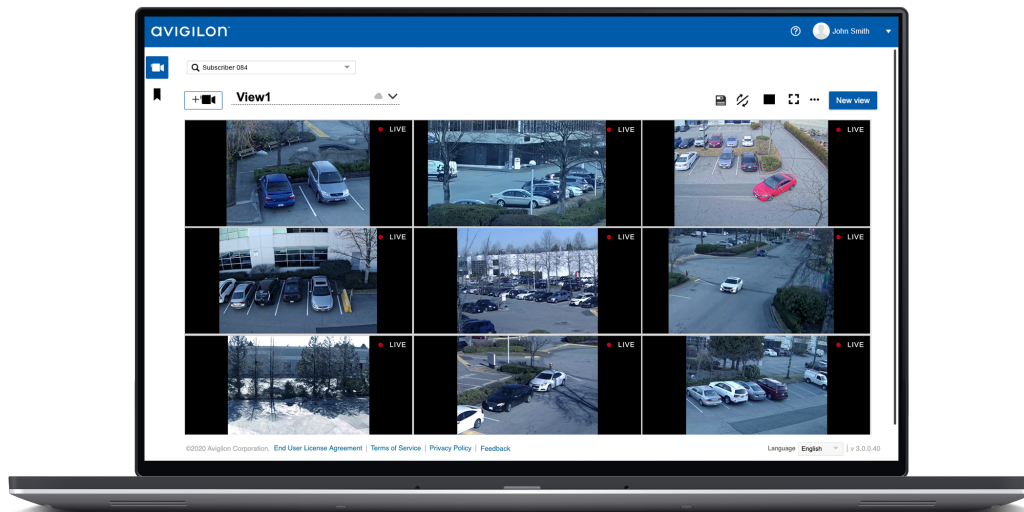




Avigilon Cloud Services Getting Started Guide

Avigilon Cloud Services enables a modern cloud-connected user experience, accessible from a web browser. It lets Avigilon Control Center (ACC) sites connect to the cloud and take advantage of capabilities and features that provide centralized access across distributed systems. Avigilon Cloud Services simplifies management of physical security systems for multi-site facilities and distributed security systems from anywhere.



System Requirements

Software Requirements

- ACC™ Server software version 7.12 or later
- ACC Web Endpoint Service version 7.12 or later

Sites with ACC software below this version may not have access to complete Avigilon Cloud Services functionality.

Supported Cameras

- Avigilon H5 Pro cameras
- Avigilon H5A, H5SL and H5M cameras
- Avigilon H4A and H4SL cameras
- Avigilon H4 Fisheye cameras without dewarp
- Avigilon H4 Pro cameras
- Avigilon HD Multisensor cameras
- Avigilon pan, tilt, and zoom (PTZ) cameras
- Avigilon Multihead cameras
- Avigilon HD Pro cameras
- ONVIF® Profile S cameras
- Analog cameras with the use of an [Avigilon analog encoder](#) or an ONVIF encoder

ONVIF is a trademark of Onvif, Inc.

Currently all cameras must use H.264 format. H.265 video streaming is only supported on Safari® browsers. Avigilon Edge Solution (ES) cameras and video dewarp are not supported.

Supported Browsers

The following browsers are supported on Windows 10, macOS®, and Chromebook™ devices:

- Google Chrome™ browser version 72.0 or later
- Safari browser version 12.1 or later
- Microsoft Edge browser version 80.0.361 or later

Browsers on mobile devices are currently not supported.

Supported Devices

- ACC Mobile 3 app version 3.18 or later available on the App Store and the Google Play™ store

Connecting ACC to the Cloud

This section describes how to connect your ACC site to Avigilon Cloud Services so users can view video from their browser or mobile device.

Before Connecting Your ACC Site

- Ensure your ACC site has Internet access.
- Ensure that each ACC Server is version 7.12 or later and that the same version of the ACC Web Endpoint Service is installed and running.
- If you have a multi-server site, add all servers to the site before connecting to Avigilon Cloud Services. Otherwise you will have to disconnect the individual servers from Avigilon Cloud Services before reconnecting the ACC site.
- Ensure each server has the correct time zone, date, time, and daylight saving time settings. For a multi-server site, ensure the servers are synchronized to a network time protocol (NTP) server.

Registering Your Organization

Administrators should register their organization in Avigilon Cloud Services. This organization can include one or more ACC sites and provides users with access to cameras across all sites.



1. In your browser, go to cloud.avigilon.com.
2. Select a [region](#)* then click **Not registered? Sign up**.
3. Enter the organization name and your contact information. Click **Submit**.
4. A registration email will be sent. Complete your registration:
 - a. In the email, click the registration link. This link is only valid for 24 hours.

If the link expires, register your organization again.
 - b. Create a password. This password is unique to Avigilon Cloud Services and does not need to match your ACC password.

If you are a federated user, you are not prompted to set a new password. Avigilon Cloud Services will use your identity provider credential, such as a Microsoft account.
 - c. Select your **Preferred communication language**. This sets the language for emails from Avigilon Cloud Services.
 - d. Click **Submit**, then click **Sign in** and enter your credentials.

Adding a Site to Your Organization

1. After the organization has been created, get an activation code in Avigilon Cloud Services:
 - a. In the Sites tab, click **Add site**.
 - b. Enter the site name, address, and select a Primary Contact who will receive email notifications about the site.
 - c. Click **Add**. A code is displayed.
2. Copy the code and enter it in the ACC Client software:



- a. In the New Task menu , click **Site Setup**.
- b. Click the site name, then click **Avigilon Cloud Services** .
- c. Click **If you have an activation code, click here..**
- d. Enter the activation code and click **Connect**.

The system should connect shortly. If the system takes more than 15-20 minutes to finalize the connection, disconnect your site and try again.

Adding Users to Avigilon Cloud Services

After the ACC site is connected, an ACC administrator can enable users to access Avigilon Cloud Services. Users imported from Active Directory or ACM™ can also be enabled, however these users will have a unique password for Avigilon Cloud Services that may differ from their ACC password.

In the ACC Client:

1. In the New Task menu , click **Site Setup**.
2. Click the site name, then click **Users and Groups** .
3. Select a user, then click **Edit User**.
4. Enter an email address if not already specified. This will be the username in Avigilon Cloud Services.
5. Select the **Connect** checkbox and click **OK**.
6. Click **Yes** to confirm the email address.

The user will receive an email invitation with a registration link that expires within 24 hours. If the email does not appear, check the junk or spam folder.


Signing In to Avigilon Cloud Services

Users can sign in with their Avigilon Cloud Services credentials at cloud.avigilon.com and on the ACC Mobile 3 app.

Giving Users Additional Privileges

Avigilon Cloud Services administrators can manage sites, users, and view the System Health dashboard. Avigilon Cloud Services managers can also view dashboards without site or user management privileges. You can elevate users to be an administrator or manager.

In Avigilon Cloud Services:

1. On the  Organization Management page > Users tab, select a user.
2. In the **Role** drop-down list, select Administrator or Manager.
3. Click **Save**.

* Avigilon Cloud Services Regions

Selecting the default region or USA will host your organization and accounts on Microsoft Azure servers in the United States. Selecting Asia Pacific or Oceania will host your account in Australia. All other options will host your account in Canada. Note that all users must select the same region to log in to their accounts.

For More Information

- For more information and support, visit help.avigilon.com/cloud.
- Contact Avigilon Technical Support [online](#) or by phone US/Canada: **+1.888.281.5182** Option 1, then Option 5

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