

AXIS S4000

About your device

AXIS S4000 Rack Recorder is a network video recorder with surveillance-class hard drives. It also includes a USB 3.0 port for easy export of video footage. The recorder comes in three models – 8 TB, 16 TB and 32 TB.

Get started

Access your device

Find the device on the network

To find Axis devices on the network and assign them IP addresses in Windows®, use AXIS IP Utility or AXIS Device Manager Extend. Both applications are free and can be downloaded from axis.com/support.

For more information about how to find and assign IP addresses, go to *How to assign an IP address and access your device*.

Browser support

You can use the device with the following browsers:

	Chrome™	Edge™	Firefox®	Safari®
Windows®	✓	✓	*	*
macOS®	✓	✓	*	*
Linux®	✓	✓	*	*
Other operating systems	*	*	*	*

✓: Recommended

*: Supported with limitations

Open the device's web interface

1. Open a browser and type the IP address or host name of the Axis device.
If you don't know the IP address, use AXIS IP Utility or AXIS Device Manager Extend to find the device on the network.
2. Type the username and password. If you access the device for the first time, you must create an administrator account. See *Create an administrator account, on page 3*.

For descriptions of all features and settings in the web interface of devices with AXIS OS, see *AXIS OS web interface help*.

Create an administrator account

The first time you log in to your device, you must create an administrator account.

1. Enter a username.
2. Enter a password. See *Secure passwords, on page 3*.
3. Re-enter the password.
4. Accept the license agreement.
5. Click **Add account**.

Secure passwords

Important

Use HTTPS (which is enabled by default) to set your password or other sensitive configurations over the network. HTTPS enables secure and encrypted network connections, thereby protecting sensitive data, such as passwords.

The device password is the primary protection for your data and services. Axis devices do not impose a password policy as they may be used in various types of installations.

To protect your data we strongly recommend that you:

- Use a password with at least 8 characters, preferably created by a password generator.
- Don't expose the password.
- Change the password at a recurring interval, at least once a year.

Make sure that no one has tampered with the device software

To make sure that the device has its original AXIS OS, or to take full control of the device after a security attack:

1. Reset to factory default settings. See *Hard reset a recorder, on page 9*.
After the reset, secure boot guarantees the state of the device.
2. Configure and install the device.

Web interface overview

This video gives you an overview of the device's web interface.



Axis device web interface

Get started with AXIS Camera Station Edge

Note

Internet access is required during the system setup.

1. *Register a My Axis account, on page 4*
2. *Install the hardware, on page 5*
3. *Install AXIS Camera Station Edge, on page 5*
4. *Create a site, on page 5*
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.
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 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 and click **Download**.
2. Open the setup file and follow the setup assistant.
3. Sign in with your *My Axis account*.

Create a site

1. Start AXIS Camera Station Edge.
2. Sign in with your *My Axis account*.
3. Click **Create new site** and give the site a name.
4. Click **Next**.
5. Select the devices you want to add to your site.
6. Click **Next**.
7. Select storage.
8. Click **Next**.
9. Click **Install** and wait while AXIS Camera Station Edge configures the devices. The configuration can take several minutes.

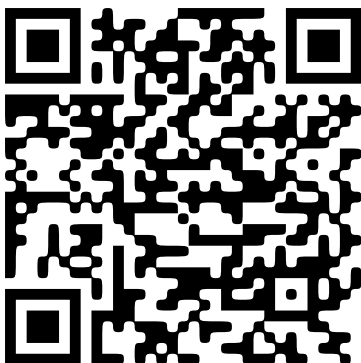
When the installation is done:

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

Install the mobile app

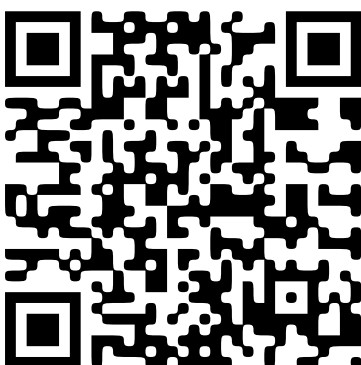
For Android

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.

Get started with AXIS Camera Station Pro

Add your recorder

Note

AXIS Camera Station removes recordings from any previous system when you add the recorder to a new system.

1. Go to **Configuration > Devices > Add devices**.
2. Select your recorder in the list and click **Add**. If your recorder is not listed, use **Manual search** to find it manually.
3. Use the default settings and click **Next**.
4. Set your password for storage encryption. Click **Next**. You need this password to access the recorder hard drive outside AXIS Camera Station or when the recorder is reset to factory default settings from the device's web interface.
5. Go to **Configuration > Devices > Other devices** and check the recorder has been added.
6. Go to **Configuration > Storage > Management** and check the recorder has been added to the storage list.

Add devices and select the recorder as recording storage

1. Go to **Configuration > Devices > Add devices**.

2. Select your devices in the list and click **Add**. If your devices are not listed, use **Manual search** to find them manually.
3. Use the default settings and click **Next**.
4. Manually select the recorder from the **Recording storage** drop-down list and click **Install**.

Note

The recorder will not be selected as recording storage if you select **Automatic**.

5. Go to **Configuration > Storage > Selection**. Click your devices and check that the recording storage is the recorder.

Configure recordings

1. Go to **Configuration > Storage > Selection** and select your device.
2. Configure **Retention time**.
 - Select **Unlimited** retention time to keep recordings until the storage becomes full.
 - Select **Limited** and set the maximum number of days to keep recordings.
3. Click **Apply**.

Note

Fallback recording is enabled by default to store the recordings on your recorder when the connection between AXIS Camera Station and the recorder is lost. See *Fallback recording*.

Configure your device

Send an email automatically when RAID is degraded

Add an email recipient:

1. Go to **System > Events > Recipients** and click **Add recipient**.
2. Type a name for the recipient.
3. Select **Email** as the notification type.
4. Type the recipient's email address.
5. Type the email address that you want the device to send notifications from.
6. Provide the login details for the sending email account, along with the SMTP hostname and port number.
7. To test your email setup, click **Test**.
8. Click **Save**.

Create a rule:

9. Go to **System > Events > Rules** and click **Add a rule**.
10. Type a name for the rule.
11. In the list of conditions, select **RAID status > RAID degraded**.
12. In the list of actions, select **Send notification to email**.
13. Select a recipient from the list.
14. Type a subject line and message for the email.
15. Click **Save**.

Change the RAID level

▲ CAUTION

Changing the RAID level reformats the file system and deletes all data from your disks.

1. In the device web interface, go to **System > Storage**.
2. Under **Tools**, select **Change RAID level** and click **Use tool**.
3. Select a RAID level and click **Next**.
4. Select **Encrypt the disk** and type your password. Click **Next**.
5. Click **Yes**.
6. The status message appears in the upper-right corner. Wait until the operation is done and **RAID configured** is shown before closing the page.

Replace a hard drive

Note

To avoid electrostatic discharge, we recommend that you always use a static mat and static strap while working on components in the interior of the system.

1. Loosen the screws at the left and right of the bezel and remove the bezel.
2. Locate the broken hard drive indicated by a red LED.
All LEDs are red in case of a RAID failure. To identify the broken hard drive, go to the device web interface and go to **System > Storage > Hard drive status**.
3. Loosen the screw for the hard drive sled (T10).
4. Pull the hard drive sled out of the hard drive bay.
5. Loosen the four screws for the hard drive (T8).

6. Take the hard drive out of the hard drive sled.
7. Insert a new hard drive into the hard drive sled.
8. Fasten the four screws for the hard drive.
9. Insert and push the hard drive sled all the way into the hard drive bay.
10. Fasten the screw for the hard drive sled. Wait until the LED turns green.
11. Attach the bezel and fasten the screws at the left and right of the bezel.

Create a new RAID

⚠ CAUTION

You only create a new RAID in case of a RAID failure. Creating a new RAID deletes all data from your hard drives.

1. Replace the broken hard drives. See *Replace a hard drive, on page 8*.
2. Configure the RAID. See *Change the RAID level, on page 8*.
3. Configure recordings in your video management system. See and *Get started with AXIS Camera Station Pro, on page 6*.

Hard reset a recorder

Important

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

Note

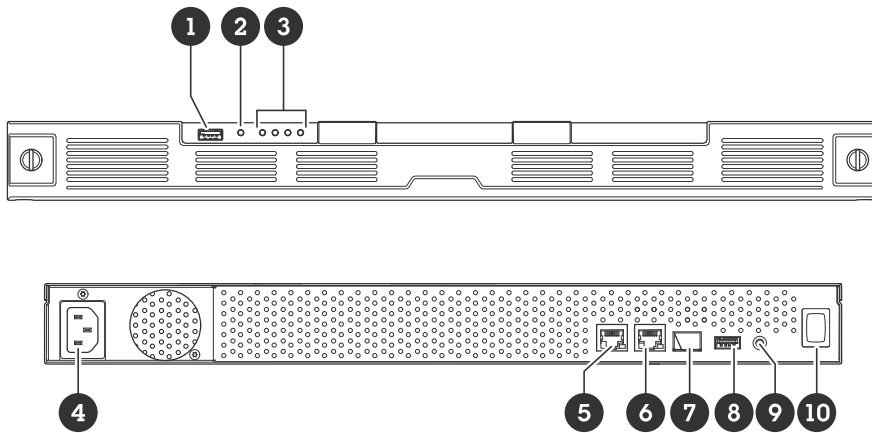
- A hard reset will reset all the settings, including the IP address.
 - A hard reset will not remove your recordings.
1. Switch off the recorder:
Press the power button on the back side of the recorder for 4-5 seconds until you hear a beep.
 2. Wait until the recorder is switched off.
 3. Press and 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. 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 will use an IP address from the link-local address subnet (169.254.0.0/16).
 5. If your hard drive is encrypted, it must be mounted manually after the recorder is reset:
 - 5.1. Go to the device's web interface.
 - 5.2. Go to **System > Storage** and click **Mount**.
 - 5.3. Enter the encryption password used when encrypting the hard drive.

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*.

Specifications

Product overview



- 1 USB 3.0 port
- 2 Product status LED
- 3 Hard drives status LEDs
- 4 Power connector
- 5 AUX RJ45 port
- 6 LAN RJ45 port
- 7 LAN SFP port
- 8 USB 2.0 port
- 9 Control button
- 10 Power button

LED indicators

Front LEDs

LED	Color	Indication
Product status	Green	The recorder is on and the status is ok.
	Amber	The recorder is starting up, or the device software is upgrading. Wait until the LED turns green.
Hard drive status	Green	The drive is online.
	Blinks green alternately	The RAID is syncing. Recording is possible but redundancy is not yet achieved.
	Amber	This drive is online, but another drive is broken. The RAID is missing redundancy.
	Red	The drive is broken.

	All are red	The RAID has failed. System is not recording. To identify the broken hard drive in case of a RAID failure, go to the device web interface and go to System > Storage > Hard drive status .
	Off	No hard drive.

Rear LEDs

LED	Color	Indication
Network port	Blinks green	1 Gbit/s
	Blinks amber	100 Mbit/s
	Off	No network

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

Technical issues, clues and solutions

Issue	Solution
My recordings are not available.	Go to <i>Fix common issues</i> , on page 13.
I cannot connect to my cameras.	Go to <i>Fix common issues</i> , on page 13.
I receive error notification: "No contact".	Go to <i>Fix common issues</i> , on page 13.
My sites do not appear in my mobile app.	Make sure you have the latest AXIS Camera Station Edge mobile app.

Fix common issues

Before you restart, configure or reset your devices.

1. Check that your cameras and recorder have power.
2. 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 Camera Station Edge have the latest device software. See *Upgrade AXIS OS*, on page 13.
6. Restart AXIS Camera Station Edge.
7. Restart you 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 *Save a system report*, on page 14.

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.

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.

Save a system report

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

Need more help?

Useful links

- *AXIS Camera Station Edge user manual*
- *AXIS Camera Station Pro user manual*

Contact support

If you need more help, go to axis.com/support.

Cybersecurity

Cybersecurity supports a successful product lifecycle with minimized risks. You can find in-depth information and documentation about our cybersecurity approach at axis.com/about-axis/cybersecurity. Follow the cybersecurity guidelines below to receive product security notifications from Axis and to configure your product for a secure lifecycle and decommissioning.

At *Axis Trust Center*, you can find information about how Axis implements security compliance, transparency, data protection, and privacy.

Vulnerability management

Axis is a *Common Vulnerability and Exposures (CVE) Numbering Authority (CNA)*. To minimize your risk of exposure, we follow industry standards when identifying and resolving vulnerabilities in our devices, software, and services. Refer to axis.com/vulnerability-management for information about our vulnerability management policy or to report a vulnerability.

Security notifications

Subscribe to Axis security notification emails at axis.com/security-notification-service. We will send you information about vulnerabilities, corresponding security advisories, and other security-related matters for your Axis product.

Secure product lifecycle

Axis minimizes risks throughout the lifetime of our products through secure lifecycle management. Use our hardening guides at help.axis.com to more securely configure and operate your Axis products and to find information about:

Secure first-use – Axis products are pre-configured with high default protection to allow for secure initialization and encrypted communication from the very start.

Intended use and common configuration mistakes – Our guides provide information about the intended usage of Axis products, including common security-relevant misuse and configuration mistakes that should be avoided.

Managing vulnerabilities and supply chain transparency – A Software Bill of Material (SBOM) is published with every software release on axis.com to disclose vulnerabilities and improve supply chain transparency.

Decommissioning and the secure erasure of data – To securely decommission a product when it reaches the end of its lifecycle, reset it to factory default settings. This erases your configurations, stored data, and sensitive information.

T10230523

2026-07 (M5.2)

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