

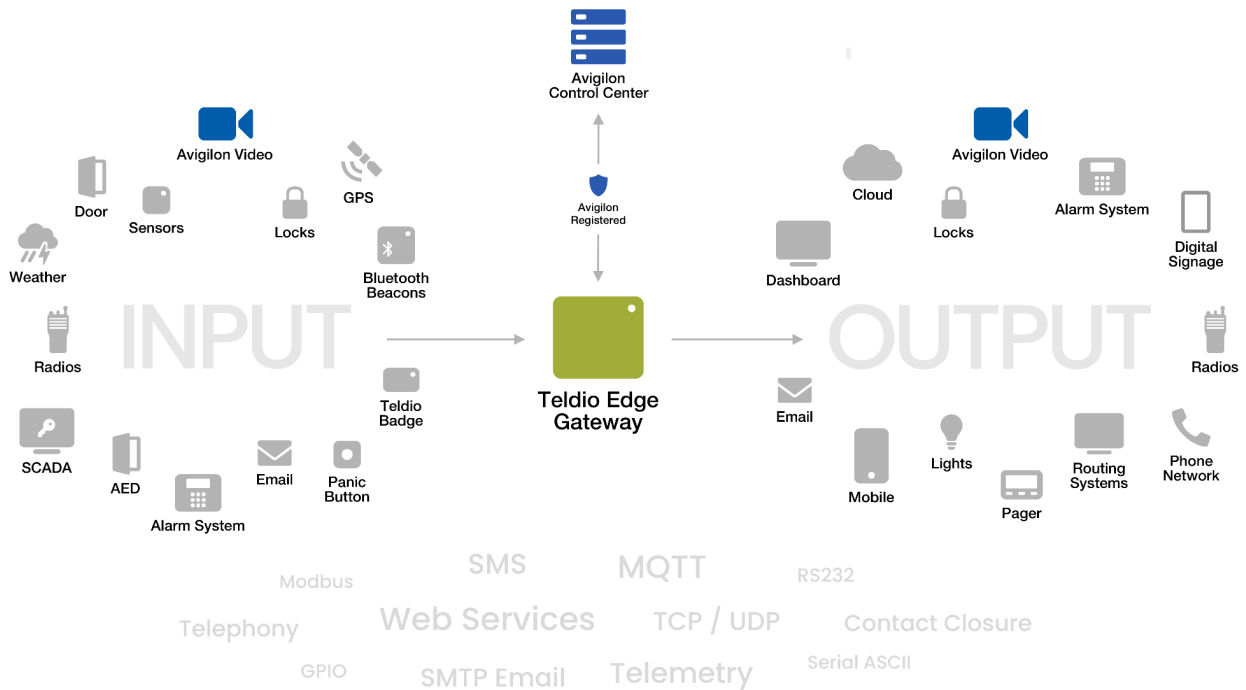


# Teldio Edge Gateway Avigilon Video Integration

## INSTALLATION GUIDE

The Teldio Edge Gateway is a flexible solution that makes it easy to integrate a variety of physical and digital inputs and outputs to deliver high-value solutions for our customers. It integrates to the Avigilon Control Center to receive and trigger alarms via the Avigilon API.

This document provides details on how you can set up your Avigilon integration on the Teldio Edge Gateway.



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## Integration Requirements

The following items are required for the Teldio Edge Gateway's Avigilon integration.

- Teldio Edge Gateway (version 3.3 or higher)
- Alarm Management System (AMS) application
- Avigilon Control Center (version 7.10.0.18 or higher) with existing rules and alarms
- Avigilon Web Endpoint Service (version 7.10.0.18 or higher)

## Avigilon Control Center Configuration

### Add a User for Teldio Edge Gateway

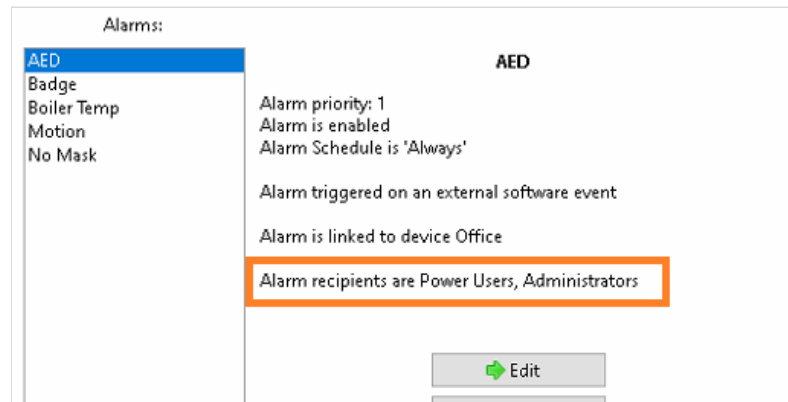
1. Open the Avigilon Control Center Application
2. Under your Site, go to **Setup / Users & Groups**
3. Click on '**Add User**' to add a User for the Teldio Edge Gateway
  - a. Add a Username and a First and Last Name
  - b. Add an Email (optional)
  - c. Do not enable a Login Timeout
  - d. Set a Password
  - e. Enable 'Password never expires'
  - f. On the 'Member Of' tab, set the user to be part of the 'Administrator' or 'Power User' group.

The screenshot shows the 'General' tab of the user configuration interface. The 'Member Of' tab is also visible. The 'User Information' section contains fields for Username (Teldio), First Name (Teldio), Last Name (Edge Gateway), and Email Address (gateway@teldio.com). There is a checkbox for 'Disable user'. The 'Login Timeout' section has a checkbox for 'Enable login timeout' which is unchecked, and an 'Idle Time' field set to 0 hours and 0 minutes. The 'Password' section has fields for 'Password' and 'Confirm Password', both filled with dots. A 'Strength' indicator shows a yellow bar and a green checkmark. There are checkboxes for 'Require password change on next login' (unchecked) and 'Password never expires' (checked). The 'Password Expiry (Days)' field is set to 90.

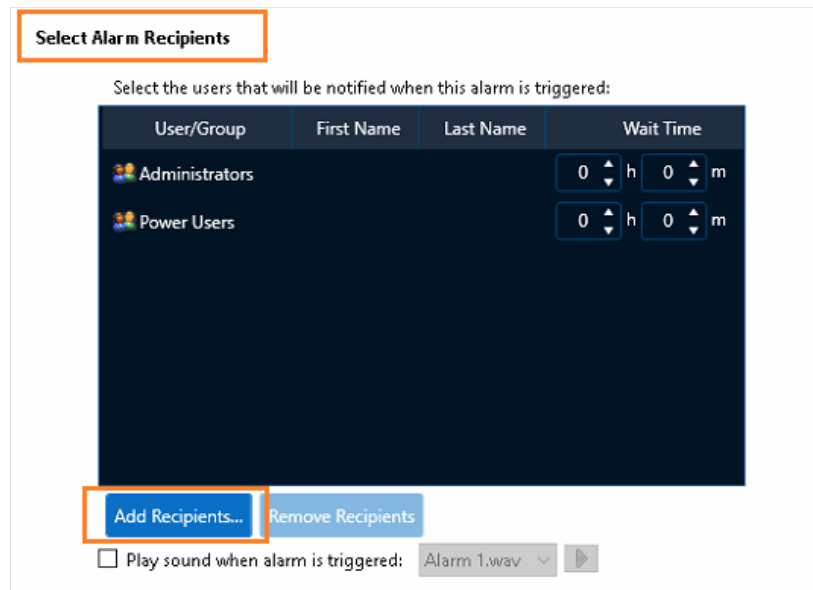
## ACC Alarm Settings

The user account and/or the role associated with the Teldio Gateway user created in the previous step must be associated with each Alarm that is supposed to interact with the Teldio Gateway.

1. Open the Avigilon Control Center Application
2. Under your Site, go to **Alarms**
  - You should see a list of pre-configured alarms
3. Select an existing alarm.
  - This will show its current alarm recipients as users and/or user roles.



4. If the newly added Teldio Edge Gateway user is not part of that list, then:
  - Click on 'Edit'
  - Click on 'Next' until you see the 'Select Alarm Recipients' section.
  - Then Click on 'Add Recipients...' to add the Teldio Edge Gateway user.
  - Repeat this process for each alarm that should communicate with the Teldio Edge Gateway



## Teldio Edge Gateway Configuration

### Network Configuration

The Teldio Edge Gateway must be able to communicate with the Avigilon Control Center via IP. Follow the steps below to configure the Gateway to communicate with the ACC.

1. Login to the Teldio Edge Gateway
2. Click on '**Settings**' and then click on '**Network**' under General
3. In the Ethernet 0 or Ethernet 1 section.
  - Select 'Fixed' from the drop down menu
  - Enter in the IP, Netmask and Gateway and (optional) DNS Nameservers allocated for the Teldio Edge Gateway
  - Press **Save**.

### Add Avigilon Control Center Information

1. Login to the Teldio Edge Gateway
2. Click on '**Settings**' and then click '**Add Module**' under Modules.
  - a. Search for the 'Avigilon Video' module and then click 'Add'.
3. Enter in the following information and press '**Save**'.
  - a. The Hostname/IP of the ACC Server
  - b. ACC Port (default is 8443)
  - c. The username and password of the user created for the Teldio Edge Gateway in the ACC.
  - d. Secure Mode (HTTPS vs HTTP) setting


Configure Module DELETE MODULE

Name  
Avigilon Video

The hostname/IP of the ACC server.  
10.10.10.10

The port of the ACC server.  
8443

The username for the ACC user account.  
Teldio

The password for the ACC user account.  
..... 

Use a secure connection when communicating with ACC. Must match ACC Webendpoint secure setting.

DISCARD CHANGES SAVE

4. Once you perform the above steps, the Avigilon Video module will be shown under Modules in the Teldio Edge Gateway.

- a. The connection status of Green shows a successful connection and may take up to 10 seconds to update.
- b. If a connection status of Red is shown:
  - Make sure the Teldio user is not logged in as a client to the ACC as this will conflict with the Teldio Edge Gateway attempting to connect with the ACC.
  - Make sure the username and password information is correct and has the proper setting as outlined in the ACC Configuration section of this document.
  - Make sure that the Teldio Edge Gateway is on a network that is able to communicate with the the ACC instance over the ACC port (8443)

## Configure Triggers and Actions via Behaviors

The Behaviors included in the Teldio AMS allow for the bridging of different Teldio Edge Gateway Modules to react to event triggers and perform related actions. The following sections show how the Teldio Edge Gateway can be configured to send to and receive messages from the Avigilon Control Center.

### Send Notifications to the Avigilon Control Center

1. Login to the Teldio Edge Gateway
2. Click on '**Actions**' on the Gateway menu and if not already selected, click on the '**Behaviors**' menu tab at the top.
3. Click on '**New Behavior Group**' and add a name.
4. Click on '**Add Behavior**'.
5. In the **Trigger** section, select the appropriate module that would initiate a notification to the Avigilon system and add any optional message filtering in the '**Filter**' section.
6. In the **Action** section:
  - Select '**Avigilon Video**' as the Module.
  - Select '**Create or update an alarm**' as the Event

The screenshot shows a configuration window for an action. At the top left, there is a blue checkmark icon and the text 'Action Choose the action to take'. Below this, there are two input fields: 'Module' with the value 'Avigilon Video' and 'Event' with the value 'Create or update an alarm'.

7. In the **Configure Action** section set up the fields as listed below.
  - Set to the name of an alarm pre-configured in the Avigilon Control Center.
  - Set the Status of the alarm one of the following:

- "CLAIM", "UNCLAIM", "ACKNOWLEDGE", "PURGE", "TRIGGER"
- Set a Note to add to the alarm.
  - Use available properties from the originating alarm source and/or manually enter in information to include in the message to the Avigilon Control Center.

**Configure Action**  
Configure the fields for the action

Set **Name of Alarm** to:

Set **Status of Alarm** ("CLAIM", "UNCLAIM", "ACKNOWLEDGE", "PURGE", "TRIGGER") to:

Set **Note associated to alarm action** to:

**Data from Trigger**  
Click to enter into current field

8. Press **Save**.

## Receive Notifications from the Avigilon Control Center

1. Login to the Teldio Edge Gateway
2. Click on **'Actions'** on the Gateway menu and if not already selected, click on the **'Behaviors'** menu tab at the top.
3. Click on **'New Behavior Group'** and add a name.
4. Click on **'Add Behavior'**.
5. In the **Trigger** section:
  - Select **'Avigilon Video'** as the Module.
  - Select **'ACC Alarm Triggered'** as the Event.

**Trigger**  
Choose the event that will trigger this behavior

Module

Event

6. Continue to set up the Behavior by adding optional filters in the Filter section and selecting a module for dispatching the event information in the Action section.
7. In the **Configure Action** section manually enter in and/or use available properties from the Avigilon alarm to include in the notification.

*The following Avigilon properties are available for inclusion in a notification:*

- *ACC Site ID*
- *ACC Site Name*
- *Alarm Information: ID, Name, Timestamp, Type*
- *Event Information: ID, Message*
- *Event Trigger Information: ID*
- *User Updates: Alarm Type, Username, User ID.*

8. Press **Save**.

## Integration to Other Modules

The previous sections of this document covers the connection and configuration of the Avigilon specific settings within the ACC and the Teldio Edge Gateway. However, in order to make the Avigilon Integration work, the Teldio Edge Gateway must be configured to communicate with at least one other module to either trigger ACC events or react to ACC events.

The document at the following link has details about setting up your Teldio Gateway and the Teldio Edge Gateway modules to interact with the Avigilon Events via the Teldio Alarm Management System (AMS) solution.

- Teldio AMS Guide: <http://files.teldio.com/Gateway/Docs/TeldioAMSGuide.pdf>

## Further Information

For any questions, please contact:

- Teldio Support at [support@teldio.com](mailto:support@teldio.com)
- Teldio Sales at [sales@teldio.com](mailto:sales@teldio.com) or 1.855.743.1333