

AVIGILON ALTA FOR CRESTRON HOME

Revision: 2.1

Date: 22 September 2025

SUPPORTED INSTALLATION

This is a Crestron Home driver for Crestron Home processors. **It requires an Avigilon Alta License package that includes the API integration.** Details on this can be found on the Avigilon Alta Dashboard under Admin > Licenses.

It also requires an Avigilon Alta account with the necessary permissions. The following steps describe how to set this up:

- Login to the Avigilon Alta portal as an admin who can alter users and roles
- Create a role with at least these permissions
 - Under Sites, READ Sites
 - Under Hardware, READ Devices
 - There is an option at the top to limit this to specific sites
- Create a new user with portal access and a valid email address. Give it the role created above.
- Once the new user has been created, click on the pencil next it, go to the Credentials tab and create a cloud key. Use the "Add user credential" field at the top of this "Edit user" menu. Select the Cloud key option, fill in the necessary details, and save it.
- Ensure the new user has access to the necessary sites. Go to Users → Access Groups and add the new user to a group with access to the necessary sites and zones.
- An email will have been sent to the address used for this new user. This will contain a link for setting a password. Click on this link and create a password.
- (optional) Login to the Avigilon Alta portal as this new user and look under Sites → Entries. These are the entries that the Crestron Home driver will be able to see and control.
- Use the credentials of this new user when installing the driver.

DESCRIPTION

This platform driver provides a native integration of Avigilon Alta entries. It creates a lock device, with real-time control and feedback, for each entry that is accessible to the Avigilon Alta account used.

INSTALLATION

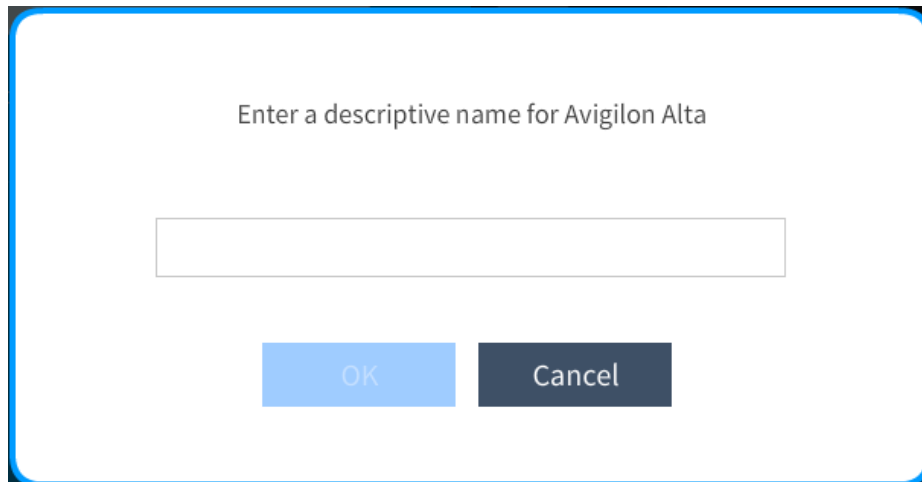
The driver can be found under:

Drivers > Platform > Avigilon Alta

Adding the Driver

Ensure a room is selected, and then click on the '+' against the appropriate device.

You will be asked to provide a descriptive name – this can be anything you wish.

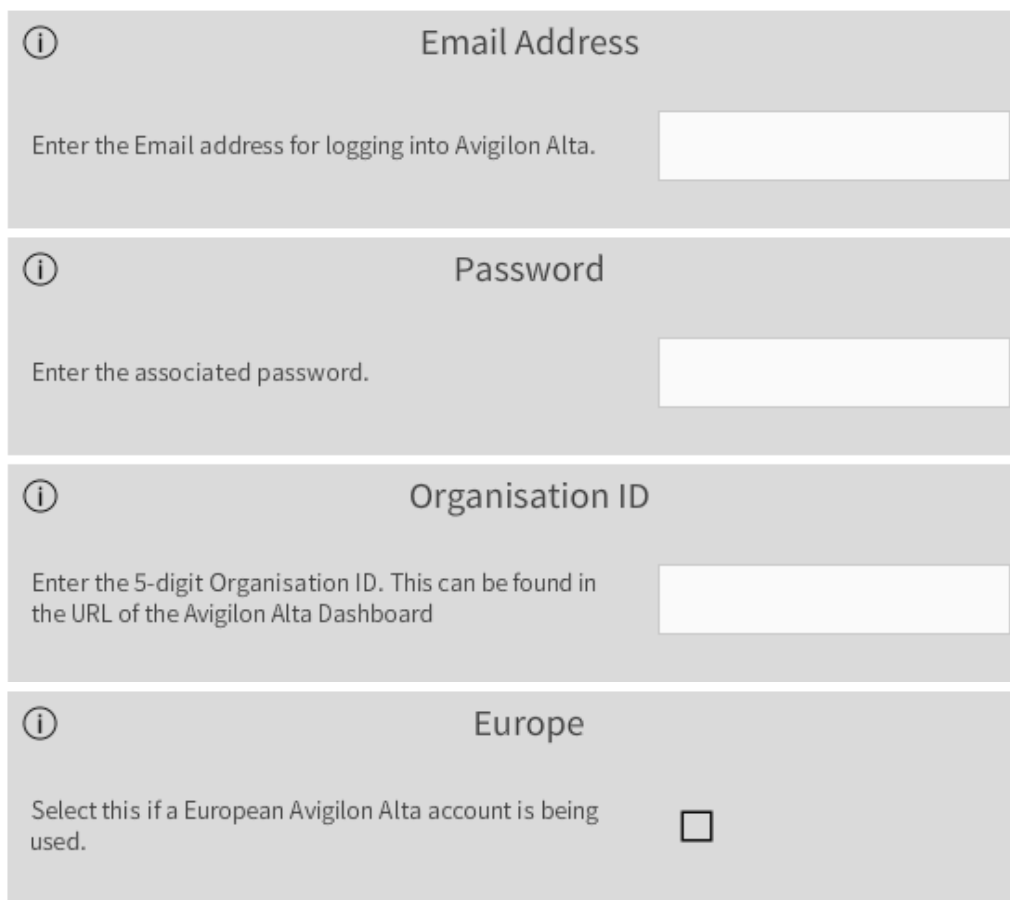
A modal dialog box with a blue border. It contains the text "Enter a descriptive name for Avigilon Alta" at the top. Below this is a single-line text input field. At the bottom, there are two buttons: a light blue "OK" button and a dark blue "Cancel" button.

Enter a descriptive name for Avigilon Alta

OK Cancel

Avigilon Configuration:

The first page of installation settings are the login details for Avigilon Alta. Once connected, it will find all the entries that the given account has access to and create a tile for each.

A configuration form with four sections, each with an information icon (i) in a circle. The sections are: "Email Address" with a text input field; "Password" with a text input field; "Organisation ID" with a text input field; and "Europe" with a checkbox.

Email Address

Enter the Email address for logging into Avigilon Alta.

Password

Enter the associated password.

Organisation ID

Enter the 5-digit Organisation ID. This can be found in the URL of the Avigilon Alta Dashboard

Europe

Select this if a European Avigilon Alta account is being used.

☐

Notice Tile Configuration:

Our Avigilon Alta Driver now includes integration with our Notice Tile, allowing users to be notified of events such as Unlock requests, Lock requests and Invalid Unlock/Lock attempts. If you have a Notice Tile on your device please see the below information for configuration. If you wish to purchase a Notice Tile it can be found on our shop website. Otherwise, leave the checkbox unticked and press next to finish configuring your Avigilon Alta Driver.

If your Avigilon Alta Driver is already loaded and you now wish to add the Notice Tile extension, you must remove the child devices first, then reboot. After which you should see the new Config steps for the child device.

Installation Settings



Connect to Notice Tile

Check to send events as notifications to Notice Tile.
Refer to the Help File for how to configure pre-defined events

☐



Notice Tile IP Address

The IP address of the Crestron Home processor running the target Notice Tile.



Notice Tile UDP Port

The port of the Notice Tile's UDP listener.

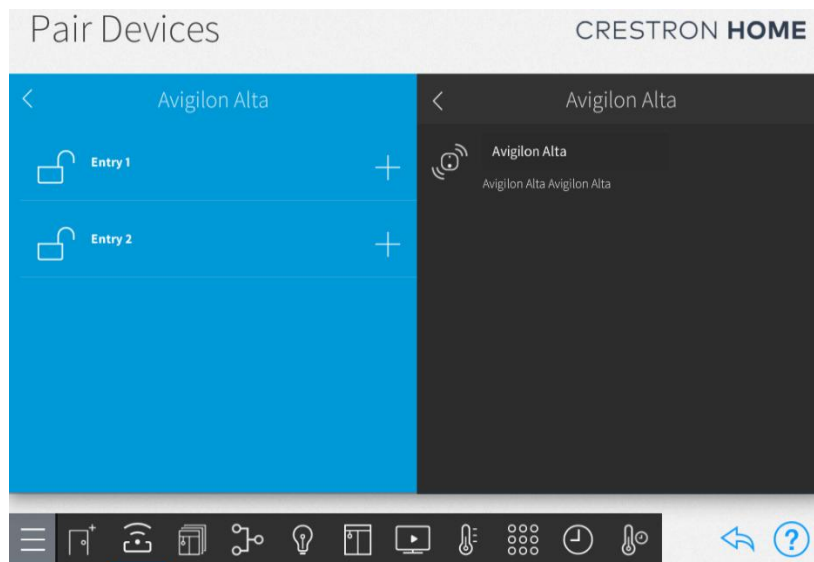
Cancel

Back

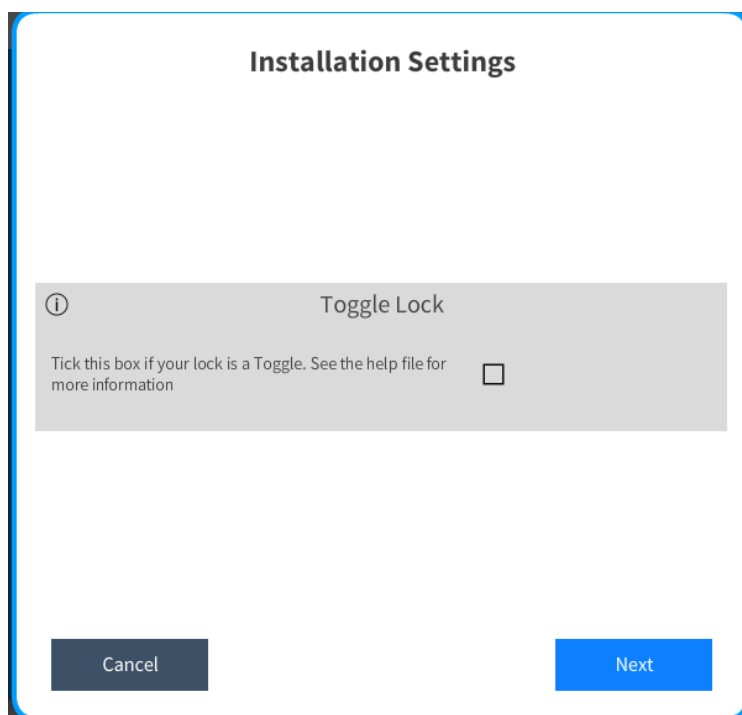
Next

Adding the Entries

A folder containing the entries will appear as locks under Managed Platforms if the installation has been successful. These can then be added to a room and will function as native locks within Crestron Home.



The entries under Managed Platforms



Toggle Lock

Toggle Lock:

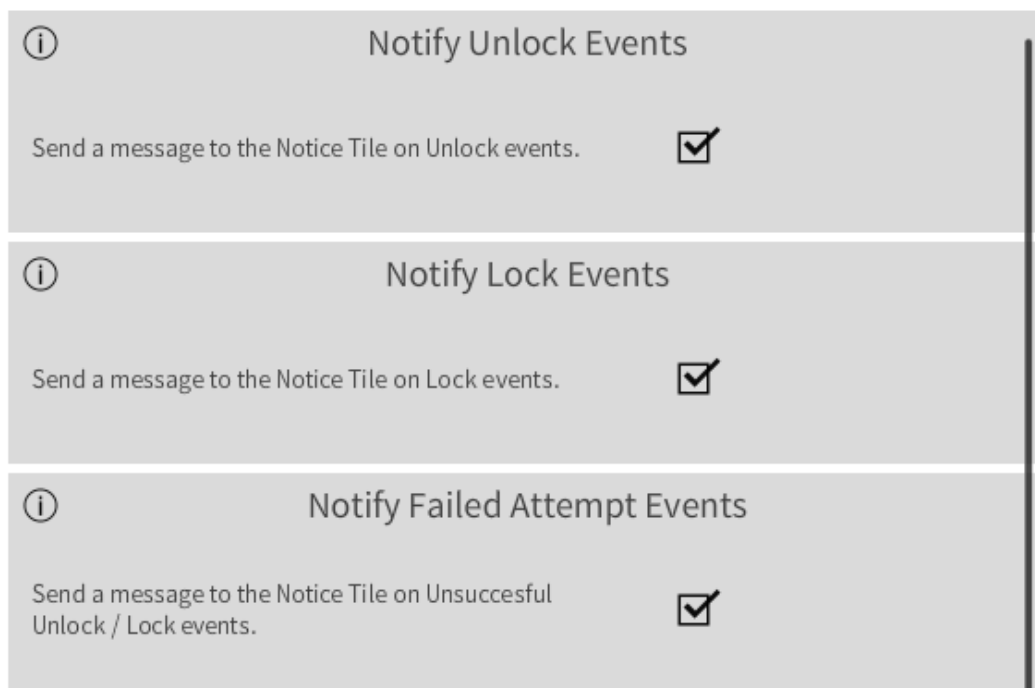
When adding your entries you will see a Toggle Lock property. In your Avigilon Dashboard the default state of an entry can be changed by going to Sites > Entries,

pressing the pencil symbol, and then changing the default state under entry behaviour. If the state is "Toggle" you **must tick** this box for the driver to function as expected.

If your Lock is in a different state, the box should remained unticked to see expected functionality.

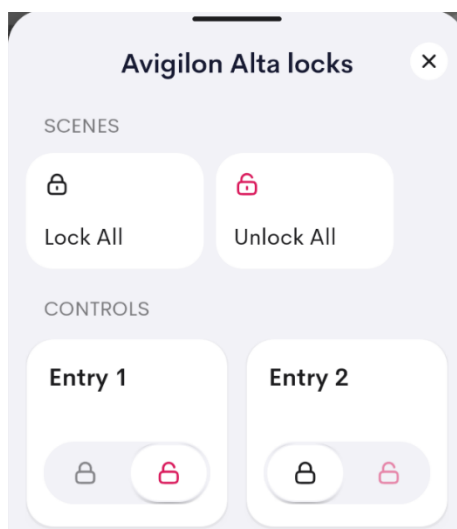
Drivers with a Notice Tile:

If you have loaded your Driver with a Notice Tile configured. You will see the below configuration items for your Entry. These values default to true and can be disabled at any time by unticking the checkbox. Notifications are



Section	Description	Checkbox
Notify Unlock Events	Send a message to the Notice Tile on Unlock events.	☒
Notify Lock Events	Send a message to the Notice Tile on Lock events.	☒
Notify Failed Attempt Events	Send a message to the Notice Tile on Unsuccessful Unlock / Lock events.	☒

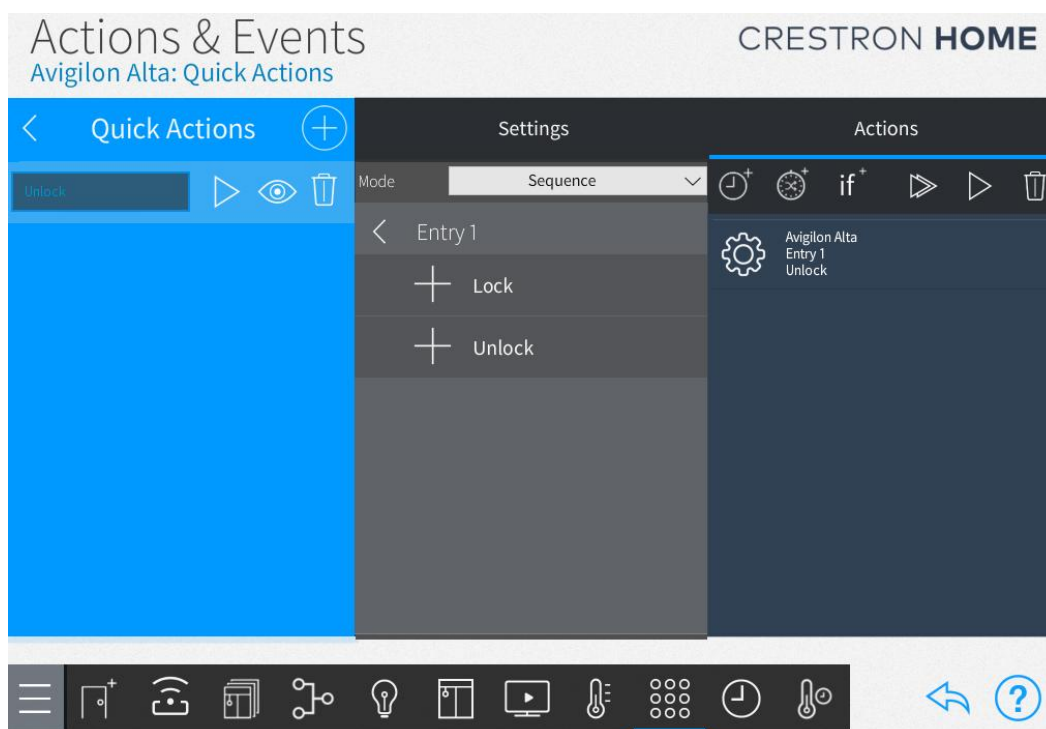
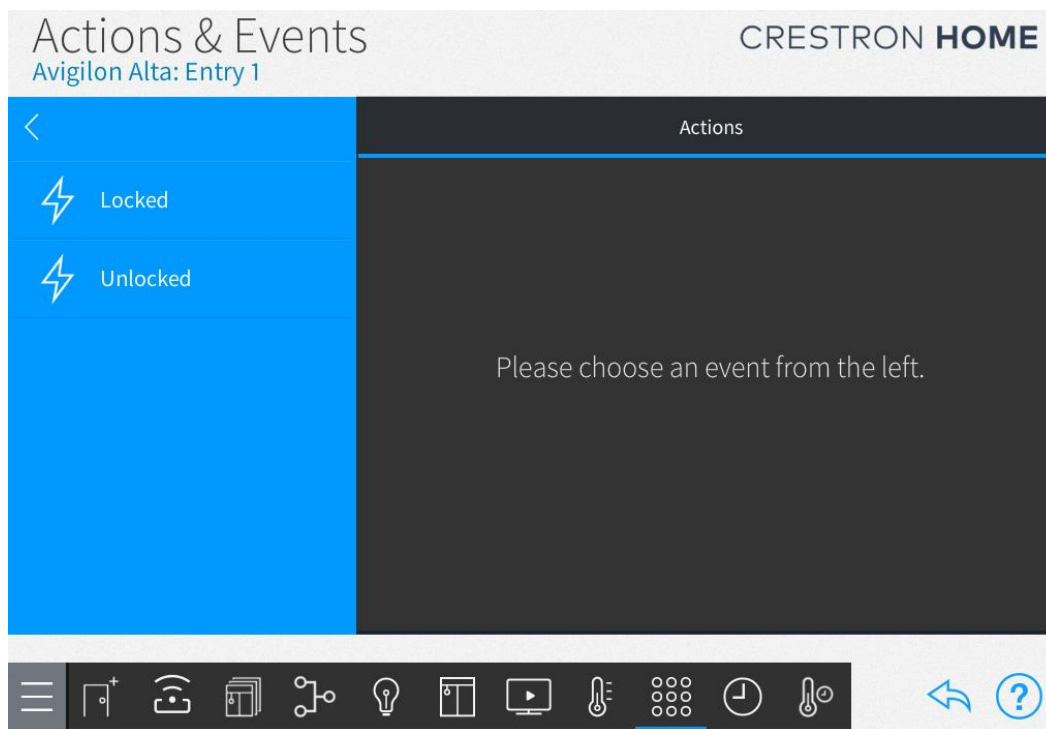
If these Configuration items do not appear on your Entry, **remove the entry, reboot and readd the entry** to the room.



From a room view: Entry 1 unlocked and Entry 2 locked

ACTIONS & EVENTS

Each lock will have Locked and Unlocked events, and Lock and Unlock actions, opening them to more customised solutions.



SUPPORT

If you have any issues with an integration solution please let us know by contacting Ultamation support on support@ultamation.com and please include as much detail about your issue as possible, such a recent processor error log.

Licence verification messages are posted to the error log, so please ensure you have checked this.

LICENCING

This integration solution (including software, images and all other associated assets distributed as part of the purchased download package) is licenced on a PER PROCESSOR basis.

A purchase should not be completed without correct information as refunds cannot be issued for errors or changes made to details following purchase.

This is an electronic product and there is no physical delivery.

The integration solution is provided without any warranty with respect to the reliability of the controlled device or changes to device protocol. We will endeavour, through best efforts, to maintain the integration solution's functionality and any bug fixes will be provided free-of-charge. Additional functionality may be released as a variation of this integration solution and this will be a separate, purchasable, product.

CLOUD LICENCE

This integration solution contacts Ultamation's licencing server at startup. If the server finds a matching licence for the integration solution and processor then the integration solution will be licenced. If you purchase a licence **after** you have loaded the integration solution, please reboot the system to see changes take effect.

If no licence exists for the product/processor the integration solution will enter a short trial period (ONE HOUR) to allow for verification of correct control or evaluation.