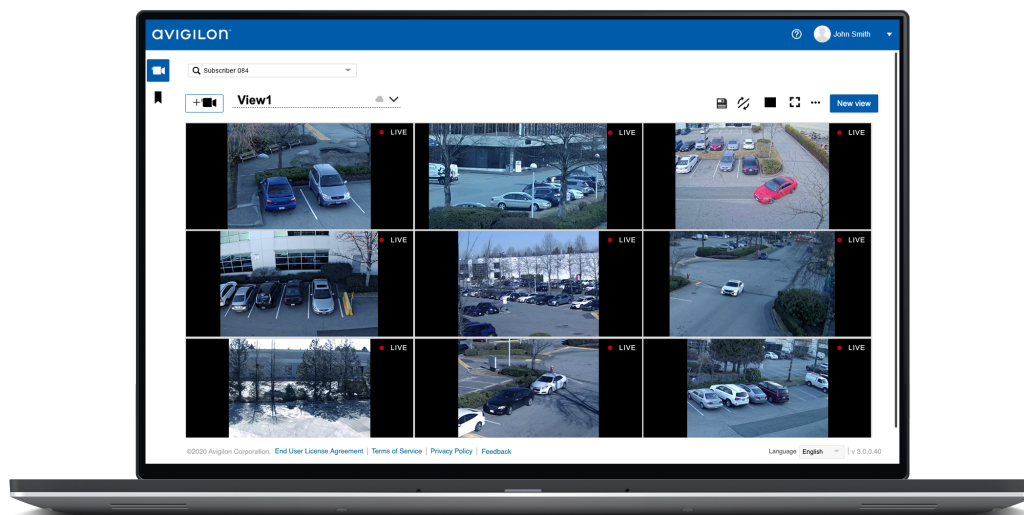


# Avigilon Cloud Services Getting Started Guide

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



## System Requirements

### Software Requirements

- ACC™ Server software version 7.6 or later
- ACC Web Endpoint Service version 7.6 or later

## Supported Cameras

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

ONVIF is a trademark of Onvif, Inc.

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

## Supported Browsers

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

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

Browsers on mobile devices are currently not supported.

## Supported Devices

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

## Connecting ACC to the Cloud

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

### Before Connecting Your ACC Site



- Ensure your ACC site has Internet access.
- Ensure that each ACC Server is version 7.6 or later and that the ACC Web Endpoint Service is installed and running.
- If you have a multi-server site, add all servers to the site before connecting to Avigilon Cloud Services. Otherwise you will have to disconnect the individual servers from Avigilon Cloud Services before reconnecting the ACC site.

### Registering Your Organization

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

1. In your browser, go to [cloud.avigilon.com](https://cloud.avigilon.com).
2. Select a **region\*** then click **Register now**.
3. Enter the organization name and your contact information. Click **Submit**.
4. A registration email will be sent. Complete your registration:
  - a. In the email, click the registration link. This link is only valid for 24 hours.  
If the link expires, register your organization again.
  - b. Create a password. This password is unique to Avigilon Cloud Services and does not need to match your ACC password.
  - c. Select your **Preferred communication language**. This sets the language for emails from Avigilon Cloud Services.
  - d. Click **Submit**, then click **Sign In** and enter your credentials.



## Adding a Site to Your Organization

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

## Adding Users to Avigilon Cloud Services

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

In the ACC Client:

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

The user will receive an email invitation with a registration link that expires within 24 hours.

## Signing In to Avigilon Cloud Services

Users can sign in with their Avigilon Cloud Services credentials at [cloud.avigilon.com](https://cloud.avigilon.com) and on the ACC Mobile 3 app.

## Giving Users Additional Privileges

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

In Avigilon Cloud Services:

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

## \* Avigilon Cloud Services Regions

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

## For More Information

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

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