



AXIS Service Interface

www.altec.com



Scan to access Altec Connect.

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NOTICE

Before using an Altec® AXIS® device, set up the unit according to the Operator's Manual for that specific piece of equipment.

The AXIS Kit

The AXIS kit contains the following components.

- AXIS Service Interface
- Legacy Gateway adapter
- Power supply adapter
- Quick Start Guide
- AXIS carrying case

How to Get an AXIS Key

The AXIS Key is a string of characters provided during registration and used to secure an AXIS device. The AXIS Key is used to connect an authorized user account with an AXIS device. The AXIS Key is generated by Altec and is unique to each AXIS username. To obtain a key, navigate to www.altec.com/axis/, select Activation, and fill in the information.

Once registered, only the username and password are required to log in and use AXIS. If it becomes necessary to update the password, a valid AXIS Key is used to validate a user account.

Key Expiration

There is an expiration date associated with each AXIS Key. This expiration date may vary based on User Type. When an AXIS Key expires, log in attempts will prompt the operator to update the AXIS Key. New keys are emailed to the registered user's email address. To update AXIS with a new key, navigate to the login page on AXIS, select Register or Reset a User Account, and fill in the information.

User Type and Responsibility or Liability

AXIS supports varying user permissions upon account creation and generation of the AXIS Key. These permissions are used to restrict access to some functions and information. During the activation process, request a specific access level based on the responsibilities required for the user. For more information about the access levels and what each level provides, navigate to www.altec.com/axis/ and select Activation.

NOTICE

The AXIS Key is a unique identifier generated for each user account. Do not share AXIS Keys. Sharing the key can result in another user gaining access to the account and changing the password or making changes to an Altec unit without permission. All actions performed through each user account are recorded to the data log as defined by the Altec AXIS Data Policy. To view the data policy, navigate to www.altec.com/axis/ and select Data Policy.

LED Status Indicators

AXIS displays four LEDs that are labeled PWR, Wi-Fi, CAN1, and CAN2. The PWR LED turns on to indicate AXIS has power. The Wi-Fi LED indicates wireless connection to nearby Wi-Fi enabled devices. When the Wi-Fi LED flashes, AXIS is not connected to any nearby devices, but is ready to connect. A solid Wi-Fi LED indicates AXIS has successfully connected to a nearby device. If the Wi-Fi LED is off, AXIS is not ready to connect to nearby devices. The CAN1 and CAN2 LEDs turn on when AXIS has detected supported equipment on the indicated CAN channel.

The Legacy Gateway adapter displays three LEDs labeled PWR, MUX, and CAN. The PWR LED turns on to indicate the Legacy Gateway has power. The MUX LED turns on to indicate a connection to compatible equipment through the connection socket. If the connection to a CADI port is removed or interrupted, the

MUX LED turns off. The CAN LED indicates a connection to AXIS and should be solid or flashing during normal operation. If the CAN LED is off, connection to AXIS has not been established or has been lost.

NOTICE

The emergency stop on the unit halts communications within the control system. When it is engaged, the Legacy Gateway LEDs change in response. The PWR LED remains on, the MUX LED turns off, and the CAN LED flashes rapidly.

Firmware Updates

AXIS firmware is occasionally updated to provide new features, improve software functionality, enhance security, and improve performance. Changes are tested and bundled into a firmware package that is released periodically. AXIS firmware updates are maintained at www.altec.com/axis/ and must be downloaded to a computer, tablet, or mobile device that is connected to the Internet. After the AXIS firmware update package is downloaded to the computer, tablet, or mobile device, connect to AXIS via Wi-Fi and perform the firmware update.

From an internet-connected computer, tablet, or mobile device:

1. Navigate to www.altec.com/axis/.
2. Select Downloads, and download the new firmware.
3. Connect the computer, tablet, or mobile device to AXIS via Wi-Fi.
4. Select Update Firmware under the Welcome banner.
5. Browse to and select the firmware download.
6. Follow the instructions as prompted by AXIS to install the new firmware.

Connect a Computer, Tablet, or Mobile Device to AXIS

To connect to AXIS, power the AXIS Service Interface using the supplied power supply, or by connecting AXIS to a piece of supported equipment, and wait for the Wi-Fi LED to flash. Use the Legacy Gateway adapter if necessary.

On a computer, tablet, or mobile device, connect to the Wi-Fi SSID (wireless network) printed on the back of AXIS and enter the Wi-Fi password that is also printed on the back of AXIS. The password is case sensitive. After successfully connecting, the AXIS Wi-Fi LED will stop flashing and become solid.

Registering an AXIS Key and Logging In

To register AXIS or log in, connect AXIS to a computer, tablet, or mobile device. Open a web browser and navigate to axis.altec.com. If prompted, select Go to the AXIS home page. Log in if the key is already registered with AXIS and has not yet expired. To register a new key, select Register or Reset a User Account. Enter the provided username, create a password, and enter the key sent in the registration email. Select Submit.

What to Expect

The landing page displays a log in prompt and other information. When successfully logged in, the user name will display. If not successfully logged in, Guest is displayed. Navigation pages include images relevant to the unit functions available on the control panel or radio controls. Select a button to navigate to a parameter page with information regarding those unit functions. Parameter pages display various values within the control system. Values can be adjusted through text, toggle buttons, numeric values, or sliders.

- Adjustable text appears as a drop-down box with selectable options.

- Toggle buttons change a setting between two states, such as Active and Inactive, and may be color-coded to provide an additional indication of system health.
- Selecting a numeric value allows direct input of an adjustable value.
- Sliders are accompanied by a numeric value and can be adjusted when orange in color. Gray sliders cannot be modified. Use one of the following methods to adjust the parameter value.
 - Drag the slider
 - Change the numeric value
 - Use the + and - buttons

NOTICE

Orange sliders may temporarily turn gray. This is normal and indicates AXIS is actively refreshing.

The Unit Name is an identifier stored within AXIS that describes the currently connected control system. Each supported unit receives a unique unit name. In most cases, the unit name is related to the unit model name.

Upon reaching the AXIS landing page, a Searching for Unit Connection progress bar will appear. If multiple control modules are detected, select the desired module. After selecting a connected unit, the unit name is displayed. To rescan for unit connections or select another connected unit, click on the unit name. No unit connected...is displayed if no supported devices are detected.

Select Welcome to display various tools, such as Log Out and Update Firmware.

NOTICE

The date and time can be changed using the Update Time tool under the Welcome drop-down menu. However, if the time is not correct, this could affect the ability to authenticate and use AXIS.

Frequently Asked Questions — Troubleshooting Connection Problems

Since AXIS uses Wi-Fi and Internet browsers, does it require an Internet connection?

- No, AXIS does not need an internet connection to function. Instead, Wi-Fi is used to allow a computer, tablet, or mobile device to connect to information stored within AXIS. The browser interface only requires a Wi-Fi connection to AXIS. An Internet connection is only required to download AXIS firmware updates from www.altec.com/axis/.

The Wi-Fi LED is on, but no computer, tablet, or mobile device is connected. What is happening?

- If the Wi-Fi LED is on solid, a nearby device is connected. Many devices store Wi-Fi connection settings and try to automatically connect to those networks when in range. Most likely, a nearby device has already connected to AXIS if it has been connected before.
- AXIS supports multiple Wi-Fi connections. However, AXIS allows only one user to be logged in at any particular time. A message on the login page will indicate if another user is logged in. Any successful new log in will automatically log off a previously connected user.

What if the AXIS Wi-Fi network does not appear on the computer, tablet, or mobile device?

- Verify AXIS is powered. The PWR LED should be on.
- Verify AXIS is ready to connect. If the Wi-Fi LED is not flashing, it is not ready. If the Wi-Fi LED does not turn on within a few minutes of powering AXIS, contact support through www.altec.com/contact-us/. For request type, specify Service or call Parts & Service.

When trying to connect to AXIS, what if the device shows Connection Refused or Connection Unsuccessful?

- Verify the Wi-Fi SSID label on the back of AXIS matches the Wi-Fi network trying to be connected to. If the network names do not match, contact support through www.altec.com/contact-us/. For request type, specify Service or call Parts & Service.
- Verify the Wi-Fi password was entered correctly. The Wi-Fi password is case sensitive.
- If the issue persists, contact support through www.altec.com/contact-us/. For request type, specify Service or call Parts & Service.