AXIS Companion — Remote System Management

User Manual

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

Get started

> **Note**
>
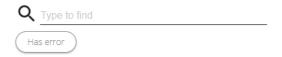> Only users with administrator rights have access to the sites.

1. Go to *https://connect.axis.com*

2. Log in to your MyAxis account.
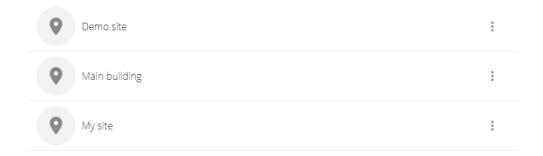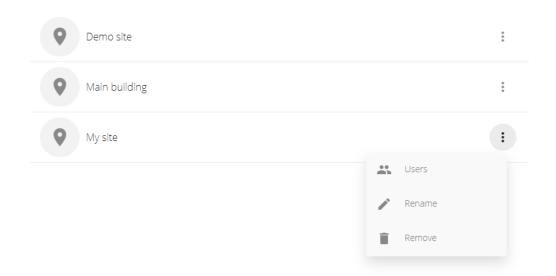
A list of your sites is shown.

- 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**.
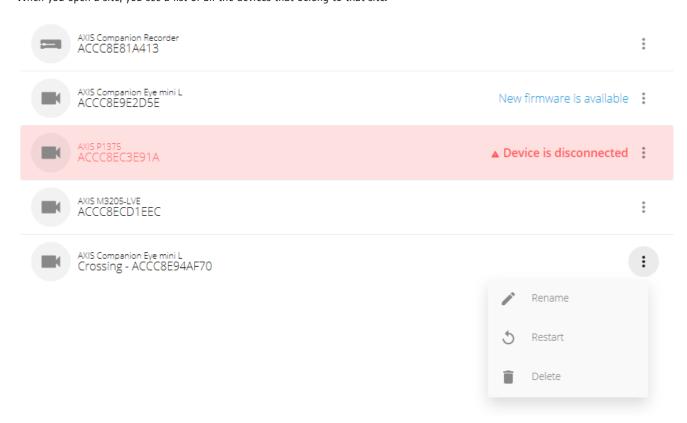- To see who is currently logged in, click the initials menu.

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:

        – **Viewer**: Access to **Live view**.

        – **Operator**: Access to **Live view** and **Recordings**.

        – **Administrator**: Access to **Live view**, **Recordings** and **Configuration**.

    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.

Manage devices

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

🔲	AXIS Companion Recorder ACCC8E81A413		⋮
📹	AXIS Companion Eye mini L ACCC8E9E2D5E	New firmware is available	⋮
📹	AXIS P1375 ACCC8EC3E91A	⚠ Device is disconnected	⋮
📹	AXIS M3205-LVE ACCC8ECD1EEC		⋮
📹	AXIS Companion Eye mini L Crossing - ACCC8E94AF70		⋮

✏	Rename
↺	Restart
🗑	Delete

- 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**.