

## USER MANUAL

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# SIPazon AMS Call Manager

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**Prepared by:**

*SIPazon AMS Call Manager Development Team*

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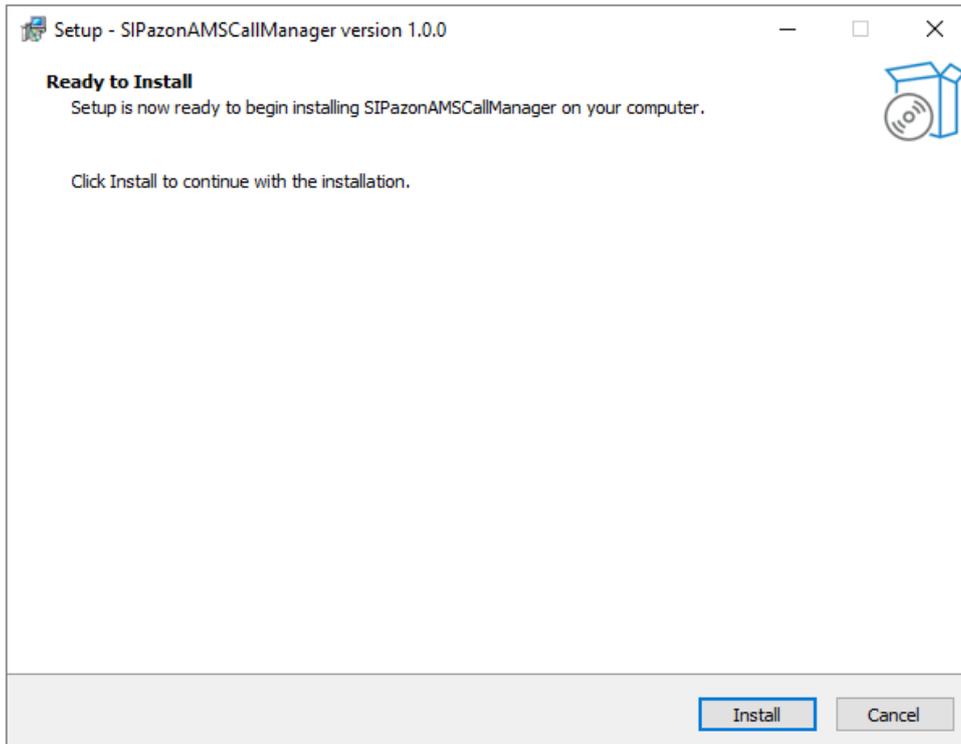
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## Introduction

The SIPazon AMS Plugin integrates seamlessly with the Milestone XProtect® Smart Client, enhancing communication and call management capabilities. This manual provides a step-by-step guide to configuring and using the plugin. Milestone specializes in video management and recording, with XProtect serving as the interface for viewing and analyzing videos within the Milestone System. XProtect also delivers advanced management and integration functionalities, making it ideal for complex security systems. The SIPazon AMS Plugin stands out by offering unparalleled capabilities, as its integration with XProtect extends functionality far beyond existing intercom plugins and ONVIF audio. AMS-in-VMS marks a significant leap forward in critical communication, extending Milestone's VMS legacy of promoting open platforms and ONVIF standards within security ecosystems. As the first "Audio Management System" built specifically for SIP compatibility, AMS redefines possibilities with its flexibility, supporting everything from simple single-door intercoms to complex, high-demand environments such as airports and prisons. This innovation enhances communication efficiency, simplifies integration with existing systems, and empowers system integrators to create versatile solutions using a broad range of SIP products. Unlike traditional IP PBX systems, AMS is designed specifically with features tailored for intercom and public address systems, positioning it as an essential component of modern video management and security solutions. With its scalable architecture and open-platform design, AMS future-proofs communication systems while ensuring compatibility with an ever-growing array of SIP technologies. This adaptability keeps AMS at the forefront of critical communication, addressing the evolving needs of diverse industries. Furthermore, its ability to integrate seamlessly with existing infrastructures guarantees long-term value and relevance across various use cases.

## Installation

Before starting the installation process, make sure to close the Milestone XProtect Smart Client. This ensures a smooth installation without conflicts. Double-click on the setup file to launch the installation wizard and follow the on-screen instructions to complete the installation.



After the installation is complete:

1. Open Milestone XProtect Smart Client.
2. You should now see the **SIPazon AMS** tab in the interface.

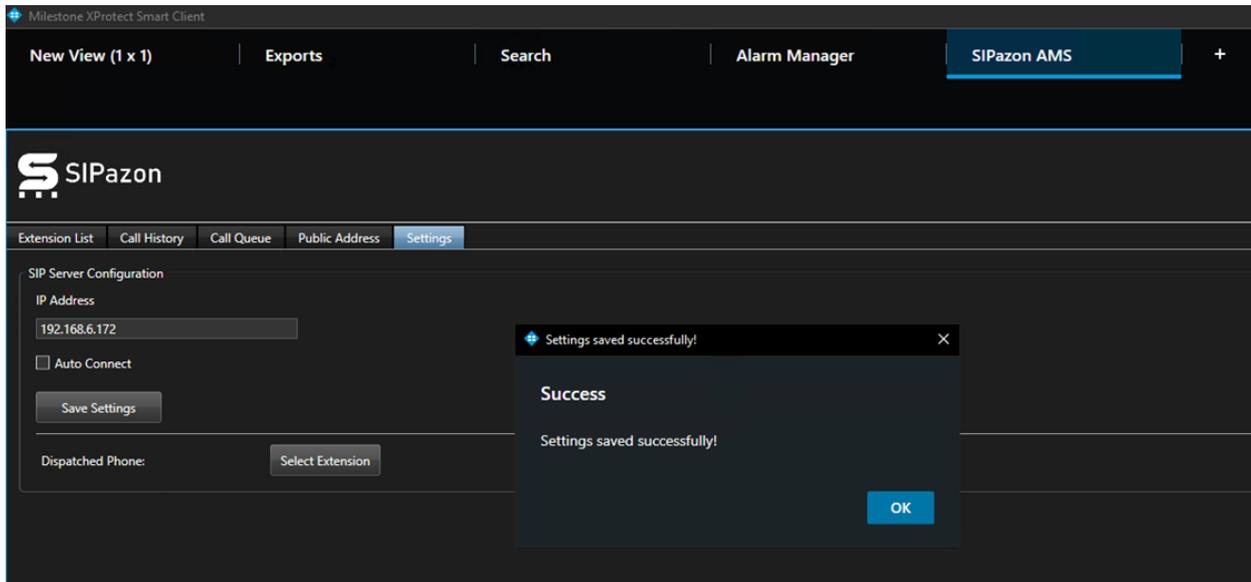
Your SIPazon AMS Call Manager plugin is now successfully installed and ready to use

## Settings

### Configure Server Connection

*To set up the SIPazon AMS server Connection:*

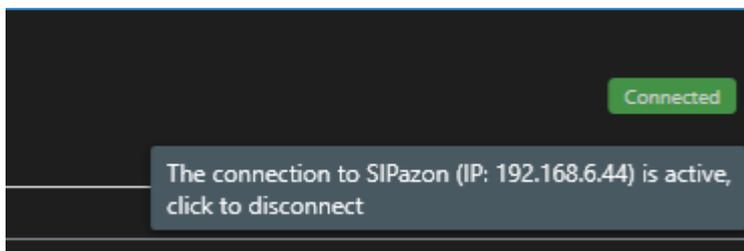
1. Navigate to the **Settings** tab.
2. Enter the **IP address** of the SIPazon AMS server in the appropriate field.
3. Click **Save Settings** button.



## Connection to SIPazon Server

To establish a connection with the SIPazon server:

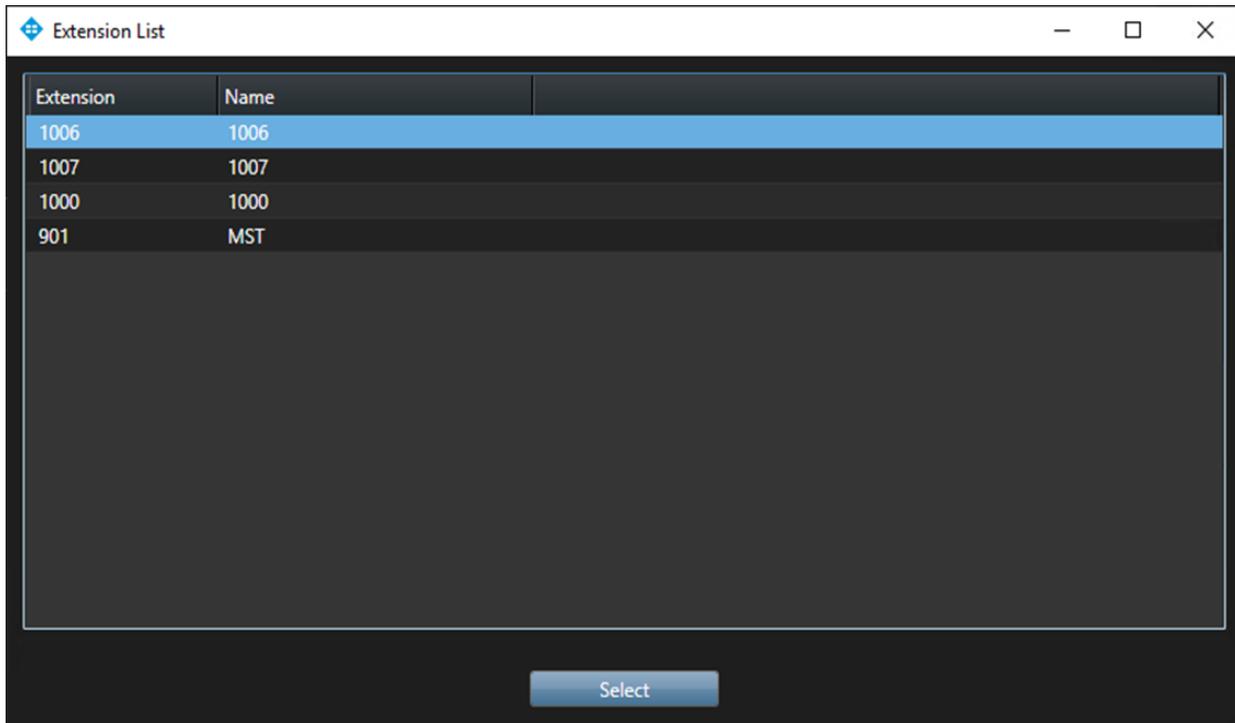
1. Click the **connection icon** on the right side of the interface.
2. Once connected, the icon changes color to green.



## Dispatched Phone Management

### Select a Master Station

1. Go to the **Settings** tab.
2. Click **Select Extension**
3. Choose an extension number from the dialog box that appears.

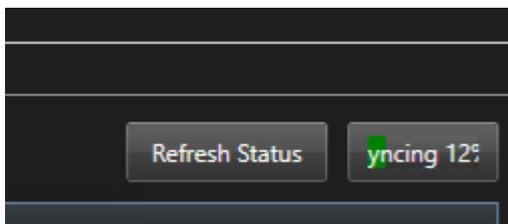


## Extension List Management

### Synchronize Extension Data

To retrieve the extension list from the SIPazon server:

1. Navigate to the **Extension List** tab.
2. Click the **Sync** button on the right side of the screen.
3. Wait for the synchronization to complete.



4. The list of extensions will then appear.

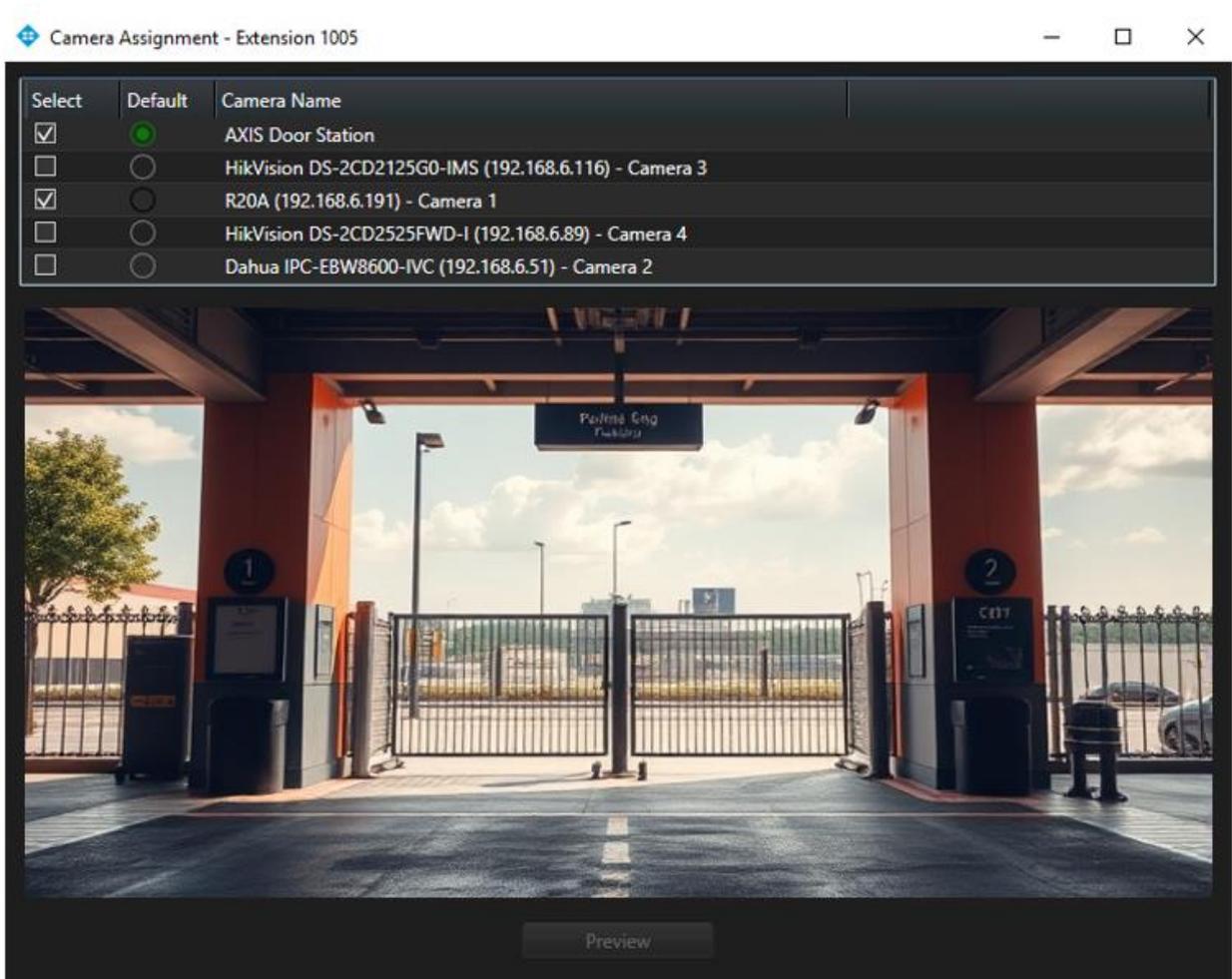
Extension Number	Name	Caller ID	Type	IP Address	Status	Last Updated	Actions
1006	1006	<1006>	Master		Offline	1/3/2025 3:38:05 PM	Hangup Call
1005	1005	<1005>	Remote	(null)	Offline	1/3/2025 3:38:06 PM	Hangup Call Cameras
1008	1008	<1008>	Remote		Offline	1/3/2025 3:38:06 PM	Hangup Call Cameras
1003	1003	<1003>	Remote	(null)	Offline	1/3/2025 3:38:06 PM	Hangup Call Cameras
1007	1007	<1007>	Master	(null)	Offline	1/3/2025 3:38:06 PM	Hangup Call
1000	1000	<1000>	Master		Offline	1/3/2025 3:38:07 PM	Hangup Call
901	MST	MST <>	Master	(null)	Offline	1/3/2025 3:38:07 PM	Hangup Call
1009	1009	<1009>	Remote	(null)	Offline	1/3/2025 3:38:07 PM	Hangup Call Cameras
9999	9999	<9999>	Remote	(null)	Offline	1/3/2025 3:38:07 PM	Hangup Call Cameras
1004	1004	<1004>	Remote	(null)	Offline	1/3/2025 3:38:07 PM	Hangup Call Cameras
1011	null	<>	Remote	(null)	Offline	1/3/2025 3:38:08 PM	Hangup Call Cameras
101	101	<101>	Remote	(null)	Offline	1/3/2025 3:38:08 PM	Hangup Call Cameras
1002	1002	<1002>	Remote	(null)	Offline	1/3/2025 3:38:08 PM	Hangup Call Cameras

## Camera Assignment

### Synchronize Extension Data

To manage cameras assigned to extensions:

1. For extensions marked as **Remote** type, click the **Cameras** button next to the extension.
2. Change the selected camera and set one as **Default** if needed.
3. Click on a camera name and press **Preview** to view a live stream of the selected camera.



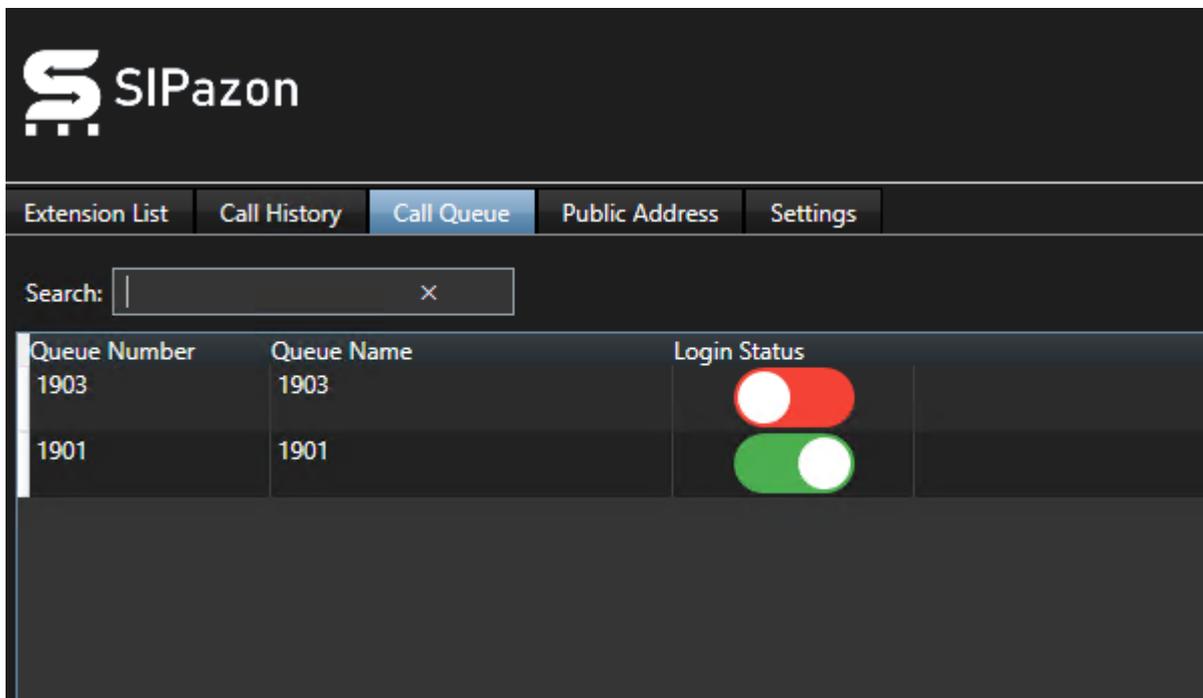
Note: If no cameras are displayed, double-check that camera IP addresses match in the SIPazon panel and XProtect Management system.

# Call Queue Management

## Login and Logout of Queues

To manage queue participation for the dispatched phone:

1. Navigate to the **Call Queue** tab.
2. View the queues the phone is logged into.
3. Use the radio button to log in or out of a queue.



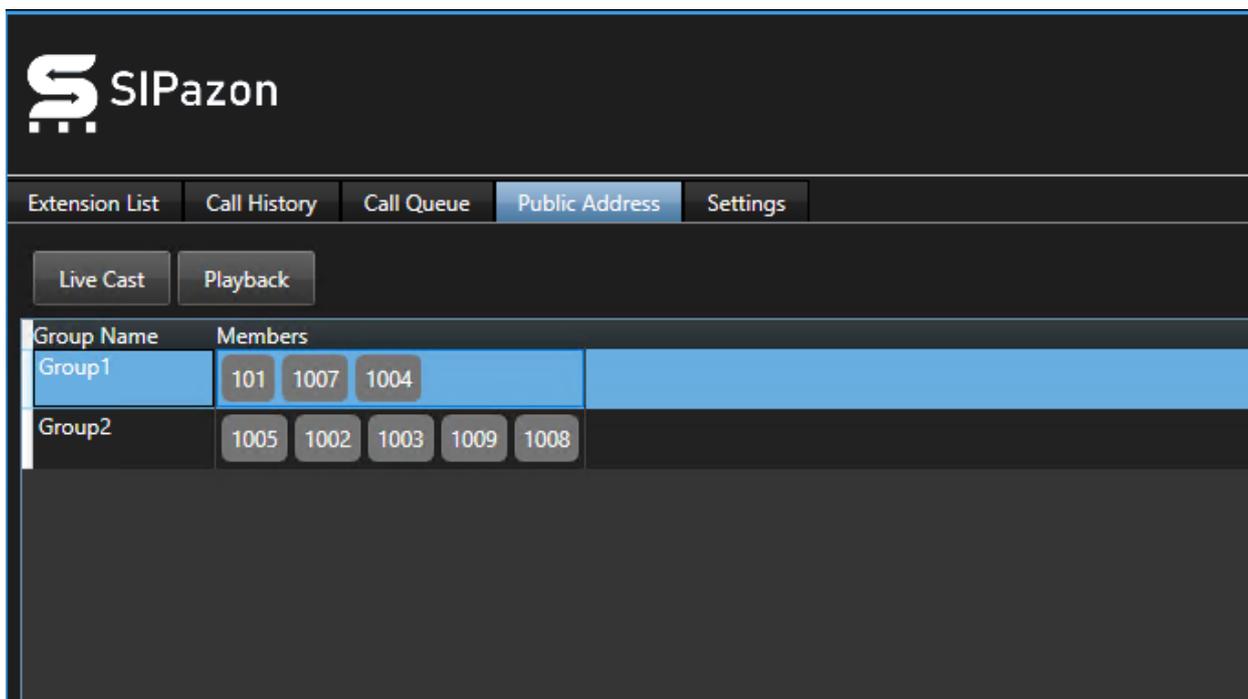
**Note:** Each dispatched phone must be logged into queues to receive calls.

## Public Address Calls

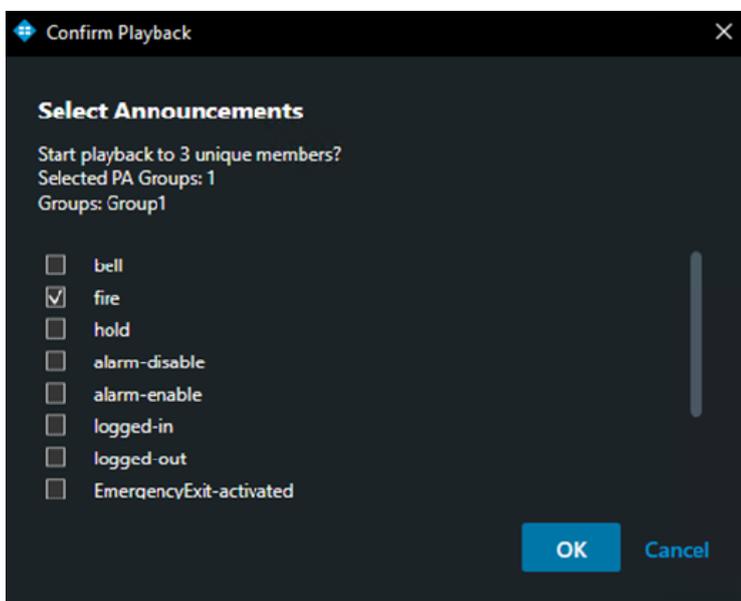
### Initiating a PA Call

To start a public address (PA) call:

1. Click on the **Group Name** to select a group or press **CTRL** + select multi group.
2. Choose the call type: **Live Cast** or **Playback**.

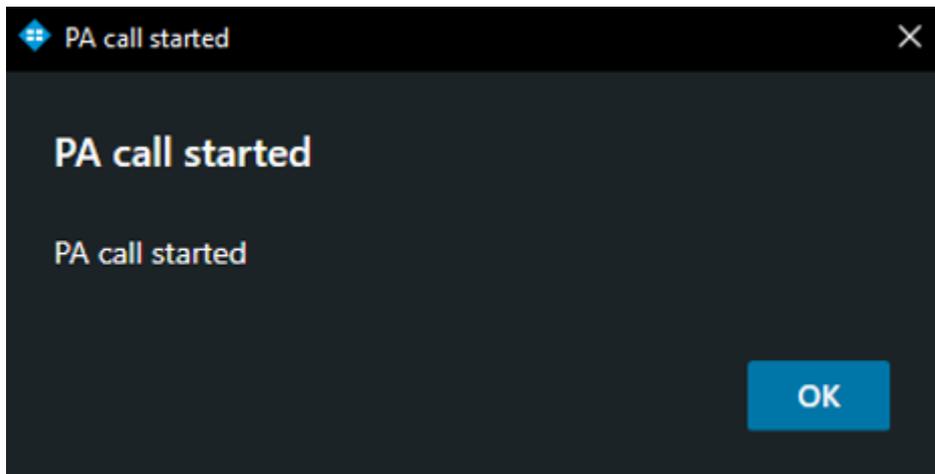


3. Confirm details in the dialog box to initiate the call

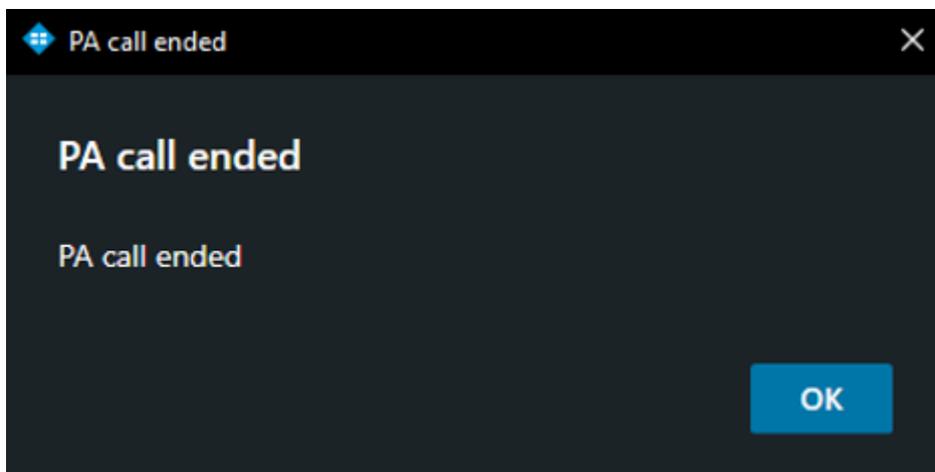


## Monitoring and Completing PA Calls

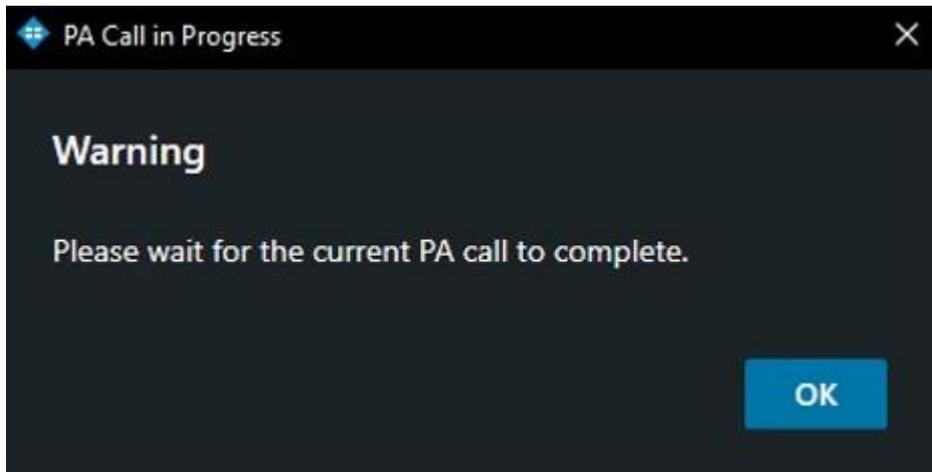
- After initiation, a confirmation dialog appears.



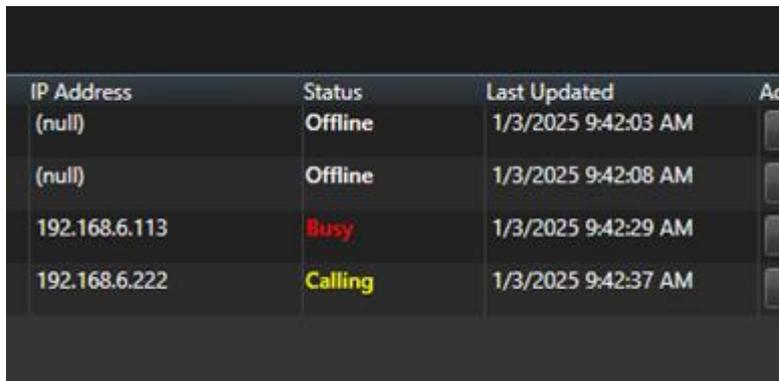
- Upon completion, another dialog confirms the process.



- During an ongoing PA call, new PA calls cannot be started, and an error message will be displayed.



- Use the **Extension List** tab to monitor PA members' statuses during the call.



A screenshot of a table titled "Extension List" showing the status of PA members during a call. The table has four columns: "IP Address", "Status", "Last Updated", and "Act".

IP Address	Status	Last Updated	Act
(null)	Offline	1/3/2025 9:42:03 AM	
(null)	Offline	1/3/2025 9:42:08 AM	
192.168.6.113	Busy	1/3/2025 9:42:29 AM	
192.168.6.222	Calling	1/3/2025 9:42:37 AM	

# Call Management

## Hanging Up Calls

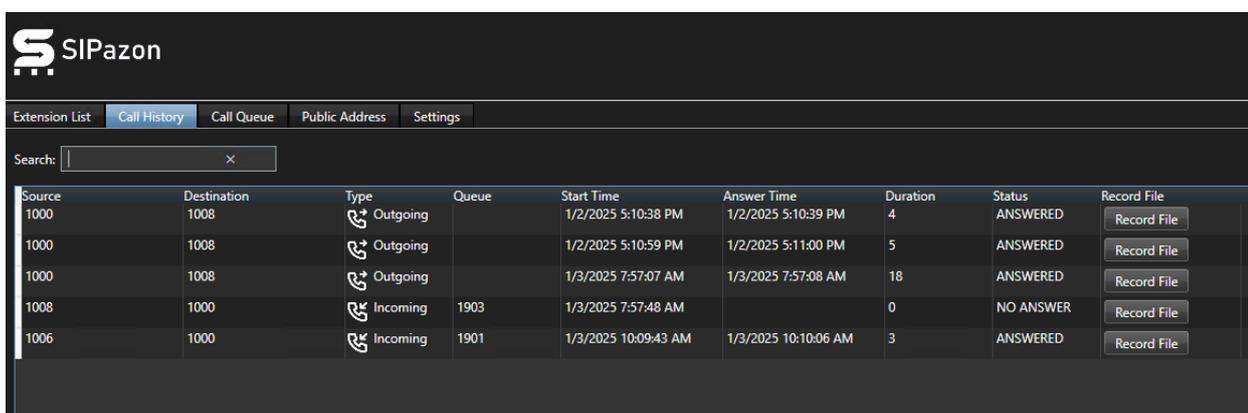
To end an active call:

1. Click the **Hangup** button next to the extension.

## Viewing Call History

To review call logs:

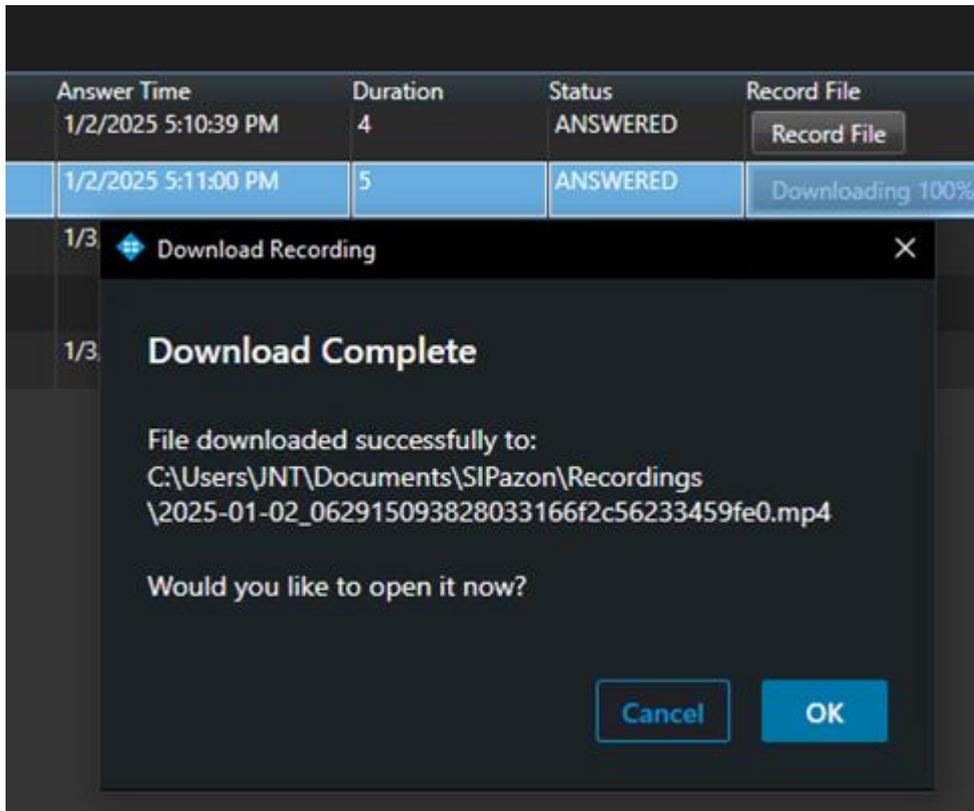
1. Navigate to the **Call History** tab.
2. Access incoming and outgoing call records.



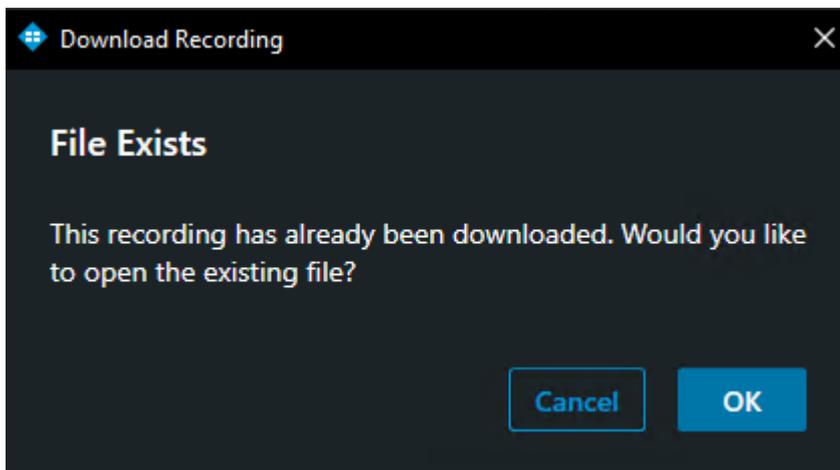
The screenshot displays the SIPazon interface with the 'Call History' tab selected. A search bar is visible above a table of call records. The table has columns for Source, Destination, Type, Queue, Start Time, Answer Time, Duration, Status, and Record File. Each row includes a 'Record File' button.

Source	Destination	Type	Queue	Start Time	Answer Time	Duration	Status	Record File
1000	1008	Outgoing		1/2/2025 5:10:38 PM	1/2/2025 5:10:39 PM	4	ANSWERED	Record File
1000	1008	Outgoing		1/2/2025 5:10:59 PM	1/2/2025 5:11:00 PM	5	ANSWERED	Record File
1000	1008	Outgoing		1/3/2025 7:57:07 AM	1/3/2025 7:57:08 AM	18	ANSWERED	Record File
1008	1000	Incoming	1903	1/3/2025 7:57:48 AM		0	NO ANSWER	Record File
1006	1000	Incoming	1901	1/3/2025 10:09:43 AM	1/3/2025 10:10:06 AM	3	ANSWERED	Record File

3. Download recorded files by clicking **Record File**.
  - o Downloaded files are saved locally.



- If a file already exists locally, a notification will appear.

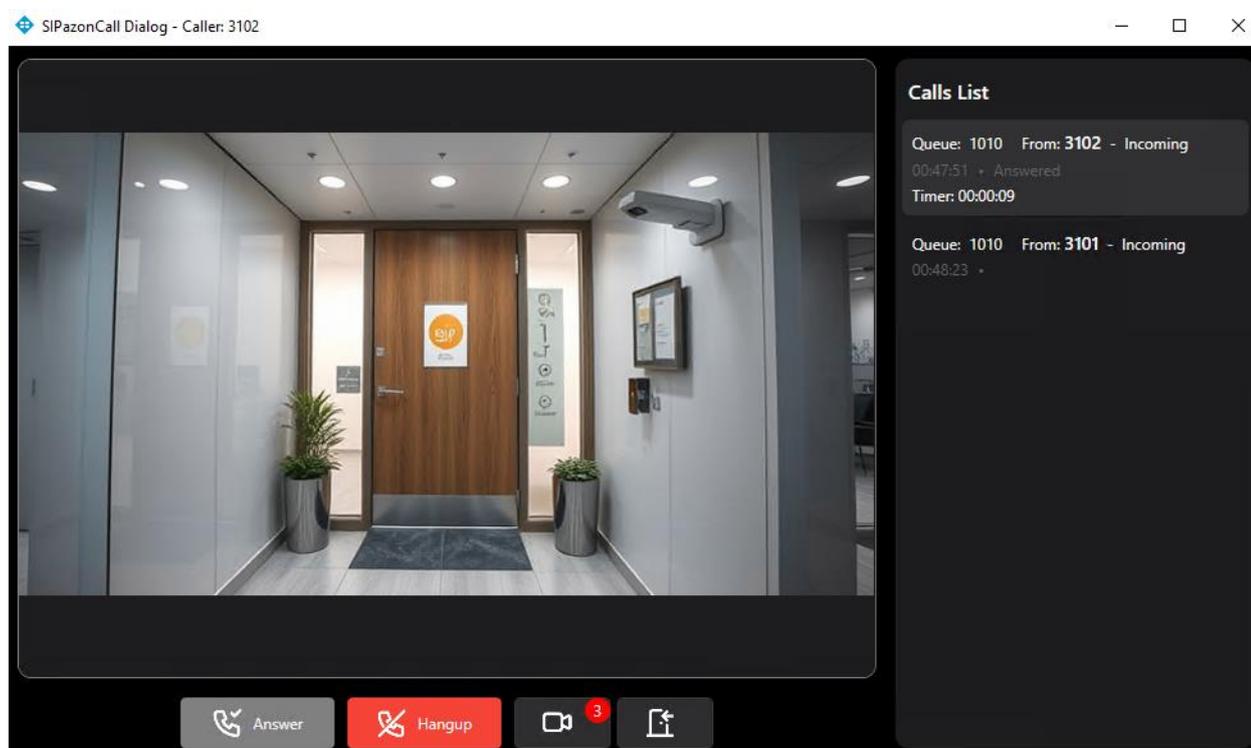


# Handling Calls

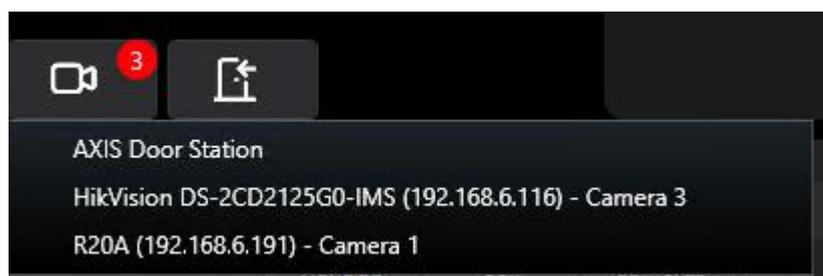
## Incoming Calls

Incoming calls are displayed in the interface with relevant details:

1. View a list of calls in the queues the dispatched phone is logged into.
2. Click on a call to display the default live stream.
3. Perform actions such as **Answer**, **Reject**, **Hangup**, or **Door Open**.



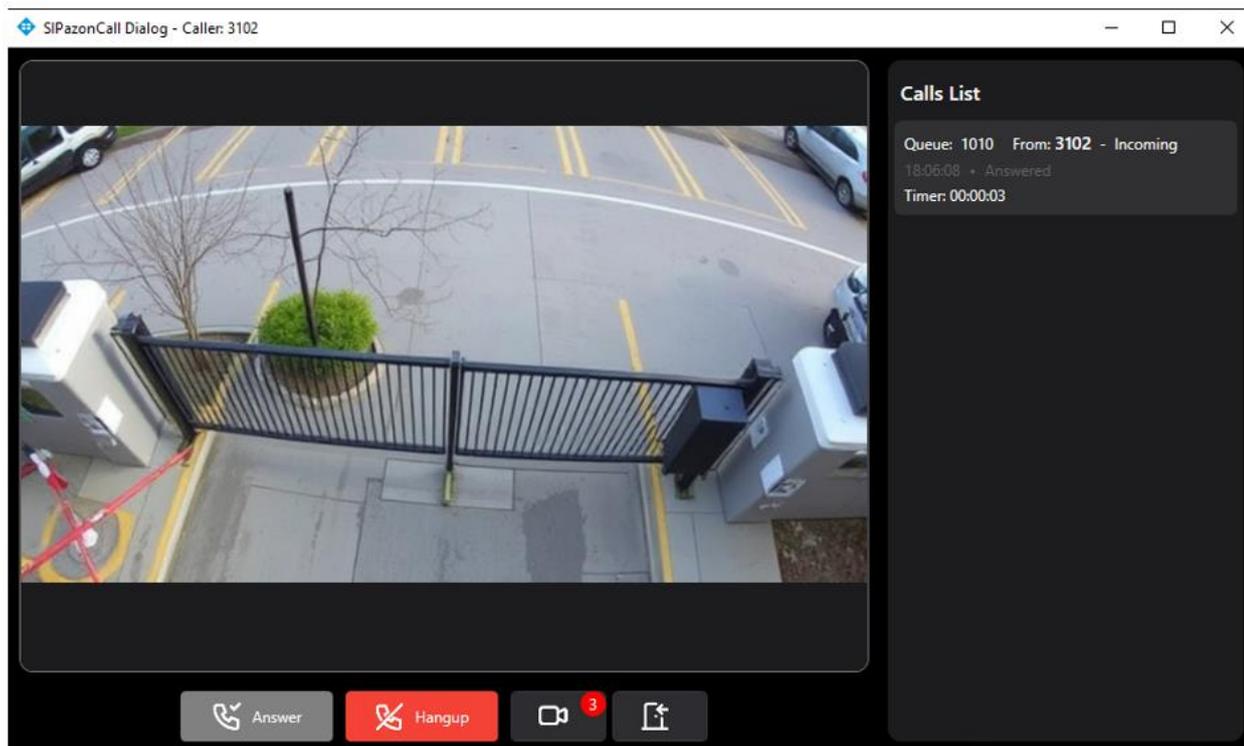
4. Click on a call item to view the count of related cameras and switch camera streams.



## Outgoing Calls

To initiate an outgoing call:

1. Go to the **Extensions** tab.
2. Click the **Call** button next to the desired extension.
3. A call dialog will appear.



**Note:** During an outgoing call, incoming queue calls will still appear in the call list. You can manage and decide how to handle these incoming calls.

## ABOUT SIPAZON

SIPazon is a global leader in critical communication systems, offering innovative AMS products for integrated intercom and public address solutions. Designed for a wide range of applications, SIPazon supports everything from simple, small-scale door entry intercom setups to highly complex and demanding environments such as airports and correctional facilities.

[www.sipazon.com](http://www.sipazon.com)

## ABOUT MILESTONE

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.

<https://www.milestonesys.com/partners/technology-partners/technology-partner-finder/>