AXIS Audio Manager Center

User manual

AXIS Audio Manager Center

Introduction

AXIS Audio Manager Center is a secure and scalable solution for remote management and monitoring of large and complex audio systems.

- **Organize your sites** — You can organize your sites in a structure that suits your organization.

Example:

A location named "France" could contain a location called "Paris", which in turn contains all the sites located in Paris.

Example:

A location named "Sales region South" could contain all the cities belonging to that region, which in turn contains all the sites located in those cities.

- **Monitor your system** — The **Dashboard** and **Sites** views gives an overview of your system. Filtering functionality makes health monitoring easy.

- **Access your sites remotely** — Access the user interface of your sites remotely in a secure way from the **Sites** view.

- **Manage users** — Invite users and add each user to one or several user groups. Each user group is given a certain access right, and assigned to a location or site in the sites structure.

Example:

A single user can be part of a group with content manager rights for Europe, but also to a group with administrator rights for a site in Paris, France.

- **Premium features**

    - **Scheduling** — Schedule announcements, advertisements and music for multiples sites. The application continuously monitor the schedules, and automatically distribute audio to the targeted sites.

Get started

To watch this video, go to the web version of this document.

help.axis.com/?&piaId=70262&section=get-started

Configure the network

- You need to have set up and configured at least one AXIS Audio Manager Edge site. For more information, visit the *AXIS Audio Manager Edge User Manual*.

- To enable communication between AXIS Audio Manager Edge and AXIS Audio Manager Center, the following ports must be open for outbound traffic on the network where the leader device is located:

DNS	Port	Information
dispatchse1-st.axis.com dispatchse2-st.axis.com dispatcher-st.axis.com dispatchus1-st.axis.com dispatchjp1-st.axis.com	443, 80 Outbound, TCP	Proprietary device communication channel. One of these ports is required. Port 80 is only used if port 443 is not available.
*.devices.audiomanager.axis.com	443 Outbound, TCP	Proprietary device communication channel.
a1ecdk2dyb75d7-ats.iot.eu-west-1.amazonaws.com	8883 Outbound, TCP	MQTT channel used for sending and receiving data from a device to the cloud service.
content.audiomanager.axis.com	443 Outbound, TCP	Necessary for content distribution in scheduling.

Log in

1. Go to *audiomanager.axis.com* in your web browser.

2. Log in using the credentials for your MyAxis account. If you don't have a MyAxis account, you can create one from the login window.

3. At first login you have to create your organization. On subsequent logins you will automatically be routed to the last organization you worked on.

Note

If you have already used some other Axis services like AXIS Device Manager Extend, you might already belong to one or more organizations. You can use the same organization for multiple Axis services.

AXIS Audio Manager Center

Accept an invite to an organization

When you are invited to an organization, you will receive an email with an invitation link from AXIS Audio Manager Center with the subject "User invitation to an organization".

1. To accept the invitation, click the included link or paste it in your browser.

2. Log in using the credentials for your MyAxis account. If you do not have a MyAxis account you can create one from the login window.

3. You will automatically be routed to the organization you were invited to.

Create a structure for your sites

Organize your sites in a structure that makes it easy to find a site or group of sites in your organization. You can assign groups of users access to single sites or groups of sites by selecting locations in the structure. For more information, see *Manage users on page 6* .

1. Go to **Sites**.

2. To create a location:

    2.1 Go to a position in the structure.

    2.2 Click **+ ADD**.

    2.3 Name the location and click **ADD**.

Example:

AXIS Audio Manager Center
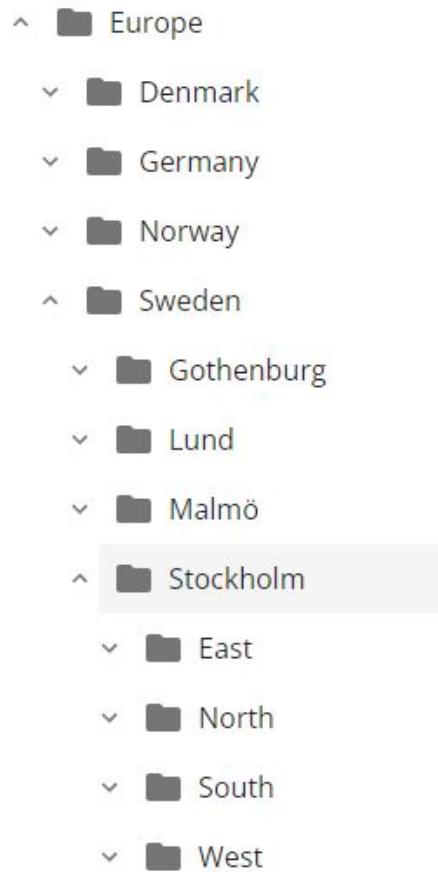
Add a site

Enable AXIS Audio Manager Center integration in the sites you want to add:

1. Log in locally to your AXIS Audio Manager Edge site.

2. Go to **System settings** > **Connectivity**.

3. Select the checkbox for **AXIS Audio Manager Center integration**.

4. If needed, select **AXIS Audio Manager Center O3C proxy** and enter your organization's proxy details for the network where the site is located.

5. Click **SAVE**.

Add a site to a location:

1. In AXIS Audio Manager Center, go to **Sites**.

2. Select location in the structure.

3. Click **+ ADD SITE**.

4. Enter site name, S/N (MAC address) and OAK key (Owner Authentication Key) of the device used as leader in the site.

Format examples:
```
- S/N: XXXXXXXXXXXX (12 digit hexadecimal)
- OAK: XXXXXXXXXXXX (12 digit hexadecimal)
```

To find the OAK key:

    4.1   Log in locally to your AXIS Audio Manager Edge site.

    4.2   Go to **System settings** > **Leader device settings**.

    4.3   Click **Go to device settings**.

    4.4   Go to **System** > **Network**.

    4.5   Under **One-click cloud connection** and **Owner authentication key (OAK)**, click **Get key**.

> Note
>
> You find both he S/N (MAC address) and the OAK key (Owner Authentication Key) on a note that came with the product that is used as leader in the audio system.
>
> Contact Axis in case you lose your note. Proof of ownership is required for receiving a new key.

5.   Set the geographic location of the site:

    5.1   Select **Include geographic location**.

    5.2   Write an address in the search to zoom in on that location.

    5.3   Click on the map to add the location.

To change or remove the location later on, go to **Sites**, click the row of the site to show the site details, and then scroll down to the map.

Manage users

In order to use AXIS Audio Manager Center you have to be registered as a user in an organization. There are four pre-defined user roles:

- **Owner** – Owners is a user role and a pre-defined user group which have full read/write access to all settings and configurations for the organization and to all locations and sites. Owners are also the only ones with the rights to manage other users and assign access rights. The creator of an organization is automatically registered as an owner.

- **Administrator** – Administrators have read/write access to the locations and sites that are assigned to their user group. If they are assigned a location in the sites structure, they can add new locations and sites below that location.

- **Content manager** – Content managers have access to upload and schedule content (music, advertisements and announcements) in all sites assigned to their user group. If they are assigned a location in the sites structure, they have access to all sites below this location. Content managers can also set the opening hours and set music volumes for their assigned sites.

- **Volume operator** – Volume operators have access to setting the music volumes in all sites assigned to their user group. If they are assigned a location in the sites structure, they have access to all sites below this location.

The total access rights for users are decided by what user groups they are members of. Each user group have a defined user role and have sites assigned to the group. A user can be a member of several user groups and the highest access rights for a particular site takes precedence for that user.

Example:

Imagine a ser that belongs to both of the following groups:

- Group: **Content managers France**

    - User role: **Content manager**

- Location: **France**

- Group: **Administrators Paris**

  - User role: **Administrator**

  - Location: **Paris** (sub-location to France)

The user will have content management rights for all the sites in France, except for those in Paris, for which the user will have administrator rights. This is because the administrator rights are of a higher level than content management rights. When a user belongs to several groups, it is possible that multiple user roles applies to the same location. When this happens, only the user role with the highest level of access rights will be applied to the location.

Invite a user to your organization:

1. Go to **User management**.

2. Create a user group and assign it a user role and site access:

   2.1 Click **CREATE**.

   2.2 Name the user group.

   2.3 Select a user role.

   2.4 Click **CREATE**.

   2.5 Select the newly created user group.

   2.6 Click **Add** next to **Sites assigned**.

   2.7 Select a site for access to a singular site or a location for access to all sites below that location.

3. Invite a new user to the user group:

   3.1 Click **Add** next to **Members**.

   3.2 Click **INVITE USER**.

   3.3 Enter the email address to the user you wish to invite.

   The user group is pre-selected.

   3.4 Write a message that will be included in the invitation mail.

   3.5 Click **INVITE**.

Invited users will receive an email with a link to your organization. When they follow the link, they will be prompted to login after which they will be automatically routed to the correct organization. A user can be part of several organizations.

Add existing users to a user group:

1. Go to **User management**.

2. Select the user group which the user should be added to.

3. Click **Add** next to **Members**.

4. Locate the user in the list and click **ADD**.

Monitor the system

The status of your system can be monitored from the dashboard where you among other things can get information about your sites' connection state and the connection state of all devices in your organization. Most of this information is also available in the **Sites** view.

1. Go to **Dashboard**.

2. Check the state of your sites and schedules:

   - **OK** — Everything is in order.

   - **Error** — The device attempted to register, but couldn't. A possible reason could be that Edge is not configured or the firmware version is too old. Check that Edge is configured and update the firmware.

   - **Warning** — The device that is trying to connect is not an audio device.

   - **Pending** — Waiting for O3C connection. Added devices start in this state. If they do not leave this state, check your network settings (proxy etc) and reboot the device.

3. Troubleshoot your sites:

   3.1 Go to **Sites**.

   3.2 Click the filter icon above the site list and select the issues you want to investigate.

   For information about each type of issue, see *Troubleshooting on page 15*.

   3.3 To investigate a site, click ⋮ > **Open site**.

4. Manage a site:

   4.1 Go to **Sites**.

   4.2 Click the row of a site to see the site details.

   You can also click the site on the map.

   4.3 View and edit the site details:

   - Find information about the leader device, such as firmware version, serial number and product name.

   - Edit or remove the geographical location on the map.

   - View or change the opening hours of the site.

   - Download a server report file for troubleshooting.

5. Investigate and manage your schedules:

   5.1 Go to **Scheduling**.

   5.2 Click the filter icon above the schedules list and select the issues you want to investigate.

   For information about each type of issue, see *Troubleshooting on page 15*.

   5.3 To manage a schedule, click the row in the list.

Configure health notifications

AXIS Audio Manager Center supports sending notification emails for site or device connection changes to any recipients added by an owner of the organization.

Create a recipient:

1. Go to **Notifications > RECIPIENTS**.

2. Click **CREATE RECIPIENT**.

3. Enter the name and email of the recipient.

4. If applicable, choose what notifications the recipient should receive.

5. Click **CREATE**.

Edit or delete a recipient:

1. Go to **Notifications > RECIPIENTS**.

2. Scroll or search for the recipient.

3. Click ⋮ > **Edit recipient** or **Delete recipient**.

Set up a notification:

1. Go to **Notifications > SITE NOTIFICATIONS** or **DEVICE NOTIFICATIONS**.

2. Set the delay (0-1440 minutes).

Note

> The notification delay decides how long the change in connection state have to persist for the notification to be sent. If you for example set the delay to 60 minutes and have a short power outage or network glitches disconnecting a site for less than this time, no notification is sent. The system default is 5 minutes.

3. Click **ADD** next to **Recipients**.

4. Click **ADD** next to the recipients you want to add.

5. To activate the notification, turn on the **Enabled** switch under **Status**.

Access an individual site remotely

AXIS Audio Manager Center provides secure remote access to added sites. This enables remote site configuration using the local AXIS Audio Manager Edge system. When accessing a site, the rights of you user role or user group will decide what you will be able to do remotely. Owners and administrators have full access to all settings on the site, while content managers and volume operators have limited access.

To open AXIS Audio Manager Edge on a local site:

1. Go to **Sites** and find your site.

2. Click ↗ .

Note

> In some situations you need to log in to a site locally:
> - To configure a site that is offline.
> - To make the initial setup of a site.
> - To perform tasks that can break the connection to AXIS Audio Manager Center, such as changing the network setting.

AXIS Audio Remote mobile app

When you have setup AXIS Audio Manager Center and assigned users as well as permissions to your users, then the users will also have access to the audio system through the AXIS Audio Remote mobile app for iOS and Android.

By selecting **Connect remotely** in the mobile app, your users can log in to AXIS Audio Manager Center and select a site to control.

Premium features

AXIS Audio Manager Center have features that are only available if your organization is licensed. These features are typically advanced features that perform operations on several sites at once, such as content distribution or batch scheduling of music.

Note

> The premium features will only be available in your AXIS Audio Manager Center user interface if you are licensed or part of an evaluation pilot.

Distribute content

AXIS Audio Manager Center supports distribution of content files to your sites for local scheduling. For each site, the content will be stored on the leader device and added to the library of the corresponding content type. The files will not be added automatically to any schedule.

Supported file formats: mp3, mpeg, ogg, opus, wave

Maximum allowed file size: 20 MB

1. Go to **Distribute content** under **CONTENT MANAGEMENTS**.

2. Click the content type (music, announcement or advertisement).

3. Click **ADD** next to **Files**.

4. Select the files to distribute and click **Open**.

5. Click **ADD** next to **Sites**.

6. Select locations in the sites structure.

   The content will be distributed to all the sites in the location, including sites in sub-locations.

7. Click **DISTRIBUTE CONTENT**.

Scheduling

With AXIS Audio Manager Center you can schedule announcements, advertisements and music to multiple sites at once. When you create a schedule, you target sites by selecting a location. All sites below that location and all sub-locations are included. You can also select a label to further filter the selection.

When you enable a schedule, it is automatically applied to the sites included in the schedule, as long as the site is connected. If a site is not connected, then the schedule will be applied as soon as it becomes connected.

If the schedule is enabled, it will automatically include new sites that are added to the selected locations or its sub-locations, or if more sites have the selected label applied to them.

AXIS Audio Manager Center also distributes the media content necessary for executing a schedule, to all targeted sites. The exception is music schedules that were created with a local library or source tag.

When you schedule relative to opening hours, there is a risk that the event is set to play outside the day (0–24). This audio will not play. For instance, if you schedule an announcement to play 5 hours after closing time, and the closing time is 9pm, the event will be schedule for 2am the next day, and hence will not play.

Learn more:

- *Labels on page 14*

- *Source tags on page 14*

- *Locations on page 14*

AXIS Audio Manager Center

Premium features

Schedule announcements

1. Create a schedule:

   1.1 Go to **SCHEDULING > Scheduling**.

   1.2 Click **+ CREATE SCHEDULE**.

   1.3 Name the schedule.

   1.4 Under **Type of schedule**, select **Announcement**.

   1.5 Select a location.

   For more information, see *Locations on page 14*.

   1.6 Click **CREATE**.

2. To see a list of your sites, go to **SITES**.

3. To upload audio files and create playlists, go to **CONTENT**.

4. Configure the schedule:

   4.1 Go to **SCHEDULE**.

   4.2 Click **+ EVENT** and select **Single event** or **Interval event**.

   4.3 Fill in the details and click **SAVE**.

   4.4 To enable the schedule, select **Enabled** under **Schedule status**.

5. Preview opening hours:

   5.1 Select opening hours.

   5.2 To see how the events are configured, turn off **Display actual time**.

   5.3 To see at what time the events will play, turn on **Display actual times**.

   The event will become gray if it will not be played at all during the selected opening hours.

6. To save the changes you made to the schedule, click **SAVE**.

Schedule advertisements

Advertisement scheduling can be used for any content that should play repeatedly during a certain time period.

1. Create a schedule:

   1.1 Go to **SCHEDULING > Scheduling**.

   1.2 Click **+ CREATE SCHEDULE**.

   1.3 Name the schedule.

   1.4 Under **Type of schedule**, select **Advertisement**.

   1.5 Select a location.

   For more information, see *Locations on page 14*.

   1.6 Click **CREATE**.

2. To see a list of your sites, go to **SITES**.

AXIS Audio Manager Center

Premium features

3. To upload audio files and create playlists, go to **CONTENT**.

4. Configure the schedule:

    4.1 Go to **SCHEDULE**.

    4.2 Click **+ EVENT** and select **Single event** or **Interval event**.

    4.3 Fill in the details and click **SAVE**.

    4.4 To enable the schedule, select **Enabled** under **Schedule status**.

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    5.3 To see at what time the events will play, turn on **Display actual time**.

    The event will become gray if it will not be played at all during the selected opening hours.

6. To save the changes you made to the schedule, click **SAVE**.

Schedule music

You can create background music schedules that start and end with an offset relative to the opening hours of a site.

For more information, see *Opening and closing offset on page 14*.

Supported music sources:

- The local library of each site.
- A web stream distributed from AXIS Audio Manager Center.

  For more information, see *Audio Manager Center Source on page 14*.

- A source tag that targets local site sources, such as line-in and on-board applications.

  For more information, see *Source tags on page 14*.

Prerequisites:

- The music schedule is applied relative to the opening hours at the local site.

  To set the opening hours for a local site, see *Set the opening hours* in the AXIS Audio Manager Edge user manual.

1. Create a source:

    1.1 Go to **SCHEDULING > Sources** and click **+ CREATE SOURCE**.

    1.2 Name the source.

    1.3 The type is currently limited to web stream, which is pre-selected.

    1.4 Enter the URL for the web stream.

    1.5 If the URL requires authentication, activate **Use authentication** and enter username and password.

    1.6 Click **CREATE**.

2. Create a schedule:

    2.1 Go to **SCHEDULING > Scheduling** and click **+ CREATE SCHEDULE**.

      2.2   Name the schedule.

      2.3   Under **Type of schedule**, select **Announcement**.

      2.4   Select a location.

           For more information, see *Locations on page 14.*

      2.5   Click **CREATE**.

3. To see all targeted sites, go to **SITES**.

4. Configure the schedule:

      4.1   Go to **SCHEDULE**.

      4.2   Select **Require manual source selection locally before playback start** if you don't want scheduled music to start playing automatically, but instead wait for someone to start the music locally from the dashboard in AXIS Audio Manager Edge.

      4.3   Under **Schedule time**, set the offset time relative to the opening and closing hours.

           For more information, see *Opening and closing offset on page 14.*

      4.4   Add music sources.

      4.1   Click **ADD MUSIC SOURCE**

      4.2   Select a source type:

      -   **Audio Manager Center Source**

           For more information, see *Audio Manager Center Source on page 14.*

      -   **Source tag**

           For more information, see *Source tags on page 14.*

      -   **Local library**

      4.4   Click **ADD**.

> Note
>
> You can add multiple sources to a music schedule. Users can switch sources locally from the dashboard in AXIS Audio Manager Edge if they are using a host device with firmware 11.6 or later. For earlier firmware versions, only the first source in the list will be played.

      4.5   Save the schedule:

      -   If you want to save your schedule without activating it, clear the **Enabled** checkbox and click **SAVE**.

           The schedule is now saved and available in your Music schedules list but is not yet enabled.

      -   If you want to save your schedule and activate it, select the **Enabled** checkbox and click **SAVE AND PUBLISH**.

           The schedule is now available in your **Music schedules** list and is enabled, which means that it will be distributed to all targeted sites.

Learn more

Locations

A location is a node in the sites structure. For more information, see *Create a structure for your sites on page 4* .

When scheduling content in AXIS Audio Manager Center, you must first select a location where the schedule shall be distributed. All sites at the location and in its sub-locations will be available for the schedule.

Labels

Labels are used to add an identifier to a site that can be filtered on or searched for in AXIS Audio Manager Center.

- You can filter and search on a label in the Sites view to easier find sites.

- You can include a label in an AXIS Audio Manager Center schedule to further filter the selection to only include the sites which have that label as an attribute.

Opening and closing offset

The schedules are created relative to each local site's opening hours. This solves the problem when sties that are targeted by a batch schedule configuration have different opening hours. The opening offset determines when the music starts playing and the closing offset when the music stops playing.

Audio Manager Center Source

The **Audio Manager Center Source** is a source created under **SCHEDULING** > **Music** > **Sources**. It is automatically distributed to all sites in the organization. The source is managed centrally through AXIS Audio Manager Center and can be used both in AXIS Audio Manager Center schedules and in local music schedules. Currently, only web stream sources are supported.

Source tags

If you plan to use sources local to your Axis Audio Manager Edge sites in your AXIS Audio Manager Center schedules, then you will have to assign a source tag to these sources in each of your local sites. Source tags are created in AXIS Audio Manager Center and are distributed to all connected sites in the organization. To configure a source in a local site with a source tag, go to AXIS Audio Manager Edge > **SCHEDULING** > **Music** > **SOURCES**, select the correct source and assign a source tag. This source can then be used in a schedule distributed by AXIS Audio Manager Center.

Examples of sources that must be defined locally:

- Line-in

- Playlist

- ACAP

- Unique web stream URLs (i.e. where the URL is unique to each site)

Example: An organization have bought an online streaming music service that uses an installed ACAP to deliver the service. They create a source tag "ACAP streaming" in Axis Audio Manager Center. Each site that has the ACAP music source must then assign it the source tag "ACAP streaming" to allow this source to be scheduled from Axis Audio Manager Center. When creating the schedule, they ensure that the correct sites are targeted using location and the destination tag, then they set the wanted opening/closing offset and finally select the music source "Source tag" with the tag "ACAP streaming". The targeted sites now have a music schedule playing music via the streaming music service.

AXIS Audio Manager Center

Troubleshooting

Device is not connecting

One-click cloud connection is not enabled for the device	Make sure one-click connection is enabled for the device: 1. Go to the device interface for the device by entering its IP address in a web browser. 2. Go to **System > Network**. 3. Under **O3C**, select **One-click**. 4. Click **Save**.
The device can't reach the dispatcher	You can find out if this is the case by searching for "stclient" in a Leader server report. To fix the issue, check the available ports. See the port list in *Configure the network on page 3* .

Site status	Error message and issue	Suggested action
Blocked	`The device type '${productType}' is not supported.` The user has tried to add a device type that is not supported by AXIS Audio Manager Center, such as an Axis camera.	Remove the device.
Configuration error	`The given serial number '${leaderSerialNumber}' does not belong to a leader device.` AXIS Audio Manager Edge has not been set up on this device.	Set up AXIS Audio Manager Edge on the device either by logging in locally on the device or remotely by opening the site from AXIS Audio Manager Center.
	`New edge site detected` This state happens if a leader device for a site that is already added to AXIS Audio Manager Center is factory defaulted and a new AXIS Audio Manager Edge site is configured on that device.	Refresh the site: 1. Log in locally on the leader device and go to **Sites**. 2. Click on the site's row in the site list. 3. Click ⋮ > **Refresh**.

Troubleshooting

```
${oldLeaderSerialNumber}
is not a
leader anymore
new leader is
${newLeaderSerialNumber},
please remove
the site and
add it again
with the new
leader
or
${oldLeaderSerialNumber}
is not
a leader
anymore,
please remove
the site and
add it again
with the new
leader
```

The leader has been changed by the AXIS Audio Manager Edge feature **Change leader device**.

Remove the site from AXIS Audio Manager Center and add the new leader device instead.

```
No response
from device
```

The configuration could not be completed due to timeout when onboarding the device.

Remove the site from AXIS Audio Manager Center and try to add it again.

```
Internal
Server Error
```

An unexpected error has occurred and the site configuration is now broken. This could for example happen if there is a sudden loss of connection to the device during removal of the device.

Verify that the leader device has internet connection:

1. Log in locally on the leader device.
2. Go to **System settings** > **Connectivity** > **AXIS Audio Manager Center integration**.
3. Run the port checker tool.

Try to manually re-synchronize the site status:

1. Log in locally on the leader device and go to **Sites**.
2. Click on the site's row in the site list.
3. Click ⋮ > **Refresh**.

Troubleshooting

	The firmware version for '${serialNumber}' does not meet the minimum accepted firmware version requirement '${minAcceptedFirmwareVersion}'	Upgrade to firmware 11.4 or later.
	The firmware version of the leader device is too old.	
Limited	AXIS Audio Manager Center only have partial connection to one or more sites. The basic site connection (O3C) is in place, but the connection needed for most features to work as intended (MQTT) is not in place.	Verify that the network that the indicated sites are on have the correct configuration to allow MQTT communication: 1. Log in locally on the leader device. 2. Go to **System settings** > **Connectivity** > **AXIS Audio Manager Center integration**. 3. Run the port checker tool.
Disconnected	AXIS Audio Manager Center has no contact with the leader device of the site.	Verify that the leader device is connected to internet and that AXIS Audio Manager Center integration is enabled on the leader device: 1. Log in locally on the leader device. 2. Go to **System settings** > **Connectivity** > **AXIS Audio Manager Center integration**. 3. Run the port checker tool.
Device disconnected	One or more follower devices are offline or disconnected from the AXIS Audio Manager Edge site.	Verify that the indicated devices have power and are connected to the same network or sub-network as the leader device.
Pending	The leader device has been added while AXIS Audio Manager Center have no contact .	This normally resolves itself without action when the leader device is powered on and connected to the internet. If a site seem to be stuck in this state: 1. Log in locally on the leader device. 2. Go to **System settings** > **Connectivity**. 3. Make sure that **AXIS Audio Manager Center integration** is turned on. 4. Run the port checker tool to make sure the device is connected to the internet. Try to manually re-synchronize the site status: 1. Log in locally on the leader device and go to **Sites**. 2. Click on the site's row in the site list. 3. Click ⋮ > **Refresh**.
Syncing	AXIS Audio Manager Center is synchronizing the sites state, normally in response to an operation started by the user.	This state resolves itself naturally when the synchronization is done, which should take less than a minute.

AXIS Audio Manager Center

Troubleshooting

Schedule status	Error message and issue	Suggested action
Firmware upgrade required	For the schedule to work, you need to upgrade the firmware of the leader device for one or more sites.	Upgrade all relevant leader devices to the latest firmware.
Legacy device	The leader device of one or more sites does not support the configured schedule.	Change the leader device to a supported device (see the datasheet on the *AXIS Audio Manager Center documentation page*).
Site configuration error	`Opening hours not set` The opening hours are not set on one or more sites.	Set the opening hours for the relevant sites.
Source tag not mapped	In one or more sites, the source tag selected in the schedule is not mapped.	For each indicated site, open the site from AXIS Audio Manager Center and map the correct source tag to the correct source.
Schedule download error	AXIS Audio Manager Center couldn't download the schedule to the local AXIS Audio Manager Edge site. This is normally caused by temporary connection issues, or by the network of the site being configured with a proxy.	Check if the network of the indicated sites are configured with a proxy. If so, make sure that the correct proxy settings are configured for each of those sites: 1. Log in locally on the leader device. 2. Go to **System settings** > **Connectivity** > **Content proxy** and check the configuration.
Storage error	`Storage full` There is not enough storage (internal or SD card) available on the leader device.	Ensure that enough storage is available on the leader devices of the indicated sites.
	`Storage not available` The SD card on at least one leader device can't be reached.	Unmount and re-insert the SD card on the leader device of the relevant site. If the problem persists, replace the faulty card.

Troubleshooting

Multiple sources not supported	The leader device of one or more sites does not have the required firmware version to support multiple sources in a music schedule. Only the first source in the list is sent to these sites.	Upgrade to the latest firmware version on the relevant leader devices.
Overridden	There is another AXIS Audio Manager Center schedule of the same type enabled on the site.	Give a schedule precedence: 1. Click on the row of the indicated site in the sites list. 2. Scroll down to the schedules section. 3. Find the currently enabled schedule. 4. If needed, select the action **Override** for the schedule that should have precedence.
Overridden on site	There is a local AXIS Audio Manager Edge schedule of the same type enabled on the site.	If the AXIS Audio Manager Center schedule should have precedence, select the action **Override** in the sites list tab in that schedule.
Out of sync	The configuration in AXIS Audio Manager Center does not match the configuration on one or more sites. Most likely a site is currently disconnected, but it could also be that work is in progress or queued.	This should resolve itself once the sites connect again or the queued work is finished.

Need more help?

Contact support

If you need more help, go to *axis.com/support.*