AXIS Camera Station Edge

User manual

About

AXIS Camera Station Edge is a video management solution for small to medium-sized surveillance systems. It simplifies monitoring, recording, and managing video feeds from Axis network cameras. To check which products work with AXIS Camera Station Edge, see *Compatible products*. For a complete overview of system features, see the *AXIS Camera Station Edge feature guide*.

Access options

Windows client – Provides access to recordings, live video, logs, and configuration. You can install the client on any computer to enable remote viewing and control from anywhere on the internet or corporate network.

AXIS Camera Station Edge web app – Provides access to AXIS Camera Station Edge recordings and live video in your web browser. See *Web app, on page 25*.

AXIS Camera Station Edge mobile app – Provides access to recordings and live video on multiple systems. You can install the app on Android and iOS devices to view remotely from other locations. See *Mobile app, on page 39*.

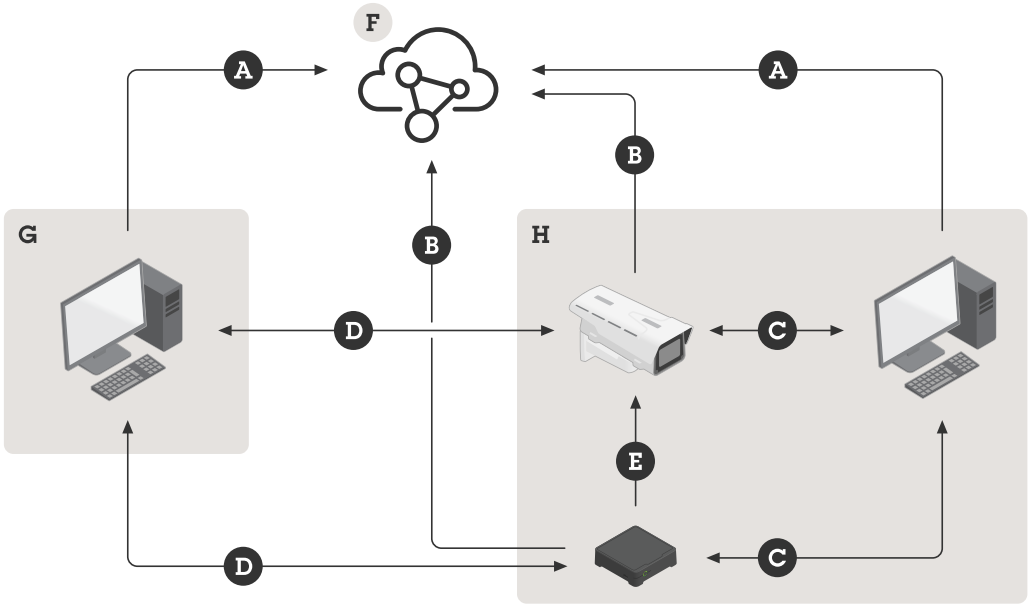
System recommendations

- OS: Windows 11
- CPU: Intel Core i5
- RAM: 4 GB
- Graphics card: 256 MB onboard video memory
- Graphics card driver: Latest version recommended
- Network: 100 Mbps
- Internet access is required during system setup and management (live and recorded video available offline)
- Uninterruptible power supply (UPS)
- Mobile devices: iOS 16 or Android 11

Note

If you're using AXIS Companion Classic and want to upgrade to the latest version, see *Transition to AXIS Camera Station Edge, on page 45*.

Solution overview



A. Client connection to Axis Cloud Services

B. Device connection to Axis Cloud Services

C. Local connection to device (discovery, initial setup and emergency offline mode)

D. Peer-to-peer connection between client and device

E. RTSP over HTTP(S) recording on recorder

F. Axis Cloud Connect

G. Client LAN

H. Local network

A – Client connection to Axis Cloud Services

URL	• *.connect.axis.com • *.axis.com • aiuktg4ql1eax-ats.iot.eu-west-1.amazonaws.com • iot.eu-west-1.amazonaws.com • *.vms.axis.cloud
Ports	• 443(TCP) • 34500(UDP)
Protocol	HTTPS
Direction	Outgoing
Description	Connection from clients to Axis Cloud Connect Services

B – Device connection to Axis Cloud Services

URL	• *.connect.axis.com • *.axis.com
Ports	• 443 • 5349 • 8443
Protocol	• TCP • HTTPS • DTLS (UDP and TCP)
Direction	Outgoing
Description	Connection from devices to Axis Cloud Connect Services.

C – Local connection to device (discovery, initial setup and emergency offline mode)

URL	Local network
Ports	• 80 • 443 • 1900 • 5353
Protocol	• HTTP • HTTPS • RTSP Over HTTP(S) • Bonjour
Description	Data transfer (between client and devices) Unicast discovery Multicast discovery

D – Peer-to-peer connection between client and device

URL	Peer to Peer (P2P)
Ports	49152–65535
Protocol	DTLS (UDP and TCP)
Direction	Outgoing
Description	Based on WebRTC standard. For WebRTC TURN to work correctly, allow outgoing connections on port 49152-65535 to the WebRTC TURN server on address *.turn.prod.webrtc.connect.axis.com

E – RTSP over HTTP(S) recording on recorder

URL	Local network
Ports	554
Protocol	TCP
Direction	On local network
Description	Recording on AXIS S30 and S40 Recorder Series using RTSP to camera.

Note

Devices and clients must be able to resolve the Axis Cloud Connect service hostnames. Ensure DNS access is permitted to your organization's DNS servers (typically using port 53 UDP/TCP, or according to your DNS infrastructure).

Site scalability

A site is a single point of entry to a surveillance solution, for example all cameras in a store. You can keep track of several sites through a single **My Axis** account.

Each site can support up to **150 video sources**. Staying within this limit helps maintain reliable operation across all connected devices. For larger deployments, we recommend splitting devices across multiple sites.

Get started

Register a My Axis account

1. Register a **My Axis** account at *axis.com/my-axis/login*.
2. Choose one of the multi-factor authentication (MFA) methods **Authenticator App (TOTP)** or **Email** and follow the on-screen instructions. MFA is a security system that adds another layer of verification to ensure the user's identity.

Install the hardware

Before you install the hardware:

- Make sure you have internet access.
- Make sure your computer and the devices you're installing are connected to the same network.
- Hard reset any devices that were previously used in another system.

Use an AXIS Surveillance Card as recording device

1. Insert an *AXIS Surveillance Card* into the devices you want to record from.
2. Connect your Axis devices to your network.
3. Wait a few minutes for the devices to boot up before proceeding.

Use an AXIS S30 or S40 Recorder Series as recording device

1. Connect the recorder to your network through the LAN port.
2. Connect your Axis devices to the recorder's PoE ports.
3. Connect the power supply to the recorder.
4. Wait a few minutes for the recorder and devices to boot up before proceeding.

⚠ CAUTION

Keep the recorder in a well-ventilated environment with plenty of empty space around it to avoid overheating.

You can find more information about the recorder, such as power requirements and how many devices you can connect, on the recorder's support page on *axis.com*.

Install AXIS Camera Station Edge

1. Go to *axis.com/products/axis-camera-station-edge* and click **Download**.
2. Open the setup file and follow the setup assistant.
3. Sign in with your *My Axis account*.

Create a site

1. Start AXIS Camera Station Edge.
2. Sign in with your *My Axis account*.
3. Click **Create new site** and give the site a name.
4. Click **Next**.
5. Select the devices you want to add to your site.
6. Click **Next**.
7. Select storage.

8. Click **Next**.
9. Click **Install** and wait while AXIS Camera Station Edge configures the devices. The configuration can take several minutes.

When the installation is done:

- All Axis devices in the system have the latest AXIS OS.
- All devices have a password that meets the minimum security requirements.
- Recording using the default settings is active.
- You can use remote access.

Configure recording and image

AXIS Camera Station Edge configures continuous recording for a camera when you add it to the system. See *Configure continuous and scheduled recording, on page 19*. In addition to that:

- For cameras with AXIS Object Analytics, we set up event-based recording with AXIS Object Analytics for any object type. See *Configure object analytics, on page 16* for more information.
- For cameras without AXIS Object Analytics, we set up event-based recording with video motion detection. See *Configure Video Motion Detection, on page 16* for more information.

Note

We recommend that you filter out irrelevant motion in the scene using the short-lived, swaying, and small objects filters. Using exclusion areas helps further limit unwanted events.

To adjust the image settings:

1. Go to > **Cameras** > **Image**.
2. Select the camera you want to adjust.

You can control the image by adjusting settings like:

- Appearance
- Exposure
- Overlays
- Day and night
- Privacy mask
- Focus and zoom

Daily use

Access your devices

1. Sign in to AXIS Camera Station Edge on a computer or a mobile device using your *My Axis account*.
   1.1. To access your devices in the Web app for AXIS Camera Station, go to *My Systems*. Before you can access your devices in My Systems, you must add them to the connected services. Read the *My Systems user manual on axis.com* for more information.
2. Enter the site that contains your devices.

Add a user

1. Go to  > **Users**.
2. Click **Add...**
3. Type an email address and select an access level.
4. Click **OK**.

The user receives an email with instructions on how to get started. The final step is to accept the invitation.

Note

If you add a user who doesn't have a My Axis account, the user is asked to create one.

The following access levels are available:

Administrator	 Full access.
Operator	 Can access recordings and live view, but can't make any changes to the site.
Viewer	 Can only access live view.

Accept an invitation

When you receive an invitation to a site, you must first accept the invitation before accessing the site.

1. Go to  > **Invitations**.
2. Click **Accept**.
3. Click **Close** when you're done.

Add a device to your site

1. Connect the Axis device to your network using a PoE port on your recorder or an external PoE switch.
2. Go to  > **Cameras** > **Overview**.
3. Click **Add devices**.
4. Select the device you want to add to your site.

5. Click **Next**.
6. Set a password depending on the device's current state:

Device state	Password requirement
New or factory reset device	Create a user account and set a password. The password must be at least 15 characters long.
Device running an older AXIS OS version (for example AXIS OS 6.50 with only HTTP enabled)	The device appears as ready to add. During the setup wizard, you'll be asked to set a password that meets the 15-character requirement.
Device with a password already set	Enter the existing password to unlock the device. If it's already at least 15 characters long, you don't need to change it.

7. Click **Next**.
8. Click **Install** and wait while AXIS Camera Station Edge configures the device. The configuration can take several minutes.

View live video

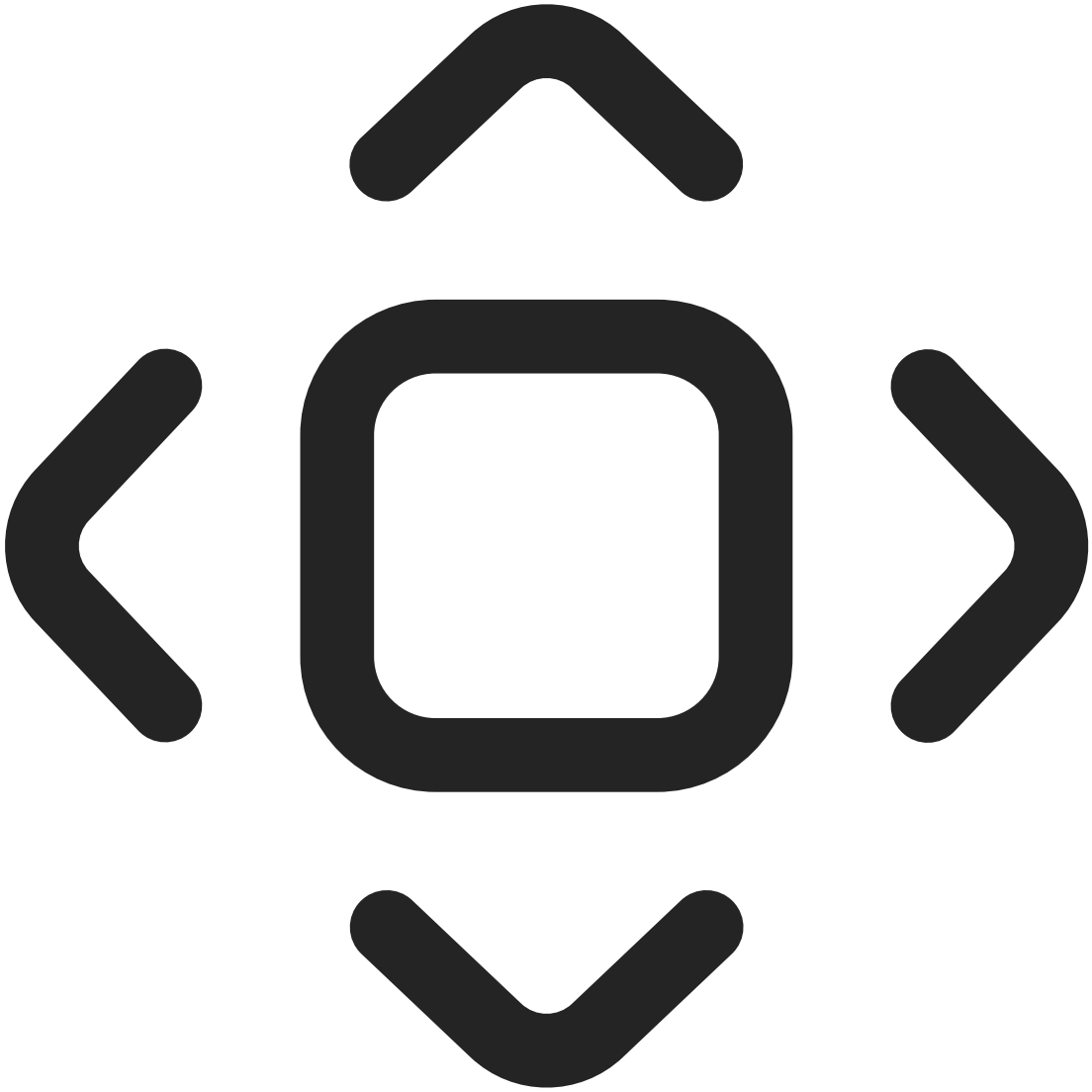
1. Go to .
2. Select the camera you want to view.
   2.1. To view live and recorded video in the Web app for AXIS Camera Station, go to *My Systems*. Before you can access your devices in My Systems, you must add them to the connected services.

PTZ cameras

If you're using a PTZ camera, you can pan, tilt, and zoom within the live view image.

To control a PTZ camera:
1. Go to **Live view** and select your PTZ camera.

2. Click



to open the PTZ options.

3. Select **Use mechanical PTZ** to enable PTZ controls.
4. Use the on-screen controls to pan, tilt, and zoom.

Keyboard shortcuts

Action	Shortcut
Zoom in	Ctrl + [+]
Zoom out	Ctrl + [-]
Pan or tilt in the zoomed view	Ctrl + [←], Ctrl + [→], Ctrl + [↑], or Ctrl + [↓]

PTZ presets

PTZ presets let you save and quickly return to specific camera positions.

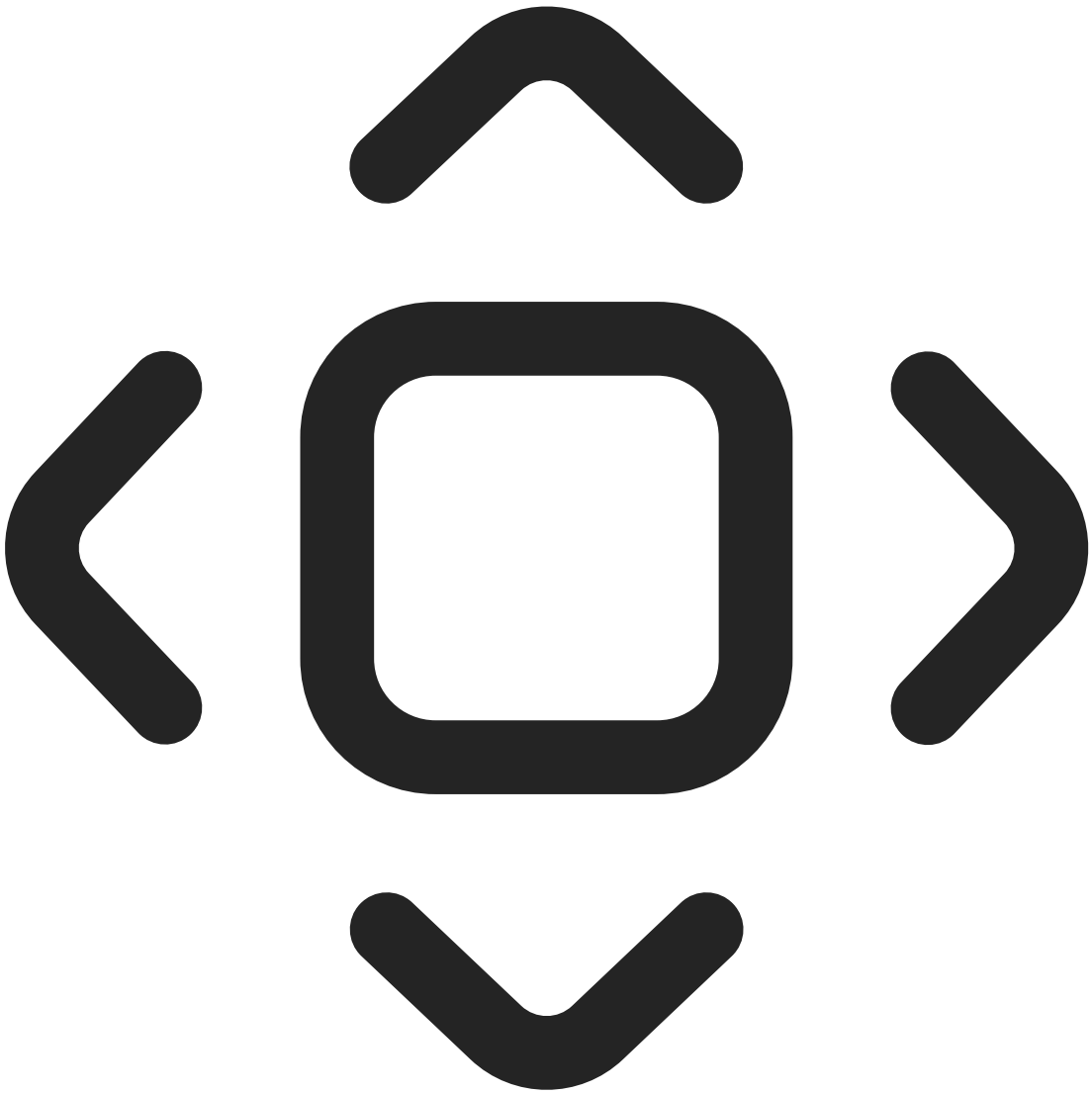
To add a PTZ preset:

1. Go to **Configuration > Cameras > Image**.
2. Select your PTZ camera.

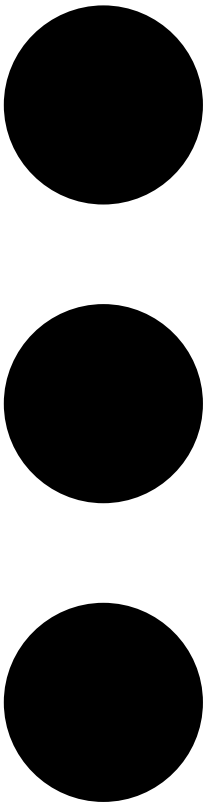
3. Click the **PTZ presets** tab.
4. Enter a name for the current camera position under **Name**.
5. Click + **Create**.

To go to a PTZ preset:

1. Go to **Live view** and select your PTZ camera.
2. Click



or



and select an available preset from **PTZ presets**.

Create split views

A split view shows multiple views in the same window, so you can monitor different areas at the same time. To create a split view:

1. Go to .
2. Click + **Add view**.
3. Under **Add a split view**, select the size of the grid you want.
4. Enter a name for the split view.
5. Drag and drop the cameras onto the grid.
6. Click **OK**.

View live video in a grid

1. Go to .

2. Click **Split views** and select one of your split views, or click **Default views** and select a predefined one.

Create split views from fisheye cameras

You can create custom split views from a fisheye camera and use them when viewing recordings. To create a fisheye split view:

1. Go to .
2. Click **Add view**.
3. Under **Add a split view**, select the size of the grid you want.
4. Select your fisheye camera.
5. Click and drag on the camera image to zoom into the areas you want to monitor.
6. Enter a name for the split view.
7. Click **OK**.

View recordings with your fisheye split view

1. Go to **Recordings**.
2. Select the fisheye split view you created from the **Split views** menu.
3. Use the timeline and calendar to find the specific recording you want to view. The recording displays with the same dewarped and zoomed areas you set up in your split view.

Create sequence views

1. Go to .
2. Click **Add view**.
3. Click **Add a sequence view**.
4. Enter a name for the sequence view.
5. Drag and drop your cameras onto the designated area.
6. Select a dwell time for each camera to decide how long you want to display the image.
7. Click **OK**.

View live video in a sequence

1. Go to .
2. Click **Sequence views**, and select one of your sequences.

Play a recording

1. Go to .
2. Select a camera or a view.
3. Use the timeline and calendar to find the recording.
4. Scrub to the desired time and click **Play**. When you select a view with multiple cameras, all cameras scrub simultaneously.
5. To change the playback speed, hover over the play button and scroll the mouse wheel.

Save a recording

1. Go to > .
2. Select which device to save a recording from.
3. Select start and end times for the recording.
4. Save the recording to the preselected location.
5. To save to a USB drive on an AXIS S30 or S40 Recorder Series, select the **Save to recorder USB** checkbox.

Note

To change where recordings are saved, go to > **Settings** > **File** and click **Browse** under **Recordings**.

File format for saved recordings

You can choose between two file formats when saving recordings. To change the format, go to > **Settings** > **File** and select your preferred format under **File format for saved recordings**.

Format	
MKV	Best experience with AXIS File Player.
MP4	Best cross-platform support.

Note

ASF format is no longer available. If you previously used ASF with encryption turned on, encryption is no longer supported in the new file formats. To protect your video from tampering, go to the device's advanced settings, navigate to **Video settings** > **Stream**, and turn on **Signed video**.

Play a saved recording

To play a saved recording, open it with AXIS File Player.

When you save a recording, AXIS File Player is saved in the same folder. AXIS File Player has a timeline showing what time the recording was made.

Take a snapshot

Take a snapshot from live view:

1. Go to
2. Click

Take a snapshot from recordings:

1. Go to
2. Use the timeline and calendar to find the recording.
3. Select the camera in the timeline and move the playback marker to the desired time.
4. Click to start investigation mode.
   - Investigation mode lets you step through the recorded video, frame by frame, to find the exact moment when an incident happened and take a snapshot from that moment.

5. To find the incident, click on the thumbnails to step backward (top panel) or forward (bottom panel) by 1, 5, 15, or 30 frames. You can also move the slider.
6. When satisfied, click  to take a snapshot.
   – For most cameras the snapshot contains the entire camera image, regardless of the zoom level. For cameras with a dewarped image, the snapshot is the zoomed-in image.

Change the location of your saved snapshots:

1. Go to  > **Settings** > **File**.
2. Change the location under **Snapshots**.

View events

You can view a list of events that have been detected by your devices.

1. Click  to see the list of events.
2. Click a specific event in the list to see a recording of it.
3. Right-click a specific event in the list and select **Go to live view** to go to the live view of the device that triggered it.

To see events in the list and get notifications when they occur, you must set up event notifications.

- To set up event notifications based on AXIS Camera Station Edge built-in motion detection, see *Configure Video Motion Detection, on page 16*.

Example:
A receptionist pushes a panic button. An operator is notified and views the event.

Configuration

Configure the video quality

You can configure the video quality to suit your image quality requirements and bandwidth usage. Video quality settings affect motion recording, continuous recording, and the live view.

1. Go to > **Cameras > Video quality**.
2. Select the camera you want to configure.
3. Edit the **Resolution** or **Frame rate**, or both, in the high or low profile.
4. Click **Apply** to save.

Configure motion recording

AXIS Camera Station Edge configures continuous recording automatically for a device when you add it to your system. In addition to continuous recording, we recommend using either of the following:

- For cameras with AXIS Object Analytics, we recommend using object analytics to trigger motion recordings. See *Configure object analytics, on page 16*.
- For cameras without object analytics, we recommend using continuous recording with notifications based on video motion detection. See *Configure Video Motion Detection, on page 16*.

Configure object analytics

1. Go to > **Recording settings** > **Motion recording**.
2. Select the camera you want to use object analytics on.
3. Select **Enable motion recording**.
4. Select **Object analytics**.
5. Click **Apply**.
6. Click **Motion settings** to configure your scenarios. See the *AXIS Object Analytics user manual on axis.com* for more information.

Configure Video Motion Detection

For cameras without object analytics, we recommend using continuous recording with event notifications based on video motion detection.

Send event notifications based on motion detection to your AXIS Camera Station Edge desktop app:

1. Go to > **Events > Video Motion Detection**.
2. Set up a schedule.
3. Under **Activation**, select the devices you want to get a notification from.

If the motion detection is triggered too often, you can adjust the settings to ignore parts of the view or certain types of events.

1. Go to > **Recording settings > Video Motion Detection**.
2. Select the camera you want to adjust.
3. Select which part of the camera view to include or exclude during motion detection.
   - Edit the predefined area to include during motion detection.
   - Select **Exclude areas** and edit the area to exclude from motion detection.

Note

For some camera models you can only add rectangular shapes, and for others you can add polygons.

4. Expand **Advanced** to adjust the settings of the filters.
   - **Small objects filter**: Ignore small objects, such as animals.
   - **Swaying objects filter**: Ignore objects that only move within a short distance, such as trees or flags that move when it is windy.

Note

The swaying objects filter isn't available for all camera models.

   - **Short-lived objects filter**: Ignore objects that only appear briefly in the image, such as light beams from passing cars or fast-moving shadows.

To turn on event notifications in the AXIS Camera Station Edge mobile app, see *Turn on notifications, on page 40*.

If you want to turn off continuous recording and only record when motion is detected, see *Record only when motion is detected, on page 17*.

Record only when motion is detected

If you don't want to use continuous recording as the recording method in your AXIS Camera Station Edge system, you can configure AXIS Camera Station Edge to only record when motion is detected.

1. Go to > **Cameras**.
2. Turn off **Continuous recording** for your devices.
3. Turn on **Motion detection** for your devices.

For more information about motion detection, see *Configure Video Motion Detection, on page 16*.

Add intercoms

Add intercoms to your video surveillance system to answer calls from your desktop or mobile app and to unlock doors.

Note

To unlock a door, your intercom must be properly connected to the door's electronic lock. The documentation for your intercom contains information about how to make this connection correctly. To find the documentation for your intercom, go to *axis.com/products/axis-network-intercoms*.

Adjust the output gain

You can adjust the output gain for the intercom ringtone and calls.

1. Go to > **Cameras** > **Intercom**.
2. Select the intercom you want to adjust.
3. Adjust the number of dB under **Output gain**.
4. Click **Apply**.

Manage call timeout

You can decide how long an unanswered call should ring before it's automatically declined.

1. Go to > **Cameras** > **Intercom**.
2. Select the intercom you want to adjust.

3. Adjust the number of seconds under **Calling timeout**.
4. Click **Apply**.

Adjust unlock duration

You can decide how long a door should remain unlocked after you open it through AXIS Camera Station Edge.

1. Go to > **Cameras > Intercom**.
2. Select the intercom you want to adjust.
3. Edit the number of seconds under **Unlock duration**.
4. Click **Apply**.

Change the ringtone

1. Go to **Configuration** > **Customize**.
2. Use the default ringtone, or upload your own ringtone.

Add network speakers

Add speakers to your video surveillance system to improve security on your premises by using event-triggered announcements and direct callouts.

Note

- For information about how to adjust speaker volume and use event-triggering, see the user manual for your speaker. You can find the user manual on the product's support page on *axis.com* or on *help.axis.com*.
- If you want to use multiple speakers, use *AXIS Audio Manager Edge* to group them in zones. You can find the user manual for AXIS Audio Manager Edge on the support page or on *help.axis.com*.
- For information about how to use Axis network speakers to play pre-recorded announcements in AXIS Camera Station Edge, see the **How to** article on *axis.com/products/axis-camera-station-edge/support*.

Send live announcements

In AXIS Camera Station Edge, a push-to-talk function lets you send live announcements to one or several speakers.

Send an announcement to a speaker:

1. Go to and select the camera of your choice.
2. Select your speaker.
3. Press and hold the mic icon to activate the microphone.
4. When you've sent your announcement, release the mic icon.

If you want to send an announcement to multiple speakers, use AXIS Audio Manager Edge to group your speakers and add them to a zone before you send your announcement.

Note

You can find the user manual for *AXIS Audio Manager Edge* on the product's support page or on *help.axis.com*.

Add strobe sirens

Add strobe sirens to your video surveillance system to improve the security on your premises by using event-triggered signals and alarms.

Note

- For information about how to set up a strobe siren, see the *user manual for AXIS D4100-E Network Strobe Siren*.
- For information about how to use AXIS D4100-E Network Strobe Siren in AXIS Camera Station Edge, see the **How to** article on *axis.com/products/axis-camera-station-edge/support*.

Configure continuous and scheduled recording

Continuous recording saves images continuously and requires more storage space than other recording options.

Note

AXIS Camera Station Edge uses motion recording with AXIS Object Analytics (high profile) and continuous recording (low profile) by default. For cameras without AXIS Object Analytics, continuous recording (high profile) is default.

1. Go to > **Recording settings** > **Continuous recording**.
2. Select the camera you want to configure.
3. Select **Enable continuous recording**.
4. Select your preferred video quality.
5. Select **Always on** to record all the time.
6. Or, select **Schedules** and select one or more of the existing schedules if you want to record only during specific hours. See *Create and edit schedules, on page 19* for more information.
7. Click **Apply**.

Create and edit schedules

AXIS Camera Station Edge has some predefined schedules that let you record only during certain hours. You can edit these schedules or create your own. When you create or edit a schedule for a camera, the changes apply only to that camera.

To edit a schedule:

1. Go to > **Recording settings** > **Continuous recording**.
2. Select the camera you want to edit a schedule for.
3. Select **Schedules**.
4. Click the row of the schedule you want to edit and click **Edit...**.
5. Edit the schedule and click **OK** to save it.

To create a new schedule:

1. Go to > **Recording settings** > **Continuous recording**.
2. Select the camera you want to create a new schedule for.
3. Select **Schedules**.
4. Click **New...**.
5. Edit the new schedule and click **OK** to save it.

Set up notifications

You can configure AXIS Camera Station Edge to send notifications to your desktop and mobile app.

- To set up event notifications based on AXIS Camera Station Edge built-in video motion detection, see *Configure Video Motion Detection, on page 16*.

- To set up event notifications based on other Axis analytics applications, see the **How to** articles on *axis.com/products/axis-camera-station-edge/support*.
- To turn on event notifications in the AXIS Camera Station Edge mobile app, see *Turn on notifications, on page 40*.

Activate offline mode

If you activate offline mode, you can use AXIS Camera Station Edge without an internet connection, although some features are limited. You'll have access to **Live view** and **Recordings**, but not the **Configuration** menu to make changes to your site.

Offline mode is tied to the Windows user who activated it, not your online user account. During activation, an operator user is created on the devices in the site, and the user credentials are encrypted and stored on disk for that Windows user. When you use offline mode, AXIS Camera Station Edge reads this file to get credentials to the devices.

To activate offline mode:

1. Go to > **Site**.
2. Turn on **Offline mode**.

Note

- The site must be online when you turn on offline mode. Each Windows user must turn on offline mode for their own client.
- Offline mode is not intended for permanent use. Connect your AXIS Camera Station Edge system to the internet at least every three months to update the firmware and certificates of your devices.
- The computer that accesses the site in offline mode should be connected to the same subnet as the devices. You can't use offline mode if your AXIS Camera Station Edge client is connected to the internet.
- The mobile app will use the same password as was set for the device when the site was created.
- You can't get a full system report without an internet connection.
- For sites that will be used mostly offline, we recommend setting them up with a static IP or DHCP reservation.

Advanced settings

You can access the advanced settings in the device's web interface.

Note

- We recommend that only experienced users configure the advanced settings.
- AXIS Camera Station Edge doesn't support all options in the advanced settings.
- AXIS Camera Station Edge supports installing third-party ACAP applications only through advanced settings, not when you access the device directly using its IP address.
- Only ACAPs included in the camera or delivered as part of AXIS OS are supported. Manually installed ACAPs are used at your own risk. Axis doesn't test or guarantee resource availability or compatibility for manually installed ACAPs, particularly in connection with software updates.

To access advanced settings:

1. Go to > **Cameras** > **Overview**.
2. Open the context menu for the camera you want to access.
3. Click **Advanced settings...**.

The device's web interface opens in an embedded browser.

Connected services

Connected services give you the following added capabilities:

- User and device management through a web browser in My Systems.
- Live and recorded video through a web browser in My Systems.
- Cloud-based storage for recordings with AXIS Camera Station Cloud Storage.
- Automatic and scheduled device software updates.

To enable connected services:

1. Go to > **Connected services** > **Enable devices**.
2. Select which cameras you want to enable.
3. Click **Enable**.
4. Go to My Systems to access the Axis Camera Station Cloud Web app, user management, license management, and more.

Maintenance

Device management

Replace a device in your site

If you need to replace a device that is connected to a recorder, you may want to save the recordings before removing and replacing the device. After removing the device from the site, the recordings are no longer available in the **Recordings** area in AXIS Camera Station Edge.

Save your recordings:

1. Go to > .
2. Select which device you want to save recordings from.
   AXIS Camera Station Edge can save up to 24 hours of recorded material at a time.

Remove the device:

1. Go to > **Cameras**.
2. Click > **Remove** next to the device you want to remove.
3. In the dialog that appears, select **Remove recordings from recorder**.
   If you don't select this option, the recorder won't free up the associated recording slot, and other devices won't be able to connect to the same slot.

To add a replacement device, see *Add a device to your site, on page 8*.

Remove a device from your site

1. Go to > **Cameras** or > **Other devices**.
2. Click > **Remove** next to the device you want to remove.
3. Click **OK**.
   If the device is connected to a recorder, you need to choose whether to remove the recordings from the recorder.

Note

AXIS Camera Station Edge resets the device to factory settings when you remove it from the site.

Hard reset a device

Note

- A hard reset won't affect your recordings.
- A hard reset will reset all the settings, including the IP address.

1. Select the device you want to hard reset and remove it from the site.
   See *Remove a device from your site, on page 22*.
2. Disconnect the power from the device.
3. Press and hold the control button on the device, and then reconnect the power.
   Keep the control button pressed for 15–30 seconds until the status LED indicator flashes amber.
4. Release the control button.
   The process is complete when the status LED indicator turns green.
   The product has now been reset to the factory default settings.
5. Add the device to the site again.
   See *Add a device to your site, on page 8*.

Recorder management

Replace a recorder in your site

To replace a recorder in your site:

1. Go to > **Recorders**.
2. On the recorder you want to remove, click > **Remove**.
3. In the **Remove device** dialog, click **OK** to continue removing the recorder.
4. In the **Removing device** dialog, click **Yes** to confirm that you're deleting all recordings for the connected cameras.
5. Go to **Cameras**.
6. Click **Communication error** for each camera to repair the connection.
7. Add the new recorder to the site. See *Add a device to your site, on page 8* for more information.
8. Go to **Cameras** > **Storage** and select the new recorder for each camera.

Note

If you have devices with AXIS OS version 9.80 or earlier, you must remove them from the site and add them back to be able to select a new recorder.

Remove a recorder from your site

Note

Before you can remove a recorder, you need to change the storage option of the devices that are connected to it.

Change the storage option:

1. Go to > **Cameras** > **Storage**.
2. Select the device you want to change.
3. Select **No storage**.
4. Click **Apply**.

Remove the recorder:

1. Go to > **Recorders**.
2. On the row of the recorder you want to remove, click > **Remove**.
3. Click **OK**.

Hard reset a recorder

Important

Move the recorder carefully while it's switched on. Sudden moves or shocks may damage the hard drive.

Note

- A hard reset will reset all the settings, including the IP address.
- A hard reset won't remove your recordings.
- A hard reset won't remove the encryption password.

1. Switch off the recorder:
   Press the power button on the front of the recorder for 4-5 seconds until you hear a beep.
2. Wait until the recorder is switched off, then turn it over to access the control button.

3. Press and hold the control button. Press and release the power button to start the recorder. Release the control button after 15-30 seconds when the LED indicator flashes amber.
4. Carefully put the recorder back in its place.
5. The process is complete when the status LED indicator turns green. The product has been reset to the factory default settings. If no DHCP server is available on the network, the default IP address is `192.168.0.90`.
6. Reset your devices connected to the recorder.

When you add your recorder to a site after a hard reset, you're asked to type your encryption password to unlock the recorder, or to click **Format disk** to set a new password.

Software updates

AXIS Camera Station Edge automatically updates your devices. When they're connected to Connected services, they check for new AXIS OS updates every two hours and install them when available. Each device follows its own update schedule based on when it started or rebooted.

Set a maintenance window

You can choose when your devices update to minimize disruption:

1. Go to **My Systems > Devices**.
2. Select the device(s) you want to schedule.
3. Click the clock icon to open the scheduler.
4. Set your preferred time window for updates.
   - The default window is four hours, but most devices update during the first few hours of that window.
5. Click **Apply**.
6. To check what schedule is set, hover over the clock in the device list.

Note

Updates that require a reboot happen during your maintenance window. Seamless updates, like system ACAPs, install immediately without interrupting your video stream or requiring a reboot.

Update manually

You can trigger software updates manually at any time if an update is available.

1. Go to **My Systems > Devices**.
2. If you see a clock icon next to the device, click the arrow to start the update immediately.
3. Your device will reboot briefly during the update.

Web app

You can access AXIS Camera Station Edge in your browser through your My Axis account in *My Systems*, with no installation required. It works in the latest version of Chrome, Edge, Safari, or Firefox. For the best performance, make sure your system has a GPU that supports H.264 and AV1 hardware decoding and a stable internet connection.

Before you can use the web app, your devices must be enabled for connected services. See *Connected services, on page 21*.

Video operation

Video operation is where you view live video, play back recordings, and communicate through two-way audio with speakers and cameras.

View live video

1. Click the **Cameras** tab to browse your cameras, or click **Views** to browse your split views.
2. Select a camera or view.

A pulsating green status indicator at the bottom of the screen shows that you're watching live video.

Create a split view

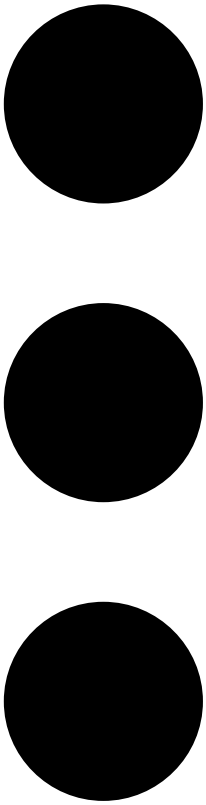
A split view shows multiple views in the same window, so you can monitor different areas at the same time. To create a split view:

1. Click + **Create split view**.
2. Enter a name for the view.
3. Drag and drop cameras or views onto the grid, or select **Select a template** to set the layout.
4. To share the view with other users in the organization, keep **Share view** selected.
5. Click **Save view**.

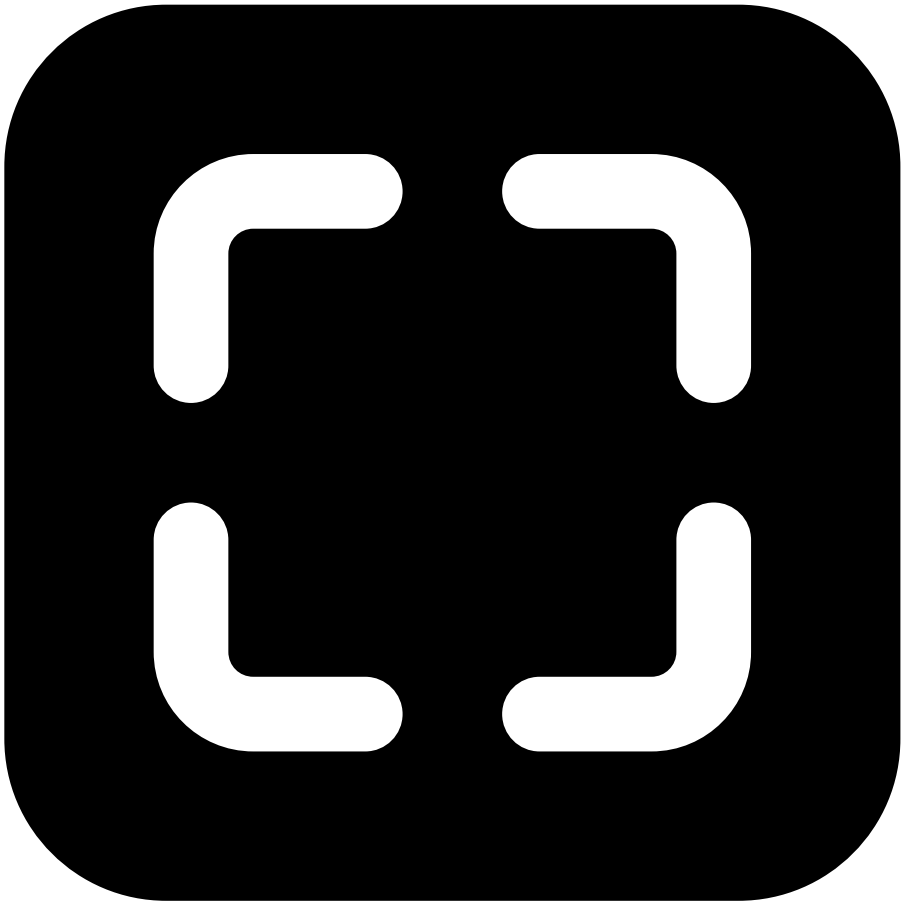
Take a snapshot

You can take a snapshot of recordings and of live video.

1. Open the context menu



2. Click



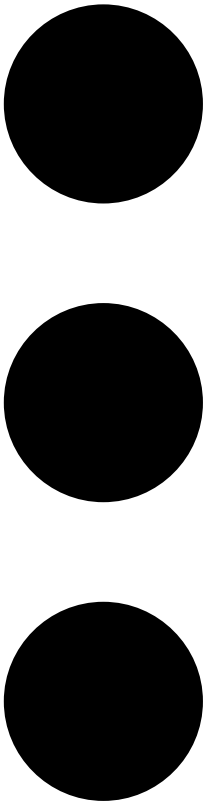
Snapshot.

The web app saves the snapshot to your downloads folder and copies it to your clipboard.

Select a stream profile

A stream profile is a group of settings that affect the video stream, such as resolution, frame rate, and compression. To change the stream profile:

1. Open the context menu



.

2. Click Stream profiles.
3. Select one of the available profiles.

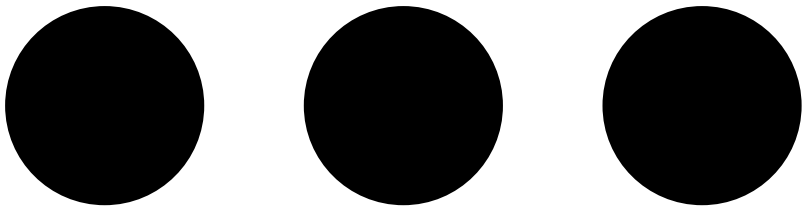
High – Optimized for the highest quality and resolution.

Low – Optimized for performance.

View stream details

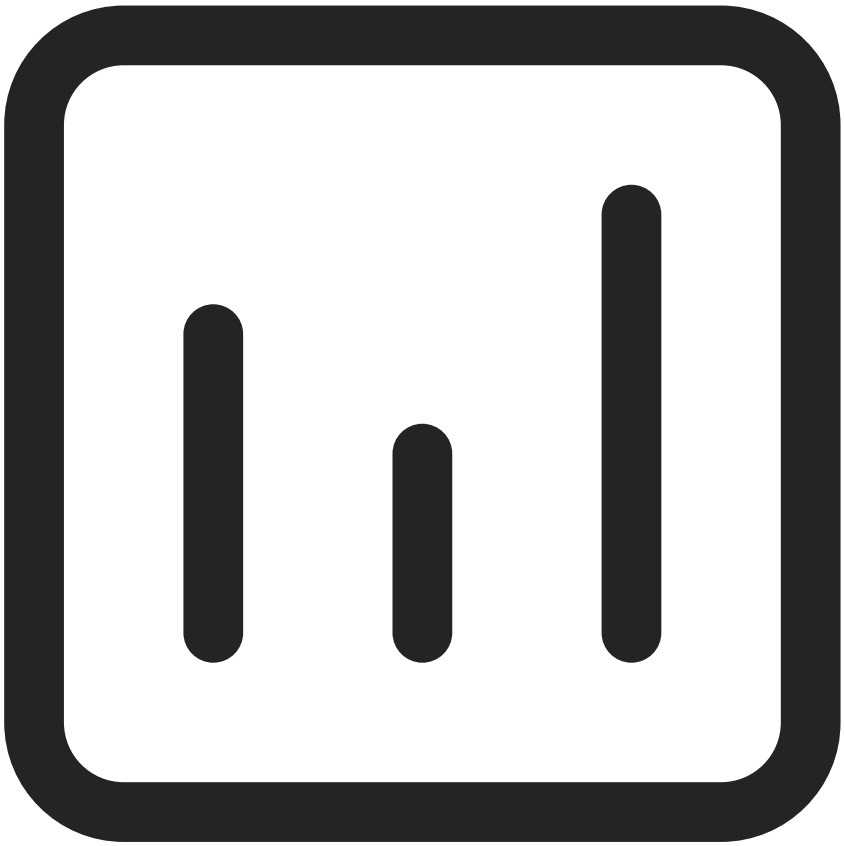
You can check the technical details of a video stream, for example, if the video looks slow or won't connect.

- Open the context menu



on a camera view.

- Select



Stream details.

The panel shows the codec, video resolution, transport protocol, and audio details for that stream.

Control the camera view

If you're using a PTZ camera, you can pan, tilt, and zoom in the live view image. For digital PTZ cameras, this also works in playback mode.

Pan and tilt – Click where you want to point the camera. For digital PTZ cameras, you can also click and drag.

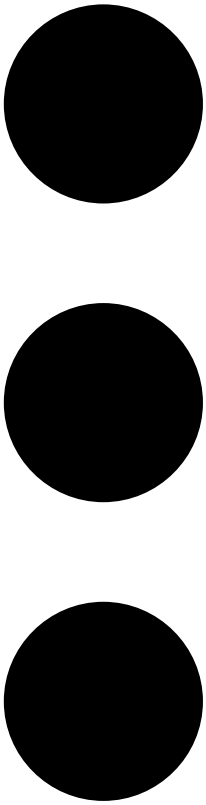
Zoom – Scroll the mouse wheel forward to zoom in, or backward to zoom out.

Go to a PTZ preset

You can go to any PTZ presets you've configured in AXIS Camera Station Edge. To go to a PTZ preset:

1. Select the PTZ camera.

2. Open the context menu



.

3. Click **PTZ presets**.
4. Select one of the available presets.

Audio in live view

Audio is available if the camera has audio capabilities and you've turned on audio in the profile used for the live view.

Push-to-talk	To speak through the camera's configured speaker: 1. Click and hold the microphone icon in the live view toolbar. The red color shows you're in talk mode. 2. Release the icon when you're done speaking.

Send live announcements to standalone speakers

If your AXIS Camera Station Edge system includes standalone speakers, you can use them to make live announcements to specific areas, one speaker at a time.

To send an announcement:

1. Click the **Speakers** tab and select the speaker you want to use.
2. Click and hold the microphone icon. The red color shows you're in talk mode.
3. Speak your announcement.
4. Release the microphone icon when you're done.

Note

- The speaker must already be added to your system before you can use it in the web app.
- You can only send live announcements. Pre-recorded clips aren't supported.

View recordings

1. Click **Go to playback** to open the playback view.
2. Click to select the date you think the event occurred.
3. Use the timeline to find the recording you want to view. A red status indicator at the bottom of the screen shows that you're watching recorded video.

Timeline colors	
Blue	Continuous recording
Red	Motion detected
Purple	Cloud-stored recording
Gray stripes	No recordings available. The time period may be in the future, or the client is still loading recordings from the server.

Playback controls	
	Jump to previous recording
	Play recording
	Jump to next recording
	Skip 0.5 seconds backward
	Skip 0.5 seconds forward

Select playback source

If you've turned on AXIS Camera Station Cloud Storage for a device, you can choose a playback source.

1. Click **Go to playback** to open the playback view.
2. Click .
3. Click **Playback source**.

4. Select **All** or **Cloud storage**.

Playback source	
All	Play recordings from the device and from cloud storage.
Cloud storage	Play recordings only from cloud storage.

Select playback quality

1. Go to the recording you want to view.
2. Click .
3. Click **Quality**.
4. Select your preferred image quality.

Export a recording

Video exports include recordings from all storage locations during the selected time period, including cloud storage if it's turned on. To export a recording:

1. Go to the recording you want to export.
2. Click .
3. Move the markers on the timeline to define the start and end. You can double-click the start and end markers to move them to the current time. The selection can contain many recordings.
4. Click **Export**. The web app saves the recording to your downloads folder.

Share a recording

You can copy a recording link to your clipboard and then send it to someone within your organization.

1. Open the recording you want to share.
2. Go to the point in the recording that you want to share.
3. Click to copy the link to your clipboard.
4. Paste the link in your message.

Keyboard control

Each action has two shortcuts you can use interchangeably:

Windows shortcut	Mac shortcut	Action
J or **Ctrl + Alt + P**	**J** or **Ctrl + Option + P**	Skip to previous recording
L or **Ctrl + Alt + N**	**L** or **Ctrl + Option + N**	Skip to next recording
Left arrow or **Ctrl + Alt + B**	**Left arrow** or **Ctrl + Option + B**	Go back 0.5 seconds
Right arrow or **Ctrl + Alt + F**	**Right arrow** or **Ctrl + Option + F**	Go forward 0.5 seconds
Space or **K** or **Ctrl + Space**	**Space** or **K** or **Ctrl + Space**	Play or pause recording
Ctrl + Alt + D	**Ctrl + Option + D**	Copy debug information to clipboard

Ctrl + I	Ctrl + I	View stream details
?	?	View or hide keyboard shortcuts

Cloud storage

AXIS Camera Station Cloud Storage lets you store your recordings in the cloud. Go to **Cloud storage** in the web app to get an overview of your storage status and manage which cameras use it.

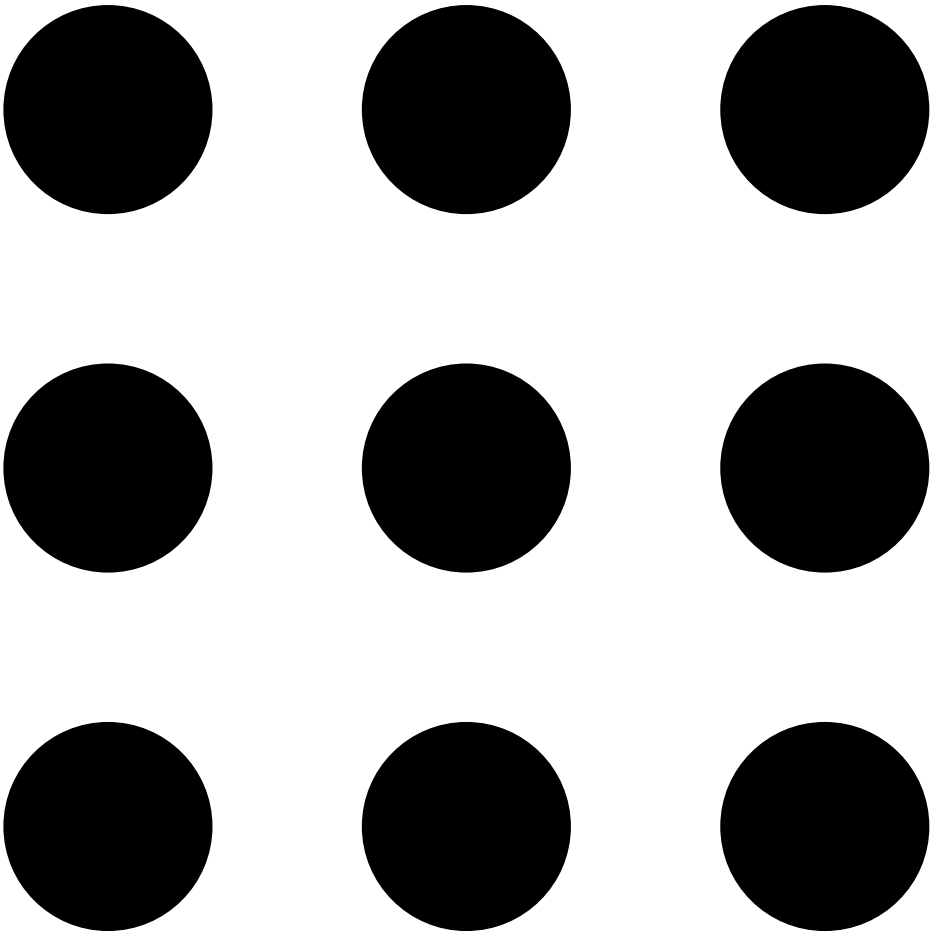
Get started

Make sure you meet these requirements before setting up cloud storage:

- Your devices are set up in AXIS Camera Station Edge.
- Your network has internet access and is configured with a DNS server so your cameras can connect.
- Your devices are registered to connected services. See *Connected services, on page 21*.
- Your cameras run AXIS OS 11.11.73 or later. Find out which products are compatible on our *Product compatibility page*.

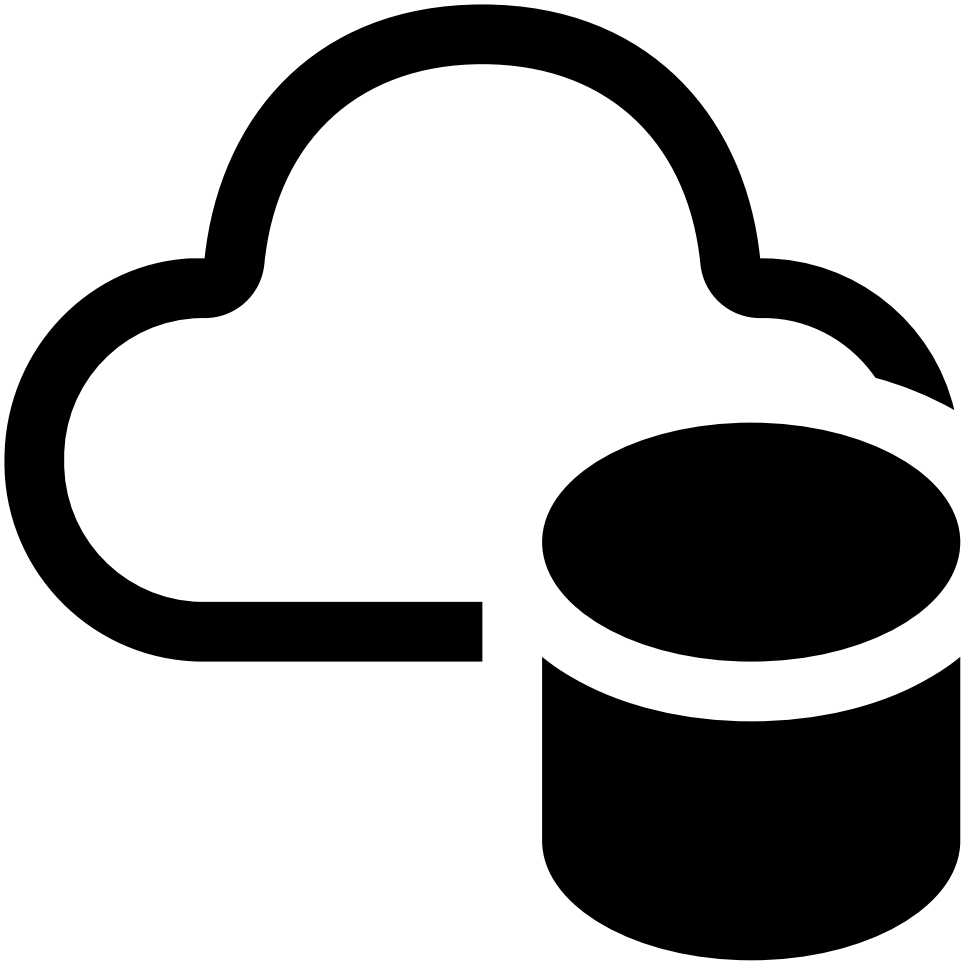
Activate cloud storage for an organization

1. Open the My Systems menu



.

2. Open



Cloud storage.

3. Click **Activate** and follow the on-screen instructions.

Firewall configuration

For AXIS Camera Station Cloud Storage to connect to required services, you must allow the following URLs in the firewall:

- *.connect.axis.com
  - prod.keyserver.vms.connect.axis.com
  - prod.cloudstorage.vms.connect.axis.com
- *.wasabisys.com
  - *.s3.<region>.wasabisys.com

<region>	Description
ap-northeast-1	Japan
ap-southeast-2	Australia

<region>	Description
ca-central-1	Canada
eu-central-2	EU
eu-west-1	UK
us-east-1	US

Overview

The overview tab has three information panels at the top:

Turn on cloud storage	To turn on cloud storage for a camera, select it from the list and click  **Turn on cloud storage**.
License status	Shows how many licenses you're using out of the total available.
License stacking	Each license includes a one-year subscription with 30 days of continuous 720p recording per camera. For longer retention or higher resolution, you can stack multiple licenses.

The camera list shows the following:

Camera name	The name of the camera.
Recording	Whether cloud storage recording is on or off.
Retention	How many days of recordings are kept in the cloud.
Resolution	The recording resolution.
Frame rate	The recording frame rate in frames per second.
Licenses used	How many licenses are allocated to this camera.

Settings

The settings tab shows your storage setup and license status.

Storage location	Where your recordings are stored. Click **Edit** to change the location. Changing the storage location only applies to new recordings and won't affect recordings already stored.
Licensed until	The date your license is valid until.

License stacking

Each cloud storage license includes a one-year subscription with 30 days of continuous 720p recording per video source (sensor). To achieve a longer retention period or higher resolution, you can stack multiple licenses. For example:

- Two licenses can provide 60 days of retention at 720p.
- Four licenses can provide 60 days of retention at 1080p.

You can use our *license calculator* to determine the number of licenses required based on your retention and resolution needs. To learn more about licenses, go to *Axis licenses guide*.

Mobile app

With the AXIS Camera Station Edge mobile app, you can access your devices and recordings from anywhere. You can also get notifications when suspicious events occur, or when someone calls from an intercom.

Overview

The mobile app contains many of the features and settings that are available in the desktop app. Use these four tabs to access and make changes to your sites.

- **Video**: Where you access the live view and recordings of your devices, and switch sites if you have access to more than one.
- **Events**: Where you find the list of events that have been detected by your devices. Click a specific event to see a recording of it.
- **Devices**: Where you access the settings of your devices. For example, you can upgrade the firmware, change the recording method, and add or remove a device.
- **More...**: Where you manage users and notifications, change the theme, or get help if you run into issues.

Note

Adding a device and creating a site are no longer available in the mobile app. To add a device or create a site, use the AXIS Camera Station Edge Windows client. See *Create a site, on page 6* and *Add a device to your site, on page 8*.

Install the mobile app

For Android

Click *Download* or scan the following QR Code®.

For iOS

Click *Download* or scan the following QR Code.

Open the AXIS Camera Station Edge mobile app and log in with your Axis credentials.

If you don't have a My Axis account, you can go to *axis.com/my-axis* to register a new account.

QR Code is a registered trademark of Denso Wave Incorporated in Japan and other countries.

Turn on notifications

You can get notifications to your mobile app when different events occur, for example when motion is detected, or when someone calls from an intercom.

To turn on notifications:

1. In the AXIS Camera Station Edge Windows application, go to **Configuration** > **Events**.
2. Under **Activation**, turn on notifications for all or individual devices.
3. In your mobile device's notification settings, turn on notifications for the AXIS Camera Station Edge mobile app.
4. Open the AXIS Camera Station Edge mobile app.
5. Go to **More** >  > **Notifications**.
6. Select the notifications you want to turn on or off.

Troubleshooting

AXIS Camera Station Edge is designed to work with various Axis products.

In addition to the *Compatible products list*, your system must meet the following requirements for compatibility and optimal performance:

AXIS OS version	Supported	Support for web applications (connected services)
AXIS OS 11.11.x and later	Yes	Yes
AXIS OS 11.11.x and later with AXIS S30 or S40 Recorder Series as a bridge	Yes[1]	Yes
AXIS OS 8.40 and 9.80	Yes	No
AXIS OS 6.50 and 1.65	Yes[2]	No
AXIS OS 8.40 and 9.80 with AXIS S30 or S40 Recorder Series as a bridge	Yes	Yes

Note

Always perform a hard reset before adding devices that were previously used in other systems. If you modify device settings that aren't available in AXIS Camera Station Edge, it can affect your system's performance. Also, make sure your AXIS Camera Station Edge client and Axis devices are running the latest software and firmware.

Visit *axis.com/products/axis-camera-station-edge* for information such as:

- Datasheet
- Compatible products
- Support and resources

1. *Applies to the following products: AXIS C1310, AXIS C1410, AXIS P1465-LE-3, AXIS P3265-LVE-3, AXIS P1445-LE-3, AXIS P1455-LE-3, AXIS P3245-LVE-3, AXIS FA54, AXIS F9114, AXIS P3727.*
2. *Axis has ended official support for AXIS OS version 6.50. Devices running this version may continue to work with AXIS Camera Station Edge for a considerable timeframe.*

Technical issues and solutions

Site creation

No devices are detected	Check that your devices have power and are connected to the same subnet as your computer.
The devices are not supported	You're using a device with a non-supported AXIS OS version.
Communication errors	AXIS Camera Station Edge couldn't contact the device. Possible reasons and solutions: • Unstable internet connection. Make sure you have internet connection and try again. • The device is unavailable on the network after restarting, restoring, or upgrading the AXIS OS version. Close the wizard and wait a few minutes before starting it again to give it enough time to reboot. • The device doesn't have the correct settings, which prevents AXIS Camera Station Edge from communicating with it. Close the wizard, hard reset the device, and start the wizard again. • The use of VPN or additional network security features blocks the connection to Axis services. Make sure the firewall excludes required addresses from inspection and allows them through. For more information, see *Solution overview, on page 3*.

Login

The username or password is incorrect	The username and password combination isn't valid.
The site is not available	• Make sure your computer with the AXIS Camera Station Edge client is connected to the internet. • Check that no firewall or antivirus software is blocking the internet connection. • Check *status.axis.com* for incidents or scheduled maintenance of Axis services.
My Axis account issues	Refer to the online FAQ: *https://auth.axis.com/user-center/faq*

Live view

There is no video	• Make sure your system follows the recommendations listed in *System recommendations, on page 2*. • Make sure your graphics card is updated with the latest driver.
The video is lagging	• Make sure your system follows the recommendations listed in *System recommendations, on page 2*.

Live view

	• Make sure your graphics card is updated with the latest driver. • On older AXIS OS versions, performance can suffer in specific configurations, particularly when multiple clients, including audio, are connected. • Use the default settings of continuous recording instead of video motion detection. If performance issues persist, adjust the following settings to reduce the load on the device: 1. In AXIS Camera Station Edge, go to  **> Cameras > Video quality**. 2. Select the camera you want to configure. 3. Lower the camera resolution of the live and recorded video. 4. Lower the frame rate of the live and recorded video.
No contact	The device can't be accessed on the network. Check that your devices have power and an internet connection.
Unable to retrieve stream	Make sure that you don't request too many streams from the cameras. See the troubleshooting section in the user manual of each individual camera at *help.axis.com*.

Configuration workspace

Communication error	• The connection to the device is lost. Click the provided link to let AXIS Camera Station Edge attempt to restore it. Make sure the device is online with valid network settings. • The **Anonymous viewer** setting is turned on. Make sure it's turned off on your device, as AXIS Camera Station Edge doesn't support anonymous viewing.
Configuration error	The device has invalid network settings or is configured incorrectly. Click the provided link to let AXIS Camera Station Edge attempt a repair. If unsuccessful, remove the device from your site, perform a hard reset, and add it again.
No contact	The device is no longer available on the network. Check that the device or recorder has power and internet access.
Storage error	The device is unable to contact the recorder. Check that IPv6 is turned on for your devices, as AXIS Camera Station Edge uses IPv6 for communication.

Connected services

Can't enable connected services	To enable connected services, your device needs AXIS OS 11.11 or later. If your device has a version between AXIS OS 8.40 and 11.10, you can still connect using the **AXIS S30 or S40 Recorder Series** as a bridge, provided you set it as the recording source. The following devices aren't compatible with connected services, regardless of their AXIS OS version: • AXIS Companion Recorder • AXIS Companion Eye Mini • AXIS Companion Dome Mini • AXIS Companion Bullet Mini • AXIS A8105-E Network Video Door Station

Storage and recordings

Storage error	There are issues with the recording media, for example a missing SD card, faulty disk, or incorrect configuration. • Go to **Configuration** in AXIS Camera Station Edge and refresh the connection. • Check that your recording media doesn't report any errors. See the user manual for your recording device for more information. You can find the user manual at *help.axis.com*.
Can't access the recorder	The recorder is offline. Make sure it has power and an internet connection.
The option to change storage in **Configuration > Cameras > Storage** is locked.	The current storage is being used as a bridge device. To replace a recorder, see *Replace a recorder in your site, on page 23*.

Intercoms

Intercom calls are not coming through	Check that your client (computer or mobile phone) has an internet connection.
Can't unlock the door	Make sure the intercom is correctly wired and configured. See the user manual for your intercom for more information. You can find the user manual at *help.axis.com*.

Web app

Can't access the web app	• Make sure you have internet access. • Go to *status.axis.com* and check if the service is running.
Bad video performance	• Reduce the number of video streams.

Web app	
	• Make sure your graphics card meets the minimum requirements. See *System recommendations, on page 2*.
Live view disruptions	Turn off the **Zipstream: Optimize for storage** setting.
Video playback disruptions	Configure your video encoding settings to use H.264 or AV1. H.265 isn't supported in the web app.
Speaker not visible in video operations	Check that your speaker doesn't require a bridge for cloud connectivity. AXIS C1310-E and AXIS C1410 require a bridge and aren't supported. Go to the product page at *help.axis.com* to verify cloud connectivity requirements.

Mobile app	
There are no notifications	Make sure you have turned on notifications in your mobile phone and in the app. See *Turn on notifications, on page 40* for more information.
I can't reach my site remotely	• Make sure you have the latest version of AXIS Camera Station Edge. • Check that your mobile phone has internet connection through the mobile network or Wi-Fi. • Log out from your Axis account and log in again to make sure you're correctly authenticated.

Contact Axis support

If you've tried troubleshooting without success or can't find a solution to your problem, contact *Axis support* for assistance.

Save a system report:

1. In AXIS Camera Station Edge, go to  > **Save system report**.
2. When you register a new case at Axis Helpdesk, attach the system report.

Transition to AXIS Camera Station Edge

AXIS Companion Classic has been replaced with **AXIS Camera Station Edge** as the default video management software included with Axis devices, improving both functionality and security.

Note

- AXIS Camera Station Edge supports a wide range of devices, but performance and features can vary. Older devices might not work as expected, usually due to hardware or software limitations.
- Any device that was used in AXIS Companion Classic must be hard reset before it can be used in AXIS Camera Station Edge.

Requirements for upgrade

If you're already using AXIS Companion Classic and want to upgrade, check the following table to confirm your devices meet the requirements.

	AXIS Camera Station Edge	AXIS Companion Classic
Supported products	• AXIS Companion IP cameras • AXIS Camera Station Edge solutions, whether used with AXIS S30 or S40 Recorder Series or not, support Axis cameras and encoders with AXIS OS 8.40 or higher. • AXIS Companion Eye mini L, AXIS Companion Bullet mini LE, and AXIS Companion Dome mini LE are only supported if they're connected to an AXIS Companion Recorder.	• AXIS Companion IP cameras • Axis network cameras and encoders with AXIS OS 5.50 or higher.
Storage media	• AXIS Surveillance Card • AXIS Companion Recorder • AXIS S30 Recorder Series • AXIS S40 Recorder Series • No third-party NAS support	• Axis SD card • AXIS Companion Recorder • AXIS S30 Recorder Series • Selected third-party NAS devices
Multi-user support	Yes	No
Alert notifications	Yes	No
Remote system management	Yes	No
Internet access	Required during system setup and management. Live and recorded video is available offline.	Not required

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