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AVIGILON **BLUE**™

Avigilon Blue Service Dealer User Guide

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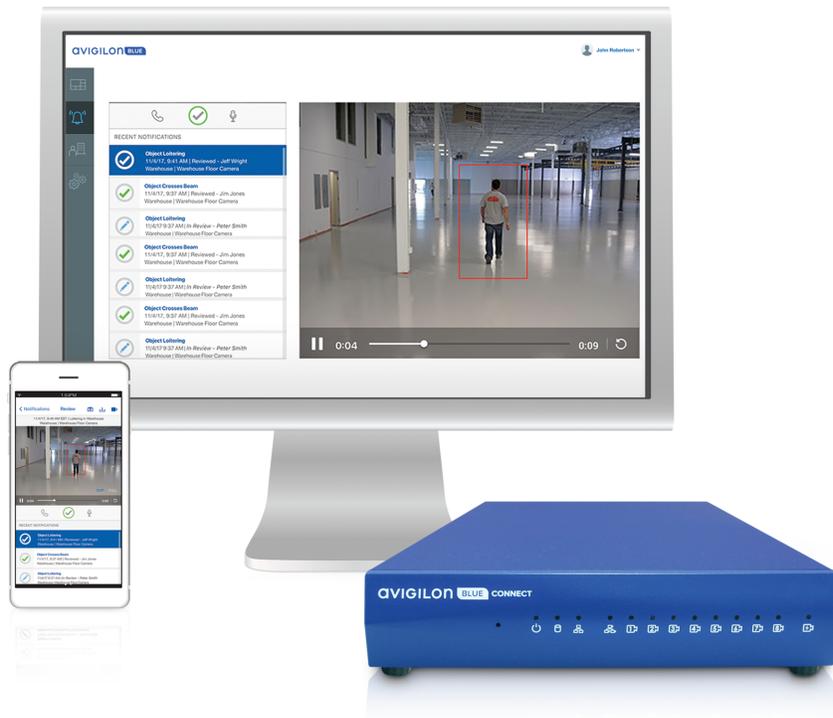
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Introduction

Avigilon Blue video security service is a powerful cloud service platform for security and surveillance that is purpose-built for Avigilon dealers and their customers. It allows dealers to remotely support and service sites with fewer resources, enabling them to scale their business faster while providing even greater value to their customers. For subscribers, Avigilon Blue provides advanced cloud technology for easy and secure smart notifications, system upgrades, and new services pushed directly from the cloud.



What's in this guide?

This guide is for Avigilon Blue Dealers. It covers how to:

- Set up subscriber accounts.
- Configure the Avigilon Blue Connect device.
- Configure cameras within the Avigilon Blue service.
- Monitor live and recorded video.
- Respond to security and health notifications.

System Requirements

To use the Avigilon Blue service, you need:

- An Avigilon Blue service subscription.
- At least one Avigilon Blue Connect device.
- An Avigilon or ONVIF® Profile S compliant camera.
- Internet connection.

ONVIF is a trademark of Onvif, Inc.

Supported Browsers

The Avigilon Blue service is browser-based and supports Windows and Mac versions of:

- Google Chrome™ browser.

No plug-ins or downloads are required.

Avigilon Blue uses the [WebRTC](#) standard to support viewing live and recorded video without port forwarding or other means that decrease network security.

Avigilon Blue does not currently support Microsoft's version of WebRTC, so Microsoft Edge browsers are not supported at this time. Avigilon Blue does not support Internet Explorer or Safari browsers.

Supported Devices

The Avigilon Blue mobile app gives you the ability to monitor video and event notifications from your iOS or Android™ device. The Avigilon Blue app is available for free on the [App Store](#) and the [Google Play™ store](#).

The minimum device requirements are:

- iOS 9 or later.
- Android 6.0 or later.

Bandwidth Requirements

There are two factors that affect your stream quality:

- Your internet service provider.
- The stream out rate of your Avigilon Blue Connect device.

Streaming Live and Recorded Video

Streaming video uses download bandwidth. Check your internet service provider's download speed.

The following table describes how many streams you can have at the same time based on your device. Each user viewing each camera will take up a concurrent stream.

	4-Channel	8-Port	16-Channel
Stream out rate (Mbps)	30	50	120
Number of concurrent streams*	10	15	40

*Examples are based on a 3 MP camera running at 6 fps, which requires 1-3 Mbps depending on the video quality.

Downloading Video

Downloading video uses upload bandwidth.

If you have an upload speed of 5 Mbps, only one user can download high quality video from one 3 MP camera running at 6 fps. Up to 5 users could concurrently download low quality video from the same camera.

Getting Started

Registering Your Account

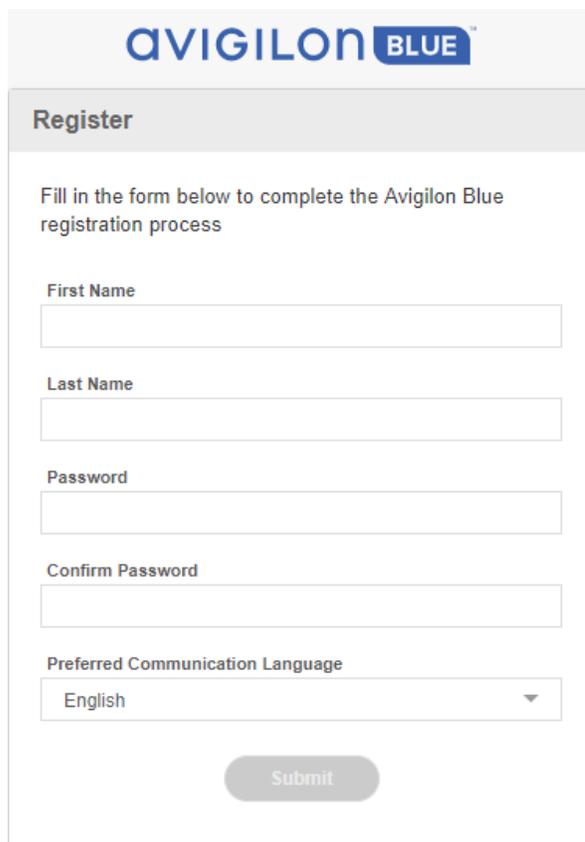
When an Administrator invites you to Avigilon Blue software, you'll receive an email invitation from the Avigilon Blue Team.

Register your account to access the Avigilon Blue site.

1. In the email, click the registration link.

If your email program does not support links, copy and paste the provided URL into your browser's address bar.

The Register page is displayed.



AVIGILON BLUE

Register

Fill in the form below to complete the Avigilon Blue registration process

First Name

Last Name

Password

Confirm Password

Preferred Communication Language
English ▼

Submit

2. Enter your information and create a password.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$ @ # ! % * ? & + \ < > . _ - ~ : ; = ^] | ' ` { / } () { }

Your password cannot include the word "Password".

3. Select your **Preferred Communication Language** from the drop-down list.

This option sets the language for Avigilon Blue email communications.

4. Click **Submit**.

A success message will confirm your account is registered.

5. Click **Sign In** and enter your credentials.

The End User License Agreement dialog box is displayed.

6. Select the check box and click **Accept**.

Your account is registered.

Signing In

Sign in to manage your organization.

Note: If you forget your password you can use the **Forgot your password** link to receive an emailed link to reset your password. For more information, see *Forgot Your Password?* on page 130.

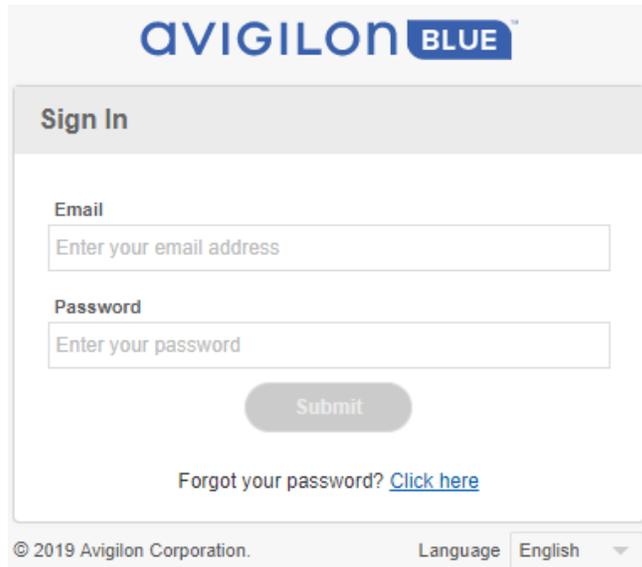
In Your Browser:

1. Go to blue.avigilon.com.

The Select your region page is displayed.

2. Select the appropriate region. Your credentials will only work for the regions you're assigned to.

The Sign In page is displayed.



3. Enter your email and password.

Optional: You can select your language from the **Language** drop-down list.

4. Click **Submit**.

You are signed in.

On Mobile:

1. To open the Avigilon Blue mobile app, tap .

The Sign In page is displayed, and the United States region is selected at the bottom of the page.

2. To change your region, tap **Change** and select the appropriate region. Your credentials will only work for the regions you're assigned to.
3. Enter your email and password.
4. To remember your password the next time you sign in, tap **Save Password**.

Optional, iOS only: You can select your language from the **Language** drop-down list.

5. Tap **Sign In**.

You are signed in.

Navigating the Platform

When you sign in to your Avigilon Blue account, you will see:

- Organization drop-down list on the top-left side of the page. Use this to search for and manage subscribers. For more information, see *Accessing a Subscriber Organization* on the next page.
- Account information, Help, and a Sign Out button in the top-right corner.
- Page tabs and a toolbar across the top of the page.
- Menu options on the left side of the page.

Icon	Description
	View information about subscriptions, devices, upgrade opportunities, and renewal periods at a glance.
	Monitor live and recorded video from one or more cameras.
	View and manage your video bookmarks.
	View the notification dashboard, review notifications, and respond to alarms.
	Manage your sites, users, schedules and contacts.
	Manage your Avigilon Blue Connect devices and cameras.

On Mobile:

When you sign in to your Avigilon Blue account, you will see:

- Page title and options along the top of the page.
- Menu options along the bottom of the page.

Icon	Description
	Review and respond to your notifications.
	Manage devices and monitor live and recorded video.
	View your favorite cameras.
	Sign out, change your organization or language, receive help and view app information.

Accessing a Subscriber Organization

You can view and manage subscriber sites from your Avigilon Blue account by default. This is useful if you need to manage a camera or Avigilon Blue Connect device on your subscriber's behalf.

You can access subscriber organizations three ways:

- Using the organization drop-down list.
- Changing organizations.
- Tapping  in the mobile app.

Use the organization drop-down list if your level of access does not affect your task. Change organizations if you need to use a different level of access.

Using the Organization Drop-Down List

When you use the organization drop-down list, your user role in the subscriber organization remains the same as your user role in your dealer organization. For example, if you are a Responder in your dealer organization, you can only act as a Responder, not an Administrator, in the subscriber organization.

1. In the top-left corner, in the organization drop-down list, begin typing to search for a subscriber.
2. Click the subscriber you want to manage.

You can now manage the subscriber's site.

To go back to your dealer organization:

- In the organization drop-down list, select your dealer organization.

Changing Organizations

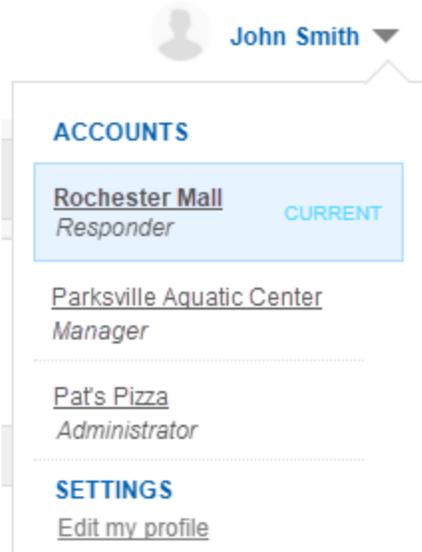
To change organizations, you must have a user account in the subscriber organization using the same email address as your dealer account.

When you change organizations, you can have a different user role. For example, if you are a Responder in your dealer organization, but your user role in a subscriber organization is an Administrator, you can act as an Administrator in the subscriber organization.

In Your Browser:

1. In the top-right corner, click your name.

Your account information is displayed.



2. Click the subscriber organization you want to manage.

Your user account and role is updated.

On Mobile:

1. Tap **Settings** .
2. Tap **Organization** and select the subscriber organization you want to manage.
3. *Android only:* Tap **OK**.

Your user account and role is updated.

Signing Out

When you are finished monitoring your Avigilon Blue site, sign out.

In Your Browser:

- In the top-right corner of your browser, click **Sign Out**.

You are signed out.

On Mobile:

- Tap **Settings** , then tap **Sign Out**.

You are signed out.

Subscriber Management

When you sign up a new customer for the Avigilon Blue service, Avigilon Customer Order Management creates an Avigilon Blue subscriber organization and adds it to your dealer organization. You can manage your subscribers' sites, users, and devices from your Avigilon Blue account.

Tip: Contact Avigilon Customer Order Management to remove subscriber sites and organizations.

Placing an Order

Once you reach an agreement with a subscriber, perform the following steps to create their organization, specify their subscription plan, and provide access to the Avigilon Blue service.

1. Create a purchase order and email it to orders@avigilon.com.

Avigilon Customer Order Management will email you the *Avigilon Blue – End Customer Site Registration Form*.

2. Complete the form and return it to orders@avigilon.com.

Using this information, Avigilon Customer Order Management will create a subscriber organization and add it to your dealer organization.

The Site Contact will become an Administrator in the subscriber organization and receive an email to register an account to access their Avigilon Blue site.

Health Monitoring

The Avigilon Blue service lets you receive device health notifications from your subscribers to provide proactive customer support.

When a subscriber's cameras experience problems or fail, you can receive notifications on your mobile device or in the Notification Center before sending dispatch to investigate.

To provide health monitoring services for your subscriber, an Administrator must enable health notifications for each of the subscriber's sites.

Enabling Health Monitoring

1. On the Organization Management page, in the Subscribers tab, double-click the subscriber you want to view.

The subscriber's sites are listed.

2. Double-click the site you want to enable health monitoring for.

The Edit Site dialog box is displayed.

3. Select the **Health Monitoring** check box.
4. Click **Save**.

You will begin to receive device health notifications in the Notification Center or on your mobile device.

For more information, see *Health Notifications* on page 111.

Disabling Health Monitoring

1. On the Organization Management page, in the Subscribers tab, double-click the subscriber you want to view.

The subscriber's sites are listed.

2. Double-click the site you want to disable health monitoring for.

The Edit Site dialog box is displayed.

3. Clear the **Health Monitoring** check box.
4. Click **Save**.

You will no longer receive device health notifications.

Viewing Subscriber Information

View information about your subscribers, like their contact information and status, on the Organization Management page in the **Subscribers** tab.

- Use the search bar to filter subscribers by organization name.
- Double-click an organization to view information about its sites and subscriptions.

Subscription Center

The Subscription Center displays information about subscriptions, devices, upgrade opportunities, and renewal billing cycles at a glance. You can view information based on your current or previous billing cycle (30 days). Use the Subscription Center to keep track of subscriber trends and identify business opportunities.



To view the Subscription Center, click .

Increases and decreases during the specified billing cycle are displayed in green and red. If there were no changes during the specified billing cycle, these metrics are displayed in gray.

The following table describes each card in the Subscription Center.

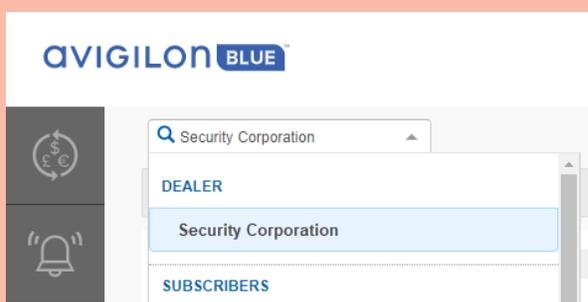
Card	Description
Subscribers	<p>The total number of subscribers in your organization during the specified billing cycle.</p> <ul style="list-style-type: none">  Subscribers added.  Subscribers removed.
Subscription Changes	<p>The total number of subscription changes during the specified billing cycle.</p> <ul style="list-style-type: none">  Upgraded subscriptions.  Downgraded subscriptions during the specified billing cycle.
Total Sites	<p>The total number of sites across all subscriber organizations during the specified billing cycle.</p> <ul style="list-style-type: none">  Sites added.  Sites deleted.
Sites Monitored	<p>The total number of sites subscribed to health monitoring during the specified billing cycle.</p> <ul style="list-style-type: none">  Monitoring enabled.  Monitoring disabled.
Servers	<p>The total number of Avigilon Blue Connect devices across all subscriber organizations during the specified billing cycle.</p> <ul style="list-style-type: none">  Devices added.  Devices removed.
Cameras	<p>The total number of enabled cameras across all subscriber organizations during the specified billing cycle.</p> <ul style="list-style-type: none">  Cameras added.  Cameras removed.
Subscription Plans	<p>The distribution of subscription plans across your subscribers during the specified billing cycle.</p> <ul style="list-style-type: none">  Subscriptions added.  Subscriptions removed.

Card	Description
Renewal Periods	The distribution of renewal billing cycles across subscription plans during the specified billing cycle.
Upgrade Opportunities	A list of subscriber sites ordered by number of subscription channels used. These subscribers may need to upgrade their subscription plan.
Due for Renewal or Expiring Soon	A list of subscriber sites ordered by subscriptions that are about to expire. The Date column shows when their subscription will renew.

Central Station Monitoring

You can enable central station monitoring using SureView Systems Immix® CS software or a custom webhook integration to deliver an end-to-end solution for your subscribers. Once enabled, video analytics alarms with video verification clips are sent to the central station for review using the central station software. The central station can also view live video, trigger digital outputs, and talkdown from cameras that support audio output.

Important: To enable central station monitoring for your subscribers, you must be signed in to your dealer organization. You cannot enable central station monitoring if you are signed in as a subscriber. You'll know you're signed in as a dealer if you see your dealer organization in the drop-down list in the top-left area.



SureView Immix CS

Preparing a Central Station Connection

To connect your Avigilon Blue organization to the SureView software, work with a SureView sales engineer to determine the following:

- The SureView software hostname. This is the IP address of the SureView configuration.
- The SureView software port number. This is usually 25.
- The SureView **Sync System** title.

The SureView sales engineer will create a **Sync System** in the SureView software using the specified credentials. You will need the title of this Sync System when enabling central station monitoring for a site. For more information, see *Enabling Site Monitoring* on the next page.

Creating a Central Station

Once you have the above information, use it to set up central station monitoring. You can set up a single central station to monitor all of your sites or multiple central stations to help organize the different subscribers and sites that will be monitored.

1. Go to **Organization Management > Monitoring > Central Stations**.
2. Click **Add**.

The Add Central Station dialog box opens.

3. Enter a descriptive Name for the central station.
4. Select the central station software from the **Type** drop-down list.
5. Enter a **Username** and **Password**.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$ @ # ! % * ? & + \ < > . _ - ~ ; : = ^] | ' ` { / } () { }

Your password cannot include the word "Password".

6. In the **Hostname:Port** box, enter the SureView software hostname and port number, determined in *Preparing a Central Station Connection* on the previous page. The hostname and port number should be separated by a colon. For example: 12 . 34 . 56 . 789 : 25.
 7. Click **Save**.
- A success message is displayed and the new central station is added to the list.
8. Click the **Connection** toggle to enable the connection to the central monitoring software.



A success message is displayed.

Enabling Site Monitoring

Central station monitoring is enabled on a per-site basis. You must be an administrator in both the Avigilon Blue service and the SureView software. This process involves copying and pasting information across both platforms. We recommend you open each platform in a separate browser window or tab. The procedure consists of four parts.

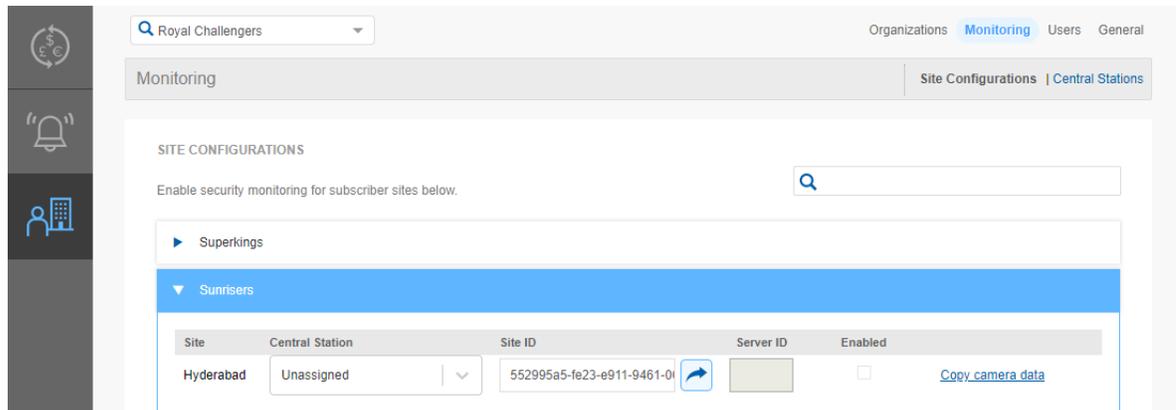
- *Part 1: Configuring Subscriber Sites* below
- *Part 2: Syncing Sites* on the next page
- *Part 3: Saving the Changes* on page 18
- *Part 4: Testing the Integration* on page 18

Part 1: Configuring Subscriber Sites

In the Avigilon Blue service:

1. Go to **Organization Management > Monitoring > Site Configurations** and expand a subscriber organization to view their sites.

Note: You will only see sites you have access to.



2. Select the central station you created from the drop-down list.
3. Click  to copy the **Site ID**.

Part 2: Syncing Sites

In the SureView software:

1. On the Setup page, click **Add a Site**.
The Add A New Site wizard is displayed.
2. Select a parent site. The new site will be placed under the parent site.
3. Enter the required site details and click **Next** until you reach the Site Syncing page.
4. On the Site Syncing page, click **Add Sync Settings**.

The Syncing details are displayed.

- a. In the **Sync System** drop-down list, select the title of the Sync System provided in *Preparing a Central Station Connection* on page 15.
- b. In the **Identifier** box, paste the Avigilon Blue Site ID copied above.
- c. Confirm that the **Enabled** check box is selected.
- d. Click **Done**.

The SureView software will connect to the Avigilon Blue site and load all connected cameras. This may take a few minutes. When the process is complete, a green check mark is displayed.

5. Click **Next** until you reach the Summary page.
6. Copy the **Identifier** number displayed at the top of the Summary page.

Part 3: Saving the Changes

On the Avigilon Blue service Site Configurations tab:

1. In the **Server ID** box, paste the Identifier number from the SureView Summary page.

Site	Central Station	Site ID	Server ID	Enabled
Hyderabad	Waves Monitoring	552995a5-fe23-e911-9461-01	161	<input checked="" type="checkbox"/>

[Copy camera data](#)

Save

2. Select the **Enabled** check box.
3. Repeat Parts 1-3 to enable monitoring for any additional sites.
4. When all sites are synced in the SureView software and you have entered the **Server ID** for each site, click **Save**.

A success message is displayed, and central station monitoring is enabled for all selected sites.

Part 4: Testing the Integration

To confirm that central station monitoring works as expected, trigger a notification on an Avigilon Blue camera. For example, if the camera is configured to create a notification if a person is detected in the field of view, walk in the camera's field of view for a few seconds.

The notification should appear in both the Avigilon Blue service in the Notification Center and in the SureView Immix software under the Alarms tab. A quick way to check for notifications during testing is with the mobile app.

Troubleshooting

Sometimes it can take a few minutes before the integration is complete. You will only see alarms in the SureView software for events that occurred after the integration is complete.

If you do not receive any alarms after approximately 10 minutes, double-check the following settings:

- The correct **Server ID** has been entered.
- The correct Central Station **Type** was selected. See *Creating a Central Station* on page 15.

If all settings are correct and you still cannot view alarms in the SureView software, contact Avigilon technical support.

Adding Devices to a Monitored Site

If additional cameras or devices are added to a monitored Avigilon Blue site, the SureView site must be resynced.

In the SureView software:

1. On the Setup page, click **Edit Sites**.
2. Select the site and in the right-hand area, click **Edit Details**.
3. Click **Next** until you reach the Site Syncing page.
4. Next to the Sync System, click .

The Syncing details are displayed.

5. Click **Update**.

The SureView software will connect to the Avigilon Blue site and load all new cameras. This may take a few minutes. When the process is complete, a green check mark is displayed.

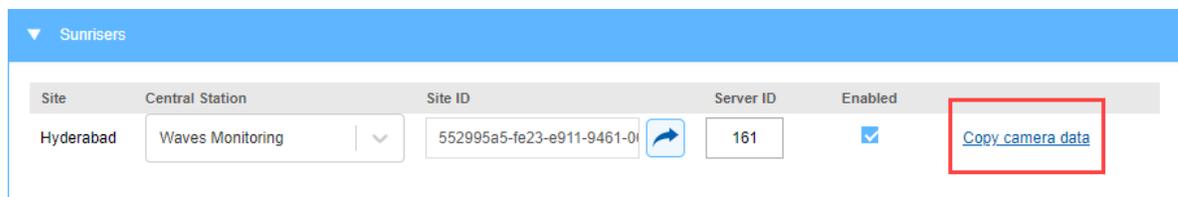
6. Click **Finish**.

Manually Adding Cameras to a Monitored Site

If supported by your central station monitoring provider, you can copy your camera information from an Avigilon Blue site so it can be used to manually add and configure cameras to a site that is already set up with the central station software. This can be used to add new cameras to a site that has already been synced with the monitoring provider.

On the Avigilon Blue service Site Configurations tab:

1. Expand a subscriber organization to view their sites.
2. Find the site that you want to manually add the camera for and click **Copy camera data**.



3. The link text says **Copied to clipboard** to confirm all of the camera data for that site has been copied to your clipboard.
4. Paste the camera data into a text editor or word processor. This data can be used to add all of the cameras or certain cameras to the central station software. The camera data will be similar to the example below which only shows the data from one camera:

Camera Name

2.0-H3M-DO1 (Front Lobby)

Camera Extra Value

```
{ "cameraId": "15209972-b25f-e911-b047-00155d9bfc9d",  
  
  "cameraRemoteId": "4xIx1DMwMLSMDWwTLZITtFLTsw1MBASKDCo4Nnc67V1B9dClDTKBUS  
A",  
  "cameraDeviceId": "68974eeb-7151-e911-b047-00155d961cec",  
  "cameraTenantId": "d6b2eeb9-d04c-e911-867a-00155d95de7a" }
```

5. Connect and login to the SureView software. On the **Setup** tab, click **Edit Sites**.
6. Select a site in the **Sites List** and click **Manage Devices and Alarms**.
7. Navigate to the **Cameras** tab. Make a note of the number of camera inputs and click **Add a Camera**.
8. Enter the required Camera Details for the camera you are adding:
 - **Input:** Enter a unique integer number to identify the camera. It is recommended to use the number of cameras currently connected to the device +1, as noted in step 7. For example, if there are 3 cameras connected and you are adding the fourth camera to the device, enter **4**.
 - **Camera Name:** Copy the camera name from the camera data that you pasted into notepad in step 4. Paste the camera name directly into this field.
 - **Camera Extra Value:** Copy the *camerald* string from the camera extra value data that you pasted into notepad in step 4. Paste the *camerald* string directly into the **Camera Extra Value** field.

In the step 4 example, the *camerald* string is 15209972-b25f-e911-b047-00155d9bfc9d.

Note: Other fields, such as Camera Quality or Telemetry Speed are optional and can be filled or left with their default settings.

9. Click **DONE**. The new camera will be added to the CURRENT CAMERAS list. Continue to add any other cameras that are needed for this site.

When you are finished adding cameras, proceed to the Summary tab and click **FINISH**.

Webhooks

Preparing a Webhook Integration

Work with your integrator to determine the following:

- The **URI** that will receive the event message.
Include the protocol and domain. HTTPS is recommended.
For example: <https://centralstationprovider.com/98c91d60-4a68-4a91-830e-f5aa6a>
- A **Username** and **Password** for the webhook integration.

- The username should be unique, and does not need to be an email address.

For example: centralstationproviders01

- Your password must contain 8-50 characters and include at least one:
 - Uppercase letter
 - Lowercase letter
 - Number
 - Special character (\$ @ # ! % * ? & + \ < > . _ - ~ ; = ^] | ' ` { / } () { }

Your password cannot include the word "Password".

- A **Shared Secret Phrase** to verify the event message came from the Avigilon Blue service.

Phrases must have 6 or more characters and can include spaces and punctuation. We recommend using 5-7 words in your phrase.

For example: Cool cats know where it's at.

Creating a Webhook Central Station

Once you have the above information, use it to set up central station monitoring. You can set up a single central station to monitor all of your sites or multiple central stations to help organize the different subscribers and sites that will be monitored.

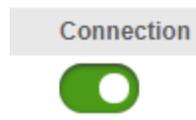
1. Go to **Organization Management > Monitoring > Central Stations**.
2. Click **Add**.

The Add Central Station dialog box opens.

3. Enter a descriptive Name for the central station.
4. In the Type drop-down list, select **Webhook**.
5. Enter the **URI, Username, Password, and Shared Secret Phrase** determined in the previous step.
6. Click **Save**.

A success message is displayed and the new central station is added to the list.

7. Click the **Connection** toggle to enable the connection to the central monitoring software.



A success message is displayed.

Testing the Webhook Connection

- Next to the webhook, click **Test**.

A sample notification is sent to the URI.

Enabling Site Monitoring

Central station monitoring is enabled on a per-site basis.

1. In the **Site Configurations** tab, select a subscriber organization to view their sites.

Note: You will only see sites you have access to.

2. Next to a site, select the Central Station from the drop-down list.
3. Select the **Enabled** check box.
4. Click **Save**. A success message is displayed.

The webhook is now configured to send notifications whenever an event occurs at the subscriber's site.

Disabling Monitoring

To stop sending notifications to a central monitoring service, disable central station monitoring. You can disable central station monitoring on a per-site basis, or for all subscriber configurations using a single central station.

To disable monitoring for a site:

1. In the Site Configurations section, expand a subscriber organization to view their sites.
2. Clear the **Enabled** check box for the site to be disabled.



3. Click **Save** to save your changes.
A success message is displayed.

To disable monitoring for all sites using a single central station:

- In **Organization Management > Monitoring > Central Stations**, click the **Connection** toggle for a central station to disable its connection.

A success message is displayed and central station monitoring is disabled for all subscriber sites that are using that central station.

Managing Your Organization

Administrators can manage an organization from the Organization Management page.

To view the Organization Management page, click .

Sites

A site is an area monitored by the Avigilon Blue service system. It can be a physical location like an office, or a collection of locations.

You can have more than one site, and each site can have multiple Avigilon Blue Connect devices. To add, edit, or delete a site, subscribers can contact their dealer to submit an updated purchase order to Avigilon Customer Order Management.

Each site has a Primary Administrator, who acts as the main point of contact. Administrators can view the sites they have access to on the Organization Management page, in the **Sites** tab. You can view information about your site, like the number of Avigilon Blue Connect devices and cameras connected, and your subscription renewal date.

Tip: Filter sites by City, Region (State or Province), or Country. To clear a filter, click .



Site Details

The following table describes the columns in the Sites list.

Column	Description
Site	The name of your site.
Subscription	The site subscription plan.
Term	The length of the site subscription with your dealer.
Servers	The number of servers connected to the site.
Cameras	The number of cameras connected to your Avigilon Blue Connect devices.
Activation Date	The date your Avigilon Blue site was created.

Column	Description
Renewal Date	The date your subscription will automatically renew.

User Accounts

To access the Avigilon Blue service, you need a user account. When you first sign up for Avigilon Blue, an Administrator user account is created for the primary contact.

Administrators can create and manage user accounts using the Organization Management page, in the **Users** tab. From here, you can add accounts for your team to access one or more sites.

User Roles

There are four types of user roles: Administrators, Managers, Responders, and Viewers. Each role has access to different Avigilon Blue features. A user can have one role that carries across all sites that they have access to. The following table describes the four types of users and the permissions they have.

	Administrator	Manager	Responder	Viewer
Monitor Video	✓	✓	✓	✓
Receive and Respond to Notifications	✓	✓	✓	—
Manage Cameras and Devices	✓	✓	—	—
Manage Sites and User Accounts	✓	—	—	—

Adding a User

To give someone access to the Avigilon Blue service, Administrators can create a user account and select which sites the user can access. The user will receive an email invitation to register their account.

Note: Only one email address can be used for each user account. To add an existing user to another site, see *Updating a User's Site Access* on page 26.

1. On the Organization Management page, in the Users tab, click .

The Add user dialog box is displayed.
2. Enter the user's contact information. An email address is required.
3. In the **Timezone** drop-down menu, select the user's timezone. Any notifications they receive will appear in this timezone.

Tip: You can enter text to search for a timezone.

- In the **Role** drop-down menu, select the user's role. See *User Roles* on the previous page for a description of each role.
- Select whether or not the user should receive **Email Notifications**.
This option will be hidden if a Viewer role was selected.
- Select a site from the **Site Access** drop-down list and select a schedule for **Security** and **Health** for that site.
 - Users can only view video, notifications, and devices for sites they have access to. If you are adding a Viewer-type user, the security and health notification schedules will be set to **Never** and can not be edited.
 - The schedule determines when the user will receive security and health notifications for that site. If a user does not need to receive security or health notifications, select **Never** for those schedules. For more information, see *Schedules* on page 28.
- To give the user access to another site, click **Add**.
- Click **Save**.

An invitation is emailed to the user with a registration link that is valid for 3 days.

When a user clicks the registration link, they will be prompted to create a password. For more information, see *Registering Your Account* on page 4.

Once the user registers, their status will change from Invited to Enabled.

Last Name	First Name	Email Address	Role	Site	Security Notifications	Health Notifications	Phone	Status
Admin	Subscriber	aviglonblu+subscribe...	Administrator	Connected ACC Site	Always	Always		Enabled
				Second Acc Site	Always	Always		
				AvoBlue	Always	Always		
				Inactive Site	Always	Always		
				Waves Coffee	Always	Always		
				Earls	Always	Always		
				Expired Site	Always	Always		
BBB	AAA	a@b.com	Administrator	AvoBlue	Always	Always	123	Invited

Resending a User Invite

If a user does not register within 3 days, their registration link expires. If they click an expired registration link, they will see an error message prompting them to call their administrator. You can resend an invitation.

- On the Organization Management page, in the Users tab, select a user.

The Edit user dialog box is displayed.

- Click **Resend Invite**.

A new invitation is emailed to the user.

Viewing and Editing a User's Details

If a user's contact information or schedule changes, you can update the user account.

1. On the Organization Management page, in the Users tab, select a user.

Tip: You can filter users by their role or site access in the top-right corner.

The Edit user dialog box is displayed.

2. Enter the new information.
3. Click **Save**.

Updating a User's Site Access

If a new Avigilon Blue site is added to an organization, existing users may need to manage or monitor the site. For example, if you upgrade your subscription to add a new site, you need to give existing users access to that site so they can monitor cameras and receive notifications. You can update the user account with the new site information.

For more information, see *Sites* on page 23 or *Schedules* on page 28.

The primary admin user is required to have access to every site so their site access cannot be changed. If primary admin users do not want to receive notifications from sites, they can edit their notification schedules. For more information, see *Updating a User's Schedule* on the next page.

Note: The user will have the same role across all sites they have access to.

- On the Organization Management page, in the Users tab, select a user.

The Edit user dialog box is displayed.

To add access to a site:

1. In the SITE ACCESS & NOTIFICATION SCHEDULES section, click **Add**.
2. Select a site from the **Site Access** drop-down list.
3. In the **Security** and **Health** drop-down lists, select a schedule. The schedule sets when the user will receive security and health notifications for that site.
4. Click **Save**.

To remove access to a site:

1. In the SITE ACCESS & NOTIFICATION SCHEDULES section, click  .
2. Click **Save**.

Updating a User's Schedule

A user's security and health notification schedules determine when they receive security and health notifications from a site. If a user's shift changes, you can update the user's schedules. If a user does not need to respond to notifications you can set their schedule to **Never**. New schedules can be added in the Schedules tab. For more information, see *Schedules* on the next page.

Tip: Users can have a different security and health notification schedule for each site.

1. In the Users list, select a user.

The Edit User dialog box is displayed.

2. In the SITE ACCESS & NOTIFICATION SCHEDULES section, next to the appropriate site, select a schedule from the **Security** and **Health** drop-down lists. These schedules set when the user will receive security or health notifications for that site.

Note: Users with the Viewer role do not get security or health notification schedules assigned to them. Their schedules will be set to **Never** and can not be edited.

3. Click **Save**.

Changing a User's Role

If an associate is promoted to a store manager, their Avigilon Blue account permissions may need to change to reflect their added responsibilities. To give a user different permissions, you can change their role. The primary admin user's role cannot be changed.

Note: The user will have the same role across all sites they have access to.

1. On the Organization Management page, in the Users tab, select a user.

The Edit user dialog box is displayed.

2. In the **Role** drop-down list, select the user's role. For a description of each role, see *User Roles* on page 24.
3. Click **Save**.

Removing a User

To remove a user from the Avigilon Blue service, you can delete their account.

Note: You cannot undo this action.

1. On the Organization Management page, in the Users tab, select the check box next to users you want to remove.
2. Click  .
The Delete User dialog box is displayed.
3. Confirm the users you want to delete and click **Delete**.

Resetting a User's Password

After 3 failed attempts to sign in, a user will be locked out of their account for 30 minutes.

Administrators can reset their password to give them access to their account.

1. On the Organization Management page, in the Users tab, select a user.
The Edit user dialog box is displayed.
2. In the MANAGE USER section, click **Reset Password**.

A success message is displayed and a password reset email is sent to the address on file.

Schedules

Schedules are a set of days and times throughout the week that determine when a user receives security and health notifications for a site. Schedules are used for Administrators, Managers, and Responders who respond to security and health notifications on their mobile device or in their browser.

There are two default schedules:

- **Always** — The user receives notifications at all times.
- **Never** — The user does not receive notifications.

Use schedules to ensure that users receive notifications during their shift. You can assign a different security and health notification schedule for each site.

Administrators can create and manage schedules on the Organization Management page, in the **Schedules** tab. The following example shows a schedule for non-business hours. All hours are selected except 8 - 5 Monday - Friday. Any user with this schedule will only receive notifications for events that occur during the selected times.

Sites Users Contacts **Schedules** General

Schedules Non-business hours Create Schedule Name:

Select the time units you want to include in the schedule. Click and drag to select multiple units at once.

Weekday	AM											PM																					
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11									
Monday																																	
Tuesday																																	
Wednesday																																	
Thursday																																	
Friday																																	
Saturday																																	
Sunday																																	

Exclude the following dates and times

Date	AM											PM												
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
<input type="text" value=""/>																								

[Cancel](#) Save

Adding a Schedule

You can create as many schedules as needed for your organization. Schedules can be added that exclude certain times like holidays or non-business hours.

1. In the Schedules toolbar, click **Create Schedule**.

Schedules Select One Create Schedule Name:

2. In the **Name** box, enter a name for the schedule.
3. Select the days and times when users on this schedule will receive notifications.

Tip: Click and drag the mouse over the calendar to select and clear multiple dates and times.

Weekday	AM											PM																					
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11									
Monday																																	
Tuesday																																	
Wednesday																																	
Thursday																																	
Friday																																	
Saturday																																	
Sunday																																	

4. Select dates and times to exclude, like holidays.
 - a. Click the **Date** box to open a calendar and select a specific date.
 - b. Click or drag the mouse over the times you want to exclude.
 - c. To add another date to exclude, click .
 - d. To remove an excluded date, click .
5. At the bottom of the page, click **Save**.

The schedule is added and can be assigned to user accounts.

Assigning a Schedule

A user's schedules determine when they receive security and health notifications for each site they have access to. If a user's shift changes, you can update the user's schedules in the **Users** tab. If a user does not need to respond to security or health notifications you can set those schedules to **Never**.

Tip: Users can have a different security and health notification schedule for each site.

1. In the Users list, select a user.

The Edit User dialog box is displayed.

2. In the SITE ACCESS & NOTIFICATION SCHEDULES section, next to the appropriate site, select a schedule from the **Security** and **Health** drop-down lists. These schedules set when the user will receive security or health notifications for that site.

Note: Users with the Viewer role do not get security or health notification schedules assigned to them. Their schedules will be set to **Never** and can not be edited.

3. Click **Save**.

Editing a Schedule

If a shift changes, or if additional dates need to be excluded, you can update schedules as needed. You can also change a schedule's name.

1. In the Schedules drop-down list, select the schedule you want to edit.
2. Update the schedule's information.

Tip: To discard your changes and start over, click **Cancel**.

3. Click **Save**.

The schedule is updated.

Removing a Schedule

If a schedule is no longer needed, you can remove it from the list.

1. In the Schedules drop-down list, select the schedule you want to remove.
2. Click  .

A dialog box will ask you to confirm.

3. Click **Delete**.

The schedule is removed.

Contacts

When reviewing a security or health notification, Administrators, Managers and Responders can escalate a situation by calling a contact for that site. For more information, see *Calling a Contact* on page 127.

The Contacts list tells users who they can call if an event needs to be escalated, or in case of an emergency. For example, a store clerk uses the Contacts list when they receive a security notification.

Administrators can manage contacts on the Organization Management page, in the **Contacts** tab.



Name	Site	Phone
<input type="checkbox"/> Bruce Wayne	Earls	632514789
<input type="checkbox"/> James Gordon	Waves Coffee	9532587410
<input type="checkbox"/> Local Police	Earls	911

Examples of contacts include:

- An emergency service number.
- The local police.
- The owner or manager.
- The dealer.
- A site Administrator.

A contact does not need to have a user account in the Avigilon Blue site.

Adding a Contact

An organization can have several contacts that can be reached in case of emergency. Each contact can be responsible for one or more sites.

Add a contact for each site in your organization so Administrators, Managers, and Responders have someone they can reach in case of an emergency.

1. On the Organization Management page, in the Contacts tab, click .
The Add Contact dialog box is displayed.
2. Enter the contact's name and phone number.
3. From the **Site** drop-down list, select one or more sites. The contact can be reached for selected sites.
4. Click **Add**.

Editing Contact Details

If a contact's information changes, you can update the contact's details.

Tip: Filter contacts by their name and phone number on the left. Filter contacts by site in the top-right. To clear the site filter, click .

1. On the Organization Management page, in the Contacts tab, select a contact.
The Edit Contact dialog box is displayed.
2. Enter the new information.
3. Click **Save**.

Removing a Contact

If someone leaves your organization, remove them as a contact.

Note: You cannot undo this action.

1. On the Organization Management page, in the Contacts tab, select the check box next to contacts you want to remove.
2. In the toolbar, click  .
A dialog box will ask you to confirm.
3. Click **Delete**.

Managing Your Account

Changing Your Region

To provide you with better services while adhering to regional privacy requirements, the Avigilon Blue service is expanding to multiple regions. Using [Microsoft Azure](#), your data is securely stored in your region and not shared across other regions.

If your organization is international and spans multiple regions, you will need to sign in to your region to manage devices, video, and notifications.

Note: Your credentials will only work for the regions you're assigned to.

In Your Browser:

1. Sign out of your account.
2. Go to blue.avigilon.com.
The Select your region page is displayed.
3. Select the appropriate region. Your credentials will only work for the regions you're assigned to.
The Sign In page is displayed.
4. Sign in to your organization.

On Mobile:

1. Tap **Settings**  , then tap **Regions**.
2. Select your region and then tap **Next**. Your credentials will only work for the regions you're assigned to.
A dialog box is displayed.

3. Tap **Sign Out**.

The Sign In page is displayed. The selected region appears at the bottom.

4. Sign in to your organization.

Updating Your Profile

You can manage your Avigilon Blue user profile from the **Profile** page. From there, you can change your name and contact information.

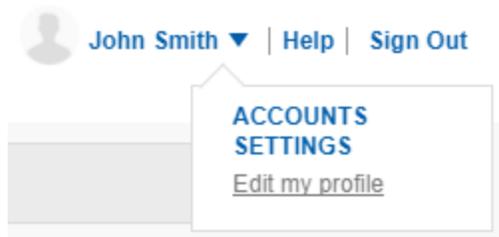
You can update your:

- First name.
- Last name.
- Email address.
- Phone number.
- Preferred communication language.

Update your email address to receive important emails about your Avigilon Blue user account. The preferred communication language sets the language of these emails.

1. In the top-right corner, click your name.

Your account information is displayed.



2. Click **Edit my profile**.

The Profile page is displayed.

3. Enter the new information.
4. Click **Save**.

Your profile is updated.

Changing Your Language

You can change the language of the Avigilon Blue service at any time, from any page. You can also select your language when logging in.

Tip: Once you have changed your language, Avigilon Blue will remember your selection and use it every time you log in to the platform.

In Your Browser:

1. Sign in to your Avigilon Blue account.
2. At the bottom of any page, select the language you want to use from the **Language** drop-down list.

The Avigilon Blue service interface language is updated.

On Mobile:

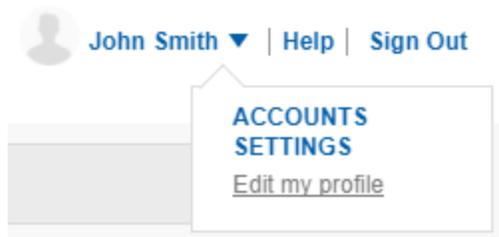
1. Tap **☰**.
2. Tap **Language** and select the language you want to use.
3. *Android only:* Tap **OK**.

The mobile application language is updated.

Changing Your Preferred Language

Avigilon Blue sends emails regarding your account or subscription. The Preferred Communication Language setting controls the language used in these emails.

1. In the top-right corner, click your name.



2. Click **Edit my profile**.
3. In the **Preferred Communication Language** drop-down list, select your language preference.
4. Click **Save**.

A success message will appear.

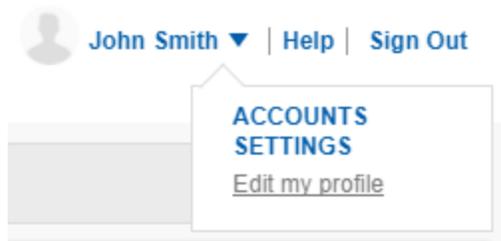
Your selected language is changed.

Changing Your Password

For increased security, your password automatically expires after 90 days. You'll receive an email reminder 3 days before it expires.

1. In the top-right corner, click your name.

Your account information is displayed.



2. Click **Edit my profile**.

The Profile page is displayed.

3. In the **Current Password** box, enter your current password.
4. In the **New Password** box, enter a new password. Your new password must be different from your last 3 passwords.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$@#!%*?&+\<>._-~:;=^]|'`{/}){}

Your password cannot include the word "Password".

5. In the **Confirm Password** box, enter the password again.
6. Click **Save**.

A success message will appear.

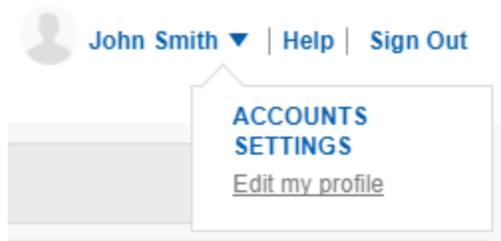
Your password is changed.

Resetting Your Password

If you are signed in but no longer have access to your password, you can reset it. To reset another user's password, see *Resetting a User's Password* on page 28. If you are signed out and have forgotten your password, see *Forgot Your Password?* on page 130.

1. In the top-right corner, click your name.

Your account information is displayed.



2. Click **Edit my profile**.

Your profile information is displayed.

3. In the Password Reset area, click **reset it here**.

A password reset email is sent.

4. Click the link in the email.

The Change Password dialog box is displayed.

A screenshot of a "Change Password" dialog box. At the top, the "AVIGILON BLUE" logo is displayed. Below the logo is a header "Change Password". The form contains two input fields: "Enter password:" and "Confirm password:". Below these fields is a blue "Submit" button.

5. Enter and confirm your new password. Your new password must be different from your last 3 passwords.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$ @ # ! % * ? & + \ < > . _ - ~ : ; = ^] | ' ` { / } { }

Your password cannot include the word "Password".

6. Click **Submit**.

Your password is reset.

Avigilon Blue Connect Device

The Avigilon Blue Connect device connects your cameras to the Avigilon Blue service. Typically, 30 days of video footage is stored on the Avigilon Blue Connect device, but you may have more or less footage depending on your subscription and usage.

For installation and configuration instructions, see the [Avigilon Blue Connect Device Installation Guide](#) that came with your device.

IMPORTANT: You need to order an Avigilon Blue site subscription package to activate a new device. Contact asksales@avigilon.com for more information.

Once your device is installed and configured, you can connect and manage cameras.

Analytics Load

The Avigilon Blue Connect device can [provide video analytics](#) for non-analytics cameras. The device's analytics load is the amount of processing power required to apply analytics to connected cameras. Each camera with enabled server-side analytics adds to the device's analytics load.

Your subscription license specifies the maximum number of channels for your site. Each incoming video stream on the Avigilon Blue Connect device uses one channel. The size of the channel can vary by the resolution and frame rate of the camera. Therefore, the resolution and frame rate of the non-analytics cameras connected to your device determines the *analytics load* on the device.

For example, Avigilon Blue Connect devices can support analytics for 16 or more lower-resolution cameras. However, higher resolution or frame rate settings or cameras will result in a greater analytics load on the Avigilon Blue Connect device, and therefore fewer cameras will be able to have analytics enabled. The tables below give more detail and examples of different resolution cameras, the maximum number that would be supported and their analytics load on the Avigilon Blue Connect devices.

Note: Avigilon cameras that are embedded with self-learning video analytics and Unusual Motion Detection (UMD), such as an H4A camera, will not add to the Avigilon Blue Connect device's analytics load. Only non-analytics cameras will affect the device's analytics load.

In addition, encoders, multisensor devices, and PoE switches consume more than one channel. An encoder takes up four channels regardless of how many cameras are connected, but unused channels can be removed and assigned to other cameras. A multisensor device uses as many channels as it has camera heads. A PoE switch can support as many channels as its connection capacity.

Refer to the following tables to see how many channels are consumed by the cameras and encoders connected to an Avigilon Blue Connect device and what analytics load is used by those cameras.

Estimating the Analytics Load

VMA-BLU-8P Device

Stream Resolution	Analytics Load per Camera (%)	Maximum Cameras for this Resolution	Additional Equipment
352 × 240 px	6	16	4 encoders
Analog cameras at the lowest resolution with 4 cameras connected to each encoder.			
720 × 480 px	8	12	3 encoders
Analog cameras in NTSC mode			
1 MP (15 fps)	7	14	1 or more PoE switches
	7	14	
1 MP (30 fps)	NOTE: 6 cameras connected to the device and 8 connected to 1 or more PoE switches.		
2 MP (15 fps)	12	8	
2 MP (30 fps)	12	8	
3 MP (15 fps)	17	6	
3 MP (30 fps)	20	5	
5 MP (15 fps)	25	4	
8 MP (15 fps)	35	2	
8 MP (30 fps)	50	2	

VMA-BLU-16C Device

Stream Resolution	Analytics Load per Camera (%)	Maximum Cameras for this Resolution
352 × 240 px	2	50
720 × 480 px	4	25
1 MP (15 fps)	4	25
1 MP (30 fps)	4	25
2 MP (15 fps)	6	16
2 MP (30 fps)	6	16
3 MP (15 fps)	8	12

Stream Resolution	Analytics Load per Camera (%)	Maximum Cameras for this Resolution
3 MP (30 fps)	8	12
5 MP (15 fps)	12	8
8 MP (15 fps)	17	5
8 MP (30 fps)	18	5

In the tables above, the values in the **Maximum Cameras for this Resolution** column represent the maximum capacity of the device, regardless of the number of channels your subscription license permits. To maximize the number of analytics-enabled channels, you can reduce the resolution on Avigilon (and some ONVIF-compliant) cameras with the Avigilon Blue service, if possible. You can mix and match cameras, and adjust their resolution, but the capacity of the Avigilon Blue Connect device cannot be exceeded.

Examples of Analytics Loads

Most sites will use a variety of cameras, so many combinations are possible. Some examples that show potential combinations of cameras that can be connected to an VMA-BLU-8P or VMA-BLU-16C Avigilon Blue Connect device without exceeding its capacity are listed below:

Camera Type	Camera Quantity	Ports Used (8TB)	Channels Used	VMA-BLU-8P Analytics Load (%)	VMA-BLU-16C Analytics Load (%)	Subscription
1 MP	6	6	6	42	24	
2 MP	1	1	1	12	6	
3 MP	1	1	1	20	8	
	8	8	8	74	38	Connect8

Camera Type	Camera Quantity	Ports Used (8TB)	Channels Used	VMA-BLU-8P Analytics Load (%)	VMA-BLU-16C Analytics Load (%)	Subscription
9 MP HD Multisensor (3 x 3 MP heads)	1	1	3	60	24	
1 MP	1	1	1	7	4	
2 MP	1	1	1	12	6	
	3	3	5	79	34	Connect8

Encoder	Camera Type	Camera Quantity	Ports Used (8TB)	Channels Used	VMA-BLU-8P Analytics Load (%)	VMA-BLU-16C Analytics Load (%)	Subscription
Avigilon Encoder	352 × 240 pixels	4	1	4	24	8	
Avigilon Encoder	720 × 480 pixels	4	1	4	32	16	
	1 MP	6	6	6	42	24	
		14	8	14	98	48	Connect16

For more information, see *Enabling and Disabling Analytics* on page 68.

Port Configuration

Refer to the following table to make sure that:

- Avigilon Blue Connect devices can connect to the Avigilon Blue service.
- Avigilon Blue service users can connect to the platform.
- Avigilon Blue service users can view live and recorded video streamed peer to peer from the Avigilon Blue Connect device to their browser or mobile device.

Definitions:

- **Public Internet:** Ports required to be open for the device to be connected to Avigilon Blue and stream video
- **Camera Network:** Ports required to be open for cameras to connect to the local Avigilon Blue Connect device for configuration and streaming video to the device
- **Corporate Network:** Ports required to be open for the Avigilon Blue Connect Device to be discovered on the local network and time services

Port	Network	TCP or UDP	Service or Protocol Name	Used by
443	Public Internet	TCP	Secure Sockets Layer (SSL or HTTPS)	<ul style="list-style-type: none"> • Avigilon Blue Connect device Web UI • Avigilon Blue browser application • Device connection to cloud API over SSL • File upload to cloud storage • WebRTC
1025-65535	Public Internet	TCP	Session Traversal Utilities for	Peer to peer video streaming to a host or server reflexive

Port	Network	TCP or UDP	Service or Protocol Name	Used by
			NAT (STUN)	
3478 or 443	Public Internet	UDP or TCP	Traversal Using Relays around NAT (TURN)	Video streaming using the Avigilon Blue relay service
3702	Camera Network	UDP	ONVIF	ONVIF camera discovery messages (only needed on the camera network)
123	Corporate Network	UDP	Network Time Protocol (NTP)	Provides date and time settings to the Avigilon Blue Connect device outgoing on the corporate local area network (LAN) and date and time settings to cameras incoming on the corporate LAN
51000-55000	Camera Network	UDP	Real-Time Transport Protocol (RTP)	Cameras (only needed on the camera network)
49152	Corporate Network	TCP	Universal Plug and Play (UPnP)	Device discovery on Microsoft Windows
5353	Corporate Network	UDP	Multicast DNS (MDNS)	Bonjour (device discovery on Macintosh)

Adding a Device

To activate an Avigilon Blue Connect device and connect it to your site, see the [Avigilon Blue Connect Installation Guide](#) that came with the device.

1. Navigate to your subscriber's organization. For more information, see [Accessing a Subscriber Organization](#) on page 8.
2. In the Devices page toolbar, click **Add**.
The Add dialog box is displayed.
3. In the **Site** drop-down list, select the site you want to connect the device to.
4. In the Activation Code area, click **I need a code**. A code is displayed.
5. Copy the code and enter it in the device's web interface.

If the Avigilon Blue Connect device does not have a field to enter the activation code, see [Adding a Device — US Only](#) on page 130. To add a device outside the US, contact Avigilon [technical support](#).

Upgrading Your Firmware

To access new system features, or if the device is not performing as expected, upgrade your firmware. You can upgrade the firmware for all devices in a site at once. If there is more than one site that requires a device upgrade, you can upgrade all devices in your organization. You can also upgrade one device at a time.

Note: During the upgrade process, your Avigilon Blue Connect device and cameras may need to reboot. If the Avigilon Blue Connect device reboots, it will disconnect from the software for a few minutes.

To upgrade several devices at once:

1. On the Devices page, click **Upgrade** next to a site or **Upgrade All** if more than one site in your organization has a device that can be upgraded.

An Upgrade summary: is displayed.

2. Review the summary and then click **Upgrade now**.

The firmware is upgrading. You can continue to use Avigilon Blue while upgrading.

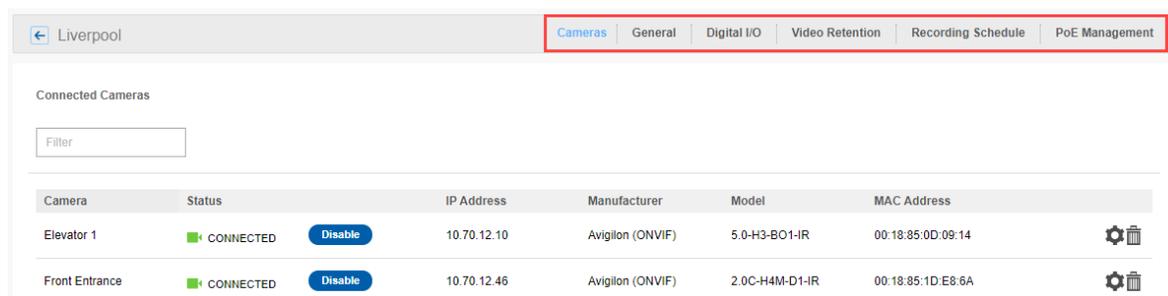
To upgrade a single device:

1. On the Devices page, click the Avigilon Blue Connect device you want to upgrade.

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click .

The device page is displayed.

2. In the top-right corner, click **General**.



The screenshot shows the Avigilon Blue Connect interface for a site named 'Liverpool'. The 'General' tab is selected, highlighted with a red box. Below the navigation tabs, there is a 'Connected Cameras' section with a 'Filter' input field. A table displays the following camera information:

Camera	Status	IP Address	Manufacturer	Model	MAC Address	
Elevator 1	CONNECTED	10.70.12.10	Avigilon (ONVIF)	5.0-H3-BO1-IR	00:18:85:0D:09:14	 
Front Entrance	CONNECTED	10.70.12.46	Avigilon (ONVIF)	2.0C-H4M-D1-IR	00:18:85:1D:E8:6A	 

The Avigilon Blue Connect device information is displayed.

3. If a firmware upgrade is available, click **Upgrade**.

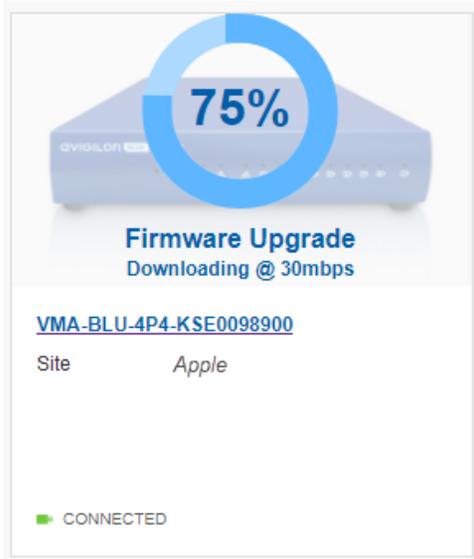
The firmware is upgrading. You can continue to use Avigilon Blue while upgrading.

UPGRADE

Last firmware upgrade at Feb 13, 2018 9:33:19 PM (UTC) (Downloading)

↑ Upgrade Downloading (29 mbps) 25%

You can view the firmware upgrade progress on the Devices page.



75%

Firmware Upgrade
Downloading @ 30mbps

[VMA-BLU-4P4-KSE0098900](#)

Site *Apple*

CONNECTED

Renaming the Device

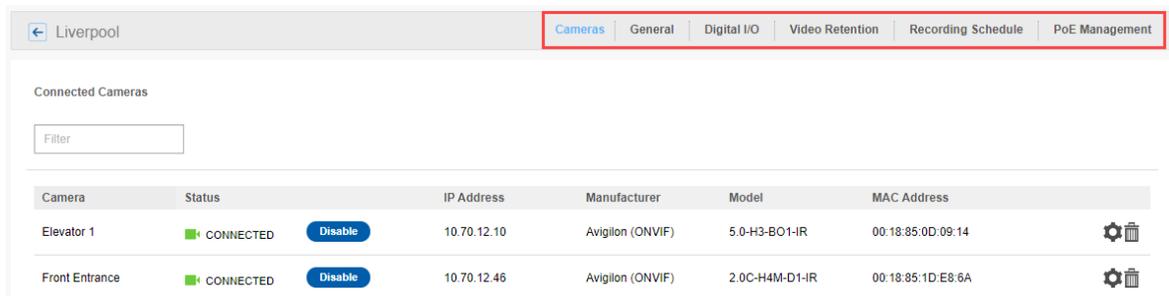
You can rename the Avigilon Blue Connect device from the Devices page.

1. On the Devices page, click the Avigilon Blue Connect device you want to rename.

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click  .

The device page is displayed.

2. In the top-right corner, click **General**.



The Avigilon Blue Connect device information is displayed.

3. In the **Device Name** box, enter a new name.
4. Click **Save**.
5. Click **Restart Server** to apply the changes.

A success message will confirm the device will restart. Once restarted, the device is renamed.

Changing the Device Timezone

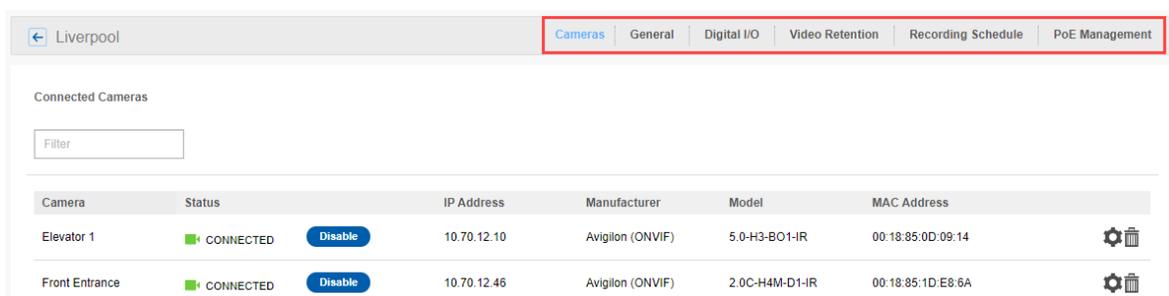
You can change the Avigilon Blue Connect device timezone. The device timezone will be displayed in the video and notification timestamps if the connected camera's timezone is not specified. For more information, see *Timezones* on page 134.

1. On the Devices page, click an Avigilon Blue Connect device.

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click  .

The device page is displayed.

2. In the top-right corner, click **General**.



The Avigilon Blue Connect device information is displayed.

3. Select a timezone from the **Timezone** drop-down list.
4. At the bottom of the page, click **Save**.

A success message will ask you to restart the device.

5. Click **Restart Server**.

A message will confirm that the device will restart.

Changing the Video Retention Settings

To follow security and privacy policies, Administrators and Managers can set the maximum amount of time video from each camera will be stored on the Avigilon Blue Connect device.

Note:

- The actual amount of video stored on the server may be less than the specified setting, based on available space. See each camera's Estimated Available Retention.
- Notification clips and bookmark videos older than this setting will no longer be available.
- Protected bookmark videos older than this setting will still be available and may become the oldest video on your server.

1. On the Devices page, click on an Avigilon Blue Connect device.

The device page is displayed.

2. In the top-right corner, click **Video Retention**.
3. In the **Maximum Video Retention** drop-down list, select how long video from each camera can be stored on the server. You can change this setting even if the camera status is Disconnected.

Tip: Select the check box next to cameras that should have the same setting. The Maximum Video Retention setting for one selected camera is applied to all selected cameras.

To change a setting for an individual camera, clear the check box and then make your changes.

4. Click **Save**.

Restarting the Device

You can restart the Avigilon Blue Connect device in your browser or on your mobile device. Restarting the device will disconnect all managed cameras.

Note: It may take a few minutes for the device to restart.

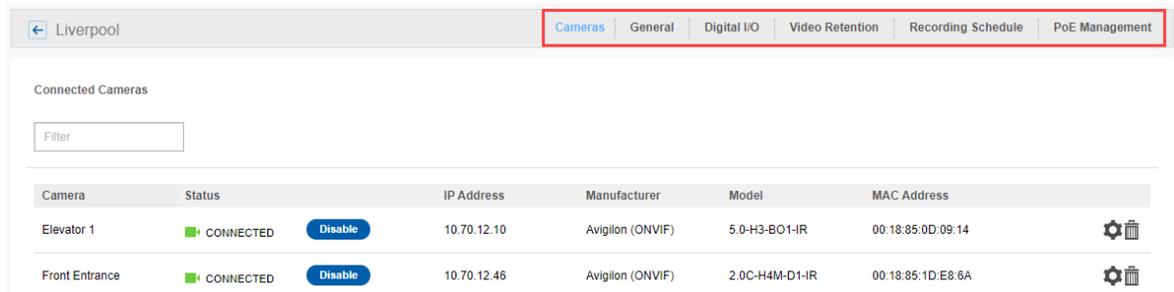
In Your Browser:

1. On the Devices page, click an Avigilon Blue Connect device.

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click  .

The device page is displayed.

2. In the top-right corner, click **General**.



The Avigilon Blue Connect device information is displayed.

3. Click **Restart Server**.

A message will confirm that the device will restart.

On Mobile:

1. On the **Cameras**  page, select an Avigilon Blue Connect device.
2. Tap **Restart Server**.

A warning is displayed.

3. Tap **OK**.

The device will restart and connected cameras will not record during this time. You may receive a health notification that the application server stopped.

Recording Schedules

You can manage recording on the cameras connected to your Avigilon Blue Connect device from the Recording Schedule tab on the Devices page. Here you can view, edit, add, and delete recording schedule templates, as well as assign recording schedules to your cameras.

For example, you may want to set some cameras for continuous recording during the day and motion and analytics recording overnight, while other cameras may need to be set for motion and analytics recording only.

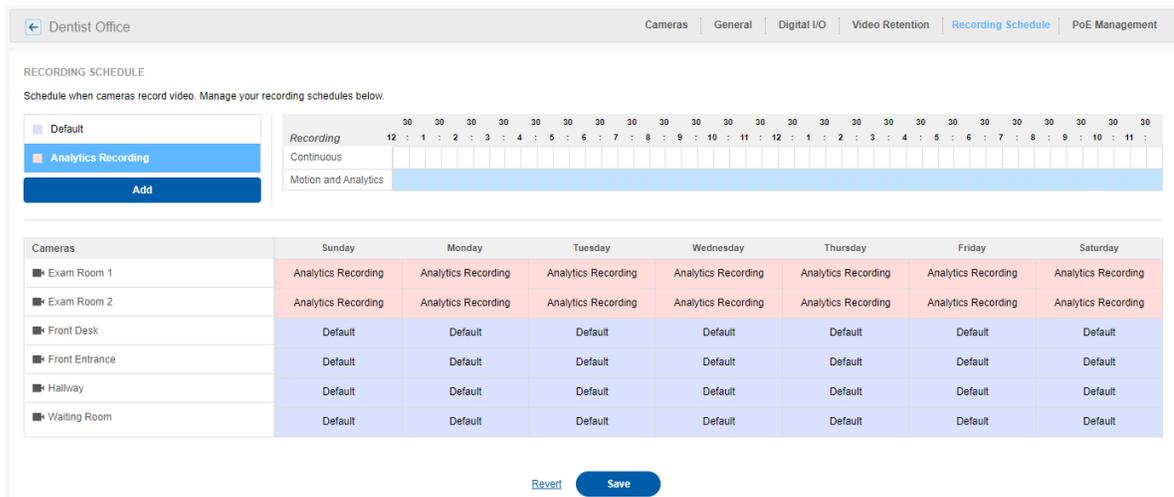
You must be an administrator or manager to access a device's Recording Schedule tab.

Adding a Recording Schedule Template

Create a recording schedule template that specifies continuous or motion and analytics recording for the selected times of the day. After the template is created it can be assigned to your cameras to manage their recording schedules. For more information, see *Assigning a Recording Schedule to a Camera* on the next page.

Tip: The Default template is set for 24 hours continuous recording. The Default template cannot be deleted, but it can be edited.

1. On the Devices page, click an Avigilon Blue Connect device.
The device page is displayed.
2. In the top-right corner, click **Recording Schedule**.



3. Click **Add**.
4. Enter a name for the recording schedule template and click .

Create New Template



5. Select the times of the day when **Continuous** or **Motion and Analytics** recording should occur.

Tip: Click and drag the mouse over the timeline to select or clear multiple times.

Recording	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Continuous																								
Motion and Analytics																								

Note: If you set a time for Continuous recording, Motion and Analytics recording will also be automatically selected for that time.

6. When you're satisfied with the recording schedule template, click **Save**. You will lose your changes if you do not click **Save**.

The template is added to the list of recording schedules that can be applied to your camera.

Assigning a Recording Schedule to a Camera

Recording schedule templates control whether a camera will perform continuous or motion and analytics recording, or no recording at all for the selected times of the day. The templates can be assigned to your cameras for the selected days of the week.

For more information about adding a template, see *Adding a Recording Schedule Template* on the previous page.

Tip: Cameras will be automatically assigned to the Default template when they are connected. The Default template is set for 24 hours continuous recording by default, but it can be edited.

1. On the Devices page, click an Avigilon Blue Connect device.
The device page is displayed.
2. In the top-right corner, click **Recording Schedule**.
3. Select the recording schedule template to be assigned from the list in the upper-left corner. The selected template is highlighted in blue.
4. Click on the cell for the day of the week and camera to assign the recording schedule template to. The cell color and name will change to the assigned template.

Cameras	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Exam Room 1	Analytics Recording						
Exam Room 2	Analytics Recording						
Front Desk	Default						
Front Entrance	Default						
Hallway	Default						
Waiting Room	Default						

- Continue selecting all of the days and cameras to assign the schedule to. If needed, select another schedule template from the list to assign to other cameras and days.
- When you're satisfied with the assigned recording schedules, click **Save**. You will lose your changes if you do not click **Save**.

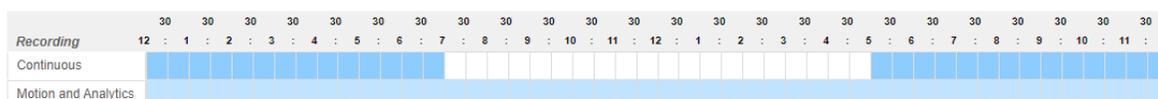
Tip: To discard your changes and start over, click **Revert**.

Editing a Recording Schedule Template

If business needs change, such as a retail shop expanding its operating hours, you can edit the schedules that have already been assigned to your cameras to make recording schedule changes. You can edit any schedule, including the Default schedule.

- On the Recording Schedule page, select a recording schedule template to be edited from the list in the upper-left corner.
- Select the times of the day when **Continuous** or **Motion and Analytics** recording should occur for this schedule template.

Tip: Click and drag the mouse over the timeline to select or clear multiple times.



Note: If you set a time for Continuous recording, Motion and Analytics recording will also be automatically selected for that time.

- Click **Save**. You will lose your changes if you do not click **Save**.

The template is updated with the schedule changes and any camera assigned to the schedule will be updated.

Changing the Name of a Recording Schedule Template

1. On the Recording Schedule page, hover your mouse over a recording schedule template from the list in the upper-left corner and click .
2. Edit the name for the recording schedule template and click .
3. Click **Save**. You will lose your changes if you do not click **Save**.

Deleting a Recording Schedule Template

You can delete a recording schedule template if it is no longer needed. Cameras that have been assigned the deleted schedule will revert to the Default schedule.

Note: The Default schedule cannot be deleted, but it can be edited.

1. On the Recording Schedule page, hover your mouse over a recording schedule template from the list in the upper-left corner and click .
2. Click **Save**. You will lose your changes if you do not click **Save**.

Cameras that have been assigned the deleted schedule will revert to the Default schedule.

Tip: To discard your changes and start over, click **Revert**.

Managing PoE Ports

You can manage an Avigilon Blue Connect device's PoE ports from the PoE Management tab on the Devices page. Here you can view the PoE port information, manually assign PoE power budgets or reset a PoE port. You must be an administrator or manager to access a device's PoE Management tab.

You can reset the PoE port to power cycle a failed or malfunctioning camera that is PoE powered. Users power cycle the camera, saving time and money on traveling to the site and manually rebooting or troubleshooting the camera.

Accessing PoE Management

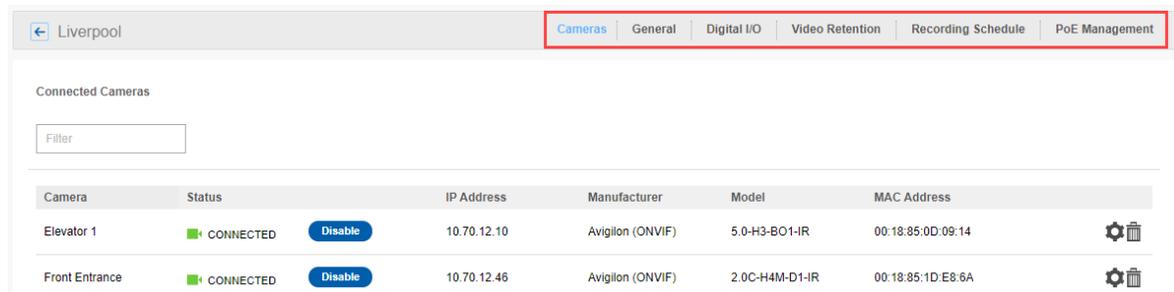
In Your Browser:

1. On the Devices page, click the Avigilon Blue Connect device that has the PoE ports you would like to manage.

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click  .

The device page is displayed.

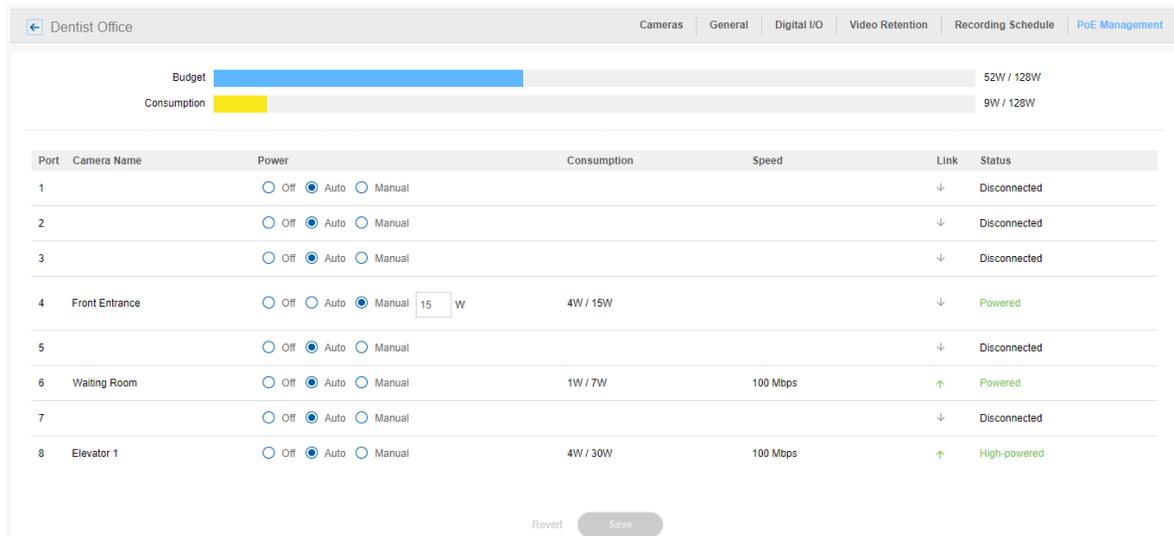
2. In the top-right corner, click **PoE Management**.



The screenshot shows the Avigilon Blue Connect interface for a device named 'Liverpool'. The 'PoE Management' tab is selected and highlighted with a red box. Below the navigation tabs, there is a 'Connected Cameras' section with a 'Filter' input field. A table lists two connected cameras: 'Elevator 1' and 'Front Entrance'. Both cameras are shown as 'CONNECTED' with a green status indicator and a 'Disable' button. The table columns are Camera, Status, IP Address, Manufacturer, Model, and MAC Address. Each row also includes a settings icon (gear) and a delete icon (trash).

Camera	Status	IP Address	Manufacturer	Model	MAC Address	
Elevator 1	CONNECTED	10.70.12.10	Avigilon (ONVIF)	5.0-H3-BO1-IR	00:18:85:0D:09:14	  
Front Entrance	CONNECTED	10.70.12.46	Avigilon (ONVIF)	2.0C-H4M-D1-IR	00:18:85:1D:E8:6A	  

The Avigilon Blue Connect device PoE port information is displayed. From here you can view the port status, link status, consumption and speed of each individual PoE port as well as the total PoE budget and consumption of the Avigilon Blue Connect device.



On Mobile:

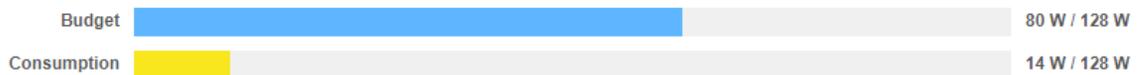
1. On the **Site Access** page, select an Avigilon Blue Connect device that has the PoE ports you would like to manage.
2. Tap **PoE Management** on the device details page.

The PoE Management page is displayed. From here you can view the port status, link status, consumption and speed of each individual PoE port as well as the total PoE budget and consumption of the Avigilon Blue Connect device.

Assigning PoE Port Power Budgets

In Your Browser:

1. The PoE Management tab displays the total PoE Budget and Consumption for the Avigilon Blue Connect device.



Budget indicates the currently set PoE budget out of the total available budget for the device.

Consumption indicates the currently consumed PoE power, in watts, out of the total available PoE power for the device.

2. There are three PoE port power budget options for each port. Select the power option that suits your devices and surveillance environment:

- **Off:** Set a PoE port to Off if you want to disable PoE power for that port. This setting is also used to power cycle a failed or malfunctioning camera that is connected to that port, saving you time money to travel to the site and manually reboot or troubleshoot the camera. For more information, see *Power Cycling a Camera* on the next page.
- **Auto:** This is the default setting. Set a PoE port to Auto to have the Avigilon Blue Connect device automatically assign optimal PoE consumption limits.
- **Manual:** Set a PoE port to Manual to manually assign the PoE port's consumption limits. This setting can be used to manually adjust and balance the PoE budget when the automatically assigned settings are not optimal for your setup.

After clicking **Manual**, enter an upper consumption limit value for the PoE port, in watts, in the field that appears.

Off
 Auto
 Manual
 W

Note: When manually assigning PoE port consumption and your settings exceed the device's PoE Budget, a warning message will ask you to change your settings so they comply with the PoE Budget limit.

3. Continue to change the PoE budget settings for any other PoE ports, as needed.
4. Click **Save**.

Your PoE port changes will take affect.

On Mobile:

1. The PoE Management page displays the total PoE Budget and Consumption for the Avigilon Blue Connect device.

Budget indicates the currently set PoE budget out of the total available budget for the device.

Consumption indicates the currently consumed PoE power, in watts, out of the total available PoE power for the device.

2. Tap the PoE port that you would like to make PoE power changes with.
3. There are three PoE port power budget options for each port. Select the power option that suits your devices and surveillance environment:
 - **Off:** Set a PoE port to Off if you want to disable PoE power for that port. This setting is also used to power cycle a failed or malfunctioning camera that is connected to that port, saving you time money to travel to the site and manually reboot or troubleshoot the camera. For more information, see *Power Cycling a Camera* on the next page.
 - **Auto:** This is the default setting. Set a PoE port to Auto to have the Avigilon Blue Connect device automatically assign optimal PoE consumption limits.
 - **Manual:** Set a PoE port to Manual to manually assign the PoE port's consumption limits. This

setting can be used to manually adjust and balance the PoE budget when the automatically assigned settings are not optimal for your setup.

After tapping **Manual**, enter an upper consumption limit value for the PoE port, in watts, in the field that appears.

Note: If your settings exceed the device's PoE Budget, a warning will ask you to change your settings to comply with the PoE Budget limit.

4. Continue to change the PoE budget settings for any other PoE ports, as needed.
5. Tap **Apply**.

Your PoE port changes will take affect.

Power Cycling a Camera

If you have a failed or malfunctioning camera at a site that is powered through an Avigilon Blue Connect device's PoE port, you can reset the PoE port to power cycle and restart the camera. Rebooting the camera this way can save users time and money on traveling to the site and manually restarting or troubleshooting the camera.

Note: Resetting a PoE port will power cycle any connected PoE-powered device. If a camera is connected to the PoE port, it will not record video during its restart sequence.

In Your Browser:

1. Identify the PoE port connected to the failed or malfunctioning camera.
2. Click **Off** in the Power column for the PoE port.
3. Wait for the camera to power down and the Status column to show the Unpowered status then re-apply power to the PoE port. Click either **Auto** or **Manual** to apply power.

For more information on Auto and Manual PoE power settings, see *Assigning PoE Port Power Budgets* on page 53.

The connected camera will reboot.

On Mobile:

1. On the  page, tap a camera health notification.
2. Tap .
3. Tap **OK** to confirm.
4. *iOS only:* Tap **OK** again.

The camera will reboot. This may take a few minutes.

PoE Port Information

The following information is displayed on the PoE Management page for each PoE port:

Category	Value	Description
Port	Port number	Identifies the PoE port on your Avigilon Blue Connect device.
Camera Name	N/A	Name of the camera that is connected to the PoE port.
Power	Off	Off is selected when PoE power is off for that port.
	Auto	Auto is selected when PoE power is set to automatic control. This is the default setting.
	Manual	Manual is selected when PoE power is set to manual control. A field is available to manually enter the PoE port budget limit, in watts.
Consumption	x W / y W	Shows the current consumption drawn from the PoE port (x W) and the upper consumption limit (y W) that has been either manually or automatically assigned.
Speed	xx Mbps	Shows the current connection speed for the PoE port.
Link		Indicates there is a physical connection and communication between the camera and PoE port.
		Indicates that no network connection exists between the camera and PoE port. This could mean there is a problem with the network cable or connection.
Status	Powered	A camera is physically connected and drawing power from the PoE port.
	Disconnected	No camera is physically connected to the PoE port.
	Unpowered	A camera is physically connected to the PoE port, but power has been set to Off.
	High-powered	A PoE+ camera is physically connected and drawing power from the PoE port.

Deleting a Device

To remove an Avigilon Blue Connect device from a site, delete the device from the Devices page. Devices cannot be deleted from a suspended site.

IMPORTANT: You cannot undo this action. You will no longer receive event notifications or have access to live or recorded video from cameras connected to this device. Download all video from connected cameras.

1. In the Avigilon Blue Connect device card, click  .

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click  .

The Delete Blue Connect dialog box is displayed.

2. In the **Device Name:** box, enter the name of the Blue Connect device. This is case-sensitive.
3. Click **Delete**.

The device is removed from the site. To reuse the device at another site, perform a factory reset.

Cameras

To monitor your site using the Avigilon Blue service, add cameras and devices to the Avigilon Blue Connect device. This lets users apply video analytics and view video and in the Avigilon Blue service.

The number of cameras you can add to an Avigilon Blue Connect device depends on the type of camera and how many megapixels (MP) the camera has. Generally, you can add up to eight 2 MP cameras from a single Avigilon Blue Connect device. An analog encoder is connected as a single device, but uses 1 subscription channel per connected camera. A multisensor device uses as many subscription channels as it has camera heads. To manage your subscription, contact your dealer.



Administrators and Managers can manage cameras from the Devices page. Click .

The Devices page is organized by site. Expand and collapse a site to manage the associated devices.

Devices and cameras appear in cards that display the:

- Name
- Make and model
- IP address
- Connection status

The camera cards also show if a camera is disarmed .

If you do not see any devices under a site, ensure that you clear your filters and have access to that site.

Supported Cameras

The following cameras are supported by the Avigilon Blue service:

- Avigilon HD H.264 cameras.
- Avigilon HD Multisensor dome cameras.
- Avigilon pan, tilt, and zoom (PTZ) cameras.
- ONVIF Profile S cameras.
- Analog cameras with the use of an [Avigilon analog encoder](#) or an ONVIF encoder.

Currently Avigilon Edge Solution (ES), Fisheye, Pano, and HD Pro cameras are not supported.

Camera Management

Administrators and Managers can manage, connect and disconnect cameras and devices on the Devices page.

Adding a Camera

Note: Before connecting a camera to the Avigilon Blue Connect device, follow the camera installation guidelines in *Designing a Site with Avigilon Video Analytics* available on [avigilon.com](https://www.avigilon.com).

Add a camera to your Avigilon Blue Connect device to apply analytic rules, receive notifications, and view video in the Avigilon Blue service. Cameras must be physically connected to the Avigilon Blue Connect device or connected to your network.

1. On the Devices page, click the Avigilon Blue Connect device that you want to add a camera to.

Tip: You can filter Avigilon Blue Connect devices by their connection Status. To clear a filter, click  .

The Discovered Cameras list displays all cameras discovered in your network.

Tip: Click the column headers to sort the cameras by Name, IP Address, Manufacturer, Model, or MAC Address. You can also enter a search term in the **Filter** field to search for specific cameras by Name, IP Address, Manufacturer, Model, or MAC Address.

If you still can't find the camera you want to add, click **Find Undiscovered**. For more information, see *Finding a Camera* on the next page.

2. In the Discovered Cameras list, next to the camera you want to add, click  .

The camera appears in the Connected Cameras list.

3. If the camera requires authentication, in the Status column, click **Log in**.

A dialog box will ask for the camera's credentials.

4. Enter the camera's username and password.
5. Click **Log in**.

The camera is added and its Status is **Connected**.

You can now click  to [configure the device](#), set up [analytic rules](#), and view video from the Avigilon Blue service.

Encoders

Once an encoder connects, 4 encoder cameras will appear in the Connected Cameras list regardless of how many cameras are connected to the encoder. To avoid using a subscription channel for an unused encoder camera, see *Disabling and Enabling a Camera* on the next page. To rename an encoder camera, see *Camera Information* on page 62.

Multisensor devices

Once a multisensor device connects, a camera will appear in the Connected Cameras list for each camera head. Analytic rules can be applied to each camera head.

Finding a Camera

Note: Before connecting a camera to the Avigilon Blue Connect device, follow the camera installation guidelines in *Designing a Site with Avigilon Video Analytics* available on avigilon.com.

If a camera does not appear in the Discovered Cameras list, it may be on a different subnet, or it may be a third-party camera that needs to be manually discovered.

1. Click **Find Undiscovered**.

The camera search criteria appears.



The screenshot shows a search interface for cameras. At the top left, there is a label "DISCOVERED CAMERAS" and a button "Find Undiscovered". To the right is a search box labeled "Search Discovered Cameras". Below this is a form with several fields: "Search Type" (a dropdown menu currently showing "IP Address"), "Camera Type" (a dropdown menu currently showing "AVIGILON"), "IP Address/Hostname" (a text input field), "Control Port" (a text input field with "55080" entered), "Username" (a text input field), and "Password" (a text input field). To the right of the form are two buttons: "Cancel" and "Search".

2. In the **Search Type** drop-down list, select one of the following:
 - To discover a camera by its IP address or hostname, click **IP Address**.
The camera and server's gateway IP address must be set correctly for the camera to be found.
 - To discover a camera by IP address range, click **IP Range**.
Only cameras with IP addresses in that range will be discovered.
 - To discover a camera by stream URL, click **RTSP**.
3. In the **Camera Type** drop-down list, select the camera brand.
4. Enter the IP address, range, or stream URL.
5. If the **Control Port** box is available, enter the camera control port.
6. In the **Username** and **Password** boxes, enter the camera credentials if applicable.
7. Click **Search**.

If a camera matches the search criteria, it will appear in the Discovered Cameras list and can be connected. For more information, see *Adding a Camera* on the previous page.

Disabling and Enabling a Camera

Disabling a camera frees one subscription channel. If you are near your subscription capacity, you can disable a camera in a low-risk area to add another camera in a higher risk area. You can validate the new placement without losing your previous camera's placement and settings.

Disabling a camera prevents users from changing the camera settings, viewing live and recorded video, and receiving notifications. The camera remains connected to your Avigilon Blue Connect device and can be re-enabled at any time.

To disable a camera:

1. On the Devices page, click the Avigilon Blue Connect device connected to the camera you want to disable.
2. In the camera's Status column, click **Disable**.

The camera is disabled.

To enable a camera:

If a camera was disabled, you can re-enable it to access the camera settings, live and recorded video, and notifications.

1. On the Devices page, click the Avigilon Blue Connect device connected to the camera you want to enable.
2. In the camera's Status column, click **Enable**.

The camera is enabled.

Enabling a camera will use one subscription channel.

Removing a Camera

If your subscription is at capacity and you want to add another camera, you can disconnect a camera. You can also disconnect a camera if it requires maintenance or replacement.

Once disconnected, the camera appears in the Discovered Cameras list. You will no longer be able to see live or recorded video from the camera or change its settings. You can reconnect the camera at any time.

Disconnecting an encoder camera will not affect the other cameras connected to that encoder.

1. On the Devices page, click the Avigilon Blue Connect device connected to the camera you want to remove.
2. In the Connected Cameras list, next to the camera you want to remove, click  .

The camera is disconnected. It will now appear in the Discovered Cameras list.

Restarting a Camera

If your camera is not functioning as expected, you can restart it from your browser. For example, if you receive multiple health notifications about the camera's connection, try restarting it.

In Your Browser:

- In the General tab, click **Restart Camera**.

A request is sent to restart the camera. If successful, the camera will restart.

If the camera is malfunctioning, you can reboot the camera if it is powered from an Avigilon Blue Connect device's PoE port. Reboot the camera this way before traveling to the site and manually restarting or troubleshooting the camera. For more information, see *Power Cycling a Camera* on page 55.

Camera Configuration

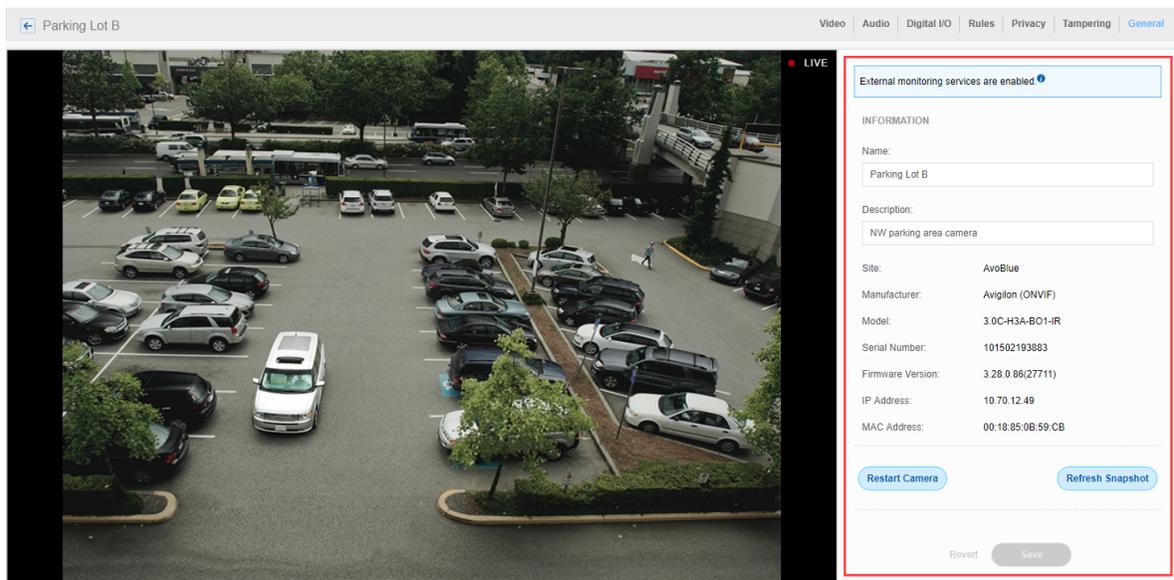
You can configure some camera settings from the Avigilon Blue service. You can adjust the video settings to optimize video quality and bandwidth usage. You can also enable audio for cameras connected to speakers. Configure camera settings after the camera is installed or restarted.

Administrators and Managers can configure cameras from the **Devices** page.

Note: Some third-party cameras or features cannot be configured from the Avigilon Blue service. To configure these cameras, use the camera's UI.

- Click the camera you want to view.

The camera information is displayed on the right-hand side of the video player. You may see a notification if external health or security monitoring is provided.



Camera Information

You can view information about your camera such as which site it's in or its manufacturer and model number, in the camera's General tab. The following table describes each item.

Item	Description
Name	The camera name. You can update the name to be more descriptive.
Description	Additional information about the camera, such as its location.
Site	The Avigilon Blue site the camera is connected to.
Manufacturer	The camera manufacturer.
Model	The camera model number.
Serial Number	The camera serial number.
Firmware Version	The camera firmware version number.
IP Address	The camera internet protocol address.
MAC Address	The camera media access control address.

Updating Camera Information

Update the camera's name and description so Viewers and Responders have a better idea of where the camera is located.

1. In the **General** tab, update the camera's **Name:** and **Description** with descriptive information.
2. Click **Save**.

The camera information is updated.

Video Settings

The following table describes available video settings in the **Video** tab. For more information, see *Updating Video Settings* on the next page.

Option	Description
IMAGE AND DISPLAY	
Zoom:	Use the Zoom: buttons to zoom in to the distance you want to focus.
	 — Zoom out as far as possible.
	 — Zoom out a large step.
	 — Zoom out a small step.
	 — Zoom in a small step.
	 — Zoom in a large step.
	 — Zoom in as much as possible.

Option	Description
Focus:	<p>Use the Focus: buttons to manually set the camera focus. Click Auto to automatically set the camera focus.</p> <p> — The camera will focus as close to zero as possible.</p> <p> — Large step toward zero.</p> <p> — Small step toward zero.</p> <p> — Small step toward infinity.</p> <p> — Large step toward infinity.</p> <p> — The camera will focus on infinity, or the horizon.</p>
Image Rotation:	<p>Rotate the image in the camera's field of view.</p> <p>None — Do not rotate the image.</p> <p>90 degrees — Rotate the image clockwise 90 degrees.</p> <p>180 degrees — Rotate the image clockwise 180 degrees.</p> <p>270 degrees — Rotate the image clockwise 270 degrees.</p>
COMPRESSION	
Image Rate	The number of images per second you want the camera to stream over the network. The higher the number, the higher the image quality and bandwidth used.
Image Quality	The image quality from 1– 20 , where 1 is the highest quality and uses the most bandwidth. The default image quality is 6 .
Maximum Bit Rate	The maximum bandwidth the camera can use in kilobits per second.
Resolution:	The image resolution.
Keyframe Interval	The number of frames between each keyframe. Adjust the interval so the Keyframe Period is approximately 1 second.
Keyframe Period	The amount of time that passes between each recorded keyframe.

Updating Video Settings

You can update the camera's video settings from your browser to set the image display and image quality. Higher quality settings will require more bandwidth.

By default, the Avigilon Blue service displays a lower resolution video stream to improve responsiveness. To configure the camera to display a higher resolution stream, or for additional configuration options, use the camera's UI.

1. In the Camera toolbar, click **Video**.

The video settings are displayed.

2. Adjust the video settings as needed. For a description of each setting, see *Video Settings* on page 63.
 - In the IMAGE AND DISPLAY section, click the **Zoom:** and **Focus:** buttons to adjust the video.

Tip: You can also adjust the zoom and focus in the video player. To zoom in and out, hover over the video player and scroll with your mouse. To auto-focus, click , then click **AUTO**.

- In the COMPRESSION section, modify the camera's frame rate and image quality settings for sending image data over the network.
- If available, click the **HDSM SmartCodec** toggle to optimize your bandwidth and storage usage dynamically. For more information, see *Enabling HDSM SmartCodec™ Technology* on the next page.

3. Click **Save**.

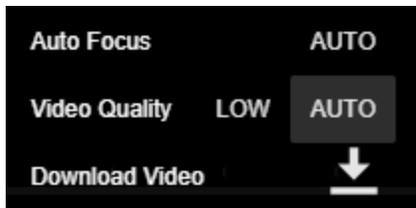
The camera settings are updated.

Changing Video Quality

You can change the player's video quality from your browser for the current player session. Select **AUTO** quality to see more detail. Select **LOW** quality if you have a slower internet connection.

1. In the bottom-right corner of the video player, click .

The player settings are displayed.



2. Select the **Video Quality**.

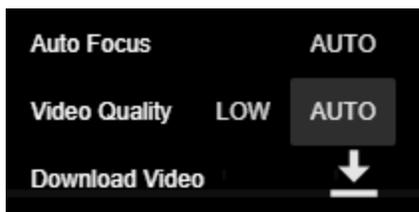
The video quality is updated. The video quality will revert back to the default setting configured for that camera after you close or navigate away from this player session.

Focusing the Camera

Sometimes a camera may not be focused. Instead of calling for support, you can reset the focus from the video player.

1. In the bottom-right corner of the video player, click .

The player settings are displayed.



2. Click **AUTO**.

Enabling HDSM SmartCodec™ Technology

The High Definition Stream Management (HDSM) SmartCodec technology varies the compression and image rate settings based on activity in the field of view to reduce overall bandwidth and storage usage dynamically. When there is no movement, for example if the camera field of view is an empty hallway, less bandwidth is used. When motion is detected, for example if there are people walking through the hallway, the typical bandwidth is used.

To enable HDSM SmartCodec technology:

1. In the Camera toolbar, click **Video**.
The video settings are displayed.
2. Click the **HDSM SmartCodec** toggle **On**.
3. Click **Save**.

HDSM SmartCodec technology is enabled. To configure smart codec settings further, use your camera's UI.

To disable HDSM SmartCodec technology:

1. In the Camera toolbar, click **Video**.
The video settings are displayed.
2. Click the **HDSM SmartCodec** toggle **Off**.
3. Click **Save**.

HDSM SmartCodec technology is disabled.

Audio Settings

If your camera has talkdown capabilities, you can enable and disable its audio from your browser.

- In the Camera toolbar, click **Audio**.
The audio settings are displayed.

To enable audio:

1. Select the **Enable Audio** check box.
2. Use the **Volume** slider to adjust the volume.
3. Click **Save**.

The audio is enabled.

To disable audio:

1. Clear the **Enable Audio** check box.
2. Click **Save**.

The audio is disabled.

Updating the Camera Thumbnail

A camera thumbnail appears on the Devices page and when selecting a camera on the Views page. A good thumbnail helps users identify where the camera is located.

If a camera's field of view changes, or privacy zones are moved, update the camera's thumbnail.

- In the General tab, click **Refresh Snapshot**.

The camera thumbnail is updated.

Analytic Rules

The Avigilon Blue service uses video analytics to detect and classify objects such as people or vehicles to create analytic rules. An analytic rule is a set of conditions that occurs in the camera's field of view.

Whenever these conditions are met, users receive a notification in their browser or mobile app and can respond accordingly.

Use analytic rules to monitor your site effectively. For example, you can install a camera that overlooks an entrance to a server room. You can then add an analytic rule for that camera to send a notification whenever someone enters the room. Administrators, Managers, and Responders with access to that site will receive a notification whenever someone enters the room.

You can create analytic rules using Avigilon cameras with self-learning video analytics. For cameras without video analytics, you can enable server-side analytics capabilities in the Avigilon Blue service. For more information, see *Enabling and Disabling Analytics* on the next page.

Note: Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Make sure that the field of view of the Home preset includes any areas that require analytic rules. For more information on configuring the Home position, see *Creating a Preset* on page 88.

To get the most out of the Avigilon Blue service video analytics, follow the camera installation guidelines in *Designing a Site with Avigilon Video Analytics*, available on avigilon.com.

Administrators and Managers can manage analytic rules for each camera listed on the Devices page, in the **Rules** tab.

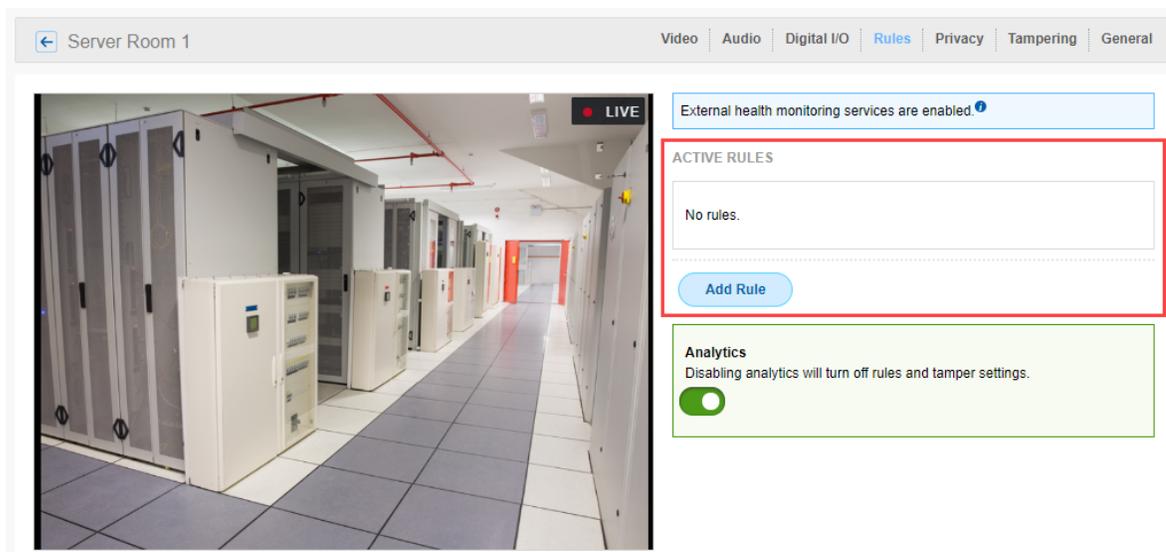
Viewing a Camera's Analytic Rules

1. On the Devices page, click the camera you want to view.

The camera settings are displayed.

2. In the Camera toolbar, click **Rules**.

The Rules information is displayed.



Enabling and Disabling Analytics

You can enable and disable server-side video analytics for non-analytics cameras in the Avigilon Blue service. Each Avigilon Blue Connect device can apply video analytics to connected cameras. The number of cameras and their resolution will affect the analytics load on the Avigilon Blue Connect device. For more information, see *Analytics Load* on page 38.

Enable analytics to create rules and receive notifications whenever a rule condition is met, or if tampering occurs.

Disable analytics for a camera if you're over capacity for server-side analytics.

To enable server-side analytics, click the **Analytics** toggle on.

To disable analytics, click the **Analytics** toggle off.

Adding a Rule

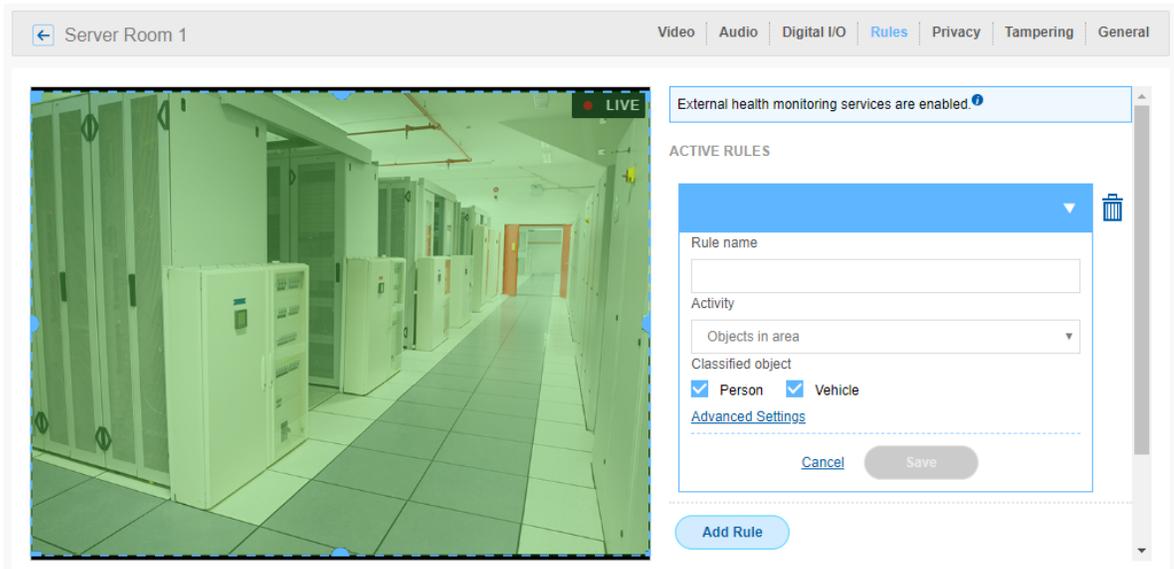
Each camera can have its own set of rules. You can add as many rules as you want per camera, but each rule will only be applied to its specified region of interest. A region of interest is a defined area in the camera's field of view where analytic rules will trigger notifications.

The more rules you add, the more notifications you will receive. To create meaningful rules, make the region of interest as specific as possible.

Note: Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Click **Go To Home Preset** to confirm you are at the Home position before you add a new rule.

1. Click **Add Rule**.

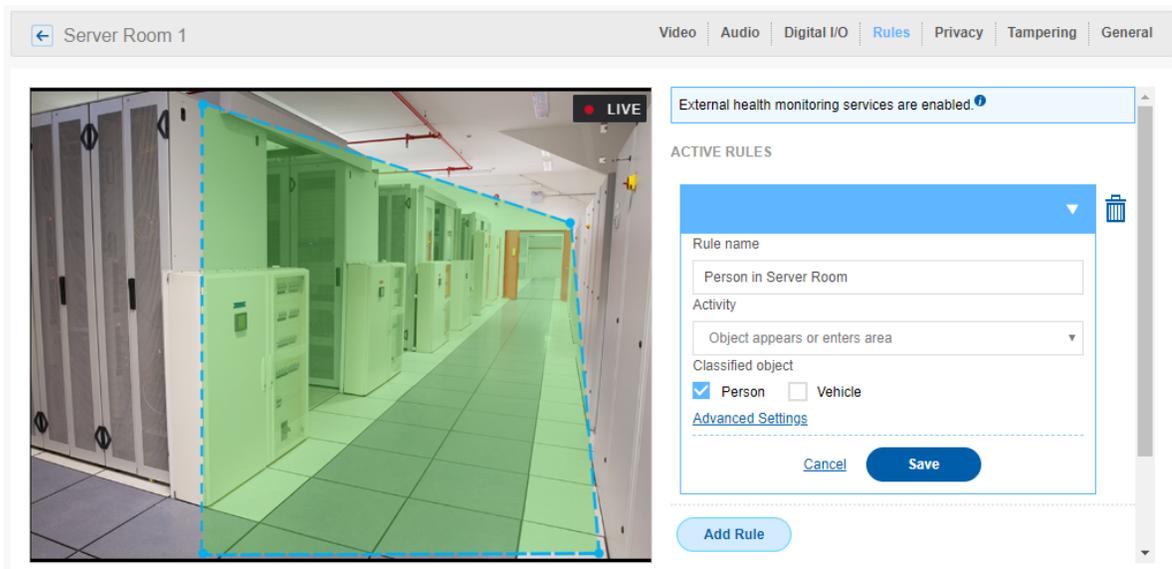
The rule details are displayed and a green overlay appears over the video player. This is the region of interest.



2. In the **Rule name** box, enter a descriptive name.
3. In the **Activity** drop-down list, select which activity triggers a notification. For more information, see *Activity Types* on page 72.
4. In the video player, move and resize the overlay to cover the area where you want to apply the rule.
 - To change the size and shape of the region of interest, click and drag the overlay corners.
 - To move the region of interest, click and drag the overlay.
 - The overlay appears as a line for the Objects crossing line activity.

Note: Notifications are only sent if the bottom center of the detected object's bounding box enters the region of interest or crosses the line.

5. In the **Classified object** section, select whether the rule applies to people, vehicles, or both.
6. *Optional:* Update the **Advanced Settings**. For more information, see *Advanced Settings* on page 73.



7. Click **Save**.

The rule is added.

Activating and Deactivating a Rule

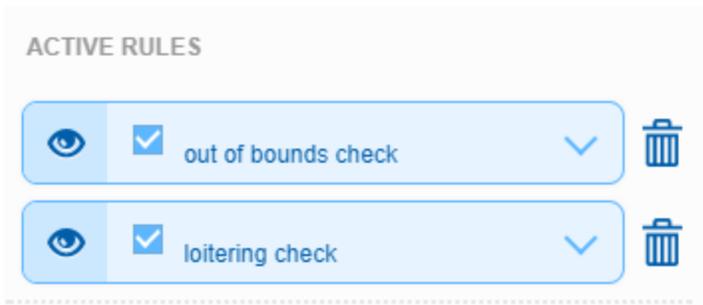
When you add a new rule, it is automatically active. Users will receive notifications as soon as the rule is triggered.

If you no longer want to receive notifications for a rule, you can deactivate it. Deactivating a rule does not remove the rule, but pauses notifications. This can be useful when setting up and testing different rules on your system.

Tip: To determine which rule corresponds to a region of interest in the video player, click  to show and hide the overlay.

To activate a rule:

1. To activate a rule, select the rule's check box.



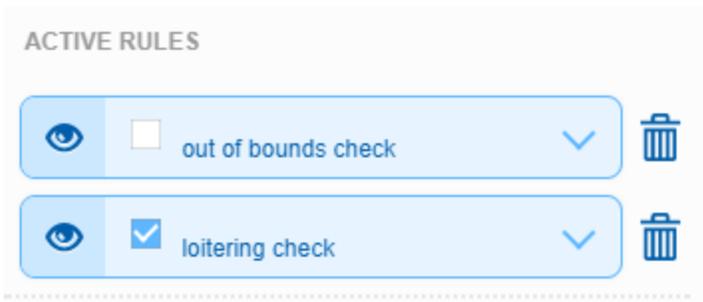
The rule's details are displayed.

2. Click **Save**.

The rule is updated.

To deactivate a rule:

1. To deactivate a rule, clear the rule's check box.



The rule details are displayed.

2. Click **Save**.

The rule is updated.

Editing a Rule

If you receive too many or too few notifications, you may need to adjust your rule settings. Whenever your camera is moved, whether on purpose or due to tampering, update your region of interest to reduce the number of false alarms.

Note: Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Click **Go To Home Preset** to confirm you are at the Home position before you edit a rule.

Tip: To determine which rule corresponds to a region of interest in the video player, click  to show and hide the overlay.

1. Click the rule you want to edit.

The rule details are displayed.

2. Update the desired fields and modify the region of interest as needed.
3. Click **Save**.

The rule is updated.

Removing a Rule

If you no longer need a rule, you can remove it from the camera.

1. Next to the rule you want to remove, click .

A dialog box will ask you to confirm.

2. Click **Delete**.

The rule is removed.

Activity Types

The following table describes the different Activity types that can trigger a notification.

Activity	Description
Objects in area	A specified number of objects are detected in the region of interest. You can specify the number of objects in the rule's Advanced Settings.
Object loiters	An object stays within the region of interest for an extended amount of time. The rule is reset when the object leaves the region.
Objects crossing line	A specified number of objects cross the line in the direction specified. Draw a line that can be resized, re-oriented, and dragged across the field of view. <ul style="list-style-type: none">• To change the direction and orientation of the line, click and drag one end of the line.• To get notifications when objects cross the line in either direction, clear the Directional check box.• To add more lines, click Add Rule and select the Objects crossing line activity.
Object appears or enters area	An object appears in the region of interest. The object can appear from within the region or enter from outside.

Activity	Description
	This Activity sends many notifications. For example, if 20 objects are detected within the region, 20 notifications are sent – one for each object.
Object not present in area	No objects are present in the region of interest for longer than the specified threshold time.
Objects enter area	<p>A specified number of objects are detected in the field of view, then enter the region of interest within the threshold time.</p> <p>To use this Activity, the region of interest must be smaller than the camera's field of view to detect the object before it enters the region of interest. Objects that appear from within the region of interest will not trigger an event.</p> <p>Only one event is activated when the specified number of objects are detected in the area. Additional objects in the area will not trigger additional events.</p>
Objects leave area	<p>A specified number of objects are detected inside the region, and then exit the region. You can specify the number of objects in the rule's Advanced Settings.</p> <p>To use this Activity, the region of interest must be smaller than the camera's field of view.</p>
Object stops in area	A classified object is detected moving within the region of interest then stops moving for longer than the threshold time. One event is activated for each object that stops. An object can only be tracked for up to 15 minutes.
Direction violated	<p>A classified object moves within 22 degrees of the prohibited direction. One event is activated for each classified object that moves in the prohibited direction.</p> <p>This activity type works best in scenes where only a few objects will be moving at the same time. The moving objects may not trigger this rule if they are obscured, which may happen in a crowded scene.</p>

Advanced Settings

The following table describes the Advanced Settings for analytic rules. The available settings may change depending on the selected Activity.

Setting	Description
Threshold	After an analytic rule is triggered, the threshold specifies how much time passes before a notification is sent. Set the threshold to 0 seconds to send a notification as soon as the analytic rule is triggered.
Sensitivity	<p>How sensitive the system is to the detection of objects.</p> <p>If you set the slider to 1, fewer objects are detected.</p> <p>If you set the slider to 10, more objects are detected.</p>

Setting	Description
	If the slider is set too low, you may miss activity. If the slider is set too high, you may receive more false notifications. Adjust the slider to match the level of activity in the scene. The default setting is 8 .
Number of objects	The maximum number of objects that can be in the region of interest before a notification is sent. The default setting is 1 .
Timeout	<p>After a notification is sent, the Timeout period specifies how much time passes before a second notification is sent for the on-going activity.</p> <p>If the Timeout period is too small, you may receive too many notifications about the same event. The default setting is 60 minutes.</p>

Privacy Zones

A privacy zone is a masked region in the camera's field of view. Any activity behind the privacy zone will be hidden from live and recorded video. Set privacy zones in the camera's field of view to block areas that you do not want to see or record, like private areas or displays containing sensitive information.

Administrators and Managers can configure a camera's privacy zones from the **Devices** page.

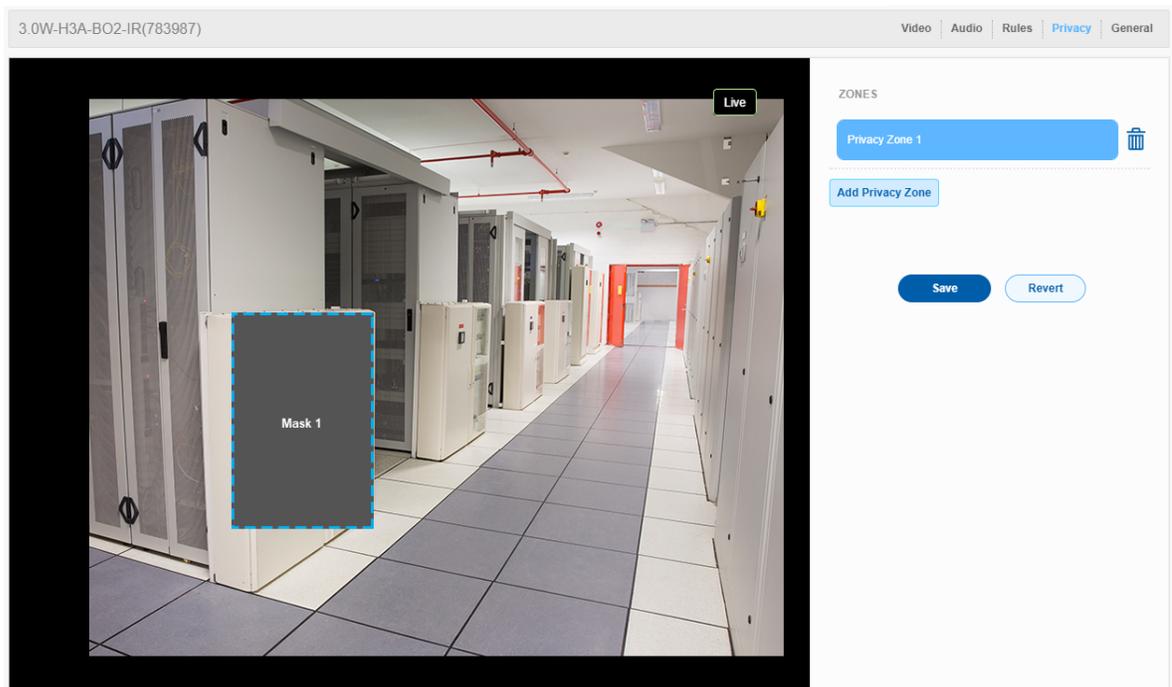
Note: ONVIF cameras do not support privacy zones. To manage privacy zones for these cameras, use the camera's UI.

Adding a Privacy Zone

Add a privacy zone to block areas that you do not want to view or record.

1. On the Devices page, select a camera.
2. In the Camera toolbar, click **Privacy**.
3. Click **Add Privacy Zone**.

A mask appears in the video player.



4. In the video player, move and resize the mask until it covers the area you want to keep private.
 - To move the mask, click and drag.
 - To resize the mask, click and drag the corners.
5. When you're satisfied with the privacy zone, click **Save**.

The privacy zone is added to the camera's field of view.

Editing a Privacy Zone

You can change the position and size of privacy zones as needed.

1. On the Devices page, select a camera.
2. In the Camera toolbar, click **Privacy**.
3. Select a privacy zone.
4. In the video player, move and resize the mask until it covers the area you want to keep private.
 - To move the mask, click and drag.
 - To resize the mask, click and drag the corners.
5. When you're satisfied with the privacy zone, click **Save**.

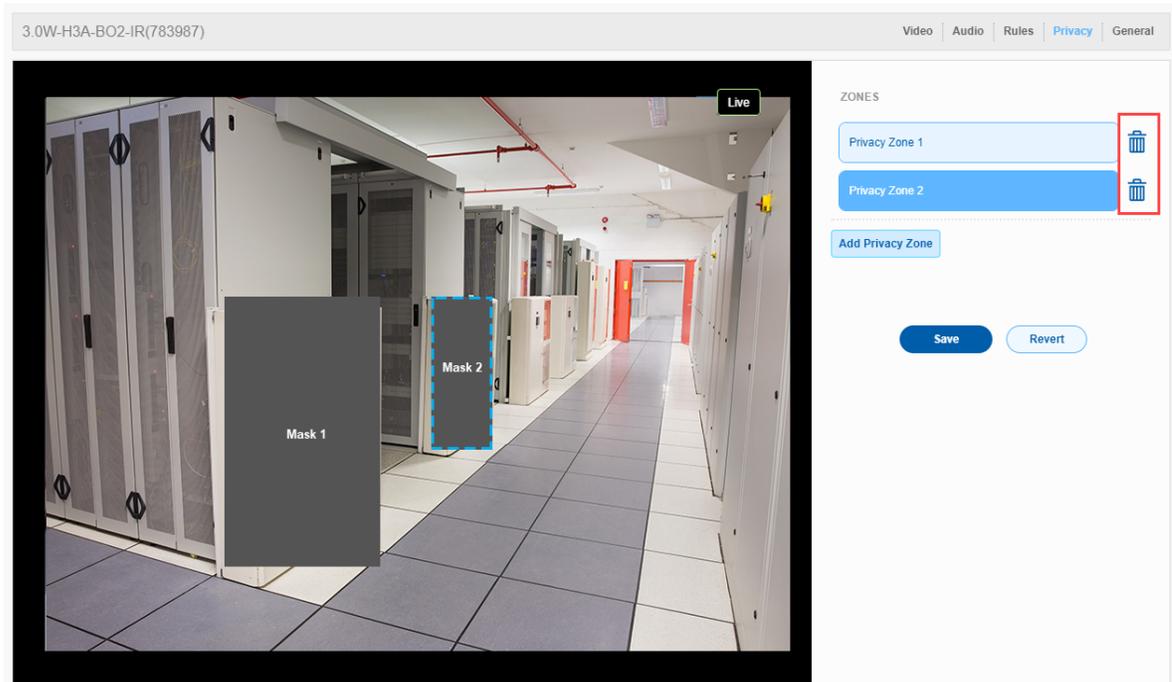
The privacy zone is updated.

Removing a Privacy Zone

You can remove privacy zones that are no longer needed.

1. On the Devices page, select a camera.
2. In the Camera toolbar, click **Privacy**.
3. Next to the privacy zone you want to remove, click  .

Tip: Make sure the dashes appear around the correct mask in the video player.



4. Click **Save**.
The privacy zone is removed.

Tamper Settings

Tampering is a sudden change in the camera's field of view, usually caused by someone unexpectedly moving the camera or obscuring the field of view.

Change your tamper settings to increase or decrease the number of tamper notifications sent by the camera.

1. On the Devices page, select a camera.
2. In the camera toolbar, click **Tampering**.

Note: Tamper settings are only available for cameras with built-in analytics or server-side analytics enabled. **To enable server-side analytics**, click the **Analytics** toggle on. Otherwise, the tamper settings can only be configured in the camera's web interface.

3. Set the **Sensitivity** to define how sensitive the camera is to sudden changes in the scene.

Lower the setting if small changes in the scene, like moving shadows, cause tamper events. If the camera is installed indoors and the scene is unlikely to change, you can increase the setting to capture more unusual events. The default sensitivity is **8**.
4. Set the **Delay** to define how long a tamper event should last before the camera sends a notification. The default delay is **8** seconds.
5. Click **Save**.

The tamper settings are updated.

Restoring Default Settings

You can restore the default tamper settings at any time.

- Click **Restore Default**.

The tamper settings are restored to the default values.

Disabling Tamper Notifications

If a camera is generating too many tamper notifications, you can disable tamper notifications.

1. On the Devices page, select a camera.
2. In the camera toolbar, click **Tampering**.
3. Click the **Tamper Notifications** toggle **Off**.

The camera will no longer send tamper notifications.

To re-enable tamper notifications:

- Click the **Tamper Notifications** toggle **On**.

The camera will send tamper notifications.

Digital Outputs

The Avigilon Blue Connect device and certain cameras come with terminals that can be connected to external devices like strobe lights, sirens, or electronic gates.

You can configure and control these external devices using digital outputs in the Avigilon Blue service.

Once configured, you can trigger the digital output remotely to turn on lights, sound a siren, or open a gate while viewing live video on your browser or mobile device.

Updating a Digital Output

Administrators and Managers can configure digital output settings for cameras and Avigilon Blue Connect devices from the **Devices** page.

To view camera outputs:

1. Click the camera you want to view.
2. In the Camera toolbar, click **Digital I/O**.

The connected digital output is displayed. Only one digital output per camera is currently supported.

To view Avigilon Blue Connect device outputs:

1. Click the Avigilon Blue Connect device.
2. In the Device toolbar, click **Digital I/O**.

The connected digital outputs are displayed. Each device can support up to 4 digital outputs.

3. Click on an output name to view details.

To update an output:

1. In the **Name** box, enter a meaningful name for the output. Others will see this name when triggering a digital output from a video player.
2. Select whether the **Circuit State** is:
 - **Normally Open** — This is the default. The circuit is open and triggering the digital output will close the circuit.
 - **Normally Closed** — The circuit is closed and triggering the digital output will open the circuit.
3. Select the **Output Mode**:
 - **Hold** — The digital output will be continuously active until it is manually stopped.
 - **Pulse** — The digital output will pulse for a specified duration.
4. If you selected Pulse mode, specify the **Pulse Duration**. The duration must be between 1 second and 600 minutes.
5. Select which cameras users can trigger the digital output from. You can trigger a digital output from any camera connected to the same Avigilon Blue Connect device.
6. Click **Save**.

The digital output is updated.

Triggering a Digital Output

All users can trigger available digital outputs from a camera's video player. To change which cameras can trigger a digital output, see *Updating a Digital Output* above.

In Your Browser:

Digital outputs are only available while viewing live video.

1. Hover over the player to display the Digital Output overlay.
2. If the camera can trigger more than one output, click  to display all output toggles.
Hover over a toggle to see the output name.
3. To trigger an output:
 - If the output mode is set to **Pulse**, click the toggle. The output will stop after the specified pulse duration.
 - If the output mode is set to **Hold**, click the toggle. To stop the output, click the toggle again.

On Mobile:

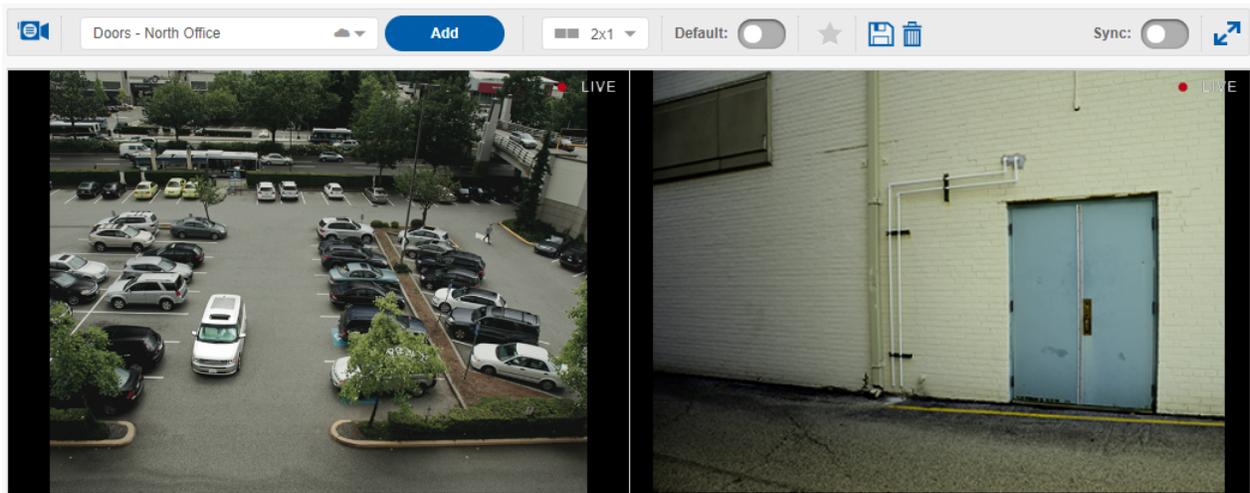
Digital outputs are available on the  or  page.

1. Select a camera or notification.
2. Tap .
A list of available outputs is displayed.
3. Tap the output you want to trigger.
 - If the output mode is set to **Pulse**, the output will stop after the specified pulse duration.
 - If the output mode is set to **Hold**, tap  again to stop the digital output.

Video

Video players display camera footage on the Views page, when configuring cameras on the Devices page, and when reviewing notifications.

All users can watch live and recorded video on the Views page.



Administrators, Managers, and Responders can also view live and recorded video within a notification. For more information, see *Reviewing Notifications* on page 108.

Review: Camera Tampering (Jun 12, 2019 5:10:55 PM HST)

Site: AvoBlue, Server: Liverpool, Camera: 3.0C-H3A-BO1-IR(743883)

False Detection? Yes No Unspecified Reviewed? Yes No



Mode:

COMMENT

Click here to add a comment

ACTIVITY LOG

Date/Time	Description
Jun 14, 2019 12:03:40 PM HST	Subscriber Admin is viewing this notification
Jun 12, 2019 5:10:58 PM HST	Royal Challengers left comment: Event has been forwarded to the Remote Monitoring provider.

Viewing Live Video

You can view live video on the Views page from cameras in sites you have access to. If you already have saved views, see *Opening a View* on page 97.

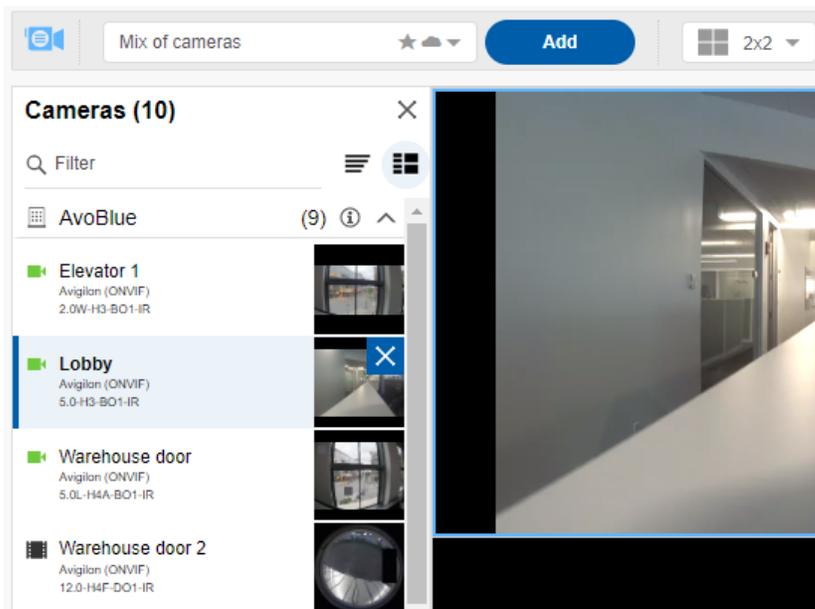
Administrators, and Managers can also view live video while managing camera configurations on the Devices page.

On the Views page:

1. Select an image panel, and then in the Views toolbar click .

The camera list is displayed, and the selected image panel is outlined in blue.

For more information, see *Camera List* on page 99.



Tip: You can hover your mouse over a camera to display a snapshot of the video.

2. Select the camera you want to view.
The camera is added to the image panel and its live video is displayed.
3. While the camera list is displayed, you can continue to select image panels and then select cameras to add to those panels.

On the Devices page:

- Click the camera you want to view.

The live video is displayed.

Viewing Recorded Video

You can view recorded video from available cameras in a video player by selecting a date or using the timeline. Typically, 30 days of video footage is stored on the Avigilon Blue Connect device, but you may have more or less footage depending on your camera configuration.

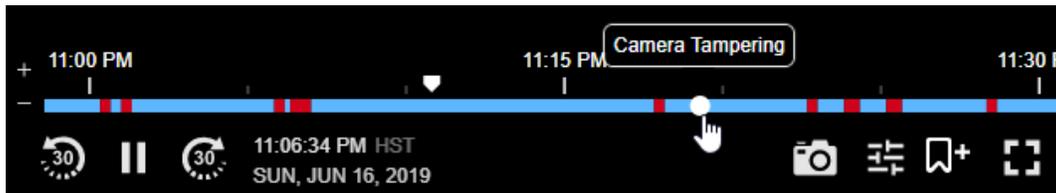
Using the Timeline

The timeline lets you search recorded video from a particular camera.

- Open the video player for the camera.

For more information, see *Viewing Live Video* on the previous page.

A timeline appears when you hover over the video player.



Markers show the time and date. The blue bands represent recorded video. The red bands represent a recorded motion event. The white dots represent a security or health event. Hover over a white dot to see the name of the security or health event.

- **To use one timeline for all video players in a View**, in the top-right corner of the Views page, click the **Sync:** toggle.
- **To search recorded video**, drag the white marker along the timeline or click in the timeline to view video from that time and date.

For refined time changes, click  or  to skip forward or backward in the timeline by 30 seconds.

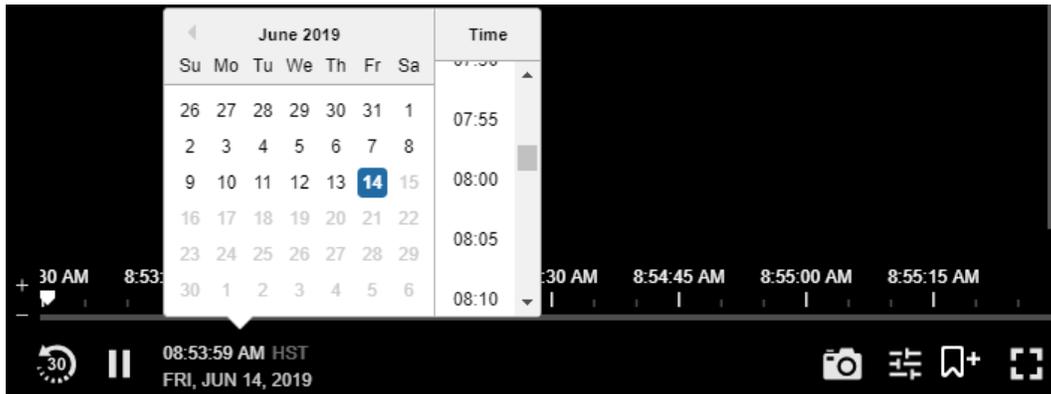
- **To zoom in on the timeline**, click  or hover over the timeline and scroll.
- **To zoom out on the timeline**, click  or hover over the timeline and scroll.
- **To return to live video**, click  in the upper-right corner of the player window.
- **To hide the timeline**, move your mouse away from the video player window.

Selecting a Date

You can view recorded video from a certain date and time using the video player.

1. At the bottom of a video player, click the date and time.

A calendar is displayed.



2. Select the date and time you want to view footage from.

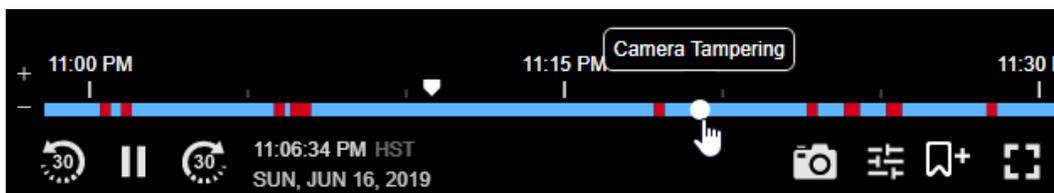
The player will display recorded video from that time.

Searching Recorded Video

You can search recorded video for an incident and view the event from multiple camera angles on the Views page. For example, you can search recorded video for a security event of a person entering the premises and watch their movements across your site on other cameras in a single View.

1. In the top-right corner of the Views page, click the **Sync:** toggle.
2. Open a view or video player for the camera you want to search. Make sure any other cameras you want to monitor are also part of the view.

A timeline appears when you hover over the video player.



Markers show the time and date. The blue bands represent recorded video. The red bands represent a recorded motion event. The white dots represent a security or health event. Hover over a white dot to see the name of the security or health event.

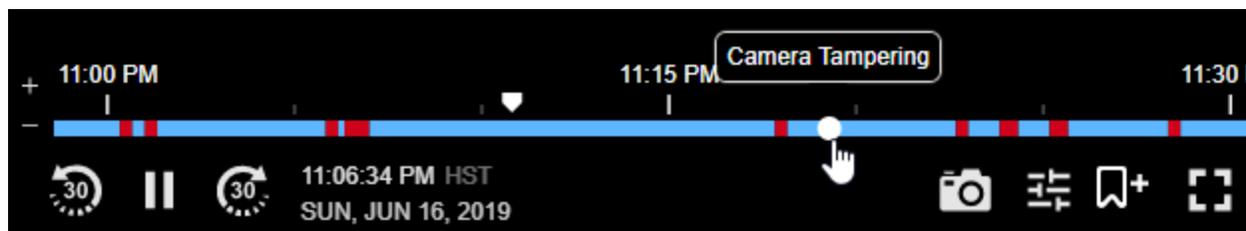
3. Drag the white marker along the timeline to view video from a certain time and date, or click a red bar to view a motion event.

All video players in your View display recorded video from the selected time.

For more information, see *Using the Timeline* on the previous page.

Viewing Security and Health Events

A white dot in the timeline indicates that a security or health event occurred. Hover over a white dot to see the name of the event. To view event video from a security or health event, click the corresponding white dot in the timeline. The player will display the recorded event video from that time.



You can also view clips of events in the Notification Center. For more information, see *Reviewing Notifications* on page 108.

Downloading Video

The Avigilon Blue Connect device supports up to 30 days of recorded video, but you may have more or less footage depending on your subscription and usage. Download video regularly for investigation and archiving.

All users can download recorded video from a video player. Administrators, Managers, and Responders can download video from an analytic event in the Notification Center.

Downloading Recorded Video

You can download an MP4 video from a specific date and time from any camera you have access to in a video player. You can use the video for further investigation or archive it.

1. In the video player, click  > .

The Download video dialog box is displayed.

2. Using the camera's local time, select the date and start time.
3. In the **Duration:** box, enter how long the video should be. The maximum duration is 60 minutes.
4. Set the Quality to **High** to download a high resolution clip or **Low** to download a low resolution clip.
5. Click **Submit**.

Downloading Event Video

If a notification shows an unusual event, you can download the video in MP4 format for investigation and archiving from your browser. You can download the preview clip, or up to 60 minutes of the full event video. Preview clips outline people or vehicles detected by the analytics server, while the recorded video does not.

To download the preview clip:

1. In the video player, click .

The preview clip opens in another window.

2. Click  > .

To download recorded video:

1. Below the video player, click **Full**.
2. In the video player, click  > .

The Download video dialog box is displayed.

3. Using the camera's local time, select the date and start time.
4. In the **Duration:** box, enter how long the video should be. The maximum duration is 60 minutes.
5. Set the Quality to **High** to download a high resolution clip or **Low** to download a low resolution clip.
6. Click **Submit**.

Downloading a Snapshot

If you notice something interesting while monitoring live or recorded video, you can download a PNG snapshot of the video player to your computer. You can use the image as evidence in an investigation, or share it across your team to raise awareness of a person of interest.

- In the video player, click .

A snapshot is downloaded.

Using a PTZ Camera

With the Avigilon Blue service, you can monitor video and control the position of a PTZ camera. PTZ controls are available when viewing live video from a PTZ camera on the Views page, or when configuring PTZ cameras on the Devices page.

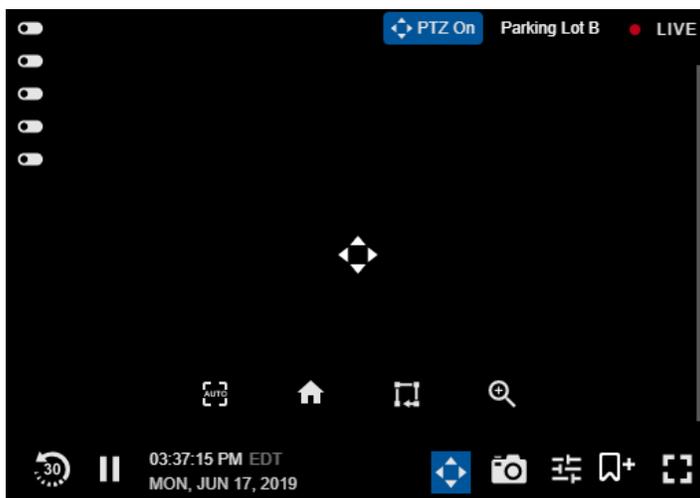
Accessing PTZ Camera Controls

You can control a PTZ camera with the Avigilon Blue PTZ controls.

1. Access a PTZ camera's live video from either the Views page or the Devices page.

All users can watch live video on the Views page.

2. In the video player, click  or  to display the PTZ controls.



The camera's PTZ controls are overlaid on the video and manual pan and tilt controls are enabled. For more information on using manual pan and tilt controls, see *Moving a PTZ Camera* on the next page.

Control	Description
	Auto-focus the PTZ camera.
	Go to the Home position.
	Display the Presets list where you can move to a preset, or create and delete presets. You can also access the Tours list where you can run, create, and delete tours.
	Display the Zoom controls.

3. To hide the PTZ controls, click  or .

Moving a PTZ Camera

As you move the PTZ camera's field of view, the camera's recording will move with the changing field of view.

Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Moving the camera will disable analytics rules until the PTZ has moved back to the home position. For more information, see *Go To Home Position* on the next page.

Tip: PTZ controls like click-to-center and continuous panning will also function when other PTZ controls are open, such as the Zoom or Preset controls.

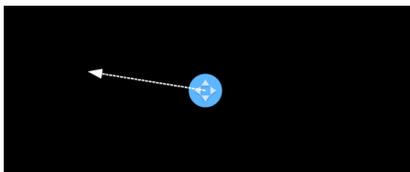
Click-to-Center

1. Click  or  to display the PTZ controls and enable manual pan and tilt controls.
2. If click-to-center is supported by your camera, click anywhere on the video image to center the camera on that point.

The camera's live video moves to center on the selected point.

Continuous Panning

1. Click  or  to display the PTZ controls and enable manual pan and tilt controls.
2. Drag your mouse from the center  in the direction you want the camera to pan. The farther the mouse is from the center of the player, the faster the camera will move.



The camera's live video moves as directed.

While the camera is panning, you can drag in other directions to adjust the camera movement.

3. Release the mouse button to stop panning.

Keyboard PTZ Controls

Using the PTZ keyboard controls is ideal for small adjustments to the PTZ camera position. Each keystroke will move the camera a small amount.

1. Click  or  to display the PTZ controls and enable manual pan and tilt controls.
2. Use the keyboard keys to control and pan and tilt movements of the camera. You can tap the key to make a small movement or hold it down to move faster. The table below lists the different PTZ control keys.

PTZ Control	Keyboard Keys	Number Pad Keys
Move left	← A	4
Move right	→ D	6
Move up	↑ W	8
Move down	↓ S	2
Zoom in	+	+
Zoom out	-	-

Focusing a PTZ Camera

You can automatically adjust the focus of your PTZ camera. Click  to have the PTZ camera automatically focus on the scene.

Go To Home Position

If your PTZ camera has a Home preset position configured, you can click  to move the camera to the Home position.

For more information on configuring the Home position, see *Creating a Preset* below. Select the **Set as Home** check box while creating a preset to make it the Home position.

Note: Analytic rules with PTZ cameras can only be used at the Home position of the PTZ camera. Make sure that the field of view of the Home preset includes any areas that require analytic rules.

PTZ Preset Positions

You can control PTZ camera movement by directing the camera to move to preset positions. You can also manage your presets by creating and deleting them.

Click  to open the Presets list.

Moving to a Preset Position

1. With the Presets list open, scroll through the list to find the preset you want to move to.
2. Click the Preset.

The camera's live video will move to the selected preset position.

Creating a Preset

1. Use the camera's PTZ controls to move the camera's field of view to the desired preset position. For more information on moving the camera, see *Moving a PTZ Camera* on the previous page, and *PTZ*

Camera Zoom Controls on page 91.

2. Click  to open the Presets list.
3. Click **Create New Preset** at the bottom of the Presets list.



4. Enter a descriptive name for the new preset.
5. Click  to save the new preset or click  to discard the preset.

If you want this preset to be the Home position, select the **Set as Home** check box.

Note: You cannot edit a preset. If you want to modify an existing preset you will have to delete it and create a new preset.

Deleting a Preset

1. With the Presets list open, scroll through the list to find the preset you want to delete.
2. Click  for that preset.

The selected preset is deleted and removed from the Presets list.

PTZ Tours

You can control PTZ camera movement by directing the camera to run a PTZ tour. 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. The tour will repeat until manually stopped or other PTZ controls are used.

Note: The PTZ tour will stop when you or any other user uses the PTZ controls for that camera.

Click  to open the list of presets, then click **Tours** to open the list of tours.

Running a PTZ Tour

1. With the Tours list open, scroll through the list to find the tour you want to run.
2. Click the Tour.

The camera's live video will move through the preset positions configured with the tour.

3. To stop the tour, click **Stop Tour** or use any other PTZ control.

Creating a Tour

1. Use the camera's Presets list to create all of the preset positions that you will need for this tour. For more information on creating presets, see *Creating a Preset* on page 88.
2. Click  to open the list of presets, then click **Tours** to open the list of tours.
3. Click **Create Tour** at the bottom of the Tours list.

The Tour Builder dialog box is displayed.

4. Enter a descriptive name for the new tour in the **Tour Name** field.
5. In the **Pause Duration** field, enter the amount of time the tour will pause before it repeats. Tours will repeat until manually stopped or other PTZ controls are used by any user.
6. Select a **Tour Mode** from the drop-down list:
 - **Sequential:** The PTZ camera will go to each preset in the set order.
 - **Random:** The PTZ camera will go through the list of presets in a random order.
7. If you want this tour to run automatically after a set amount of time that the PTZ camera has been idle, select the **Set as default tour** check box. Set the time the camera should be idle before it will automatically run in the **Idle Start Time** field.

The tour will automatically start after the PTZ camera has been idle for the set time.

Note: Setting the current tour as the default tour will automatically remove this setting from the previous tour that was set as default.

8. Click **Add Another Preset** to add a preset to the Tour Builder.
 - a. Select the **Preset** to add from the drop-down list.
 - b. In the **Speed** field, enter how fast you want the PTZ camera to move to this preset. The higher the %, the faster the camera will move.
 - c. In the **View Time** field, enter the amount of time you want the PTZ camera to stay at this preset position before moving to the next preset. The View Time is 10 seconds by default.
 - d. Repeat this step until you have added all of the presets for this tour.
9. To remove the preset from a tour, click  for that preset.
10. To re-order a preset in the tour, click  or  for that preset. The preset order only affects tours that use Sequential mode.
11. Click **Save** to save the tour.

Editing a Tour

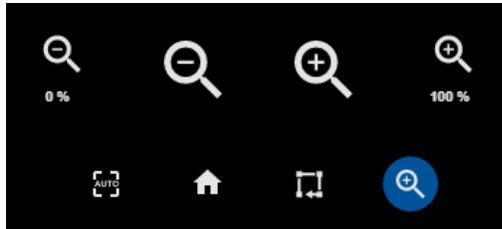
1. Click  to open the list of presets, then click **Tours** to open the list of tours.
2. Click  for the tour you want to edit.

3. Edit the tour settings and options. For more information on the tour settings, see *Creating a Tour* on the previous page.
4. Click **Save** to save the tour.

PTZ Camera Zoom Controls

You can control the PTZ camera zoom with the PTZ controls. Zoom in to see more detail or zoom out to see more of the surrounding scene.

Click  to open the zoom controls.



Zoom Control	Description
Zoom all the way out	<p>Click  to zoom all of the way out.</p> <p>This can be used to reset the PTZ zoom to the default view after zooming in on an object in the scene.</p>
Zoom all the way in	<p>Click  to zoom all of the way in.</p> <p>This can be used to quickly zoom in to the maximum zoom to see more detail in the scene.</p>
Zoom out	Click  to zoom out by 5% increments.
Zoom in	Click  to zoom in by 5% increments.
Zooming with the mouse wheel	Use the mouse wheel to adjust the zoom in and out by scrolling the wheel forwards and backwards.
Dragging to zoom	If the camera supports drag to zoom, you can click and drag a green rectangle on the video image to define the area you want to zoom in and see.

Video Player Controls

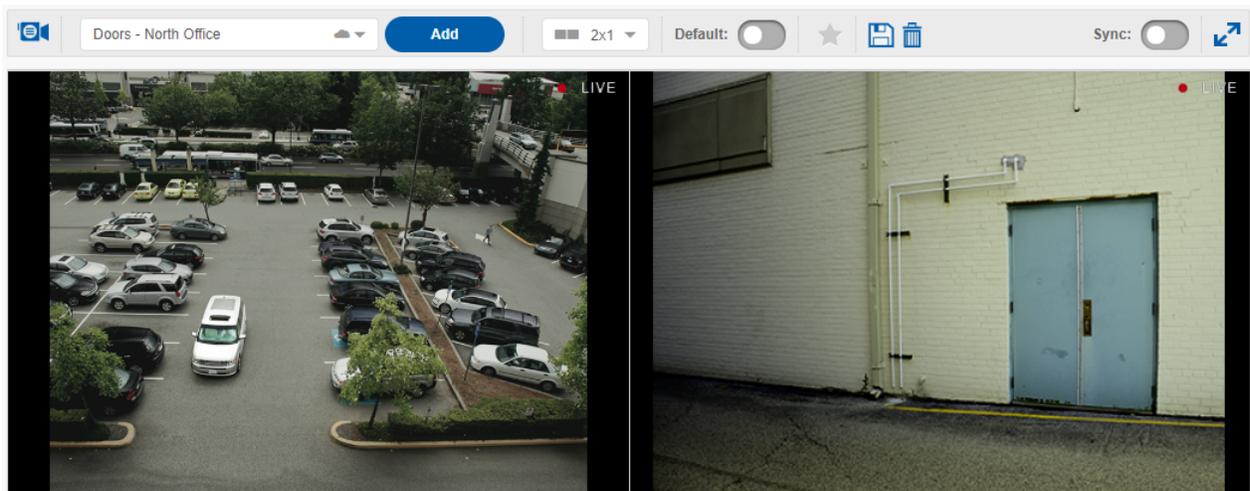
The following table describes each video player control. Available controls may vary based on whether you are viewing live or recorded video. For video player controls on a mobile device, see *Video Player Controls* on page 128.

Control	Description
	Skip back 30 seconds.
	Pause video.
	Play video.
	Skip forward 30 seconds.
	View PTZ controls.
	Download a snapshot of the video.
	Configure the video player's settings.
	Download video.
	Create a bookmark of the selected video.
	Go to fullscreen mode.
	Exit fullscreen mode. You can also press Esc.
	Zoom in on the timeline. You can also hover over the timeline and scroll.
	Zoom out on the timeline. You can also hover over the timeline and scroll.
Camera name	View player and connection details.
	Pin player details to the video player.
	Trigger a digital output. Hover over this control to see the digital output name.
Scroll to Zoom	Zoom in and out with the scroll wheel.
Drag to Move	While zoomed in, you can click and drag to move the video's field of view.

Views

The Views page consists of image panels where you can view live and recorded video. You can choose the number of image panels to display and save a layout with specified cameras as a *view*. For example, you can set up a view that lets you monitor footage from four cameras around your site.

Note: If you are connected to an Avigilon Control Center™ site, saved ACC™ Views from that site will be available in the Views list.



All users can access the Views page and view video from sites they have access to, but saved views are unique to each user and cannot be shared between users. You can update them as needed and favorite them for quick access.

To expand your view to the full browser width, in the top-right corner click .

To return to the Views page, click  or press `Esc`.

To use one timeline to control all video feeds in a View, in the top-right corner of the Views page, click the **Sync**: toggle.

Adding a View

Create new views to help monitor related groups of cameras from a single view.

1. In the Views toolbar, click **Add**. This will clear the cameras from the current view so you can start building your new view.
2. Set up the view to your requirements:
 - Set the view layout to the desired number of video panels.
 - Add and change the camera feeds in the view.
 - If necessary, make this view a favorite or default view.
 - Save and name the new view.

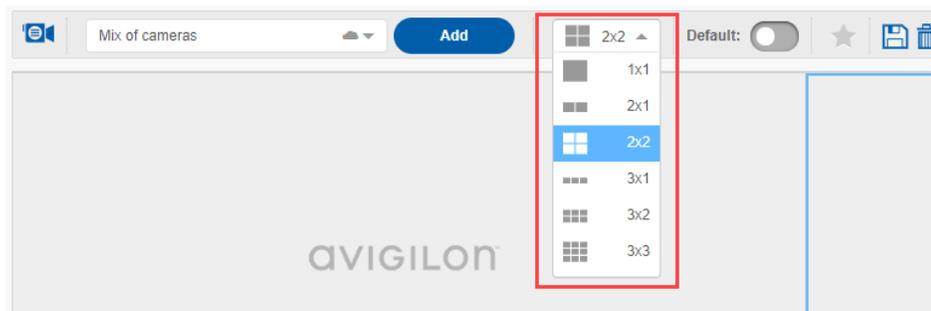
Once it has been saved, this view can be used any time you sign in to your account.

Changing the Layout

You can change the number of image panels displayed on the Views page by changing the layout in the Views toolbar. You can have up to nine image panels in a single layout. Choose the number of image panels that makes sense for the scene you're viewing.

Note: Changing the layout will not remove cameras from your view.

- In the Layout drop-down list, select the view with the number of image panels you want to display.



The layout is updated.

Changing a Camera in a View

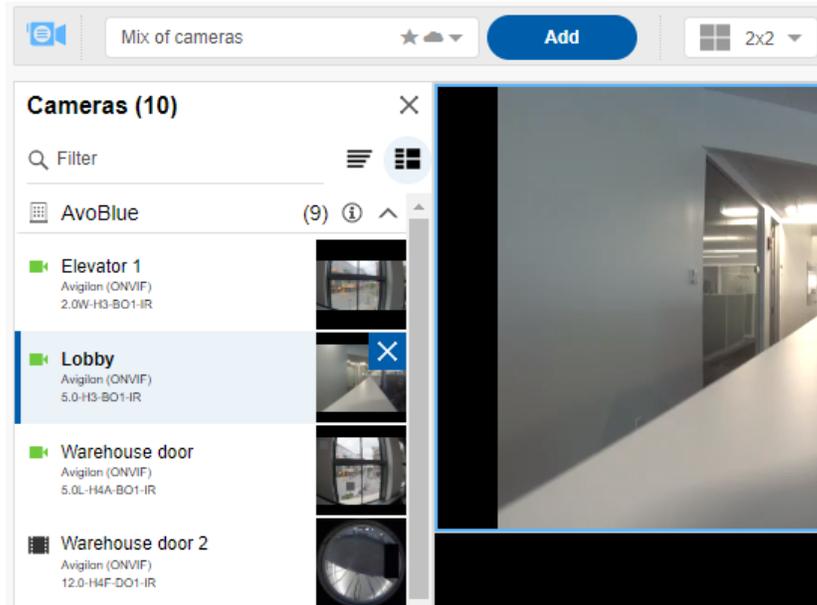
Use the camera list to change the camera displayed in an image panel.

You can review recorded video for a disconnected camera by adding that camera to a view and using the timeline controls to find the recorded video. For more information, see *Viewing Recorded Video* on page 82.

1. Select an image panel, and then in the Views toolbar click .

The camera list is displayed, and the selected image panel is outlined in blue.

Tip: You can hover your mouse over a camera to display a snapshot of the video.



2. Select the camera you want to view.

The camera is added to the image panel and its live video is displayed.

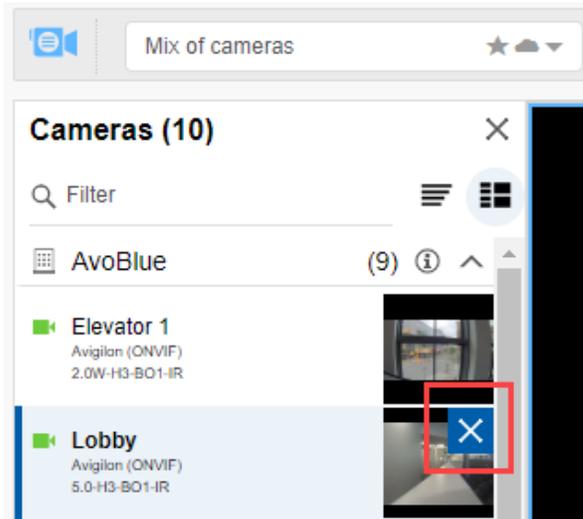
3. While the camera list is displayed, you can continue to select image panels and then select cameras to add to those panels.

Removing a Camera from a View

If a camera requires maintenance or you no longer need to see its video, you can remove the camera from an image panel.

1. Select an image panel, and then in the Views toolbar click .

The camera list is displayed, and the selected image panel is outlined in blue.



2. Next to the selected camera, click **X**.

The camera is removed from the image panel.

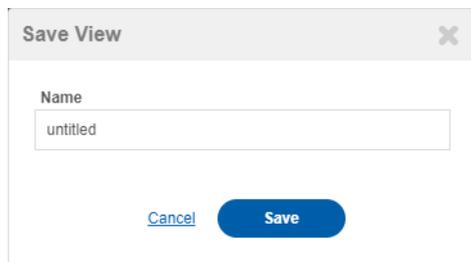
Saving a View

Save views for each area in your site so you can monitor your site effectively. When a view is saved, it will appear in the Views drop-down list so you can access it later.

Note: Views are unique to each user and are not shared between users. Changes to an ACC Saved View will not appear in the ACC site, but can be saved to your Avigilon Blue account.

1. In the Views page, update or create a new view.
Set up the view to use the cameras and layout required.
2. *Optional.* Set the view as a favorite or the default view.
3. In the Views toolbar, click .

The Save View dialog box is displayed.



4. In the **Name** box, enter a descriptive name for the view.
5. Click **Save**.

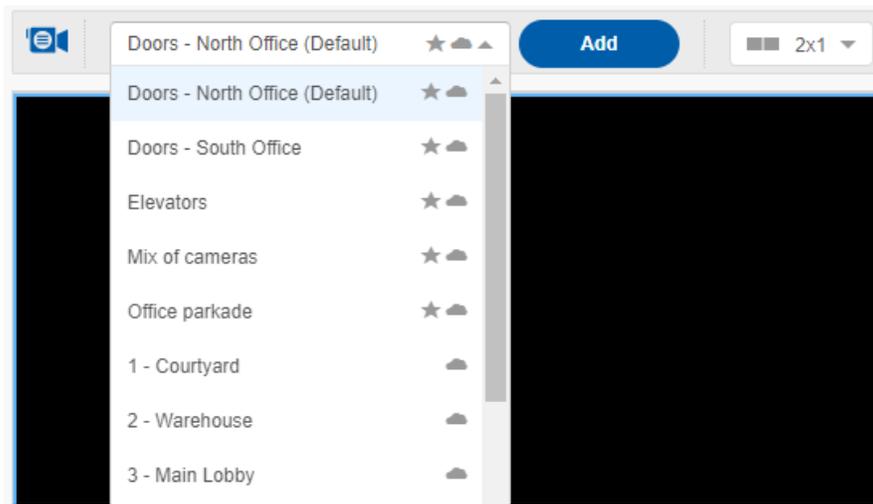
The view is saved.

Opening a View

You can open saved views to monitor different areas of your site.

- In the Views drop-down list, select a view.
 - ★ Indicates the view is a favorite.
 - ☁ Indicates the view is saved to your Avigilon Blue user account.

Tip: Search for a view by typing in the drop-down list.



The view is displayed.

Note:

- If you are connected to an ACC site, Saved Views from that site will be available in the Views list.
- Up to 9 cameras from the Saved View will be displayed. Other content, like maps or point-of-sale (POS) transactions, will not be displayed.
- Changes made in the Avigilon Blue service will not appear in your ACC site.

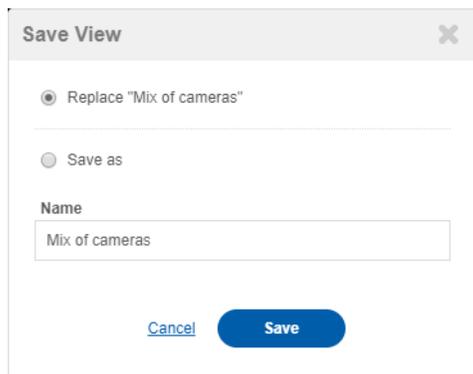
Updating a View

If you make a change to a previously saved view, you can choose to overwrite the view with your changes, or save your changes as a new view.

Note: Views are unique to each user and are not shared between users. Changes to an ACC Saved View will not appear in the ACC site, but can be saved to your Avigilon Blue account.

- In the Views toolbar, click  .

The Save View dialog box is displayed.



The image shows a 'Save View' dialog box with a close button (X) in the top right corner. It contains two radio button options: 'Replace "Mix of cameras"' (which is selected) and 'Save as'. Below these options is a text input field labeled 'Name' containing the text 'Mix of cameras'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save'.

To overwrite changes:

1. Select the **Replace** option.
2. Click **Save**.

The view is saved.

To save as a new view:

1. Select the **Save as** option.
2. In the **Name** box, enter a descriptive name for the view.
3. Click **Save**.

The view is saved.

Favoriting a View

If you have a lot of saved views, it can be difficult to find the view you're looking for. You can choose to make a view your default view. Default views are displayed every time you go to the Views page. You can also favorite a view for quick access in the Views drop-down list.

Note: You cannot favorite an ACC view, but you can save the view to your Avigilon Blue account and then favorite it or make it the default view.

To make a view the default:

1. In the Views toolbar, select the view to make default and click the **Default:** toggle.
2. The view is automatically saved and is now the default view.

To favorite a view:

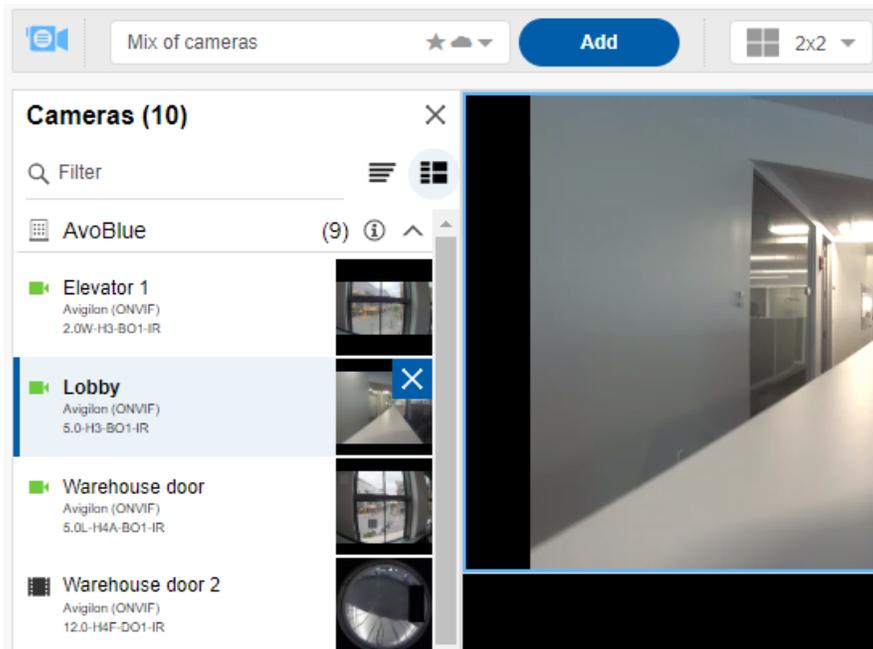
1. In the Views toolbar, select the view to favorite and click .
2. The view is automatically saved as a favorite view and appears at the top of the Views drop-down list.

Camera List

The camera list displays all of the cameras that you can view from all of the sites you have access to. The camera list provides information about the cameras that are connected and options for displaying the list of cameras.

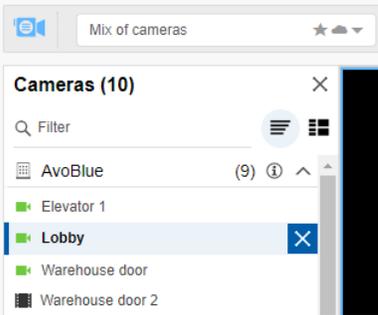
To show or hide the camera list:

- In the Views toolbar, click .



Camera List Item	Description
------------------	-------------

Cameras heading	The number in parentheses indicates the number of cameras available to view. In
-----------------	---

Camera List Item	Description
	the example above there are 10 cameras available.
 Filter	Filter cameras by name.
	<p>Switch to a compact list of cameras that does not include camera details or thumbnail images.</p> <div data-bbox="441 470 1036 642" style="border: 1px solid #0070C0; padding: 10px; margin: 10px 0;"> <p>Tip: You can hover your mouse over a camera to display a snapshot of the video.</p> </div> 
	Switch to a thumbnail list of cameras that displays camera details and a thumbnail image.
 (Site name)	<p>The name of the site that the cameras are connected to.</p> <ul style="list-style-type: none"> • The number in parentheses indicates the number of cameras available from that site. • Click  to view the site details. • Click  or  to expand or collapse the list of cameras for a site. <div data-bbox="526 1052 1422 1184" style="border: 1px solid #0070C0; padding: 10px; margin: 10px 0;"> <p>Tip: Collapse sites to help find a specific camera faster.</p> </div>
 (Folder name)	The name of the folder that contains cameras. For ACC sites only.
 (Camera name)	Indicates the camera has live video that can be viewed.
 (Camera name)	Indicates the camera has recorded video that can be viewed but no live video. Use the timeline controls to find the recorded video for these cameras.
 (Camera name)	Indicates the camera has been removed from the site and video is no longer available.
 (Camera name)	Indicates the camera is not connected and video is no longer available.

Bookmarks

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

Adding a Bookmark

Tip: You can add a bookmark any time the timeline is displayed.

1. Find the point in the recorded video timeline that you want to start the bookmark and click .

The Create Bookmark dialog box appears with the time that you had selected in the timeline entered in the **Start time** and **End time** fields.

2. Enter a Name for the new bookmark.
3. In the **Cameras** pane, select all of the cameras that need to be part of this bookmark.

Note: You can only bookmark multiple cameras from the same site.

4. In the Duration fields, enter the full duration of the bookmark in minutes and seconds.
This will automatically update the **End time** field. You can also update the **End time** field to specify the duration of the bookmark.
5. In the **Description** field, enter any extra information that you want to include with the bookmark.
6. To protect the bookmarked video from being deleted, select the **Protect bookmark** check box.

IMPORTANT: Protected bookmarks are never deleted. Be aware that bookmarked videos take up storage space and can become your oldest stored video. Protected bookmarks should be manually deleted when they are no longer needed. For more information, see *Protecting and Unprotecting a Bookmark* on the next page.

7. Click **Save**.

Protecting and Unprotecting a Bookmark

Protecting bookmarks will prevent them from being deleted when the bookmark is the oldest stored video on your device. When unprotected, bookmarks can be deleted by scheduled or automatic data cleanup. Protected bookmarks that are no longer needed should be manually deleted or be set to unprotected so they will be deleted by data cleanup.

CAUTION — Creating an excessive amount of protected bookmarks will exhaust the available storage of the Avigilon Blue Connect device and may impact normal operation.

You can protect or unprotect bookmarks when you create them or anytime afterwards by editing the bookmark:

1. Click  to open the Bookmarks page and expand the site that contains the bookmark you want to protect or unprotect.
2. Click **Edit** for the selected bookmark. The Edit a Bookmark page is displayed.
3. Select or clear the **Protect bookmark** check box:
 - To protect the bookmarked video from being deleted, select the **Protect bookmark** check box.

Note: Protected bookmarks are never deleted. Be aware that bookmarked videos take up storage space and can become your oldest stored video. Protected bookmarks should be manually deleted or set to unprotected when they are no longer needed.

- To unprotect the bookmarked video and allow it to be deleted, clear the **Protect bookmark** check box.

Note: Unprotecting a bookmark will allow it to be deleted by scheduled or automatic data cleanup as storage is filled up. Be aware that if you unprotect an older bookmark and your storage is full, that bookmark may be deleted as soon as you save this change.

4. Click **Save**.

Searching for a Bookmark

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

1. Click  to open the Bookmarks page.
2. Expand the site that you want to search for bookmarks.
3. If necessary, change the date range to the right of the Search field to be sure that the bookmark search will find the bookmark. The default date range will search for bookmarks in the last two weeks.
4. In the Search field for that site, enter any text that may appear in the bookmark's name or description.

The search is automatically performed on all of the bookmarks for that site in the selected date range, so that only the matches to your search text are displayed.

Viewing Bookmarked Video

1. Click  to open the Bookmarks page and expand the site that contains the bookmark you want to view.
2. Perform a bookmark search or scroll through the list of bookmarks to find the bookmark to view.
3. Click the **Bookmark Name** to open and view the bookmarked video and details.
4. Use the timeline and player controls to review the video.

For more information, see *Viewing Recorded Video* on page 82.

5. If the bookmark is linked to multiple cameras, select the camera to view from the **Cameras** list to the left of the video player.
6. To edit this bookmark, click **Edit**.

For more information, see *Editing a Bookmark* below.

Editing a Bookmark

1. Click  to open the Bookmarks page and expand the site that contains the bookmark you want to edit.
2. Perform a bookmark search or scroll through the list of bookmarks to find the bookmark to edit.
3. Click **Edit** for the selected bookmark. The Edit a Bookmark page is displayed.

You can also edit a bookmark when you are viewing that bookmark. For more information, see *Viewing Bookmarked Video* above.

4. Make any changes needed to the bookmark.

For more information about the editable options, see *Adding a Bookmark* on page 101.

For more information on protecting or unprotecting a bookmark, see *Protecting and Unprotecting a Bookmark* on the previous page.

Deleting a Bookmark

1. Click  to open the Bookmarks page and expand the site that contains the bookmark you want to delete.
2. Perform a bookmark search or scroll through the list of bookmarks to find the bookmark to delete.
3. Click **Delete** for the selected bookmark.

You can also delete a bookmark when you are editing that bookmark. For more information, see *Editing a Bookmark* on the previous page.

4. Click **OK** to confirm deleting the bookmark.

The bookmark is removed from the bookmarks list.

Notifications

Notification Center

Administrators, Managers, and Responders can view the Notification Center, but will only see notifications for the sites that they have access to based on their health and security notification schedules. Administrators can update your site access and notification schedule.

To view the Notification Center, click



Status	Date/Time	Event Description	Site	Device	Last Viewed By	Last Updated
	Sep 18, 2019 3:39:31 PM EDT	Device Communication Lost	AvoBlue	Charlie	Avigilon System	Sep 18, 2019 3:39:58 PM EDT
	Sep 18, 2019 1:58:29 PM EDT	Device Communication Lost	AvoBlue	Charlie	Royal Challengers	Sep 18, 2019 1:58:29 PM EDT
	Sep 17, 2019 1:53:06 PM EDT	Device Communication Lost	AvoBlue	Charlie	Avigilon System	Sep 18, 2019 4:30:36 PM EDT
	Sep 17, 2019 1:51:10 PM EDT	Device Connection Error	AvoBlue	Charlie	Royal Challengers	Sep 17, 2019 1:51:10 PM EDT
	Sep 17, 2019 1:51:10 PM EDT	Device Communication Lost	AvoBlue	Charlie	Avigilon System	Sep 17, 2019 1:51:10 PM EDT
	Sep 17, 2019 12:34:28 PM EDT	Device Communication Lost	AvoBlue	Charlie	Royal Challengers	Sep 17, 2019 1:31:30 PM EDT
	Sep 13, 2019 2:42:25 PM EDT	Camera Disconnected	AvoBlue	Camden	Royal Challengers	Sep 13, 2019 2:42:25 PM EDT
	Sep 13, 2019 2:41:57 PM EDT	Camera Connected	AvoBlue	2MP Cross Walk	Royal Challengers	Sep 13, 2019 2:41:57 PM EDT
	Sep 12, 2019 12:47:33 PM EDT	Device Communication Lost	AvoBlue	Ojo	Royal Challengers	Sep 12, 2019 3:01:14 PM EDT
	Sep 12, 2019 12:16:37 PM EDT	Application Server Stop	AvoBlue	Liverpool	Royal Challengers	Sep 12, 2019 5:12:14 PM EDT
	Sep 11, 2019 5:07:58 PM EDT	Device Communication Lost	AvoBlue	Ojo	Royal Challengers	Sep 12, 2019 3:02:53 PM EDT
	Sep 11, 2019 2:11:43 PM EDT	Device Communication Lost	AvoBlue	Ojo	Royal Challengers	Sep 12, 2019 3:02:54 PM EDT

Notification List

A summary of recent notifications. Filter notifications using the toolbar at the top of the page. For more information, see *Filtering Notifications* on page 107.

Click a notification to view more details. See *Reviewing Notifications* on page 108.

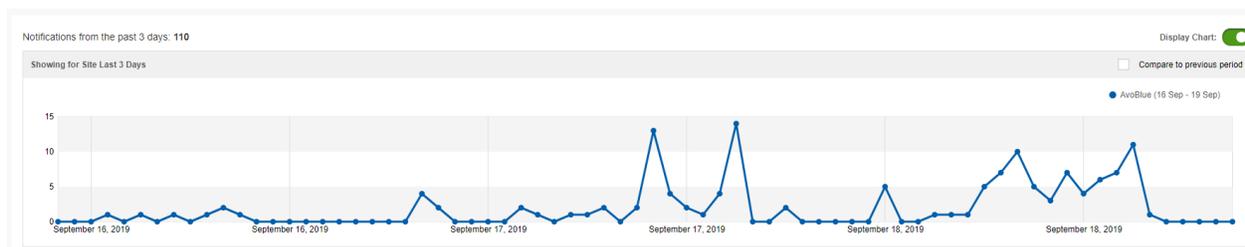
The following table describes the columns in the notifications list.

Column	Description
Status	The following notification status icons appear next to each notification. <ul style="list-style-type: none"> — An unreviewed Device Health notification. For more information, see <i>Health Notifications</i> on page 111. — An unreviewed notification. — A notification currently under review. — A notification marked as reviewed.

Column	Description
Date.Time	When the notification occurred.
Event Description	The name of the analytic rule that triggered the notification.
Site	The site where the notification occurred.
Device	The camera or Avigilon Blue Connect device that recorded the notification.
Last Viewed By	The last user to view the notification details.
Last Updated	The last time the notification details were updated.

Notification Chart

Click the **Display Chart:** toggle to view a graphical summary of notifications. Selected filters will also filter data in the chart.



You can view information about a particular data point on the chart by hovering over it. This is a quick way to filter and view notifications from a point on the chart.

1. Click a data point you're interested in.
A tooltip displays the details and number of notifications.
2. Click the number of events to filter the notification list. This may change any filters that were previously applied.

Note: The number of notifications that appear in the list may be fewer than the number of events in the link. This is because the chart displays all events that occurred, while the table displays only notifications you're assigned based on your schedule, site access, and filters.

You can compare notifications from the period before to understand trends and anomalies in your organization.

To compare results from the previous period:

- In the chart toolbar, select the **Compare to previous period** check box.

The results from the period before are displayed. The legend displays each period.

Notification Details

Click a notification to view more information.

Review: Camera Tampering (Jun 12, 2019 5:10:55 PM HST)

Site: AvoBlue, Server: Liverpool, Camera: 3.0C-H3A-BO1-IR(743883)

False Detection? Yes No Unspecified | Reviewed? Yes No



Mode: [Preview](#) [Full](#)

COMMENT

Click here to add a comment

ACTIVITY LOG

Date/Time	Description
Jun 14, 2019 12:03:40 PM HST	Subscriber Admin is viewing this notification
Jun 12, 2019 5:10:58 PM HST	Royal Challengers left comment: Event has been forwarded to the Remote Monitoring provider.

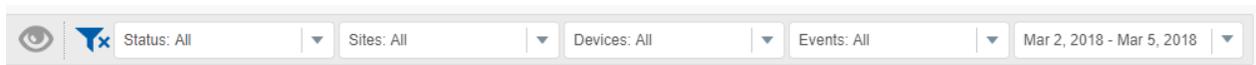
When reviewing a security notification, the live and recorded video are displayed side-by-side. The live video (left) lets you see if the activity is on-going or resolved. The recorded video (right) lets you see the activity that triggered a notification. When reviewing a camera health notification, live video is displayed if available. Server health notifications do not have video.

You can view if others have commented or viewed the notification in the Activity Log. The Activity Log also captures whether the notification was marked as a false detection or if it was previously marked as reviewed. Other users in your Avigilon Blue site can see your activity from their browser or mobile device.

Filtering Notifications

You can filter notifications by status, site, device, event type, and date. The Notification Center will show results only for the filtered criteria.

The filters are found in the Notification Center toolbar.



Toolbar filters: Status: All, Sites: All, Devices: All, Events: All, Mar 2, 2018 - Mar 5, 2018

Note: You will only see notifications from sites you have access to, during the schedule specified by your Administrator.

To clear a filter, click .

To clear all applied filters, click .

Reviewing Notifications

Administrators, Managers, and Responders can review and resolve notifications for sites they have access to from their browser in the Notification Center. You can view a short 10-second clip of the video, or the full event recording.

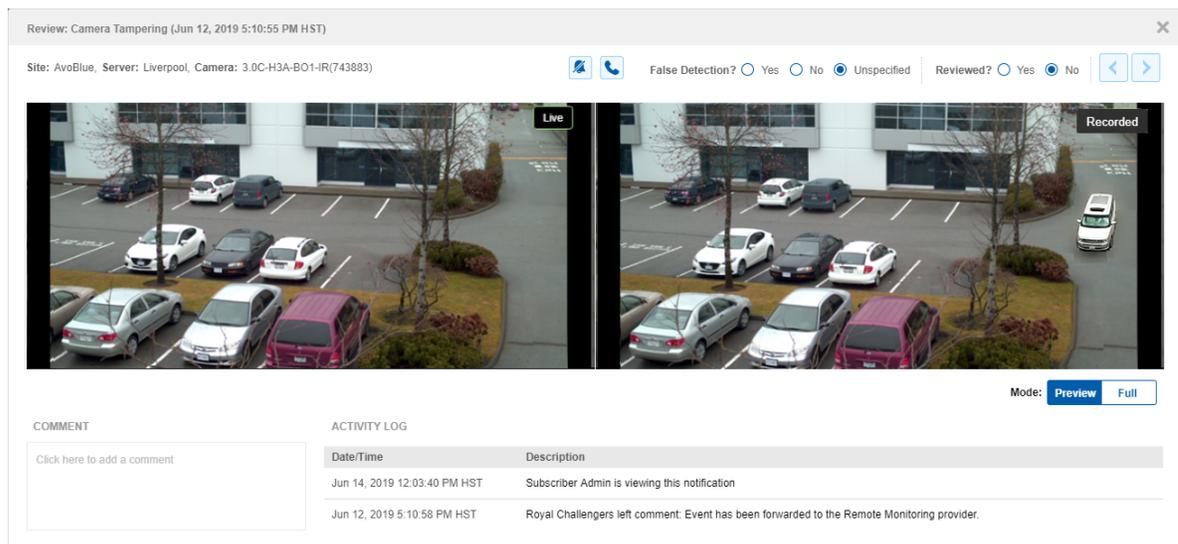
Viewing a Notification

You can view a notification from the Notification Center.

- Click a notification.

Tip: You can filter notifications to find specific events. For more information, see *Filtering Notifications* on the previous page.

The notification details are displayed.



In the right-hand video player, a 10-second preview clip plays. The clip may not show the full recorded event. You can choose to watch the entire recorded video from the player.

To see the full recording:

- Below the video player, click **Full**.

Use the timeline to view the video.

To go back to the 10-second preview:

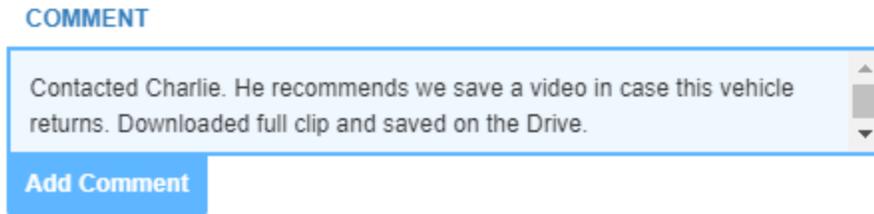
- Below the video player, click **Preview**.

To view the previous or next notification, in the top-right corner click  or .

Adding a Comment

You can leave a comment to report if an action was taken or if the issue was resolved. The comment can be up to 256 characters.

1. In the **Comment** box, enter a description.



COMMENT

Contacted Charlie. He recommends we save a video in case this vehicle returns. Downloaded full clip and saved on the Drive.

Add Comment

2. Click **Add Comment**.

The comment appears in the Activity Log.

ACTIVITY LOG	
DATE/TIME	DESCRIPTION
Just now	Alba Edwards left comment: Contacted Charlie. He recommends we save a video in case this vehicle returns. Downloaded full clip and saved on the Drive.
Dec 15, 2017 9:52:41 PM	Alba Edwards started viewing this notification

Resolving a Notification

Once a notification is resolved, you can mark it as reviewed. Reviewed notifications can be filtered from the Notification Center to help other users focus on unreviewed notifications.

You can also mark a notification as a false analytic detection. False detections should still be marked as reviewed, so they do not clutter the Notification Table. If you have many false detections, you may need to adjust your analytic rules. For more information, see *Analytic Rules* on page 67.

To mark a false detection:

- Next to False Detection?, select **Yes**.

To mark the notification as reviewed:

- Next to Reviewed?, select **Yes**.

Calling a Contact

If an event requires escalation and you are not at the physical site, you can call a site Contact from the mobile app or from a phone app on your computer. Examples of contacts include local police, emergency services, or site managers.

For example, if you spot an intruder while on-the-go, you can contact both the police and alert your site manager from the Avigilon Blue mobile app, without having to scroll through your personal contact list.

Contacts are configured by Administrators in the browser application. For more information, see *Contacts* on page 31.

On Mobile:

You can call a Contact while viewing live and recorded video.

1. Below the video player, tap .
A list of Contacts is displayed.
2. Tap the Contact you want to call.
3. Confirm that you want to call the Contact.
The call is sent.

Blocking Notifications

To block notifications from a camera, you can disarm it. This is useful if you know maintenance work will be done in an area with analytic rules and do not want to receive security notifications during that time. You can disarm a camera on the Devices page or while viewing a notification. You can also block notifications from your mobile device. For more information, see *Blocking Mobile Notifications* on page 120.

On the Devices page:

1. Hover over a camera card and click .
2. Select how long you want to disarm the camera, then click **Save**.
The camera is disarmed .

In a notification:

1. Click .
2. Select how long you want to disarm the camera, then click **Save**.
The camera is disarmed.

Resuming Notifications

To resume notifications from a disarmed camera, you can arm it.

On the Devices page:

1. Hover over a camera card and click .
2. Click **Rearm**.
The camera is armed.

In a notification:

1. Click .
2. Click **Rearm**.
The camera is armed.

Email Notifications

The Avigilon Blue service can send an email notification each time a security or health notification occurs, so you can keep up with site activity while you're away. Security notifications may include a link to a clip of the event that you can view while on the go.

Note: You will only receive notifications based on your Health Notifications and Security Notifications schedule for the sites you have access to.

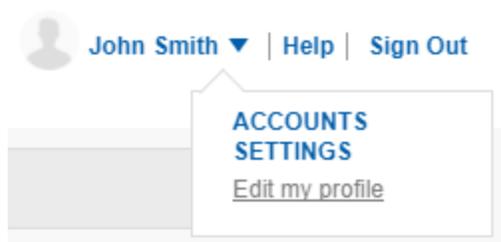
Administrators can configure whether users receive email notifications.

1. On the Organization Management page, in the Users tab, select a user.
2. Select whether the user receives **Email Notifications**.
3. Click **Save**.

You can also change whether you receive email notifications on your profile page.

1. In the top-right corner, click your name.

Your account information is displayed.



2. Click **Edit my profile**.
The Profile page is displayed.
3. Select whether you receive **Email Notifications**.
4. Click **Save**.

Health Notifications

Health notifications are sent from an Avigilon Blue Connect device or a camera. These notifications let you know if there was a communication or connection error.

Health notifications appear in the Notification Center in your browser, and in the Notification and Camera pages in the mobile app. You can review health notifications the same way you review notifications triggered by an analytic rule. For more information, see *Reviewing Notifications* on page 108 or *Mobile Notifications* on page 118.

Administrators, Managers, and Responders can view health notifications for sites they have access to. Dealers can also proactively monitor their subscribers' health notifications if health monitoring is enabled. For more information, see *Health Monitoring* on page 11.

Avigilon Blue Connect Device Notifications

The following table describes the Avigilon Blue Connect device health notifications and how you can solve them.

Health Notification	Description	Troubleshooting
Analytics Server Connection Lost	Connection to analytics server has been lost.	Contact your Dealer.
Analytics Server Queue Full	The analytics server queue is full.	Contact your Dealer.
Device Disconnect	The Avigilon Blue Connect device lost connection to your network.	Sometimes the device reconnects automatically. If the connection is not restored, try restarting the device.
Device Reconnect	The Avigilon Blue Connect device reconnected to your network.	No workaround required.
Application Server Stop	The Avigilon Blue Connect device application is shutting down.	You may receive this notification if you restart your device from your browser or mobile device. If you did not restart your device, contact your Dealer.
Application Bad Shutdown	The Avigilon Blue Connect device application ended unexpectedly.	Contact your Dealer.
System Low Resources	The Avigilon Blue Connect device's memory resources are low.	Contact your Dealer.
Db Lost	The database on the Avigilon Blue Connect device was corrupted.	Contact Avigilon Support.
Db Environment Deleted	The database on the Avigilon Blue Connect device experienced a critical error. The database environment was recreated.	Contact Avigilon Support.
Db Environment Deleted With Dbs	The database on the Avigilon Blue Connect device experienced a critical error. The database environment was recreated and some data may have been lost.	Contact Avigilon Support.
Db Environment Recovered	The database on the Avigilon Blue Connect device experienced a critical error. The	Contact Avigilon Support to determine why the error

Health Notification	Description	Troubleshooting
	database environment was successfully recovered.	occurred.
Db Reindex	The database on the Avigilon Blue Connect device was reindexed.	Contact Avigilon Support.
Storage Init Error	The primary data volume on the Avigilon Blue Connect device failed to initialize.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.
Storage Volume Failed	The data volume on the Avigilon Blue Connect device is missing or cannot be found.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.
Storage Volume Restored	The data volume on the Avigilon Blue Connect device was restored to its normal state.	No workaround required.
Storage Low Disk Space	The data volume on the Avigilon Blue Connect device was reduced to 50% of its target size due to low disk space.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.
Storage Write Queue Full	Data for a device was dropped due to storage system performance, insufficient system resources, or invalid camera stream on the Avigilon Blue Connect device.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.
Storage Write Failed	A device connected to the Avigilon Blue Connect device failed to write data to the data volume.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.
Storage Writes Blocked	A device connected to the Avigilon Blue Connect device was blocked from writing data to the data volume.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.
System Cluster Network Failure Detected	A network issue was detected between this Avigilon Blue Connect device and another Avigilon Blue Connect device. Your site may experience poor performance.	Contact your Dealer to replace your Avigilon Blue Connect device. Export video if possible.

Camera Notifications

The following table describes the camera health notifications and how you can solve them.

Health Notification	Description	Troubleshooting
Camera Connected	A camera connected to the Avigilon Blue Connect device.	No workaround required.
Camera Disconnected	A camera disconnected from the Avigilon Blue Connect device.	If the camera comes back online, the system will automatically resolve this issue. If the camera does not come back online, check your camera and network settings.
Camera Tampering	A camera detected sudden changes to the scene.	Check the live video to see if you need to readjust the camera placement or focus.
Device Communication Lost	A camera disconnected from the Avigilon Blue Connect device.	This may be due to a loose Ethernet connection. Reconnect the device cables and the system will automatically resolve the event.
Device Connection Error	A camera connection failed. Device data cannot be received.	Check your camera and network settings.
Device Packets Lost	A camera experienced network packet loss (more than 50% of packets were lost over the last 60 seconds).	Contact your IT department. If the camera is connected to the Camera Uplink Port, contact your Dealer.
Device Packets Recovered	A camera no longer experiences network packet loss.	No workaround required.
Device Firmware Upgrade Started	The camera firmware upgrade started.	No workaround required.
Device Firmware Upgrade Done	The camera firmware upgraded.	No workaround required.
Device Firmware Upgrade Error	An error occurred during a firmware upgrade.	Contact your Dealer.
Device Record Interrupted	A camera's recording was interrupted.	Check your camera and network settings.
Device Record Restored	A camera's recording was resumed.	No workaround required.

Mobile

With the Avigilon Blue service, you can monitor video, review notifications, dial a contact, or leave a note to start escalating emergencies from your mobile device. This is a great way for dealers to check the health of their subscriber organizations, and for subscribers to monitor their sites while on the go.

The Avigilon Blue mobile application is available on the App Store and the Google Play store.

Viewing Live Video

You can monitor live video from cameras while on-the-go from your mobile device from the  or  page.

On the  page:

1. Tap a subscriber organization.
2. Tap the site your camera is connected to.
3. Tap the camera you want to view.

The camera's live video is displayed. If you are an Administrator, Manager, or Responder, you may

also see recent security or health notifications for that camera.

< Devices Live 

Rochester | unknown | 3.0W-H3A-BO2-IR(783987)



RECENT NOTIFICATIONS

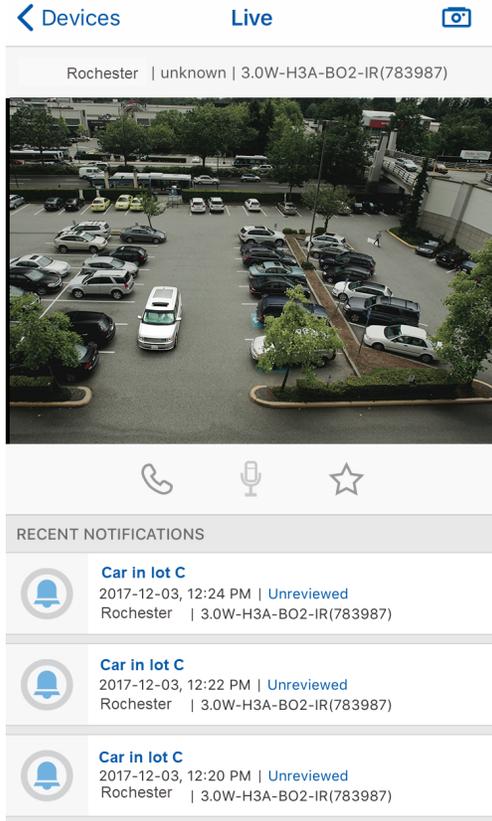
-  **Car in lot C**
2017-12-03, 12:24 PM | [Unreviewed](#)
Rochester | 3.0W-H3A-BO2-IR(783987)
-  **Car in lot C**
2017-12-03, 12:22 PM | [Unreviewed](#)
Rochester | 3.0W-H3A-BO2-IR(783987)
-  **Car in lot C**
2017-12-03, 12:20 PM | [Unreviewed](#)
Rochester | 3.0W-H3A-BO2-IR(783987)

Tip: Rotate your phone to view the fullscreen video.

On the  page:

- Tap the camera you want to view.

The camera's live video is displayed. If you are an Administrator, Manager, or Responder, you may also see recent security or health notifications for that camera.



Tip: Rotate your phone to view the fullscreen video.

Favoriting a Camera

If you have a large site with many Avigilon Blue Connect devices and cameras, you can favorite a camera for quick access. Favorited cameras are listed on the  page.

On the  page:

1. Swipe left over a camera card.
2. Tap .

In a video player:

- Tap .

Unfavoriting a Camera

To remove a camera from the  page, unfavorite it.

On the  page:

1. Swipe left over a camera card.
2. Tap .

In a video player:

- Tap .

Mobile Notifications

Administrators, Managers, and Responders can review and respond to notifications for sites they have access to from the Avigilon Blue mobile app. You can view a 10-second clip of the video, or the full event recording. You can also resolve notifications from your mobile device.

There are three ways you can receive notifications on your mobile device:

Push Notifications

- When a push notification is received, tap the notification to review it in the mobile app.
- Manage push notifications in your phone's Settings application.

In-App Notifications

- If a notification occurs while using the app, a red banner is displayed. Tap the banner to view the notification in the mobile app.

Recent Notifications

- On the  page:
 - While viewing live video, recent notifications for that camera are listed below the video player.
 - Tap a notification to review it in the mobile app.

- On the  page:
 - All security and health notifications for your organization are listed from newest to oldest.
 - Tap a notification to review it in the mobile app.

Tip: To filter out reviewed notifications in the Notifications list, tap  on iOS and  on Android. Only unreviewed notifications are listed.

When viewing notifications in the mobile app, the notification icon displays the status.

-  — An unreviewed Device Health notification. For more information, see *Health Notifications* on page 111.
-  — An unreviewed notification.
-  — A notification currently under review.
-  — A notification marked as reviewed.

Viewing Event Video

When reviewing a notification, a 10-second preview clip is displayed. The clip may not show the full recorded event. You can choose to watch the entire recorded video for the notification from the video player.

To see the full recording, in the video player, tap **Full**.

To return to the 10-second preview, tap **Preview**.

Switching from Recorded to Live Video

While reviewing recorded notification video, you can switch to the camera's live stream to see if the activity is on-going or resolved.

To view live video, above the video player, tap .

To return to the recorded video, tap .

Resolving Notifications

You can review and resolve notifications directly from your device while on the go. Other users in your Avigilon Blue site can see your activity from their browser or mobile device.

1. On the  page or below a video player, tap a notification.

The event clip is displayed.

2. Below the video player, tap  or .

The Edit page is displayed. You can view previous activity in the Activity Log.

3. In the **Notes:** box, enter a descriptive comment about the event.
4. Select whether the event was **Reviewed?**
5. Select whether the event was a **False Detection?**
6. Tap **Save**.

The notification is updated.

Rebooting a Camera

If a camera is malfunctioning, you can reboot it remotely from your mobile device. This is only available for cameras that are powered through an Avigilon Blue Connect device's PoE port.

1. On the  page, tap a camera health notification.
2. Tap .
3. Tap **OK** to confirm.
4. *iOS only:* Tap **OK** again.

The camera will reboot. This may take a few minutes.

Restarting an Avigilon Blue Connect Device

If you receive a health notification, you can restart the server from your mobile device.

1. On the  page, tap a health notification.
2. Tap .

A warning is displayed.

3. Tap **OK**.

The device will restart and connected cameras will not record during this time. You may receive a health notification that the application server stopped.

Blocking Mobile Notifications

To block notifications from a camera, you can disarm it. This is useful if you know maintenance work will be done in an area with analytic rules and do not want to receive security notifications during that time. You can disarm a camera from the  or  page, or while viewing live or recorded video. To disarm cameras from the browser, see *Blocking Notifications* on page 110.

On the  or  page:

1. Swipe left over a camera card.
2. Tap , and select how long you want to disarm the camera.

The camera is disarmed .

In a video player:

- Tap , and select how long you want to disarm the camera.

The camera is disarmed .

Resuming Notifications

To resume notifications from a disarmed camera, you can arm it.

On the  or  page:

1. Swipe left over a disarmed camera card.
2. Tap .

The camera is armed.

In a video player:

- Tap .

The camera is armed.

Using Talkdown

If your camera has talkdown capabilities, you can talk to the people in the camera's range from your mobile app. Turn your phone into an intercom for acknowledging deliveries, or for alerting intruders that the police have been notified.

Talkdown only works one-way. You will not hear a response from your mobile device.

1. Below the video player, hold  and speak into your phone's microphone.

An audio bar provides feedback that your microphone is working.



Note: You can use talkdown for up to 2 minutes at a time. The gray circle around the talkdown icon indicates how much time you have left.

2. To stop talkdown, release the icon.

Triggering a Digital Output

You can trigger a digital output connected to camera while on-the-go.

Digital outputs are available on the  or  page.

1. Select a camera or notification.
 2. Tap .
- A list of available outputs is displayed.
3. Tap the output you want to trigger.
 - If the output mode is set to **Pulse**, the output will stop after the specified pulse duration.
 - If the output mode is set to **Hold**, tap  again to stop the digital output.

Downloading a Snapshot

If you notice something interesting while monitoring live or recorded video, you can download a snapshot of the video player to your phone. You can use the image as evidence in an investigation, or share it across your team to raise awareness of a person of interest.

- Above the video player, tap .

A snapshot is saved to Photos on iOS or File Manager on Android.

Using a PTZ Camera

With the Avigilon Blue service, you can monitor video and use PTZ camera presets and tours while on-the-go from your mobile device. PTZ controls are available when viewing live video from a PTZ camera on the from the  or  page.

While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera. The PTZ controls will display.

Moving a PTZ Camera

You can control and move a PTZ camera with the app's PTZ controls:

1. While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera.

The camera's PTZ controls are displayed.

Tip: Rotate your phone to view the fullscreen video.

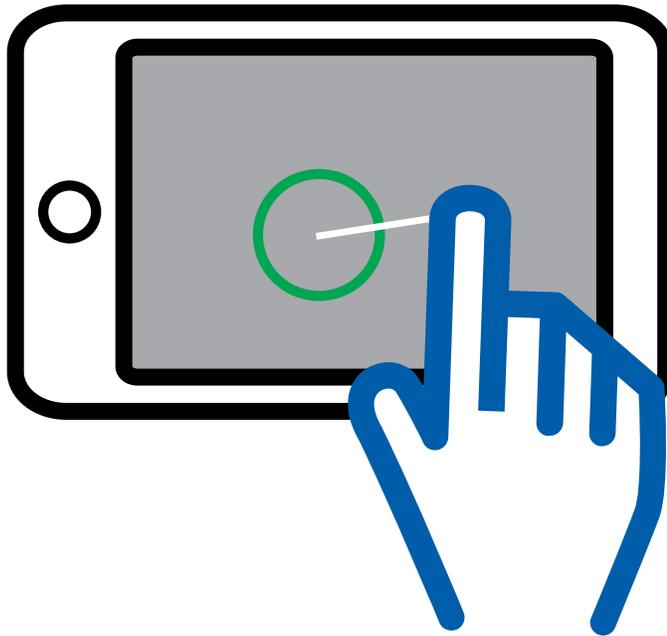
2. You have two options to manually control the camera's position. Perform one of the following:

Note: Continuous panning PTZ control is currently only available on the Android app. A future iOS release will add this PTZ control to the iOS app.

- **Tap to center:** Tap anywhere on the video image to center the camera on that point. A white circle will appear on the spot that you tap. The white circle should turn green and the video image will move to the new location. The white circle will turn red if it is not possible to move to the selected point.
- **Continuous panning:** (*Android only*) Press and hold your finger on the video image until the manual control green circle appears. Take care not to lift or move your finger from the screen before the manual control green circle appears.

Tip: To avoid obscuring the video image, try placing your finger in one of the corners of the screen.

Once the green circle appears, slowly drag your finger in the direction you want the camera to move. A line will extend from the green circle to indicate the speed and direction of movement. While the camera is panning, you can drag in other directions to adjust the camera movement. Lift your finger off of the screen to stop panning.



Note: If you remove your finger from the screen before finishing your camera movements, simply repeat the process of holding your finger on the screen to bring up the green circle.

3. While controlling the PTZ camera, you can perform zoom functions to zoom in or out of the scene. For more information, see *PTZ Camera Zoom Controls* below.
4. Tap the back arrow in the top-left corner to return to the cameras list.

Go To Home Position

If your PTZ camera has a Home preset position configured, tap  to open PTZ mode for that camera and tap  to move the camera to the Home position.

For more information on configuring the Home position, see *Creating a Preset* on page 88. Select the **Set as Home** check box while creating a preset to make it the Home position.

PTZ Camera Zoom Controls

You can control the PTZ camera zoom with the PTZ controls. Zoom in to see more detail in the video or zoom out to see more of the scene from a wide angle view.

Zooming All the Way Out

This function can be used to reset the PTZ zoom to the default view after zooming in on an object in the scene.

1. While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera.
The camera's PTZ controls are displayed.

2. Tap  to zoom all of the way out.

Adjusting PTZ Camera Zoom

Adjusting a PTZ camera's zoom can be used to zoom in to view an object in greater detail or to zoom out on a scene to view more of the surrounding environment.

1. While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera.
The camera's PTZ controls are displayed.

Tip: Rotate your phone to view the fullscreen video.

2. Tap  to zoom in.
3. Tap  to zoom out.
4. Tap the back arrow in the top-left corner to return to the cameras list.

Zooming In on a Region of Interest

If there is an area or object in the scene you would like to zoom in on and view in greater detail, you can draw a rectangle on the video image to zoom into that area of the scene.

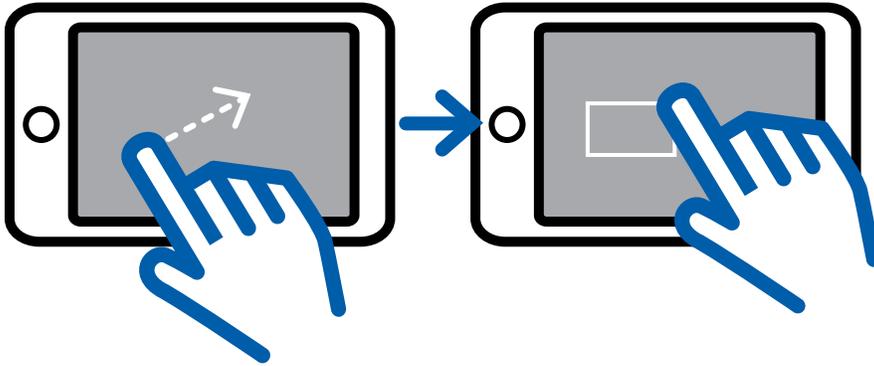
1. While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera.
The camera's PTZ controls are displayed.

Tip: Rotate your phone to view the fullscreen video.

2. Press your finger on the video image and then drag in a diagonal direction to draw the region of interest rectangle on the image. You can adjust the size of the rectangle by dragging your finger in different directions.

After you have the rectangle over the correct region of interest, hold your finger in place until the rectangle turns green. Lift your finger from the screen and the camera will move to and zoom in on

the selected region. The rectangle will turn red if it is not possible to zoom in on the selected region.



3. Tap the back arrow in the top-left corner to return to the cameras list.

Using PTZ Presets

You can control PTZ camera movement on your mobile device by directing the camera to move to preset positions. For more information on managing your presets, such as creating and deleting them, see *PTZ Preset Positions* on page 88.

1. While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera.
2. Tap  to open the list of available presets for that camera.
3. Scroll through the list to find and tap the preset you want to move to.

The camera's live video will move to the selected preset position.

Using PTZ Tours

You can control PTZ camera movement on your mobile device by directing the camera to run a PTZ tour. 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 more information on managing tours, such as creating or deleting tours, see *PTZ Tours* on page 89.

Note: The PTZ tour will stop when you or any other user uses the PTZ controls for that camera.

1. While viewing live video from a PTZ camera, tap  to open PTZ mode for that camera.
2. Tap  to open the list of available tours for that camera.
3. Scroll through the list to find and tap the tour that you want to run.

The camera's live video will move through the preset positions configured with the tour.

4. To stop the tour, tap **Stop** or send the PTZ camera to a preset or home position.

Calling a Contact

If an event requires escalation and you are not at the physical site, you can call a site Contact from the mobile app or from a phone app on your computer. Examples of contacts include local police, emergency services, or site managers.

For example, if you spot an intruder while on-the-go, you can contact both the police and alert your site manager from the Avigilon Blue mobile app, without having to scroll through your personal contact list.

Contacts are configured by Administrators in the browser application. For more information, see *Contacts* on page 31.

On Mobile:

You can call a Contact while viewing live and recorded video.

1. Below the video player, tap .
A list of Contacts is displayed.
2. Tap the Contact you want to call.
3. Confirm that you want to call the Contact.
The call is sent.

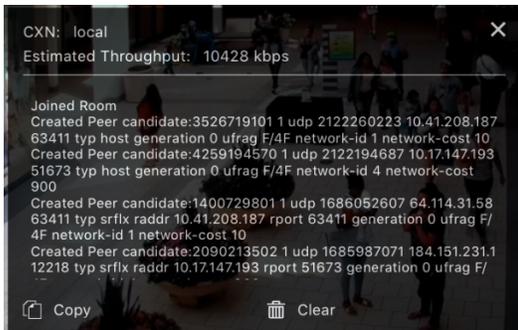
Viewing Video Player Details

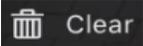
When calling Avigilon Support to troubleshoot an issue, it can be helpful to know about your cloud connection. You can view that information from the video player.

Note: Connection information is only available for live video on Android.

- In the video player, tap .

The connection information is displayed.



- To copy the information for technical support, tap  **Copy**.
- To clear the information, tap  **Clear**.
- To exit, tap **X**.

Changing the Video Quality

iOS only. You can change the video quality from your phone. Select **AUTO** quality to see more detail. Select **LOW** quality if you have a slower internet connection.

1. Tap the video player to view settings and controls.
2. Tap  and select the desired video quality.

The video quality is updated.

Video Player Controls

The following table describes each video player control. Available controls may vary based on whether you are viewing live or recorded video. To view the controls, tap the player.

Control	Action
	Pause video.
	Play video.
	View information about the camera's streaming connection.
	Replay clip.
	Call a site contact.
	Hold to use the talkdown feature.
	Trigger a digital output.
	Open PTZ controls.
	Power-cycle the PoE port connected to this camera.
	Restart a server.
	Favorite a camera for quick access.

Control	Action
	PTZ camera control: zoom all the way out.
	PTZ camera control: zoom in.
	PTZ camera control: zoom out.
	PTZ camera control: start a PTZ tour.
	PTZ camera control: go to a PTZ preset position.
	PTZ camera control: go to the PTZ's home position.
Tap to Center	PTZ camera control: tap on a location in the video image to center the PTZ camera on that spot.
Continuous Panning	PTZ camera control: <i>(Android only)</i> Press and hold your finger on the video image and then drag in the direction you want to move the PTZ camera.
Drag to Zoom	PTZ camera control: Drag a rectangular region of interest on the video image to zoom in to that region.
	Disarm a camera and pause notifications.
	Resume camera notifications.
	Review a notification.
	<i>iOS Only.</i> Review a notification that was marked reviewed.
	Take a snapshot of the video and save to your phone.
	Play live video.
	Play recorded video.
Pinch to Zoom	Spread 2 fingers apart to zoom in. Pinch 2 fingers to zoom out.
Drag to Move	When zoomed in, drag to move the video's field of view.

Troubleshooting and FAQs

Adding a Device — US Only

Note: To add a device outside the US, contact Avigilon technical support.

1. Get an activation code from the device's web interface. For more information, see the [Avigilon Blue Connect Installation Guide](#) that came with the device.
2. Navigate to your subscriber's organization. For more information, see [Accessing a Subscriber Organization](#) on page 8.
3. In the Devices page toolbar, click **Add**.

The Add dialog box is displayed.

4. In the **Site** drop-down list, select the site you want to connect the device to.
5. In the Activation Code area, click **I have a code**. A text box is displayed.
6. Enter the activation code and click **Add**.

A success message is displayed and you can now configure the device.

Note: If a firmware update is available, the device will automatically upgrade and restart. Once the upgrade is applied, you can configure your device.

Account Issues

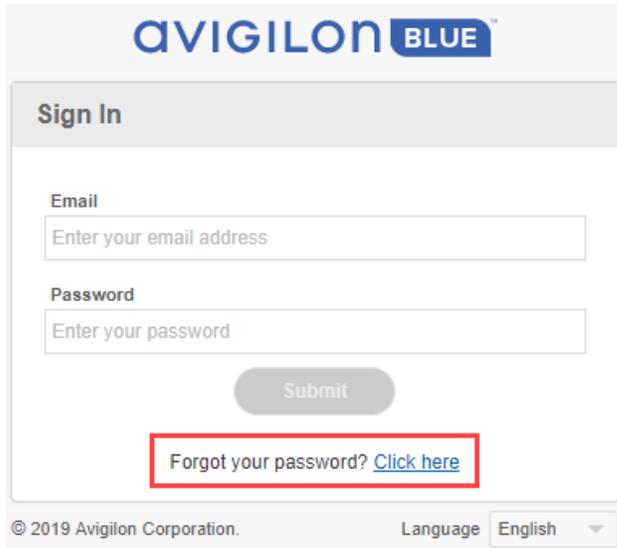
Forgot Your Password?

If you are already signed in, you can reset your password from the Profile page. For more information, see [Resetting Your Password](#) on page 36.

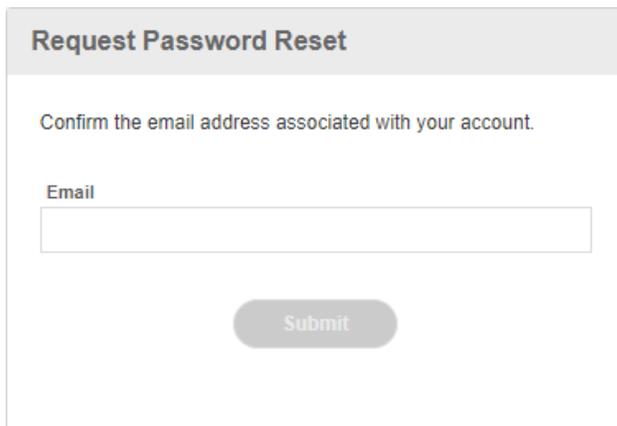
If you are signed out and forget your password, you can reset it from the Sign In page.

In Your Browser:

1. At the bottom of the Sign In dialog box, click **Click here**.



2. In the Request Password Reset box, enter your email and click **Submit**.



You will receive an email with a link to reset your password.

3. In the email, click the link and enter and confirm a new password. Your new password must be different from your last 3 passwords.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$@#!%*?&+\<>._-~:;=^]|'`{/}){}

Your password cannot include the word "Password".

4. Click **Submit**.

Your password is reset.

On Mobile:

1. At the bottom of the Sign In page, tap **Forgot Password**.



2. Enter your email address and tap **Send** on iOS or **Send Email** on Android.

You will receive an email with a link to reset your password.

3. In the email, click the link and enter a new password. Your new password must be different from your last 3 passwords.

Your password must contain 8-50 characters and include at least one:

- Uppercase letter
- Lowercase letter
- Number
- Special character (\$ @ # ! % * ? & + \ < > . _ - ~ : ; = ^] | ' ` { / } { }

Your password cannot include the word "Password".

4. Click **Submit**.

Your password is reset.

Locked Out of Your Account?

Note: If you forget your password you can use the **Forgot your password** link to receive an emailed link to reset your password. For more information, see *Forgot Your Password?* on page 130.

If an incorrect password is entered 3 times, you will be locked out of your account for 30 minutes. Use the **Forgot your password** link to reset your password.

You may also be locked out if your registration has expired or not been completed. Contact your Administrator to have your registration invitation resent.

Notification Issues

Can't See Your Notifications?

You may see fewer notifications listed in the Notification Table than events on the Notification Navigator graph. This is because the chart displays all events that occurred, while the table displays only notifications you're assigned based on your schedule, site access, and filters.

To troubleshoot:

- Clear all filters.
- Have an Administrator or Manager check that your Avigilon Blue Connect device and cameras are connected and working. Ensure that your analytic rules were added properly. For more information, see *Analytic Rules* on page 67.
- If there are still no notifications on the Notification Center page, your user account may not be set up to receive notifications for that site at that time.
- An Administrator can update your user account to ensure that the correct user role, site, and schedule were selected.

Once your user account is updated, you will begin receiving notifications. Note that you will not see any notifications prior to the update.

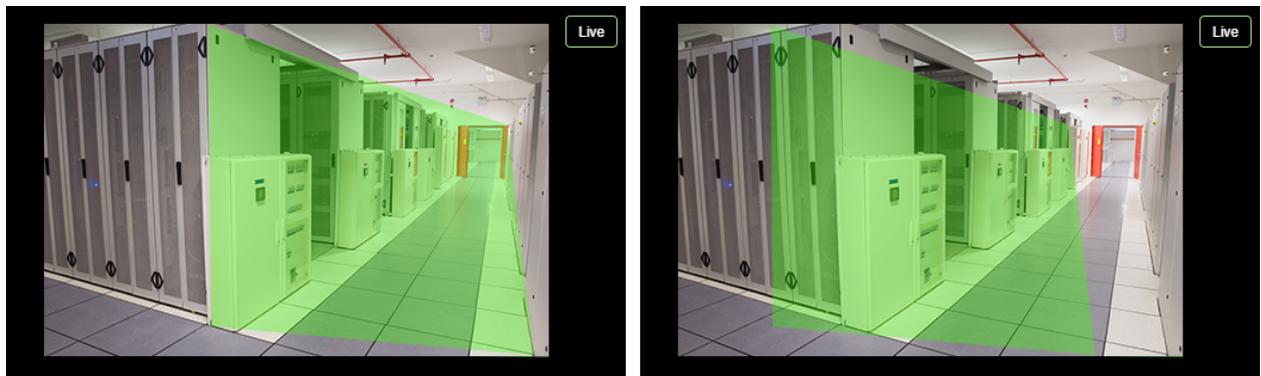
- If your problem is not solved, contact Avigilon Support at +1.888.281.5182 Option 1, then Option 5.

Too Many Notifications?

If you're receiving too many notifications, you may need to adjust your analytic rules. For more information see *Analytic Rules* on page 67.

Too Many False Alarms?

If you're receiving too many false alarms, your analytic rules' region of interest may be misaligned. This can happen if the camera is moved after configuration.



If the overlay is not aligned properly, an Administrator or Manager can configure the camera's analytic rule. For more information, see *Editing a Rule* on page 71.

Central Station Monitoring Issues

All Avigilon Blue Connect devices must use firmware version 3.4.0 or later, to use central station monitoring. Upgrade all devices for all sites to be monitored.

Don't Receive Alarms More than 10 Minutes After Integration

Sometimes it can take a few minutes before the integration is complete. You will only see alarms in the SureView software for events that occurred after the integration is complete.

If you do not receive any alarms after approximately 10 minutes, double-check the following settings:

- The correct **Server ID** has been entered.
- The correct Central Station **Type** was selected. See *Creating a Central Station* on page 15.

If all settings are correct and you still cannot view alarms in the SureView software, contact Avigilon technical support.

SureView Software Not Accepting Communication from Avigilon Blue Service

If the SureView software is not accepting communication attempts from the Avigilon Blue service, the SureView software may be blocking the IP address used by the Avigilon Blue service. Use the SureView software to *whitelist* the IP addresses that are used by the Avigilon Blue service. Refer to the the SureView software documentation for more information.

Timezones

Differences between video and notification timestamps may happen if your user account timezone is different from the camera's timezone.

The following table describes whether timestamps are from user or camera timezones.

		User Timezone	Camera Timezone*
Notifications	Notification Center timestamps	✓	—
	Mobile notification timestamps	✓	—
	Notification heading timestamps	—	✓
	Video timestamps	—	✓
	Activity Log timestamps	✓	—
Live and recorded video	Video timestamps	—	✓

		User Timezone	Camera Timezone*
Bookmarks	Bookmark timestamps	✓	—

* If the camera timezone is not specified, the system uses the server's timezone. For more information, see *Changing the Device Timezone* on page 45. If the server timezone is not specified, the system uses the site's timezone.

Video Streaming Timeout

Continuous video streaming with the Avigilon Blue video player may timeout after a specific period of inactivity. This inactivity duration may differ if you have a restrictive firewall configuration. Acknowledge the timeout prompt to continue streaming video.

Viewing Player Details

When calling Avigilon Support to troubleshoot an issue, it can be helpful to know about your cloud connection. You can view that information from the video player.

Hover over the video player to display an overlay on the player with the timeline and controls. This overlay shows the camera name and status in the upper-right corner.

- **To view more information**, click the camera name.
- **To hide the information**, click **X**.
- **To view the connection details**, in the expanded camera information, click the arrow next to **Details**.
- **To hide the connection details**, click the arrow next to **Details**.

If you have many players open in a view, pin the camera details to see at-a-glance which cameras are displayed.

- **To pin the video player details**, click .
- **To unpin the video player details**, click  again.

Other Issues

If buttons or text in the Avigilon Blue service appear skewed, press **CTRL + F5** to clear your cache.

For More Information

Phone

US/Canada: **+1.888.281.5182** Option 1, then Option 5

Email

support@avigilon.com

For additional contact information, visit avigilon.com/contact-us.