

Eagle Eye Application Note - AN072

Configure 2-Way Audio to Communicate Remotely Through the Eagle Eye Cloud VMS

2024-10-23 Revision 1.0

Target Audience

This Application Note is intended for both installers and administrators of Eagle Eye Cloud VMS who are interested in using the bidirectional audio feature that allows them to remotely communicate through the VMS.

Background

2-Way Audio provides the ability for bi-directional communication through a system using a speaker and microphone on either end, similar to an intercom system. For our application, one end uses the microphone and speakers on the device being used to access Eagle Eye Cloud VMS, and the other end would use an IP device connected to a Bridge or CMVR.

IP network speakers and IP intercom devices can be used on Eagle Eye Cloud VMS to provide 2-way audio functionality. Before purchasing an intercom or IP speaker, ensure the device is compatible by checking our [Supported Device List](#). The device used must have both a speaker and a microphone to be used for 2-Way Audio. If the device is not listed, please follow our guide for [Requesting Device Support](#).

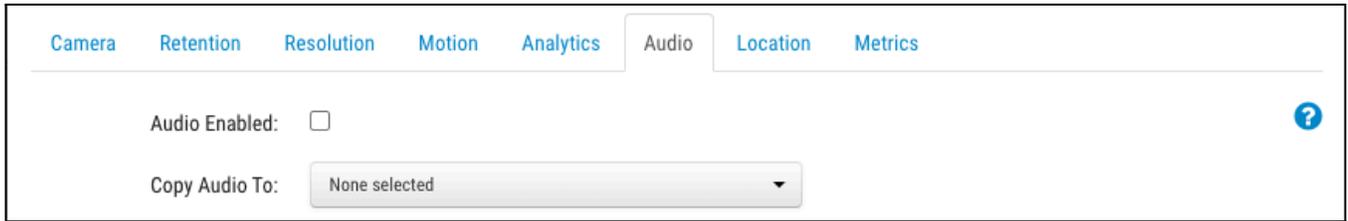
Steps to Configure 2-Way Audio

Adding Devices:

Once device support is confirmed, log in to the camera and ensure **ONVIF** is set up. (For camera specific configuration settings refer to app note [AN054 Configuring Camera Models Supported by Eagle Eye Networks via ONVIF](#).) Add the camera from the **Available Cameras** section of the **Dashboard** via the **Green Plus** icon.

Audio Configuration:

1. Click **Camera Settings**.
2. Select **Audio**.



3. Select **Audio Enabled**.

- If you want the same audio to play when viewing video from another camera, it can be linked by using the **Copy Audio To** option.



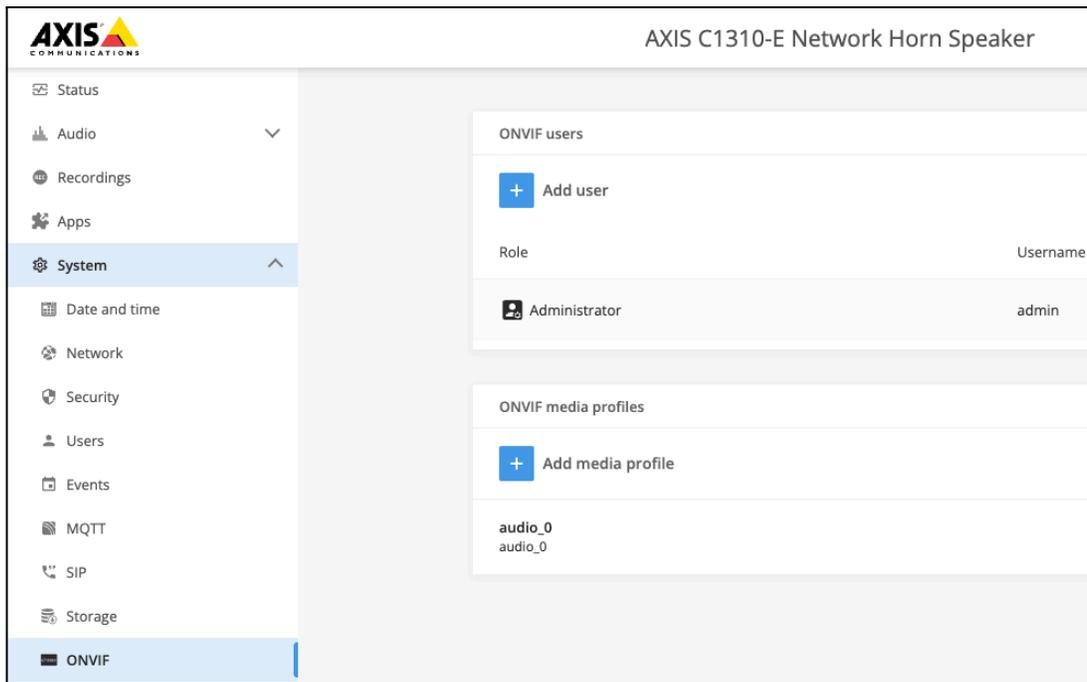
If the camera has a built-in speaker it will automatically link to the camera. When viewing the live feed you will see a microphone icon. Clicking this icon enables the User to speak from their device through the camera's built-in speaker.

Configuring a Standalone Speaker

Configuring a speaker is similar to configuring a camera. ONVIF must be configured in the device's web interface. Below we provide an example of configuring an ONVIF profile on an Axis C1310-E IP speaker. However, it is important to note the process and device's interface will vary.

To begin, log in to the speaker and follow the instructions below:

1. Click **System**.
2. Select **ONVIF**.

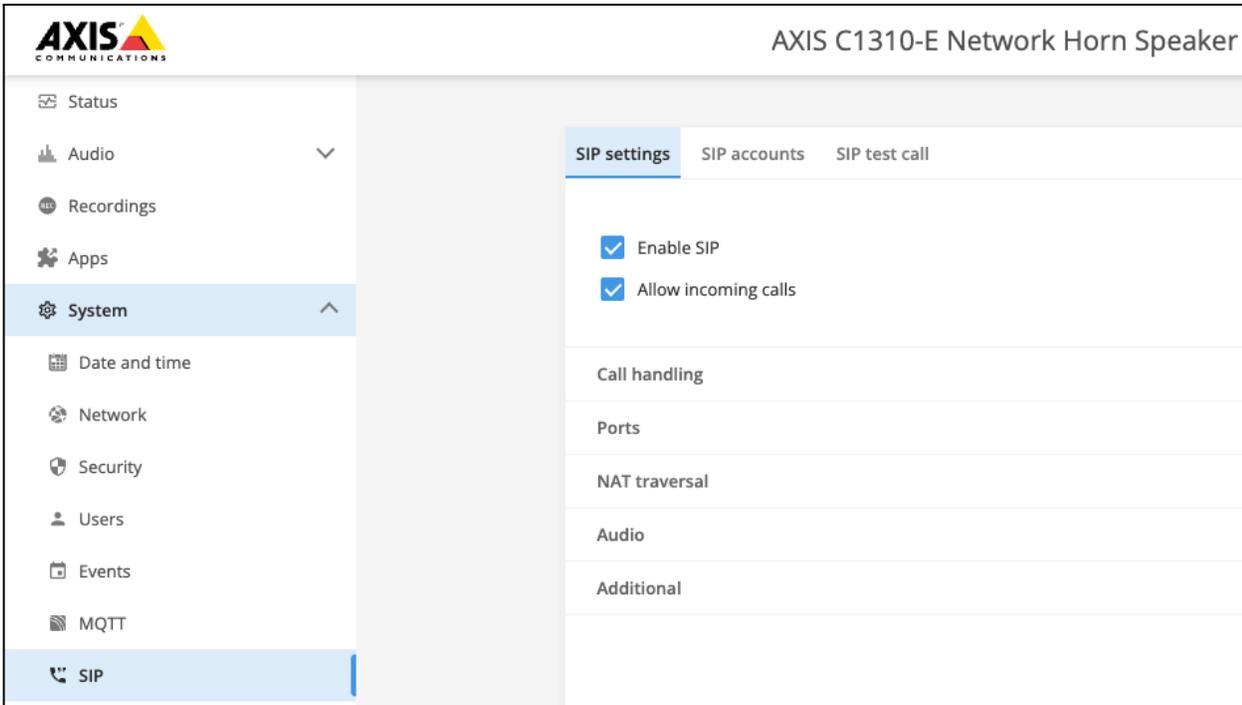


3. **Add User** with the Administrator role. The username and password should be the same as the

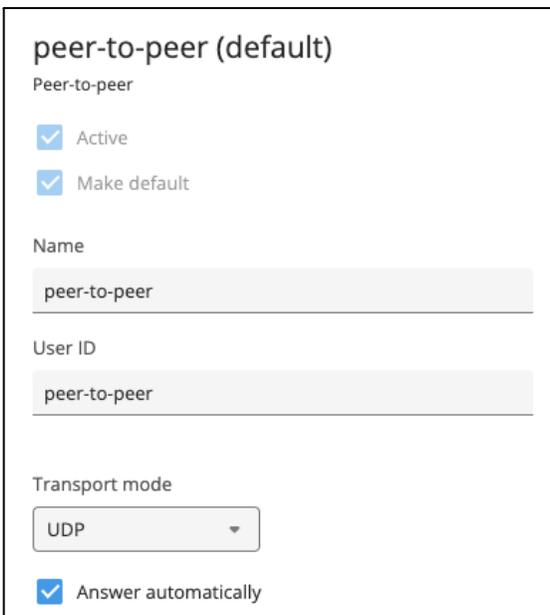
credentials used to login to the speaker's web interface.

Set up SIP:

1. Click **System**.
2. Select **SIP**.
3. Select **Allow incoming calls**.



4. Click **SIP accounts**.
5. Click **Add Account**.



6. Create a User named **peer-to-peer** if no profile exists with the pictured settings. Once the device is configured and added, it needs to be linked to a camera.

Linking a Speaker

A speaker can be linked to a camera from within the Eagle Eye Cloud VMS. Linking a speaker to a camera will enable the speaker to be used from the camera's live view window in the VMS. Once logged into the account, navigate to the Dashboard and locate the camera to which the speaker will be linked.

1. Click Camera Settings.
2. Select Audio.
3. Fill out the SIP Username (and password if applicable).
4. Click and drag the camera from Unlinked to Linked.

The screenshot shows the 'Audio' configuration page. At the top, there are tabs for 'Device' and 'Audio'. The 'Audio Mode' is set to '2-Way Audio'. Below that, there are input fields for 'SIP Username/Password' (containing 'peer-to-peer'), 'SIP Password', 'Speaker Login' (containing 'admin'), and a masked password field. A blue question mark icon is in the top right. Below the input fields, the instruction 'Link the speaker to a camera or cameras.' is followed by two columns: 'Unlinked' and 'Linked'. Each column has a search bar and a list of camera entries. An 'Add All' button is at the bottom left of the 'Unlinked' column, and a '<<Remove All' button is at the bottom right of the 'Linked' column.

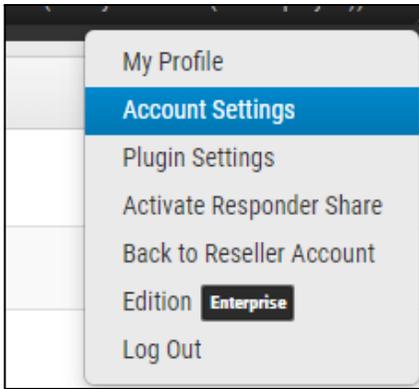
Once linked, you will see a speaker icon next to the camera on the dashboard.



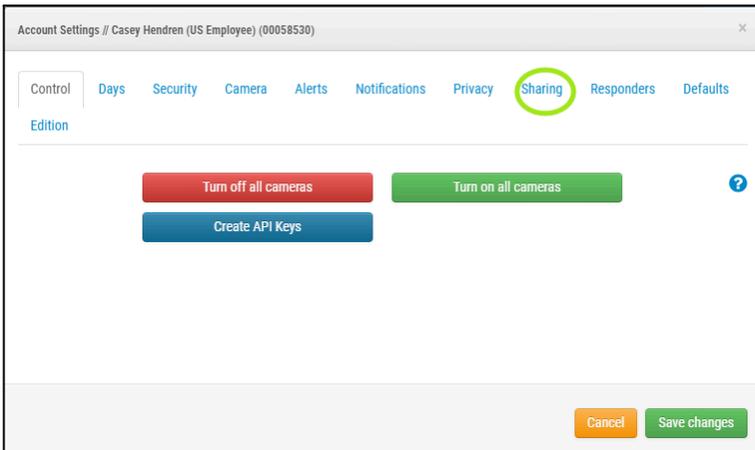
Sharing a Camera with 2-Way Audio

A camera with a linked speaker can be shared to another account and used for 2-Way Audio. To share a camera with 2-Way Audio, follow the steps below.

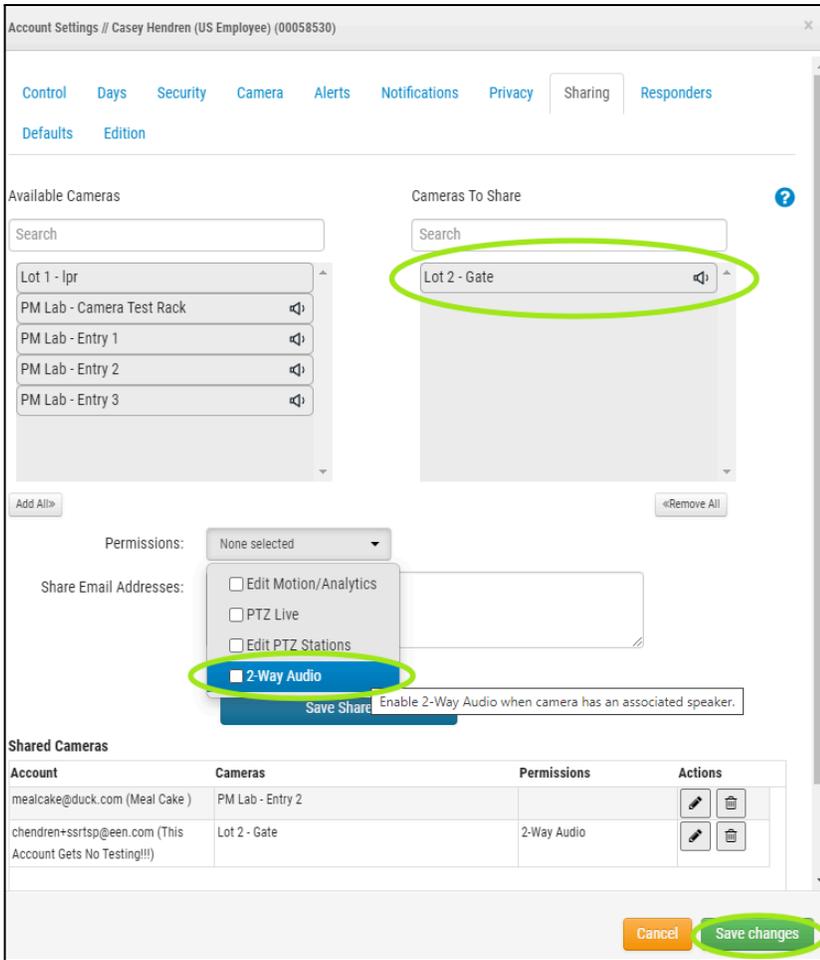
First, navigate to Account Settings from the dropdown menu in the top right corner of the Eagle Eye Cloud VMS.



Select the "Sharing" tab.



Select the camera(s) to share with 2-Way Audio and drag them to the "Cameras To Share" column. Then select the "Permissions" drop-down box and select 2-Way Audio. Next, enter the email address of the account you want to share the camera to. Lastly, select the "Save Changes" button.



The camera is now shared with 2-Way Audio permissions enabled.

Communicating Through Eagle Eye Cloud VMS

There are multiple ways to do two-way communication within the Eagle Eye Cloud VMS.

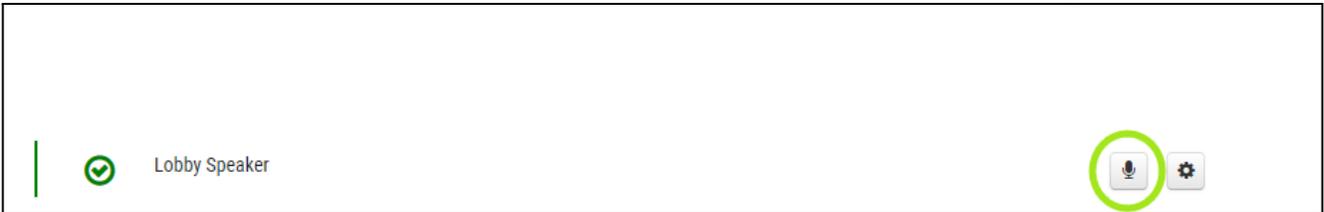
1. Live View

Communicating through the camera's live view session can be done from any camera with a linked speaker, including shared cameras. To begin, open a linked camera's live view session. Toggle the microphone and speaker icons on the right hand side of the screen to control the talkdown functions.



2. Dashboard

Two-way communication can also be done via the Dashboard from an account that has a speaker. Simply use the microphone icon to communicate through the 2-Way Audio device.



Note: The operator's computer default audio devices (microphone and speaker) will be used.

Related Resources

- [AN024 Eagle Eye VMS Camera Sharing Overview](#)
- [AN054 Configuring Camera Models Supported by Eagle Eye Networks via ONVIF](#)