



Respond to  
real-time events

How to guide

**5.4**

# Dynamic call routing for Axis intercoms

AXIS Optimizer for Milestone XProtect®



Step-by-step:

# Dynamic call routing for Axis intercoms

AXIS Optimizer offers operators numerous ways to efficiently respond to incoming calls and door entry requests in real-time, directly in Milestone XProtect. Dynamic call routing for Axis intercoms makes it possible to prioritize and route incoming intercom and SIP phone calls – so VMS operators don't need to be disturbed each time someone calls via an intercom. The three main call routing scenarios supported are instant termination, fallback, and scheduling.

## 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 SIP phone or microphone installed on the PC that receives the calls
- [Set up your Axis intercom](#) and SIP devices

## Set up call routing by call extension filtering

All Smart Client machines connected to an intercom receive all calls by default. Call routing lets you add call extensions and filtering in Milestone XProtect so you can configure Axis intercoms to route calls to specific Smart Client machines and SIP devices in your system. It's also possible to set up schedules and priorities for call routing.

## In the intercom web interface

1. Go to **Communication > SIP**
2. Select **Enable SIP**
3. Go to **Communication > Calls**
4. Turn off **Make calls in the video management system (VMS)**
5. Under **Recipients**, click + to add a new contact. Enter information for the new contact and click **Save**. You can add several contacts.
  - Under **SIP address** enter VMS\_CALL:<extension>. Replace <extension> with the call extension name for your contact, for example, ReceptionA.
  - If you want to set up a schedule for the contact, choose the contact's **Availability**.
  - You can add a fallback contact who will receive the call if none of the original contacts reply, for example, ReceptionB.

Note- If your intercom uses an older firmware, see the product's user manual for information on how to set up a new recipient. You should then use the action rule **BUTTON: VMS** call and specify your contact as the recipient.







### In Management Client

Ensure you've configured the intercoms in Milestone XProtect to use a metadata device for call detection. Click [here](#) for support to [set up an intercom](#).

### In Smart Client

Set up a call extension for every user who should receive calls. The setting is stored on the user level meaning the user will receive the calls independently of whichever PC or SIP device is used.

1. Log in to Smart Client as the user who should receive the calls
2. Go to **Settings > Axis intercom options**
3. Under **Call > Call extension**, enter the contact's call extension name, for example ReceptionA.

If you want to add several users, separate the names with semicolon, i.e., ReceptionA;OperatorC

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 devices. 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, visitors are left waiting at the door. And unwanted guests can pose security concerns.

## 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 optimize operator responses to real-time, intercom-based events. These include screening calls, granting door entry requests, performing automated actions in the call window, call routing, adding fixed cameras to gain more views of the scenes, as well as reviewing call and door history logs. All of which help 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.