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Audio & Communication

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What Audio & Communication Does

GCXONE provides audio monitoring and two-way communication directly from the Video Viewer. This page explains how to enable, use, and best manage audio during live monitoring and alarm review.

Why It Matters

Audio monitoring adds a critical layer of situational awareness during live operations. Two-way communication allows operators to respond directly through a camera's speaker — but only when authorized and correctly configured.

How It Works

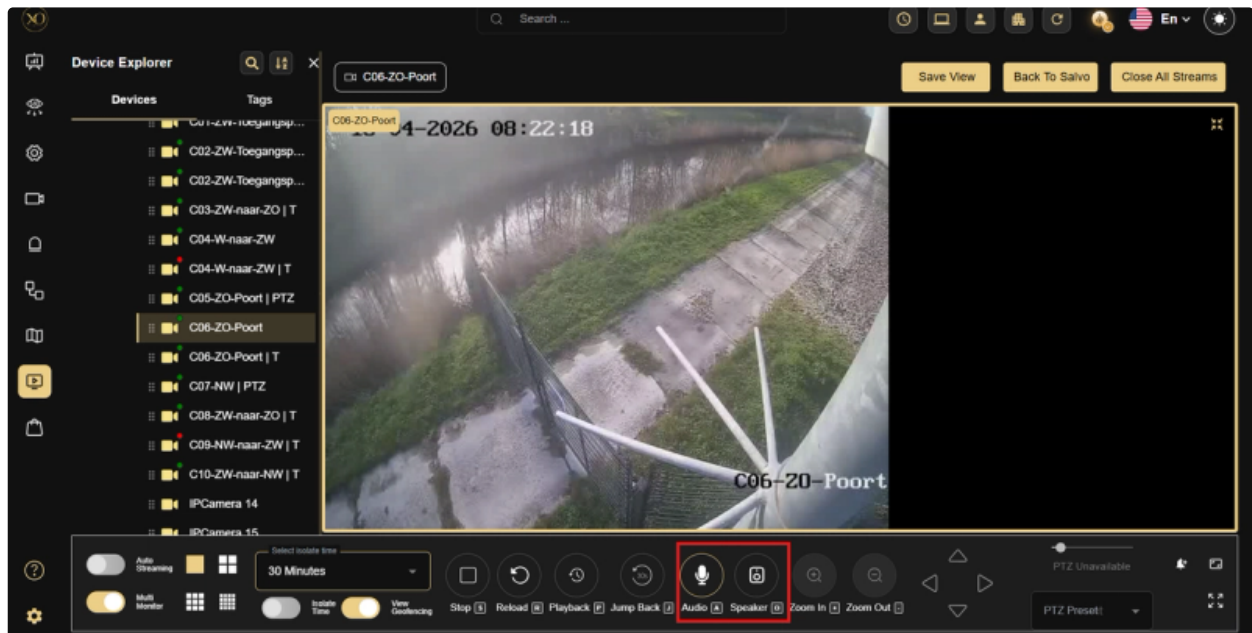
Before You Begin

- You are in the Video Viewer with at least one camera loaded.
- Your workstation speakers or headset are functioning.
- You have confirmed with your administrator which cameras support two-way audio.

Audio Controls Per Camera

Each camera tile in the Video Viewer includes two audio controls:

- Audio (A) — Enables the incoming audio feed from the camera's microphone.
- Speaker (O) — Enables outgoing audio so you can speak through the camera's speaker.



image

Enabling Audio on a Camera

1. Open Video Viewer and load the camera you want to monitor.
2. Click the Audio icon (microphone) on the camera tile to listen to the audio feed.
3. To speak through the camera's speaker, click the Speaker icon.

Muting a Two-Way Call

Muting a two-way audio call mutes remote playback (incoming audio from the site) where configured, while the operator microphone remains available — so you can continue speaking without interruption.

Playing a Pre-Recorded Audio File

On supported sites, the audio control can also play a pre-recorded audio file through the Genesis Audio device, in addition to live two-way audio. Audio source and speaker selection for Genesis Audio calls are handled from the same audio control in the Video Viewer. See Genesis Audio for device setup, and Audio Routing & Conference Mode for multi-device sites.

Audio During Alarm Review

Audio is also available when reviewing alarms in Video Search. Open an alarm clip — if the camera recorded audio, it plays back with the video. Use the audio controls in the alarm viewer to adjust volume or mute.

Key Capabilities

CONTROL	FUNCTION
Audio (A)	Stream live audio from the camera's microphone
Speaker (O)	Speak through the camera's speaker (not all cameras support this)
Alarm Clip Audio	Playback recorded audio alongside alarm video in Video Search

Real-World Use Cases

- An operator hears suspicious activity through a camera's audio feed and immediately activates the speaker to issue a verbal warning.
- During alarm review, an operator opens a clip in Video Search and uses the audio playback to confirm whether a voice or sound triggered the alarm.
- An operator notices audio quality is poor, clicks Reload on the camera tile, and restores a clean stream without escalating to IT.

Best Practices

- Always confirm you are on the correct camera before activating the speaker.
- Use two-way audio only when authorized by your supervisor or as part of an approved response procedure.
- If audio quality is poor or the stream is lagging, click Stop / Reload on the camera tile to refresh the connection.



- Not all cameras support two-way audio — check with your administrator before relying on this feature.