

Guide

Axis Optimizer for Milestone XProtect

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Introduction

AXIS Optimizer for Milestone XProtect VMS is an application that brings the best from your Axis devices when used in a Milestone XProtect VMS environment. It offers maximum value to end users and system integrators by delivering several valuable plugins for optimally installing, managing and running Axis devices in XProtect. The Axis Optimizer will save you time and will improve your user experience. And it's free!

System Requirements

AXIS Optimizer is **fully** supported on the following XProtect platforms:

- Express+
- Professional+
- Expert
- Corporate

These platforms support **only** the dewarping functionality of AXIS Optimizer:

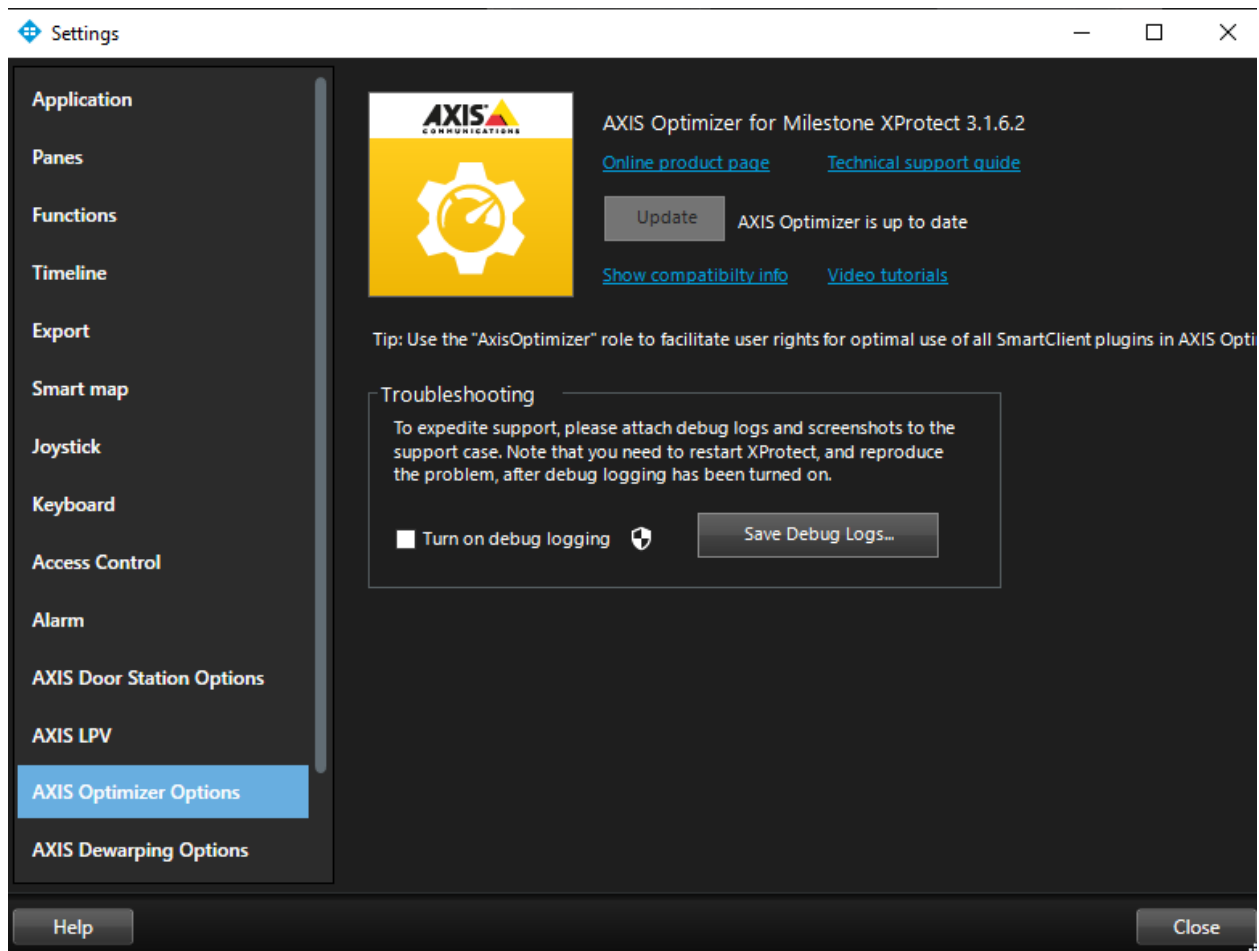
- Essential+
- Express
- Professional VMS editions

Most plugins in AXIS Optimizer for Milestone XProtect are compatible with XProtect Corporate and Expert from version 2016 R3 onwards, but you will need newer versions to optimally use the dewarping feature, the Axis On-screen controls plugin, as well as the Door Station plugin.

And, most features work better with the latest versions of the XProtect clients. Therefore, we recommend that you always use the latest available Management Client and Smart Client.

Compatibility information

To simplify the overview of how well your versions of clients installed are supported, as of version 2.3 we created a Compatibility Information page (see screenshots). You can reach it via the **Show compatibility info** link as shown in the screenshot below:



The compatibility information page available from the Management Client will display Optimizer features as well as if these are supported by your version of the Management Client. However, some parts of the compatibility information require you to open the Smart Client in order to verify. See differences in screenshots below:

| AXIS Optimizer for Milestone XProtect - Compatibility Information | | | | | |
|--------------------------------------------------------------------------------------|---------------------------|--------------|-----------------|-------------|---------------------------------------------------------------------------------------------------------|
| Feature | XProtect Version (Server) | Smart Client | C-code license* | Permissions | Comment |
| Requirements | | | | | |
| AXIS Camera Assistant Extension | 2016 R3 | ✓ | Required | ✓ | |
| Dewarped views | 2016 R3 | ✓ | 2018 R2 | ✓ | C-code license* with read access to management server is recommended for optimal dewarping performance. |
| Client-side stitching for AXIS P3807-LVE | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| AXIS On-Screen Controls | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| Remote focus control | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| Temperature spot measurement | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| Receive calls (Door Station) | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| Call & access history (Door Station) | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role Playback of operator voice requires XProtect 2018 R2 |
| AXIS Speed Dry button | 2016 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| AXIS License Plate Verifier | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role Requires Device Pack version 10.1a or greater. |
| AXIS Speaker Manager | 2019 R2 | ✓ | Required | ✓ | AxisOptimizer role Media clip upload requires a direct connection from client to speaker devices. |
| Operator controls for Autotracking 2 | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role |
| * C-code licenses include Express+, Professional+, Essential+, Expert and Corporate. | | | | | |

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| Operator controls for Autotracking 2 | 2017 R3 | ✓ | Required | ✓ | AxisOptimizer role** |
| * C-code licenses include Express+, Professional+, Essential+, Expert and Corporate. | | | | | |
| ** Not all users on the system are members of the AxisOptimizer role. ("test", "bob") | | | | | |
| *** You need to log in with a Smart Client to verify this version (Settings -> AXIS Optimizer Options). | | | | | |

Known limitations

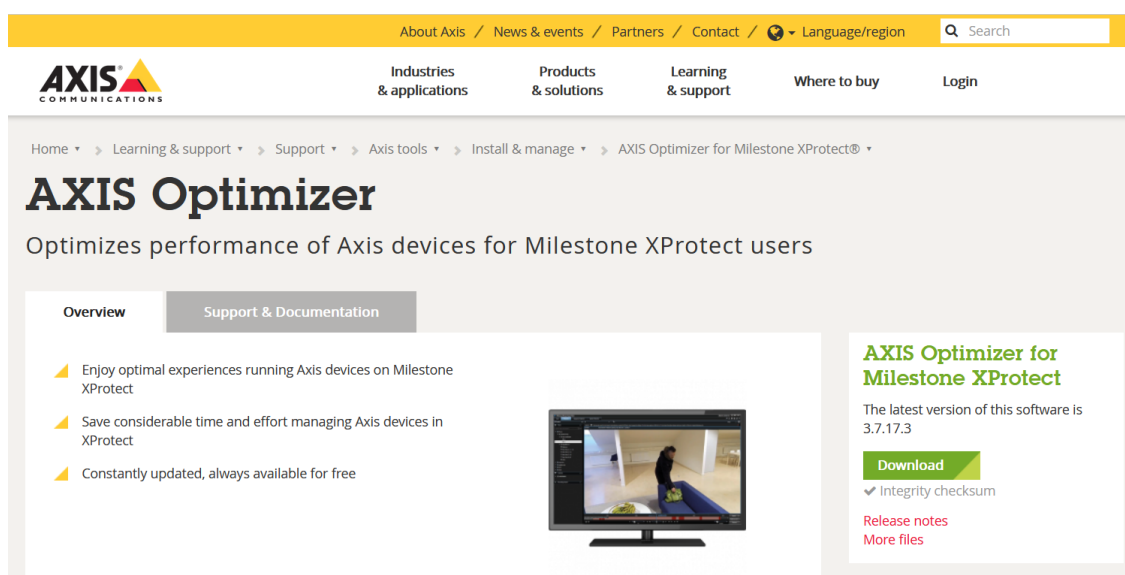
- AXIS Camera Assistant: The device needs to be accessible directly from the computer where the XProtect Management Client is running.
- On-screen controls: Only supports cameras with built-in On-screen controls support.
- On-screen controls: Requires "Hardware"/"Driver Commands" rights for role.
- On-screen controls: Temperature measurements may give incorrect result if digital zoom is used.
- SpeedDry/Wiper: Only supports camera models Q86XX and Q61XX, as well as Q6215.
- SpeedDry/Wiper: Requires "Management Server"/"Read" and "Camera"/"AUX Commands" rights for role.
- Dewarp: On XProtect 2017 R3 and earlier: Live view/Playback may need to be refreshed after the Dewarp plugin has been added in Setup.
- Dewarp: If a different DPI setting than 100% is used in Windows, the dewarp windows may only be partially visible. Follow the instructions in the following articles to solve this problem:
 - https://supportcommunity.milestonesys.com/SCRedir?art=000006075&lang=en_US
(Issues with XProtect on high-res displays (4K and above))
 - https://supportcommunity.milestonesys.com/SCRedir?art=000003214&lang=en_US
(Client GUI scaling on high DPI displays)

Installation

The application is available via the below web page:

<https://www.axis.com/products/axis-optimizer-for-milestone-xprotect>

Important! You must be logged in to Axis MyPages to download AXIS Optimizer for Milestone XProtect.



The screenshot shows the Axis website's product page for the Axis Optimizer for Milestone XProtect. The page has a yellow header with navigation links: About Axis, News & events, Partners, Contact, and a Language/region dropdown. Below the header is a navigation bar with links: Industries & applications, Products & solutions, Learning & support, Where to buy, and Login. The main content area features the Axis logo and a breadcrumb trail: Home > Learning & support > Support > Axis tools > Install & manage > AXIS Optimizer for Milestone XProtect®. The title 'AXIS Optimizer' is prominently displayed, followed by the subtitle 'Optimizes performance of Axis devices for Milestone XProtect users'. There are two tabs: 'Overview' (selected) and 'Support & Documentation'. Under the 'Overview' tab, there are three bullet points: 'Enjoy optimal experiences running Axis devices on Milestone XProtect', 'Save considerable time and effort managing Axis devices in XProtect', and 'Constantly updated, always available for free'. To the right of these points is an image of a computer monitor displaying a security camera feed. Further right, there is a section titled 'AXIS Optimizer for Milestone XProtect' with the text 'The latest version of this software is 3.7.17.3'. Below this text is a green 'Download' button, followed by a checkmark and the text 'Integrity checksum'. At the bottom of this section are links for 'Release notes' and 'More files'.

- Place the installation file on each computer that runs the Management Client or Smart Client, on which you would like to use the features of AXIS Optimizer for Milestone XProtect.
- Double-click the installation file to install the package (including all plugins).
- You may still install AXIS Optimizer for Milestone XProtect even if you have previously installed any of the plugins included in its installation file as this application will first remove the old plugins.
- Previously available plugins include AXIS Dewarping Plugin for Milestone XProtect, AXIS Speed Dry Plugin for Milestone XProtect, AXIS Radar Configuration Plugin for Milestone XProtect.

Silent installation

- In order to install silently, use one of the following flags:

/SILENT

/VERYSILENT

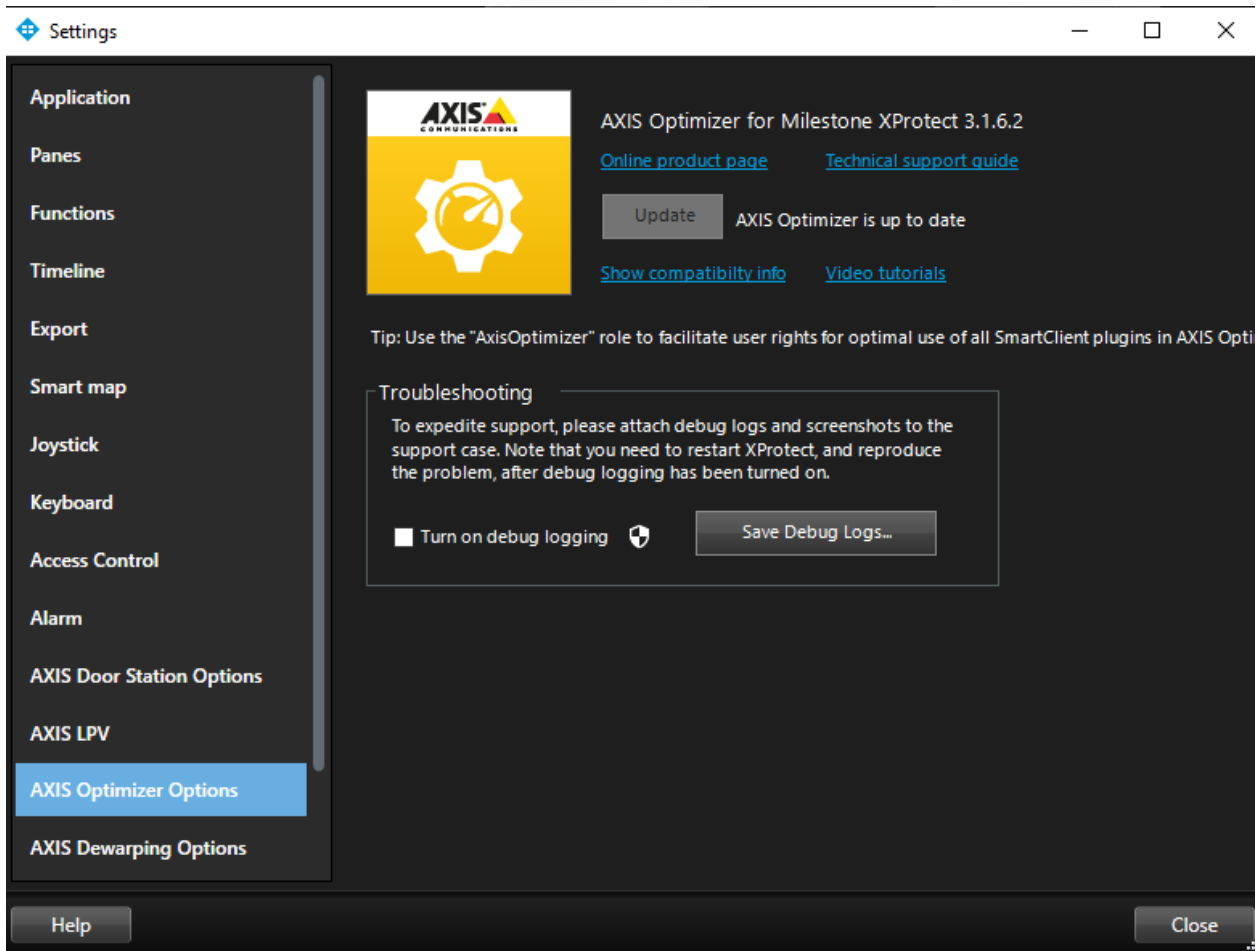
These will instruct Axis Setup to be silent or very silent.

- When Setup is **silent**, the wizard and the background window are not displayed but the installation progress window is.
- When the Setup is **very silent**, this installation progress window is not displayed. Everything else is normal so for example error messages during installation are displayed and the startup prompt is (if you haven't disabled it with DisableStartupPrompt or the '/SP-' command line option). If a restart is necessary and the '/NORESTART' command isn't used (see below) and Setup is silent, it will display a "Reboot now?" message box. If it's very silent, it will reboot without asking.
- Read more about the /SILENT and /VERYSILENT options here:
<http://www.jrsoftware.org/ishelp/index.php?topic=setupcmdline>

Auto update of Axis Optimizer

From version 1.2, the Optimizer is configured to regularly check for new versions of itself and notify about new updates in the notification bar in the Smart Client. To benefit from this feature, Internet connection is required.

Important! To update the Optimizer application, Administrator user rights will be required. If you would rather like to manually check for updates, this option is available both from the Smart Client and from the Management Client (check the Smart Client screenshot below).



About user privileges

As of version 1.2, a specific Axis Optimizer user role has been included. The purpose is to make it simple to give users the required Smart Client privileges to benefit from the Optimizer features and capabilities.

Important! This role is only available in XProtect Corporate.

If you would rather configure privileges manually, use the below configuration options to make a Smart Client operator benefit from **all** capabilities included in AXIS Optimizer for Milestone XProtect:

- Management Server: Read (*not needed from 2019 R1 onwards*)
- Hardware: Driver Commands
- Cameras: AUX commands

User Guide

Below will be explained all available plugins (the list may change accordingly to the new releases).

Release Information

See latest release notes for more information:

https://www.axis.com/ftp/pub_soft/cam_srv/optimizer_milestone/latest/relnote.txt

Axis Camera Assistant (ACA)

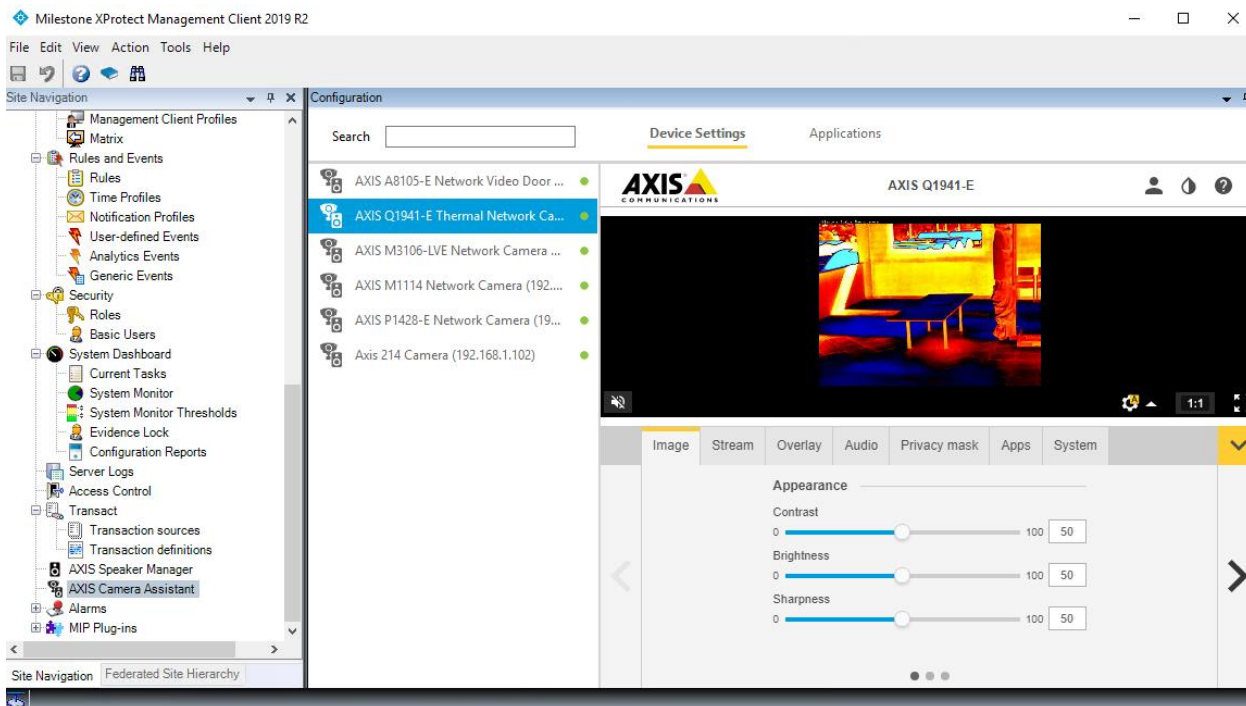
The AXIS Camera Assistant (ACA) plugin gives you the power of configuring AXIS devices directly from within the XProtect Management Client.

In short, you get smooth access to the web interface of Axis devices from a single interface.

Here are a few examples of what you can use ACA to configure:

- Image settings
- Stream settings
- Text overlay settings
- Audio settings
- Privacy masks
- Certificates
- HTTPS
- User settings
- Built-in Video Motion Detection
- ACAP applications
- And much more!

As of version 1.2 of the Optimizer, the ACA plugin will also make visible a new tab "Applications" which will display the start page of each edge application (ACAP) installed on the device. Enter the ACA interface (or Radar configuration) by logging in to the Management Client and then select Axis Camera Assistant in the tree menu on the left. See screenshots below:



Note: If the ACA device window will not load, it might be because of the user rights. You can check this — try to login with a Windows Admin account.

Important! The Axis device must be directly reachable from the Management Client in order to use this functionality, e.g. it must be on the same LAN network.

Dewarping

Available views:

| Modes / Mounting | Ceiling | Wall | Desk |
|------------------------|---------|------|------|
| Normal view | ✓ | ✓ | ✓ |
| Quad view | ✓ | | ✓ |
| Panorama view | ✓ | ✓ | ✓ |
| Normal view + overview | ✓ | ✓ | ✓ |

Capabilities:

The latest client-side dewarping includes the following capabilities:

- Smooth client-side dewarping in both live and recorded video
- Saves latest dewarping state/location for when you return to view
- Dewarping in exported video from Milestone in Smart Client Player

Several other features have been added as part of the dewarping plugin:

- Set "Home Position"
- Take Snapshot
- Allow-operator-control setting to be able to lock/unlock dewarped views
- Motion/Recording/Live indicators
- Copy to clipboard button
- FPS counter (enable from Settings window)

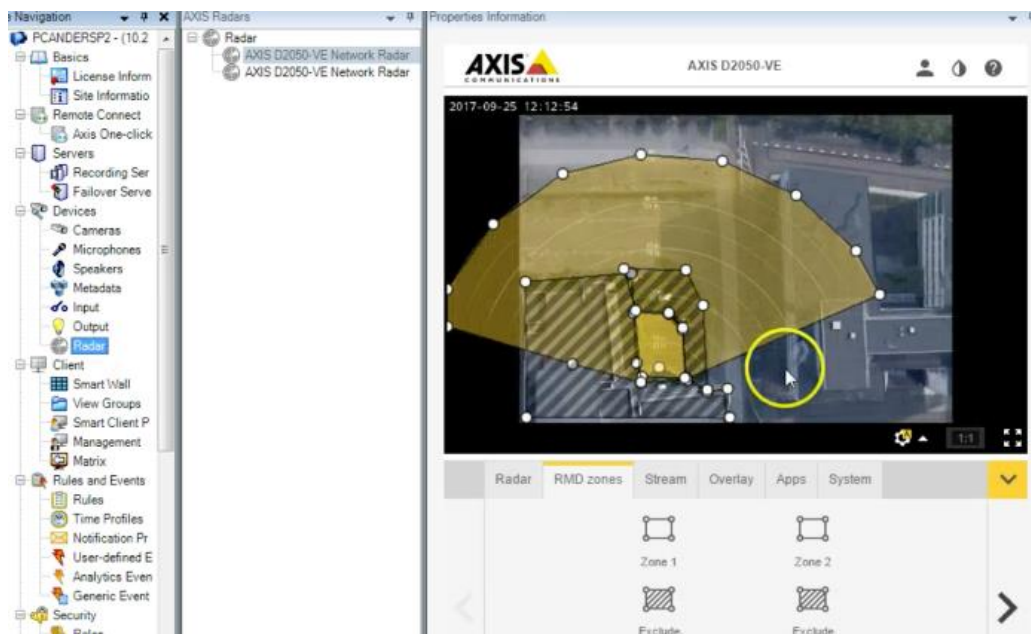
Important! The dewarp plugin currently does not support the Matrox graphic card.

How to use the Dewarping plugin?

1. In the Smart Client, go to "Setup" to create one or more views.
2. Drag the dewarping plugin element from the System Overview into one or more views.
3. After that, select the correct camera and mounting from the dropdown menus.
4. When done adding dewarped views, press "Setup" to finish.

Radar

Configure your radar exclusion zones (and more) from within the XProtect Management Client by finding the Radar menu option in the list of Devices:



On-screen controls plugin

On-screen controls is a feature that lets XProtect users get access to Axis device specific functionality directly from within the VMS, without the VMS having to write any drivers for these features. This plugin makes Milestone XProtect query devices for its features and present corresponding controls in the XProtect Smart Client.

A few examples of On-screen controls in XProtect:

- Turn wiper on/off (e.g. supported by AXIS Q8741-E & Q8742-E)
- Turn heater on/off (e.g. supported by AXIS Q8741-E & Q8742-E)
- Turn SpeedDry® on/off (e.g. supported by AXIS Q6155-E, Q6125)
- Turn IR on/off (e.g. supported by AXIS Q6125-LE)
- Focus recall (e.g. supported by AXIS P5424-E MkII)
- Turn WDR on / off (Q1785/-6)
- Turn EIS on/off (Q1785/-6)
- Run autofocus (Q1785/-6)



On-screen controls are accessible via this icon:

AXIS On-screen controls is supported by the following firmware versions:

- 7.10
- 7.40+

Both AXIS Q8741-E and AXIS Q8742-E support On-screen controls from 6.50+.

Note: Firmware versions 7.20 and 7.30 do not support On Screen Controls 4.5.1.

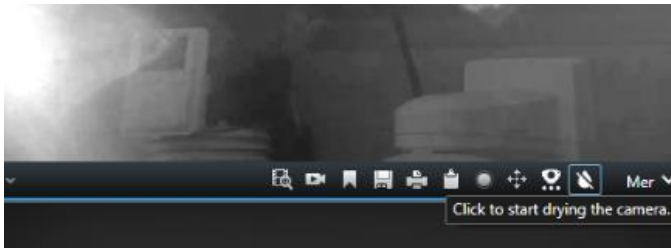
On-screen controls troubleshooting: Axis On-screen controls does not work if camera is set to HTTPS. This is something we are working on to ensure it is supported in a future version.

SpeedDry / Wiper plugin

This is a Milestone plugin to control SpeedDry or Wiper. It duplicates functionality from the On-screen controls plugin and is included in the Optimizer because it adds Wiper and SpeedDry functionality also for customers using versions earlier than Milestone XProtect 2017 R3.



You can access the features of this plugin through its icon in the bottom right corner of the camera options bar in the Smart Client.




Focus Recall / Autofocus plugin

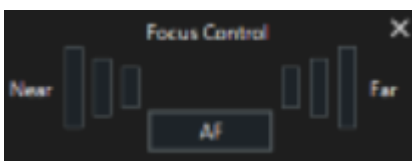
Focus Recall is a feature that the Smart Client accesses from On-screen controls. The Focus Recall feature lets a user save Focus Presets. If the Camera has trouble autofocusing on a specific area in low light conditions, Focus Recall can be used.

1. Move the camera during daytime to the troublesome location
2. Focus the camera
3. When the focus is perfect, select "Add Focus Recall Zone"
4. Next time the camera is pointed in this direction, the focus value for this zone will be used instead of the Autofocus option.

Note: If a zone has been incorrectly configured, move the camera to that location and select "Remove Focus Recall Zone".

The Set Focus feature can be found by clicking on this icon:  when using a PTZ camera or a fixed dome or box camera that supports focus.

The following pop-up allows you to move the focus point closer or further away. The big bars move the focus a large step and the small fine-tune the focus. To move multiple times, click multiple times. By clicking AF you perform an autofocus on the camera.



Temperature spot check for Axis Q2901-E

If you use AXIS Q2901-E Temperature Alarm Camera, you can do spot checks of temperatures in the Smart Client. Temperature will be displayed in the top right corner of your camera's view area.



AXIS Door Station

In this section we will cover everything about the plugin for the Axis Door Station

Requirements

- Milestone XProtect version 2017 R3 or later is required.
- On Smart Client versions before 2019 R1, Administrator role is required to receive calls and control the door (on XProtect Corporate only: Hardware/Driver Commands privilege is required).
- Supported door stations: AXIS A8004-VE, AXIS A8105-E.
- AXIS Optimizer for Milestone XProtect (2.0 or higher) must be installed on each client that should be able to receive calls.
- Smart Client must be running to receive calls.
- A microphone must be installed on the PC that should receive calls.
- Call History is limited to 39 calls* and 1000 access log records.

* Due to a technical limitations, the number may be lower when muting the conversation often. Check the latest release notes for more information.

Hardware

The door lock should typically be connected to the first relay on the door station. AXIS Optimizer determines which output port to use based on the "Usage" information. It will use the first port having Usage = "Door" (RELAY1 by default).

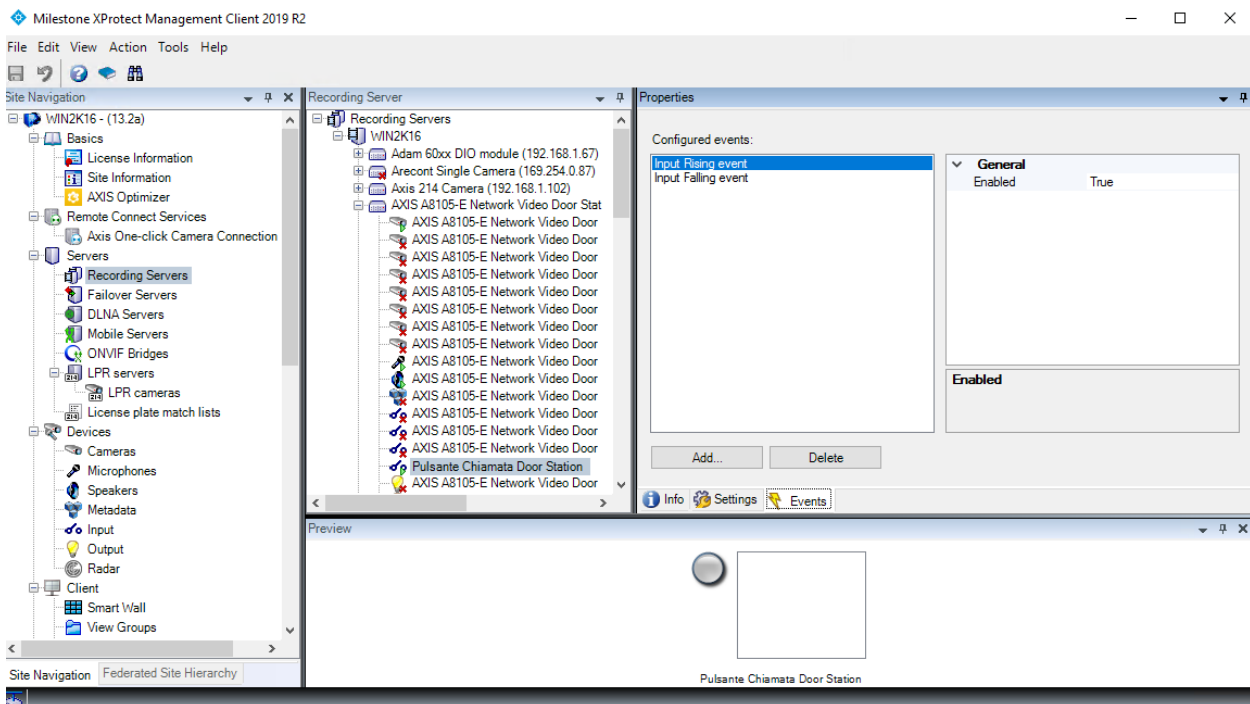
In the example below, you can see that RELAY 1 containing the "Usage = Door" is the 6th port. Then it's output 6 you should enable during setup, step **f.** — see further below:

I/O Ports 

| | I/O | Port Type* | Name | Usage | Normal state is... | Current Status |
|---|--------|------------|-------------|-----------|--------------------|----------------|
| 1 | | Input | Call button | Button | Inactive ▾ | Inactive |
| 2 | IO1 | Input ▾ | Input 1 | | Open circuit ▾ | Open circuit |
| 3 | IO2 | Input ▾ | Input 2 | | Open circuit ▾ | Open circuit |
| 4 | IO3 | Input* ▾ | REX | REX | Open circuit ▾ | Open circuit |
| 5 | IO4 | Output* ▾ | Tampering | Tampering | Open circuit ▾ | Open circuit |
| 6 | RELAY1 | Relay | Door | Door | Open circuit ▾ | Open circuit |
| | RELAY2 | Relay | Relay 2 | | Open circuit ▾ | Open circuit |

Setup

- Logon to the Management Server and add the door station to the Recording Server.
- Next, enable all device types you need. The following device types are required to be able to receive calls in the Smart Client:
 - Camera 1
 - Microphone
 - Speaker
 - Metadata
 - Input 1
 - Input 2 (optional if you have a physical door sensor connected to the door station on port 2)
 - Output connected to the door (normally output4 for A8105-E and output 6 for A8004-VE)
- Select "Input" under Devices.
- Select Input 1 for the Door Station you're installing.
- Click the Tab "Events" and click "Add..."
- Select "Input Falling event" and add it to the enabled inputs.
- Repeat for the "Input Rising event" as well.
- If you've enabled Input 2, then repeat step 5-7 for Input 2 as well.



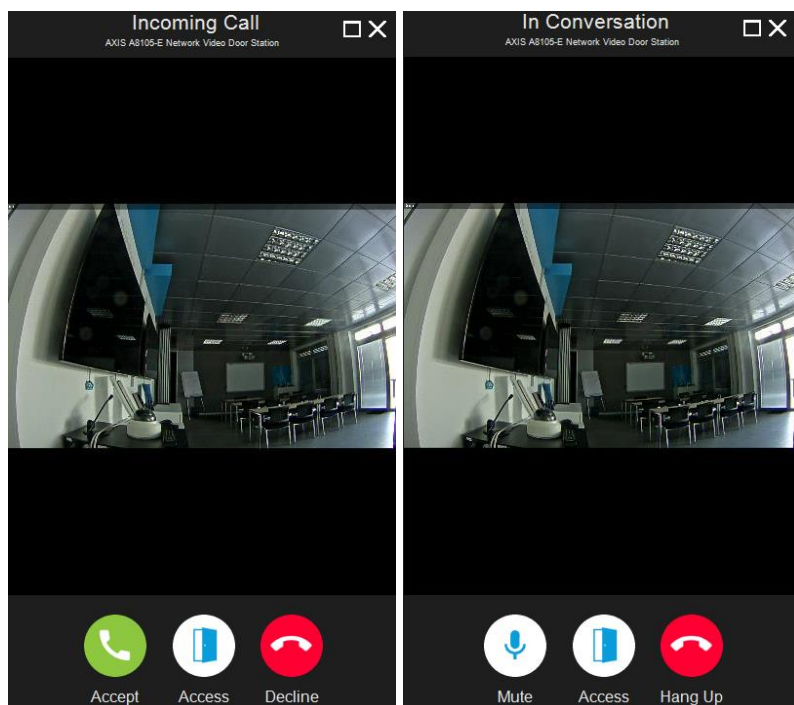
9. Click "Save".
10. Test the event by clicking on the actual button on the AXIS Door Station. You should get a response in the preview.
11. Download and install the latest version of AXIS Optimizer for Milestone XProtect on each Smart Client where you want to receive calls and control the door from.

Operation

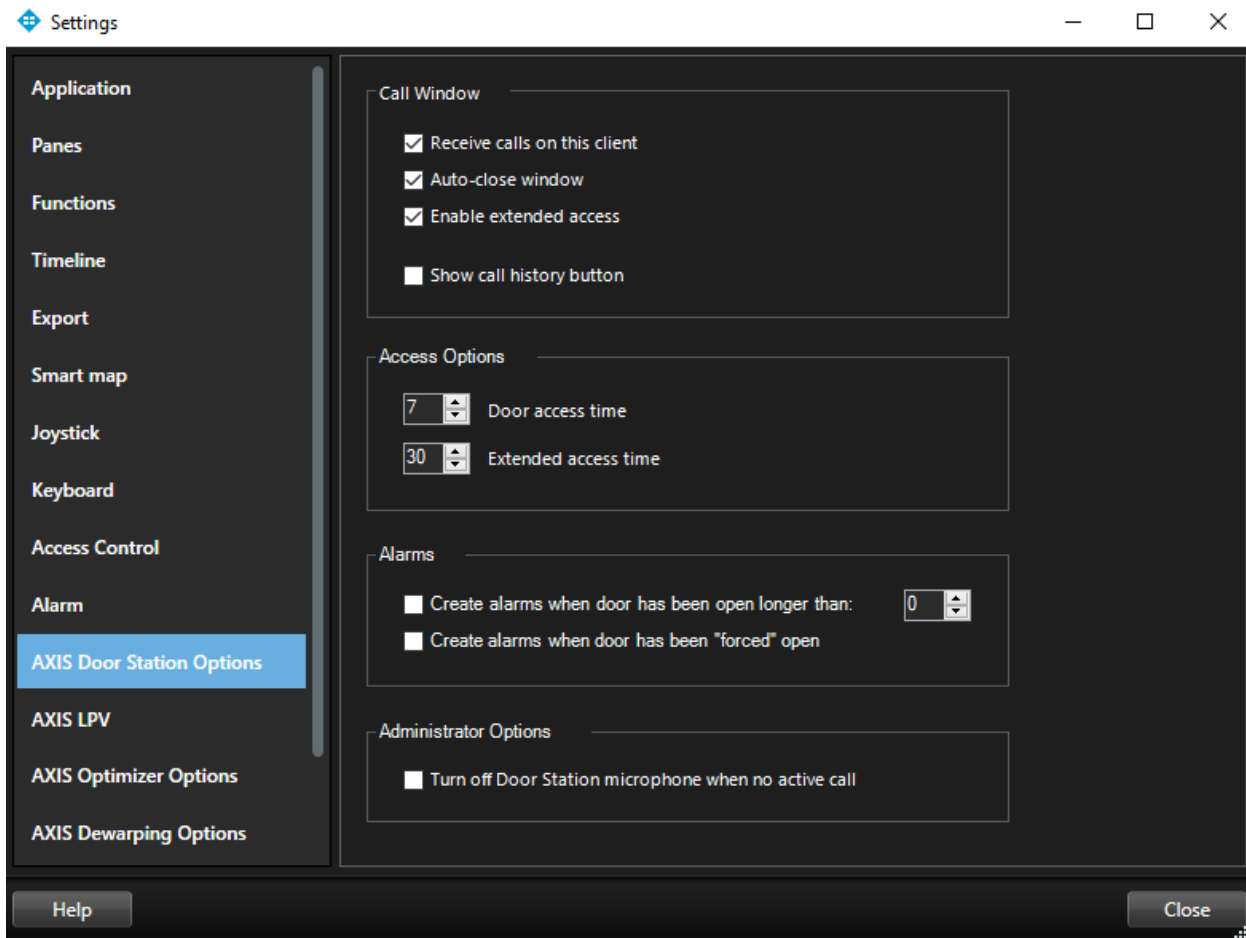
When a person presses the call button on the door station, a Call Window will appear on each running Smart Client; note that it is possible to disable this behavior in the AXIS Door Station Settings without having to uninstall the AXIS Optimizer.

From the call window, the operator will have the following choices:

- Dismiss the call by closing the window (using the "x" button). This will allow another operator to take the call instead.
- Decline the call.
- Open the door by clicking the Access button. The lock attached to the door station will be in **open** for 7 seconds (the duration can be configured).
- Accept the call. This will open a bidirectional audio channel between the operator and the person standing in front of the door station. In this state it is possible to press the Mute button to temporarily suspend audio from the operator to the door station.
- An accepted call can be terminated by clicking the Hang Up button.

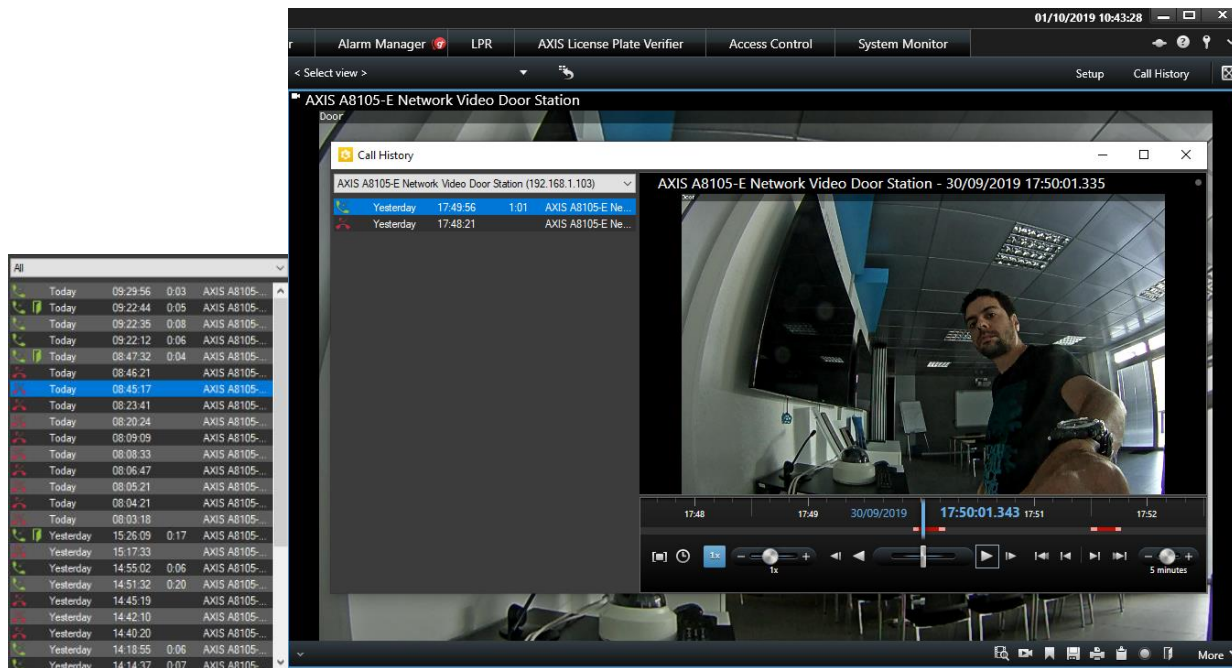


If the auto-close setting is enabled (default), the Call Window will automatically close when Decline or Hang Up is clicked. Go to the AXIS Door Station Settings to modify the default behaviors. These options can be found in the Milestone Smart Client → Settings.



Call History

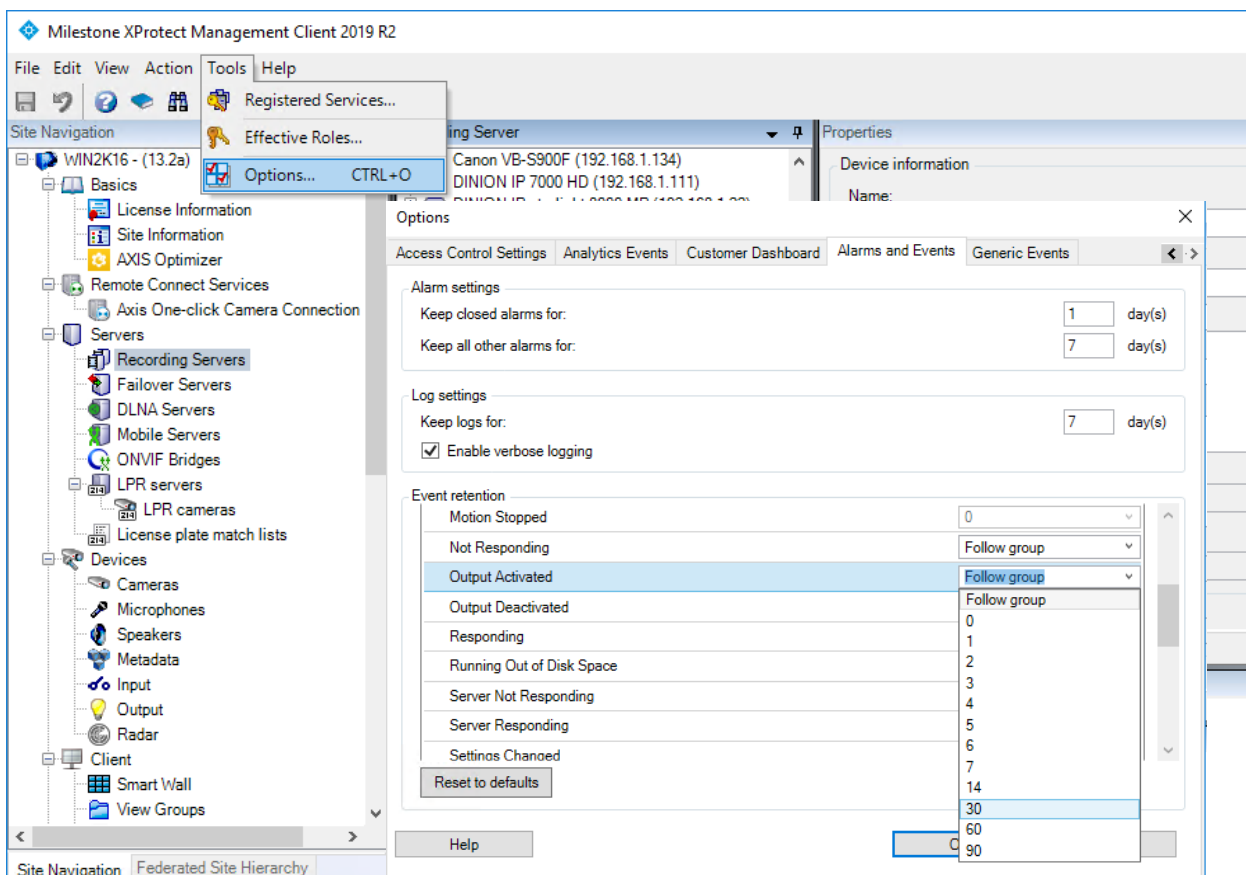
If you got a view in the Smart Client with a Door Station, a new button will be shown. When clicking this button, you can both open the door and access Call History, provided it's activated in AXIS Door Station Settings (**on** by default). Call History will also be shown next to the Setup button where it can be accessed. To deactivate this, uncheck the option "Show call history button" in Options.



In Call History, you can view call statuses (answered and missed) and if the door has been unlocked. The calls are selectable, and you will be able to view the corresponding playback video (if available).

As an XProtect administrator, you'll be able to set "Turn off Door Station microphone when no active call" in AXIS Door Station Settings. If this option is turned on, the Door Station's microphone will be turned off at all the times except when in a call.

To be able to register and show when the door's been unlocked, you need to change the setting for Alarms and Events. In the Management Client, go to Options → Alarms and Events. In here, expand the System Events and increase the Retention time (days) for Output Activated and Output Deactivated.



License Plate Verifier plugin

This plugin requires AXIS License Plate Verifier (ALPV) automatic license plate recognition (ALPR) analytics, which is an easy and cost-effective way to control access of vehicles into areas such as parking lots. ALPV supports a use case with vehicle speeds of up to 30 km/h (19 mph). For more information on ALPV, please visit <https://www.axis.com/sv-se/products/axis-license-plate-verifier/>

Axis Optimizer enables the retrieval and storage of license plate data from ALPV since the release of version 2.3 as it both stores data and makes it searchable directly within the Milestone Smart Client.

Requirements

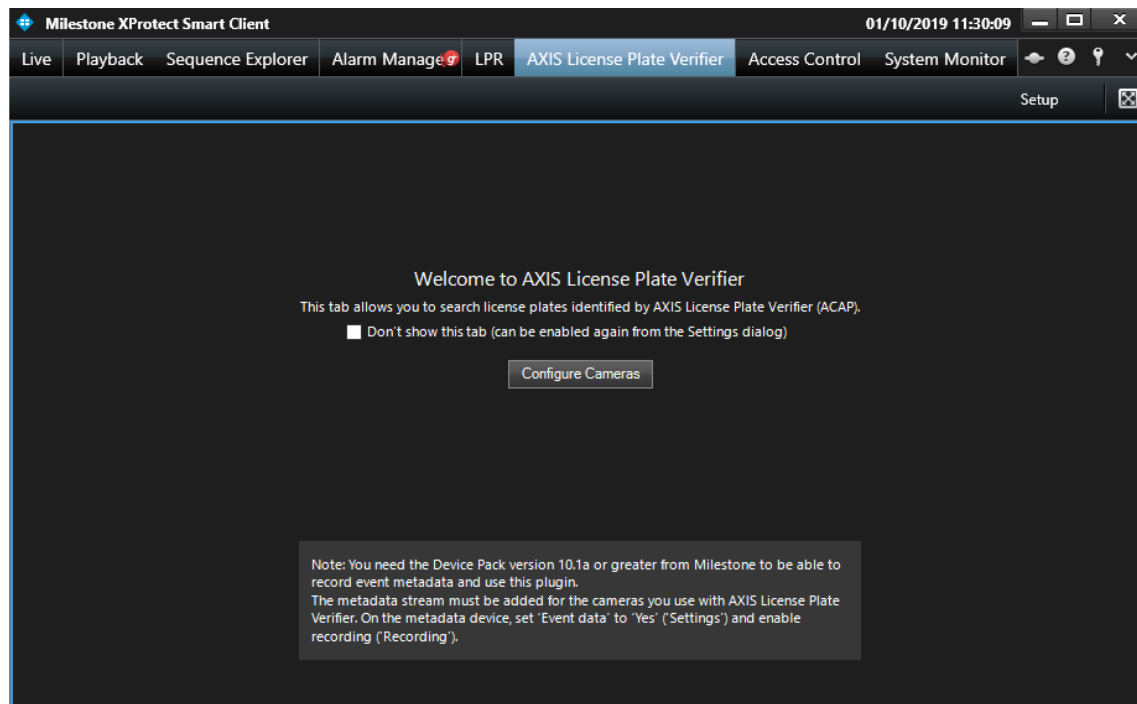
- ALPV needs to be installed and running on the camera.
- You need Milestone 2018 R3 or greater and Milestone Device Pack 10.1a or greater to be able to record event metadata using this plugin.

- AXIS Optimizer for Milestone XProtect (2.3 or higher) must be installed.

Note: If the camera was already installed in the Milestone XProtect system *before* upgrading the Device Pack, you need to use the "replace hardware" (Management Client, Servers/Recording Servers...) feature to get the new driver features. Removing and adding the camera again also works, but in this case all previous recordings are lost!

Setup

1. Log on to the Management Client and add the camera running "AXIS License Plate Verifier" (if it is not already added to your system).
2. Enable all device types you need. The following device types are required to be able to use ALPV:
 - a. Camera 1
 - b. Metadata 1If the camera was already added to Milestone XProtect, just enable the metadata on the device.
3. Configure metadata.
 - a. Select "Metadata 1" under on the device under "Recording Servers".
 - b. Select the Settings tab.
 - c. Set "Metadata stream" Event data to "Yes".
4. Select the Record tab and verify that recording is enabled for the metadata
5. Click the "Save icon" in the top left
6. To enable this ALPV plugin in the "Smart Client", select "Settings" in the top right corner, go to "AXIS LPV" and enable it.
7. Restart the Milestone XProtect Smart Client and the AXIS License Plate Verifier tab should show up.



Click on Configure camera and select the cameras you want to use. After this you will be able to receive license plate information on this plugin tab.

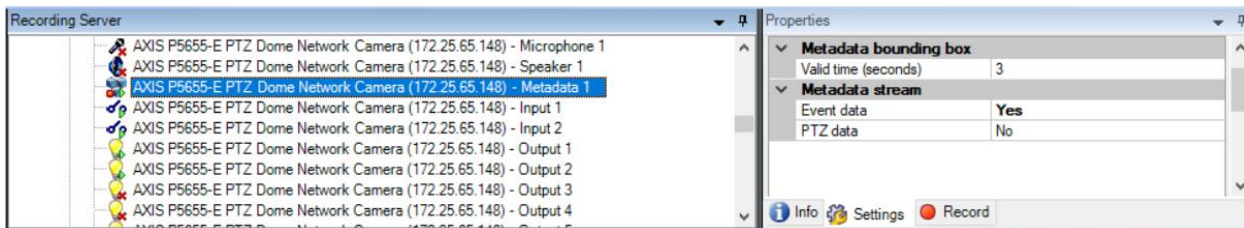
Important! It is important to synchronize the camera with an NTP server so that the camera time is synchronized with the Milestone Recording Server. Otherwise the video will not be synchronized with the license plate time!

Also, the first time using the plugin it might take some time (10-15 minutes) before the plugin receives license plate information from Milestone XProtect.



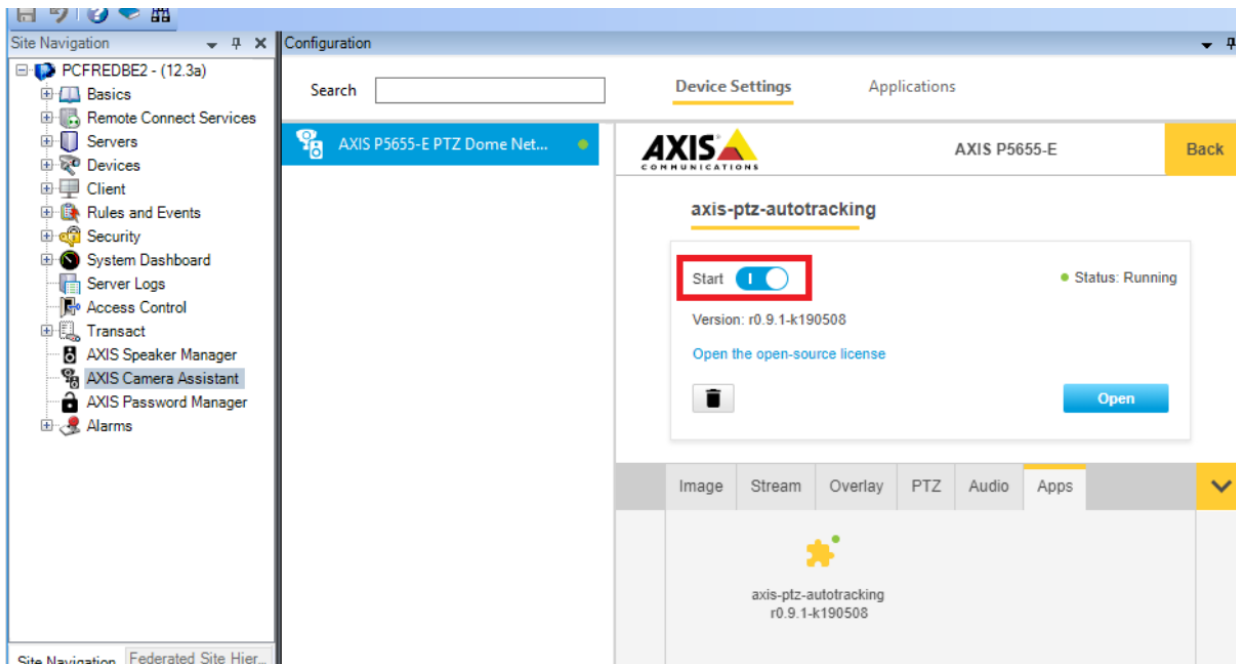
- AXIS Q6075 PTZ Dome Network Camera or another camera supporting *Auto tracking 2*.
- Metadata enabled in the Management Client and Events enabled in the Metadata stream (see picture below).
- XProtect 2017 R3 or higher (XProtect VMS (C-code) license type is required).

1. Logon to the Management Server and add the camera you want to use to the Recording Server.
2. Make sure the camera and metadata devices are enabled.
3. Select Metadata for your camera and click Settings. (See the screenshot further below.)
4. Change the property "Event data" to Yes.
5. Click the Save icon in the top left.



Make sure the *Auto tracking 2* application is started:

1. Go to **AXIS Camera Assistant** in the Management Client.
2. Select your camera.
3. Go to the Apps tab and click the *axis-ptz-autotracking* application.
4. If the status is **stopped**, click the Start button and wait for the plugin to start.



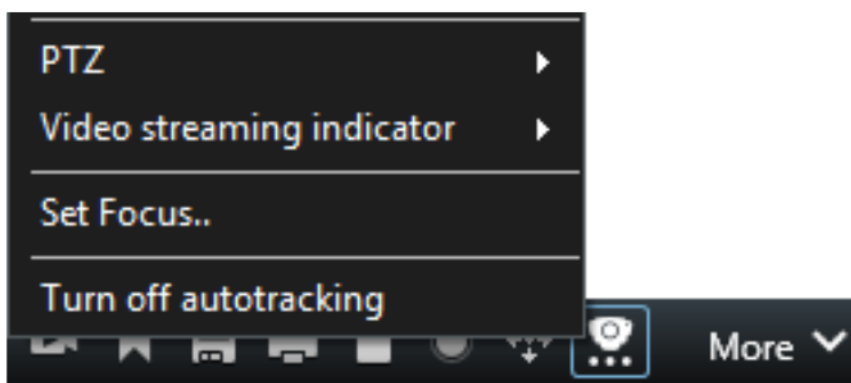
Setup zones (Profiles):

1. In the AXIS Camera Assistant select the camera you want to create zones for.
2. Open Settings and go to the "Profiles" tab.
3. Click the "+" sign and enter a name and select a preset position.
4. A yellow square will appear which you can move around and adjust with the round nodes. Dragging the smaller nodes will spawn further nodes allowing for more complex shapes. This is limited to 10 nodes.



Operations in the Smart Client

To turn tracking on or off, click the camera features toolbar button. There you will find "Turn off auto tracking" or "Turn on auto tracking".



- In the Smart Client camera view you can see the profiles you created as yellow zones. (Note that they are **only** editable in the Management Client.)
- Blue squares will be shown over objects perceived as moving or non-static.
- An object being tracked will have a red square.

Automatic Tracking

When auto tracking is turned on, objects entering the yellow profile zone will be tracked. The camera will automatically follow the object and zoom in trying to keep the whole object in view. Change between different tracking zones by manually controlling the camera or use a predefined preset position. All PTZ presets that has been defined on the camera will be shown in the camera features menu. If the tracked object is lost or moves out of picture, the camera will reset to its original preset position after five seconds.

Manual Tracking

If you hover the mouse over or very near an object the overlay will be filled. Right-clicking when hovering an object will set that object as a target, and the camera will start to track the targeted object. Just like the automatic tracking, the camera will reset after five seconds if the object can't be tracked anymore.

To stop auto tracking, use the toolbar button and click "Turn off auto tracking".

As you can see below, the indicator at the top right has three states.

- Grey and with an A when it's turned on but not active.
- Grey and with OFF when it's turned off.
- Yellow with an A when it's turned on and currently tracking an object.



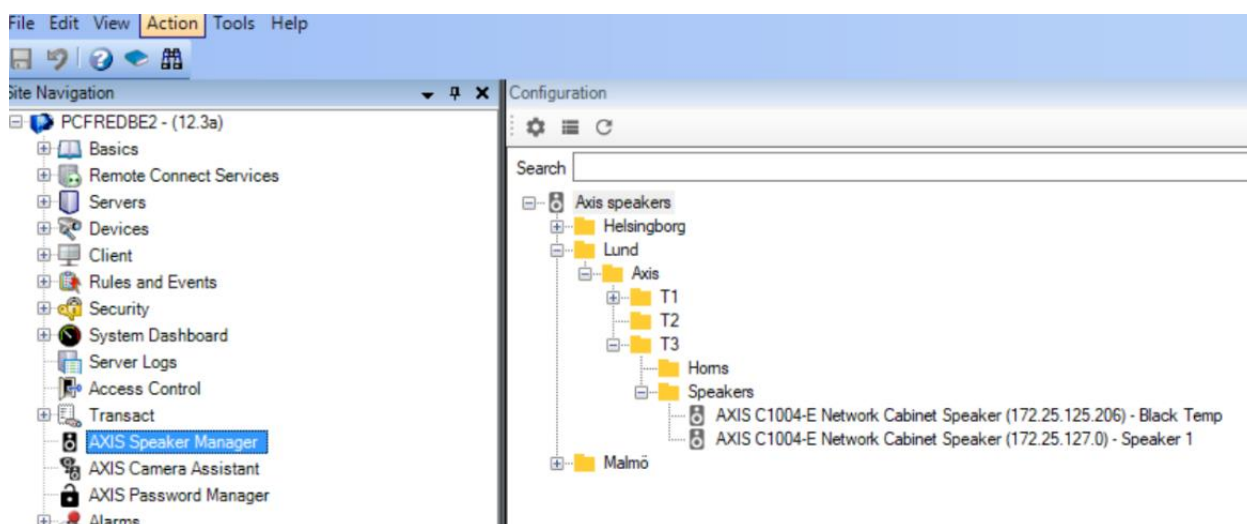
Speaker Manager plugin

The Speaker Manager plugin integrates Axis audio products into Milestone XProtect. Go to <https://www.axis.com/sv-se/products/audio> for more information about Axis audio products.

Speaker Manager node in the Management Client

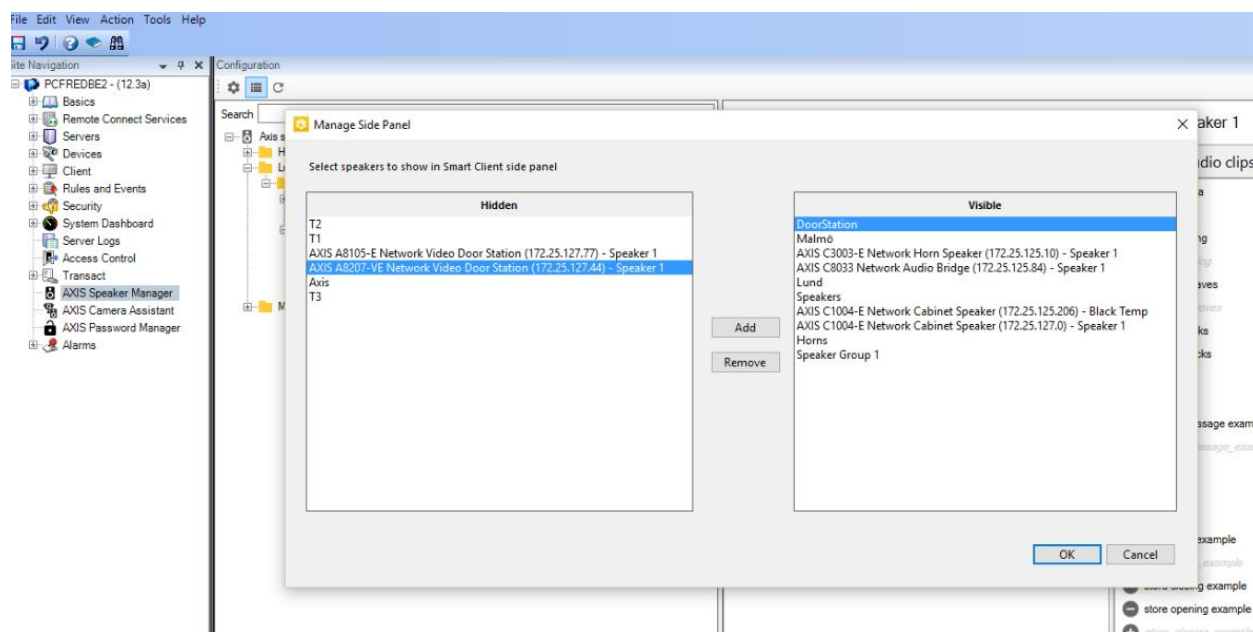
Once the plugin has been installed, there should be a new node in the Milestone Management Client called "AXIS Speaker Manager". The tree structure in Axis Speaker Manager reflects the device groups in the Speakers node under Devices (see below). Any modifications to the tree structure, e.g. creating

device groups or add/remove speakers from device groups, should be done under the Devices-Speakers node.



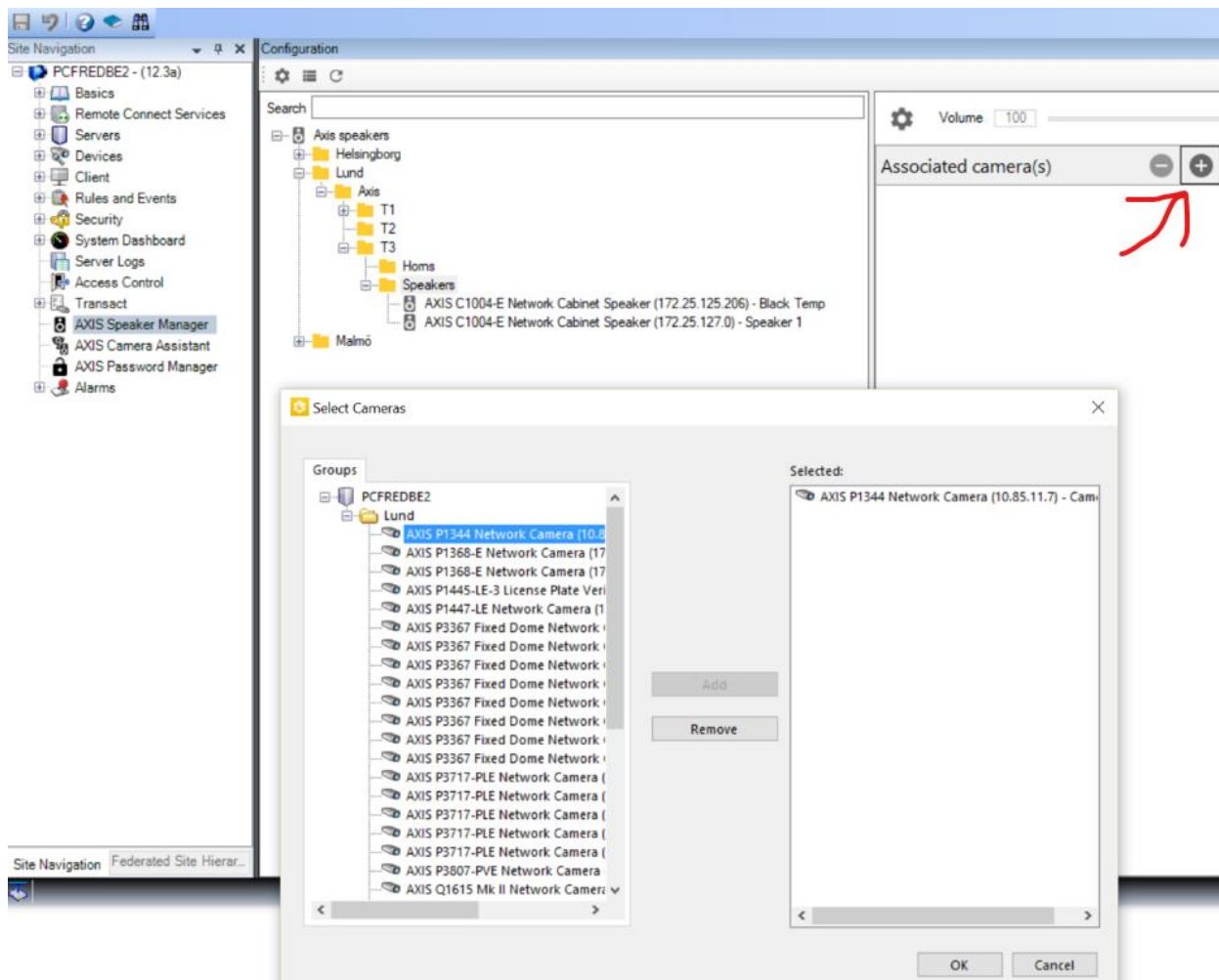
Manage Side Panel

Click on the "Select speakers to show in Smart Client side panel" to open the Manage Side Panel dialog box. The speakers/groups/zones in the right pane will be visible in the Smart Client side panel for all users that have access to the speaker. Groups that contain no speaker will not be visible in the Smart Client.



Associate camera to speaker/group

A group of speakers can be associated with a camera (see below). That makes it possible to address a specific speaker/group from a camera view in the Smart Client. See the chapter about “Push to talk and play media clip on an associated speaker”. Press the plus button (+) to associate a speaker with one or several cameras.



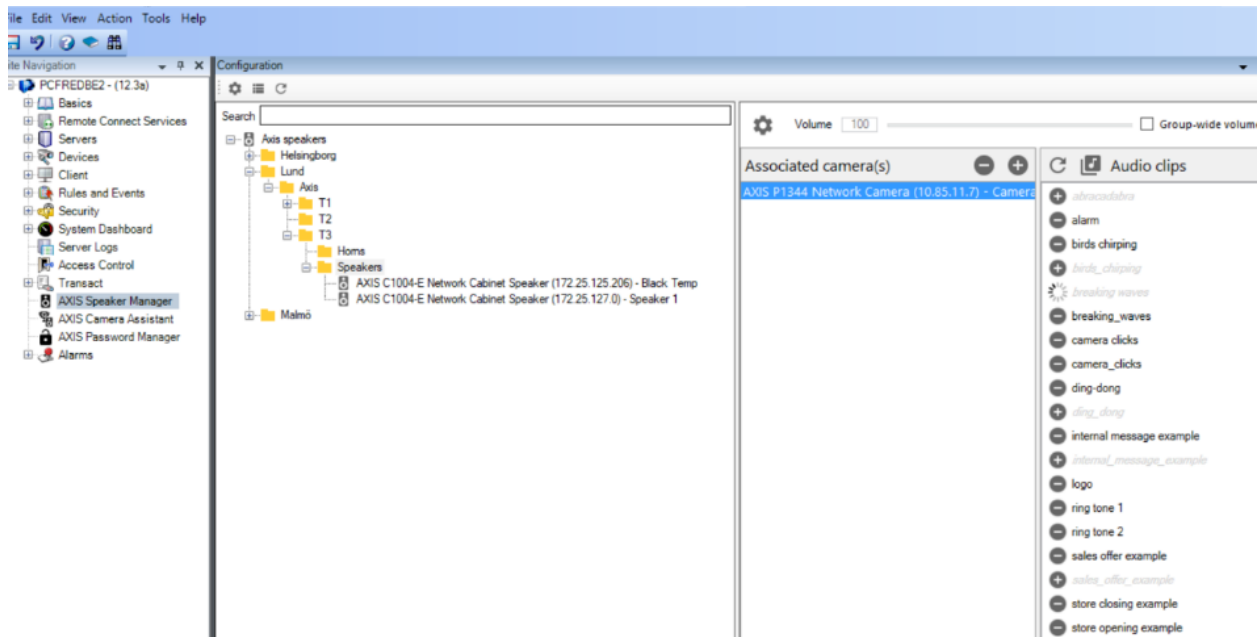
Audio Clips

Audio Clips located on the camera can be played from the XProtect Smart Client. See the chapter about “Push to talk and play media clip on speaker/group/zone”.

To upload specific audio clips to the camera, the audio clip should be placed in the Audio clips folder, default location is:

C:\Users\Public\Documents\AXIS Optimizer for Milestone XProtect - Audio Clips

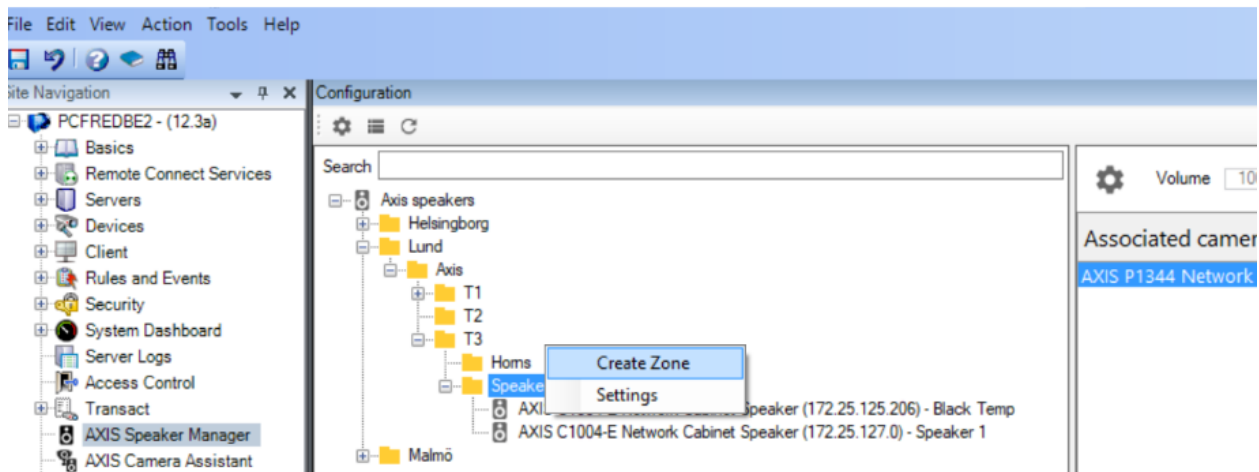
Press the (+) button before the audio clip name to upload the specific clip to the speaker/group, see below.



Synchronization zones

Right-click on a group to create a Zone. Any audio you send to a zone will be synchronized.

Speakers included in a zone will automatically become hidden in the Smart Client side panel. That is to prevent users from sending audio to individual speakers which are part of a zone; instead audio should be sent to the zone of the respected speaker.



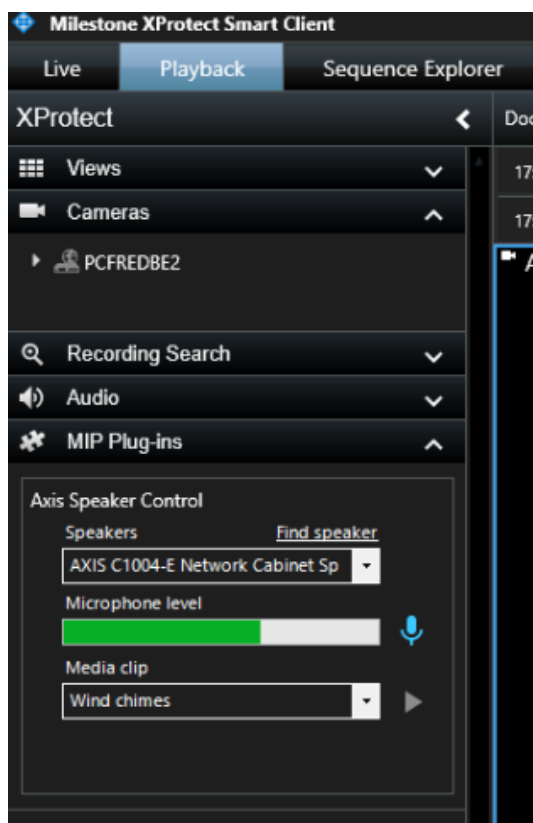
Speaker plugin in Smart Client

Push to talk and play media clip on a speaker/group/zone

In the left side pane under MIP Plugin-ins, Axis Speaker Control can be used to Play audio clips and talk to any speaker configured in Axis Speaker Manager.

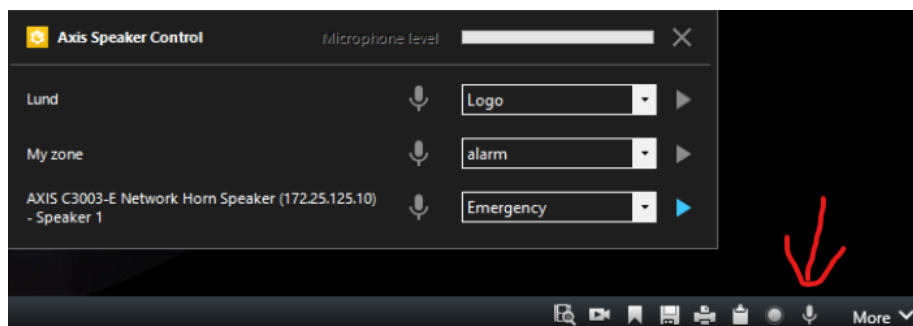
Select a speaker or group in the dropdown list shown below. Push the microphone button and talk to your microphone to send audio to the camera/group/zone.

In the Media Clips dropdown list you can select any of the media clips located on the selected speaker/group/zone. Press the play-button to start playing the media clip on the selected speaker/group/zone.



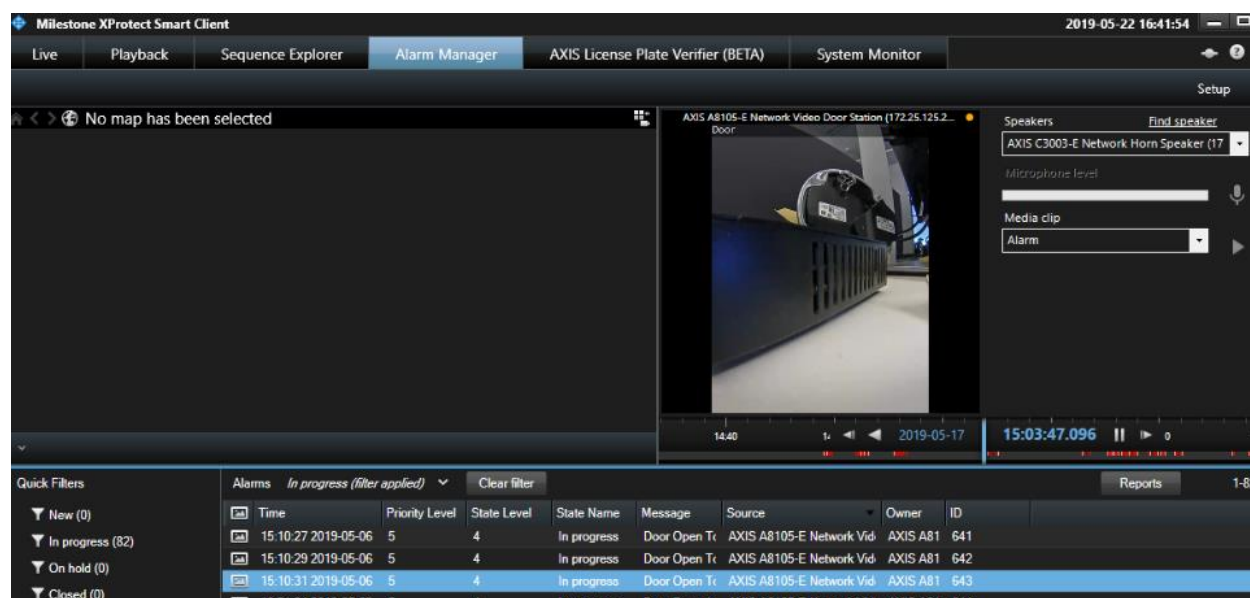
Push to talk and play media clip on an associated speaker

If a camera has been associated to a speaker, there will be a microphone icon in the toolbar (see below). Press this icon to open the Axis Speaker Control Window. In that window you can talk to or play a media clip on the speakers/groups/zones that have been associated with the camera.



Alarm Manager

When an alarm is selected in the Alarm Manager, the speaker controls will be shown in the right window if the alarm is triggered by a camera that has an associated speaker.



Limitations

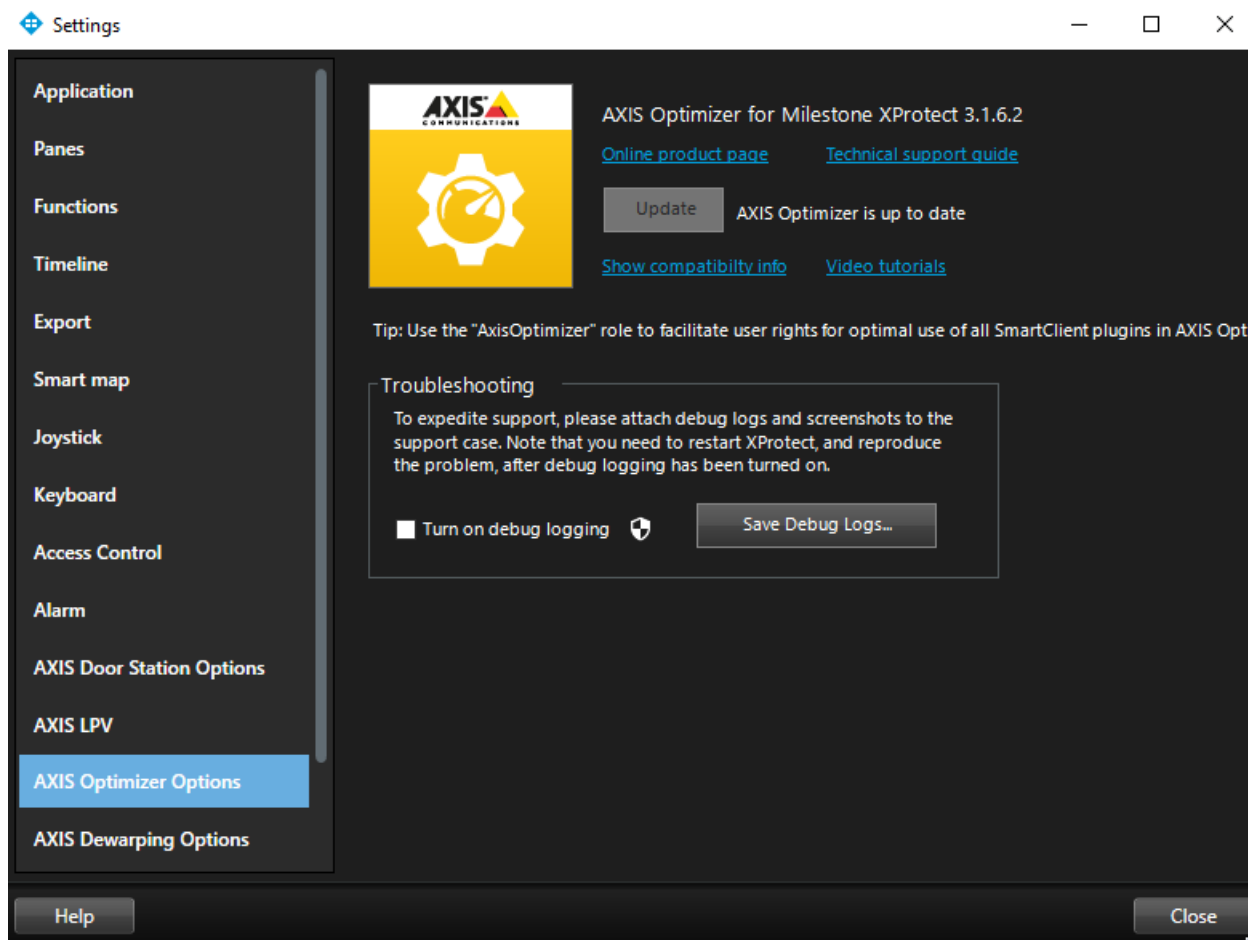
Support for all types of Axis devices with speaker capabilities. Media Clips and creation of zones with synchronized audio requires a dedicated speaker device, e.g. AXIS CXXX.

Managing audio clips, playback of audio clips and volume adjustments, is only supported if the speakers can be reached directly from the client computer. On XProtect Version 2019 R2 and later, only managing of audio clips will still have this limitation.

Troubleshooting

As part of the 2.3 release, Axis Optimizer debug logs have been made available through the Smart Client Settings page (see screenshot below). If you have issues, please turn on debug logging and share these logs with your Axis support representative through your or your partner's Axis support account.

Also, please use the Compatibility Information report to verify what are the features and capabilities of the Axis Optimizer that your XProtect clients support. If you have further questions or experience any issues with AXIS Optimizer for Milestone XProtect, please contact AXIS Support.



Contact Axis Support

If you have further questions or experience any issues with AXIS Optimizer for Milestone XProtect, please contact AXIS support via the following link:

<https://www.axis.com/learning-and-support>

Contact Milestone Support

If you need assistance on using Milestone software, please contact Milestone Systems Support via the following link:

https://supportcommunity.milestonesys.com/s/?language=en_US



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