

AXIS Audio Manager Center

User manual

AXIS Audio Manager Center

Introduction

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 AXIS Audio Manager Edge 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 troubleshooting 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.

AXIS Audio Manager Center

What's new?

What's new?

For the new features in each AXIS Audio Manager Center release, go to help.axis.com/en-us/whats-new-in-axis-audio-manager-center.

AXIS Audio Manager Center

Get started

Get started



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

help.axis.com/?etpiald=70262§ion=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.
a1ecd2dyb75d7-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 My Axis account. If you don't have a My Axis account, you can create one from the login window.
3. At first login you have to create your organization.

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.

AXIS Audio Manager Center

Get started

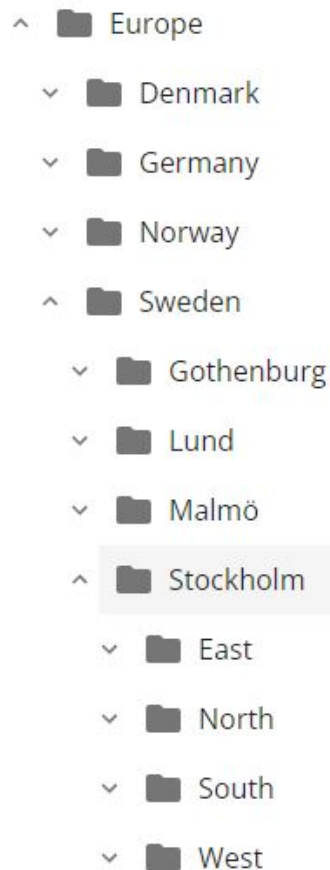
2. Log in using the credentials for your MyAxis account. If you do not have a MyAxis account you can create one from the login window.
3. You will automatically be routed to the organization you were invited to.

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 to single sites or groups of sites by selecting locations in the structure. For more information, see *Manage users on page 7*.

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

Get started

Add a site

Note

We recommend that you always adjust the volume on the AXIS Audio Manager Edge site before you add it to AXIS Audio Manager Center. Especially if you have premium features and active schedules, since the site could start playing immediately when it is added.

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 the 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.

AXIS Audio Manager Center

Get started

Manage a site

1. Go to **Sites**.
2. Click the row of a site to see the site details.
You can also click the site on the map.
3. View and edit the site details:
 - Find information about the leader device, such as AXIS OS 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.

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 user 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**.

AXIS Audio Manager Center

Get started

Note

Only available for owners.

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.
3. Investigate 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 17*.

AXIS Audio Manager Center

Get started

- 3.3 To investigate a site, click  > **Open site**.
4. Investigate your schedules:
 - 4.1 Go to **Scheduling**.
 - 4.2 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 17*.
 - 4.3 To investigate 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 of the local AXIS Audio Manager Edge system. When accessing a site, the rights of your 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.

AXIS Audio Manager Center

Get started

To open AXIS Audio Manager Edge:

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 Manager 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 Manager 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.

AXIS Audio Manager Center

Premium features

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 MANAGERMENTS**.
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 the sites in that location and in all its 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 16*
- *Source tags on page 16*
- *Locations on page 16*

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 16*.
 - 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 the schedule:
 - 5.1 Under **Preview schedule**, select opening hours or a site.
 - 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 16*.
 - 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**.
5. Preview the schedule:
 - 5.1 Under **Preview schedule**, select opening hours or a site.
 - 5.2 To see how the events are configured, turn off **Display actual times**.
 - 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 16*.

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 16*.
- A source tag that targets local site sources, such as line-in and on-board applications.

For more information, see *Source tags on page 16*.

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. To use a web stream 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**.

AXIS Audio Manager Center

Premium features

- 2.2 Name the schedule.
 - 2.3 Under **Type of schedule**, select **Music**.
 - 2.4 Select a location.
For more information, see *Locations on page 16*.
 - 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, with the AXIS Remote mobile app, or by using an AXIS C8310 Volume Controller.
 - 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 16*.
 - 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 16*.
 - **Source tag**
For more information, see *Source tags on page 16*.
 - **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 AXIS OS 11.6 or later. For earlier AXIS OS 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.

Note

Note that this overrides any local music schedules.

AXIS Audio Manager Center

Premium features

Set up remote paging

By using AXIS Audio Manager mobile app, you can page remotely from a smartphone to one or more devices on a site.

To use the mobile app for remote paging, you first need to create a paging recipient and a user group with paging operator rights in AXIS Audio Manager Center.

Two types of SIP paging can be configured from AXIS Audio Manager Center:

- **One-way paging:** for sending, but not receiving, audio messages to one or more devices on a site. One-way paging recipients will appear on the **Callout** tab in the mobile app. You can send both live and pre-recorded audio messages.
- **Two-way paging:** for live two-way communication through a single device on a site. Two-way paging will appear on the **Call** tab in the mobile app.

1. Create a paging recipient:


- 1.1 Under **Location**, select the site on which you want to create the paging recipient.
- 1.2 Click **+ Create**.
- 1.3 Name your recipient.
- 1.4 Under **Type**, select **One-way** or **Two-way**.


Note

We recommend that you create your two-way recipients first, before you create your one-way recipients.

- 1.5 Click **Create**.
- 1.6 For one-way paging, add the physical zones and devices you want to target.
For two-way paging, select the device you want to communicate through.
- 1.7 Click **Create**.
- 1.8 Wait until it says **OK** under **Status**.

If you receive **Error** instead, click  > **Verify configuration** to investigate.

- 1.9 Click  > **Ports** to make sure you are using the correct SIP ports.

- 1.10 Click  > **Volume** to make sure the volume level is normalized.

2. Give paging rights to users:

- 2.1 Go to **User management**.
- 2.2 Click **+ Create user group**.
- 2.3 Name the user group.
- 2.4 Under **User role**, select **Paging operator**.
- 2.5 Click **Create**.
- 2.6 Add locations and members.
- 2.7 Click **Close**.

AXIS Audio Manager Center

Learn more

Learn more

Locations

A location is a node in the sites structure. For more information, see *Create a structure for your sites on page 5*.

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 sites 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. 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

Troubleshooting

Site status	Error message and issue	Suggested action
Blocked	<p>The device type # is not supported.</p> <p>The user has tried to add a device type that is not supported by AXIS Audio Manager Center, such as an Axis camera.</p>	Remove the site from AXIS Audio Manager Center.
Configuration error	<p>The given serial number # does not belong to a leader device.</p> <p>AXIS Audio Manager Edge has not been set up on this device.</p> <p>New edge site detected</p> <p>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.</p> <p># is not a leader anymore new leader is #, please remove the site and add it again with the new leader or # is not a leader anymore, please remove the site and add it again with the new leader</p>	<p>1. Open the site details.</p> <p>2. Go to  > Leader device configuration.</p> <p>3. Set up your AXIS Audio Manager Edge site. Make sure to adjust the volume.</p> <p>4. Return to AXIS Audio Manager Center.</p> <p>5. Click  > Refresh.</p> <p>Refresh the site:</p> <p>1. Open the site details.</p> <p>2. Click  > Refresh.</p> <p>Remove the site from AXIS Audio Manager Center and add the new leader device instead.</p>

AXIS Audio Manager Center

Troubleshooting

	<p>The leader has been changed by the AXIS Audio Manager Edge feature Change leader device.</p>	
	<p>No response from device</p>	<p>Remove the site from AXIS Audio Manager Center and try to add it again.</p>
	<p>The configuration could not be completed due to timeout when onboarding the device.</p>	
	<p>Internal Server Error</p>	<p>Verify that the leader device has internet connection:</p> <ol style="list-style-type: none">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.
	<p>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.</p>	<p>Try to manually re-synchronize the site status:</p> <ol style="list-style-type: none">1. Open the site details.2. Click  > Refresh.
	<p>The AXIS OS version for # does not meet the minimum accepted AXIS OS version requirement #.</p>	<p>Upgrade to AXIS OS 11.4 or later.</p>
	<p>The AXIS OS version of the leader device is too old.</p>	
Limited	<p>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.</p>	<p>Verify that the network that the indicated sites are on have the correct configuration to allow MQTT communication:</p> <ol style="list-style-type: none">1. Open AXIS Audio Manager Edge for the leader device.2. Go to System settings > Connectivity > AXIS Audio Manager Center integration.3. Run the port checker tool.
Disconnected	<p>AXIS Audio Manager Center has no contact with the leader device of the site.</p>	<p>Verify that the leader device is connected to internet and that AXIS Audio Manager Center integration is enabled on the leader device:</p> <ol style="list-style-type: none">1. Open AXIS Audio Manager Edge for the leader device.2. Go to System settings > Connectivity > AXIS Audio Manager Center integration.3. Run the port checker tool.

AXIS Audio Manager Center

Troubleshooting

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. The pending state is normal for a short duration when a site is added. If a site seems to be stuck in this state, make sure one-click connection is enabled for the device: <ol style="list-style-type: none">1. Enter the device IP address in a web browser.2. Go to System settings > Connectivity.3. Select AXIS Audio Manager Center integration.4. If your network is using a proxy, select AXIS Audio Manager Center O3C proxy.5. Click SAVE.
Syncing	The device can't reach the dispatcher AXIS Audio Manager Center is synchronizing the sites state, normally in response to an operation started by the user.	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 <i>Configure the network on page 4</i> . This state resolves itself naturally when the synchronization is done, which should take less than a minute.
Schedule status	Error message and issue	Suggested action
AXIS OS upgrade required	For the schedule to work, you need to upgrade the AXIS OS of the leader device for one or more sites.	Upgrade all relevant leader devices to the latest AXIS OS.
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 <i>AXIS Audio Manager Center documentation page</i>).
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.

AXIS Audio Manager Center

Troubleshooting

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: <ol style="list-style-type: none">1. Open AXIS Audio Manager Edge for the leader device.2. Go to System settings > Connectivity > Content proxy and check the configuration.
Storage error	<p>Storage full</p> <p>There is not enough storage (internal or SD card) available on the leader device.</p> <p>Storage not available</p> <p>The SD card on at least one leader device can't be reached.</p>	<p>Ensure that enough storage is available on the leader devices of the indicated sites.</p> <p>Unmount and re-insert the SD card on the leader device of the relevant site. If the problem persists, replace the faulty card.</p>
Multiple sources not supported	One leader device of one or more sites does not have the required AXIS OS 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 AXIS OS 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: <ol style="list-style-type: none">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.

AXIS Audio Manager Center

Troubleshooting

Remote paging issue	Description	Suggested action
The paging recipient does not appear in AXIS Audio Manager mobile app.	The mobile user lacks access rights. To perform remote paging, the user must be part of a user group with paging operator rights. The user group must also be assigned to the site the user want to page to.	Assign the user to a user group with Paging operator access rights and make sure the user group is assigned to the site the user want to page to.
Cannot select a specific device for two-way paging.	The device is already used as intermediary in another paging recipient or as a line-in source on the site.	Find the paging recipient that uses the device as intermediary and remove that paging recipient.

AXIS Audio Manager Center

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