AXIS Audio Manager Pro

AXIS Audio Manager C7050

AXIS Audio Manager Pro C7050 Mk II

AXIS Audio Manager Pro 4

User manual

AXIS Audio Manager Pro

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AXIS Audio Manager Pro

What is AXIS Audio Manager Pro?

With AXIS Audio Manager Pro you can control large and advanced audio installations from a single point. You can set up zones, audio sources and schedules.

Are you currently using AXIS Audio Manager Pro version 3?

- To upgrade to version 4, see

- For instructions on how to use the product, see *AXIS Audio Manager Pro 3 – User Manual*

AXIS Audio Manager Pro

What's new?

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

AXIS Audio Manager Pro

System requirements

If you are **not** using AXIS Audio Manager Pro C7050, then we recommend the following for your server:

- Processor: Intel® Core™ i3

- Memory: 8 GB

- Storage: 128 GB SDD

- Operating system: Microsoft Windows 10, Windows 10 IoT 2016 LTSB, Windows 11, Windows Server 2016, 2019, 2022

- Virtual Machine Support:

    - Platforms: VMware ESXi, Microsoft Hyper-V, and Microsoft Windows Datacenter

    - The virtual machine must meet the above specifications and be configured with at least 4 virtual CPUs (vCPUs).

Recommended browsers for the client:

- Chrome

- Firefox

Get started

Installation

Install AXIS Audio Manager Pro:

1. Go to *axis.com/products/axis-audio-manager-pro*.

2. Download and run the installation file.

Start the application

1. On the Windows® system tray, click > > **Open AXIS Audio Manager Pro Client**.

2. Enter password and log in.

Configure the network

All devices must be connected to the same multicast domain as the server that AXIS Audio Manager Pro is installed on.

Audio streaming between the server and all the devices use multicast. The default range is 239.0.0.0 - 239.0.0.254.

Make sure you have reserved enough bandwidth. The maximum consumption for each multicast stream is 443 kbps.

Port	TCP	UDP	Adjustable	Description
443	x		x	Web UI [1]
5433	x		x	System port [2]
6992	x			System port [3]
6999, 6998	x			System port
6999		x		System port (multicast audio streaming)
7010	x		x	System port [2]
5060	x	x	x	SIP [4]
5061	x		x	SIP TLS
8992	x			Internal HTTP proxy port
30000–31999		x	x	RTP stream for SIP calls

[1] If the default port is already in use, the user must choose a different port when installing AXIS Audio Manager Pro.
[2] If the default port is already in use, then the next available port will be used.
[3] If the default port is already in use, then the Traceview application for capturing server logs will not be able to connect to the AXIS Audio Manager Pro server.
[4] The default port for the SIP server is 5060. You can choose a different port. If you set up several SIP servers, you need one port for each server.

Configure the network settings:

1. Go to the AXIS Audio Manager Pro client.

   - See

2. If you need to change the multicast range, go to ⚙ **System settings** > **Audio and streaming** and make the changes.

3. Go to ⚙ **System settings** > **Network**.

4. Under **Network interface**, select the same IP address as your server.

5. If you intend to stream content from the web, go to ⚙ **System settings** > **Proxy** and set up your proxy settings.

Prepare your devices

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

help.axis.com/?&piaId=44524&section=prepare-your-devices

Prepare your Axis devices:

1. Run AXIS Device Manager Client.

   - To download and install AXIS Device Manager, go to *axis.com/products/axis-device-manager*.

2. When AXIS Device Manager starts, it will automatically search for devices.

   - To start the search manually, click ⊞ .

   - If no devices are found, check your network configuration. See .

   - If the application informs you that some devices have old firmware, then click the link to upgrade to the latest firmware.

   - Select the devices you want to add, click **Next**, and then click **Finish**.

3. Set a password for the devices:

   3.1 Select all your devices and click 🔒 .

   3.2 Enter username and password, and click **OK**.

4. Install the application files on your devices:

   4.1 Select all your devices in the list.

   4.2 Right-click the selection and choose **Install Camera Application…**.

   4.3 Browse to this folder on the server:

   ```
   \Program files\Axis Communications\AXIS Audio Manager Pro\Manager
   \Firmware\
   ```

4.4 Select the file `AXIS_Audio_Manager_Pro_*_mipsisa32r2el.eap` and click **OK**.

This will install the application on the following devices:

- AXIS C8033 Network Audio Bridge

- AXIS C2005 Network Ceiling Speaker

- AXIS C1004-E Network Cabinet Speaker

Note

If you have other types of devices, then you will get an error message, since they use a different application. This is not a problem. Just close the error message and continue.

The reason we recommend this solution, is that it is simply easier to select all devices than to select only those that apply to the selected application file.

4.4 Click **Next**.

4.5 Click **No** and **Next**.

4.6 Click **Finish**.

4.7 Select all your devices again, right-click and choose **Install Camera Application...**.

4.8 Browse to this folder on your computer:

`\Program files\Axis Communications\AXIS Audio Manager Pro\Manager \Firmware\`

4.9 Select the file `AXIS_Audio_Manager_Pro_*_armv7hf.eap` and click **OK**.

This will install the application on the following devices:

- AXIS C1310–E Network Horn Speaker

- AXIS C1410 Network Mini Speaker

- AXIS C1210-E Network Ceiling Speaker

- AXIS C1211-E Network Ceiling Speaker

- AXIS C1510 Network Ceiling Speaker

- AXIS C1511 Network Ceiling Speaker

- AXIS C1610-VE Network Sound Projector

- AXIS C8110 Network Audio Bridge

- AXIS C8210 Network Audio Amplifier

- AXIS D3110 Connectivity Hub

Note

If you have other types of devices, then you will get an error message, since they use a different application. This is not a problem. Just close the error message and continue.

The reason we recommend this solution, is that it is simply easier to select all devices than to select only those that apply to the selected application file.

Note

Are you using one of the devices listed in step 4.10 with firmware 11.x and have problems installing the app?

If so, open the web interface for those devices, go to **Apps** and make sure **Allow root-privileged apps** is turned on. This is particularly important when on-boarding a new device or one that has been reset to factory default.

4.11 Click **Next**.

4.12 Click **No** and **Finish**.

4.13 Select all your devices again, right-click and choose **Install Camera Application...**.

4.14 Browse to this folder on your computer:

```
\Program files\Axis Communications\AXIS Audio Manager Pro\Manager
\Firmware\
```

4.15 Select the file `AXIS_Audio_Manager_Pro_*_aarch64.eap` and click **OK**.

This will install the application on the following devices:

- AXIS XC1311 Explosion-Protected Horn Speaker

- AXIS C1310-E Mk II Network Horn Speaker

- AXIS C1410-E Mk II Network Mini Speaker

- AXIS C1110-E Network Cabinet Speaker

- AXIS C1111-E Network Cabinet Speaker

4.6 Click **Next**.

4.7 Click **No** and **Finish**.

5. Restart the devices:

5.1 Select all the devices you want to use.

5.2 Right-click the selection and click **Restart**.

5.3 Click **Yes** to confirm.

6. Configure the AXIS Audio Manager Pro application:

6.1 Select all the devices you want to use.

6.2 Right-click the selection and choose **Configure Devices** > **Configure...**.

6.3 In the search field, type 'audiomanagerpro'.

6.4 In the **Primary server ip address** field, enter the IP address of the server that AXIS Audio Manager Pro is running on.

6.5 Click **Next** and **Finish**.

To use a 2N SIP Mic, you need to upgrade to firmware version 1.17.0 or later.

For more information, see the *2N SIP Mic user manual*.

Set up your first site

Once you have configured the network and prepared your devices, you are ready to set up a site.

Suggested workflow:

1.

2.

3.

4.

5.

Activate your license

If you have an existing installation of AXIS Audio Manager Pro 3, then your system can be migrated to AXIS Audio Manager Pro 4.0. In this case, you don't need to activate the license.

For more information, see .

You can use AXIS Audio Manager Pro 4 in demo mode for 30 days. After the free trial period, you need to buy a license from an Axis reseller.

Activate your license:

1. Go to AXIS Audio Manager Pro > ⚙ **System settings** > **License**.

2. Copy the **Device ID**.

3. Go to *axis.com/products/camera-applications/license-key-registration* and sign in with your Axis account.

4. Under **Type in the ID of your device**, enter your device ID.

5. Select **I have a license code**.

6. Enter your license code (#####-#####-#####-#####) and click **Generate**.

7. Download the license key file.

8. Go to AXIS Audio Manager Pro > ⚙ **System settings** > **License**.

9. Click **UPLOAD LICENSE FILE** and upload the license key file.

Add and organize devices

Before you can add a device, make sure it is prepared for use. See .

A device can only be used by the system if it belongs to a physical zone. Physical zones can be created in a hierarchy. If you click a zone and create a new zone, then the new zone will become a sub-zone. The hierarchy can be up to ten levels deep.

Before you create a zone structure, you should think about how you want to use your audio system. For instance, in a school you might want to create one zone called "All classrooms". In this zone you could create sub-zones for each classroom. This will give you the possibility to adjust the volume or play content in all the classrooms simultaneously by working only with the "All classrooms" zone.

Note

By default all audio is streamed with multicast from the server to the devices. If you need to run unicast in parts of your system you can disable multicast (go to **Physical zones** and click ✎). Note that unicast requires more resources from the server and more network capacity.

1. Go to 🔊 **Physical zones**.

2. Under **ZONES**, click a location in the tree structure.

3. Click to create a new physical zone.

4. To add a device to a physical zone, select its location in the tree structure and click **ADD DEVICE**.

Identify a device

You can make a device play a test tone, to make it easy for you to locate the speaker.

1. Go to **Physical zones**.

2. Click 🔔 for the device and select how long time the test tone will play.

Schedule content

📅 **Scheduling & destinations** is where you plan your audio content.

You create a destination to define where to play your audio content. You can add multiple physical zones as well as individual speakers.

Once you have created your destination, you can add schedules for planning your announcements and music. If you intend to do paging, you add paging sources to the destination.

Schedule announcements

Example:

In a school, you want a bell to ring in the whole school building at 8:30 and 16:30, every weekday for the rest of the semester.

1. Go to 🔊 **Announcements**.

2. To add sound files to the library, click **ADD AUDIO FILES**.

3. To create a playlist, click under **PLAYLISTS**.

4. Create a destination:

    4.1 Go to 📅 **Scheduling & destinations**.

    4.2 Under **DESTINATIONS**, click .

    4.3 Name the destination and click **CREATE**.

5. Create an event:

    -   Click **+ EVENT**.

    -   Name the event.

    -   Under **Source type**, select **Announcement**.

    -   Select what to play:

    -   **Single file** — select an audio file from the library.

    -   **Playlist** — select a playlist.

    -   Choose a color for the event.

    -   Under **Time scheduling**, select at what time the announcement should be played.

        To play the announcement at one more time, click **ADD OCCURRENCE**.

    -   Choose a priority for the event.

        Select **Play later in case of conflict** to queue the event in case of conflict. If another event with higher priority is played at the same time, that event will be played first and the event you create now will be played afterwards. If you don't select this checkbox, only the event with higher priority will be played.

    -   Under **Range of recurrence**, select the date when the announcement will be played first.

    -   Under **Repeat**, select how often the announcement will be repeated.

    -   Click **SAVE**.

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Schedule content

- Click ✕ to close the schedule view.

6. Go to **TARGETS**.

7. Select where the announcement will be played.

   If you want to use an external output stream, you can set up a new stream under **Physical zones**.

Schedule music

First define the content you want to play, by setting up a playlist, web stream, device source or server source. Then schedule when and where to play the content.

If you want to use a web stream or RTP stream, make sure you have set up your proxy. See .

Create a playlist from audio files:

1. To add audio files to the server, go to ♪ **Music** > **Library**.

2. You can create folders to organize your audio files.

   To create a folder, click **CREATE FOLDER**.

3. To add an audio file to the library, click **ADD AUDIO FILES**.

   - Supported formats: mp3, mp4, mpeg, aac, wma, ogg, flac, wav

4. Click **PLAYLISTS** > .

5. Name your playlist and click **CREATE**.

6. To add a file from the library, click **ADD AUDIO FILES FROM LIBRARY**.

7. To add a file from the web, click **ADD AUDIO FILE FROM URL**.

   - Supported formats: mp3, mp4, mpeg, aac, wma, ogg, flac, wav

Play a web stream:

1. Go to ♪ **Music** > **WEB STREAMS**.

2. Click .

3. Under **Web stream type**, select **Internet radio**.

4. Name your web stream.

5. Enter a URL for the web stream.

   - Supported formats: m3u, pls, asx

6. Click **CREATE**.

7. Adjust the stream buffer size.

8. Select an audio quality.

9. Click **SAVE**.

Play an RTP stream:

Schedule content

1. Go to ♪ **Music** > **WEB STREAMS**.

2. Click .

3. Under **Web stream type**, select **RTP stream**.

4. Name your web stream.

5. Enter a listening port.

6. Click **CREATE**.

7. To use unicast streaming, turn off **Multicast IP address**.

8. To use multicast streaming, turn on **Multicast IP address** and enter an IP address.

9. If you want to receive content only from one IP address for security reasons, then turn on **Source IP address** and enter the IP address.

10. Click **SAVE**.

Stream music from a device using an audio bridge:

1. Connect a device, such as a mobile phone, to the line-in of an audio bridge or amplifier in your system.

2. Go to the device interface of the audio bridge or amplifier by entering the IP address of the device in your web browser.

3. Go to **Device settings > General** and select **Full duplex** or **Simplex – microphone only** under **Audio mode**.

4. Go to **Input** to adjust the input gain.

5. In AXIS Audio Manager Pro, go to ♪ **Music** > **DEVICE SOURCES** to see your device sources.

Stream music from audio devices in your Windows® operating system:

1. Go to ♪ **Music** > **SERVER SOURCES**.

2. Click .

3. Name the source.

4. Under **Audio device**, select the input device you want to use. Available devices are detected automatically.

5. Click **CREATE**.

Schedule your content:

1. Go to 🗓 **Scheduling & destinations**.

2. Under **DESTINATIONS**, click .

3. Name the destination and click **CREATE**.

4. Click **+ EVENT**.

5. Name the schedule.

6. Under **Source type**, select **Music**.

7. Under **Select source**, select your source (a playlist, web stream, device source or server source).

   You can select several sources and switch between them on the dashboard. For more information, see .

AXIS Audio Manager Pro

Schedule content

8. Define when to play the music and click **SAVE**.

9. Click ✕ to exit the schedule view.

10. Go to **TARGETS** and define where to play the music.

    If you want to use an external output stream, you can set up a new stream under **Physical zones**.

Edit events

Music and announcements will appear as events in your content schedule.

To view your events, go to 📅 **Scheduling & destinations** and click **+ EDIT SCHEDULE**

- To edit or remove an event series, click the event in the list to the right.

- To edit or remove a single event, click the event in the schedule.

Note

If you edit a single event, then the changes will be lost if you edit the series that the event belongs to.

Set your opening hours

Opening hours are useful for relative scheduling.

Example:

You want a bell to play an announcement every school day ten minutes before the school closes.

Set up the announcement to play ten minutes before closing time. This way the bell will always ring at the correct time even if you change the closing time, or if the closing time vary from day to day.

1. Go to 🕐 **Opening hours**.

2. Set the opening hours of your site and click **SAVE**.

Set up paging

Before you set up paging, you should prepare the destinations you want to use. A destination contains the zones and devices that the paging will be sent to.

If you want to page an announcement, you must first create a playlist containing one or several audio files.

- For instructions about how to create destinations and playlists, see .

Paging with AXIS C6110 Network Paging Console

1. Set up a SIP server:

    1.1 Go to   SIP settings.

    1.2 Click **+ SERVER**.

    1.3 Name the SIP server.

    1.4 Enter the domain name or IP address of your server.

    1.5 Click **CREATE**.

2. Set up a client:

    2.1 Go to   SIP settings.

    2.2 Click   for the server you just created.

    2.3 Go to **CLIENTS** and click **+ CLIENT**.

    2.4 Enter a name, user id and the credentials you want to use for the client.

3. Create a SIP account:

    3.1 Open the web interface of your AXIS C6110 Network Paging Console.

    3.2 Go to **Communication > SIP > Accounts**.

    3.3 Click **+ Add account**.

    3.4 Under **Name**, **User ID**, **Password** and **Authentication ID**, enter the details you used in step 2.4.

    3.5 Select **Registered**.

    3.6 Under **Domain**, enter the address (IP or domain) for the server.

    3.7 Click **Save**.

4. Check that your devices are registered on the SIP server:

    4.1 Go to **Communication > SIP > Accounts**.

    4.2 Check that the status for the server is **OK**.

    4.3 Go to AXIS Audio Manager Pro > **SIP Settings**.

    4.4 Click   for the server you just created.

4.5 Go to **CLIENTS**.

4.6 Check that the status is **REGISTERED** for the client.

> Note
>
> If the registration didn't work, check your network settings and SIP account credentials.

5. Set up a paging source for one-way paging:

    5.1 Go to ⎗ **Paging sources** > **PAGING SOURCES**.

    5.2 Click **+ SOURCE**.

    5.3 Name the source.

    5.4 Enter a call number.

    5.5 Select your destination.

6. Set up a paging source for two-way talkback:

    6.1 Go to ⎗ **Paging sources** > **TALKBACK DEVICES**.

    6.2 Click **+ TALKBACK DEVICE**.

    6.3 Enter a name and a SIP call number.

    6.4 To select your talkback device, click **SELECT DEVICE**.

    6.5 Under **Device source configuration**, select a source type, input gain and an audio profile.

    6.6 Select a priority.

    6.7 Click **SAVE**.

7. Create a contact:

    7.1 Open the web interface of your AXIS C6110 Network Paging Console.

    7.2 Go to **Contact list > Contacts**.

    7.3 Click **Add contact**.

    7.4 Select **Device**.

    7.5 Enter name and location.

    7.6 Select **SIP**.

    7.7 Under **SIP Address**, enter the call number you created for the paging source or talkback device.

    7.8 Under **SIP Account**, select the SIP account you created in step 3.

    7.9 Click **Save**.

8. Configure a button on your AXIS C6110 Network Paging Console:

    8.1 Open the web interface of your AXIS C6110 Network Paging Console.

    8.2 Go to the location where you want to add the button.

    8.3 Click a white button.

8.4 Select **Action**.

8.5 Select **Create a new action**.

8.6 Under **Action**, select **Call contact**.

Note

Select **Page contact** if you want to set the pre- and post-announcements for one-way paging on AXIS C6110 Network Paging Console.

8.7 Select the contact you created in step 7.

8.8 Click **Save**.

9. Start paging a live message:

9.1 Press the configured button on your AXIS C6110 Network Paging Console.

9.2 Start speaking.

9.3 To stop paging, press **Hang up**.

Play an announcement with AXIS C6110 Network Paging Console

1. Follow steps 1–7 under .

2. Configure a button on your AXIS C6110 Network Paging Console:

2.1 Open the web interface of your AXIS C6110 Network Paging Console.

2.2 Go to the location where you want to add the button.

2.3 Click a white button.

2.4 Select **Action**.

2.5 Select **Create a new action**.

2.6 Under **Action**, select **Announcement**.

2.7 Under **Label**, enter a name for the button.

2.8 Select a contact.

2.9 Under **Announcement**, select an audio clip from the library of your AXIS C6110 Network Paging Console.

2.10 Optionally, add pre- and post-announcements.

2.11 Click **Save**.

Paging with 2N SIP Mic

1. Set up a SIP server:

1.1 Go to $\overset{\text{SIP}}{}$ **SIP settings**.

1.2 Click **+ SERVER**.

1.3 Name the SIP server.

1.4 Enter the domain name or IP address of your server.

1.5 Click **CREATE**.

2. Configure your 2N SIP Mic:

   2.1 Click ✏ for the SIP server.

   2.2 Go to **CLIENTS**.

   2.3 Click **+ CLIENT**.

   2.4 Name the client.

   2.5 Enter a user ID.

   2.6 Enter credentials for authentication.

   2.7 Click **CREATE**.

   2.8 Go to the 2N SIP Mic interface.

   \- The interface is reached by entering the IP address for the mic in a web browser.

   2.2 Go to **VoIP > SIP Proxy account**.

   2.3 Under **Caller ID**, enter the user ID you used for the client.

   2.4 Turn on **Use SIP account**.

   2.5 Under **SIP Proxy address**, enter the server IP address or domain name.

   2.6 Turn on **Use registration**.

   2.7 Under **Registration server address**, enter the server IP address or domain name.

   2.8 Enter the credentials you used for authentication in your SIP client.

   2.9 Click **APPLY**.

3. To configure an Axis SIP device:

   Note

   > If you have an Axis SIP device, such as an Axis intercom device, then you need to set up a SIP client for the device.

   3.1 Go to 📞SIP **SIP settings**.

   3.2 Click ✏ for the server you just created.

   3.3 Go to **CLIENTS** and click **+ CLIENT**.

   3.4 Name the client, enter a call number under **User ID** and enter the credentials.

   3.5 Go to the device interface of the Axis device.

   3.6 Go to **System > SIP > SIP settings**.

   3.7 Click **+ ACCOUNT**.

   3.8 Under **User ID**, enter the call number.

   3.9 Under **Domain**, enter the SIP proxy address.

   3.10 Click **SAVE**.

Set up paging

4. Check that your devices are registered on the SIP server:

    4.1 In the **2N SIP Mic** interface, go to **System status** and check that it says **Registered** under **SIP Proxy line status**.

    4.2 Return to AXIS Audio Manager Pro.

    4.3 Press F5 to refresh the browser.

    4.4 Go to   **SIP settings** and click the SIP server.

    4.5 Go to **CLIENTS**.

    4.6 Check the status under **REGISTRATION INFO**.

    Note

    > If the registration didn't work, check your network settings and SIP account credentials.

5. Create a destination.

    5.1 Go to **Scheduling & destinations**.

    5.2 Click .

    5.3 Enter a destination name and click **CREATE**.

6. Set up a paging source to define where your paging will be played:

    6.1 Go to   **Paging sources** > **PAGING SOURCES**.

    6.2 Click **+ SOURCE**.

    6.3 Name the source.

    6.4 Enter a call number.

    6.5 Select your destination.

7. Configure a button on the 2N SIP Mic for paging a live callout:

    7.1 Go to   **Paging sources** > **2N SIP MIC**.

    7.2 Click   for the mic.

    7.3 Turn on the button you want to use for paging.

    7.4 Enter a name.

    7.5 Select **Paging** as action.

    7.6 Select your paging source.

    7.7 Click **SAVE**.

8. Configure a button on the 2N SIP Mic for paging an announcement:

    8.1 Go to   **Paging sources** > **2N SIP MIC**.

    8.2 Click   for the mic.

8.3 Turn on the button you want to use for paging.

8.4 Enter a name.

8.5 Select **Play announcement** as action.

8.6 Select a destination.

8.7 Select a playlist.

8.8 Select a priority.

9. Start paging a live message:

    9.1 Press the configured button on the 2N SIP Mic.

    9.2 Start speaking.

    9.3 To stop paging, press the same button again.

10. Start paging an announcement:

    10.1 Press the configured button on the 2N SIP Mic. The playlist is played once.

Paging with SIP trunk

You can page by calling a number that is redirected by a PBX to AXIS Audio Manager Pro, which will forward the audio to a destination.

Before you start, you need to have a configured PBX environment, such as Cisco. In AXIS Audio Manager Pro, you must have created a destination that the audio will be sent to. For more information about destinations, see .

1. Add a SIP server:

    1.1 Go to ☎ SIP settings.

    1.2 Click **+ SERVER**.

    1.3 Name the SIP server.

    1.4 Enter the domain name or IP address or your server.

    1.5 Enter port number.

    1.6 Click **CREATE**.

2. Add a SIP trunk to the SIP server:

    2.1 Click the pen icon for your SIP server.

    2.2 Go to **TRUNKS**.

    2.3 Click **+ TRUNK**.

    2.4 Name the SIP trunk.

    2.5 Enter the domain name or IP address of your PBX as remote address.

    2.6 Enter the SIP port used in the PBX as remote port.

    2.7 Select a transport type depending on your network requirements.

    2.8 If the PBX requires identification, enter the credentials.

Set up paging

> Note
>
> If your PBX doesn't require identification, then go to 📞 **SIP settings** > **ADVANCED** to disable it.

      2.9 If your PBX server requires registration, select **Use registration** and enter the details.

      2.10 Click **CREATE**.

3. Add a paging source:

      3.1 Go to 🎤 **Paging sources**.

      3.2 Click **+ SOURCE**.

      3.3 Name the paging source.

      3.4 Enter a call number that corresponds to the route pattern set in the PBX.

      3.5 Select a destination.

      3.6 Click **Save**.

Paging with RTP stream

To page from a third-party device that provides an RTP stream:

1. Go to 🎤 **Paging sources** > **RTP SOURCES**.

2. Click **+ SOURCE**.

3. Name the source.

4. Specify the listening port on which the server will receive the RTP stream

5. Configure the codec settings to match the format of the incoming RTP stream.

6. If the stream source uses a multicast address, turn on **Multicast IP address** and enter the multicast IP.

7. To restrict access, turn on **Source IP address** and specify an IP address from which the server will accept the stream

8. Select a destination.

9. Click **SAVE**.

Set priority for paging

If you are paging to several destinations at the same time, then the one with the highest priority will be used.

Change the priority order of your destinations:

1. Go to 📅 **Scheduling & destinations**.

2. Under **CONTENT PRIORITIES**, click **Paging**.

3. Drag and drop the destinations to change their priority.

Talkback to an Axis device

It is possible to call from a SIP device to an Axis device, so that audio is communicated in both direction. Talkback can only be used with one device at a time.

Requirements:

- A SIP device configured to your SIP server (see)

- An Axis device that has both a microphone and a speaker

Set up a talkback device:

1. Go to **Paging sources** > **TALKBACK DEVICES**.

2. Click **+ TALKBACK DEVICE**.

3. Enter a name and a SIP call number.

4. To select your talkback device, click **SELECT DEVICE**.

5. Under **Device source configuration**, select a source type, input gain and an audio profile.

6. Select a priority.

7. Click **SAVE**.

To initiate talkback, call the SIP number of the talkback device from your SIP device.

Set volumes

Calibrate master volumes

The system has a master volume for each content type. By default, music is set to a lower volume than other content types, to make them sound louder as they are usually more important.

You can adjust the volumes for individual speakers as well as groups of speakers by adjusting the volume for the physical zones.

Example:

In a school you have a physical zone called `All classrooms`. Inside this physical zone, you have the physical zones `Classroom 1`, `Classroom 2` and `Classroom 3`.

If you adjust the volume for `All classrooms`, then this will affect all the speakers located in all the classrooms.

If you adjust the volume for `Classroom 1`, then only the speakers in that classroom will be affected.

The resulting volume for each speaker will be the sum of the following:

- The maximum volume of the speaker (this is different for different products)

- The set volume for the individual speaker

- The sum of all the volumes set for the zones that the speaker belongs to

- The master volume for the content type

If the final sum of all volumes exceed the maximum volume of the speaker, then the maximum volume will be used.

1. Go to ⚏ **Volume calibration** > **Master site calibration**.

2. Set the master volume for each content type.

3. Play a content type and listen to the sound. Adjust the volume to a suitable level.

4. Click the zones and calibrate the volume for each zone.

    - Adjust the volumes of the physical zones by starting at the top of the hierarchy and then further down in the sub-zones.

5. To adjust the volume for an individual speaker:

    5.1 Go to the device interface by entering the IP address of the device in a web browser.

    5.2 Go to **Audio** > **Device settings** and adjust the gain.

Create volume controllers

A volume controller offsets the volume relative to the calibrated volume. You can select what content types and what parts of the site that will be affected by the volume controller.

Example:

In a school the calibrated music volume should be used in all rooms, but in the cafeteria it should be possible to manually adjust the background music volume to compensate for the higher noise level when the number of people increases during lunch hour.

To solve this, you can create a volume controller named "Music in cafeteria" and assign it to the physical zone "Cafeteria". When adjusting the volume for this volume controller, only the music volume in the cafeteria will be affected.

Create a volume controller:

1. Go to **Volume controllers**.

2. Click **+ CONTROLLER**.

3. Enter a name.

4. Select what zones and devices the volume controller should affect:

    – To use physical zones as target, click **+ ZONE**.

    – To use individual devices as target, click **+ DEVICE**.

5. Select targets and click **SAVE**.

6. Under **Content type**, select what types of content that the volume controller will control.

7. Under **Volume settings**, select the limitations for how much the volume can be adjusted.

8. Click **SAVE**.

Set volume levels

To change volumes temporarily, go to 🔊 **Volumes**.

If this page is empty, you need to create one or several volume controllers. For more information, see .

Adjust the volume for a volume controller:

- Click the speaker icon to mute or unmute the sound.

- Adjust the slider to select an offset value relative to the calibrated volume.

- 🎤 🔊 🎵 Indicates what content types this volume controller affetcs.

- Click ••• to reset to default values or to show more detailed information about the volume controller.

Control audio with AXIS C8310 Volume Controller

The numbered buttons on the AXIS C8310 Volume Controller are used for selecting music source. The selected music source will play in all the targeted zones. The mute and volume buttons only affect the physical zone that the AXIS C8310 Volume Controller is assigned to.

Before you start:

- Make sure your AXIS Audio Manager Pro has version 4.4.

- Connect your AXIS C8310 Volume Controller to the I/O port of any device that belongs to your site.

    – The host device must have firmware 11.6 or later.

    – It might take up to a minute before your AXIS C8310 Volume Controller is detected by AXIS Audio Manager Pro.

1. Create a volume controller:

    1.1 Go to **Volume controllers**.

    1.2 Click **+ CONTROLLER**.

    1.3 Enter a name.

    1.4 Select what zones and devices the volume controller should affect:

- To use physical zones as target, click **+ ZONE**.

- To use individual devices as target, click **+ DEVICE**.

1.3 Select targets and click **SAVE**.

1.4 Under **Content type**, select what types of content that the volume controller will control.

1.5 Under **Volume settings**, select the limitations for how much the AXIS C8310 Volume Controller can adjust the volume.

1.6 Click **SAVE**.

2. Assign your AXIS C8310 Volume Controller to a volume controller and to a destination:

    2.1 Go to **Accessories**.

    2.2 Under **VOLUME CONTROLLER**, click **ASSIGN** for your AXIS C8310 Volume Controller.

    2.3 Click **ASSIGN** for a target.

    2.4 Under **DESTINATION**, click **ASSIGN** for your AXIS C8310 Volume Controller.

    2.5 Click **ASSIGN** for a target.

3. Create a music event:

    3.1 Go to **Scheduling & destinations**.

    3.2 Click **CALENDAR**.

    3.3 Click **+ EVENT**.

    3.4 Under **Sources**, select **Music**.

    3.5 Click **+ SOURCE**.

    3.6 Choose a source to add.

    Note

    The first three sources of the currently playing event in the assigned destination will correspond to button 1, 2 and 3 on your AXIS C8310 Volume Controller.

    3.7 Under **Start of event**, select how you want the music to start:

    - **Start music automatically**: Music will start to play automatically at the beginning of the scheduled time interval.

    - **Start music manually**: In this case the scheduled time works as an interval where playing is allowed. Music will not play until you actively start it, either by pressing a number button on your AXIS C8310 or by starting the music from the dashboard.

    3.3 For the rest, see chapter .

    3.4 Click **SAVE**.

Monitor your site

To monitor your site status, go to **DASHBOARD**.

Under **Health monitoring** you can see how many devices that are online, and if any of them have stopped working. Click a device to investigate.

Under **Agenda** you can see what is currently playing and find both previous and upcoming events. When an event is playing you can start or stop the event under **STATUS**. If the event contains several sources, then you can switch sources under **ACTIONS**.

Manage your database

If you want to reinstall or transfer your system, you can backup and restore your database. The backup will include all your configurations, but not your files.

- On the Windows® system tray, click > > **Backup database** or **Restore database**.

You can also clear your database. All configurations will be removed, but your files will remain.

- On the Windows® system tray, click > > **Clean and reinitialize database**.

Migrate to version 4

If you already have AXIS Audio Manager Pro 3 running, you can migrate parts of the system to AXIS Audio Manager Pro 4.

Note

Older versions must first be upgraded to version 3.3, which is the version that can export your system. You then need to install version 4.0, which is the only version that can import the system. From version 4.0 you can upgrade to any later version.

Note

Upgrade the firmware of your devices *after* the migration is completed.

We recommend that you first install AXIS Audio Manager Pro 4 on a separate server to try it out and get to know the new interface, before you perform the migration. You can use the demo version for 30 days.

Note

The migration will only include zone structure, devices and sources. You must reconstruct all other configurations manually. The migration will save your playlists and schedules as text files to facilitate the reconstruction. You should note down other settings before the migration.

Below is an overview of the migration process. For more detailed information, download the migration guide under **Documentation** on the product's support page:

- *axis.com/products/axis-audio-manager-pro/support*

Back up your database:

Before you start, we recommend that you create a backup of your database, so that you don't lose any data in case something goes wrong when you upgrade your system. The database files can be saved, so that you can restore the system in another AXIS Audio Manager Pro 3.x system.

1. On the Windows system tray, click > > **Stop AXIS Audio Manager Pro**.

2. Go to the folder `C:\ProgramData\AXIS Communications\AXIS Audio Manager Pro\Manager` on your computer.

3. Copy the database file `Manager.db` to a backup folder.

4. If you need to restore your database at some point to another system:

    4.1 On the Windows system tray, click > > **Stop AXIS Audio Manager Pro**.

    4.2 Place the backed-up files in the folder `C:\ProgramData\AXIS Communications\AXIS Audio Manager Pro\Manager`.

    4.3 Start the service again and log in with the administrator's credentials.

Migrate to AXIS Audio Manager Pro 4:

1. First you need to upgrade your current version of AXIS Audio Manager Pro to version 3.3.3 that contains the export function.

    To upgrade to AXIS Audio Manager Pro 3.3.3:

    1.1 Go to *axis.com/products/axis-audio-manager-pro* and download the upgrade file.

    1.2 Run the upgrade file and accept all the pre-selected options in the wizard.

2. Export your site:

    2.1 Open AXIS Audio Manager Pro 3.3.3.

    2.2 Go to **Administrator** > **Export database** and click **Export**.

    2.3 Select a folder for the export and click **OK**.

        When the export is completed, a dialog shows what was exported and if there was any issues.

    2.4 Some settings are not exported. Make a note of the following:

- All configurations under **Audio Sources**.

- All configurations under **Users**.

- All configurations under **Administrator** > **Network settings**.

- All your 2N SIP Mic configurations.

- All your audio files.

- AXIS Audio Manager Pro 4 only supports a zone structure that is up to 10 levels deep. All devices that are located in deeper zone levels will be placed in a separate folder.

3. Uninstall AXIS Audio Manager Pro 3.3.3.

4. Install AXIS Audio Manager Pro 4.

    See

5. Prepare your devices for AXIS Audio Manager Pro 4.

    See

6. Import your site to AXIS Audio Manager Pro 4:

    6.1 On the Windows system tray, click > > **Start AXIS Audio Manager Pro**.

    6.2 On the Windows system tray, click > > **Import old database**.

    6.3 Click **Yes**.

    6.4 Browse to the export folder and select the file `Export.txt`.

7. On the Windows system tray, click > > **Open AXIS Audio Manager Pro Client**.

8. Recreate the configurations that were not exported.

    - **Playlists** — See the file `Playlists.txt` in the export folder.

        To create a playlist, go to an app under **APPS > Content & sources**.

        See

        See

    - **Schedules** — See the file `Schedules.txt` in the export folder.

        To create a schedule, go to an app under **APPS > Scheduling & destinations**.

        See

        See

    - **Network settings** — See

    - **SIP devices** — See

Note

What used to be called "sessions" in AXIS Audio Manager Pro 3 has now been replaced by a different concept called destinations. This is found under **Scheduling & destinations** in the AXIS Audio Manager Pro 4 client.

AXIS Audio Manager Pro

API

For information about API, see *AXIS Audio Manager Pro API.*

Need more help?

Contact support at *axis.com/support*.

To make it easier for Axis support to diagnose your problem, you can download a diagnostic package:

- On the Windows® system tray, click > > **Download diagnostic package**.