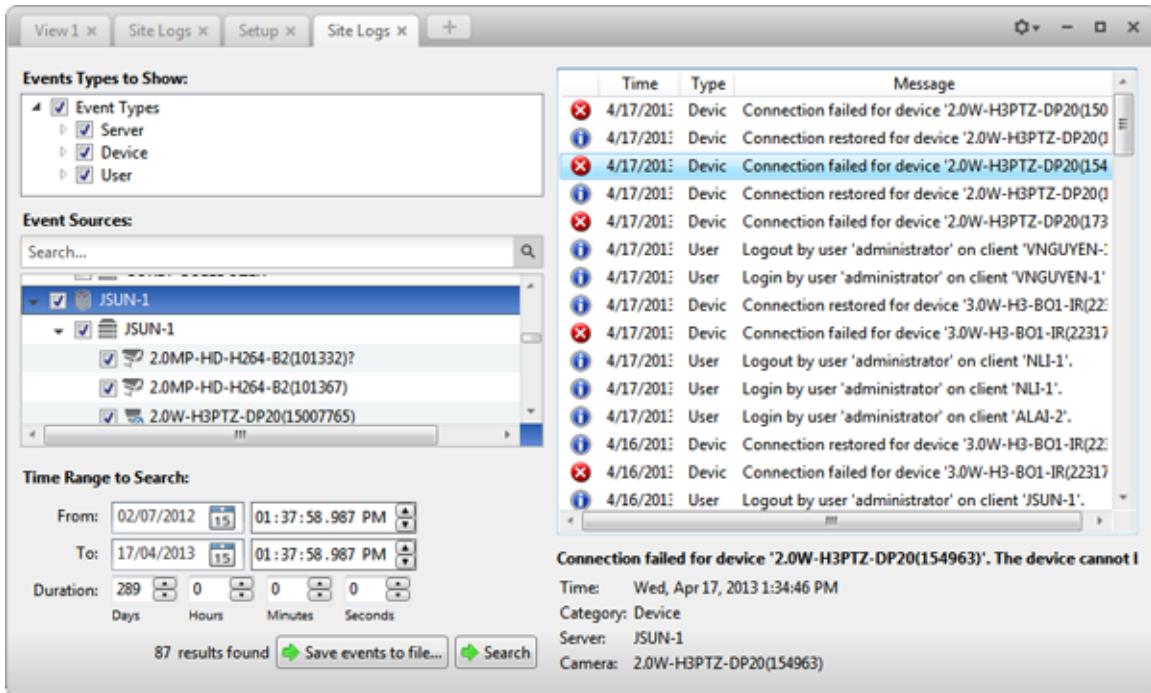


Figure A. Site Logs tab

2. In the Site Logs tab, select the types of events you want to see.
3. Next, select the specific Sites, servers and cameras you want to see logs about.
4. In the Time Range to Search area, set the date and time range of your search.
5. Click **Search**.
6. Select a result to display the event details.
7. To save the log search results, click **Save events to file** and save the file. You can choose to save the search results as a text file or a CSV file.

Managing User Connections

If you find that too many users are logged in through the same username or inactive users are preventing active users from accessing a Site, you can force specific users to log out.



1. In the New Task menu, click 
2. In the User Connections tab, select a Site from the System Explorer and a list of all the current users are displayed on the right.

The screenshot shows a software interface for managing site connections. On the left, there's a sidebar labeled 'Site' with 'Building A' selected. The main area is titled 'User Connections' and contains a table with three columns: 'User Name', 'Login Duration', and 'Machine Name'. Two rows are listed, both for the user 'administrator' on the machine 'ALAI-2'. The first row shows a login duration of '1 hours, 50 minutes' and the second row shows '1 hours, 42 minutes'. At the bottom right of the table is a button labeled 'Log Users Out'.

Figure A. User Connections tab

- The users are listed by user name and computer name so that users that share a login are displayed separately.
 - The Login Duration column lets you know exactly how long that user has been logged in to the Site.
3. To force a user to log out of a Site, select a user then click **Log Users Out**.

Monitoring Server Status

To help you monitor the health of your Site, you can now get a quick overview in the Server Status tab.

- In the New Task menu, click .

The screenshot shows the 'Server Status' tab within a software application. The left sidebar shows 'Site' with 'Building A' selected. The main content area displays various system metrics for 'Level1'. It includes sections for 'Server IP', 'Total Camera Licenses', 'Camera Licenses In Use', 'CPU Load of the ACC Service', 'Memory usage of the ACC Service', 'System Available Memory', and 'Up Time'. Below these, a 'Networks' section provides a table with columns for 'Adapter Name', 'Link Speed', 'IP', 'Incoming', and 'Outgoing'. The table shows one entry for 'Local Area Connection' with values: Link Speed 100 Mbps, IP 10.10.20.53, Incoming 161.34 kB/s, and Outgoing 4.24 kB/s. At the bottom right is a 'Export to PDF' button.

Figure A. Server Status tab

In the System Explorer, select a Site and the server status is displayed on the right. Listed information include:

- Server IP address
- Total camera licenses - the total number of camera channel licenses that have been activated on the server.
- Camera licenses in use - the number of cameras that are currently connected to the server.
- CPU load of the ACC Service - the percentage of server processing power used by the Avigilon Control Center Server software.
- Memory usage of the ACC Service - the amount of memory used by the Avigilon Control Center Server software.
- System Available Memory - the amount of storage available for video recording.
- Up Time - the amount of time the server has been running since it was last rebooted.
- Networks - the networks that the server is connected to, including the IP address of the network connection, the network speed and the amount of data passing through the connection.

Click **Export to PDF** to export the listed server information.

Views

What are Views?

A View tab is where you watch camera video. Inside the View tab is a set of image panels that allows you to organize how video is displayed.

You can arrange image panels into layouts to take advantage of different camera angles.

To control live and recorded video, see [Video](#) for more information.

Adding and Removing a View

View tabs allow you to customize how you monitor video. You can open a new View in the current application window or open a View in a new window to make use of multiple monitors. Views can also be removed as required.

To...	Do this...
To open a new View tab	Click 
To open a new window	Select  New Window . A new window appears. You can now position this window to make use of multiple monitors.
To close a View tab	On the View tab, click  .
To close a window	On the top-right corner of the window, click  Note: If you see a confirmation dialog box, it is because there is only one window open and closing this window will also close the application.

View Layouts

You can organize how video is displayed through View layouts. You can choose to display video in 1 image panel or 36 image panels. You can also customize the shape of image panels to accommodate cameras that are installed vertically to capture long hallways.

There are 10 pre-configured layouts that you can edit to fit your needs.

Selecting a Layout for a View

You can organize how video is displayed by selecting a View layout. The figure shows the default View layouts.

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

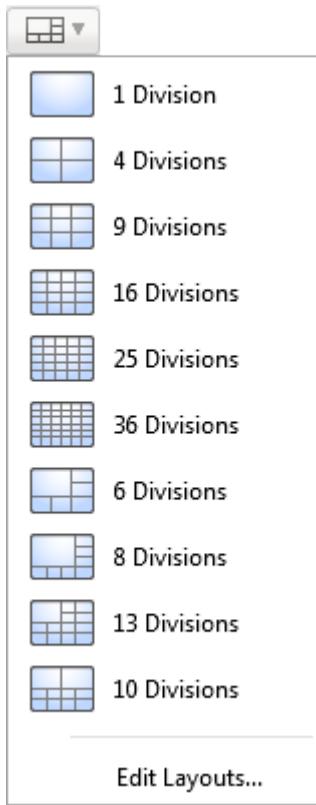


Figure A. Layouts on the toolbar

Editing a View Layout

If the default View layouts do not fit your surveillance requirements, you can customize a View layout.

-
1. On the toolbar, select  > **Edit Layouts**.

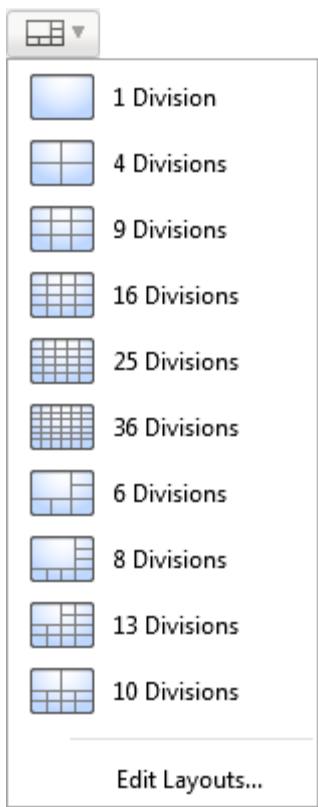


Figure A. Layouts on the Toolbar

2. In the Edit Layouts dialog box, select the layout you want to change.
3. Enter the number of **Columns** and **Rows** you want in your layout.
4. In the layout diagram, do any of the following to further customize the layout.

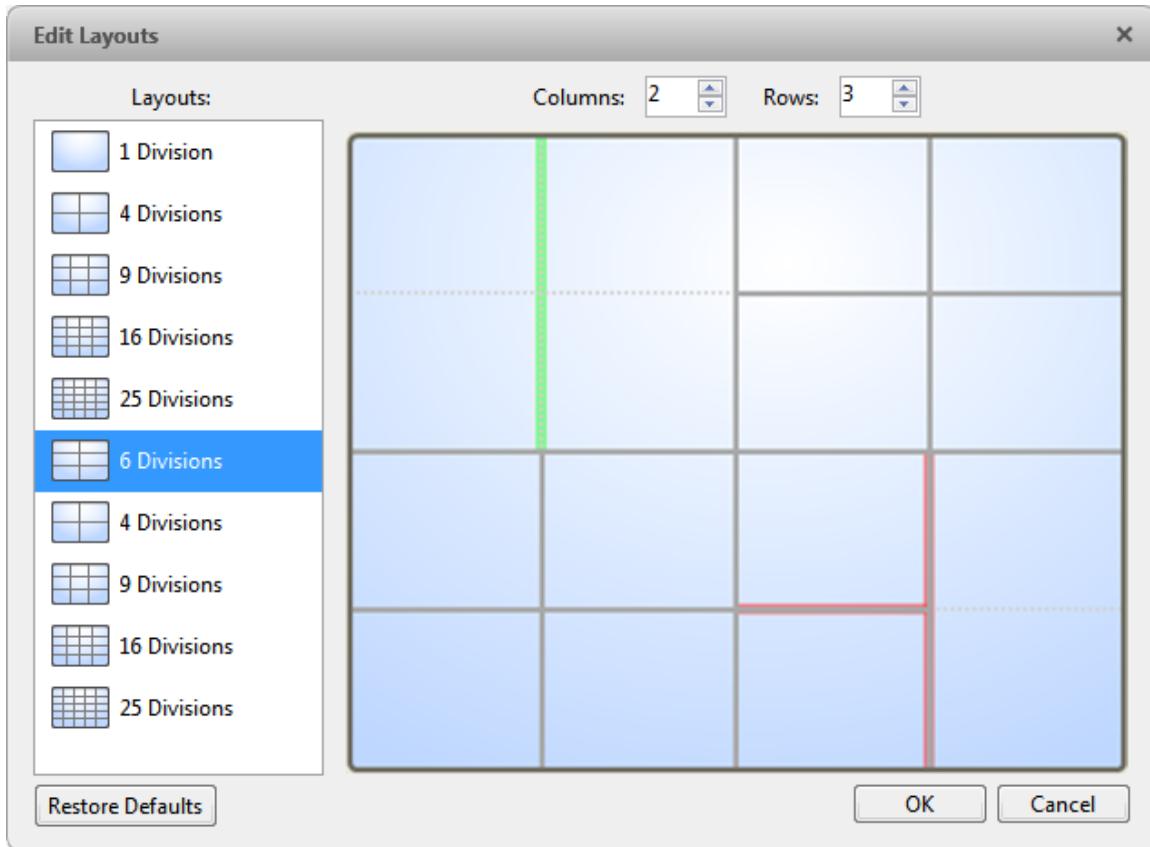


Figure B. Edit Layouts dialog box

- To create a larger image panel, select a grey line to delete the border between two image panels. When a line is highlighted in red, the line can be deleted.
- To restore an image panel, select a dotted line to divide a larger image panel into two. When a dotted line is highlighted in green, the line can be restored.
- To restore all default View layouts, click **Restore Defaults**. All custom layouts in the Layouts list will be replaced.

Note: You can only add or subtract lines to create a rectangular shape.

5. Click **OK** to save your changes. The previous View layout has been replaced with your customized layout.

Tip: The keyboard commands used to access View layouts are linked to the layout's position in the Layouts list. For example, if your custom layout is placed at the top of the Layouts list (layout 1), you can press Alt + 1 to use that layout.

Making a View Full Screen

You can maximize a View to fill an entire monitor screen.

- On the toolbar, click .

Ending Full Screen

- While the View is in full screen mode, click .

Cycling Through Views

If you have multiple Views open, you can cycle through the View tabs by displaying each one for a few seconds. This is useful when monitoring a large number of cameras.

- To activate the Cycle Views feature, click .

To change the amount of time each View is displayed for, change the Cycle Dwell Time setting. See [General Settings](#) for more information.

Video

Inside a View tab, you can monitor and control video from multiple cameras. Once you open a camera in a View tab, you can control the camera's live and recorded video stream. You would also have access to the camera's PTZ controls and other playback settings.

To organize how video is displayed in the View tab, see [Views](#) for more information.

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.

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.

Zooming and Panning a Video

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

Using the Zoom Tools

There are two ways to digitally zoom in and zoom out of the video image:

- Move your mouse over the video image then rotate your mouse wheel forward and back.
- On the toolbar, select  or  then click the image panel until you reach the desired zoom depth.

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.

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 a 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.

Controlling Live Video

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

Using Instant Replay

To review an event that just occurred, you can immediately access recently recorded video through the instant replay feature.

- Right-click the image panel and select one of the instant replay options:
 - **Replay - 30 Seconds**

- [Replay - 60 Seconds](#)
- [Replay - 90 Seconds](#)

The image panel immediately plays back the camera's most recently recorded video.

Triggering Manual Recording

Cameras are set to follow a recording schedule. If an event occurs outside the camera's recording schedule, you can click the record indicator icon to force the camera to record the event. See [Recording Schedule](#) for more information about recording schedules.

The Record Indicator overlay must be enabled for manual recording to work. See [Adjusting Video Display](#) for more information.

Here are the camera recording states:



Recording



Recording triggered by an event



Not recording

Starting and Stopping Manual Recording

In an image panel that is displaying video, perform either of the following:

- In the top-left corner of the image panel, click  to start manual recording.
The record indicator is highlighted to show that the camera is recording. Manual recording continues until it is stopped, or until the maximum manual recording time is reached.
- Click  to manually stop video recording.

The maximum manual recording time is configured in the Manual Recording dialog box, see [Manual Recording Settings](#) for more information.

PTZ Controls

PTZ cameras can be controlled through the image panel onscreen controls or by using the tools in the PTZ Controls pane.

Be aware that some of tools and features may not be displayed if they are not supported by your camera.

Controlling PTZ Cameras

Pan, Tilt, Zoom (PTZ) controls allow you to control cameras with PTZ features. You can control a PTZ camera by using the onscreen controls or by using the tools in the PTZ Controls pane.

See [Keyboard Commands](#) for other ways to use the PTZ controls.

1. In the toolbar, click . The PTZ controls are now enabled in the image panels that are displaying PTZ video.
2. In the image panel, click .

The PTZ controls are displayed in a floating pane immediately beside the image panel.

Note: The controls may appear different depending on the camera. Some options are disabled or hidden if they are not supported by the camera.



Figure A. PTZ controls

3. To pan or tilt, perform one of the following:
 - o 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.
 - o If the camera supports Click to Center, click anywhere on the image panel to center the camera to that point.



Figure B. PTZ onscreen controls

4. Use the other PTZ controls to perform any of the following:

To...	Do this...
To zoom	<ul style="list-style-type: none">Click to zoom in.Click to zoom out.Click the image panel and use the mouse scroll wheel to zoom in and out.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.Right-click the image panel and select Zoom Out Full.
To control the Iris	<ul style="list-style-type: none">Click to close the iris.Click to open the iris.
To control the Focus	<ul style="list-style-type: none">Click to focus near the camera.Click to focus far from the camera.

To program a PTZ preset	<ol style="list-style-type: none"> Move the camera's field of view into position. In the Preset drop down list, select a number then click . In the dialog box, enter a name for the preset. Select the Set as home preset check box if you want this to be the camera's Home preset. Click OK.
To activate a PTZ preset	Select a preset then click  .
To return to the Home preset position	If the PTZ camera supports a Home preset position, click  to return the camera to its Home position.
To program a PTZ pattern	<ol style="list-style-type: none"> In the PTZ controls pane, select a pattern number and click . Use the PTZ controls to move the camera and create the pattern. Click  to stop recording the pattern.
To activate a PTZ pattern	<p>In the PTZ controls pane, select a pattern number and click .</p> <p>The pattern will repeat until the pattern is stopped or another pattern is run.</p>
To activate a PTZ tour	<p>In the PTZ controls pane, select a tour number and click .</p> <p>The tour will repeat until stopped or until other PTZ controls are used.</p>
To activate an auxiliary command	<ol style="list-style-type: none"> Select an aux command number and click . Click  to turn off the auxiliary output.
To display the PTZ camera onscreen menu	<ol style="list-style-type: none"> Click . To move through the menu options, click any of the following: <ul style="list-style-type: none"> ○ Click  to move down the options. ○ Click  to move up the options.

	<ul style="list-style-type: none">○ Click  to confirm your selection.○ Click  to cancel your selection.
To lock the PTZ controls	Click  No other user will be able to use the PTZ controls for this camera until you unlock the controls or log out.

To program a PTZ tour, see [Programming PTZ Tours](#).

Programming PTZ Tours

If the PTZ camera supports guard tours, the tours can be programmed through the PTZ controls pane. 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 for video monitoring.

1. Create all the PTZ presets you need for this tour.
2. In the PTZ Controls pane, select a tour number then click  . The Edit PTZ Tour dialog box is displayed.

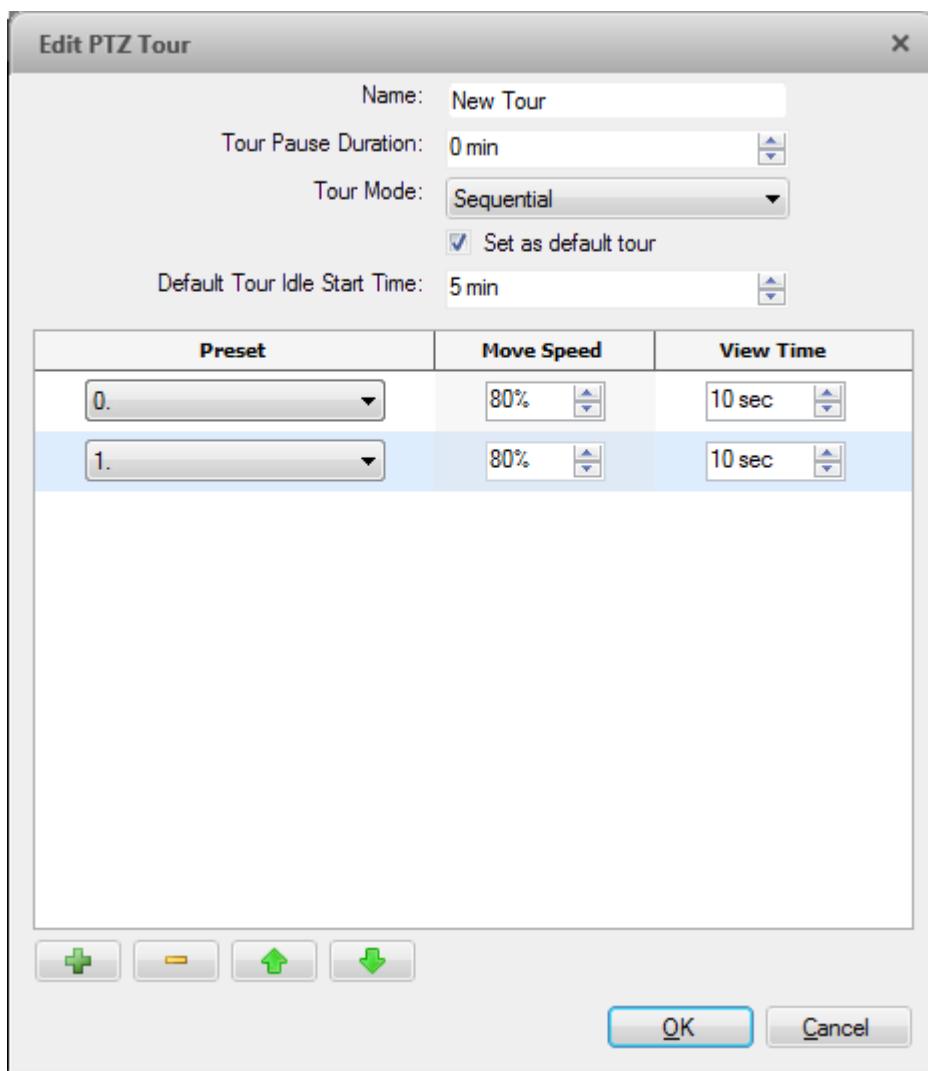


Figure A. Edit PTZ Tour dialog box

3. In the Edit PTZ Tour dialog box, give the tour a name.
4. In the **Tour Pause Duration** field, enter the amount of time before a tour repeats. Tours repeat until manually stopped, or until other PTZ controls are used.
5. In the **Tour Mode** drop down list, select one of the following:
 - o **Sequential:** the PTZ camera will go to each preset in the set order.
 - o **Random:** the PTZ camera will go to each preset in random order.
6. Select the **Set as default tour** check box if you want this tour to run automatically.
 - o The **Default Tour Idle Start Time** field is now enabled, enter the amount of time the PTZ camera must be idle before this tour automatically starts.
7. To add a preset, click and a preset is added to the list.

6.
 - a. In the Preset column, select a preset from the drop down list.
 - b. In the Move Speed column, enter how fast you want the PTZ camera to move to this preset. The higher the %, the faster the camera moves.
 - c. In the View Time column, enter the amount of time you want the PTZ camera to stay at this preset position. The view time is 10 seconds by default.
 - d. Repeat step 7 until all the presets for this tour have been added.
7. To remove a preset, select the preset then click .
8. To re-order a preset, select the preset then click  or . The preset order only affects tours that use Sequential mode.
9. Click **OK** to save the tour.

Monitoring POS Transactions

If a camera is linked to a point of sales (POS) transaction source, you can monitor live POS transactions while you monitor video from the linked camera.

1. Open the camera's video in an image panel.
2. In the image panel, click .

Note: If the camera is not linked to a POS transaction source, the icon is not displayed.

If there are more than one POS transaction source linked to the camera, you will be prompted to select one. The POS transactions are displayed in the next image panel.

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:

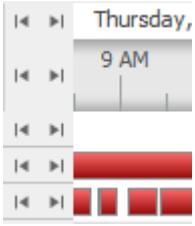
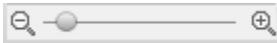
- A red bar shows the camera recorded a motion event.
- A blue bar shows the camera recorded video.
- White areas show that the camera did not record any video.
- An orange bar is a bookmark in the camera's recording history.

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.
To start playback	<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>
To stop playback	<p>Click .</p> <ul style="list-style-type: none"> • Click  to step forward one frame. • Click  to step backward one frame.

To jump forward or back on the Timeline		On the Timeline, click  or  to move to set points on the Timeline.
To zoom in or out on the Timeline		<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>
To center the Timeline on the time marker		<p>Right-click the Timeline, and select Center on Marker.</p>
To pan the Timeline		<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

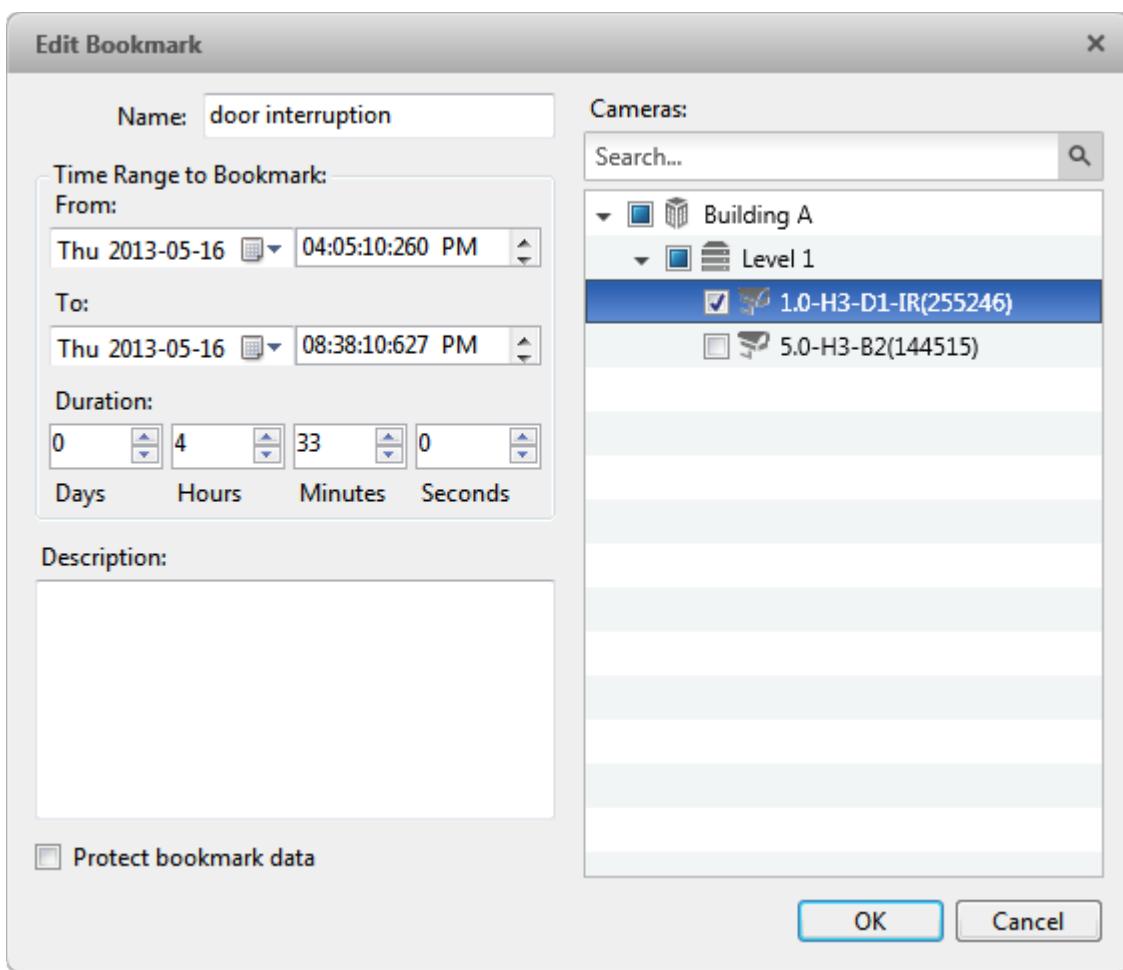


Figure A. Add Bookmark dialog box

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:

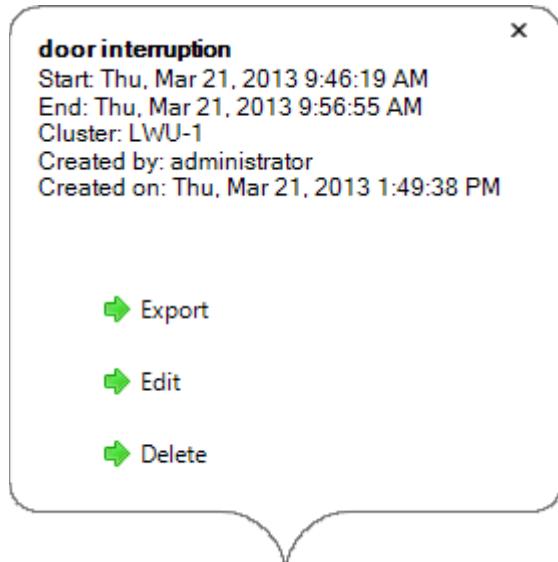


Figure B. Bookmark properties

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.

Reviewing POS Transactions

While you watch recorded video, you can also review the POS transactions that occurred at the same time.

1. Select a camera that is linked to the POS transaction source and display the camera's recorded video
2. In the image panel, click .

If there is more than one POS transaction source linked to the camera, you will be prompted to select one. The POS transactions are displayed in the next image panel.

- Each transaction is separated by date and time.
 - When you select a transaction, the video jumps to that event on the Timeline.
 - Scroll up or down to see other recorded POS transactions.
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.
 4. Use the Timeline to review the video in more detail.

For more information about Timelines, see [Playing Back Recorded Video](#).

If you want to find a specific POS transaction, see [Performing a POS Transaction Search](#).

Adjusting Video Display

You can adjust the Display settings to improve how video is displayed on your monitor.

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.

1. In the top-right corner of the application window, select  **Client Settings > Display**.

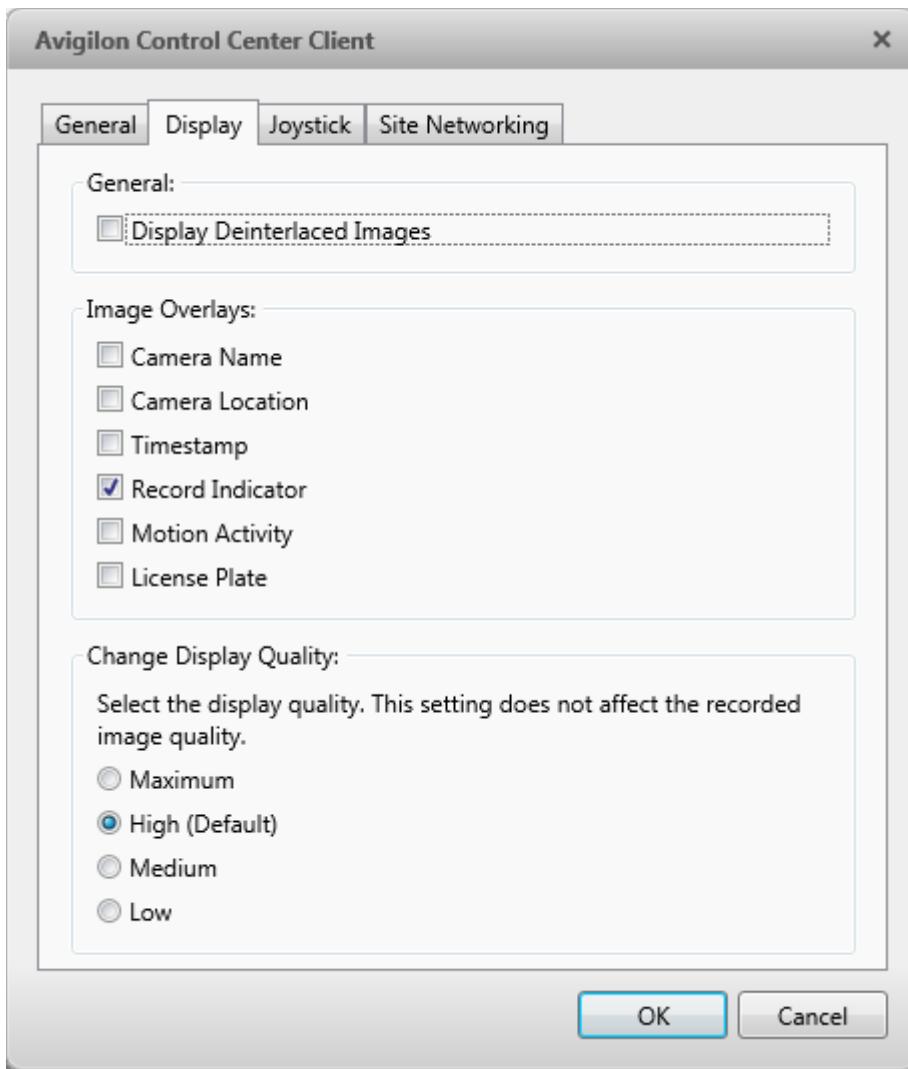


Figure A. Display Settings

2. Perform any of the following procedures to adjust how video is displayed in image panels.

Displaying Analog Video in Deinterlaced Mode

Select the **Display Deinterlaced Images** check box if the analog video you are watching is showing interfacing artifacts. This setting will help improve video image and smooth out some of the artifacts.

Displaying Image Overlays

Select any of the Image Overlays options to set the type of information that is displayed over video.

Option	Description
--------	-------------

Camera Name	Displays the name assigned to the camera.
Camera Location	Displays the location assigned to the camera.
Timestamp	(Recorded video only) Displays the exposure timestamp for the video.
Record Indicator	(Live video only) Displays the recording status of a camera. The recording status is indicated by the round icon on the top left corner of the image panel. The color of the icon shows the camera's recording status. <ul style="list-style-type: none"> ▪ : recording triggered by a motion event ▪ : recording ▪ : not recording. Click this icon at any time to begin manual recording.
Motion Activity	Highlights motion in red.

Changing Display Quality

If your computer does not have enough network bandwidth or processing power, you may not be able to watch video at its full image rate and full quality. You can bias the image panels to display video in high quality and low frame rate, or lower quality and high frame rate.

Select a higher setting if you need to see specific details or faces in the scene. Select a lower setting if it's more important to see moving events as they occur.

The Change Display Quality settings only affect the image panel display and does not affect the actual video quality or image rate between the camera and the server. So, you can review recorded footage later to confirm what you saw in the image panel.

In the Change Display Quality area, select one of the following options:

- **Maximum:** displays video at full resolution with the lowest image rate.
- **High (Default):** displays video at 1/4 resolution.
- **Medium:** displays video at 1/16 resolution.
- **Low:** displays video at 1/64 resolution with the highest image rate.

Making Image Panel Display Adjustments

You can change the image panel display settings to bring out video details that are hard to see with the image panel's default settings.

1. Right-click an image panel and select **Display Adjustments....**

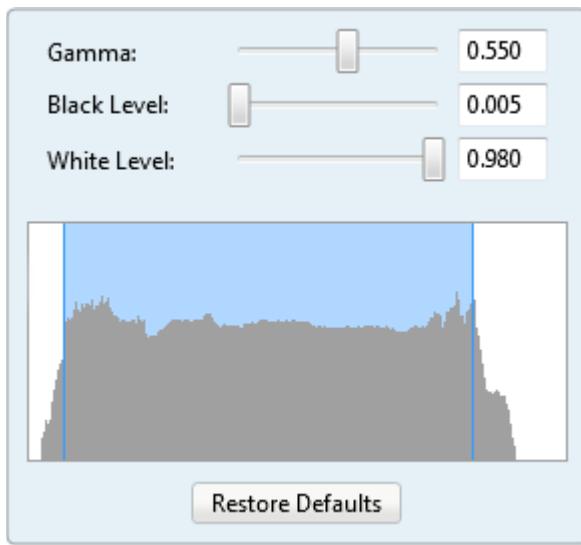


Figure A. Display Adjustments panel

The Display Adjustment settings are displayed in a floating pane immediately beside the image panel.

2. Move the sliders to adjust the **Gamma**, **Black Level** and **White Level**.

The image panel displays a preview of your changes.

3. Click **Restore Defaults** to clear your changes.

Search

You can quickly search for recorded video that is linked to an event or search through the camera's recording history.

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.

Performing an Event Search

The Event Search allows you to search for specific motion events.



1. In the New Task menu, click

The Search: Event tab is displayed.

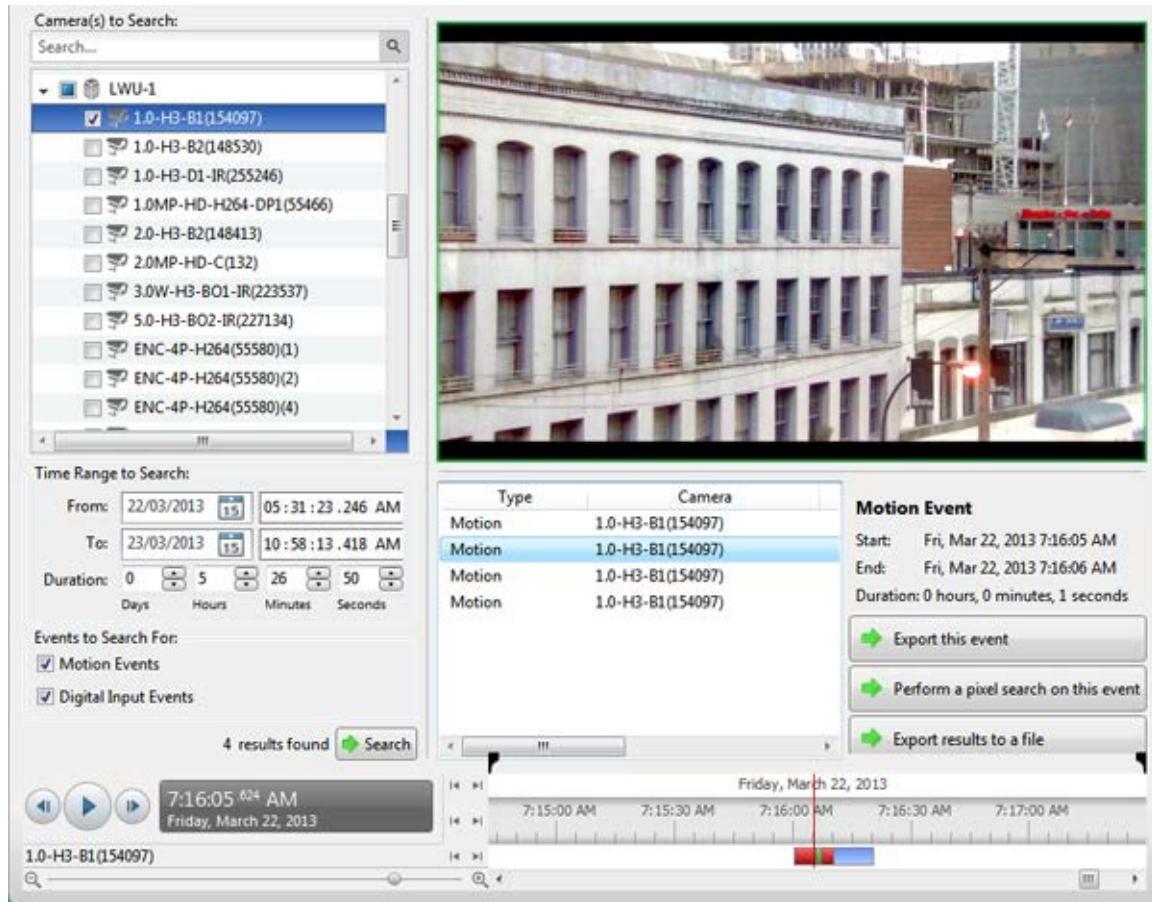


Figure A. Search: Event tab

2. In the Camera to Search area, select all the cameras you want to include in the search.
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 Events to Search For area, select the types of events to include in the search.
5. Click **Search**.

Viewing Event 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. If you want to further refine your search, click **Perform a pixel search on this event**. You can now search for any pixel movement in the selected search result.

See [Performing a Pixel Search](#) for more information.

5. Click **Bookmark this event** to bookmark the selected search result.

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

6. 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 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.

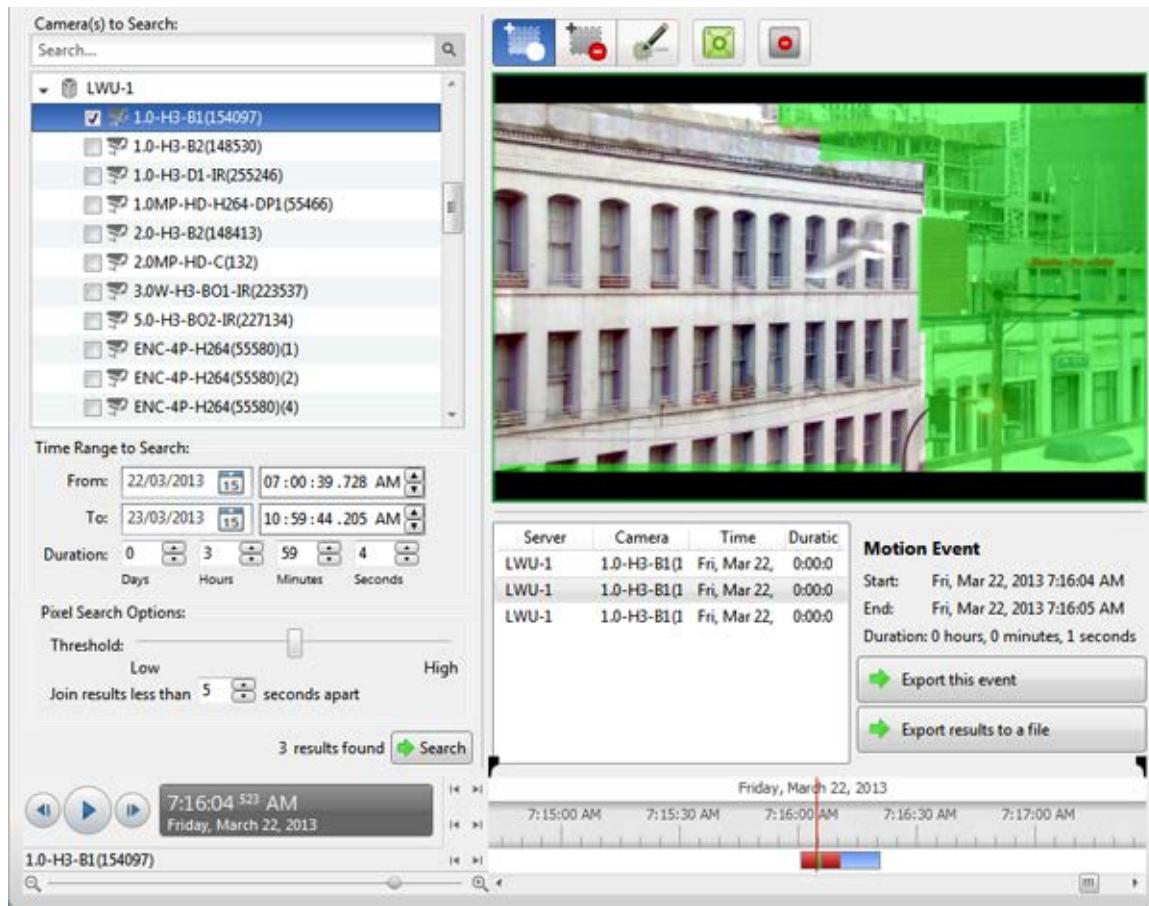


Figure A. Search:Pixel tab

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**.

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.

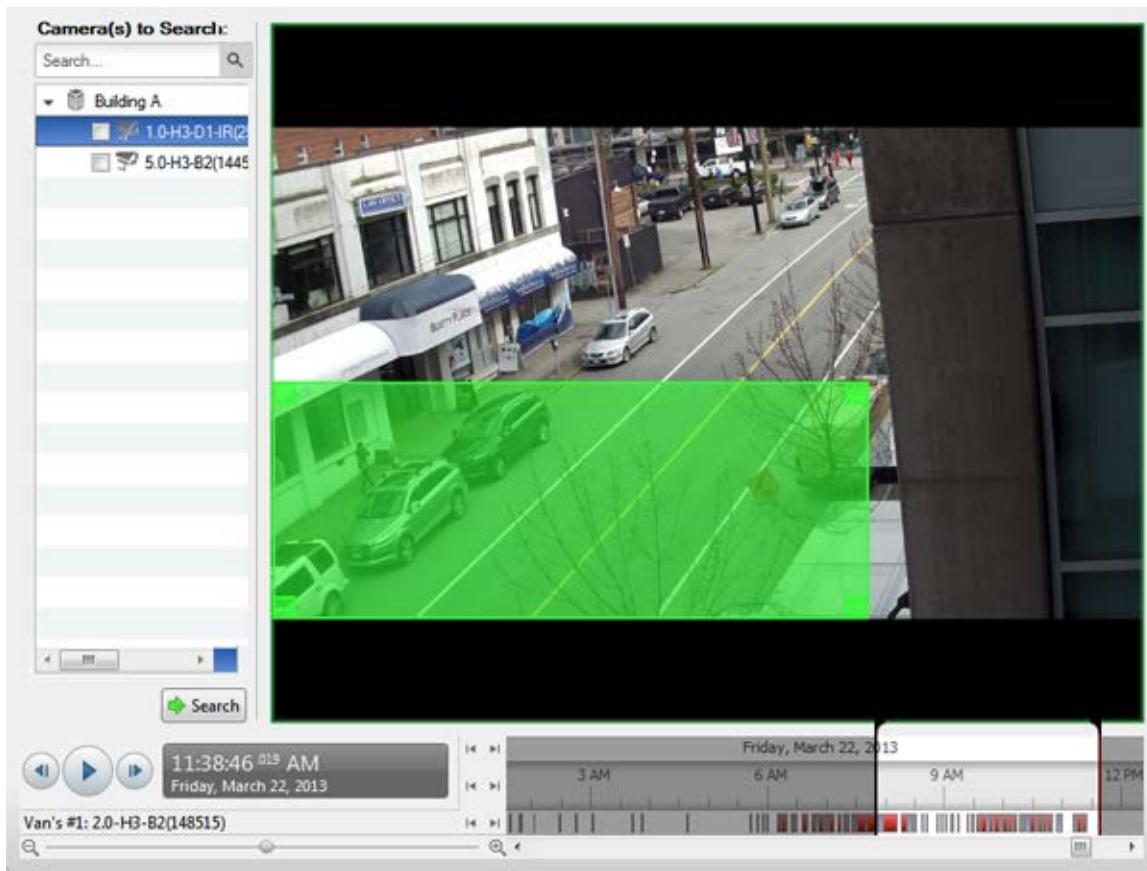


Figure A. Search: Thumbnails tab

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 **Large Thumbnails**, **Medium Thumbnails**, or **Small Thumbnails** from the drop-down menu above the search results and click **Search Again**.

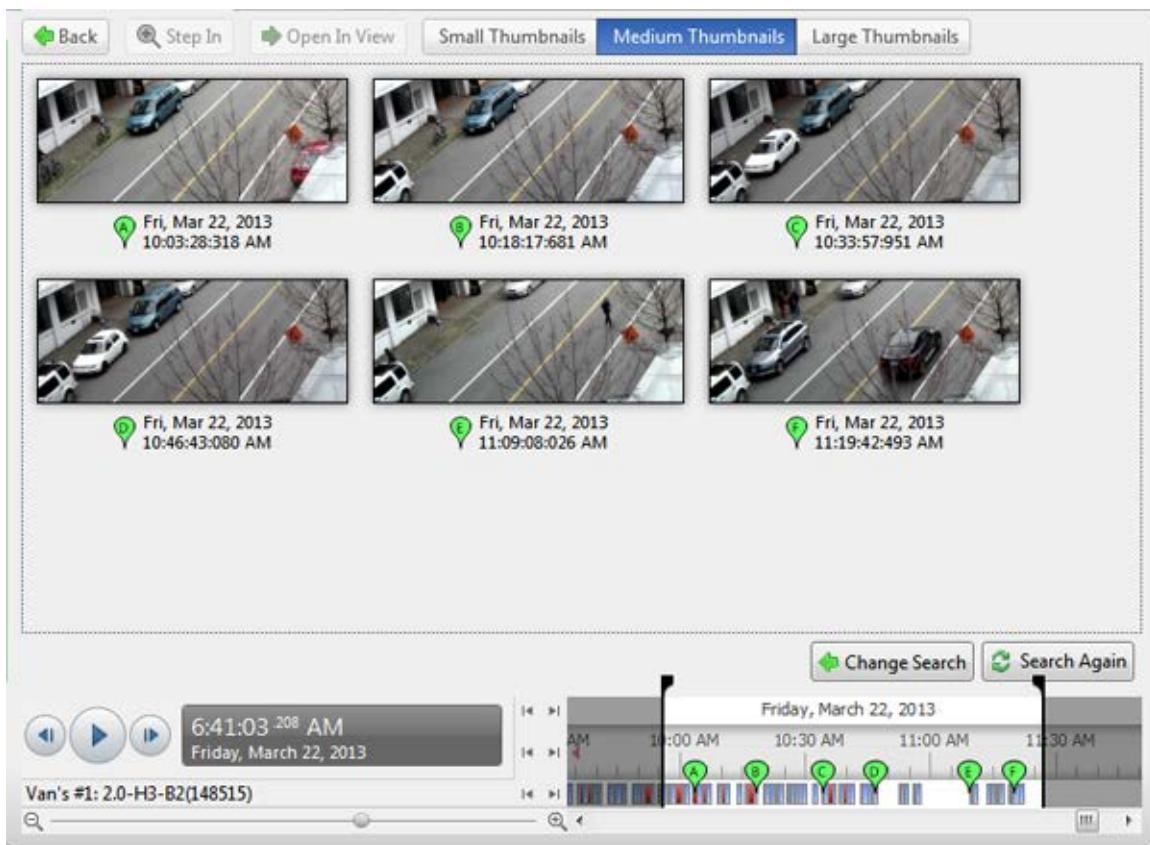


Figure B. Search: Thumbnail results tab

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.

Performing a Bookmark Search

The Bookmark Search allows you to search for a specific bookmark.



1. In the New Task menu, click

The Search: Bookmark tab is displayed. All available bookmarks are listed on the left.

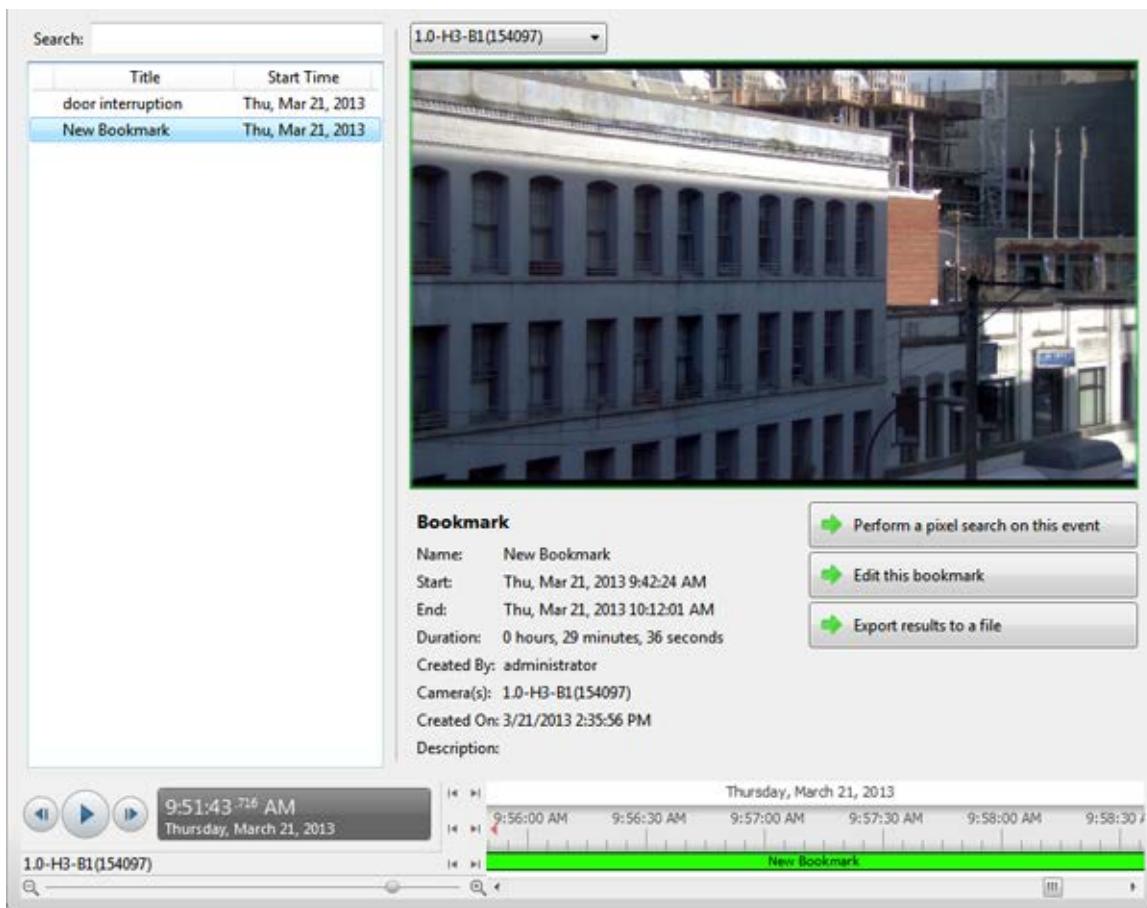


Figure A. Search:Bookmark tab

2. In the **Search** field, enter any text that may appear in the bookmark's title, description, linked camera name or the name of the user who created the bookmark.

The search is automatically performed on all the listed bookmarks until only the matches are displayed.

Viewing Bookmark Search Results

1. In the Bookmark list, select a bookmark. The bookmark is highlighted on the Timeline and the video is displayed in the image panel. Details about the bookmark are displayed under the image panel.
2. Use the Timeline controls to review the event.
See [Playing Back Recorded Video](#) for more information.
3. If the search result is linked to multiple cameras, select a camera from the drop down list above the image panel to change the video that is displayed.
4. Click **Export this bookmark** to export the selected bookmark.

See [Export](#) for more information.

- If you want to further refine your search, click **Perform a pixel search on this event**. You can now search for any pixel movement in the selected bookmarked video.

See [Performing a Pixel Search](#) for more information.

- Click **Edit this bookmark** to edit the bookmark.

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

Performing a POS Transaction Search

The POS Transaction Search allows you to search for specific transactions.



- In the New Task menu, click .

The Search: POS Transactions tab is displayed.

Server	Transaction Source	Time	Duration
FPAN-1	1	Wed, May 08, 2013	0:00:04
FPAN-1	1	Wed, May 08, 2013	0:00:02
FPAN-1	1	Wed, May 08, 2013	0:00:01
FPAN-1	1	Wed, May 08, 2013	0:00:02
FPAN-1	1	Wed, May 08, 2013	0:00:01
FPAN-1	1	Wed, May 08, 2013	0:00:01
FPAN-1	1	Wed, May 08, 2013	0:00:09
FPAN-1	1	Wed, May 08, 2013	0:00:01
FPAN-1	1	Wed, May 08, 2013	0:00:01

POS Transaction
Start: Wed, May 08, 2013 1:40:08 PM
End: Wed, May 08, 2013 1:40:11 PM
Duration: 0 hours, 0 minutes, 2 seconds

```

Wed, May 08, 2013 1:40:08 PM
Welcome to the Avigilon Store
1234 Center Street
Vancouver
咖啡 10.99
咖啡 10.99
Total: $21.98
-----
08/05/2013 1:40:10 PM
Bye!

```

Buttons:
Export this event
Bookmark this event
Export results to a file

Timeline at the bottom shows a red vertical bar indicating the search result period from 1:40:08 to 1:40:11 on Wednesday, May 08, 2013.

Figure A. Search:POS Transactions tab

2. In the POS Transaction Sources to Search area, select all the POS transaction sources you would like to include in the search.
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 Search Text area, enter any text that will help you filter the search results. For example, you can enter product names or transaction values.

Use the **Wildcards** and **Regular Expression** search methods to find a range of results. Leave the **Text** field blank to find all transactions.

5. Click **Search**.

Viewing POS Transaction 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. If the search result is linked to multiple cameras, select a camera from the drop down list above the image panel to change the video that is displayed.

4. Click **Export this event** to export the selected event video.

See [Export](#) for more information.

5. Click **Bookmark this event** to bookmark the selected search result.

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

6. 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.

Export

You can export video in multiple video and image formats. The Export tab can be accessed from bookmark options, the Search 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.

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

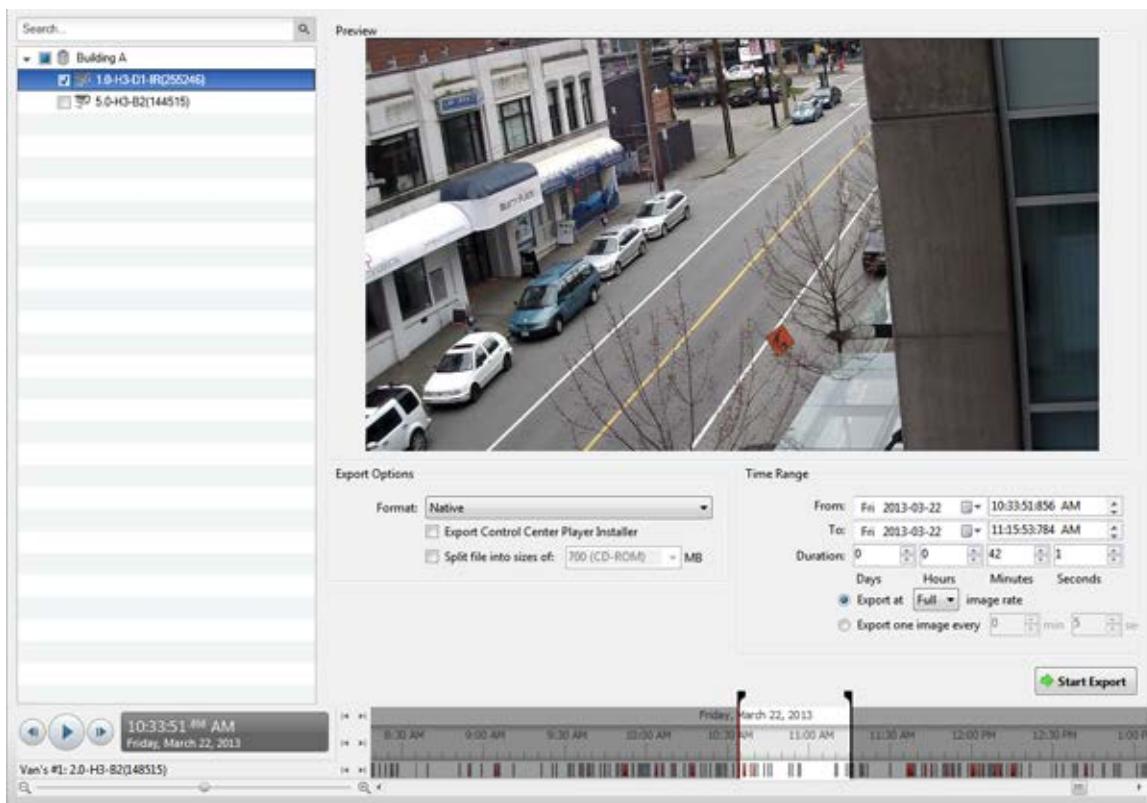


Figure A. Export tab for recorded video export

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	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.

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 AVI Video

Video exported in Audio Video Interleave (AVI) format can be played in most media players. Be aware that you can only export one video at a time in this format.

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

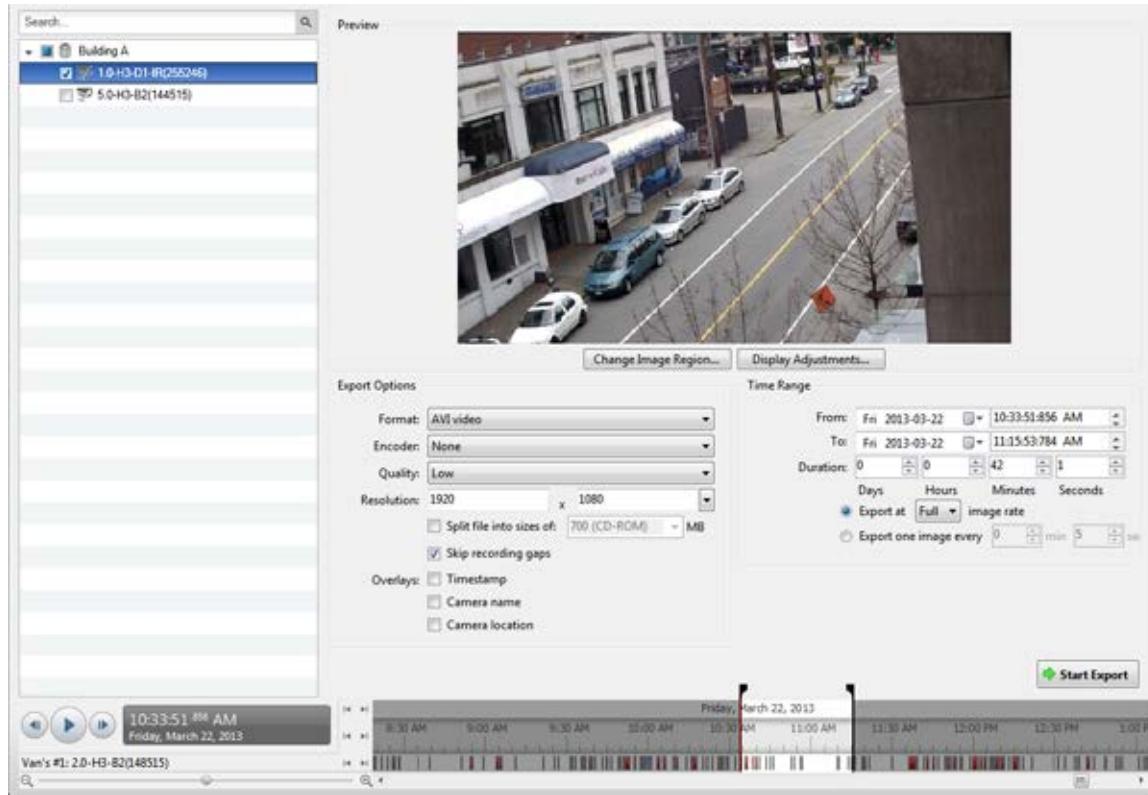


Figure A. Export tab for recorded video export

2. In the **Format** drop down list, select **AVI video**.

3. In the System Explorer, select the camera video you want to export.
4. In the **Encoder** field, select the compression used. The **VC-1 (Windows Media Video)** compression is included by default because it is tailored for high-resolution AVI encoding.
5. In the **Quality** drop down list, select the exported image quality level.
6. 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.

7. 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.
8. Select the **Skips recording gaps** check box to avoid pauses in the video caused by gaps in the recording.
9. Select the image overlays you want: **Timestamp**, **Camera name**, and **Camera location**.
10. 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.
11. 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.

12. 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.

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

The Preview area displays the video you are exporting.

- 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](#).

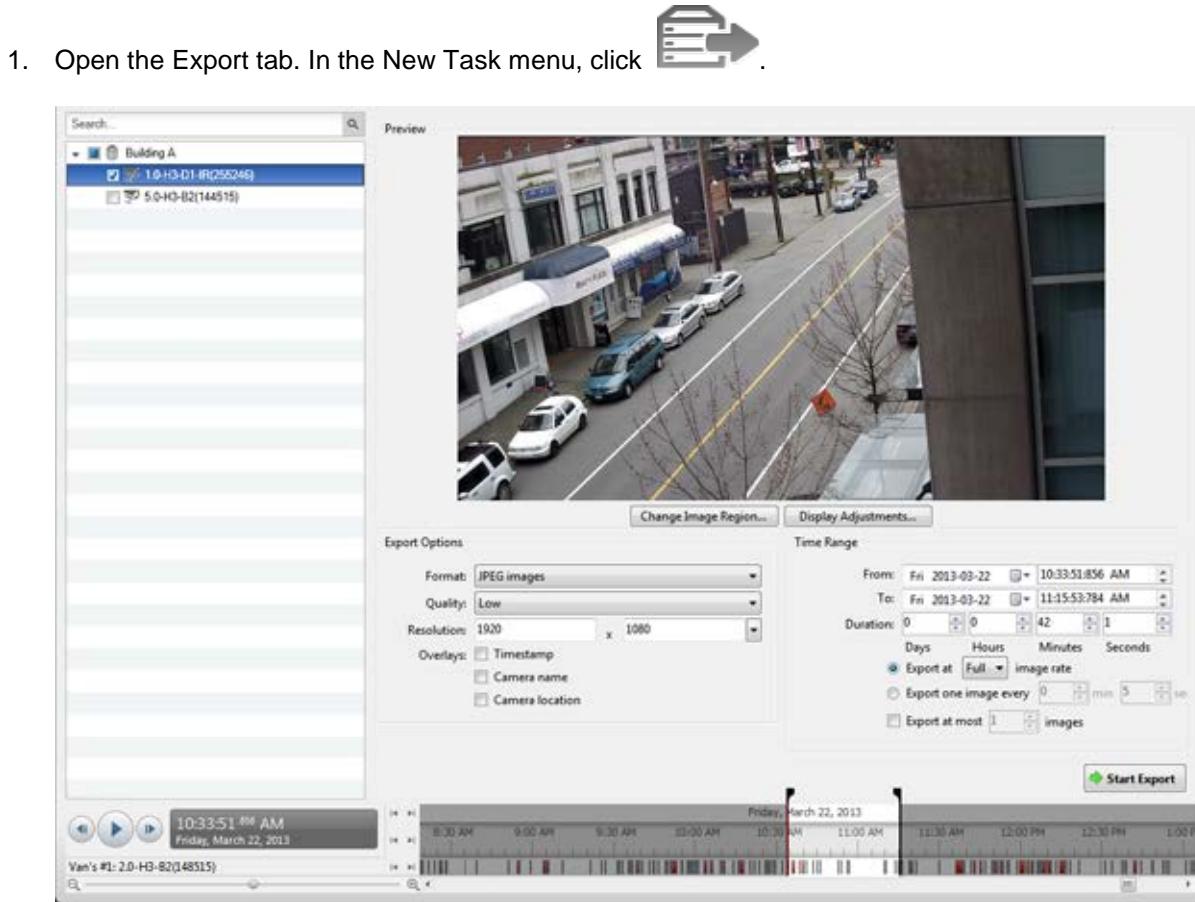


Figure A. Export tab for still image export

- In the **Format** drop down list, select **PNG Images**, **JPEG Images**, or **TIFF Images**.
- In the System Explorer, select the camera video you want to export.
- (JPEG only)
In the **Quality** drop down list, select the exported image quality level.
- 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 .

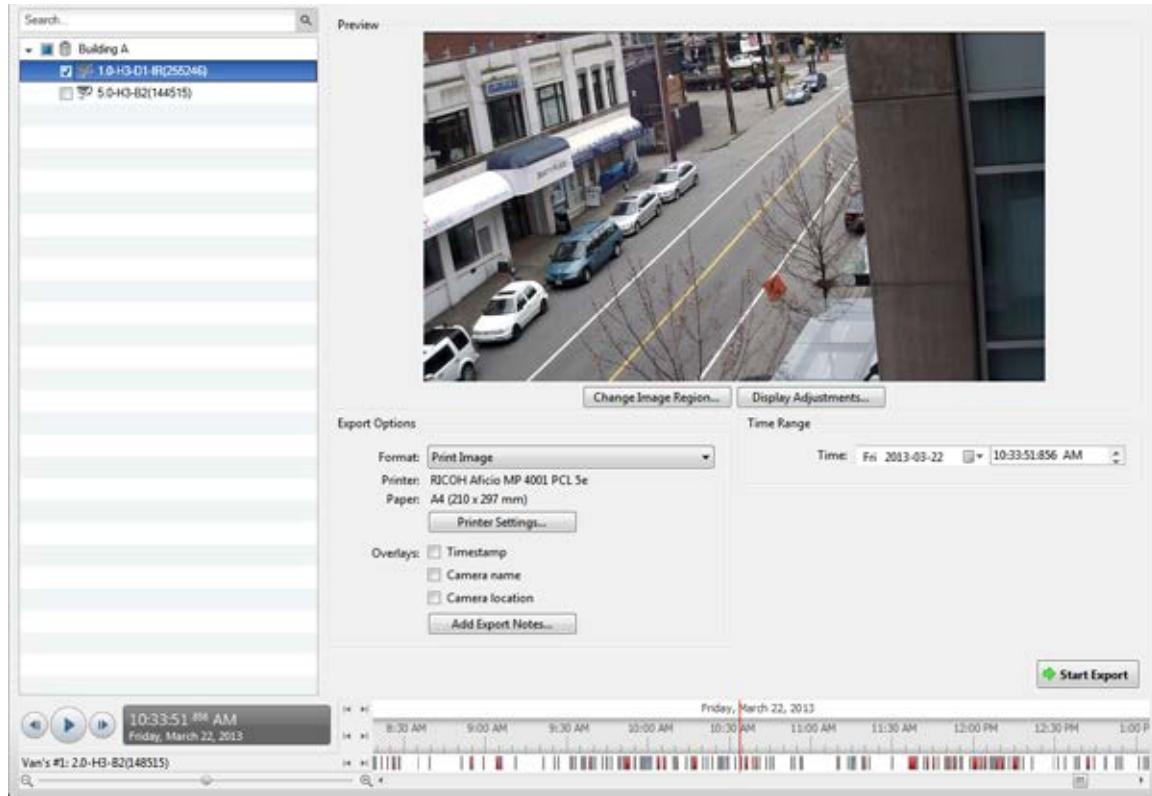


Figure A. Export tab for still image export

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.

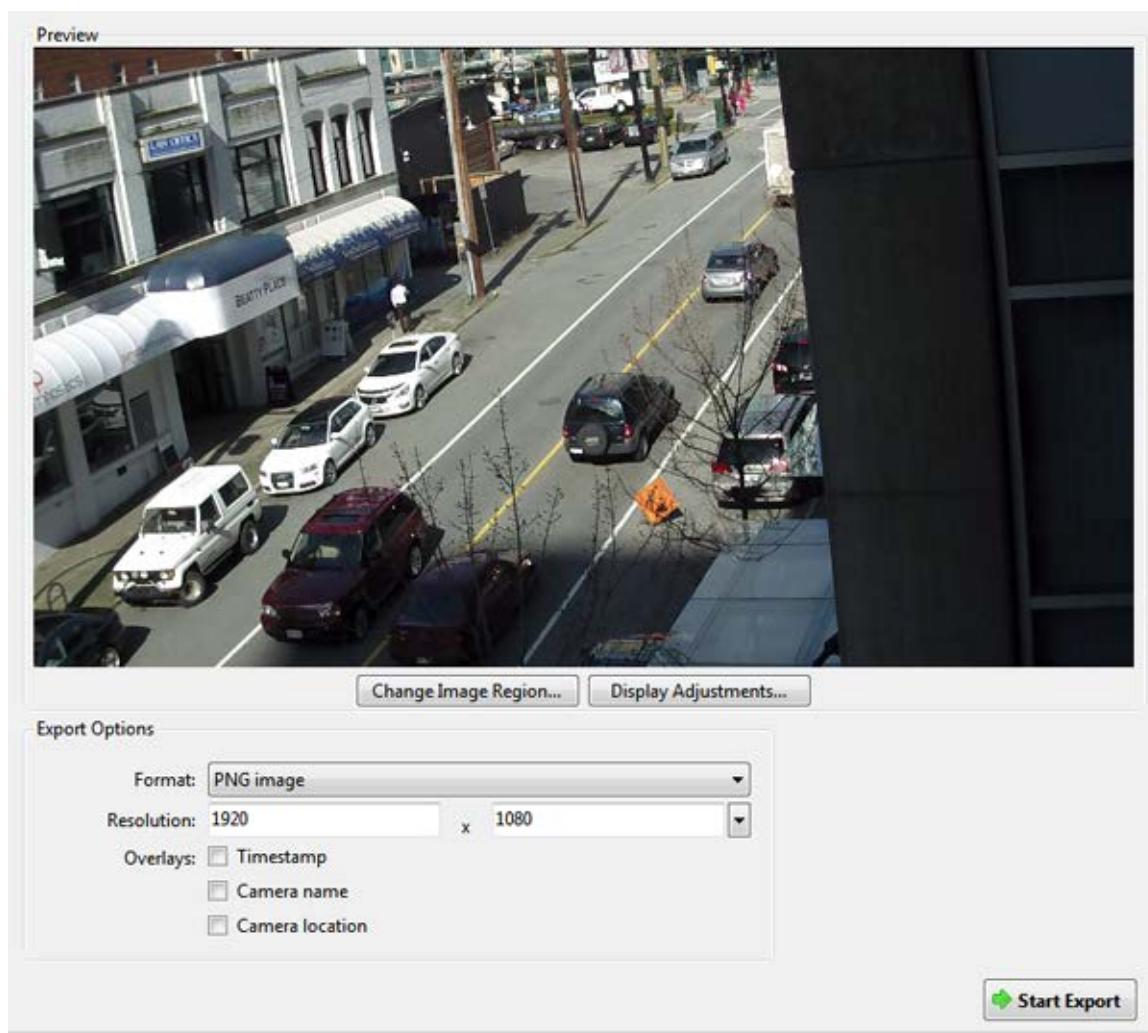


Figure A. Export tab for Snapshot export

2. In the **Format** drop down list, select an export format.
3. For the selected export format, define your preferences:

Format	Export options
Native Note: The Native format requires the Avigilon Control Center Player to view.	<p>This is the recommended export format because the exported image maintains its original compression and can be authenticated against tampering in the Avigilon Control Center Player.</p> <ul style="list-style-type: none"> ▪ Select the Export the Control Center Player Installer check box if you want a copy of the Avigilon Control Center Player to be distributed with your Native image file.
PNG	<ol style="list-style-type: none"> 1. 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.

	<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.

	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**.

Appendix

Updating the Client Software

Avigilon Control Center Client software updates are typically included with the Avigilon Control Center Server update packages. When you first open the Client software, the following dialog box will appear if a Client software update is available:

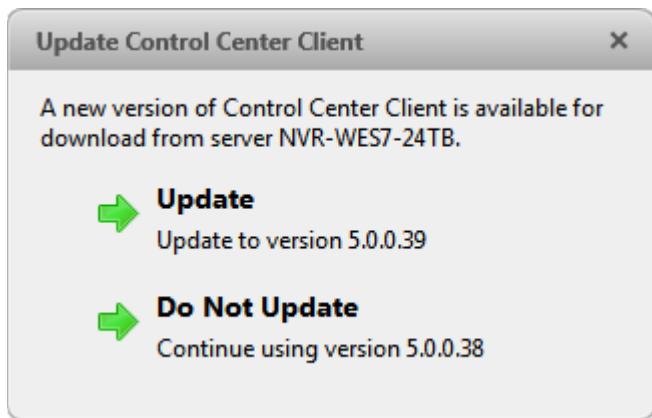


Figure A. Update Control Center Client

- Click the **Update** button to allow the Client software to update. The software update is automatically downloaded. The following dialog box will appear to show the download progress:

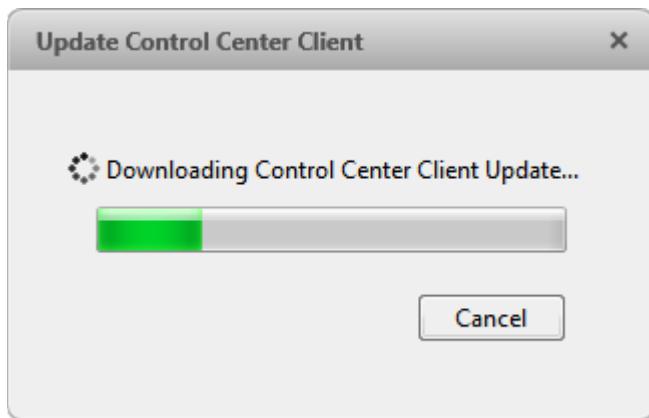


Figure B. Update progress

When the update has finished downloading, click **Update Control Center**. When the installation wizard appears, follow the prompts to complete the update.

- Click **Do Not Update** to continue working with the Client software without updating. The Client software will not be updated, and you can continue working with software as before.

The Client software can also be downloaded from the Software Download page of the Avigilon website:
<http://avigilon.com/#/support-and-downloads/for-software/software-updates-and-downloads/>

Accessing the Web Client

You have the option of accessing cameras in your Site through the Web Client. The Web Client is a simplified version of the Client software. It allows you to monitor your surveillance system, search for video events and export recorded video outside the Client software. Be aware that you cannot modify any system settings through the Web Client.

To access the Web Client, you need the IP address and port number of the server in your Site - this information is listed at the top of the server's Setup tab.

Note: The Web Client is only compatible with the 32-bit Internet Explorer browser.

1. To access the Web Client, open Internet Explorer and enter the following address:
http://<server ip address>:<port number>/ (For example, http://192.168.2.62:38880/)

If you have not accessed the Web Client before, you may be prompted to install the required plug-in software before the Web Client will open.

2. When the login screen appears, enter your username and password for the Site.

The Web Client is opened in your browser, and you can access the video and cameras that are connected to the server.

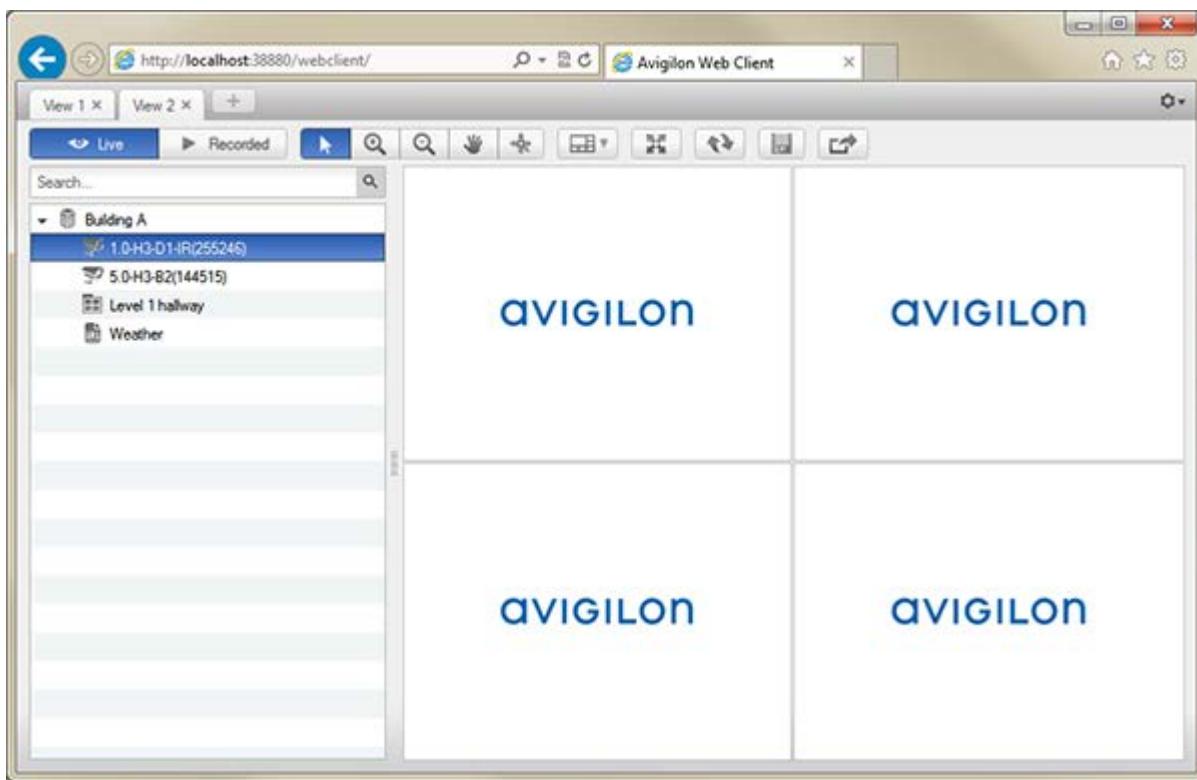


Figure A. Avigilon Control Center Web Client

Reporting Bugs

If an error occurs in the Avigilon Control Center, you can contact Avigilon Support at support@avigilon.com or +1.888.281.5182 option 1.

To help diagnose your problem, the Avigilon Technical Support team may ask you to provide a System Bug Report. The System Bug Report is a zip file generated by the Avigilon Control Center Client software that contains the system log and error reports for each of the servers you have access to.

1. Select **System Bug Report....**
2. When the Download System Bug Report dialog box appears, click **Download**.
3. In the Save As dialog box, name the file and click **Save**.
4. Once the System Bug Report has downloaded successfully, click **Close**.

Keyboard Commands

Use any of the keyboard commands below to help you navigate the Avigilon Control Center Client software.

The Key Combination column shows the commands used on a standard keyboard, while the Keypad Combination column shows the commands used on an Avigilon USB Professional Joystick Keyboard.

Image Panel & Camera Commands

Command	Key Combination	Keypad Combination (Image Panel buttons)
Select an image panel		
Image panel # are displayed after pressing the first key.	*  + <image panel #> + 	 + <image panel #> + 
Add a camera to View The camera <i>logical ID</i> is required.	/  + <logical ID> + 	 + <logical ID> + 
Select the next image panel		
Select the previous image panel	 + 	
Clear image panel selection	*  + 0  + 	
Remove camera from the selected image panel		
Maximize/Restore the selected image panel	 + 	
Replay 30 seconds	 + 	

Replay 60 seconds	Ctrl + .	
Replay 90 seconds	Ctrl + /	
Add bookmark for selected camera Note: For recorded video only.	Ctrl + B	
Start/Stop manual recording for selected camera	R	
Take a snapshot of the selected image panel	F4	
Display linked POS/camera	Ctrl + I	

View Commands

Command	Key Combination	Keypad Combination (View buttons)
Select the next View	Ctrl + Tab	NEXT 2
Select the previous View	Ctrl + Shift + Tab	PREV 1
Jump to View	Ctrl + 1 to 9	
Start/Stop cycle Views	Ctrl + Y	

Open a new View	Ctrl + T	
Close current View	Ctrl + W	CLOSE  6
Open a new window	Ctrl + N	
Switch current View to display live video	Ctrl + L	
Switch current View to display recorded video	Ctrl + P	
Remove all cameras from the current View	Ctrl + Backspace	
Full screen a View End full screen	F11	

View Layout Commands

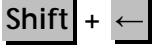
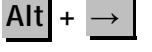
Note: Customized View layouts are linked to their position in the Layouts list. For example, if your custom layout is placed at the top of the Layouts list, you can use the keyboard command for layout 1 to select the custom layout.

Command	Key Combination	Keypad Combination (View buttons)
Change to layout 1	Alt + 1	LAYOUT  + PREV 
Change to layout 2	Alt + 2	LAYOUT  + NEXT 
Change to layout 3	Alt + 3	LAYOUT  + OPEN 

Change to layout 4	Alt + 4	LAYOUT 4 + LAYOUT 4
Change to layout 5	Alt + 5	LAYOUT 4 + 5
Change to layout 6	Alt + 6	LAYOUT 4 + CLOSE 6
Change to layout 7	Alt + 7	LAYOUT 4 + 7
Change to layout 8	Alt + 8	LAYOUT 4 + 8
Change to layout 9	Alt + 9	LAYOUT 4 + 9
Change to layout 10	Alt + 0	LAYOUT 4 + 0
Change to next layout	Alt +]	
Change to previous layout	Alt + [

Playback Commands

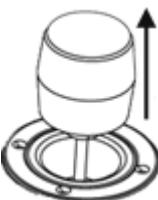
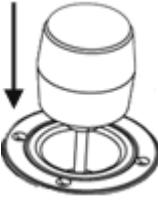
Command	Key Combination	Keypad Combination (Timeline buttons)
Play/Pause	Spacebar	
Increase playback speed	Page Up	
Decrease playback speed	Page Down	

Step to next frame	<u>Shift</u> + 	
Step to previous frame	<u>Shift</u> + 	
Go to next event	<u>Alt</u> + 	
Go to previous event	<u>Alt</u> + 	
Go forward one second	<u>Ctrl</u> + 	
Go forward five seconds	<u>Ctrl</u> + <u>Shift</u> + 	
Go back one second	<u>Ctrl</u> + 	
Go back five seconds	<u>Ctrl</u> + <u>Shift</u> + 	
Zoom in on the Timeline	<u>Ctrl</u> + <u>Alt</u> + 	
Zoom out on the Timeline	<u>Ctrl</u> + <u>Alt</u> + 	
Scroll forward on the Timeline	<u>Ctrl</u> + <u>Alt</u> + 	
Scroll backward on the Timeline	<u>Ctrl</u> + <u>Alt</u> + 	
Go to start of the Timeline	<u>Ctrl</u> + <u>Alt</u> + <u>Home</u>	

Go to end of the Timeline	Ctrl + Alt + End	
Center the Timeline on the time marker	Ctrl + C	

PTZ Commands (Digital and Mechanical)

Command	Key Combination	Keypad Combination (PTZ buttons)
Toggle PTZ controls	Ctrl + D	
Zoom in		
Zoom out		
Pan left		
Pan right		

Tilt up		
Tilt down		
Open iris	Home	
Close iris	End	
Focus near	Insert	
Focus far	Delete	
PTZ menu left		
PTZ menu right		
PTZ menu up		
PTZ menu down		
Activate preset	Q + <Preset #>	PRESET + <Preset #> + ENTER
Run pattern		PATTERN + <Pattern #> + ENTER

Start auxiliary	W + <Aux #>	 + <Aux #> + ENTER
Stop auxiliary	E + <Aux #>	 + <Aux #> + ENTER