AXIS Site Designer

User manual

AXIS Site Designer

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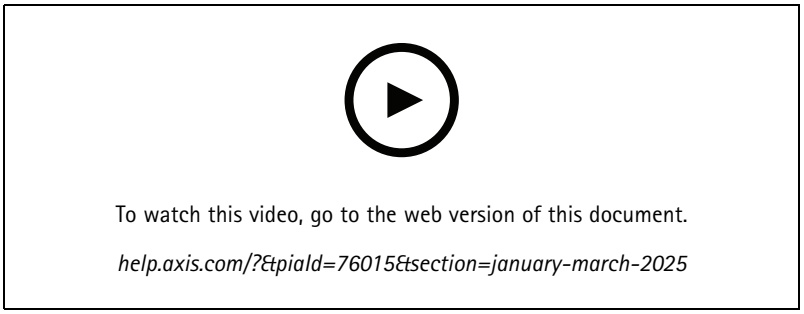
What's new

What's new

January – March 2025

- The device overview now includes more information, such as links to the device's datasheet and product page on axis.com, and a table with technical specifications.
- We have also made some improvements to the measuring tool. You can now measure distances between one or more points on your map or floor plan, and get the total distance at the final point as well as sub-measurements along the way.
- It's now easier to request project pricing. If you have the required access to Axis Partner Web, you can include the bill of materials (BOM) automatically when you submit your project for project pricing. To learn more, see *Request project pricing on page 25*.
- Last but not least, it's possible to merge two existing projects. To learn more, see *Merge two projects on page 10*.



This video provides a quick overview of AXIS Site Designer updates from January to March 2025

AXIS Site Designer

About AXIS Site Designer

About AXIS Site Designer

With AXIS Site Designer, you can efficiently plan and design a system that meets your needs. Use the tool to find the right products, place them on a map or floor plan of the site, and visualize their coverage. Based on your selection, the tool estimates power, bandwidth, and storage requirements and suggests a suitable recording and networking solution. Finally, you can create sales quotes, generate a comprehensive bill of materials, and share valuable insights with installers, such as site notes and recommendations.

To discover the tool, go to *axis.com/support/tools/axis-site-designer* and launch AXIS Site Designer.

Considerations

Considerations

Browser support

AXIS Site Designer is a web application, and the tool is compatible with the latest version of most common web browsers. You can access it from both Windows, macOS, as well as most tablet devices. The tool is not supported on mobile phones.

Data storage

The projects you create in AXIS Site Designer are stored locally on your computer or tablet, using your browser's local storage. Keep in mind that each browser has its own storage, so if you're working across multiple browsers, your list of projects can differ.

Sign in to save your work

We recommend that you sign in to My Axis when working with AXIS Site Designer to make sure your projects are saved. Signing in also lets you work with your projects from multiple devices and browsers.

Working offline

You can always work offline in AXIS Site Designer from your web browser. When you're back online, your projects will sync with AXIS Site Designer's servers. If you prefer to work offline only, you can create projects that are only available locally. For more information, see *Local projects on page 28*.

Get started with AXIS Site Designer

Get started with AXIS Site Designer

To quickly get started with a project in AXIS Site Designer, we recommend you to follow these steps:

1. *Register a My Axis account on page 6*
2. *Create a project on page 6*
3. *Add devices to your project on page 7*
4. *Add recording and networking devices on page 8*
5. Create reports like sales quotations or bill of materials. For more information, see *Manage reports and documentation on page 25*.

Register a My Axis account

Register a **My Axis** account at *axis.com/my-axis/login*.

To make your My Axis account more secure, activate multi-factor authentication (MFA). MFA is a security system that adds another layer of verification to ensure the user's identity.

To activate MFA:

1. Go to *axis.com/my-axis/login*.
2. Log in with your **My Axis** credentials.
3. Go to and select **Account settings**.
4. Click **Security settings**
5. Click **Handle your 2-factor authentication**.
6. Enter your **My Axis** credentials.
7. Choose one of the authentication methods **Authenticator App (TOTP)** or **Email** and follow the on-screen instructions.

Create a project

1. In AXIS Site Designer, click **Add project**.

   To be able to sync and save your project, create it in the **My projects** page.
2. In **Project overview**, fill in details like the name of the project, whom it is prepared for, and any notes you might have.
3. Click **Location** to set a location for your site.

Note

Make sure to select the correct country or region in **Country or region where the project will be installed**. This field affects the part numbers that are added to the sales quote and bill of materials.

4. Click **Settings** to set installation height, select your preferred regional units and temperature scale, and select what you want to base your power calculations on.
5. To modify or add new **scenarios** for your project, see *Manage scenarios and schedules on page 18*.

The scenario settings help to estimate storage and bandwidth required for the cameras in your project.

6. To add cameras and other devices to your project, you can either go to the **Maps** page or the **Devices** page. For more information, see *Add devices to your project on page 7*.

Add devices to your project

There are two ways to add devices to your project. If you have a floor plan, we recommend that you import it in the tool's map view and add devices directly to your plan. You can also add all required devices to a list, and add them to the floor plan later.

Add devices in the map view

To add devices in the map view, you can either add devices directly to a map, or upload a floor plan and then add your devices to the plan.

Add a floor plan:

1. Open your project in AXIS Site Designer.
2. Go to the **Maps** page.
3. Click to select and upload a file.

   AXIS Site Designer supports the upload of PNG, JPG, JPEG, and PDF files with a maximum size of 10 MB.
4. Enter a name and click **Add floor plan**.
5. Set a scale for the floor plan.

Add devices to your map or floor plan:

1. In the menu just next to the map, go to the tab for the device type you wish to add.

   In this instruction, we'll use the camera tab as an example.
2. Click and drag to place a generic camera on the map.

   If you already know which camera you want to add, click **Camera** and select the model directly from the drop down list.
3. Click on the camera on the map to add and edit its settings. For example:
   - Click and drag the camera to move it
   - Click and drag the anchor points to rotate the view and adjust the coverage area
   - Go to the menu next to the map for more settings
4. To select a camera model, click on the camera on the map, and then click on its icon in the menu next to the map to open the device selector. For more information, see *Device selector on page 28*.

Note

The cameras you add will be assigned a default scenario. To learn more about scenarios, see *About scenarios on page 28*.

For more information about available controls in the map view, see *Work with maps on page 10*.

Add devices to a list

1. Open your project in AXIS Site Designer.
2. Go to the **Devices** page.

3. Click **Add device** to go to the device selector.

   If you already know the name of the device you wish to add, you can add it directly by clicking on **Quick add a device**.

4. Select the type of device you wish to add from the top right menu: **Cameras, F/FA series, Encoders...**.

5. Use filters to define the requirements for your site. To learn more, see *Device selector on page 28*.

6. Select a model, either from the list of **Top recommendations**, or from the list of **Matching products**.

Note

- To review the specifications for a device, click **Datasheet** to download the device's datasheet.
- To include discontinued devices in the list of matching products, toggle **Include discontinued**.

7. Click **Add** to add the device to your project.

   If you wish to add the model later, select **Pick model later** and click **Add**. The requirements you have specified will be saved.

8. To add more devices, repeat the steps.

Note

The cameras you add will be assigned a default scenario. To learn more about scenarios, see *About scenarios on page 28*.

Add recording and networking devices

1. Open your project in AXIS Site Designer.
2. Go to **Recording**.
3. Under **Choose your solution**, select the vendor of your choice.
4. If you select Axis or Genetec, you will get a recommended solution for recording, storage, and power based on the estimated requirements for your project. Click on the solution to select it.
5. To design your own solution, select and add devices from the list of servers, terminals, switches, and licenses.

   An overview indicates if the selected devices cover the estimated requirements of the project, or if you need to add additional devices.

The solution or devices you select are added to the project with information about available licenses, server capacity, storage options, and specifications on available ports and PoE.

Manage your projects

Duplicate a project

To save time, you can duplicate an existing project instead of creating a new project from scratch.

1. Go to your list of projects in AXIS Site Designer.
2. Click ⋮ to open the drop-down menu for the project you wish to duplicate.
3. Click **Duplicate**.
4. Enter a new name for the duplicated project.

Export a project

You can export an AXIS Site Designer project, either for backup or sharing, or in order to import your project settings into a VMS.

Export a project as a file

To make a backup or share a project with someone else, export the project as a file. You can export one project at a time, or many at the same time.

1. Go to your list of projects in AXIS Site Designer.

Export one project:

2. Click ⋮ to open the drop-down menu for the project you wish to export.
3. Click **Export project**.
4. **Download project file**.

Export one or more projects:

5. Select the projects you wish to export by checking the boxes.
6. Click **Export**.

Your project is exported as a **.aspdx** project file and is available in the **Downloads** folder on your computer.

Export project settings to a VMS

When your project is complete, you can export your project settings from AXIS Site Designer and import them to AXIS Camera Station, or Milestone Xprotect using AXIS Optimizer.

1. Go to your list of projects in AXIS Site Designer.
2. Select the project you want to export.
3. Click ⋮ to open the drop-down menu for the project you wish to export.
4. Click **Export project**.
5. If your VMS is connected to the internet, click **Generate code** to create a snapshot of the settings online. To import the settings, type the code into AXIS Camera Station or AXIS Optimizer.
6. If your VMS operates offline, click **Download settings file** and import the file to AXIS Camera Station or AXIS Optimizer.

Manage your projects

Import a project

1. In AXIS Site Designer, click **Import project**
2. Select the project file you wish to import.

Note

The file ending for AXIS Site Designer projects is **.asdpx** for newer projects, or **.asdp** for older projects.

When the import is done, the project is available in the top of your list.

Merge two projects

You can merge two projects into one by importing an existing project into another.

1. Open your project in AXIS Site Designer.
2. In the project overview, click **Import from project**.

Note

Importing a project into another can't be undone. We recommend that you select the option **Back up this project before importing**.

3. If you want to import an existing project file, click **Select file**.
4. If you want to import a project from your current list of projects, click **Select project**.

When the import is done, you can start working on your merged project.

Archive a project

If you have a long list of projects, or many large projects that take time to load, you can archive them. You can archive one project at a time, or many at the same time.

1. Go to your list of projects in AXIS Site Designer.

To archive one project:

2. Click ⋮ to open the drop-down menu for the project you wish to archive.
3. Click **Archive**.

To archive one or more projects:

4. Select the projects you wish to archive by checking the boxes.
5. Click **Archive**.

To show or hide archived projects, toggle **Show archived projects**.

Work with maps

In the **Maps** page, you can add devices to maps and floor plans, visualize their coverage, add filters and blockers to the map, and adjust some of the device's settings.

Use map controls

The following controls are available within the map or floor plan:

Manage your projects

: Click to upload a floor plan. The floor plan is added to a new tab.

Note

Supported file formats for floor plans are PNG, JPG, JPEF, and PDF. The maximum file size for a floor plan is 10 MB.

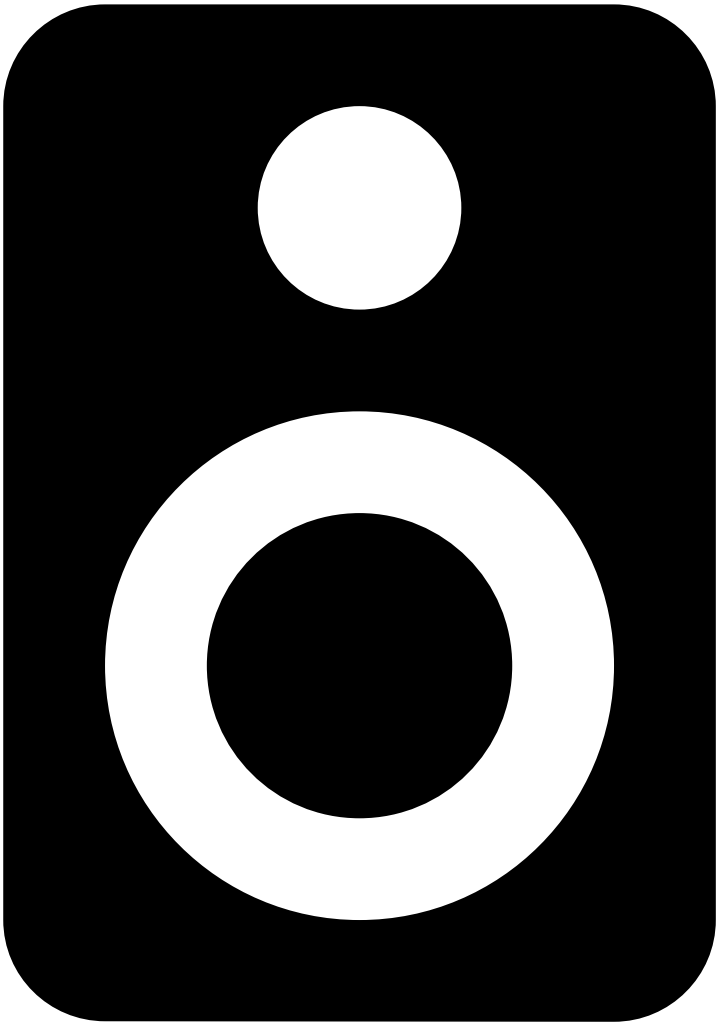
: Click to view videos about how to use maps and floor plans, and learn more about available keyboard shortcuts. : Click to add a preset map location through Google maps. Available in the **Map** tab. : Click to adjust the opacity of the floor plan in the map. Available when you've added a floor plan to the **Map** tab. **Add to map**: Click to add your floor plan to a map. Available when you've uploaded a floor plan. **Settings**: Click to edit the settings for your floor plan, for example to change the name or edit the scale. Available when you've uploaded a floor plan. : Click to add filters to your map or floor plan. For example, select colors for your devices, and select what type of information to show or hide. : Click to zoom in on your map or floor plan. : Click to zoom out on your map or floor plan. : Click if you want to scale to fit. : Click to start drawing a blocker in your map or floor plan. Blockers represents solid objects in the scene, such as walls or aisles. : Click to edit a blocker. : Click to delete a blocker. : Click to toggle the measuring tool. You can measure distances in your map or floor plan, for example to make cable management easier. : Click to toggle DORI pixel zones in your map or floor plan. : Click to print a copy of your map or floor plan.

Add devices

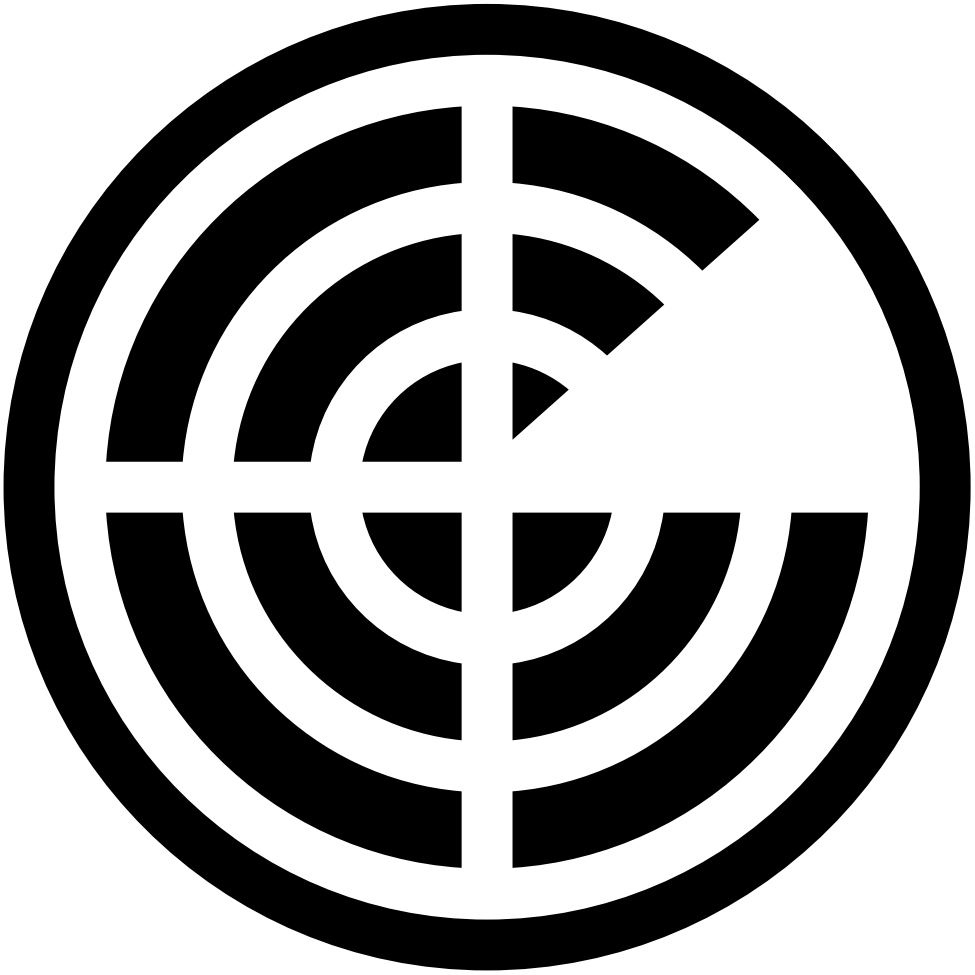
Next to the map and floor plans, there is a menu for adding devices and adjusting some of the device settings.

Manage your projects

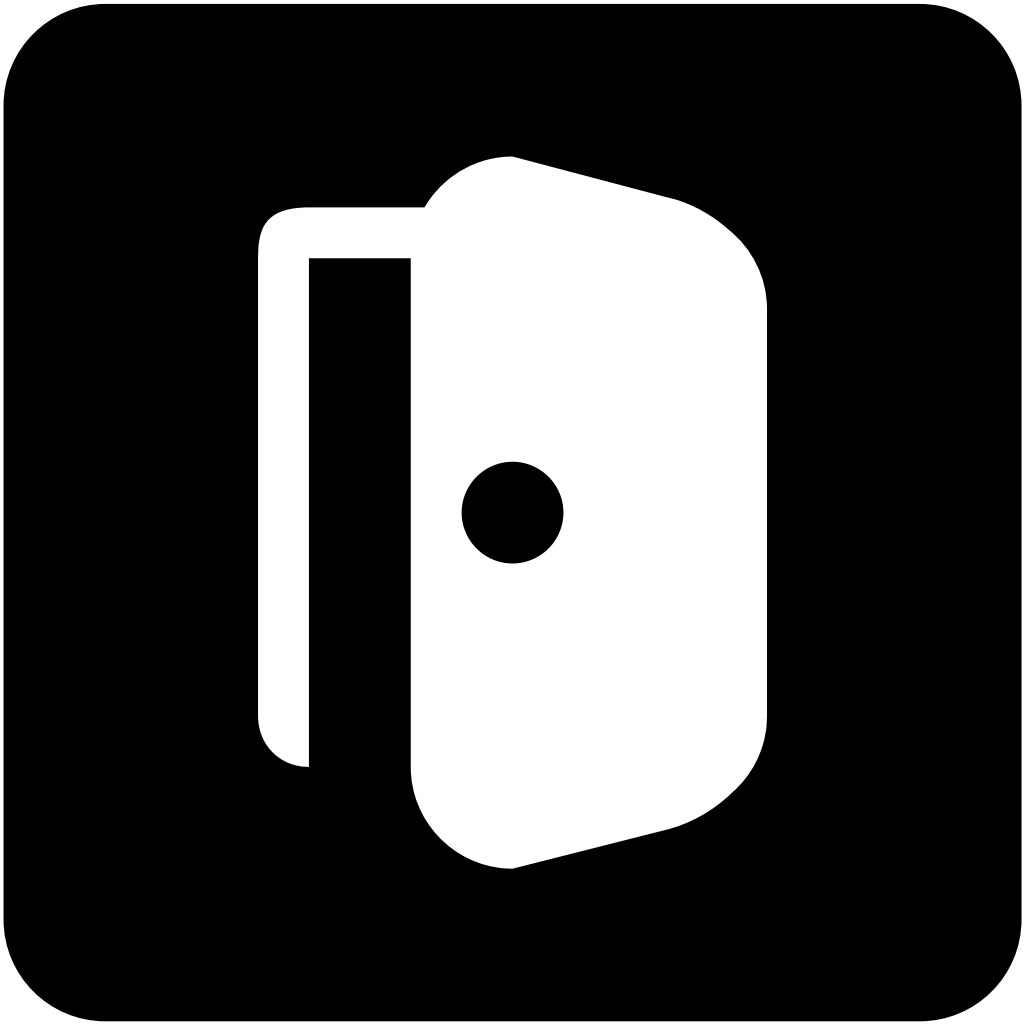
: Click to go to the camera tab where you can select cameras, and intercoms with integrated cameras.



: Click to go to the speaker tab.



: Click to go to the radar tab.



: Click to go to the door controller tab.

: Click to go to the modular camera tab....: Click to go the tab where you can select other types of devices.

For more information about how to add a device to a map or floor plan, see *Add devices in the map view on page 7*.

Add accessories

1. Open your project in AXIS Site Designer.
2. Go to the **Devices** or **Maps** page and select the device you wish to add accessories to.
3. To open the **Accessories** tab, click .
4. Select the placement of the device.

To exclude mounts that are recommended for indoor use only, make sure to turn on the **Outdoor** filter.

5. AXIS Site Designer suggests a compatible primary mount and additional mounting accessories if required. For alternatives, click on the primary mount or mounting accessory.
6. To select additional accessories for your device or mount, click **+ Accessories**.

Add applications

1. Open your project in AXIS Site Designer.
2. Go to the **Devices** or **Maps** page and select the device you wish to add applications to.
3. To open the **Applications** tab, click .
4. Select one or more compatible analytics applications from the list.

Note

Applications marked as **Included** are available without any extra cost, either pre-installed or for download. Included applications are not added to the sales quote or bill of materials.

Add system accessories

1. Open your project in AXIS Site Designer.
2. Go to the **Accessories** page.
3. Select a category of accessories, or select **All accessories**.

   If you know the name of the accessory, you can search for it in the search field.
4. To add an accessory, click **Add**.
5. Adjust the quantity as required.

Add generic cameras

1. Open your project in AXIS Site Designer.
2. Go to the **Devices** page.
3. Click **Add device**.
4. In the **Cameras** tab, use filters to define the requirements for your site.
5. In the list of matching cameras, select **Pick model later** and click **Add**.
6. Go back to the **Devices** page.
7. Click on the camera you just added.
8. In the **Overview** tab, toggle **Generic camera**.
9. Add relevant settings for your generic camera.

Add other items

You can add accessories from other vendors or any other item needed for the sales quote or bill of materials.

1. Open your project in AXIS Site Designer.

2. Go to the **Other** page.
3. Enter or select the following details for your item: **Name**, **Vendor**, **Part number**, **Category**, and **Quantity**.
4. Click **Add my item**.

To edit an item, simply select the value you wish to edit. To duplicate or delete a post, click to access a drop-down menu.

Manage scenarios and schedules

Use **Scenarios** to define the settings needed to estimate storage and bandwidth for the cameras in your project.

When you create a new project in AXIS Site Designer, there are two default scenarios. The scenario marked with a star gets assigned to your devices. You can create new scenarios and edit existing ones, and assign them to the devices according to your needs. To learn more about scenarios, see *About scenarios on page 28*.

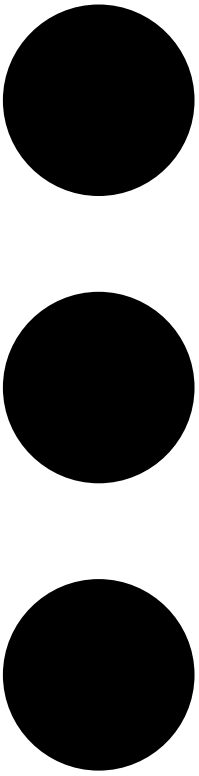
Use **Schedules** to define your recordings settings further. There is one default schedule in **AXIS Site** Designer, and you can create new ones according to your needs.

Create a new scenario

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, click **Add scenario**.
3. Add a name for the scenario.
4. Adjust the default settings for your scenario, like settings for the scene, recording, Zipstream, and storage.
5. When you're done, click **Close**.

Edit a scenario

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, click on the scenario you wish to edit.

You can also click 

and select **Edit scenario** from the drop-down menu.

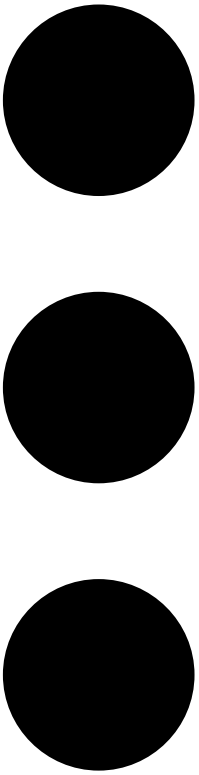
3. Edit the scenario name or settings according to your needs.
4. When you're done, click **Close**. Your changes are saved automatically.

Set a new default scenario

The scenario you set as default is assigned to each new camera you add to the project.

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, go to the scenario you wish to set as default.
3. Click on the star icon.

You can also click

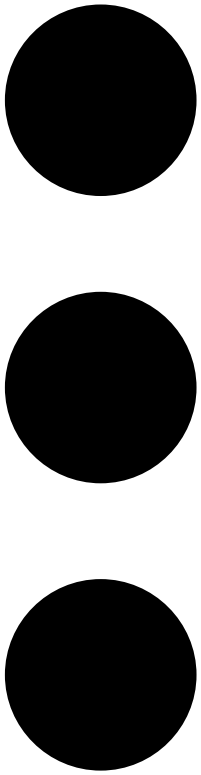


and select **Make default** from the drop-down menu.

Copy a scenario

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, go to the scenario you wish to copy.

3. Click



menu, select **Duplicate**.

A new scenario with the same settings is created.

Create a new schedule

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, click **Add schedule**.
3. Click on the name of the schedule to edit it.
4. Adjust the time by moving the anchor points on the time line.
5. Specify the days that the schedule is active.
6. When you're done, click **Close**.

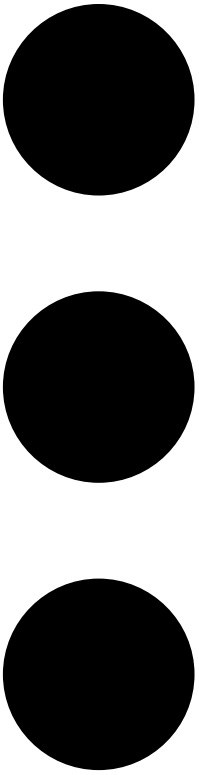
Edit a schedule

Note

When you edit a schedule, you will update all scenarios where the schedule is used.

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, click on the schedule you wish to edit.

   You can also click



   and select **Edit schedule** from the drop-down menu.
3. Edit the schedule name, time, or days according to your needs.
4. When you're done, click **Close**. Your changes are saved automatically.

Define Zipstream and storage time settings

There are two ways to define Zipstream and storage time settings for your project. You can either define the settings for your entire project, or define them for individual scenarios.

Note

To learn more about how Zipstream works, see the whitepaper *Axis Zipstream Technology*.

1. Open your project in AXIS Site Designer.
2. Go to the **Project overview** page.

Define project settings:

3. To define the Zipstream settings for all projects, move the anchor point on the slider under **Project Zipstream settings**.
4. To define the storage time, adjust the number of days under **Project storage time**.

Define scenario-specific settings:

5. Click on the scenario you wish to edit.
6. Go to **Zipstream** and turn off **Use project setting**.
7. Select the Zipstream settings you require, like strength, dynamic GOP and minimum fps.
8. Go to **Storage** and turn off **Use project setting**.
9. Adjust the number of storage time days.

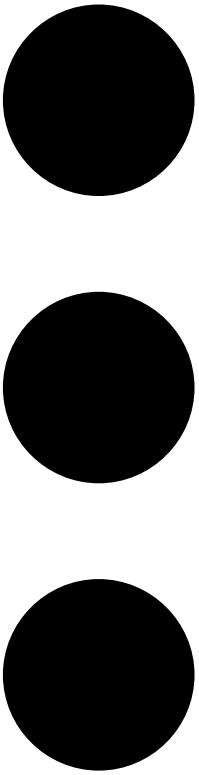
Delete a scenario or a schedule

Important

A scenario that have been assigned to a camera (including the default scenario) can't be deleted, and a schedule that's used in a scenario can't be deleted.

1. Open your project in AXIS Site Designer.
2. In the **Project overview** page, find the scenario or schedule you wish to delete.

3. Click



and select **Delete** from the drop-down menu.

Manage reports and documentation

Create a sales quote

The sales quote lets you review the bill of materials and edit the quote price before sending the document to the end customer.

1. Open your project in AXIS Site Designer.
2. Go to the **Reports** page.

Note

You can also access the reports in the project overview. Click ⋮ next to the project and select **View reports**.

3. To get a preview of the sales quote, click on the **Sales quote** tab.
4. Add your quote prices, and details like a logo, header, and valid until date.
5. To see the details as they will appear when sent, click **View sales quote**.
6. To edit the sales quote, click **Edit quotation**.
7. When you're done, click **Lock project**.
8. To download the quote as an Excel file, click **Export to Excel**
9. To print a copy of the quote, or to save it as a PDF file, click **Print**.

Create a bill of materials (BOM)

1. Open your project in AXIS Site Designer.
2. Go to the **Reports** page and click on the **Bill of materials** tab.

Note

You can also access the reports in the project overview. Click ⋮ next to the project and select **View reports**.

3. To download the bill of materials (BOM) as a file in JSON format, for example to submit it for project pricing, there are two options:
   - 3.1 If you have access to Axis Partner Web, click **Request project pricing**. For further instructions, see *Request project pricing on page 25*.
   - 3.2 If you don't have access to Axis Partner Web, click **Export BOM file** to download the file.
4. To download the BOM as an Excel file, click **Export to Excel**
5. To print a copy of the BOM, or to save it as a PDF file, click **Print**.

Request project pricing

You can download the bill of materials (BOM) and submit it when you request special pricing for your project. If you have the required access, you can include the BOM directly in Axis Project Pricing Tool. You can also download the BOM and submit it separately.

1. Open your project in AXIS Site Designer.
2. Go to the **Reports** page and click on the **Bill of materials** tab.

Note

You can also access the reports in the project overview. Click ⋮ next to the project and select **View reports**.

3. Click **Request project pricing** in the top right corner.

To submit the request directly through Axis Partner Web:

4. Click **Open Axis Project Pricing Tool**.
5. Fill in the details for your project and submit it. Your BOM file is included automatically.

To submit the request through your distributor:

6. Click **Download the BOM file** and attach the file when you submit the request to your distributor.

Create a power and bandwidth report

Important

The generated power, bandwidth, and storage values in the report are estimates only.

1. Open your project in AXIS Site Designer.
2. Go to the **Reports** page and click on the **Power and bandwidth** tab.

Note

You can also access the reports in the project overview. Click ⋮ next to the project and select **View reports**.

3. To download the power and bandwidth report as an Excel file, click **Export to Excel**
4. To print a copy of the power and bandwidth report, or to save it as a PDF file, click **Print**.

Create an installation report

The installation report provides the number of devices to install, the estimated storage and bandwidth needed, and an overview of the schedules configured for the site.

1. Open your project in AXIS Site Designer.
2. Go to the **Reports** page and click on the **Installation report** tab.

Note

You can also access the reports in the project overview. Click ⋮ next to the project and select **View reports**.

3. To add notes to the installer, start typing under **Notes**.
4. To change how you show devices in the report, toggle **One page per device**.
5. To change the sort order in the report, click **Sort by...** and select if you want to sort by the name you have given the device, or by the name of the model
6. To print a copy of the installation report, or to save it as a PDF file, click **Print**.

Create a system proposal

The system proposal provides a complete overview of your project, including descriptions of your devices, floor plans, schedules, as well as bandwidth, storage and power requirements.

1. Open your project in AXIS Site Designer.
2. Go to the **Reports** page and click on the **System proposal** tab.

Note

You can also access the reports in the project overview. Click ⋮ next to the project and select **View reports**.

3. To print a copy of the system proposal, or to save it as a PDF file, click **Print**.

Download documentation

You can easily download the datasheets for the devices in your projects. If you're part of Axis Architecture & Engineering (A&E) program, you can also download additional documentation.

Download datasheets:

1. Open your project in AXIS Site Designer.
2. Go to the **Documentation** page.
3. To download an individual datasheet, click **Download**.
4. To download datasheets for multiple devices, either select the devices you're interested in or check **Select all**, and click **Download selected**.

Download additional documentation (A&E program):

1. Under **AXIS Specification Compiler**, click **Download specification**.
2. Log in and go to **A&E Media** to find all available documentation.

Learn more

Local projects

If you only want to work offline in AXIS Site Designer, you can create local projects. Local projects are only available in your browser's local storage and are never synced or saved online. Keep in mind that clearing your browsing data will delete your local projects, and you can't recover them. To avoid losing your work, make sure to back up your local projects regularly by exporting them. Another thing to keep in mind is that anyone with access to your device and browser can view your project, so make sure not to create local projects on public or shared computers.

To create a local project, open AXIS Site Designer and go to **Local projects**.

About scenarios

In AXIS Site Designer, use **Scenarios** to define the relevant settings necessary to estimate storage and bandwidth for a camera. The settings are the following:

- Scene settings
  - Motion estimates in the scene
  - Scene level details
  - Location and light conditions
- Recording settings
  - Resolution, frame rate, compression settings
  - Schedules for motion triggered recording, continuous recording and live view
  - Zipstream and storage settings

A camera within a project is always associated with a single scenario that specifies a scene and recording settings. You can define as many scenarios, all with different scene and recording settings, as required or necessary for your projects. Schedules for recordings (that determines when a recording is active) can be the same for many scenarios, but the scene and recording settings are specific to the scenario. You can use the same scenario on several of cameras and make camera specific changes, such as schedule, without changing the scenario.

Example:

Indoor scenario

- **Motion triggered recording**: schedule set to **Always**
- **Continuous recording**: schedule set to **Off (Never)**

Camera 1, 2, and 3 use the Indoor scenario. However, camera 2 is installed in the reception area, and you want the continuous recording to be on all the time. To adjust the scenario for camera 2 only, go to **Devices** and click on camera 2. Edit the scenario and adjust the continuous recording setting to **Always** without affecting the scenario settings for camera 1 and 3.

In addition, you want to make changes to the Indoor scenario and set the motion-triggered schedule to **Office hours**. To adjust the schedule for all three cameras, go to **Project overview** and make the change to the Indoor scenario.

Device selector

AXIS Site Designer helps you select devices that meet the requirements for your project. You can find the device selector through the **Devices** page, or if you add a device through the **Maps** page.

The selector can differ based on the type of device you're looking for. The following types are available in the selector, all represented by a separate tab:

Learn more

- **Cameras**
- **F/FA series**
- **Encoders**
- **Speakers**
- **Access control**
- **Wearables**
- **Other**

For all types of devices, you can filter on features or functionality to narrow down your search result. Some examples of filters you can apply are if the device have audio support, sustainability features, and if it's outdoor ready or not.

Note

Discontinued devices are not included in the search result. To include them, toggle **Include discontinued**.

Device specifics

Some device types have additional functionality, either before or after you make your selection.

- **Cameras**: In addition to filters, you can add requirements for your scene to find the right camera. You will also get a 3D visualization of the camera's field of view and coverage area.
- **F/FA series**: In the selector you get the option to select a modular main unit. After selecting one, AXIS Site Designer automatically adds the option to add connected sensor units based on the main unit's number of channels. The option to add sensor units is available in the **Devices** or **Maps** page.
- **Encoders**: When you have selected an encoder, AXIS Site Designer automatically adds generic analog cameras based on the selected encoder's number of channels. You can specify the analog camera further in the **Devices** or **Maps** page.
- **Speakers**: In the selector, you get help to calculate the recommended quantity of speakers. To do so, first select the required placement and set the installation height. For ceiling mounted speakers, enter the listening area, and for wall mounted speakers, enter the length of the wall. When you select a speaker from the list of matching speakers, AXIS Site Designer suggests the required quantity.
- **Access control**: Lets you select intercoms, door controllers, and I/O relay modules. For door controllers, AXIS Site Designer automatically adds a door, to which you can add card readers and related accessories. For newer I/O relay modules, you get the option to add connected expansion modules. These options are available in the **Devices** or **Maps** page.
- **Wearables**: Lets you select devices for your body worn solution. Based on the device you select, AXIS Site Designer suggests compatible docking stations and the number of bays you require, as well as a system controller for your solution.

Troubleshooting

Troubleshooting

Problems when uploading maps and floor plans	
PNG, JPG, and JPEG files	Check the file size. The maximum allowed size is 10 MB.
PDF files	During upload, PDF files are converted to PNG format. If the paper size in the PDF is large, the resulting PNG might exceed the 10 MB limit for floor plans - or even your 2 GB storage quota. To avoid this, open the PDF in a viewer, then print it to a new PDF using a smaller paper size, such as A4 or A3.

Problems when loading projects	
Projects take a long time to load	Try the following: • Check your network connection. • If you have a lot of large projects, archive the ones you don't need immediate access to. For more information, see *Archive a project on page 10*.

User manual
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