AXIS Audio Manager Pro

AXIS Audio Manager Pro
AXIS Audio Manager Pro C7050
AXIS Audio Manager Pro C7050 Mk II

User manual

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What is AXIS Audio Manager Pro?

AXIS Audio Manager Pro is a software solution designed for centralized management, configuration, scheduling, and monitoring of Axis network audio devices (e.g., speakers, text displays, strobes, amplifiers, and audio bridges) deployed across single or multi-site installations. It enables administrators to distribute live and scheduled audio content, manage zones and groups of audio devices, and integrate audio announcements with other Axis systems for security, safety, and business communication purposes.

AXIS Audio Manager Pro is intended for deployment in commercial, retail, industrial, transportation, and public sector environments where centralized audio distribution and public address/paging functionality is required.

AXIS Audio Manager Pro is intended for use by authorized system administrators and operators within a secured, customer-managed IT network to:

- Configure and manage Axis network audio devices.
- Schedule and distribute background music, announcements, and paging messages.
- Trigger and manage audio playback in response to events or integrations with other security/business systems (e.g., video management or access control systems).
- Monitor device status and audio system health.

Are you using AXIS Audio Manager Pro 4?

- To upgrade to version 5, see *Migrate to version 5, on page 39*.

Are you using AXIS Audio Manager Pro 3?

- To upgrade to version 4, see *Migrate to version 4, on page 40*.
- For instructions on how to use the product, see *AXIS Audio Manager Pro 3 - User Manual*.

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*.

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, 2025
- 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:

- Google Chrome
- Microsoft Edge

Get started

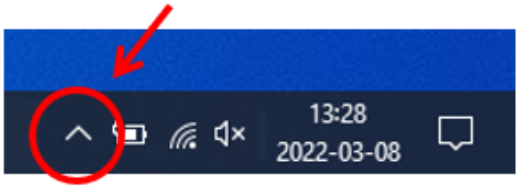
Installation

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.
   When logging in for the first time, you must use a local Windows administrator username and password. For subsequent access, you can add and grant access to other users. For more information, see *Add users or groups, on page 13*.

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	Protocol	Direction [1]	Configuration	Description
443	TCP	Inbound	Manual [2]	Web user interface and REST API access Endpoint: Browser / API client ↔ Server
5060	TCP	Inbound	Manual [3]	SIP signaling Endpoint: SIP clients, PBX ↔ Server
5060	UDP	Both	Manual [3]	SIP signaling Endpoint: SIP clients, PBX ↔ Server
5061	TCP	Inbound	Manual [3]	SIP signaling over TLS Endpoint: SIP clients, PBX ↔ Server
5433	TCP	- (localhost)	Automatic [4]	Database Server internal

6998	TCP	Inbound	Manual	Communication and unicast audio streaming with devices (TLS) Endpoint: Server ↔ Audio devices
6999	UDP	Outbound	Manual	Audio streaming multicast Endpoint: Server ↔ Audio devices
7010	TCP	- (localhost)	Automatic [4]	Windows tray icon Server internal
8992	TCP	- (localhost)	Manual	Internal HTTP proxy Server internal
9319, 9320	UDP	Both	Manual	PTP (IEEE 1588) clock synchronization for playback sync Endpoint: Server ↔ Audio devices
30000–31999	UDP	Both	Manual	RTP media streams for SIP calls Endpoint: SIP peers ↔ Server
49000-49999	UDP	Both	Manual	RTP input/output streams (music sources, paging RTP sourc, external output stream, API) Endpoint: Sources ↔ Server

[1] **Direction.** This is given from the perspective of the computer running the AXIS Audio Manager Pro server. Inbound means the server listens on this port; outbound means the server initiates traffic to this port on a remote host.
[2] **Manual change required if the port is occupied.** If the default port is already in use when the server starts, the server will not bind to it. You must select a different port in System Settings or from the Windows® system tray icon before the service can start.
[3] **Manual change, ports allocated per SIP server.** These ports are only used if a SIP server is configured. Each SIP server requires its own set of ports.
[4] **Automatic fallback.** If the default port is already in use, the server automatically selects the next available port.

Configure the network settings:

1. Go to the AXIS Audio Manager Pro client.
   – See *Start the application, on page 7*
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.
   AXIS Audio Manager Pro communicates with audio devices over the network. If your server has multiple network interfaces (for example, one for the corporate LAN and another for the audio network), you

must select the correct interface for audio data. Go to **System settings > Network > Network interface** and specify the network interface to use for the following:

- Audio communication between the server and devices
- SIP traffic

Note

If no interface is selected, Windows will choose based on its routing table and interface priority. This may result in multicast or unicast traffic being sent over the wrong network when multiple interfaces are available.

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

Add devices

1. Go to **Devices** and click **+ Device**.
2. Search for devices on your network.

Note

Make sure the devices are on the same network and have Bonjour discovery enabled.

3. Select the devices you want to add.
4. Enter the administrator credentials for the devices.

Note

All devices added in the same batch must share the same credentials. For factory-defaulted devices, the specified username and password will be created on the devices.

5. Click **Next**.
6. Verify that the credentials were added correctly. You can rename devices to make them easier to identify later.
7. Click **Next**. This can take a few minutes, depending on the number of devices.

Note

If automatic device discovery fails, you can add devices manually. See *Add your devices manually, on page 36*.

8. Confirm the summary and click **Add devices**.

Set up your site

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

Suggested workflow:

1. *Add and organize devices, on page 12*
2. *Set volumes, on page 28*
3. *Set your opening hours, on page 19*
4. *Schedule content, on page 14*
5. *Set up paging, on page 21*

Register connected services

AXIS Audio Manager Pro supports offline operation without a connection to the public internet. However, enabling internet access on the server unlocks additional features and simplifies license management.

To use the online services, make sure the following URLs can be reached through your firewall:

- *.pro.audiomanager.axis.com

- *.connect.axis.com
- *.lp.axis.com

To enable the online services, go to **Settings** > **Connected services**. To complete the setup, you need to sign in with a MyAxis account and connect the server to an organization.

Activate your license

You can use AXIS Audio Manager Pro in trial mode for 90 days. After the free trial period, you need to register and license the server. You can purchase licenses from an Axis reseller.

License status	Description
Trial	When you install AXIS Audio Manager Pro, you receive a 90-day trial period. During this time, the system is fully functional, allowing you to configure it and explore all features before purchasing any licenses.
Licensed	The system is fully licensed and operational until the earliest expiration date.
License expired	If the license period expires without renewal, AXIS License Manager gives you another 30-day grace period before the system becomes unlicensed. To return to licensed status, resynchronize with AXIS License Manager and address any license requirements.
License resync is needed	When you add devices to a licensed system, AXIS Audio Manager Pro needs to synchronize the changes with AXIS License Manager to evaluate the system license status. You need to resynchronize the system changes with AXIS License Manager within 60 days, or the system becomes unlicensed.
Unlicensed	The system operates in restricted mode with the following features disabled: • Edit of scheduled content • Volume adjustments • System settings changes • Audio file management (upload, delete, rename) • Paging configurations

Activate your license:

1. In AXIS Audio Manager Pro, go to **System settings** > **License**.
2. Click **Export system file**.
   This generates and downloads an .adf file.
3. Go to AXIS License Manager *lm.mysystems.axis.com* and log in with your MyAxis account
4. Click **Upload system file** and select the system file to register your AXIS Audio Manager Pro server.
5. Follow the wizard to register the server.
6. Depending on your license model and system size, you may need to redeem and allocate device licenses:
   – Subscription license: Redeem licenses under **Product Wallet** and allocate them to your server under **Product licensing**.

- Tied-to-hardware license: If you need more devices than included with the hardware, purchase and redeem expansion licenses under **Product Wallet** and allocate them to your server under **Product licensing**.
- Legacy AXIS Audio Manager Pro 4 license: When upgrading from version 4, the license includes unlimited devices. No additional licenses are required.

7. When your server is registered and licensed, go to the **System setup** tab and download the license file. This generates and downloads an .adf file.
8. Import the license file into AXIS Audio Manager Pro.
   Now your server is licensed.

Note

If you have bought an AXIS Audio Manager Pro C7050 or perpetual software license for AXIS Audio Manager Pro 4, you can update and continue using AXIS Audio Manager Pro. You need to follow the above steps to register your server.

For more information about licensing options, visit:
help.axis.com/axis-license-guide
axis.com/axis-subscription

Add and organize devices

Before you can add a device, make sure it is prepared for use. See *Add your devices manually, on page 36*.

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 **+ Create** to create a new physical zone.
4. To add a device to a physical zone, select its location in the tree structure and click **+ 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** or **Devices**.
2. Click for the device and select how long time the test tone will play.

External Output Stream

The External Output Stream feature allows the AXIS Audio Manager Pro server to push a live audio RTP stream outbound to an external system or device, useful for integrations with third-party audio platforms, recording systems, or legacy broadcast infrastructure.

You can create an External Output Stream and use it as a target for a schedule or a paging. Each stream is configured with a name, destination address and port, source port, audio codec (defaulting to G.711a mono at 8 kHz), and an RTP payload type so the receiving end correctly interprets the stream.

The destination address supports multicast addressing, meaning you can direct the stream to a multicast group address rather than a single unicast destination, allowing multiple receivers on the network to subscribe to and consume the same stream simultaneously.

Add users or groups

You can add users or groups in AXIS Audio Manager Pro, and manage what they can access.

Before you start, you need to add users or groups to Microsoft Windows®, or to an Active Directory (AD). The way you add a user or group in Windows® can vary depending on which version of Windows® you use. Follow the instructions on *Microsoft's site*. If you use an Active Directory domain network, consult your network administrator.

Add users or groups in AXIS Audio Manager Pro

1. Go to **User management**.
2. Click **+ Add user or group**.
   You can see the available users and groups from the Windows or AD user list.
3. Select a user or group from the list, or select several at the same time.
4. Assign one or more roles to the selected user or group. There are three roles to choose from:
   - **Administrator**: Can access all functionality, including configurations.
   - **Content manager**: Can access scheduling and manage audio files.
   - **Playback operator**: Can access volume control and select the source for music.
5. Click **Add** to assign the role to the selected user or group.

Note

Administrators of the computer that runs AXIS Audio Manager Pro automatically gets administrator privileges to AXIS Audio Manager Pro. You can't change or remove the permissions for administrators.

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 **Upload**.
3. To create a playlist, click **+ Create** under **Playlists**.
4. Create a destination:
   4.1. Go to **Scheduling & destinations**.
   4.2. Under **Destinations**, click **+ Create**.
   4.3. Name the destination and click **Create**.
5. Create an event:
   - Click **+ Event** > **Announcement**.
   - Name the event.
   - Select what to play:
     - **Single file** – select an audio file from the library.
     - **Playlist** – select a playlist.
   - Select at what date and time to play the announcement.
     To add an occurrence for the announcement, click **+ Occurence**.
   - Under **Repetition**, select how often the announcement will be repeated.
   - 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.
   - Click **Save**.
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 *Configure the network, on page 7*.

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 **Upload**.
   - Supported formats: mp3, mp4, mpeg, aac, wma, ogg, flac, wav
4. Under **Playlists**, click **+ Create**.
5. Name your playlist and click **Create**.
6. Add audio files to the playlist:
   - To add a file from the library, click **+ Add files**.
   - To add a file from the web, click ••• > **Add files from URL**.
     - Supported formats: mp3, mp4, mpeg, aac, wma, ogg, flac, wav

Play a web stream:

1. Go to **Music** > **Web streams**.
2. Click **+ Create**.
3. Select **Internet radio**.
4. Name your web stream.
5. Enter a URL for the web stream.
   - Supported formats: M3U, M3U8, PLS, ASX
6. Click **Create**.
7. Adjust the stream buffer size.
8. Select an audio quality.
9. Click **Save**.

Play an RTP stream:

1. Go to **Music** > **Web streams**.
2. Click **+ Create**.
3. Select **RTP stream**.
4. Name your web stream.
5. Enter a listening port.
6. Click **Create**.
7. Configure the codec settings to match the format of the incoming RTP stream.
8. If the stream source uses a multicast address, turn on **Multicast IP address** and enter the multicast IP.
9. To restrict access, turn on **Source IP address** and enter an IP address from which the server will accept the stream.
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 **+ Create**.
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 **+ Create**.
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 *Monitor your site, on page 31*.
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.

Edit or delete an event or event series:

1. Go to **Scheduling & destinations**.
2. Click the event in the schedule.
3. Click **Edit** or **Delete**.

If the event is part of a series you can chose if you want to edit or delete the single event or the series.

Note

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

Templates

Templates provide a convenient way to create and manage schedules efficiently. A template serves as a predefined schedule for a single day, specifying what should play and when. By using templates, you can quickly apply consistent schedules across multiple days without having to configure each day individually.

Manage templates

You can create templates tailored to different needs. For example, you might define:

- "**Normal weekday**" for standard workdays.
- "**Weekend**" for Saturdays and Sundays.
- "**Day off**" for holidays or special non-working days.

Once a template is created, it can be applied to any number of days in a schedule for a destination. For example, you can apply the "**Normal weekday**" template to all Mondays through Fridays for the entire year, ensuring consistency without having to set up each day manually.

Create and assign a template:

1. Go to **Scheduling & Destinations**.
2. Under **Templates**, click **+ Create**.
3. Choose whether to create a **Music** or **Announcement** template.
4. Click **Create**.
5. To add events to the template, click **+ Event** and fill in the required details.
6. Once your template is complete, assign it to a destination's schedule. Either click **Apply to destination** from within the template, or go to the destination and click **Apply template**.

Modify and replace templates

If you need to adjust a scheduled day, you can easily swap templates. Simply remove the currently applied template and replace it with another. For instance, if a regular workday becomes a holiday, you can replace the "**Normal weekday**" template with the "**Day off**" template. This flexibility allows you to quickly adapt the schedule as needed without manually configuring details for each affected day.

Update templates

One of the key benefits of using templates is their dynamic nature. If you make changes to a template, those changes will automatically apply to all instances where the template is used. This means you can update an entire schedule effortlessly—there's no need to modify each affected day individually.

A single template can be reused across multiple schedules or locations, making it a powerful tool for maintaining consistency. However, it is a good practice to create separate templates for different use cases. Since any change to a template affects all instances where it is applied, having distinct templates for different scenarios ensures greater flexibility and avoids unintended schedule changes.

Note

Each destination can have only one music template and one announcement template assigned per day. If your use case requires multiple schedules and templates for the same target area, you can create multiple destinations that play to the same devices.

Use text and strobe

Audio alone may not be sufficient to capture attention in noisy environments or for individuals with hearing impairments. To enhance communication, you can supplement audio messages with visual signals such as strobe light and text display.

Visual profiles

Visual signals are used to reinforce audio messages. These signals are defined through Visual Profiles, which let you configure how text and strobe lights behave during announcements and paging. You can create multiple visual profiles for different message types—for example, a subtle pattern for routine announcements and a more attention-grabbing pattern for emergency alerts that need to capture immediate attention.

As an administrator, you can configure visual profiles under **Visual profiles**. Each profile includes the following settings:

- Text settings:
  - Color
  - Background color
  - Text layout (one-, two- or three-line)
  - Scroll speed
  - Duration
  - Default text message
- Light settings:
  - Light pattern
  - Color
  - Speed
  - Brightness
  - Duration

You can configure the default visual profiles for announcements and live paging under **System Settings > Text, strobe, and displays**.

Note

Visual profiles (text and strobe light patterns) are not used during music playback.

The default visual profile can be overridden for individual audio messages. You can select a different visual profile, customize the text message, or both—depending on the situation.

This applies to the following cases:

- Scheduled announcements
- Paging from the web paging interface
- Individual paging configurations for one-way or two-way SIP calls

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**.

Paging from the web interface

From the web interface you can send live or pre-recorded audio messages to your audio site. This feature enables real-time communication and ensures that important announcements reach the intended audience efficiently.

You can access the interface through a web browser and use your PC or mobile device's microphone to make live announcements. Messages can be broadcasted to the entire site or to specific zones. The interface also supports two-way communication, allowing direct calls to individual devices for interactive conversations.

To use live announcements and calls, make sure your browser has permission to access the microphone and speakers when prompted.

By default, playback initiated from the paging interface is assigned **HIGH** priority. You can review how this priority interacts with other content under **Scheduling & destinations > CONTENT PRIORITIES**.

Shortcuts streamline audio management by allowing operators to save frequently used paging configurations. This eliminates the time-consuming and error-prone process of repeatedly selecting the same parameters during live operation. Individual users can create personal shortcuts for their own use, while administrators can establish shared shortcuts available across the entire system, ensuring consistent configuration and operation regardless of which user handles paging at any given time.

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 *Schedule announcements, on page 14*.

Set up a SIP server

To page with AXIS C6110, 2N SIP Mic or a SIP trunk, you first need to set up a SIP server.



1. Go to **SIP servers**.
2. Click **+ SIP server**.
3. Name the SIP server.
4. Enter the domain name or IP address of your server.
5. Click **Save**.

Paging with AXIS C6110 Network Paging Console

AXIS C6110 is a SIP based device that you can use to send live announcements and prerecorded audio files to entire sites, or to specific areas. This example explains how to set up AXIS C6110 to page live messages.

1. *Set up a SIP server, on page 21*.
2. Set up a client:
   2.1. Go to **SIP servers**.
   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**.

Note

When you have connected AXIS C6110 to AXIS Audio Manager Pro as a SIP client, you can find it in the list under **Paging > Paging consoles**.

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 servers**.

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 configuration** > **One-way**.

5.2. Click **+ Create one-way**.

5.3. Name the source.

5.4. Enter a call number.

5.5. Select your destination.

5.6. Click **Save**.

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

6.1. Go to  **Paging configuration** > **Two-way**.

6.2. Click **+ Create two-way**.

6.3. Enter a name and a SIP call number.

6.4. Click **Select device**.

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

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 *Paging with AXIS C6110 Network Paging Console, on page 21*.
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

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*.

1. *Set up a SIP server, on page 21*.
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 **Save**.
   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.
   2.1. Go to **VoIP > SIP Proxy account**.
   2.2. Under **Caller ID**, enter the user ID you used for the client.

2.3. Turn on **Use SIP account**.

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

2.5. Turn on **Use registration**.

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

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

2.8. 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 servers**.

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 > Settings > Accounts**.

3.7. Click **+ Add account**.

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

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

3.10. Click **Save**.

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 servers** 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. Next to **Destinations**, click **+ Create**.

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 configuration** > **One-way**.

6.2. Click **+ Create one-way**.

6.3. Name the source.

6.4. Enter a call number.

6.5. Select your destinations.

6.6. Click **Save**.

7. Configure a button on the 2N SIP Mic for paging a live callout:
   7.1. Go to **Paging configuration** > **Paging consoles**.
   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 **One-way** as action.
   7.6. Select your source.
   7.7. Select your destinations.
   7.8. Click **Save**.
8. Configure a button on the 2N SIP Mic for paging an announcement:
   8.1. Go to **Paging configuration** > **Paging consoles**.
   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. Click **Save**.
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 *Schedule content, on page 14*.

1. *Set up a SIP server, on page 21*.
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.

Note

If your PBX doesn't require identification, then go to **SIP servers** > **Advanced** to disable it.

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

2.10. Click **Save**.

3. Add a paging source:

3.1. Go to **Paging configuration** > **One-way**.

3.2. Click **+ Create one-way**.

3.3. Name the one-way 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 configuration** > **RTP**.
2. Click **+ Create RTP**.
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 destinations.
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 *Paging with 2N SIP Mic, on page 23*)
- An Axis device that has both a microphone and a speaker

Set up a talkback device:

1. Go to **Paging configuration** > **Two-way**.

2. Click **+ Create two-way**.
3. Enter a name and call number.
4. Click **Select device**.
5. Under **Device source configuration**, select a source type, an audio profile and input gain.
6. Select a priority.
7. Click **Save**.

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

Note

By default, a privacy tone plays when the microphone is active to alert people that someone might be listening. To disable this tone, go to **System settings** > **Tones**.

Set pre- and post-announcement tones

You can configure pre- and post-announcement tones to draw more attention to your live announcements. Use the tones that are available in the **Tones** folder in the **Announcement** library, or upload your own audio files.

- To configure default pre- and post-announcement tones, go to **System settings > Scheduling and content**.
- To override your default pre- and post-announcement tones for individual paging sources, go to the specific source under **Paging**.

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 volume 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. Under **Content type**, select what types of content that the volume controller will control.
5. Select what zones and devices the volume controller should target:
   - To use physical zones as target, click **+ Zone**.
   - To use individual devices as target, click **+ Devices**.
6. Under **Volume settings**, select the limitations for how much the volume can be adjusted.
7. 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 *Create volume controllers, on page 28*.

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.

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:

- Connect your AXIS C8310 Volume Controller to the I/O port of any device that belongs to your site.
  - The host device must run AXIS OS version 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. Under **Content type**, select what types of content that the volume controller will control.
   1.5. Select what zones and devices the volume controller should target:
      - To use physical zones as target, click **+ Zone**.
      - To use individual devices as target, click **+ Devices**.
   1.1. Under **Volume settings**, select the limitations for how much the AXIS C8310 Volume Controller can adjust the volume.
   1.2. 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** > **Schedule**.

3.2. Click **+ Event** > **Music**.

3.3. Name the event.

3.4. Choose a source to add.

3.5. To add another source, click **+ Source**.

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.

3.6. Under **Start music**, select how you want the music to start:

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

3.1. For the rest, see chapter *Schedule music, on page 14*.

3.2. Click **Save**.

Monitor your site

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

If a new version of the application is available, a message will appear at the top of the dashboard. To learn more, click **More information**.

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**.

Event and audit log

The event and audit log provides a detailed record of all activities within your audio system. This log helps you track changes, monitor system behavior, and troubleshoot issues effectively.

The log captures a wide range of events, including:

- **Playback history** – What played, where, and when.
- **Schedule modifications** – Who made changes and when.
- **Device status updates** – Information on devices going offline or coming back online.
- **Volume adjustments** – When and where volume changes occurred.
- **Configuration updates** – Details of system setting modifications.
- **User activity** – Who logged in and out of the system.
- **Paging and SIP calls** – Records of paging events and SIP-based communications.
- And much more...

You can search the log history for specific events, making it easy to locate relevant information when needed. Additionally, logs can be exported in CSV format for external storage or further analysis.

The system retains the last 100,000 log entries. When the limit is reached, older entries are automatically removed to make space for new ones, ensuring continuous logging without manual intervention.

Update AXIS Audio Manager Pro

To keep your server secure and up-to-date, we recommend that you update AXIS Audio Manager Pro to the latest version.

If you're connected to the internet, you will get notifications when new versions are available in the dashboard, or if you go to **System settings > Updates**.

1. If your server is connected to the internet, go to the Windows® system tray and click  >  > **Install update**.
2. If your server isn't connected to the internet, download the installation file from *axis.com/products/axis-audio-manager-pro* and run it on your server.
3. Follow the setup assistant.
4. Wait for the update to finish. When it's complete, the server will automatically restart.
5. Check if any of your devices requires an AXIS OS upgrade.

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**.

Network diagnostics

Network diagnostics help evaluate the communication status of devices across your site. This feature enables you to identify network issues such as multicast availability, network latency, and packet loss, ensuring smooth audio streaming and system stability.

To perform a network test, navigate to **System settings > Network > Network diagnostics**. Here, you can initiate tests to detect potential issues affecting network performance.

You can select a test duration based on your needs:

- **1 minute** – Quick scan for immediate network issues.
- **1 hour** – Provides a more detailed analysis.
- **24 hours** – Offers a comprehensive view of network performance over an extended period. A longer test duration provides more reliable results, as intermittent issues may not be detected in a short test.

The test runs in the background without interrupting audio streams. The result is available after the selected time from dashboard or from where it was started.

Add your devices manually

If automatic device discovery fails, you can onboard your devices manually.

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 *Configure the network, on page 7*.
   - If the application informs you that some devices have an old AXIS OS version, then click the link to upgrade to the latest version.
   - 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 the devices of the following models:
   - AXIS C8033 Network Audio Bridge
   - AXIS C2005 Network Ceiling Speaker
   - AXIS C1004-E Network Cabinet Speaker

   4.1. Right-click the selection and choose **Install App...**.
   4.2. Browse to this folder on the server:
   `\Program files\Axis Communications\AXIS Audio Manager Pro\Manager\Firmware\`
   4.3. Select the file `AXIS_Audio_Manager_Pro_*_mipsisa32r2el.eap` and click **OK**.
   4.4. Click **Next**.
   4.5. Click **No** (license not needed) and **Next**.
   4.6. Click **Finish**.
   4.7. Select all the devices of the following models:
   - 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

   4.1. Right-click the selection and choose **Install App...**.
   4.2. Browse to this folder on your computer:
   `\Program files\Axis Communications\AXIS Audio Manager Pro\Manager\Firmware\`

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

4.4. Click **Next**.

4.5. Click **No** (license not needed) and **Finish**.

4.6. Select all the devices of the following models:

- AXIS D6310 Air Quality Sensor
- AXIS C1710 Network Display Speaker
- AXIS C1720 Network Display Speaker
- AXIS D4200 Network Strobe Speaker
- AXIS D4100-VE MK II Network Strobe Siren (strobe only)
- 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
- AXIS D3110 Mk II Connectivity Hub
- AXIS Q9227-SLV Corner Camera

4.1. Right-click the selection and choose **Install App...**.

4.2. Browse to this folder on your computer:
`\Program files\Axis Communications\AXIS Audio Manager Pro\Manager \Firmware\`

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

4.4. Click **Next**.

4.5. Click **No** (license not needed) 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 on the devices to connect to the server:

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**.

Integrate with AXIS Camera Station Pro

If you are using AXIS Camera Station Pro, you can easily integrate it with AXIS Audio Manager Pro for a seamless video and audio experience. The two servers can run on the same machine or on separate servers, depending on your setup.

Once connected, this integration unlocks powerful new features in AXIS Camera Station Pro, such as:

- **Paging**: one-way, two-way, and pre-recorded audio messages.
- **Action rules**: trigger audio events based on video analytics or alarms.
- **Map integration**: combine video and audio zones in a single, intuitive view.

This tight integration between video and audio lets you manage both systems more effectively, creating a smarter and more responsive security solution. Read more in the *AXIS Camera Station Pro user manual*.

Migrate to version 5

If you purchased a software license for AXIS Audio Manager Pro 4 or an AXIS Audio Manager Pro C7050 MkI-III server, you can simply download and install AXIS Audio Manager Pro 5.0.X.

The installer will update your existing 4.X version and automatically migrate your configurations, audio files, schedules, and other settings to the new version.

Note

Upgrades to version 5.1 or later require an intermediate upgrade to 5.0.54.

Direct upgrades from 4.x are not supported.

Your perpetual license remains valid for AXIS Audio Manager Pro 5 at no additional cost. However, you must register your installation with AXIS License Manager within one month of the upgrade. For instructions on how to register, go to *Activate your license, on page 10*.

Note

If you have an AXIS Audio Manager Pro 4 license and need to reinstall or perform a clean installation of AXIS Audio Manager Pro 5, you can use a legacy .key file generated for version 4 as your license file.

If the .key file has been lost, go to **System settings** > **License** and follow the legacy licensing instructions to generate a replacement.



Migrating AXIS Audio Manager Pro 4.0 legacy license to version 5.0

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 AXIS OS version 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 *Installation, on page 7*
5. Prepare your devices for AXIS Audio Manager Pro 4.
   See *Add your devices manually, on page 36*
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 *Schedule announcements, on page 14*
     See *Schedule music, on page 14*
   - **Schedules** — See the file `Schedules.txt` in the export folder.
     To create a schedule, go to an app under **APPS > Scheduling & destinations**.
     See *Schedule announcements, on page 14*
     See *Schedule music, on page 14*
   - **Network settings** — See *Configure the network, on page 7*
   - **SIP devices** — See *Set up paging, on page 21*

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.

API

Under **System settings > API > Request builder**, you find a built-in tool that assists in building API requests. This tool simplifies the process of crafting the required JSON by helping you select the correct IDs and avoiding common errors such as typos, missing parentheses, or incorrect syntax.

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

Security

Certificates

Certificates are used to establish a secure connection between server and clients such as web browsers and SIP phones. When AXIS Audio Manager Pro is installed, a default (self-signed) SSL server certificate is generated. You can use this self-signed certificate, however, the best practice is to use SSL certificates issued by a public or private Certificate Authority (CA) for your production environment. Using a trusted certificate will remove the warning users get in the browser when accessing the web UI when using the default self-signed certificate.

Update and use a new certificate:

1. Go to **System settings > Certificates**.
2. Click **+ Certificate**

Note

Three different upload types are supported for .pfx (PKCS#12) and .pem certificate files. Make sure you select the right one depending on your certificate format. The server will validate the certificate when uploaded to avoid mistakes.

Once your certificate is uploaded successfully you can use it by selecting it for specific services.

- For web interface, go to **System settings** > **Network** > **Web access** > **Certificate**.
- For SIP server TLS, go to **SIP servers** > **New** or **Edit** for your existing SIP server > **Certificate**.

Note

A root certificate (Certificate Authority) is used to generate end-entity certificates, which are the certificates to upload to AXIS Audio Manager Pro. Root certificates should be installed on client devices (e.g., under **Trusted Root Certification Authorities** in Windows) that connect to the AXIS Audio Manager Pro web interface or SIP server. This ensures the server's certificate is trusted by the clients.

SIP

The Session Initiation Protocol (SIP) is a signalling protocol used for initiating, maintaining, and terminating communication sessions. In AXIS Audio Manager Pro you can use the widely adopted SIP protocol to make announcement to zones, or to setup two-way calls to individual devices. To learn more about SIP, read the whitepaper *SIP - An introduction*.

To set up a secure and encrypted SIP communication for AXIS Audio Manager Pro we recommend the following settings:

1. **Enable TLS as a communication protocol.**
   To ensure a secure communication channel between SIP clients and the server, we recommend using Transport Layer Security (TLS).
   - Go to **SIP settings**, enable TLS as communication protocol (and disable less secure TCP and UDP if possible).
2. **Require RTP encryption (SRTP).**
   The media (audio) sent between the SIP client and server can be encrypted to avoid eavesdropping and audio tampering.
   - Go to **SIP servers** > **Media** > **RTP encryption** and set RTP encryption to required.
     This will deny all clients placing calls that are not encrypted.
3. **Use SIP client authorization and strong passwords**
   Unauthorized access to SIP extensions poses a risk of unauthorized calls within the SIP system. Implementing a robust password policy for SIP clients is a measure to mitigate this risk effectively.
   3.1. Go to **SIP servers > Advanced** and check that **Require authorization** is checked.
   3.2. Go to **SIP servers > Clients** and make sure all clients have strong passwords

Best practices

Securing any network products and services can be a complex task. There's no universal solution, instead, it requires assessing risks specific to your organization and implementing controls when the risk is deemed too high. Here are a few things to think about:

1. Encrypt the communication between the server and devices by ensuring that TLS and stream encryption are enabled. You can find these settings under **System settings > Audio and streaming**.
2. Ensure that authorized users use unique and strong passwords with their Windows user accounts.
3. Ensure account security by using strong and unique passwords for SIP and API accounts.
4. Keep the system up to date by regularly installing Windows Security updates, firmware updates for AXIS speakers, and the latest AXIS Audio Manager Pro server version (enable automatic check from the 4.7 version).
5. Review the physical security including access to servers and network infrastructure.
6. Review the network security including firewalls, network segmentation and traffic monitoring.
7. Consider the need for anti-virus and anti-DDoS solutions for the installation.
8. Encourage responsible use of the service. For example: Lock computers when not used, use updated browsers, don't click suspicious links, remove users etc.

Read more about cybersecurity, technology and best practices around network audio:

- *Technical Guide to Network Audio*
- *Axis Cybersecurity Q&As*

IP filtering

The IP Filtering page allows administrators to control access to the server by blocking or allowing specific IP addresses. By creating rules that block (blacklist) or allow (safe list) specific IP addresses, you can strengthen system security and reduce the risk of attacks, unauthorized access and brute-force login attempts.

In addition to manual configuration, the system automatically blocks IP addresses temporarily after repeated failed login attempts. This protects against brute-force attacks without requiring administrator intervention.

The IP Filtering page contains two tabs:

- **SIP Services**: Configure filtering for SIP-based communication.
- **Web Services**: Configure filtering for web-based connections, such as the management interface or API.

Each tab provides the same structure for managing blocked and safe IP addresses. The Safe List contains IP addresses that will never be blocked.

Web services > **Filter Duration** specifies for how long automatically blocked IP addresses remain on the blocked list.

Uninstall AXIS Audio Manager Pro

This guide helps you completely decommissioning AXIS Audio Manager Pro from your server. Following these steps will result in the permanent removal of the application, all associated data, and configurations. This process is irreversible. Ensure you have a complete backup of any critical data before you begin.

1. Remove integrations, connected services and network configurations:
   - **SIP:** Unregister all SIP trunks/clients in the app. Remove corresponding accounts and routes from your PBX
   - **RTP:** Stop any inbound RTP streams. Remove stream destinations on source systems.
   - **API:** Disable the API. Remove integrations and stored credentials on external systems.
   - **Firewalls:** Remove any rules added for AXIS Audio Manager Pro
   - **Cloud services**: Deregister from online services such as AXIS License Manager.
   - **Other:** Remove any other system-level integrations you might have configured. For example SNMP monitoring entries, syslog configurations, Active Directory service accounts, and LDAP group mappings. Consider removing network configurations such as port forwarding, multicast routes, DNS records, VLAN/subnet etc.
2. Reset devices:
   - To remove all device settings and data associated with AXIS Audio Manager Pro, reset each device to factory default settings. This will uninstall the AXIS Audio Manager Pro application (ACAP) and remove all associated configuration from each device. To factory default multiple devices at once, use AXIS Device Manager.
3. Uninstall the Windows application:
   - Uninstall AXIS Audio Manager Pro from **Add or remove programs** in the control panel.

   Note

The uninstaller removes binaries, services, shortcuts, and installer-created firewall rules.

   - Remove any residual data **manually**:

Type	Locations

Files	Make sure the program and data folders are removed:
	`C:\ProgramFiles\AXIS Communications\AXIS Audio Manager Pro\`
	`C:\ProgramData\AXIS Communications\AXIS Audio Manager Pro\`

Media files	Delete uploaded music and announcements from the server. Default locations:
	`C:\Users\Public\Music\Music`
	`C:\Users\Public\Music\Announcements`

Registry	Use Registry Editor (`regedit`) to search for and remove keys related to "AXIS Audio Manager Pro".
Users	Use `lusrmgr.msc` to remove any local Windows users created for the service.
Certificates	Use `certlm.msc` to remove any certificates installed for the service.

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**.

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