Introduction

Remote access to a surveillance system can save a lot of time and money when maintaining and troubleshooting a system.

With the Remote System Management tool for AXIS Companion you get an overview of the installations and can undertake simple maintenance steps right away, such as:

- Restarting devices
- Upgrading devices
- Manage user permissions
AXIS Companion — Remote System Management

Get started

Note

Only users with administrator rights have access to the sites.

1. Go to https://connect.axis.com
2. Log in to your MyAxis account.

A list of your sites is shown.

Sites

To find a site, type in the search field.
To only display sites that contain errors, click Has error.
To sign out, click the initials menu and then Sign out.
To see who is currently logged in, click the initials menu.
AXIS Companion — Remote System Management

Manage sites

- To invite a user to a site:
  1. Click > Users.
  2. Click Add user.
  3. Enter the email of the user and select a permission level:
  4. Click Invite.

- To remove a user from a site:
  1. Click > Users.
  2. Click > Remove from site.

- To rename a site, click > Rename.

- To remove a site, click > Remove.

Click a site to open it.

A list of the devices that belong to the site is shown.
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Manage devices

When you open a site, you see a list of all the devices that belong to that site.

- Click a device to see its properties.
- Upgrade the firmware of a single device:
  1. Click the device to see its properties.
  2. Click Upgrade.
- Upgrade the firmware of all devices at once:
  1. Click Upgrade all (the option is only visible when there are several available firmware updates).

**Note**

A firmware upgrade can take several minutes.

- To rename a device, click > Rename.
- To restart a device, click > Restart.
- To remove a device, click > Delete.