

AVA

ACCESS & VENUE ASSISTANT

User Manual

AVA Pro · AVA Mission Control

Version 1.0 · May 2026

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1. Introduction

What is AVA?

AVA (Access & Venue Assistant) is a two-app system designed to help live performance venues manage accessibility requirements for their patrons. It consists of two companion apps that work together through Apple's iCloud:

AVA Pro	The iOS app for front-line staff. Runs on iPhone and iPad. Used at the door, in the auditorium, and at the stage door.
AVA Mission Control	The macOS app for managers. Runs on Mac. Used to configure the venue, set up performances, upload seat maps, and communicate with the team.

System Overview

The diagram below shows how AVA Pro and AVA Mission Control communicate. Both apps share a private iCloud container — all data is encrypted and stored under your organisation's Apple ID, with no access by AVA Systems.

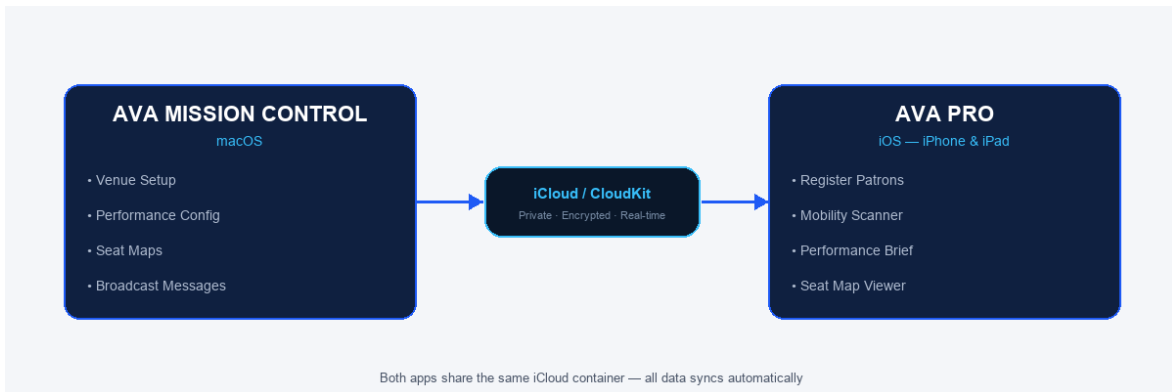


Fig 1. AVA system overview — two apps, one shared iCloud container.

Requirements

	AVA Pro (iOS)	AVA Mission Control (macOS)
Platform	iPhone or iPad	Mac (Intel or Apple Silicon)
OS Version	iOS 17 or later iPadOS 17 or later	macOS 14 Sonoma or later
Device	iPhone 12 or later · Any iPad (A12+)	Any Mac running macOS 14+
iCloud	Required — same account as Mission Control	Required — same account as AVA Pro
iCloud Drive	Not required	Not required
Internet	Required for sync	Required for sync
App Store	iOS App Store	Mac App Store

2. Getting Started

Workflow Overview

Follow these five steps to go from installation to a fully live show night:

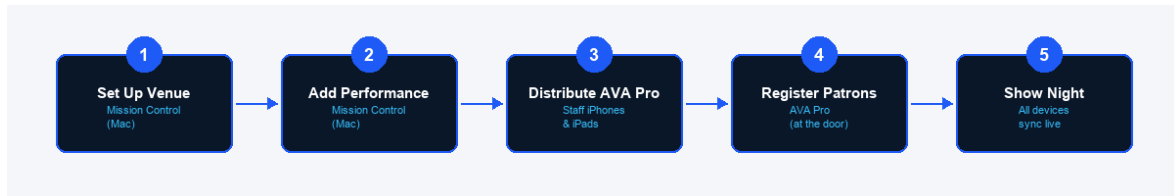


Fig 2. Recommended setup workflow.

Installation

AVA Mission Control (Mac):

1. Open the **Mac App Store** on your Mac.
2. Search for **AVA Mission Control** and click Get.
3. Sign in with the Apple ID you will use as your venue account.
4. Launch AVA Mission Control — you will see the splash screen with 'Enter Dashboard'.

AVA Pro (iPhone / iPad):

1. Open the **App Store** on each iPhone or iPad your staff will use.
2. Search for **AVA Pro** and tap Get.
3. Sign in with the **same iCloud account** used on the Mac running Mission Control.
4. Launch AVA Pro — on first launch it will show empty state until a performance is set up.

■ **Tip:** All devices must be signed into the same iCloud account to share data. iCloud Drive does not need to be enabled — only iCloud itself.

3. AVA Mission Control

AVA Mission Control is the manager's desktop application. It is the source of truth for venue configuration, performance data, seat maps, and team communications. Changes made here sync automatically to every AVA Pro device on the same iCloud account.

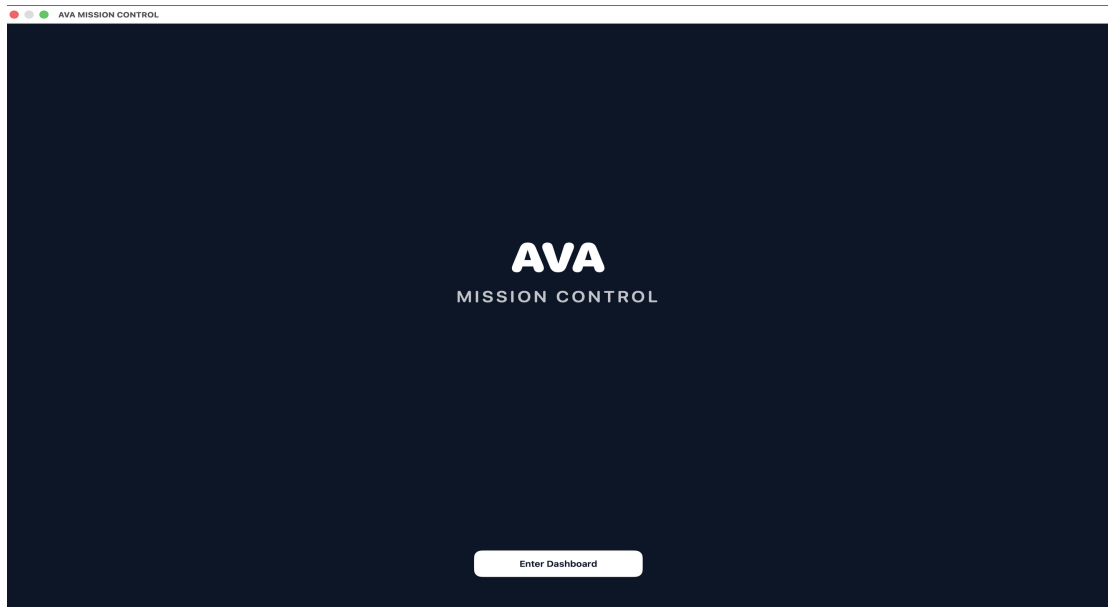


Fig 3. AVA Mission Control — launch screen.

Dashboard Overview

The main dashboard is divided into three sections in the left sidebar:

Section	Items	Purpose
Mission Control	Access Dashboard Schools / Clubs Dashboard	Live patron and group monitoring
Communications	Messages	Send broadcast messages to AVA Pro
Admin	Venue Setup Performance Setup Schools / Clubs Attending	Configuration and data entry

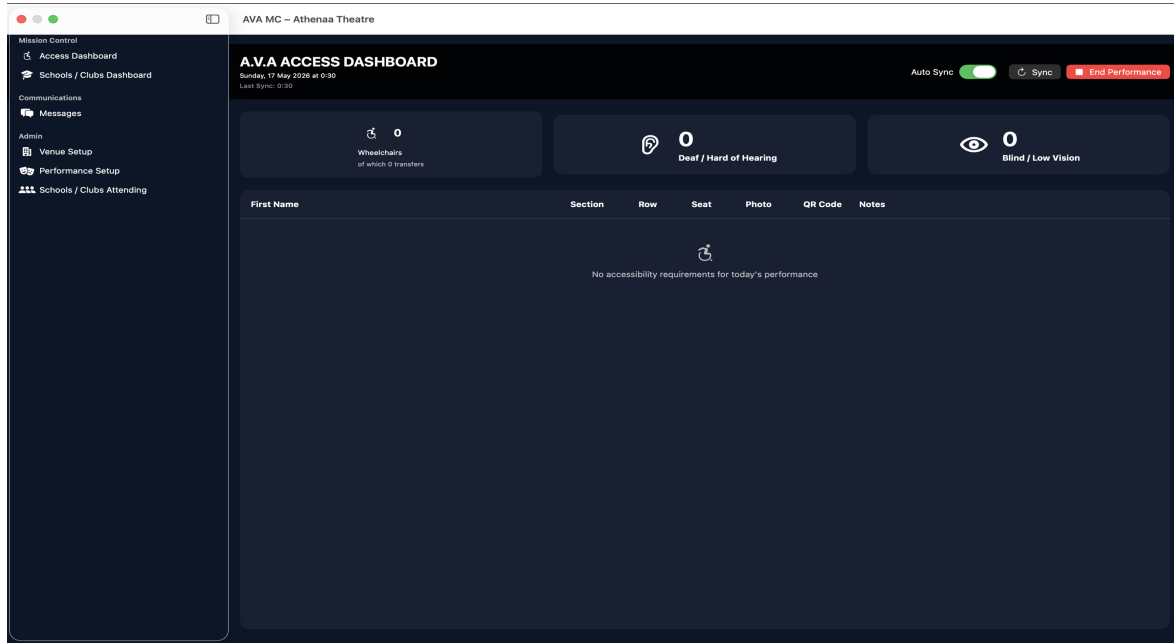


Fig 4. AVA Mission Control — Access Dashboard showing patron statistics.

Venue Setup

Venue Setup is accessed from the left sidebar under **Admin**. It contains eight configuration tabs:

Tab	What to configure
Venue Name	Your venue or organisation name — appears on all AVA Pro devices.
Resident Shows	Add the shows that regularly play at your venue.
Staff	Add FOH Manager, Bar Supervisor, Venue Supervisor and their contact details.
Seat Logic	Define row ranges, seat numbering format, and section names.
Wheelchair Spaces	Set the number of wheelchair spaces, their locations, and companion seat rules.
Policies	Enable or disable Early Access and Stage Door Parking for your venue.
Seat Map	Upload a PNG, JPEG or PDF seating plan — assign one map per show.
Tag Generator	Generate printable QR code tags for mobility aids.

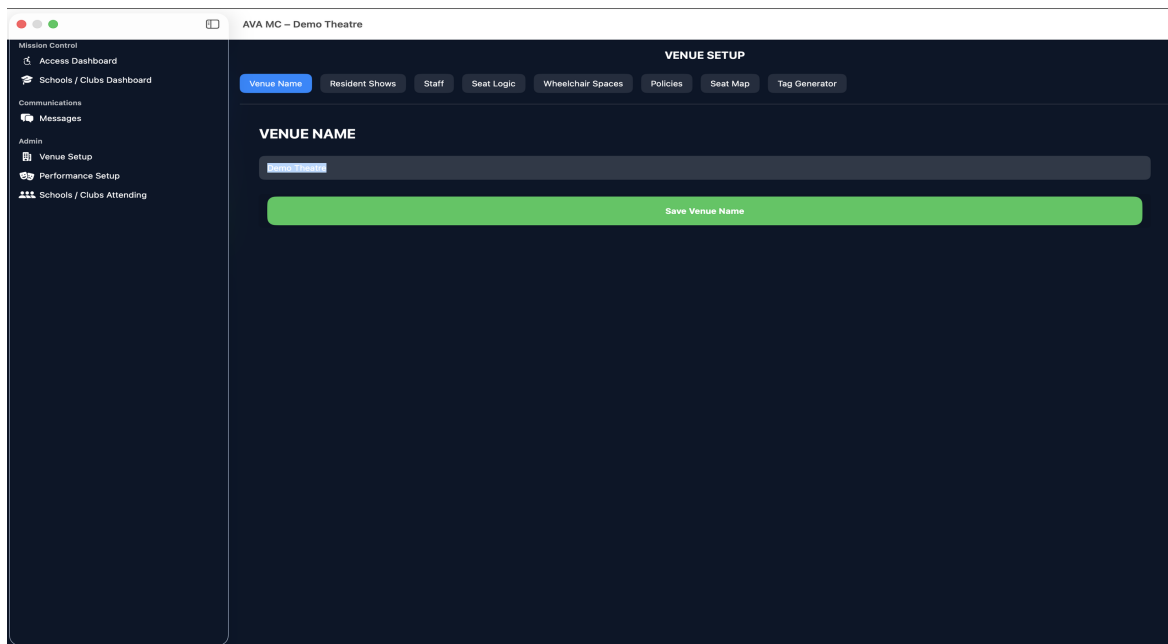


Fig 5. Venue Setup — Venue Name tab.

Uploading a Seat Map

1. In Venue Setup, click the **Seat Map** tab.
2. Select the show from the dropdown.
3. Click **Choose File** and select a PNG, JPEG, or PDF.
4. Click **Upload Seat Map** — the map will appear on all AVA Pro devices immediately.

Note: Each show can have its own seat map. If your venue runs multiple shows, upload a separate map for each one.

Performance Setup

Before each show, complete the performance setup so AVA Pro devices receive the full briefing.

1. Click **Performance Setup** in the sidebar.
2. Select the **Show Title**, **Date**, and **Time**.
3. Enter the expected number of wheelchair users, hearing loop users, and blind/low vision patrons.
4. Select the FOH Manager, Bar Supervisor, and Venue Supervisor from the staff list.
5. Add any pre-show notes for the briefing.
6. Click **Save Performance** — the briefing syncs to all AVA Pro devices.

Broadcast Messages

Use the **Messages** section to send instant updates to all AVA Pro devices. Messages appear as a banner notification on every device and are stored in the message board.

1. Click **Messages** in the sidebar.
2. Type your message in the text field.
3. Click **Send** — the message is delivered to all devices immediately.

4. AVA Pro

AVA Pro is the iOS app used by front-line staff on show night. It runs on iPhone and iPad and provides everything needed to register access patrons, manage the patron list, scan mobility aid tags, and stay briefed throughout the performance.

Navigation

AVA Pro is organised into tabs at the bottom of the screen:

Tab	Function
Register	Register a new access patron at the door.
Patrons	View and filter the full patron list.
Mobility	Scan a QR-coded mobility aid tag.
Brief	View the full performance briefing.
Schools	See school and group bookings for today.
Map	View the venue seat map.
Messages	Read and send broadcast messages.

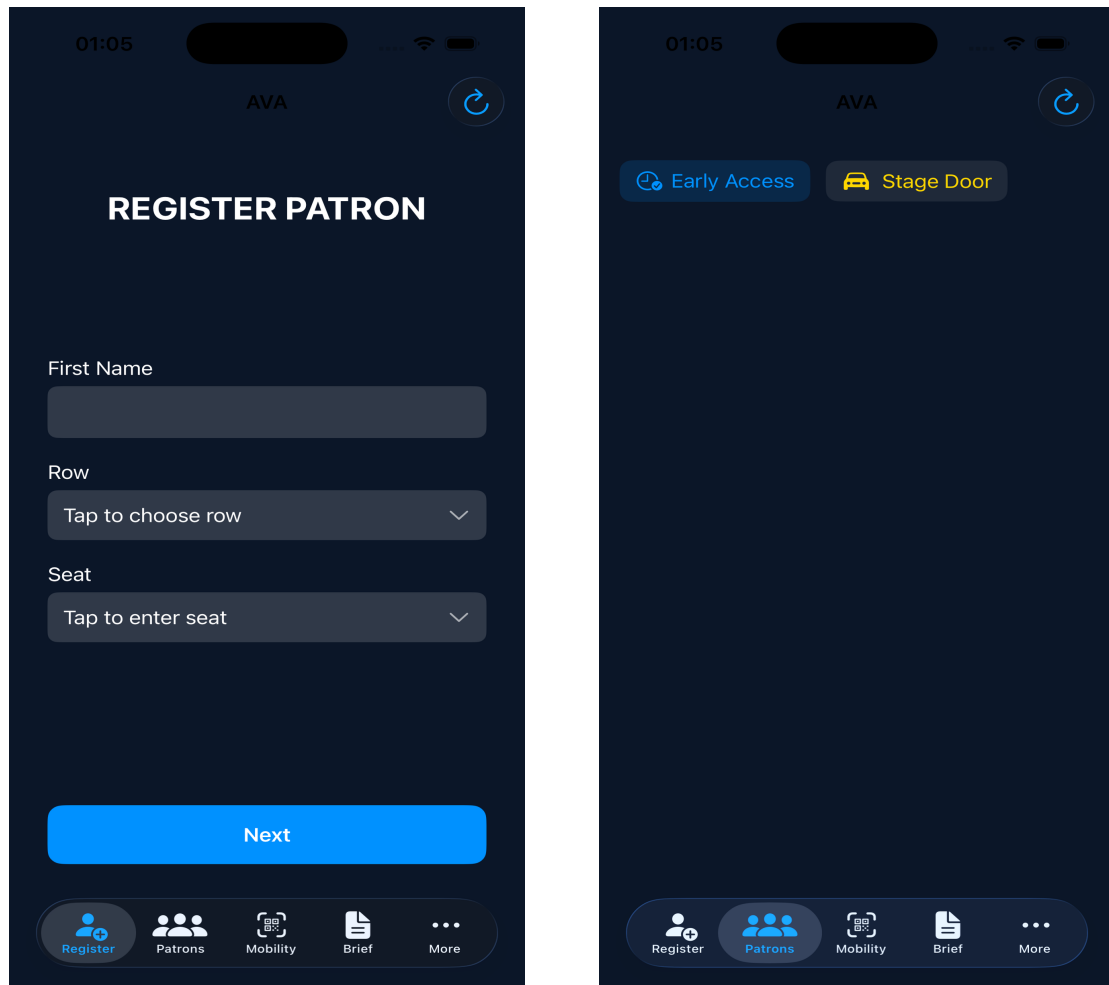


Fig 6. AVA Pro — Register Patron (left) and Patron List with filters (right).

Registering a Patron

1. Tap the **Register** tab.
2. Enter the patron's **First Name**.
3. Select their **Row** and **Seat** from the dropdowns.
4. Tap **Next** to proceed to accessibility details.
5. Select their **Mobility Aid** type if applicable (wheelchair, scooter, etc.).
6. Toggle **Needs Assistance** if staff support is required.
7. Add any **Interval Notes** (e.g. medication, specific requirements).
8. Toggle **Early Access** and/or **Stage Door** if applicable.
9. Optionally take a **Photo** to help identify the patron.
10. Tap **Register Patron** — the patron syncs to all devices and Mission Control immediately.

■ **Tip:** Registered patrons appear instantly on the Access Dashboard in Mission Control and on all other AVA Pro devices. No manual refresh is needed.

Patron List & Filters

Tap the **Patrons** tab to see the full list of registered patrons. Two filter buttons appear at the top:

Filter	Shows
Early Access	Patrons flagged for early entry before doors open.
Stage Door	Patrons arriving via stage door (e.g. wheelchair users with vehicles).

Mobility Aid Scanner

The Mobility scanner uses the device camera to scan QR codes attached to mobility aids. Each QR code is linked to a specific patron in the system.

1. Tap the **Mobility** tab.
2. Point the camera at the QR code on the patron's mobility aid.
3. The patron's details appear instantly — name, seat, requirements, and notes.

Performance Briefing

The **Brief** tab shows the full pre-show performance briefing set up in Mission Control. It includes show title, time, patron counts by access type, staff contacts, and any pre-show notes. This should be read by all staff before the doors open.

Seat Map

The **Map** tab displays the venue seat map uploaded in Mission Control. If multiple shows have seat maps, a switcher bar appears at the top.

- **Pinch to zoom** — spread two fingers to zoom in.
- **Drag to pan** — move around the map when zoomed in.
- **Double-tap to reset** — returns to the full map view.

5. How Sync Works

AVA uses two Apple technologies to keep all devices in sync:

Technology	Used for	Sync speed
CloudKit (Private Database)	Patron records, performance info, seat maps, school groups, staff, etc	Near instant (auto-syncs every 30 seconds + on any change)
iCloud Key-Value Storage (KVS)	Broadcast messages, seat map index	Near instant (push notification on change)

■ **Manual sync:** Tap the ■ button in the top-right corner of AVA Pro at any time to trigger an immediate full sync.

■ **Auto sync:** AVA Pro syncs automatically every 30 seconds while open. AVA Mission Control can be set to auto-sync using the toggle on the dashboard.

Data Privacy

All data is stored in your organisation's **private** iCloud database. AVA Systems has no access to your data at any time. Patron information never leaves Apple's infrastructure. No third-party servers are involved.

6. Troubleshooting

Data not syncing between devices

Check all devices are signed into the **same iCloud account**. Tap the **■** sync button in AVA Pro. Check your internet connection. On Mission Control, check the Auto Sync toggle is on.

Patron list is empty on AVA Pro

No performance has been set up yet in Mission Control, or the performance date has passed. Open Mission Control and set up a performance for today.

Seat map not appearing

A seat map hasn't been uploaded for this show yet. In Mission Control, go to Venue Setup → Seat Map, select the correct show, and upload a file.

QR scanner not working

Camera permission may have been denied. Go to iOS Settings → AVA Pro → Camera and enable access. Ensure the QR tag is well-lit and undamaged.

Broadcast messages not appearing

Check iCloud is enabled on the device. Messages use iCloud Key-Value Storage which requires an active iCloud connection.

Mission Control shows 'AVA MC' instead of venue name

The venue name hasn't been saved yet. Go to Venue Setup → Venue Name, enter your venue name, and tap Save.

App won't launch on Mac

Ensure you are running macOS 14 (Sonoma) or later. Check the Mac App Store for any available updates to AVA Mission Control.

Still having issues?

Contact AVA Systems support at hello@avasystems.co.uk — please include your device model, iOS/macOS version, and a description of the issue.