

# **AXIS S3008 Mk II Recorder**

### About your device

AXIS S3008 Mk II Recorder is a compact network video recorder with a built-in PoE switch for easy installation. The device features a surveillance-grade hard drive. It also includes a USB port for easy export of video footage. The recorder comes in three models – including a 2 TB, 4 TB or 8 TB hard drive.

#### How many cameras can I connect to the recorder?

Up to eight devices can be connected to the PoE switch of the recorder.

#### How much power can the recorder supply to the cameras?

These are the limitations for power over Ethernet (PoE):

- The recorder can supply up to eight devices with PoE.
- The total amount of power available is 124 W.
- Each network port supports up to 15.4 W (PoE Class 3) at the PoE port (PSE) and 12.95 W on the camera side (PD).
- The switch allocates PoE power based on the PoE class of the connected device.

#### Browser support

##### Windows®

- Chrome™ (recommended)
- Firefox®
- Edge®

##### OS X®

- Chrome™ (recommended)
- Safari®

##### Other

- Chrome™
- Firefox®

To find out more about how to use the device, see the Manual available at *Documentation | Axis Communications*.

If you want more information about recommended browsers, go to *Axis OS browser support | Axis Communications*.

## Installation



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

The AXIS S3008 Recorder Mk II is used with version 4 of the AXIS Companion video management software.

## Get started

### Note

Internet access is required during the system setup.

1. *Register a My Axis account, on page 4*
2. *Install the hardware, on page 4*
3. *Install AXIS Camera Station Edge, on page 4*
4. *Create a site, on page 4*
5. *Install the mobile app, on page 5*

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.

### Register a My Axis account

1. Register a **My Axis** account at [axis.com/my-axis/login](https://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

1. Install your camera hardware.
2. Connect the recorder to your network via the LAN port.
3. Connect the cameras to the recorder's integrated PoE switch or an external PoE switch.
4. Connect the computer to the same network as the recorder.
5. Connect the power supply to the recorder.

### Important

You must first connect the power cord to the recorder, and then connect the power cord to the power outlet.

6. Wait a few minutes for the recorder and cameras to boot up before proceeding.

### ⚠ CAUTION

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

### Install AXIS Camera Station Edge

1. Go to [axis.com/products/axis-camera-station-edge](https://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.

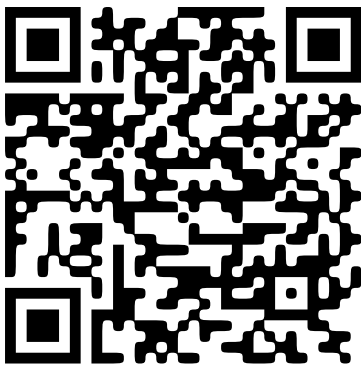
When the installation is done:

- 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.

### Install the mobile app

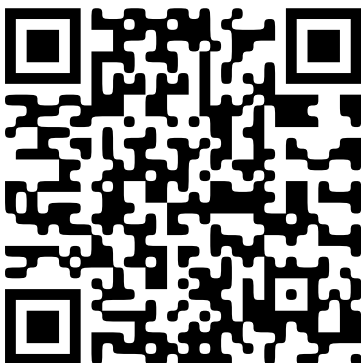
For Android

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.

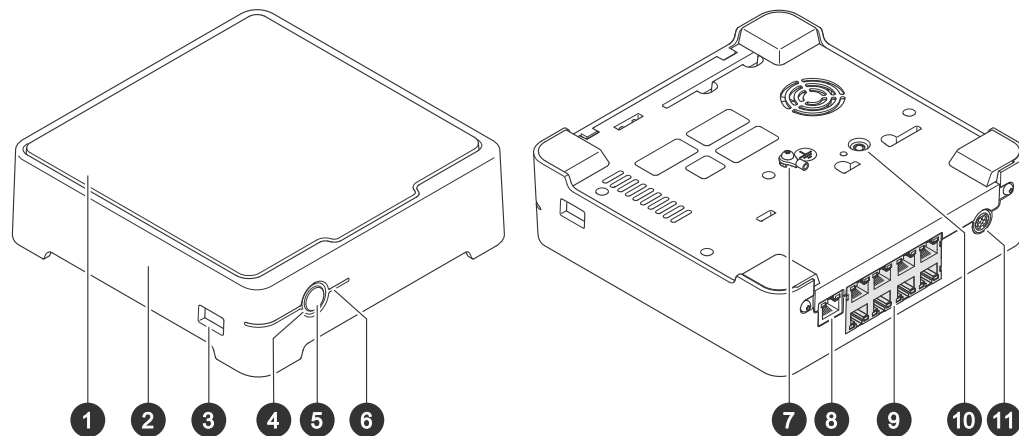
If you don't have a My Axis account, you can go to [axis.com/my-axis](https://axis.com/my-axis) to register a new account.

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

## The web interface

To read about all the features and settings available in the web interface of devices with AXIS OS, go to *AXIS OS web interface help*.

## Product overview



- 1 Hard drive
- 2 Alarm buzzer
- 3 USB port
- 4 Status LED
- 5 Power button
- 6 Hard drive LED
- 7 Grounding
- 8 LAN port
- 9 PoE port (8x)
- 10 Control button
- 11 Power input

### Power button

- To shut down the recorder, long press the power button until the buzzer makes a brief sound.
- To silence the buzzer, short press the power button.

### Control button

The control button is used for:

- Resetting the product to factory default settings. See *Hard reset a recorder, on page 9*.
- Connecting to a one-click cloud connection (O3C) service over the internet. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

## Troubleshooting

The status LED gives you the following information:

| Status LED | Indication                                                                                                                                                               |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Green      | The recorder is on and the status is ok.                                                                                                                                 |
| Orange     | The recorder is starting up, or the firmware is upgrading. Wait until the LED turns green.                                                                               |
| Red        | This can mean that the PoE budget is exceeded. If you just connected a device to the recorder, try to remove it again. For more information about PoE limitations, see . |

The hard drive LED gives you the following information:

| Hard drive LED | Indication                                                                                  |
|----------------|---------------------------------------------------------------------------------------------|
| Green          | The LED is flashing green when data is written to the hard drive.                           |
| Red            | A recording disruption has occurred. Go to <b>System &gt; Storage</b> for more information. |

The buzzer sounds for this reason:

- The PoE budget is exceeded. If you just connected a device to the recorder, try removing it again. For more information about PoE limitations, see

### Note

You can stop the buzzer with a short press of the power button.

The recorder shuts down:

- The recorder is severely overheated.

## Technical issues, clues and solutions

| Issue                                       | Solution                                                       |
|---------------------------------------------|----------------------------------------------------------------|
| My recordings are not available.            | Go to <i>Fix common issues</i> , on page 8.                    |
| I cannot connect to my cameras.             | Go to <i>Fix common issues</i> , on page 8.                    |
| I receive error notification: "No contact". | Go to <i>Fix common issues</i> , on page 8.                    |
| My sites do not appear in my mobile app.    | Make sure you have version 4 of the AXIS Companion mobile app. |

## Fix common issues

Before you restart, configure or reset your devices, we recommend that you to save a system report.

See *Contact Axis support*, on page 10.

- Check that your cameras and recorder have power.
- Check that you are connected to the internet.

3. Check that the network is working.
4. Check that the cameras are connected to the same network as the computer, unless you are remote.

Still not working?

5. Make sure that your cameras, recorder and AXIS Companion desktop app have the latest firmware and software updates.  
See *Upgrade AXIS OS, on page 9*.

6. Restart the AXIS Companion desktop app.
7. Restart your cameras and recorder.

Still not working?

8. Make a hard reset on the cameras and the recorder, to completely put them back to factory default settings.  
See *Hard reset a recorder, on page 9*.
9. Add the reset cameras to your site again.

Still not working?

10. Update your graphics card with the latest drivers.

Still not working?

11. Save a system report and contact *Axis technical support*.  
See *Contact Axis support, on page 10*.

## Upgrade AXIS OS

New device software updates bring you to the latest and improved set of features, functions, and security enhancements.

1. Go to the leader device's web interface.
2. Go to **Maintenance > AXIS OS upgrade** and click **Upgrade**.
3. Follow the instructions on the screen.

## 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.
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 device IP address will default to one of the following:
    - **Devices with AXIS OS 12.0 and later:** Obtained from the link-local address subnet (169.254.0.0/16)
    - **Devices with AXIS OS 11.11 and earlier:** 192.168.0.90/24
  6. Reset your devices connected to the recorder.
  7. If your hard drive is encrypted, it must be mounted manually after the recorder is reset:
    - 7.1. Go to the device's web interface.

- 7.2. Go to **System > Storage** and click **Mount**.
- 7.3. Enter the encryption password used when encrypting the hard drive.

### How to erase all recordings

1. In the device's web interface, go to **System > Storage**.
2. Select **Format** and click **Use tool**.

#### Note

This procedure erases all recordings from the hard drive, but the configuration of the recorder and the site doesn't change.

### 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 S3008 Mk II Recorder, go to  > **Save system report**.
2. When you register a new case at Axis Helpdesk, attach the system report.

## Need more help?

### Useful links

- *AXIS Companion user manual*

### Contact support

If you need more help, go to [axis.com/support](https://axis.com/support).

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