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Genesis Audio

Updated 16 August 2026

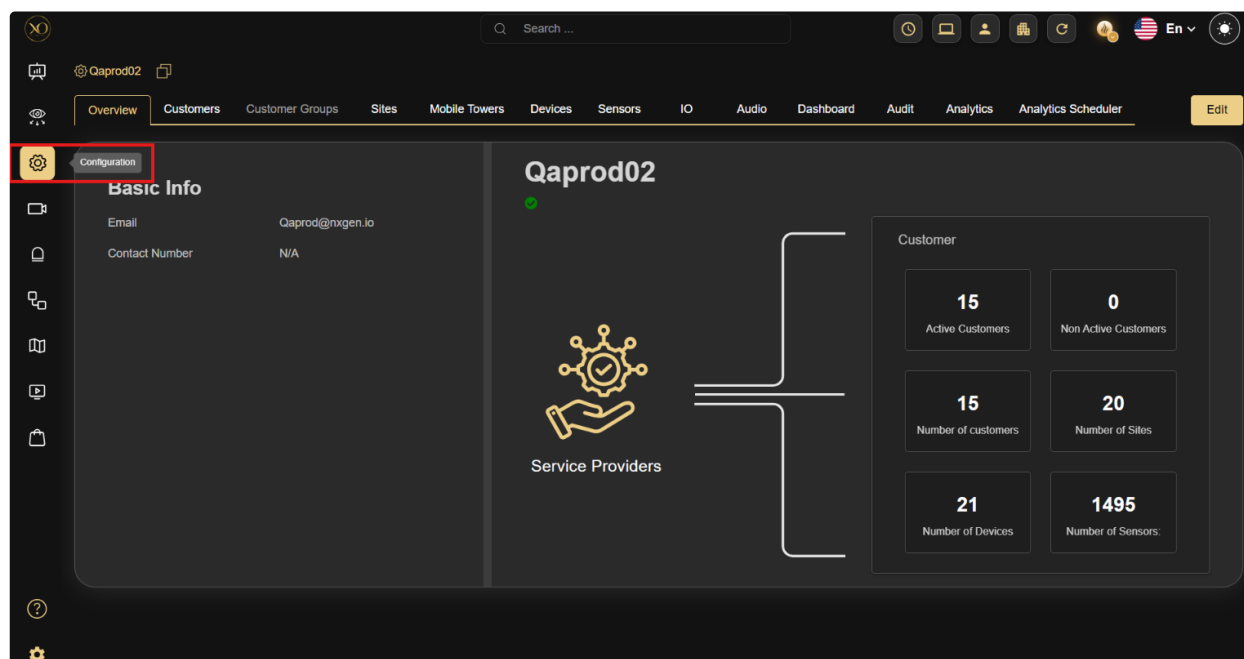
Genesis Audio Config Guide with GCX-ONE

Genesis Audio is configurable only if the user has the required permissions. Local Mode settings are not required — calls can be initiated via Genesis Audio even if Local Mode is disabled.

Part 1: Add Genesis Audio Device

Step 1: Log in to GCX-ONE .

Step 2: Click the Configuration menu.



1

Step 3: Select the site under which the GENESIS Audio device needs to be added.

Site	Date	Sync Status	Customer	Email	Location Info	Company Name	Active	Actions
SEZ IT Park	2026-08-10 10:55	✓	Accenture	kavin.govindasamy...	Coimbatore	Accenture	✓	...
Tidel Park	2026-08-10 10:54	✓	Accenture	kavin.govindasamy...	Coimbatore	Accenture	✓	...
Site level 01	2026-08-06 11:18	✓	Virtual customer	test03@gmail.com	—	Virtual customer	✓	...
CBE-003	2026-08-05 10:52	✓	SolutionChamps	cbe003@mailinator...	Coimbatore	SolutionChamps	✓	...
CBE-002	2026-08-04 13:51	✓	SolutionChamps	qaprod02@mailina...	Coimbatore	SolutionChamps	✓	...
Testing Device	2026-08-03 09:29	✓	Testing	bara'ahalamoush+...	—	Testing	✓	...
ASCENTO1	2026-07-30 10:13	✓	TEST-ASENTO	bara'ahalamoush+...	—	TEST-ASENTO	✓	...
Test audio	2026-07-29 10:16	✓	Genesis Audio	—	—	Genesis Audio	✓	...
Site 17	2026-07-29 10:05	⊕	Spykebox	—	—	Spykebox	✓	...
Site test	2026-07-29 08:28	✓	Dahua sct test	—	—	Dahua sct test	✓	...

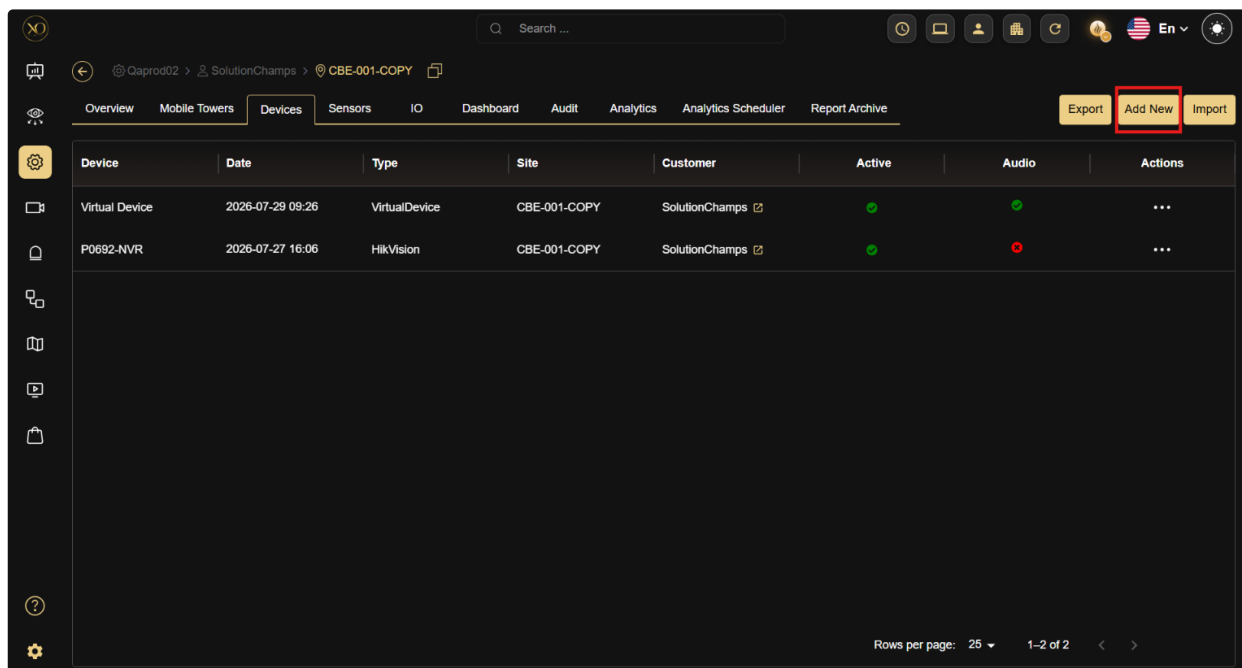
FIG

Step 4: Navigate to the Devices tab.

Device	Date	Type	Site	Customer	Active	Audio	Actions
Virtual Device	2026-07-29 09:26	VirtualDevice	CBE-001-COPY	SolutionChamps	✓	✓	...
P0692-NVR	2026-07-27 16:06	HikVision	CBE-001-COPY	SolutionChamps	✓	✗	...

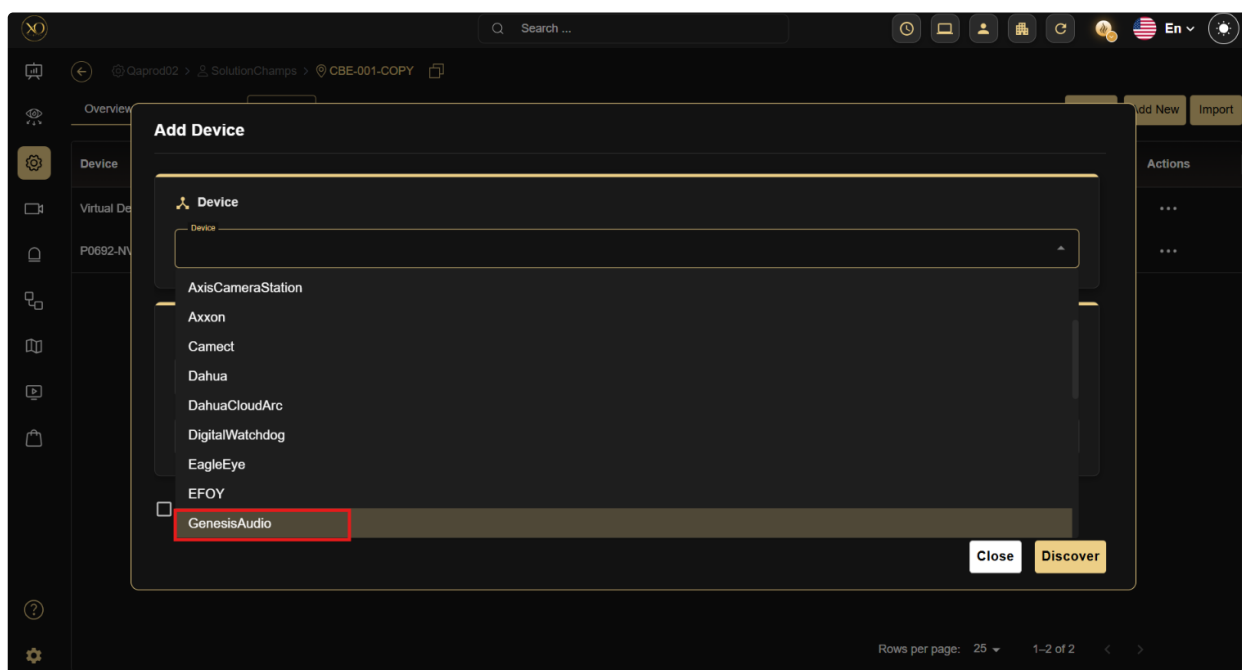
FIG

Step 5: Click the Add button.



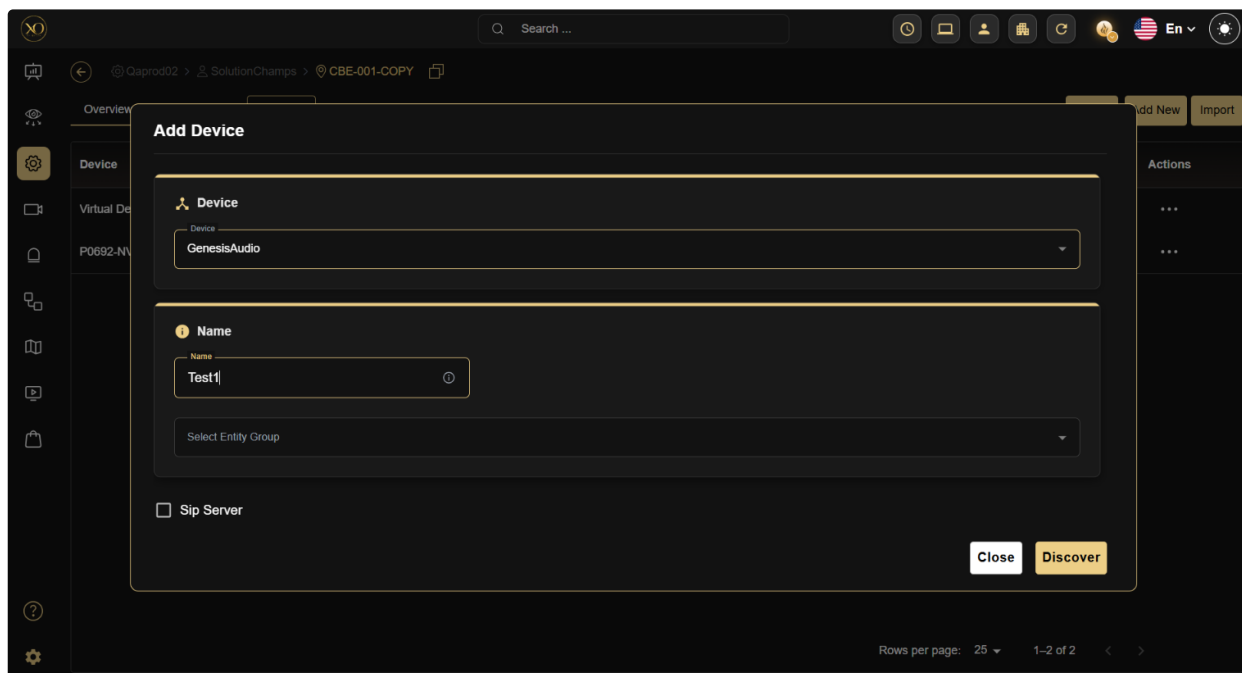
FIG

Step 6: In the Device field, select GenesisAudio .



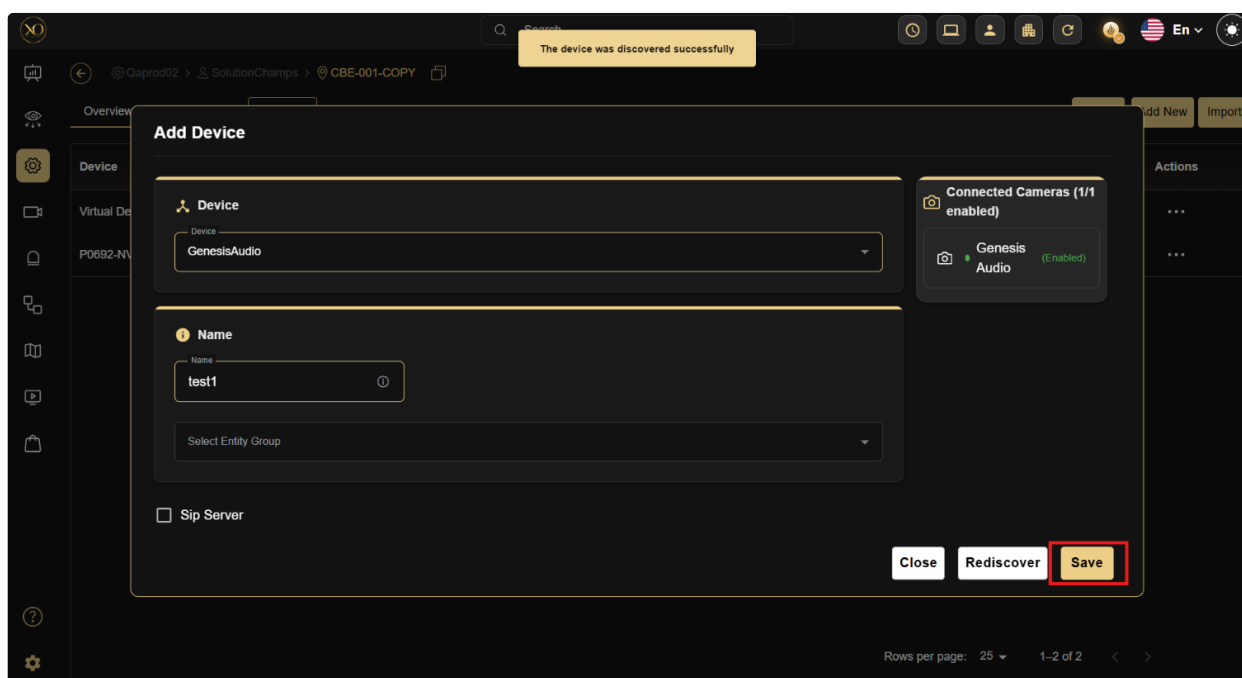
GENESIS AUDIO

Step 7: Enter the desired Name — optionally selecting an Entity Group — and click Discover .



GENESIS AUDIO

Step 8: Once the device is discovered, click Save.



GENESIS AUDIO

Step 9: A success message ("The device was added successfully") will be displayed, and the device will be added to the data table.

Device	Date	Type	Site	Customer	Active	Audio	Actions
test1	2026-08-10 15:29	GenesisAudio	CBE-001-COPY	SolutionChamps	✓	✓	...
Virtual Device	2026-07-29 09:26	VirtualDevice	CBE-001-COPY	SolutionChamps	✓	✓	...
P0692-NVR	2026-07-27 16:06	HikVision	CBE-001-COPY	SolutionChamps	✓	✗	...

FIG

Note: Use the GENESIS Audio device credentials to configure the IP speaker.

Part 2: Initiate a Genesis Audio Call from Video Viewer

Step 1: Log in to GCX-ONE .

Step 2: Click the Configuration menu.

Configuration

Qaprod02

Basic info

Email: Qaprod@nxgen.io

Contact Number: N/A

Service Providers

Customer

0	0
Active Customers	Non Active Customers
0	0
Number of customers	Number of Sites
0	0
Number of Devices	Number of Sensors

<https://staging-gcxnxgen.cloud/configuration>

GENESIS AUDIO

Step 3: Select the site and right-click to Expand the site

Site	Date	Sync Status	Customer	Email	Active	Actions
At - Adpro	2026-02-20 10:10	✓	Adpro events test		✓	...
Site test	2026-02-20 09:46	✓	Test GCX-One		✓	...
Adpro secontec	2026-02-20 09:20	✓	Adpro events test		✓	...
Audio	2026-02-19 15:31	✓	Hik vision Test		✓	...
NXGen Amman	2026-02-19 14:23	✓	NXGen Amman		✓	...
Bglr	2026-02-19 03:39	✓	Dahua Cloud		✓	...
AirShield	2026-02-11 16:18	✓	Dahua Cloud		✓	...
abb test	2026-02-03 13:42	✓	test abb	add@ss.com	✗	...
TEST96	2026-02-03 11:53	✓	Amman Rotana	Test@gmail.com	✓	...
Axxon	2026-01-30 11:45	✓	Axxon Test Device		✓	...

GENESIS AUDIO

Step 4: Navigate to the Devices tab.

Device	Date	Type	Site	Customer	Active	Audio	Actions
TEST	2026-02-22 14:09	GenesisAudio	Audio	Hik vision Test	✓	✓	...
	2026-02-22 14:08	GenesisAudio	Audio	Hik vision Test	✓	✓	...

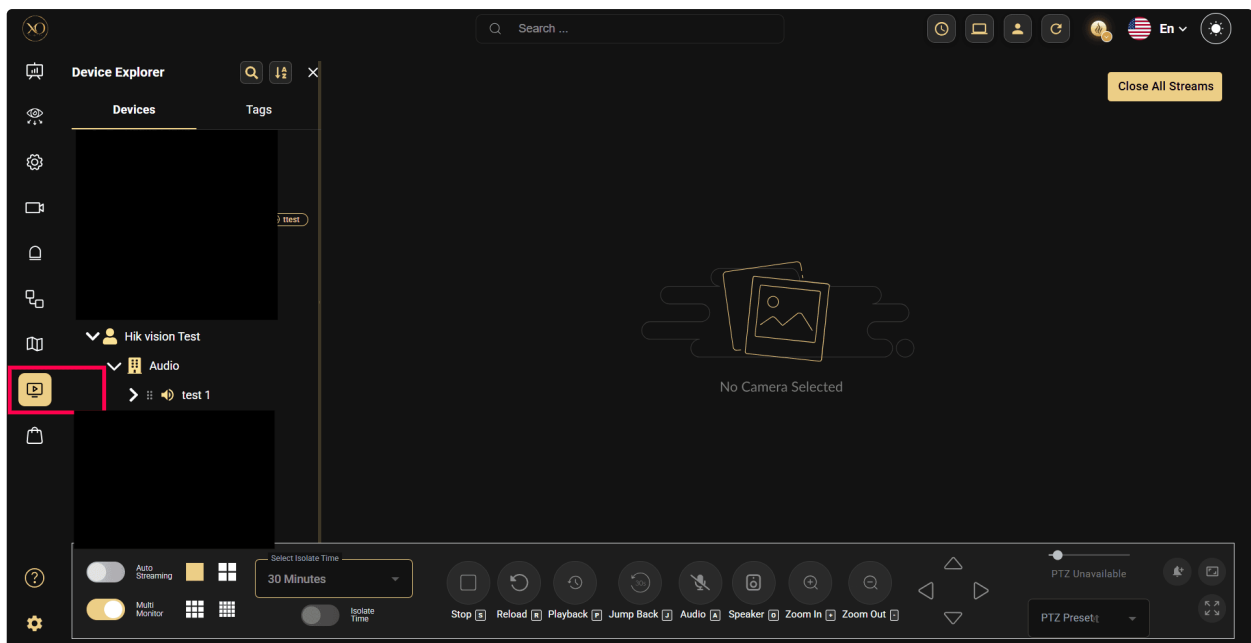
GENESIS AUDIO

Step 5: Verify that the added GENESIS Audio device is active

Device	Date	Type	Site	Customer	Active	Audio	Actions
test 1	2026-02-24 11:36	GenesisAudio	Audio	Hik vision Test	✓	✓	...

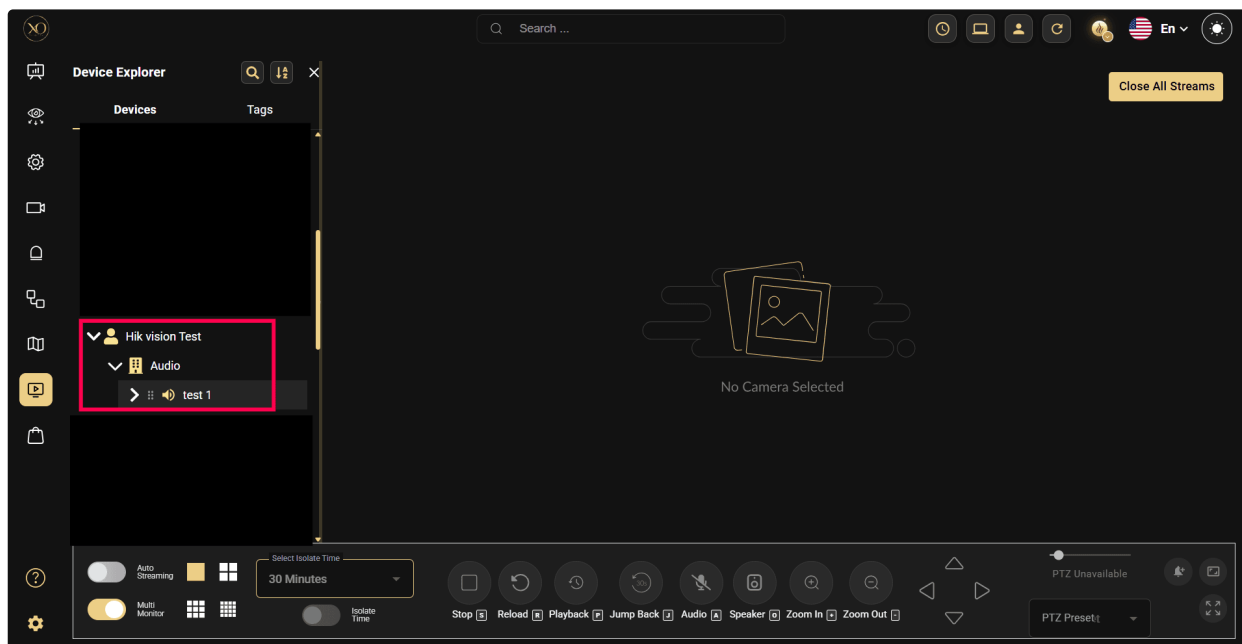
GENESIS AUDIO

Step 6: Navigate to the Video Viewer .



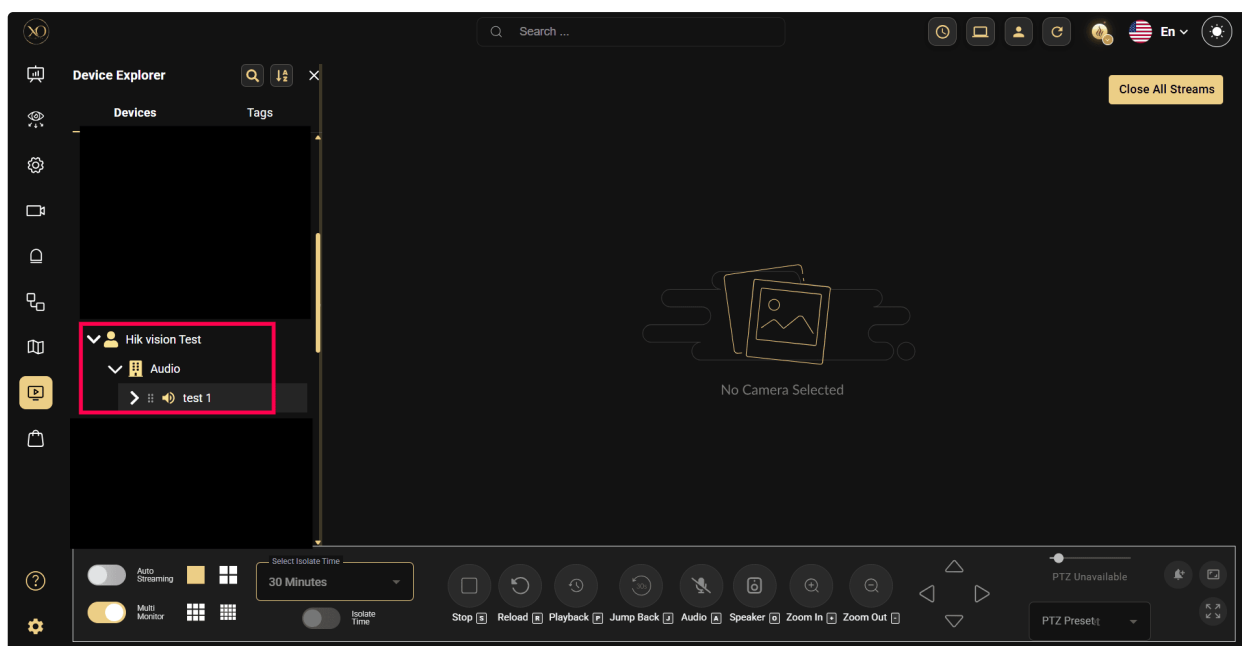
GENESIS AUDIO

Step 7: Select the site in the tree view and expand it.



GENESIS AUDIO

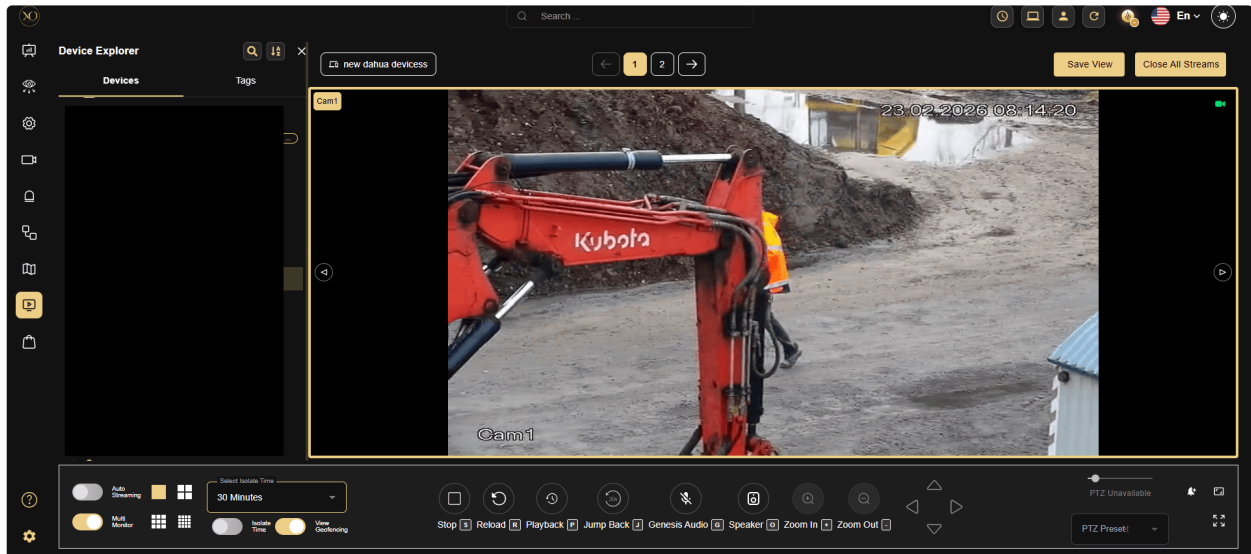
Step 8: Verify that the GENESIS Audio device is listed under the selected site.



GENESIS AUDIO

Step 9: Drag and drop a sensor from the site into the Video Viewer .

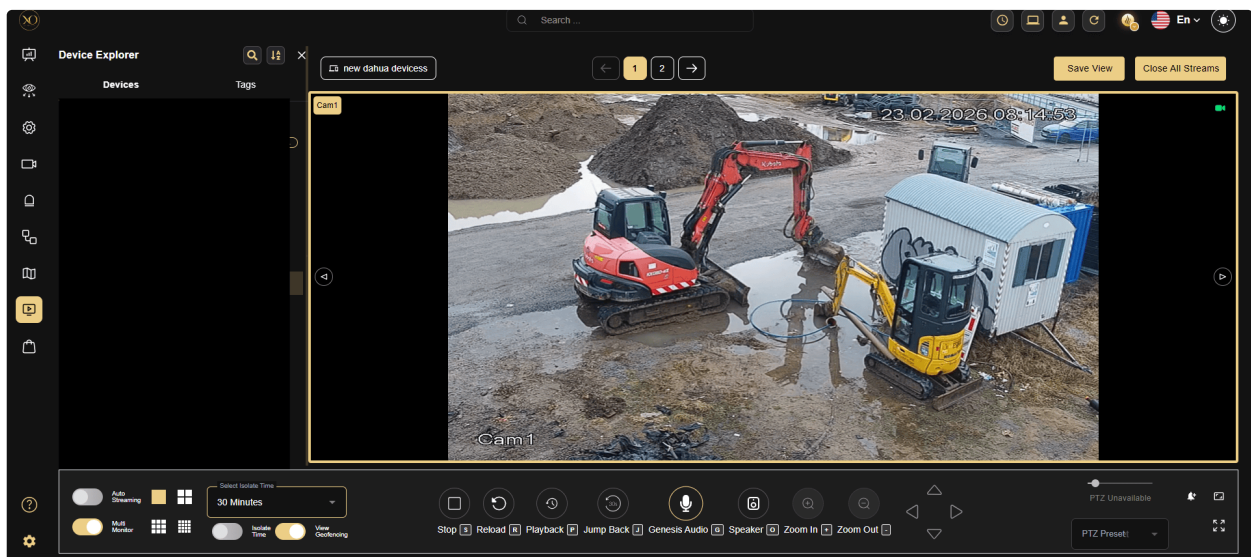
Step 10: Verify that the microphone icon is enabled.



GENESIS AUDIO

Step 11: Click the microphone icon. An audio call will be initiated.

Step 12: Once the call is connected, the microphone icon will change to indicate that the call is connected.



GENESIS AUDIO

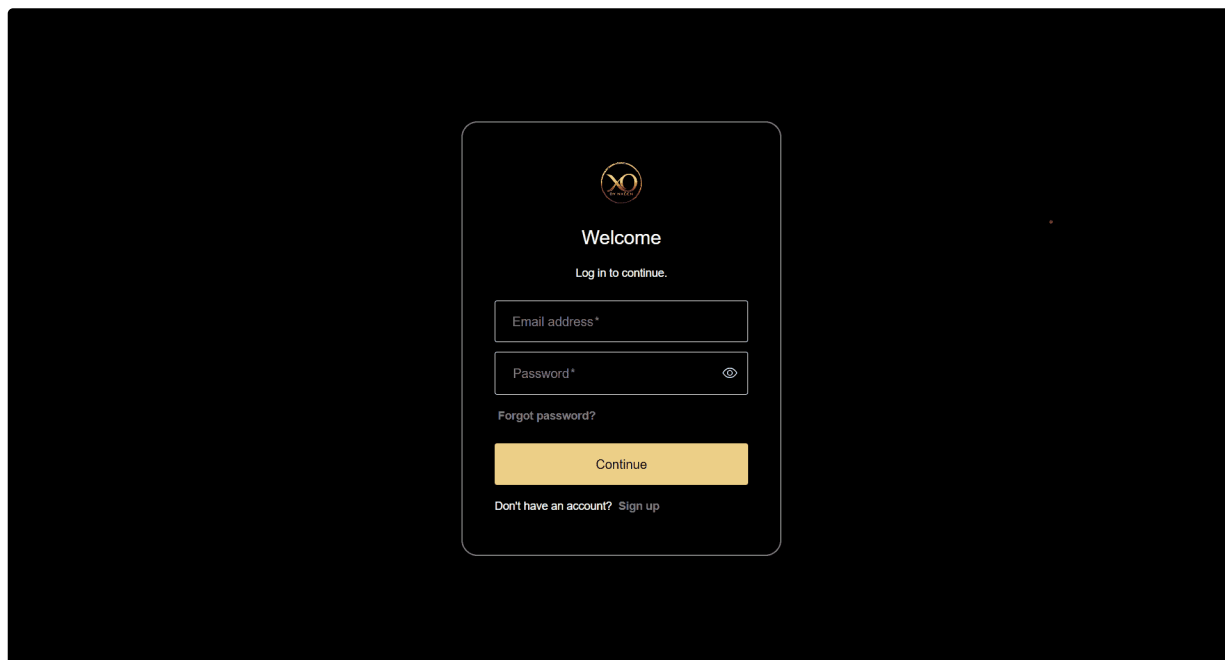
Step 13: Click the microphone icon again to disconnect the call.

The microphone icon will change to indicate that the call has been disconnected.

Note: The call will disconnect automatically if the user navigates to another application in GCX-ONE or clicks the refresh button.

Part 3: Test Device Default Audio

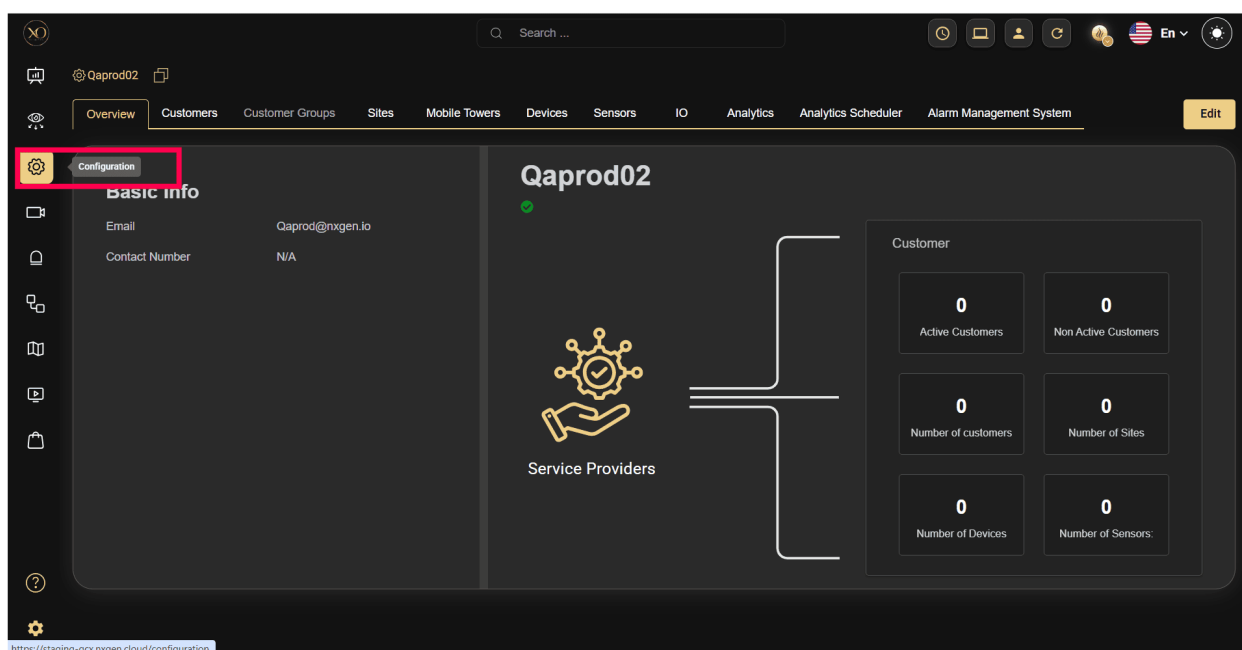
Important: Local Mode must be enabled to test the device's default audio.



GENESIS AUDIO

Step 1: Log in to GCX-ONE .

Step 2: Click the Configuration menu.



GENESIS AUDIO

Step 3: Select the site and expand it.

Site	Date	Sync Status	Customer	Email	Active	Actions
Af - Adpro	2026-02-20 10:10	✓	Adpro events test		✓	...
Site test	2026-02-20 09:46	✓	Test GCX-One		✓	...
Adpro secontec	2026-02-20 09:20	✓	Adpro events test		✓	...
Audio	2026-02-19 15:31	✓	Hik vision Test		✓	...
NXGen Amman	2026-02-19 14:23	✓	NXGen Amman		✓	...
Bglr	2026-02-19 03:39	✓	Dahua Cloud		✓	...
AirShield	2026-02-11 16:18	✓	Dahua Cloud		✓	...
abb test	2026-02-03 13:42	✓	test abb	add@ss.com	✗	...
TEST96	2026-02-03 11:53	✓	Amman Rotana	Test@gmail.com	✓	...
Axxon	2026-01-30 11:45	✓	Axxon Test Device		✓	...

GENESIS AUDIO

Step 4: Navigate to the Devices tab.

Basic Info
Contact Number: N/A

Location Info
Country: N/A
City: N/A
Code: N/A
Street Name: N/A

Audio

Sites

Site

0 Active Devices

0 Non Active Devices

0 Number of Devices

0 Number of Sensors

GENESIS AUDIO

Step 5: Verify that the device is active.

Device	Date	Type	Site	Customer	Active	Audio	Actions
test 2	2026-02-22 14:54	GenesisAudio	Audio	Hik vision Test	✓	✓	...
TEST	2026-02-22 14:09	GenesisAudio	Audio	Hik vision Test	✓	✓	...
	2026-02-22 14:08	GenesisAudio	Audio	Hik vision Test	✓	✓	...

GENESIS AUDIO

Step 6: Click on the sensors under the device.

Sensor	Date	Device	Site	Device Type	Manufacturer	Zone	Audio	Active	Actions
Genesis Audio	2026-02-22 14:54	test 2	Audio	audio	GENESISAUDIO	N/A	⊙	✓	...
Genesis Audio	2026-02-22 14:09	TEST	Audio	audio	GENESISAUDIO	N/A	⊙	✓	...
Genesis Audio	2026-02-22 14:08		Audio	audio	GENESISAUDIO	N/A	⊙	✓	...

GENESIS AUDIO

Step 7: Verify that the sensor is active.

Sensor	Date	Device	Site	Device Type	Manufacturer	Zone	Audio	Active	Actions
Genesis Audio	2026-02-22 14:54	test 2	Audio	audio	GENESISAUDIO	N/A	⊙	●	...
Genesis Audio	2026-02-22 14:09	TEST	Audio	audio	GENESISAUDIO	N/A	⊙	●	...
Genesis Audio	2026-02-22 14:08		Audio	audio	GENESISAUDIO	N/A	⊙	●	...

GENESIS AUDIO

Step 8: Navigate to the Video Viewer (Salvo) application.

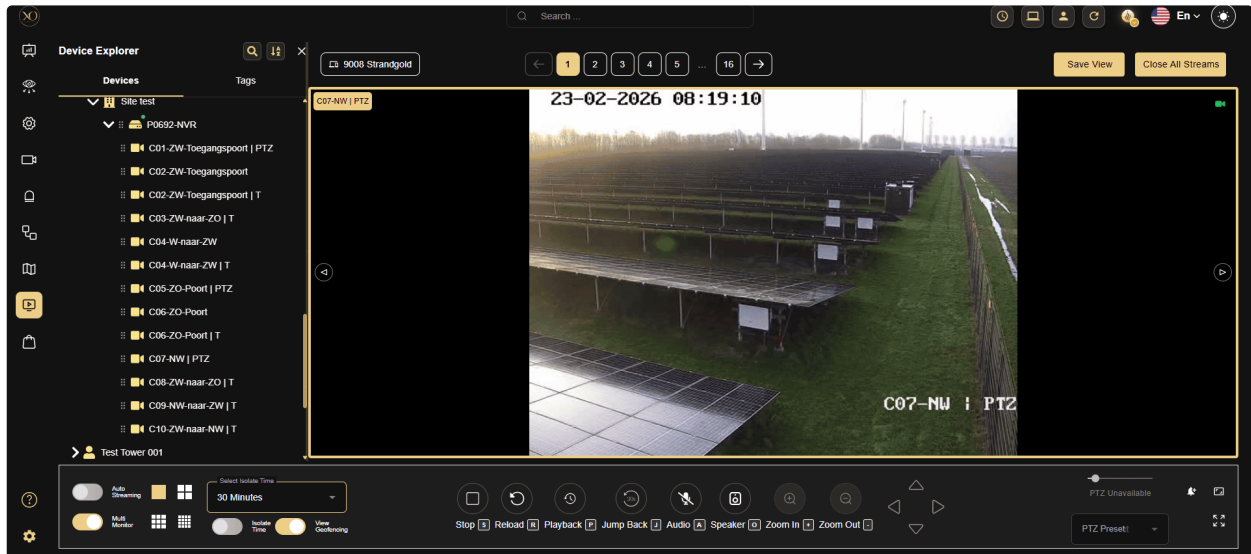
Step 9: Select the site and right-click to choose Expand All .

Step 10: Ensure that there is no active GENESIS Audio device under the site. If present, deactivate it to test default audio.



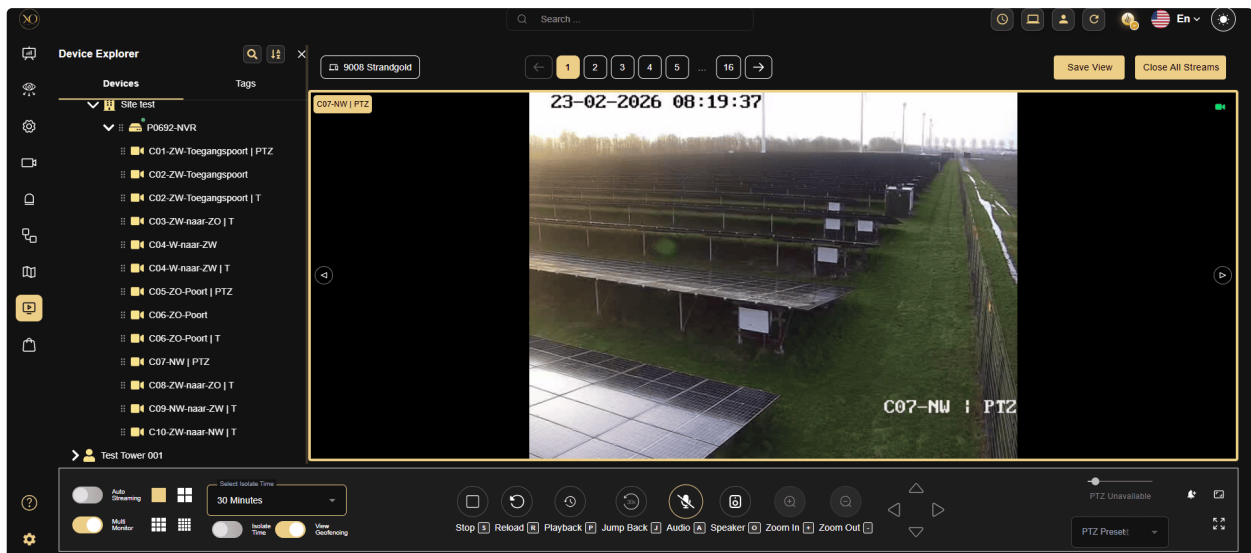
GENESIS AUDIO

Step 11: Drag and drop a sensor into the Video Viewer (Salvo) .



GENESIS AUDIO

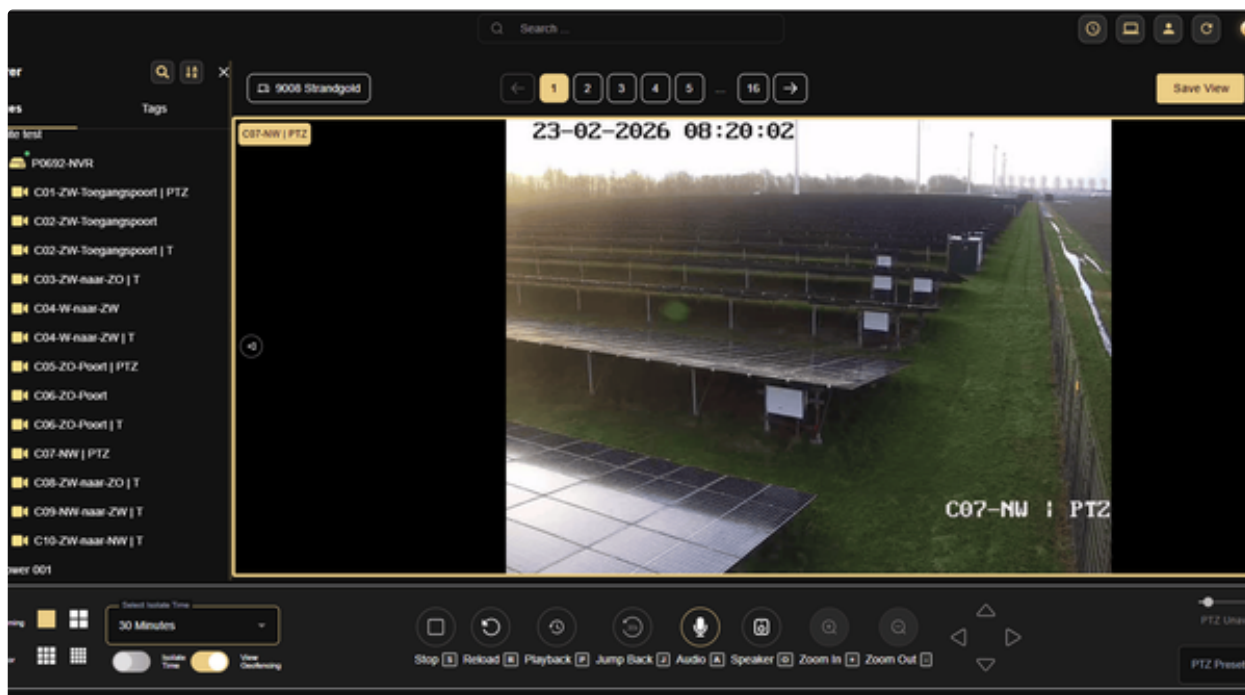
Step 12: Verify that the microphone icon is enabled.



GENESIS AUDIO

Step 13: Click the microphone icon. The call will be initiated using the device's default audio.

Step 14: The microphone icon will change to indicate that the call is connected.



FIG

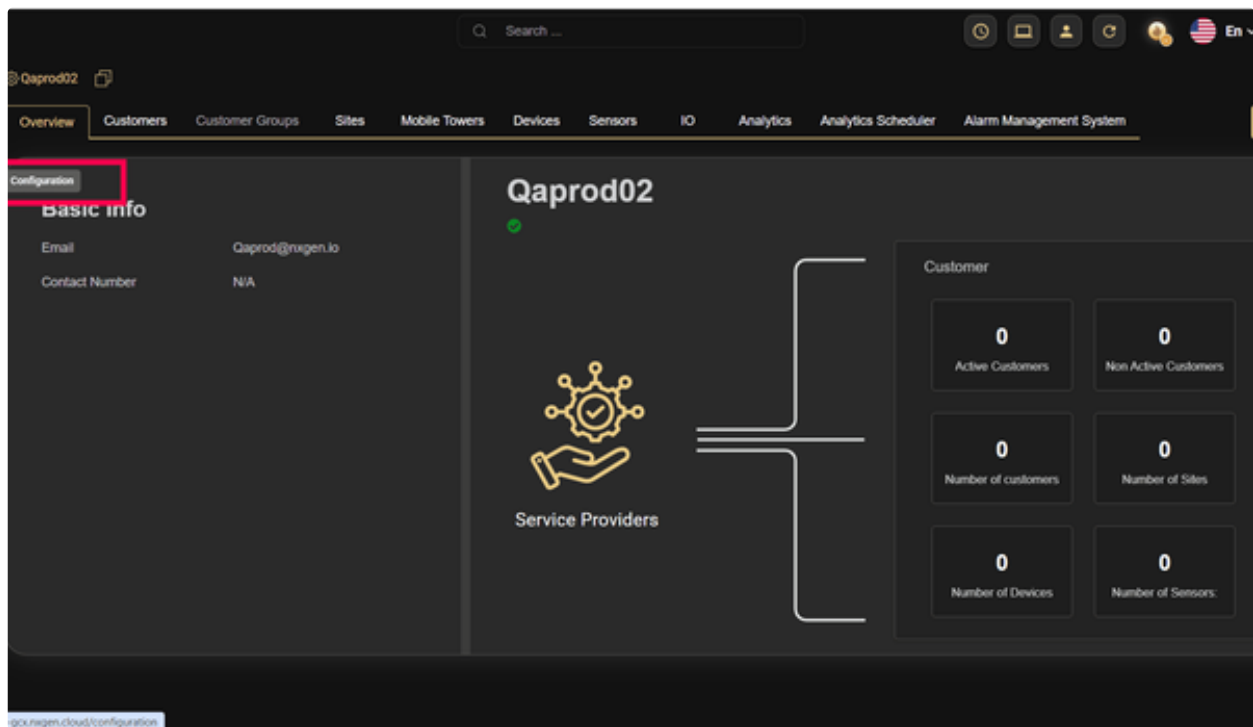
Step 15: Click the microphone icon again to disconnect the call. The microphone icon will change to indicate that the call has been disconnected.

Note: The call will be disconnected automatically if the user navigates to another application in GCX-ONE or clicks the refresh button.

Part 4: Add Genesis Audio Device with Custom SIP URL

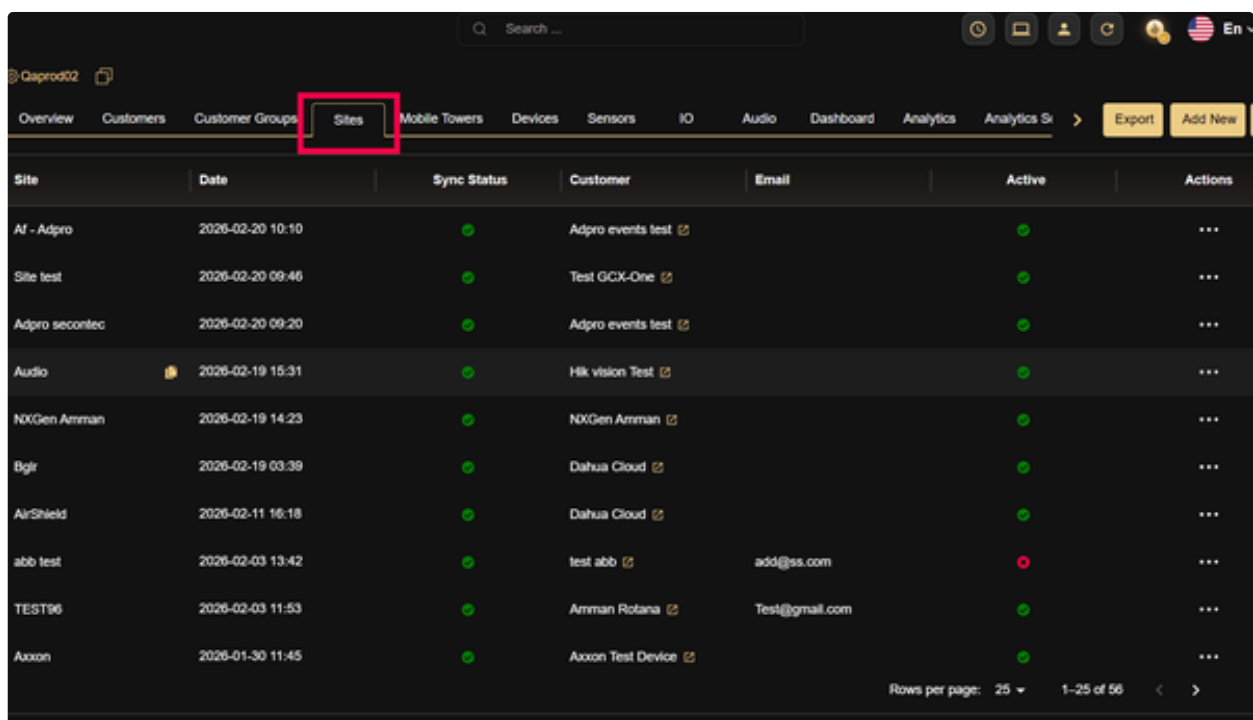
Step 1: Log in to GCX-ONE .

Step 2: Click the Configuration menu.



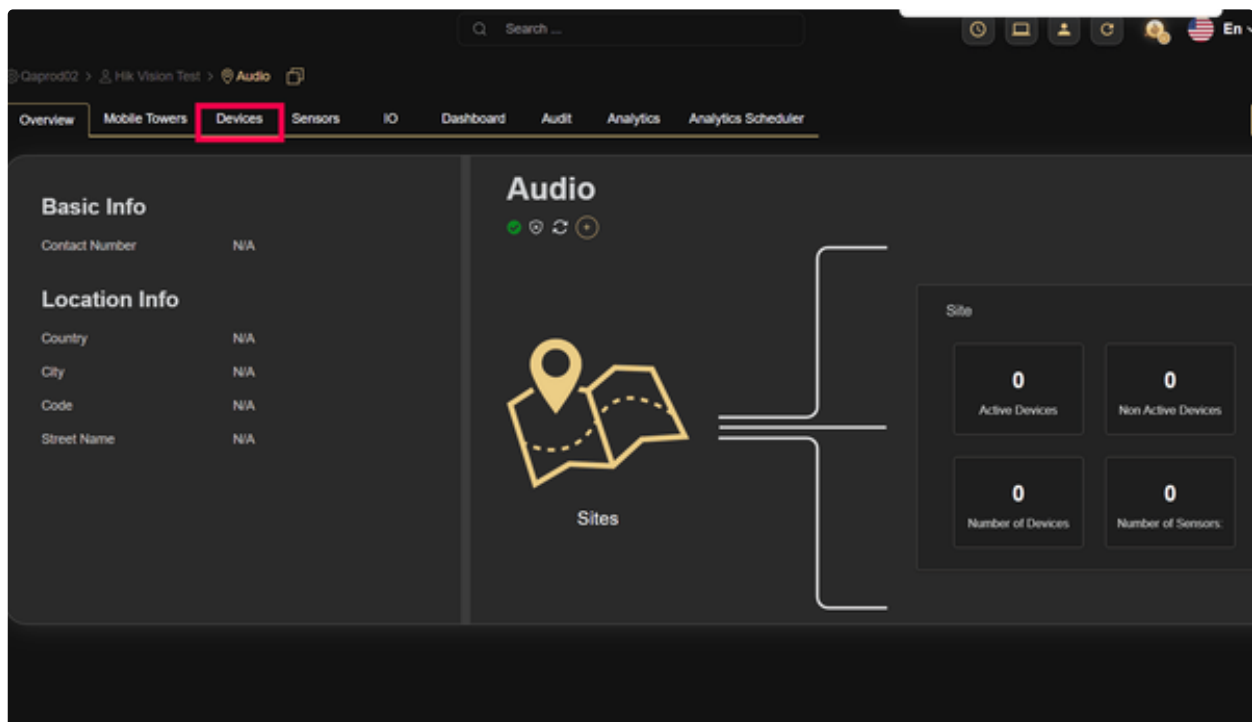
FIG

Step 3: Select the site under which the GENESIS Audio device needs to be added.



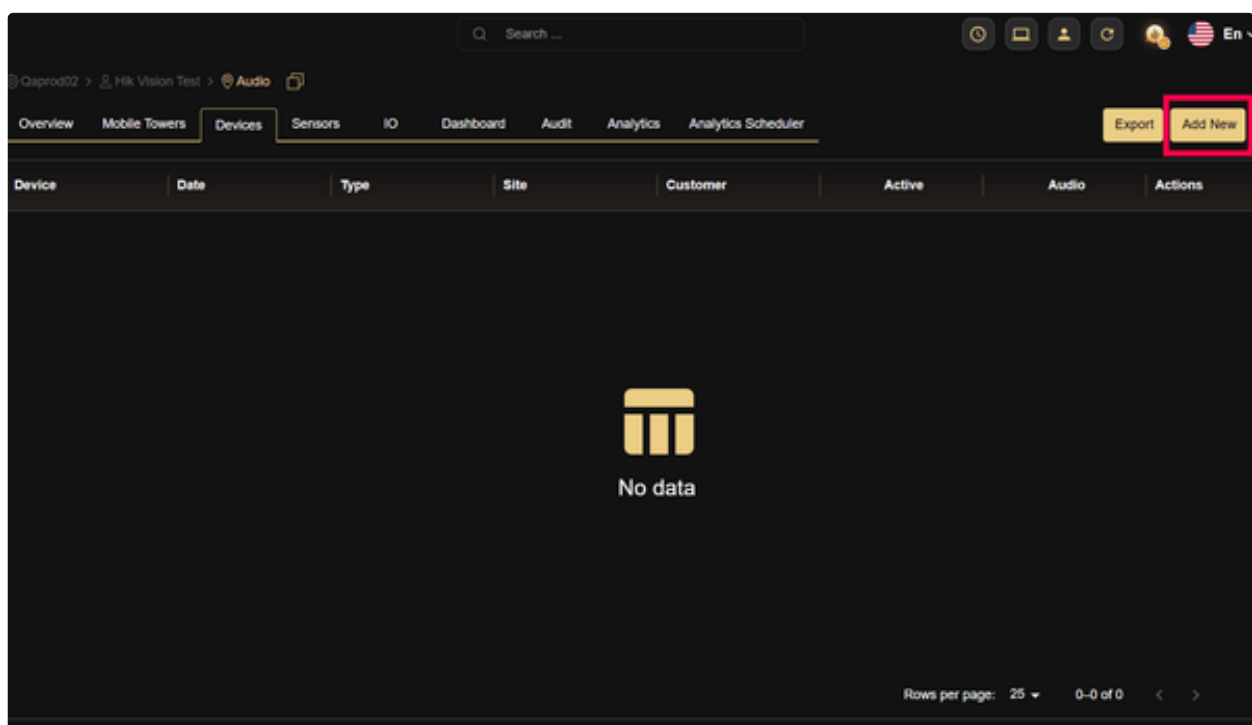
FIG

Step 4: Navigate to the Devices tab.



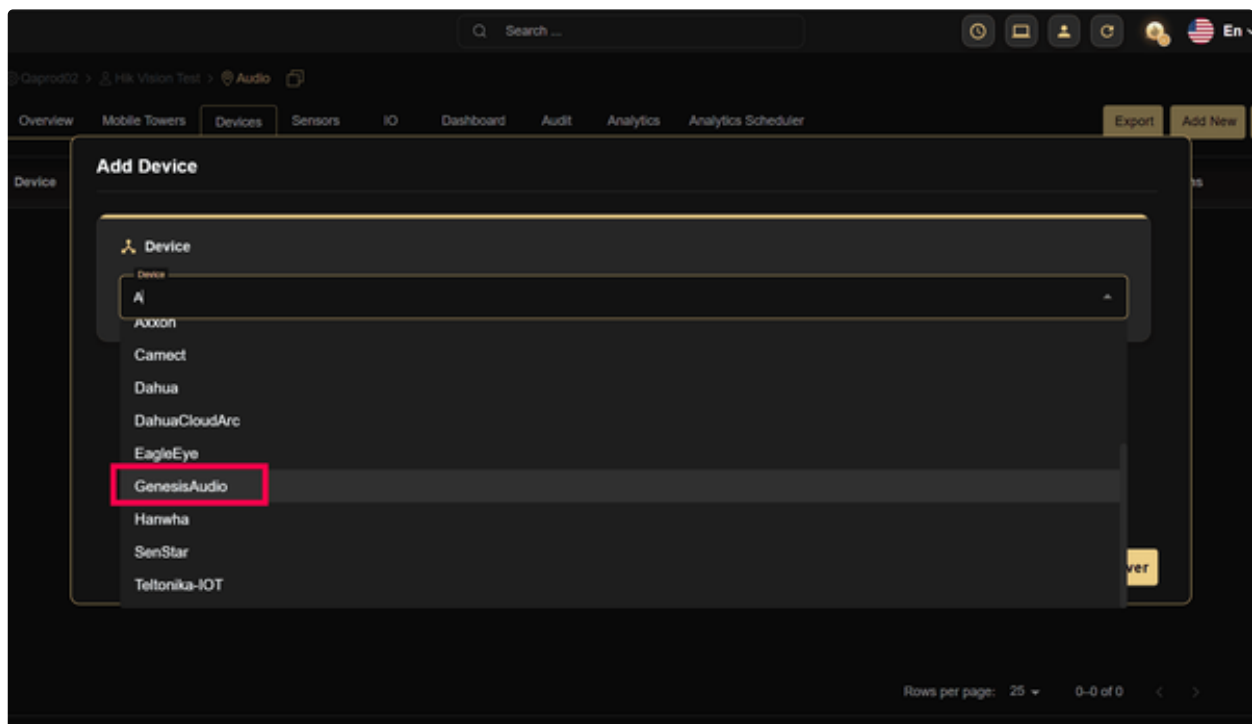
FIG

Step 5: Click the Add button.



FIG

Step 6: In the Device field, select GenesisAudio .

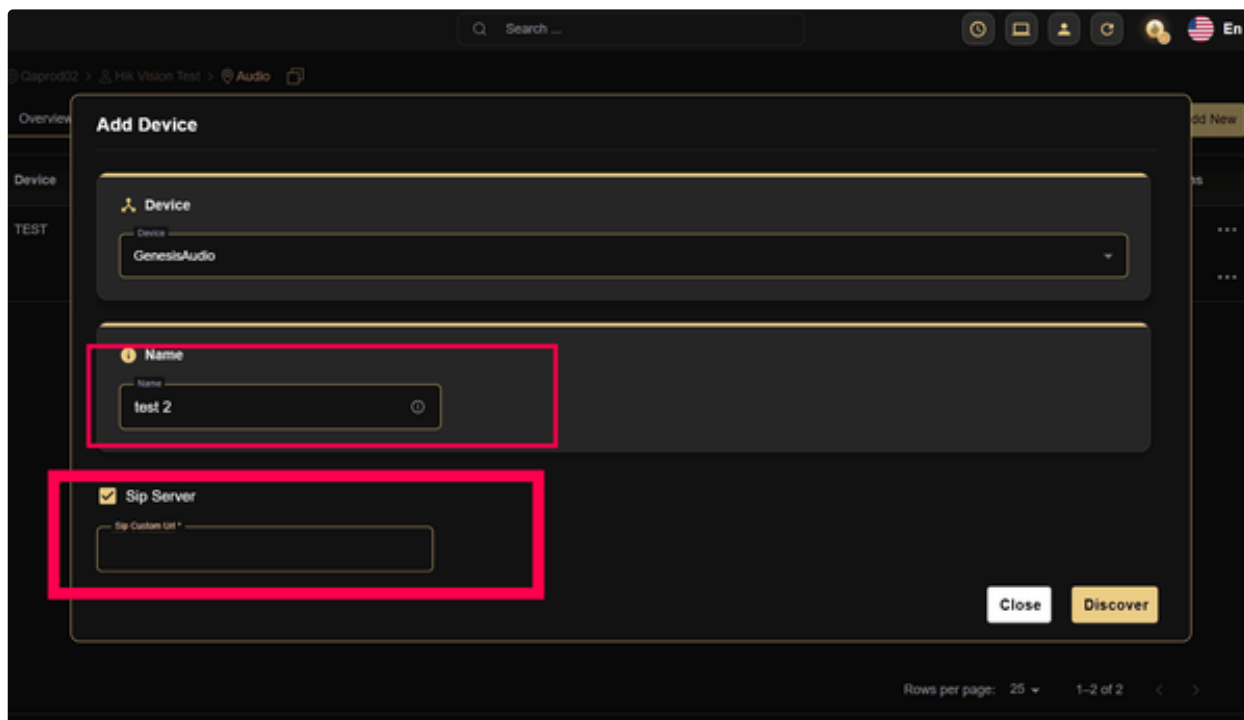


FIG

Step 7: Enable the Sip Server checkbox

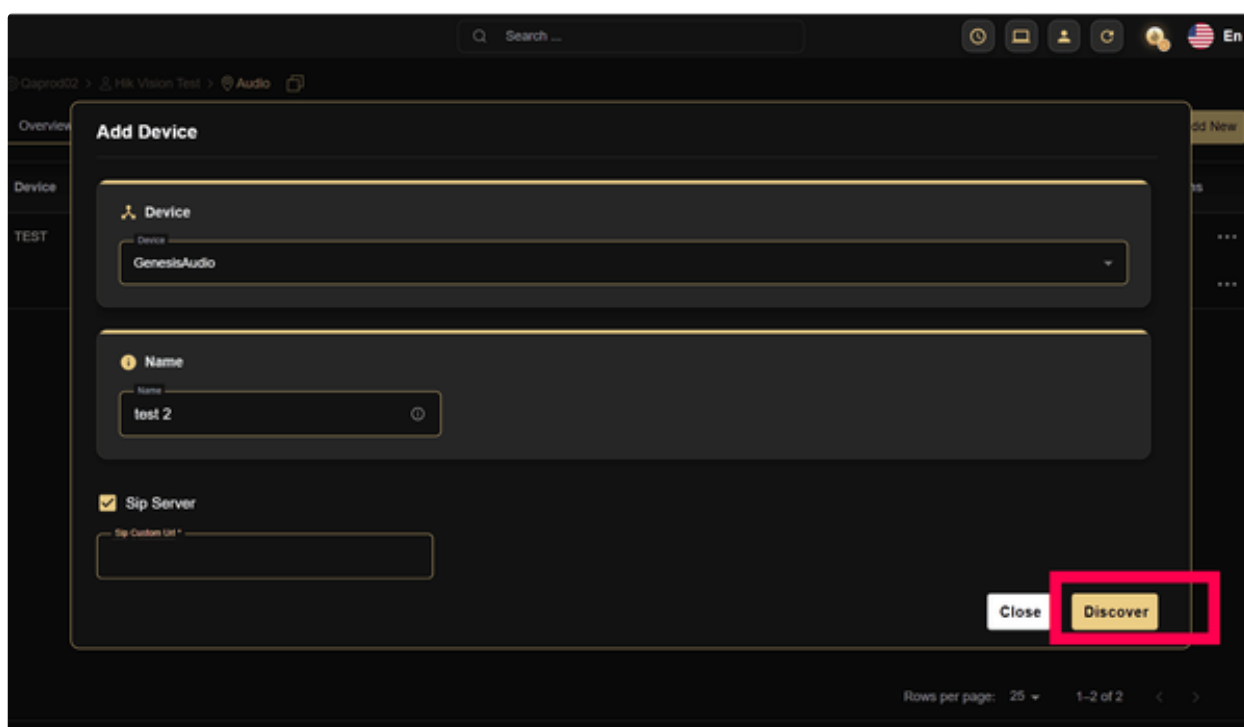
Step 8: Edit the name if required

Step 9: Enter the URL in the Sip Custom Url field



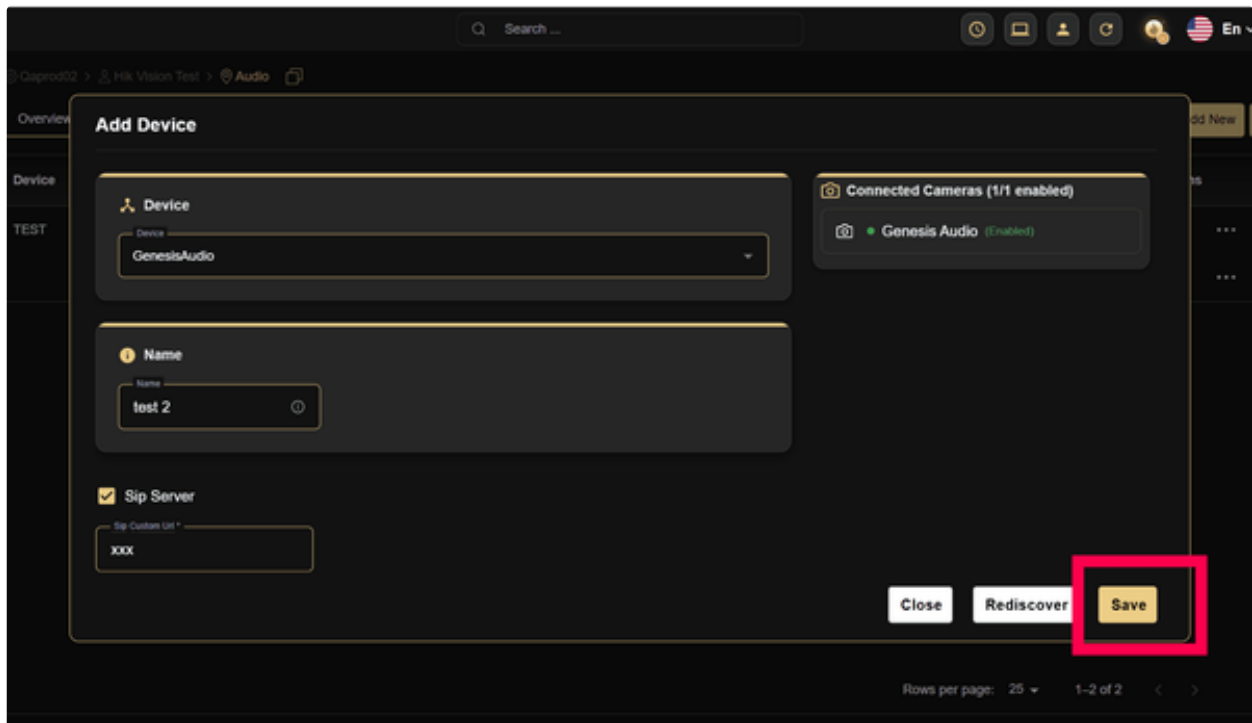
FIG

Step 10: Click the Discover button.



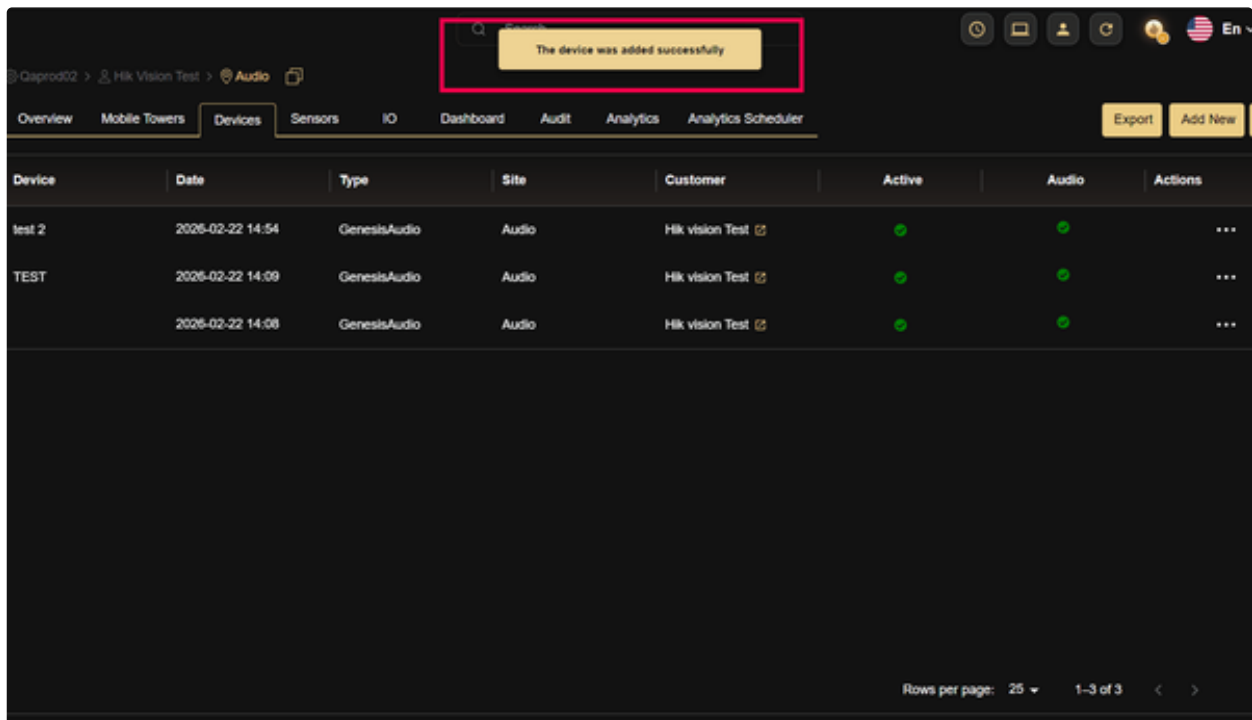
FIG

Step 11: Click the Save button.



FIG

Step 12: The GENESIS Audio device with the Custom SIP URL will be added successfully, and a success popup message ("The device was added successfully") will be displayed.



FIG

Part 5: Play a Pre-Recorded Audio File

On supported sites, the audio control also supports playback of pre-recorded audio files through the Genesis Audio device, in addition to live two-way audio.