

## Web client for AXIS Camera Station

## About

The web client gives access to **AXIS Camera Station Pro** and **AXIS Camera Station Edge** recordings and live video in your web browser. Choose to access the system on a private network using the **AXIS Camera Station Pro web client** (for **AXIS Camera Station Pro** only) or access your system from anywhere with the **AXIS Camera Station Cloud web client**.

	AXIS Camera Station Cloud web client	AXIS Camera Station Pro web client
<b>Use case</b>	Allows an organization operator or administrator to view live and recorded video, and use audio devices from any system within your organization, from anywhere on the internet.	Allows an AXIS Camera Station user to view live and recorded video from a system on a private network.
<b>Configuration</b>	In general, no network configuration is required. However, there's a monthly limit of 300 GB of relay data per organization when using a connected AXIS Camera Station Pro. If your usage exceeds this data limit, we recommend configuring your network to support peer-to-peer video transfer.	Using the appropriate network configuration, you can use the AXIS Camera Station Pro web client to access a server over the internet.
<b>User management</b>	My Axis users with permissions configured in <b>User management</b> in <b>My Systems</b> . All users have access to all systems within the same organization.	The same Windows users and groups with the same permissions configured in the AXIS Camera Station system.
<b>Updates</b>	The web servers run on Axis cloud servers and always have the latest features and updates.	The web server runs on the same server as your main AXIS Camera Station recording server. Each new version of AXIS Camera Station Pro also includes updates for the web client.

## Client system recommendations

We recommend using the latest version of Chrome™, Edge™, Safari®, or Firefox®. For optimal performance, make sure your system has a Graphics Processing Unit (GPU) that supports H.264 and AV1 hardware decoding, and a stable internet connection.

### Note

Viewing multiple streams requires significant CPU and GPU resources. As the resolution of each video stream increases, the load on the CPU and GPU increases accordingly.

### Access your system

The way you access your system depends on whether you connect to a server on your private network using the **AXIS Camera Station Pro** web client, or through the cloud using the **AXIS Camera Station Cloud** web client.

#### **AXIS Camera Station Pro** web client

Before you access your **AXIS Camera Station** server on your private network, we recommend that you install a trusted certificate on the server to establish a secure connection between your browser and the **AXIS Camera Station Pro** web client.

#### Import an existing certificate

To import a trusted certificate from your infrastructure, see *Certificates*.

#### Install the default certificate

1. Export the certificate from **Service Control**. See *Certificates* for more information.
2. Add the certificate to the list of trusted certificates on your client machine. Follow your operating system's instructions to install it.

#### Access the web client

1. Open a web browser and enter `https://[address]`.
2. Sign in with your **AXIS Camera Station Pro** account.

[address] is the IP-address or server name for the **AXIS Camera Station Pro** server.

#### Note

If you're connecting to a server on the same computer as the client, use `localhost`.

## Manage user roles and permissions

### AXIS Camera Station Cloud web client

The AXIS Camera Station Cloud web client uses My Axis user accounts, with permissions configured through user management in My Systems. You can invite users, assign roles and accept invitations in user management. See *Invite users, on page 4* and *Accept an invitation, on page 4* for more information.

The user roles and permissions are configured on the organization level. For example, if you assign the operator role to a user, that user can access video from any site within the organization.

#### Invite users

To invite users, go to *User management in My Systems*. For more information about inviting users in My Systems, see the *My Systems user manual on axis.com*.

#### Accept an invitation


To accept an invitation, go to *User management in My Systems*. For more information about accepting invitations in My Systems, see the *My Systems user manual on axis.com*.

### AXIS Camera Station Pro web client

The AXIS Camera Station Pro web client uses the same Microsoft Windows users and groups with the same permissions configured in AXIS Camera Station system. See *Configure user permissions in the AXIS Camera Station Pro user manual* for more information.

## Use the web client

### View live video

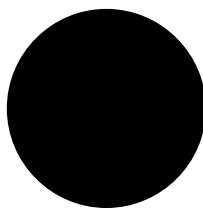
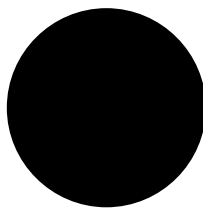
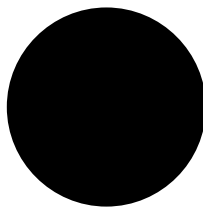
1. Click  to open the panel with your devices and views.
2. Select the source you want to view live video from.


The pulsating green status indicator shows you that you're watching live video.

### Select a stream profile

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

1. Select the camera.
2. Open the context menu



3. Click  **Stream profiles**.
4. Select one of the available stream profiles.

**High** – Optimized for the highest quality and resolution.

**Medium** – Optimized to balance high quality with performance. Only available for AXIS Camera Station Pro.

**Low** – Optimized for performance.

### Control the camera view

If you're using a PTZ camera, you can pan, tilt, and zoom within the live view image. This functionality is also available in playback mode for digital PTZ cameras.

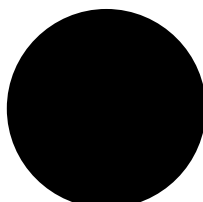
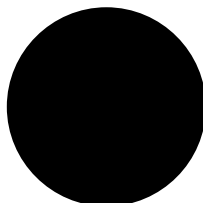
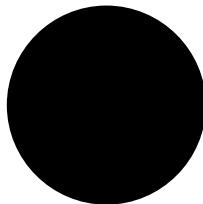
**Pan and tilt** – Click in the image where you want to point the camera. If you're using a digital PTZ camera, you can also use click-and-drag control, while mechanical PTZ cameras respond to single clicks.


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

### Go to a PTZ preset

You can access any PTZ presets configured in AXIS Camera Station. To go to a PTZ preset:


1. Select the PTZ camera.
2. Open the context menu



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

### Audio in live view

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

 <b>Push-to-talk</b>	To speak through the camera's configured speaker: <ol style="list-style-type: none"> <li>1. Click and hold the microphone icon in the live view toolbar. The red color shows you're in talk mode.</li> <li>2. Release the icon when you're done speaking.</li> </ol>
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### Send live announcements to standalone speakers

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



To send an announcement:

1. Click to open the panel with your devices and views.
2. Select the speaker you want to use.
3. Click and hold the microphone icon. The red color shows you're in talk mode.
4. Speak your announcement.
5. Release the microphone icon when you're done.




**Note**



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

### View recordings


1. Click  **Go to playback** to open the playback view.
2. Select a playback source. See *Select playback source, on page 8* for more information.
3. Click  to select the date you think the event occurred.
4. Use the timeline to locate the recording.

The red status indicator shows you that you're watching recorded video.

Playback controls	
	Jump to previous recording
	Play recording
	Jump to next recording




Playback controls	
	Skip 0.5 seconds backward
	Skip 0.5 seconds forward

Timeline colors	
Blue	Continuous recording
Red	Motion detected
Gray stripes	Unknown. In the future, where there are no recordings yet. Or, when you scroll back in time, before the client has loaded recordings from the server.
Purple	Cloud-stored recording

Cloud storage	
	You've chosen cloud storage as video source. Or, the web client has switched to cloud storage as video source, which could mean there's an issue with the device's storage.



### Select playback source

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

1. Click  Go to playback to open the playback view.
2. Click .
3. Click  Playback source.
4. Select All or Cloud storage.

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

### Select playback quality


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

### Export recordings

Video exports include recordings from all storage locations during the selected time period. If cloud storage is enabled, the export includes video from both local and cloud storage.


#### Important

If you use AXIS Camera Station Pro web client, you must install the AXIS Camera Station root certificate to export a recording.

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

### Share a recording

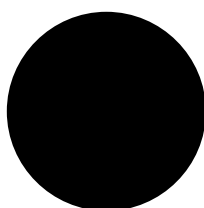
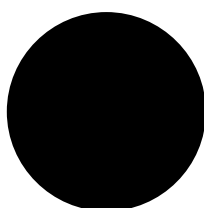
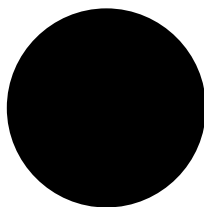
You can copy a recording link to your clipboard and then send it to someone within your organization.

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

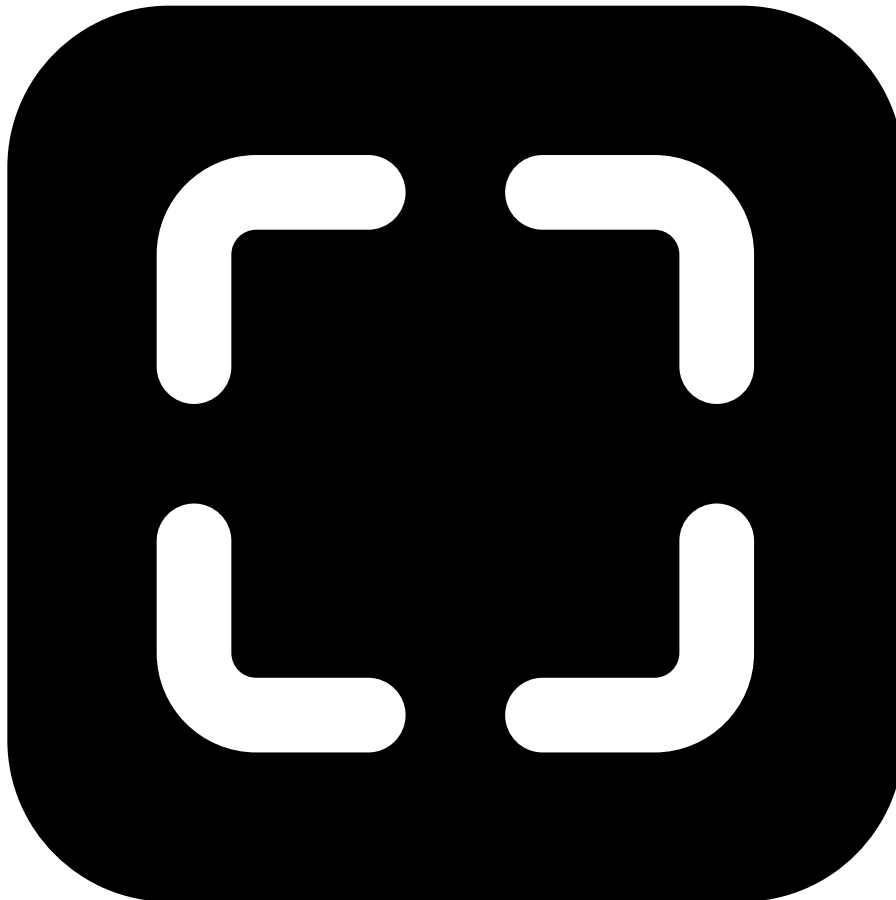
### Take a snapshot

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

1. Open the context menu



2. Click



#### Snapshot.

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

### Manage 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 **Video Operation** and click **Create split view**.
2. Enter a name for your view.
3. Drag and drop your desired items from the panel onto the grid.
4. Click **Share view** if you want to make the view available to all users in your organization.

#### Note

You can't change the sharing settings after you save the view.

5. Click **Save view**.

To edit a split view:

1. Open the split view you want to edit and click **Edit view**. If **Edit view** is unavailable, it's because the view is shared and you're not an administrator, or the view was created in AXIS Camera Station Pro.
2. Drag and drop items to add, move, or resize them in the grid. You can also replace an item by dragging a new item onto an existing item, or swap items by dragging one item onto another.
3. Click **Save view** to save your changes.

### Note

If a split view contains cameras you don't have access to, those cells will display "No access" instead of video.

To delete a split view:

1. Open the split view you want to delete and click **Edit view**.
2. Click **Delete view**.
3. Confirm the deletion. Note that this action can't be undone.

## Keyboard control

You can use the following keyboard shortcuts to control your recordings in the ACS web client:

Shortcut	Action
Space or K or Ctrl + Space	Play or pause
J or Ctrl + Alt + P	Skip to previous recording
L or Ctrl + Alt + N	Skip to next recording
Left arrow or Ctrl + Alt + B	Go back 0.5 seconds
Right arrow or Ctrl + Alt + F	Go forward 0.5 seconds
?	View or hide keyboard shortcuts

## Search for objects in recordings

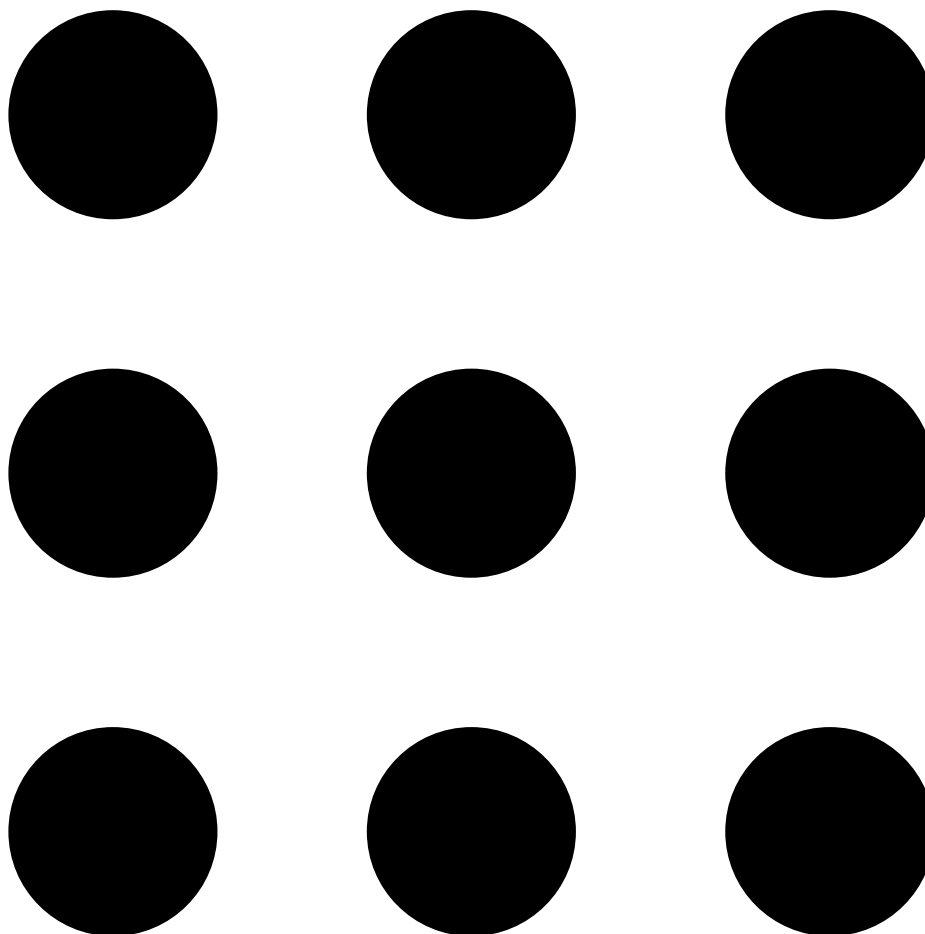
Smart search helps you find objects like people and vehicles in your recordings.

### Note

- Smart search in My Systems requires an AXIS Camera Station Pro system version 6.5 or later, that's registered with the connected services.
- Free text search in My Systems requires an AXIS Camera Station Pro system version 6.5 or later.
- Before you start searching, you must configure Smart search 2 in AXIS Camera Station Pro. See *Configure Smart search 2 in the AXIS Camera Station Pro user manual*.

To search:

1. Open the My Systems menu



2. Open



**Smart Search.**

3. Define your search criteria.
4. Click Search.


If the search takes longer than expected, try one or more of the following methods to speed it up:






- In the AXIS Camera Station Pro Windows client, turn on background processing for important or frequently used cameras.
- In the AXIS Camera Station Pro Windows client, apply incoming filters to cameras to reduce irrelevant detections.
- Shorten the search time period.
- Reduce the numbers of cameras in the search.
- Define area, object direction, size and duration to narrow down the amount of data.

Cameras	To limit the search by camera, click <b>Cameras</b> and select the cameras you want to include in the search.
Search interval	To limit the search by time, click <b>Search interval</b> and select a time range, or create a custom interval.

Area	To filter by area, click <b>Area</b> , select a camera, and turn on <b>Filter by area on this camera</b> . Adjust the area of interest in the image and add or remove points if you need to.
Line crossing	To filter by line crossing, click <b>Line crossing</b> , select a camera and turn on <b>Filter by line crossing on this camera</b> . Adjust the line in the image and add or remove points of you need to.
Size	To filter by size, click <b>Size</b> , select the camera and turn on <b>Filter by size on this camera</b> . Adjust the minimum height and width as a percentage of the total image.
Duration	To filter by duration, click <b>Duration</b> , select the camera and turn on <b>Filter by duration on this camera</b> . Adjust the minimum duration in seconds.
Speed	To filter by speed, click <b>Speed</b> , select the camera and turn on <b>Filter by speed on this camera</b> . Specify the speed range that you want to include in the filter.  <div style="background-color: #f0f0f0; padding: 2px;"><b>Note</b></div> <p>The speed filter is available for products like radars and fusion cameras that can detect speed.</p>

Object characteristics	
Person	To detect persons, go to <b>Object characteristics &gt; Pre-classified</b> , select <b>Person</b> and the clothing colors. You can select multiple colors.
Vehicle	To detect vehicles, go to <b>Object characteristics &gt; Pre-classified</b> and select the vehicle types and colors. You can select multiple vehicle types and vehicle colors.
Unknown object detections	To include the detections that Smart search classifies as unknown, go to <b>Object characteristics &gt; Pre-classified</b> and select <b>Unknown object detections</b> .

Object characteristics	
Visual similarity	<p>You can use a search result with a person in the image to search for visually similar persons. Open the context menu</p> <div style="text-align: center;">  </div> <p>in a search result item and select <b>Use as visual similarity reference</b>. Then click <b>Search</b>.</p> <p><b>Note</b> Similarity search creates abstract representations from cropped low-resolution images of people and compares them to other representations. When two representations are similar, you get a hit on your search. Similarity search doesn't use biometric data to identify a person but can, for example, recognize someone's general shape and color of clothing at a given moment.</p>
Free text	<p>Free text search allows you to describe what you're looking for in the recordings using your natural language. To free text search, go to <b>Object characteristics &gt; Free text</b> and enter your search text. See <i>Free text search, on page 17</i> for more information.</p>

Search results	
Latest first 	<p>Smart search shows the search results in descending order with the latest detections first. Click  <b>Oldest first</b> to show the oldest detections first.</p>
Columns 	<p>To adjust the size of the thumbnails in the search result, click <b>Columns</b> and change the number of columns.</p>
	<p>To group detections that are likely to belong to the same event, you can group them in time intervals.</p> <p>Select an interval from the  drop-down menu.</p>

## Free text search

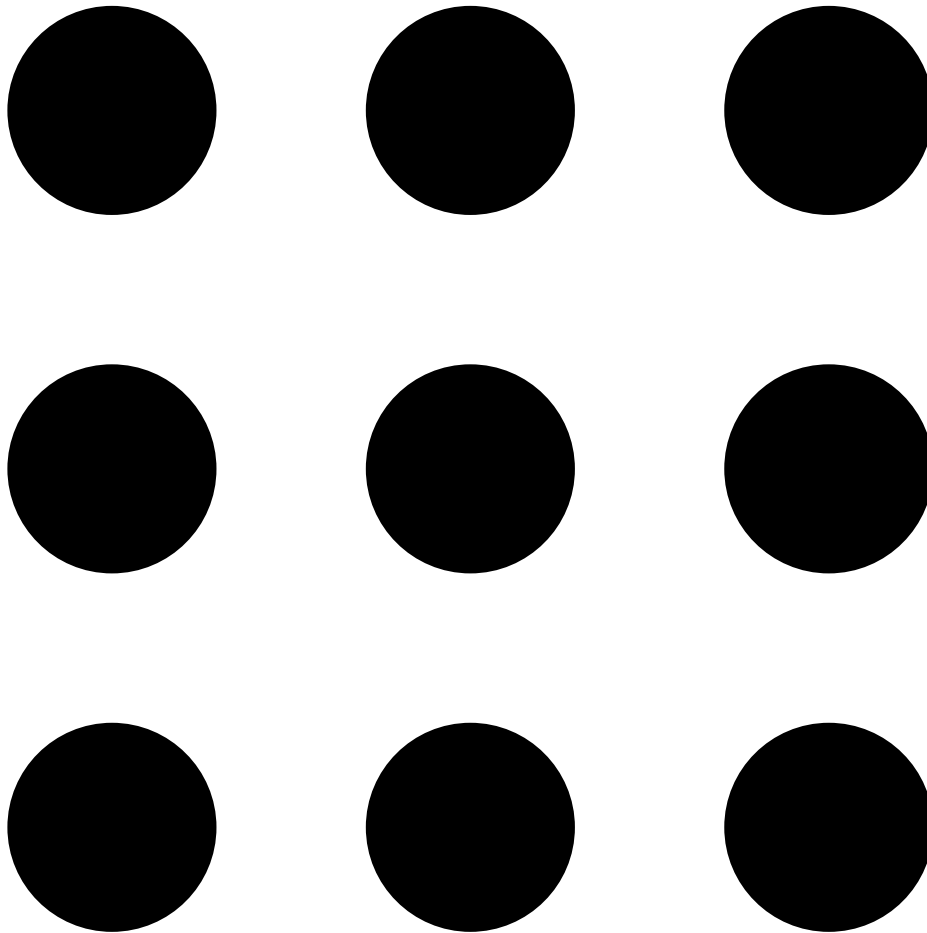
Free text search allows you to describe what you're looking for in the recordings using your natural language.

### Note

Before you can free text search, you must configure it in AXIS Camera Station Pro. See *Free text search in the AXIS Camera Station Pro user manual* for more information.

To free text search:

1. Open the My Systems menu



2. Open



#### Smart Search.

3. Click **Object characteristics**.
4. Click **Free text**.
5. The first time you're using free text search, click **Show** and read **Intended use, limitations and responsible use**. Click **OK**.
6. Enter what to include and exclude in your search. See *Prompting guidelines, on page 18* for help on how to free text search.
7. Click **Search**.

#### **Prompting guidelines**

We recommend using the following structure for your prompts:

```
{person, vehicle or other object} + {specific action or attributes of the person, vehicle, or object}
```

Describe the object well with a few key descriptors. For example:

Prompt	Comment
A lady in a red sweater and black hat	About right
Lady in red	A little too vague
A lady approximately 156 cm tall, with a maroon cardigan with yellow accents and a late 80's inspired black sun hat with a tan trim	Far too much detail

Describe the situation as if you were talking to a person, someone who was not a surveillance expert. For example:

Prompt	Comment
A yellow pickup truck parked by a tree	About right
An unmanned vehicle, license plate: CHY67F, class: pickup, color: yellow, position: Adjacent to mighty poplar tree.	Too much like a police report

Good descriptors that free text search has a good chance of understanding:

Descriptor	Example
Object class	Person, Car, Bicycle, Animal
Color	Yellow
Weather	Sunny
Well known brands (car brands, logos)	UPS truck

Bad descriptors:

Descriptor	Example
Text	A shop sign which says "No admittance to dancing bears"
Emotional cues	An angry looking man
Counting	14 people milling around a town square
Regional slang	A red hoover

### Search query moderation

Searches containing insulting, harmful, or toxic content may be blocked to maintain a safe and respectful environment. Our system uses a natural language processing model to evaluate each search query, as well as a custom list of prohibited search categories and words to enhance this capability.

If you disagree with a blocked word or want to suggest a new one, you can provide anonymous feedback through the user interface of the smart search, which will be sent to our team for review.

### Note

- Free text search supports only English.
- Free text search understands still images. It can be challenging to get good results using free text search for actions like falling, running, or stealing because they require more context.
- Free text search uses cropped images, meaning that it might not include the surrounding environment. You might get less accurate results when using scene descriptors like city, urban, park, garden, lake, and beach.
- For more detailed information on the free text feature, including its limitations and best practices, refer to our white paper *Free-text search in AXIS Camera Station Pro*.

## Store recordings in the cloud

AXIS Camera Station Cloud Storage offers a way to store your recordings in the cloud. To configure cloud storage see *AXIS Camera Station Cloud Storage user manual*.

## Troubleshooting

Problem	Cause	Solution
Can't access the web client in the cloud	You have no internet access.	Make sure you have internet access.
	The service is down.	Go to <i>status.axis.com</i> and check if the service is running.
Can't access the web client on the private network	The reverse proxy component doesn't start because another process already uses port 443.	<b>Option 1:</b> Disable the service that uses port 443.
		<b>Option 2:</b> <ol style="list-style-type: none"> <li>1. Change the web client port in AXIS Camera Station Pro Service Control.</li> <li>2. Restart the AXIS Camera Station Pro service.</li> <li>3. Access the web client on <code>https://[Server IP address]:[new port]/web-client/</code>.</li> </ol>
Bad video performance	You're using too many video streams.	Reduce the number of video streams.
	The graphic card doesn't fulfill the minimum requirements, see <i>Client system recommendations, on page 2</i> .	Upgrade your computer.
Live view disruptions	The "Zipstream: Optimize for storage" setting is on.	For best live view experience, we recommend turning this setting off.
Video playback disruptions	You're using unsupported video encoding.	Configure your video encoding settings to use supported formats such as H.264 and AV1. H.265 is not supported by the current version of the web client.
Stream error in the browser with no video showing	The video can't play because the server or device times are incorrect. Even a small time difference can prevent the video from playing.	Make sure all devices and the server have synchronized time settings.
Can't export recording	You're using an untrusted certificate.	Install the AXIS Camera Station root certificate and try again.
Two-way audio for speaker isn't working	Speakers that require a bridge to connect to the cloud don't support two-way audio.	Announcements are still supported. AXIS C1310-E and AXIS C1410 require a bridge and don't support two-way audio.



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