



Respond to  
real-time events

How to guide

**5.5**

# Perform automated actions in the call window

AXIS Optimizer for Milestone XProtect®



Step-by-step:

# Perform automated actions in the call window

AXIS Optimizer offers operators numerous ways to efficiently respond to incoming calls and door entry requests in real-time, directly in Milestone XProtect. Admin roles can grant operators permissions to execute specific actions by pressing a pre-set action button within a pop-up call window in the Smart Client. This allows operators to either open multiple doors, instead of just one, or automate actions such as turning on lighting, sending an email, playing a prerecorded message, and more.

## Requirements

- Install your choice of Milestone XProtect 2017 R3 or later:
  - Milestone XProtect Express+
  - Milestone XProtect Professional+
  - Milestone XProtect Expert
  - Milestone XProtect Corporate
  - Milestone XProtect Essential+
- Install the latest version of AXIS Optimizer on the Management Client
- One or several Axis-branded network intercoms
- [Set up your Axis intercom](#) and SIP devices

## About automated actions in the call window

Call window actions enable automated actions via Axis network intercoms. Admin roles can use them to set up and perform user-defined events tied to XProtect rule engine.

## Set up call window actions

1. In Smart Client, go to **Settings > Axis intercom options**
2. Go to **Call > Intercom settings**
3. Go to **Selected device** and select which device you want to configure
4. Go to **Call window actions** to select the call window actions you want to use

There are two types of call window actions:

**Access button action:** When you set up an access button action, you override the default action of the access button. For example, you can set it up to open multiple doors simultaneously.

**Custom button action:** A customized button is shown in the call window. You trigger the custom action by clicking this button. A custom action doesn't need to relate to door access. For example: sending emails, triggering alarms, starting continuous recordings, etc.

Support to get you started

Watch videos on AXIS Optimizer YouTube playlist

See online user manual

Download more how to guides

Read AXIS Optimizer getting started guide

Step-by-step workflows for specific jobs-to-be-done may change over time. Please refer to the online user manual for the latest descriptions



# Efficiently and securely manage real-time events

Responding to real-time events from intercoms typically requires operators to perform actions manually. For instance, they might need to phone or email the host and let them know their visitor has arrived. Or make a live announcement to welcome the guest. Such work is prone to human error and takes time. If a guest is left waiting, it may be perceived as unprofessional. Plus, it can lead to missed appointments or poor visitor experience.

## How AXIS Optimizer solves this problem

Axis offers a broad portfolio of network intercoms, speakers, microphones, strobe sirens, and other devices that enable operators to respond to real-time events. AXIS Optimizer provides a range of capabilities that help operators efficiently respond to real-time, intercom-based events. By enabling one-click custom actions directly in the call window, operators can automatically manage additional tasks related to door entry access. For instance, they can easily create a custom action that automatically emails the host to inform them that their visitor has arrived. This helps improve operational efficiency.



### About AXIS Optimizer for Milestone XProtect

AXIS Optimizer is a suite of integrations that optimizes the performance of Axis devices in Milestone XProtect. It ensures all users save considerable time and effort while getting the most out of their Axis and Milestone system. Continuously updated to cover new Axis offerings, it's available for free as a one-time installer on [axis.com](https://axis.com).

# About Axis Communications

Axis enables a smarter and safer world by creating solutions for improving security and business performance. As a network technology company and industry leader, Axis offers solutions in video surveillance, access control, intercom, and audio systems. They are enhanced by intelligent analytics applications and supported by high-quality training.

Axis has around 4,000 dedicated employees in over 50 countries and collaborates with technology and system integration partners worldwide to deliver customer solutions. Axis was founded in 1984, and the headquarters are in Lund, Sweden.