

## **AXIS Camera Station S1216 Tower**

## **User Manual**

# AXIS Camera Station S1216 Tower

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# AXIS Camera Station S1216 Tower

## About your device

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### About your device

AXIS Camera Station S12 Recorder series consist of out-of-the-box ready rack servers and workstations validated for reliable high-definition surveillance up to 4K. For quick and easy installation, the recorder series is preconfigured and preloaded with AXIS Camera Station video management software including licenses plus all necessary system software. The system configuration can easily be imported from AXIS Site Designer, and AXIS Camera Station lets you take full advantage of Axis wide range of video surveillance devices. With enterprise-grade hard disks, operating system stored on solid-state drive, the recorder series provides high-performance and reliability for your system.

# AXIS Camera Station S1216 Tower

## Get started

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### Get started

The standard workflow to configure an AXIS Camera Station recording server is:

1. *Install your device*
2. Initial Windows® setup: After installing your device, you are guided through a few steps to set up the region, language, keyboard layout, an administrator account and its password.
3. Initial Axis recorder setup: After the initial Windows setup, AXIS Recorder Toolbox is opened and you are guided through a few steps to set up basic and necessary settings, for example, computer name, date and time, and network. See *Initial Axis recorder setup on page 6*.
4. Configure Windows. We recommend to:
  - Update Windows to the latest version. See *Update Windows® on page 17*.
  - Create a standard user account. See *Create a user account on page 12*.
5. Update AXIS Camera Station to the latest version.
  - If your system is online: open the AXIS Recorder Toolbox app and click **Update AXIS Camera Station**.
  - If your system is offline: go to *axis.com* and download the latest version.
6. *Configure AXIS Camera Station*
7. Register your AXIS Camera Station licenses.
  - *License a system online on page 10*
  - *License a system offline on page 11*
8. Connect your system to the AXIS Camera Station mobile viewing app. See *Connect to AXIS Camera Station server*.



To watch this video, go to the web version of this document.

[help.axis.com/?&tpid=81445&tsection=about-your-device](http://help.axis.com/?&tpid=81445&tsection=about-your-device)

# AXIS Camera Station S1216 Tower

## Install your device

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### Install your device

#### Before installation

- Prepare additional accessories used for installation: monitor, mouse, keyboard and network cable.
- Understand the usage of different user accounts.

The following table lists the user accounts that can be used for installation, configuration and operation of your Axis system.

User account	Description	Note
MyAxis	Used to download the latest software, access the license system, Axis Secure Remote Access, and System Health Monitoring.	Registered from <i>my.axis.com</i> .
<b>Windows®</b>		
Windows administrator	Administrator privileges in Windows. We recommend you do not use it as AXIS Camera Station administrator.	Created during initial Windows setup.
Windows user with AXIS Camera Station administrator privileges	A Windows user granted with administrator privileges in AXIS Camera Station to be used by system integrator or system administrator for configuration or troubleshooting.	Created in Windows settings.
Windows user with AXIS Camera Station operator or viewer privileges	A Windows user granted with operator or viewer privileges in AXIS Camera Station.	Created in Windows settings.
<b>Device</b>		
Device administrator	Used by the administrator to access the camera from the video management system or device webpage.	Created from the device webpage or when you add the device to AXIS Camera Station.

#### Installation

For instructions on how to install the product, see the installation guide included in the box or on the product's support page on *axis.com*.

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## Configure your device

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### Configure your device

#### Download audio drivers

One of the 3.5 mm audio jacks only functions as a line in/out, and the other 3.5 mm audio jack only functions as a headset jack. To switch functionality between the 3.5 mm audio jacks, you need to update the audio drivers. For example, if you are using a standalone microphone or a headset with two 3.5mm plugs, you need to update the drivers to reconfigure the headset jack as a microphone jack.

To update the audio drivers:

1. See *Dell's support page* and download the latest .exe file.
2. Launch the file in Windows® and follow the instructions provided on screen.

#### Initial Axis recorder setup

After you have configured Windows®, AXIS Recorder Toolbox is opened automatically and you are guided through the first-time configuration wizard. In this wizard, you can configure several basic and necessary settings before you manage your device in AXIS Recorder Toolbox.

1. Select **Light** or **Dark** theme and click **Next** (if it's available for your product).
2. Change the computer name if you want and click **Next**.
3. Under **Date and time**, configure the following settings and click **Next**.
  - Select a time zone.
  - To set up an NTP server, select **NTP server** and enter the NTP server address.
  - To set manually, select **Manual** and select a date and time.
4. Under **Network settings**, configure the following settings and click **Next**.
  - Use **automatic IP settings (DHCP)** and **Use automatic DNS settings** are turned on by default.
  - If your device is connected to a network with a DHCP server, the assigned IP address, subnet mask, gateway, and preferred DNS are automatically displayed.
  - If your device is not connected to a network or there is no DHCP server available, enter the IP address, subnet mask, gateway, and preferred DNS manually depending on the network requirements.
5. Click **Finish**. If you have changed the computer name, AXIS Recorder Toolbox will prompt you to restart the device.

#### Configure AXIS Camera Station

This Get started tutorial will walk you through the basic steps to make your system up and running.

Before you start, you may need to:

- Configure your network depending on your installation. See *Network configuration*.
- Configure your server ports if needed. See *Server port configuration*.
- Consider security issues. See *Security considerations*.

After necessary configurations, you can start to work with AXIS Camera Station:

1. *Start AXIS Camera Station*
2. *Add devices*

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## Configure your device

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3. *Configure recording method on page 7*
4. *Live view cameras on page 7*
5. *Playback recordings on page 8*
6. *Add bookmarks on page 8*
7. *Export recordings on page 9*
8. *Play and verify recordings in AXIS File Player on page 9*

### Start AXIS Camera Station

AXIS Camera Station Service Control automatically starts after the installation is complete.

Double-click the AXIS Camera Station client icon to start the AXIS Camera Station client. When starting the client for the first time, it automatically attempts to log in to the AXIS Camera Station server installed on the same computer as the client.

You can connect to multiple AXIS Camera Station servers in different ways.

### Add devices

The first time you start your AXIS Camera Station, you are navigated to the Add devices page. AXIS Camera Station automatically searches the network for connected devices and displays a list of devices found.

1. Select the cameras to add from the list.  
If your camera is not listed, click **Manual search**.
2. Click **Add**.
3. Select **Quick configuration** or **Site Designer configuration**. Click **Next**.
4. Use the default settings and ensure the recording method is set to **None**. Click **Install**.

### Configure recording method

1. Go to **Configuration > Recording and events > Recording method**.
2. If you want to enable motion detection recording:
  - 2.1 Select a camera.
  - 2.2 Turn on **Motion detection**.
  - 2.3 Click **Apply**.
3. If you want to enable continuous recording:
  - 3.1 Select a camera.
  - 3.2 Turn on **Continuous**.
  - 3.3 Click **Apply**.

### Live view cameras

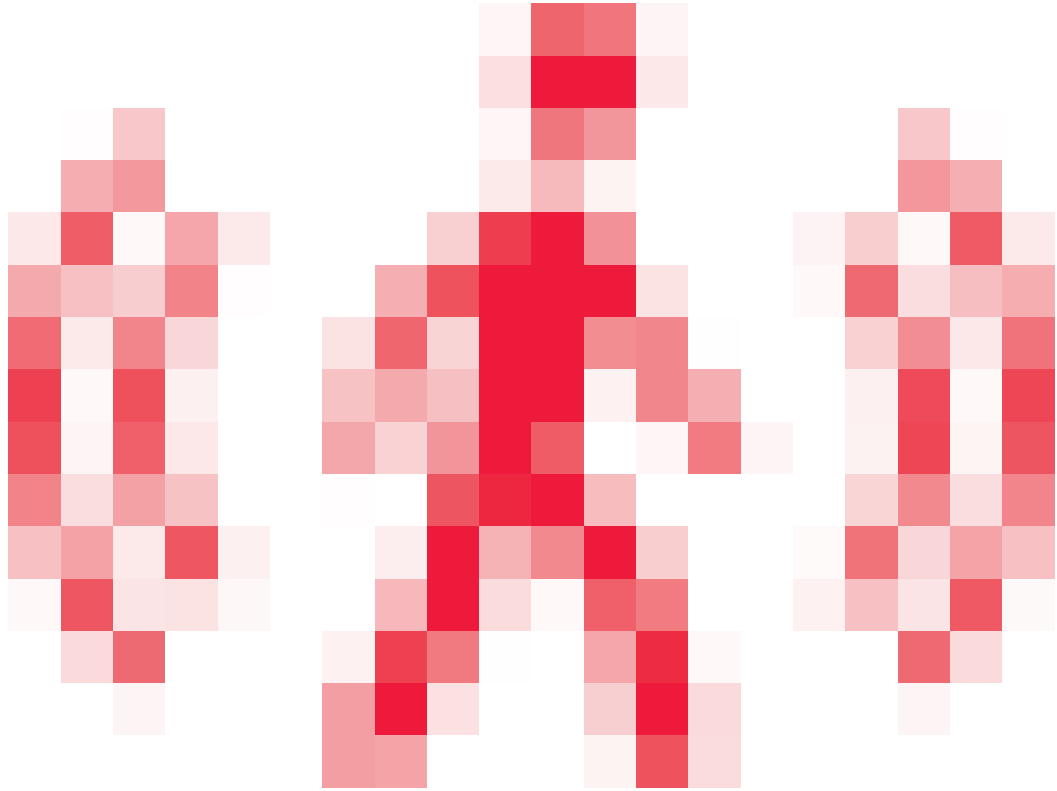
1. Click the **Live view** tab to navigate to the camera live view.

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## Configure your device

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2. Click a camera to navigate to the live view of that camera. A red dot indicates that the camera is recording.




indicates that motion is detected, and the camera is recording.

3. Click  to navigate from Live view to Recordings. A red line in the timeline shows that motion detection recording has been taken for that period. A blue line in the timeline shows that the recording was triggered by an action rule.

### Playback recordings

1. Go to the Recording tab.
2. In the timeline of the camera, use the mouse wheel to zoom in and out and drag the timeline to make the marker pointing at your desired position.
3. To start playing the recording from the desired position, click  .

### Add bookmarks

1. Go to the Recording tab.
2. In the timeline of the camera, use the mouse wheel to zoom in and out and drag the timeline to make the marker pointing at your desired position.
3. Click  .
4. Enter the bookmark name and description. Use keywords in the description to make the bookmark easy to find and recognized.





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## Configure your device


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5. Select **Prevent recording deletion** to lock the recording. A locked recording can't be deleted unless actively unlocked.
6. Click **OK**. A bookmark icon is displayed at your desired position in the timeline.

### Export recordings

1. Go to the **Recording** tab.
2. In the timeline of the camera, use the mouse wheel to zoom in and out.
3. Click  to display the selection markers.
4. Drag the markers to include the recordings that you want to export.
5. Click  to open the **Export** tab.
6. Click **Export...**

### Play and verify recordings in AXIS File Player

1. Go to the folder that you have specified for the exported recordings. In this example, the exported files include the recordings in the .asf format, the notes in the .txt format, and AXIS File Player.
2. Double-click **AXIS File Player**. The exported recordings will be automatically played.
3. Click  to show the notes added to the recordings.
4. To verify the digital signature:
  - 4.1 Go to **Tools > Verify digital signature**.
  - 4.2 Select **Validate with password** and enter your password.
  - 4.3 Click **Verify**. The verification result page is displayed.

#### Note

Digital signature is different from Signed video. Signed video allows video to be traced back to the camera it originated from, making it possible to verify that the recording hasn't been tampered with after it left the camera. See *Signed video* and the camera's user manual for more information.

### Network configuration

When AXIS Camera Station client, AXIS Camera Station server, and the connected network devices are installed on different networks, you might need to configure proxy or firewall settings before using AXIS Camera Station.

#### Client proxy settings

When the client and the server are separated by a proxy server, configure the client proxy settings.

1. Double-click the **AXIS Camera Station client** icon.
2. Click **Change client proxy settings**.
3. Change the client proxy settings.
4. Click **OK**.

#### Server proxy settings

When network devices and the server are separated by a proxy server, configure the server proxy settings.

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## Configure your device

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1. Double-click the AXIS Service Control icon in Windows notification area.
2. Select **Modify settings**.
3. In the Proxy settings section, use the default **System account internet option** or select **Use manual proxy settings**.
4. Click **Save**.

### NAT and Firewall

When the client and the server are separated by a NAT, firewall or similar, configure the NAT or firewall to ensure that the HTTP port, TCP port, and streaming port specified in AXIS Camera Station Service Control are allowed to pass through the firewall and/or NAT. For instructions how to configure the NAT or firewall, contact the network administrator.

### Server port configuration

The ports 55752 (HTTP), 55754 (TCP), 55756 (mobile communication), and 55757 (mobile streaming) are used on AXIS Camera Station server for communication between the server and the client. If required, the ports can be changed from AXIS Camera Station Service Control.

### Security considerations

To prevent unauthorized access to cameras and recordings, keep the following in mind:

- Use strong passwords for all network devices (cameras, video encoders and auxiliary devices).
- Install AXIS Camera Station server, cameras, video encoders, and auxiliary devices on a secure network separated from the office network. AXIS Camera Station client can be installed on a computer on another network, for example a network with Internet access.
- Ensure all users have strong passwords. Using Windows Active Directory a high level of security can be implemented.

### License a system online

Both the AXIS Camera Station client and the server must be connected to the internet.

1. In the AXIS Camera Station client,
  - 1.1 Go to **Configuration > Licenses > Management**.
  - 1.2 **Manage licenses online** is turned on by default.
  - 1.3 Click **Go to AXIS License Portal**.
2. In the AXIS License Portal [www.axis.com/licenses](http://www.axis.com/licenses),
  - 2.1 Sign in with your MyAxis account.
  - 2.2 The license key is automatically generated and shown under **License keys**.
  - 2.3 If you have purchased license keys separately, enter your license key under **Add license key** and click **Add**.
3. In the AXIS Camera Station client, check that your license keys are shown under **Configuration > Licenses > Keys**.

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## Configure your device

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*AXIS Camera Station online license registration*

### License a system offline

1. In the AXIS Camera Station client, export the system file.
  - 1.1 Go to **Configuration > Licenses > Management**.
  - 1.2 If AXIS Camera Station is online, turn off **Manage licenses online** and click **Export system file**.
  - 1.3 If AXIS Camera Station is offline, click **Export system file**.
  - 1.4 Save your system file on a USB flash drive.
2. In the AXIS License Portal [www.axis.com/licenses](http://www.axis.com/licenses),
  - 2.1 Sign in with your MyAxis account.
  - 2.2 Click **Upload system file** to upload the system file that you exported to your USB flash drive.
  - 2.3 The license key is automatically generated and shown under **License keys**.
  - 2.4 If you have purchased license keys separately, enter your license key under **Add license key** and click **Add**.
  - 2.5 Under **License keys**, click **Download license file** and save the file to a USB flash drive.
3. In the AXIS Camera Station client, import the license file.
  - 3.1 Go to **Configuration > Licenses > Management**.
  - 3.2 Click **Import license file** and select the license file on your USB flash drive.
  - 3.3 Check that your license keys are shown under **Configuration > Licenses > Keys**.



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*AXIS Camera Station offline license registration*

# AXIS Camera Station S1216 Tower

## Manage Windows® user accounts

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### Manage Windows® user accounts

#### Create a user account

To help keep your personal data and information more secure, we recommend that you add a password for each local account.

##### Important

Once you create a password for a local account, don't forget it. There's no way to recover a lost password for local accounts.

1. Go to **Settings > Accounts > Other people > Add someone else to this PC**.
2. Click **I don't have this person's sign-in information**.
3. Click **Add a user without a Microsoft account**.
4. Enter a user name, password and password hint.
5. Click **Next** and follow the instructions.

#### Create an administrator account

1. Go to **Settings > Accounts > Other people**.
2. Go to the account you want to change and click **Change account type**.
3. Go to **Account type** and select **Administrator**.
4. Click **OK**.
5. Restart your device and sign in with the new administrator account.

#### Create a local user group

1. Go to **Computer Management**.
2. Go to **Local Users and Groups > Group**.
3. Right-click **Group** and select **New Group**.
4. Enter a group name and a description.
5. Add group members:
  - 5.1 Click **Add**.
  - 5.2 Click **Advanced**.
  - 5.3 Find the user account(s) you want to add to the group and click **OK**.
  - 5.4 Click **OK** again.
6. Click **Create**.

#### Delete a user account

##### Important

When you delete an account you remove the user account from the login screen. You also remove all files, settings and program data stored on the user account.

# AXIS Camera Station S1216 Tower

## Manage Windows® user accounts

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1. Go to **Settings > Accounts > Other people**.
2. Go to the account you want to remove and click **Remove**.

### Change a user account's password

1. Log in with an administrator account.
2. Go to **User Accounts > User Accounts > Manage another account in sequence**.  
You'll see a list with all user accounts on the device.
3. Select the user account whose password you would like to change.
4. Click **Change the password**.
5. Enter the new password and click **Change password**.

### Create a password reset disk for a user account

We recommend to create a password reset disk using a USB flash drive. Then, if you forget your password, you can reset the password. Without a USB reset disk, you can't reset the password.

If you're using Windows 10, you can add security questions to your local account in case you forget your password, so you don't need to create a password reset disk. To do this, go to **Start** and click **Settings > Sign-in options > Update your security questions**.

1. Sign in to your device with a local user account. You can't create a password reset disk for a connected account.
2. Plug a USB flash drive into your device.
3. If there's any data on the USB flash drive, back it up.
4. From the Windows® search field, go to **Create a password reset disk**.
5. In the Forgotten Password wizard, click **Next**.
6. Select your USB flash drive and click **Next**.
7. Type your current password and click **Next**.
8. Follow the onscreen instructions.
9. Remove the USB flash drive and keep it in a safe place where you'll remember it. You don't have to create a new disk when you change your password even if you change it several times.

# AXIS Camera Station S1216 Tower

## Manage AXIS Camera Station user accounts

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### Manage AXIS Camera Station user accounts

#### Configure user permissions

Go to **Configuration > Security > User permissions** to view a list of the users and groups that have been added to AXIS Camera Station.

##### Note

Administrators of the computer on which the AXIS Camera Station server is installed are automatically given administrator privileges to AXIS Camera Station. You can't change or remove the administrators group's privileges.

Before a user or group can be added, the user or group must be registered on the local computer or have an Windows Active Directory user account. Using Windows Active Directory, a high level of security can be implemented.

When a user is part of a group, the user gets the highest role permission that is assigned to the individual and the group.

When a user is part of a group, the user gets the access granted as an individual and also receives the rights as part of a group. For example, a user is given access to camera X as an individual. The user is also a member of a group. The group is given access to cameras Y and Z. The user then has access to cameras X, Y and Z.

If there are security concerns regarding the access to the computer by a designated AXIS Camera Station user, create a standard user account that you then use for access to Axis Camera Station. You can then elevate the account to administrator in **Configuration > Security > User permissions**.

The list consists of the following information:

Item	Description
Icon	Indicates the entry is a group or a single user.
Name	Username as it appears in the local computer or Active Directory.
Domain	Domain name where the user or group is registered.
Role	The access role given to the user or group. Possible values: Administrator, Operator, and Viewer.
Details	Detailed user information as it appears in the local computer or Active Directory.
Server	Server name where the user or group is registered. Only available when connecting to multiple AXIS Camera Station servers.

To add users or groups, see *Add users or groups*.

To change user access rights for a user or group, click the user or group and make changes. Click **Apply**.

To remove a user or group, select the user or group and click **Remove**. In the pop-up dialog, click **OK** to remove the user or group.

#### Add users or groups

User accounts in Microsoft Windows and Active Directory users and groups can access AXIS Camera Station. To add a user to AXIS Camera Station, you have to add users or a group to Windows.

To add a user or group in Microsoft Windows: Adding a user in Windows may vary depending on which version of Windows you are running. Follow the instructions on *Microsoft's site*. If you are connected to an Active Directory domain network, consult your network administrator.

##### Add users or groups

1. Go to **Configuration > Security > User permissions** and click **Add**.

# AXIS Camera Station S1216 Tower

## Manage AXIS Camera Station user accounts

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2. When connecting to multiple AXIS Camera Station servers, select a server from the **Selected server** drop-down list.
3. Select **Server** to search for users or groups on the local computer, or select **Domain** to search for Active Directory users or groups. When connecting to multiple AXIS Camera Station servers, you can select which server to search for.
4. Select **Users** or **Groups** to search for only users or groups.
5. The list of users or groups is displayed. Users and groups that have already been added to AXIS Camera Station are not listed.
  - If there are too many users or groups, the search result is not displayed. Use the **Type to search** field to refine the search and find a specific user or group.
  - If the domain user search fails, the **Service logon account** must be changed.
6. Select the users or groups and click **Add**. The users or groups are added to the list and shown in italics.

### Configure a user or group

1. Select a user or group in the list.
2. Under **Role**, select **Administrator**, **Operator**, or **Viewer**.
3. If you have selected **Operator** or **Viewer**, you can configure the user or group privileges. See *User or group privileges*.
4. Click **Save**. The user or group in the list is not in italics and ready to be used.

## User or group privileges

There are three roles that can be given to a user or group. For how to define access privileges for a user or group, see *Add users or groups*.

- **Administrator:** Full access to the entire system, including access to live and recorded video of all cameras, access to all I/O ports and views. Therefore, you do not need to specify any camera, I/O or view privileges for a user with this role. This role is required in order to configure anything in the system.
- **Operator:** Access to live and recorded video of selected cameras and access to selected I/O ports and views. An operator has full access to all functionality of AXIS Camera Station except system configuration.
- **Viewer:** Access to live video of selected cameras and access to selected I/O ports and views. A viewer does not have access to recorded video or system configuration.

### Cameras

The following access privileges are available for users or groups with the Operator or Viewer role.

- **Access:** Allow access to the camera and all camera features.
- **Video:** Allow access to live video from the camera.
- **Audio listen:** Allow access to listen from the camera.
- **Audio speak:** Allow access to speak to the camera.
- **Manual Recording:** Allow to start and stop recordings manually.
- **Mechanical PTZ:** Allow access to mechanical PTZ controls. Only available for cameras with mechanical PTZ.
- **PTZ priority:** Set the PTZ priority. A lower number means a higher priority. 0 means that no priority is assigned. An administrator has the highest priority. When a role with higher priority operates a PTZ camera, others can't operate the same camera for 10 seconds by default. Only available for cameras with mechanical PTZ and **Mechanical PTZ** is selected.

### Views

# AXIS Camera Station S1216 Tower

## Manage AXIS Camera Station user accounts

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The following access privileges are available for users or groups with the Operator or Viewer role. You can select multiple views and set the access privileges.

- **Access:** Allow access to the views in AXIS Camera Station.
- **Edit:** Allow to edit the views in AXIS Camera Station.

### I/O

The following access privileges are available for users or groups with the Operator or Viewer role. The I/O ports are listed by device.

- **Access:** Allow full access to the I/O port.
- **Read:** Allow to view the state of the I/O port. The user is not able to change the port state.
- **Write:** Allow to change the state of the I/O port.

### System

The access privileges that can't be configured are greyed out and listed under **Role privileges**. The privileges with check mark means the user or group have this privilege by default.

The following access privileges are available for users or groups with the Operator role.

- **Take snapshots:** Allow taking snapshots in the live view and recordings modes.
- **Export recordings:** Allow exporting recordings.
- **Generate incident report:** Allow generating incident reports.
- **Prevent access to recordings older than:** Prevent accessing recordings older than the specified number of minutes. When using search, the user will not find recordings older than the specified time. Recordings and bookmarks older than the specified time can't be played.
- **Access System Health Monitoring:** Allow accessing System Health Monitoring.

The following access privileges are available for users or groups with the Viewer role.

- **Take snapshots:** Allow taking snapshots in the live view and recordings modes.



# AXIS Camera Station S1216 Tower

## Manage your device

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### Manage your device

#### Update Windows®

Windows® 10 periodically checks for updates. When an update is available, your device automatically downloads the update but you've to install it manually.

##### Note

Recording will be interrupted during a scheduled system restart.

To manually check for updates:

1. Go to **Settings > Update & Security > Windows Update**.
2. Click **Check for updates**.

#### Configure Windows update settings

Sometimes you might want to change how and when Windows® updates.

##### Note

All ongoing recordings stop during a scheduled system restart.

1. Open the Run app.
  - Go to **Windows System > Run**, or
  - press WIN and R.
2. Type `gpedit.msc` and click **OK**. The Local Group Policy Editor opens.
3. Go to **Computer Configuration > Administrative Templates > Windows Components > Windows Update**.
4. Configure the settings as required, see example.

##### Example

To automatically download and install updates without any user interaction and have the device restart if necessary out of office hours use the following configuration:

1. Open **Always automatically restart at the scheduled time** and select:
  - 1.1 **Enabled**
  - 1.2 **The restart timer will give users this much time to save their work (minutes): 15.**
  - 1.3 **Click OK.**
2. Open **Configure Automatic Updates** and select:
  - 2.1 **Enabled**
  - 2.2 **Configure Automatic updates: Auto download and schedule the install**
  - 2.3 **Schedule Install day: Every Sunday**
  - 2.4 **Schedule Install time: 00:00**
  - 2.5 **Click OK.**
3. Open **Allow Automatic Updates immediate installation** and select:

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## Manage your device

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- 3.1 Enabled
- 3.2 Click OK.

### Create RAID volume

1. Make sure the disks to be used in the RAID volume are detected.
  - 1.1 Power on your device and rapidly press F12 until the Axis logo appears.
  - 1.2 In the UEFI boot menu, select **Device Configuration** and press ENTER.
  - 1.3 In the Intel(R) Rapid Storage Technology menu, check that the disks are correctly displayed under **Non-RAID Physical Disks**.

#### Note

Only RAID 0 and RAID 1 are available on devices that have physical space for just an additional single drive.

2. In the Intel(R) Rapid Storage Technology menu, select **Create RAID Volume** and press ENTER.
3. Type a name for the volume.
4. Choose the RAID level.
  - 4.1 Select **RAID Level** and press ENTER.
  - 4.2 In the popup dialog, select the RAID level you want to use and press ENTER.
5. Choose the disks to be used in the volume.
  - 5.1 Select a disk and press ENTER.
  - 5.2 Select **X** to include this disk in the volume.
  - 5.3 Repeat until you have selected all the disks you want to use.
6. Leave **Stripe Size** and **Capacity** to the default values unless specified.
7. Select **Create Volume** and press ENTER.
8. In the Intel(R) Rapid Storage Technology menu, the newly created RAID volume appears under **RAID Volumes**.
9. Press **Esc** and then press **Y** to save and exit to the UEFI menu.
10. Press **CTRL + ALT+ DELETE** to restart your device.

### Configure the RAID volume in Windows®

1. Right-click the Windows®-symbol at the Start menu and select **Disk Management**.
2. The Initialize Disk window appears. By default, the disk is selected and **GPT** is selected as the partition style. Click **OK**.
3. Right-click the newly initialized disk that is marked with a black bar and select **New Simple Volume**.
4. Click **Next** until the configuration is complete.
5. Click **Finish**. After automatic formatting, Disk Management now shows the extend volume and your system is ready to use the extended volume.

# AXIS Camera Station S1216 Tower

## Troubleshooting

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### Troubleshooting

#### Check the current BIOS version

To check the current BIOS:

1. Power on the device and repeatedly press F2 until the Axis logo appears.
2. The version number is shown as first entry under **Overview**.

#### Upgrade BIOS

You should upgrade the BIOS only when you are instructed by Axis technical support.

1. Go to the support pages on *dell.com* and enter your service tag. Go to **Drivers & Downloads**, filter on BIOS, and download the latest .exe file.
2. Launch the executable in Windows and follow the instructions provided on screen.

#### Perform a system recovery

##### Internal recovery

If the device has had a system failure, perform an internal recovery to restore the system.

1. Open **Windows Settings**.
2. Select **Update & Security**.
3. In the menu, select **Recovery**.
4. Under **Reset the PC** click **Get Started**.
5. Select **Keep my files**.

##### Important

It is strongly recommended that you do not select **Remove everything** as this will remove all Axis applications and configurations, including AXIS Camera Station.

6. If you are connected to internet, select **Local reinstall**, otherwise go direct to step 7.
7. Select **Next** without doing any changes.
8. Select **Reset**.

##### Note

Before selecting **Reset**, you can view a list of apps that will be removed by the reset. These apps will be restored after the recovery.

##### Important

After a successful recovery, it's important that you log in to Windows with an Administrator account to finalize the recovery process.

##### External recovery

If the device has had a complete system failure, you must use a recovery image to recreate the Windows® system. To download the AXIS Recovery Kit, contact AXIS Technical Support and supply the serial number of your device.

# AXIS Camera Station S1216 Tower

## Troubleshooting

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1. Download the AXIS Recovery Kit and AXIS ISO to USB Tool.
2. Insert a USB drive into your computer.
  - Use a USB drive with a minimum of 16 GB to 32 GB.
  - The USB drive will be formatted, and all existing data will be erased.
3. Run the AXIS ISO to USB Tool and follow the onscreen instructions.

Writing data to the USB drive takes approximately 10 to 15 min. Don't remove the USB drive until the process is complete.
4. After the ISO to USB tool is complete, take the USB drive and plug it into your device.
5. Start your device and before the AXIS splash screen appears press F12. We recommend that you tap the F12 key repeatedly as the device boots fast.
6. Navigate to your USB drive and press ENTER. The system boots into the AXIS Recovery Kit.

For example it should say UEFI: Sandisk.
7. Click **Reinstall Operating System**.

The recovery takes roughly 10 to 15 min to complete. You find detailed instructions in the download for the recovery kit.

### Troubleshoot AXIS Camera Station

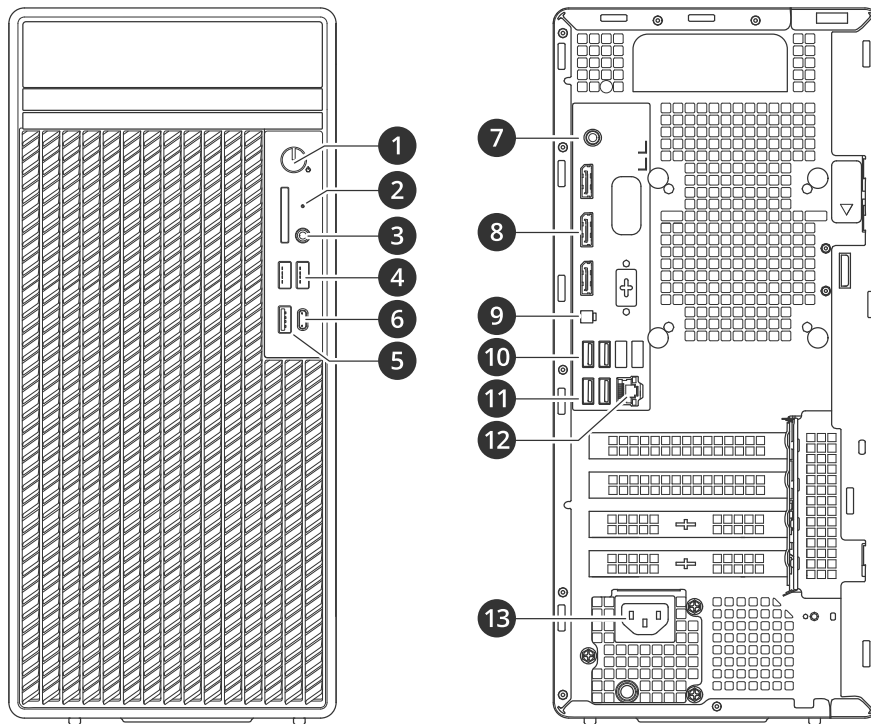
For information about how to troubleshoot AXIS Camera Station, go to the *AXIS Camera Station user manual*.

# AXIS Camera Station S1216 Tower

## Product overview

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### Product overview



- 1 Power button/power LED
- 2 Hard drive activity LED
- 3 Universal audio jack
- 4 USB 2.0 ports
- 5 USB 3.2 port
- 6 USB 3.2 gen 2x2 USB-C port
- 7 Universal audio jack
- 8 DisplayPorts™
- 9 Header for remote power button
- 10 USB 3.2 ports
- 11 USB 2.0 ports
- 12 1 GbE Ethernet port
- 13 Power connector

# AXIS Camera Station S1216 Tower

Need more help?

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Need more help?

## Useful links

- *AXIS Camera Station user manual*
- *Configure Axis Secure Remote Access*
- *What to include in an Antivirus allowlist for AXIS Camera Station*

## Contact support

Contact support at [axis.com/support](https://axis.com/support).

