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*.

Access options

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

Web client for AXIS Camera Station – provides access to AXIS Camera Station Edge recordings and live video in your web browser. For more information, see *Web client for AXIS Camera Station user manual*.

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 and enable remote viewing from other locations.

System recommendations

- OS: Windows 11
- CPU: Intel Core i5
- RAM: 4 GB
- Graphics card: 256 MB onboard video memory
- Graphics card driver: Always use the latest version
- 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 15 or Android 8.1

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 26*.

Solution overview
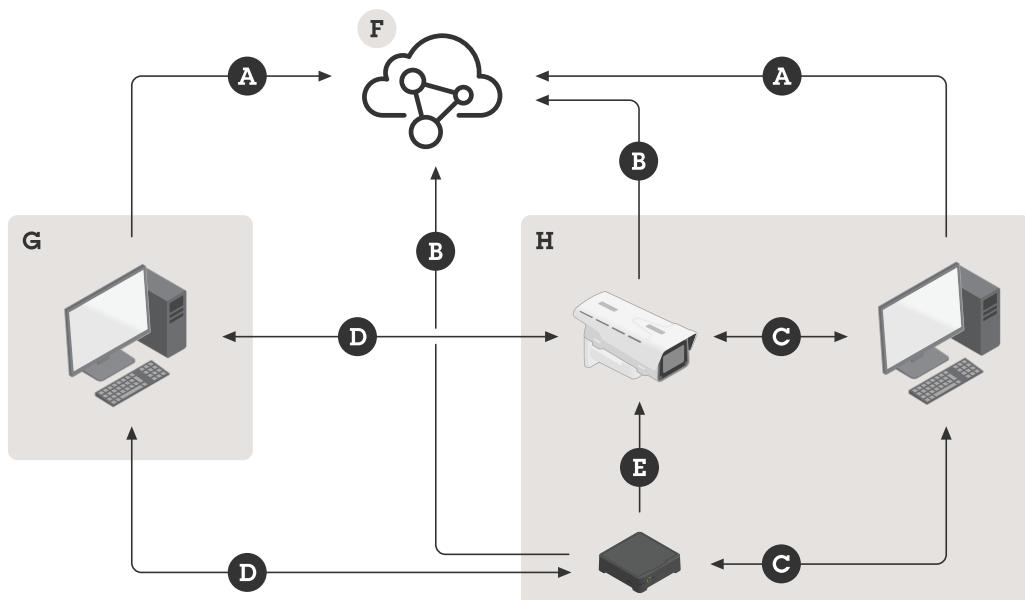
A. Client connection to Axis Cloud Services

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 Series using RTSP to camera.

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 devices**. 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 are going to install 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 wish 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 Series Recorder as recording device

1. Connect the AXIS S30 Series 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 and 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.

- 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 15*. 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 12* 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 12* 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 exclude 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 & night

- Privacy mask

- Focus & 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 client 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 will be asked to create an account.

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. Enter a password. Use this password to access the web interface of your device or offline mode in AXIS Camera Station Edge mobile app.

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 client 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.

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 will display 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 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 Series Recorder, select the **Save to recorder USB** checkbox.

Play a saved recording

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

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

Validate a saved recording

You can validate a recording to confirm that the timestamp and images have not been manipulated after the recording was first saved. For this purpose, a digital signature will be included in the file when you save a recording. You can add a password to the digital signature for increased security.

To protect your digital signature with a password when saving a recording:

1. Go to 👤 > **Settings** > **File**.

2. Under **Video format**, select **Windows Media Format (.asf)**.

3. Select **Show digital signature options when saving recordings**.
   Next time you save a recording, the **Digital signature** window appears, which allows you to select a password for the signature.

Validate a recording:
1. Open the saved recording with AXIS File Player.

2. Click **Tools** and select **Verify digital signature**.

3. Enter the password, if a password was added to the signature, and click **OK**.
   A window appears to inform whether or not the recording is valid.

Store your recordings in the cloud

AXIS Camera Station Cloud Storage offers a way to store your recordings in the cloud. For information on how to configure AXIS Camera Station Cloud Storage, see the *Cloud Storage user manual*.

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 allows you to 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 30, 15, 5 or 1 frames backward (top panel) or forward (bottom panel). You can also move the slider.

6. When satisfied, click 📷 to take a snapshot.
   – For most cameras the snapshot will contain the entire camera image, regardless of the zoom level. For cameras with a dewarped image, the snapshot will be 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 on a specific event in the list to see a recording of it.
3. Right-click on 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 need to 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 12.*

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** and/or the **Frame rate** 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 12*.

- For cameras without object analytics, we recommend using continuous recording with notifications based on video motion detection. See *Configure Video Motion Detection, on page 12*.

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 wish 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 ⚙ > **Recordings 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 is not 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 AXIS Camera Station Edge mobile app, see *Turn on notifications, on page 21*.

If you want to turn off continuous recording and only record when motion is detected, see *Record only when motion is detected, on page 13*.

Record only when motion is detected

If you don't want to use continuous recording as 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 the device/s of your choice.

For more information about motion detection, see *Configure Video Motion Detection, on page 12*.

Add intercoms

Add intercoms to your video surveillance system to be able 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 the 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 makes it possible to 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 have 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** if you want 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 15* for more information.
7. Click **Apply**.

Create and edit schedules

AXIS Camera Station Edge has some predefined schedules that lets you record only during certain hours. You can edit these schedules or create your own schedules. 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 12*.

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- 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 AXIS Camera Station Edge mobile app, see *Turn on notifications, on page 21*.

Activate offline mode

If you activate offline mode, you can use AXIS Camera Station Edge even without an internet connection, although some features will be limited. You will 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 will not be able to get a full system report without internet connection.

- For sites that will be used mostly offline, we recommend you to set them up with static IP or DHCP reservation.

Advanced settings

You can access the advanced settings in 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.

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.

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. Once the device has been removed from the site, the recordings will no longer be 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 do not select this option, the recorder will not free up the associated recording slot, and other devices will not be able to connect to the same slot.

To add a replacement device, see *Add a device to your site, on page 7*.

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 select if you want 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 will not 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 17*.

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 7*.

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 7* 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 will not remove your recordings.

- A hard reset will not 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 will be 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.

The mobile app

With 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, switch sites if you have access to more than one, or create new sites.

- **Events**: Where you find the list of events that have been detected by your devices. Click on 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.

Install the mobile app

For Android

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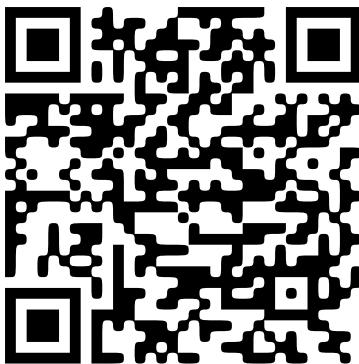
For iOS

Click *Download* or scan the following QR Code.
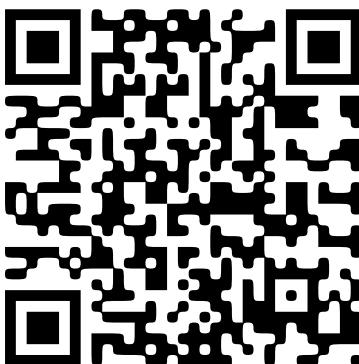
Open the AXIS Camera Station Edge mobile app and log in with your Axis credentials.

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.

Add a device in the mobile app

Note

Make sure your mobile is connected to the same network as your devices and the computer with the desktop app installed.

1. Go to **Devices**.

2. Click ✚ .

3. Select the devices you want to add.

4. Click **Next**.

5. Enter a password.
   Use this password to access the webpages of the devices or offline mode in the mobile app.

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

Create a site in the mobile app

Note

Make sure your mobile is connected to the same network as your devices and the computer with the desktop app installed.

1. Log in to your My Axis account.

2. If you have sites associated with your My Axis account: Click on the site name in the top left corner.
   If you don't have sites associated with your My Axis account: Click **Welcome** in the top left corner.

3. Click ✚ .

4. Click **Next**.

5. Name your site and click **Next**.

6. Select the devices you want to add to your site and click **Next**.

7. Enter a password for your devices.
   Use this password to access the webpages of your devices or to access offline mode in the mobile app.

8. Click **Next**.

9. Verify that the site details and devices you have added are correct and click **Next**.

10. Wait while AXIS Camera Station Edge configures the devices.
    The configuration can take several minutes.

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

We have designed AXIS Camera Station Edge for new or used devices with factory settings. Before you add devices previously used in other systems to your site, always perform a hard reset. Modifications of device settings that are unavailable in AXIS Camera Station Edge can sometimes affect your system and impact performance.

Furthermore, always make sure that your AXIS Camera Station Edge client and Axis devices are updated with the latest software and firmware updates.

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

- Datasheet

- Compatible products

- Support and resources

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	Older Axis devices with an AXIS OS that can't be updated to version 5.50 or later are not supported.
Communication errors	AXIS Camera Station Edge couldn't contact the device. Possible reasons and solutions: • Unstable connection to the internet. 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 the device. Close the wizard, hard reset the device and start the wizard again. • The use of VPN or additional network security features block the connection to Axis services. Make sure that required addresses are excluded from inspection and allowed by the firewall. For more information, see *Solution overview, on page 2.*

Login

The username or password is incorrect	The username and password combination is not 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 the *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*. - Make sure your graphics card is updated with the latest driver. - You're using AXIS OS 5.50 or 1.65. On these versions, performance can be affected in certain settings, especially 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: - In AXIS Camera Station Edge, go to ⚙ > **Cameras** > **Video quality**. - Select the camera you want to configure. - Lower the camera resolution of the live and recorded video. - Lower the frame rate (FPS) of the live and recorded video.
No contact	The device can't be accessed on the network. Check that your devices have power and 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 that 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 enabled on 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 to have 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 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 P1455-LE-3
• AXIS Companion Eye Mini	• AXIS P1465-LE-3
• AXIS Companion Dome Mini	• AXIS P3245-LVE-3
• AXIS Companion Bullet Mini	• AXIS P3265-LVE-3
• AXIS A8105-E Network Video Door Station	• AXIS FA54 Main Unit
• AXIS P3727-PLE Panoramic Camera	• AXIS F9114 Main Unit
• AXIS P1445-LE-3	

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 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 18*.

Intercoms

Intercom calls are not coming through	Check that your client (computer or mobile phone) has 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.*

The 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 21* for more information.
I can't reach my site remotely	• Make sure you have the latest AXIS Camera Station Edge. • Check that your mobile phone has internet connection via the mobile network or Wi-Fi. • Log out from your Axis account and log in again to make sure you are correctly authenticated.
I get an error when creating a new site with the mobile app	• Make sure that both the devices and the mobile app are connected to the same network. • Reset the devices to their factory defaults, log out of the mobile app and then log back in before attempting to create a site again.

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.

Requirements for upgrade

If you're already using AXIS Companion Classic and want to upgrade to the latest version, read through the table below to confirm that 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 an AXIS S30 Series Recorder 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 are 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 • No third-party NAS support	• Axis SD card • AXIS Companion Recorder • AXIS S30 Recorder Series[1] • 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 available offline.	Not required

[1] For information about limitations, see the technical paper 'Disclaimer – AXIS S3008 and AXIS Companion Classic' on *axis.com/products/axis-camera-station-edge/support*