



Respond to  
real-time events

How to guide

**5.2**

# Managing visitor calls and door access

AXIS Optimizer for Milestone XProtect®



Step-by-step:

# Managing visitor calls and door access

AXIS Optimizer visitor management capabilities use Axis network intercoms to streamline real-time events related to call screening and door entry functionality.

## 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
- A microphone installed on the PC that receives the calls

## Set up the Axis network intercom

1. Install the latest version of AXIS Optimizer on each client where you want to receive calls and control doors.
2. Log in to Management Client
3. Add your Axis network intercom to the **Recording Server**
4. In Management Client, enable all devices that you need. To be able to receive calls in Smart Client you need:
  - a. Camera 1
  - b. Microphone
  - c. Speaker
  - d. Metadata
  - e. Input 1
  - f. Input 2 (optional if you have a security relay connected to the door station on port 2)
  - g. Output connected to the door. If you know which output that's connected to the door, select that one. If not select all outputs
5. Go to **Site Navigation** → **Devices** → **Input** and select Input 1 for the door station you're installing
6. Click **Events**, then click **Add...**
7. Select **Input Falling event** and add it to the enabled inputs
8. Repeat for **Input Rising event**
9. If you've enabled Input 2, then repeat steps 6 - 8 to verify for Input 2 as well
10. Click **Save**

## Set permissions

1. Go to **Site Navigation** → **Security** → **Roles**
2. Choose a role
3. Go to **Overall Security**
4. Make sure that the required permissions for each security group are set.
  - a. If you use Smart Client versions earlier than 2019 R1, go to **Management Server** and select **Read**
  - b. Go to **Hardware** and select **Driver commands**
5. To set permissions on a system level, go to **Overall Security**. To set permissions on a device level, go to **Device**
6. Select permissions for the security groups:
  - a. Go to **Cameras**: Select **Read** and **View live**
  - b. Go to **Microphones**: Select **Read** and **Listen**
  - c. For **Overall Security**, go to **Speakers**: select **Read** and **Speak**  
For **Device**, go to **Speech**: select **Speak**
  - d. Go to **Metadata**: select **Live**
  - e. Go to **Input**: select **Read**
  - f. Go to **Output**: select **Activate**



## Set privileges

To assign which operators are allowed to handle calls from a certain door station:

1. Select the **Read** permission for the **Input device 1** of the specific intercom
2. Clear this permission for all other roles so users who don't have permission will not be able to receive calls.

To view call history, you need additional privileges:

1. To set permissions on a system level, go to **Overall Security**. To set permissions on a device level, go to **Device**
2. Select these permissions for the security groups
  - a. Go to **Cameras**: Select **Playback** and **Read sequences**
  - b. Go to **Microphones**: Select **Playback** and **Read sequences**
  - c. Go to **Speakers**: Select Listen, **Playback**, and **Read sequences**

## Make a test call

1. In Smart Client, go to **Settings > Axis door station options**
2. Click **Test call**
3. Select a door station and click **Make call**

## Respond to events in live view

When a visitor presses the call button on the intercom, a call window appears on each running Smart Client with the appropriate camera view to manage calls and door access. The following outlines the various possible events and responses.

## Manage incoming calls

1. Click **ACCEPT** in the call window to activate a two-way audio channel between the operator and the person who presses the button
2. Click **DECLINE** in the call window to stop the intercom ring and flash, then the call window closes and the event is entered into the call history
3. Click **X** to send the call to another operator
4. Click **Mute** to omit audio being sent from the operator to the intercom.

## Prevent a client from receiving calls

1. In Smart Client, go to **Settings → Axis door station options → Call**
1. Clear **Receive calls on this client**

## Manage door access

1. Click **ACCESS** to open the door for seven seconds. To adjust how long the door stays open:
  - a. In Smart Client, go to **Settings → Axis door station options → Door access**
  - b. Change **Access time**

## Receive an alarm if a door is forced open

1. To In Smart Client, go to **Setting → Axis door station options → Administrator options**
2. Select **Trigger an alarm when a door has been forced open**

## Receive an alarm if a door stays open too long

To receive an alarm, at least one Smart Client must be running. To configure the alarm:

1. In Smart Client, go to **Settings → Axis door station options → Administrator options**
2. Select **Trigger an alarm when a door has been open longer than (s)**
3. Enter how long the door can stay open before the alarm goes off.

Support to get you started

Watch **AXIS Optimizer** how to videos

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 typically requires operators to perform actions manually on individual cameras. Such work is prone to human error and takes time – which is precious when dealing with real-time incidents. If an operator doesn't respond quickly and accurately to a potential threat, the incident can escalate, and the quality of the captured video can be poor. Traditionally, an operator needs to access multiple devices and VMS settings to manage real-time events.

## 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. Using AXIS Optimizer, it's possible to configure and use Axis network devices together with Milestone XProtect to streamline responses to real-time events. Three examples are managing visitor access, responding with audio through speakers, and listening to audio streams without video.

### 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.