

## 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** 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                                                                                                                                              |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Use case        | 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.                                                                          |
| Configuration   | 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. | With the appropriate network configuration, you can access a server over the internet.                                                                                          |
| User management | My Axis users with permissions configured in <b>User management in 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.                                                                       |
| Updates         | 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]`, where [address] is the IP address or server name of the AXIS Camera Station Pro server.
2. Sign in with your AXIS Camera Station Pro account.

##### 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 in user management in My Systems. There, you can invite users, assign roles, and accept invitations. See *Invite users, on page 4* and *Accept an invitation, on page 4* for more information.

User roles and permissions apply at 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

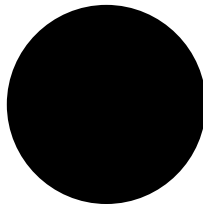
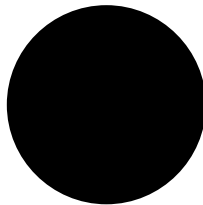
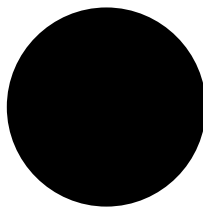
1. Click  to open the panel with your devices and views.
2. Select the source you want to view live video from.

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.

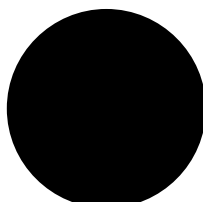
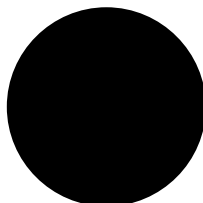
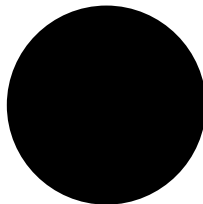
**Pan and tilt** – Click in the image where you want to point the camera. If you're using a digital PTZ camera, you can also use click-and-drag control, while mechanical PTZ cameras respond to single clicks.

**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've 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> |
|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 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 the **Speakers** tab and select the speaker you want to use.
2. Click and hold the microphone icon. The red color shows you're in talk mode.
3. Speak your announcement.
4. 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 app.
- 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 that you're watching recorded video.

| Playback controls                                                                   |                            |
|-------------------------------------------------------------------------------------|----------------------------|
|  | Jump to previous recording |
|  | Play recording             |
|  | Jump to next recording     |
|  | Skip 0.5 seconds backward  |
|  | Skip 0.5 seconds forward   |

| Timeline colors |                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------|
| Blue            | Continuous recording                                                                                      |
| Red             | Motion detected                                                                                           |
| Gray stripes    | Unknown. The time period may be in the future, or the client is still loading recordings from the server. |
| Purple          | Cloud-stored recording                                                                                    |

| Cloud storage                                                                     |                                                                                                                                                                              |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | You've chosen cloud storage as the video source, or the web client has switched to cloud storage automatically, 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 turned on, the export includes video from both local and cloud storage.

### Important

If you use the 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 downloads folder.

### Share a recording

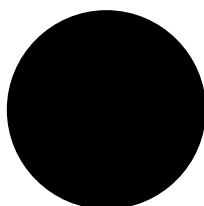
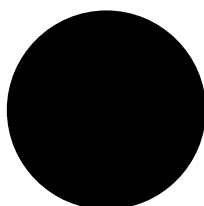
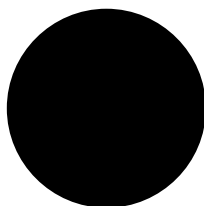
You can copy a recording link to your clipboard and then send it to someone within your organization.

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.

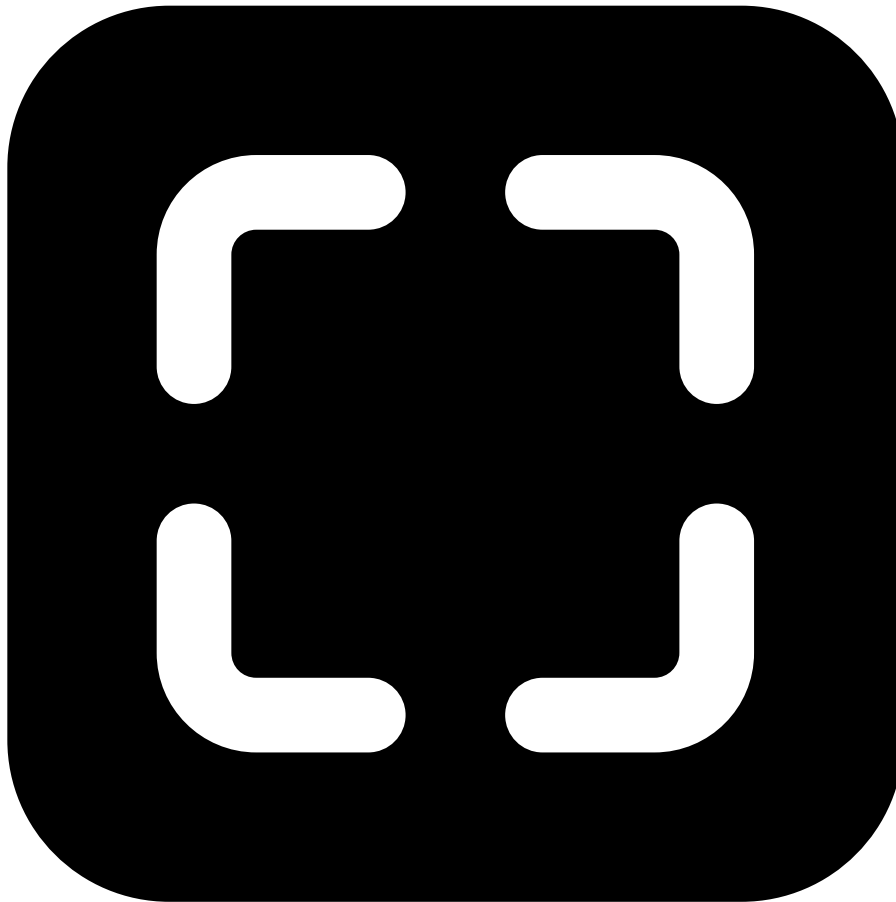
### Take a snapshot

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

1. Open the context menu



2. Click



#### Snapshot.

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

### **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 the items you want from the panel onto the grid, or click **Select a template** to choose a predefined layout, then drag and drop items into the cells. Click



to delete a cell you don't need.

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 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 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. This action can't be undone.

## Keyboard control

Each action has two shortcuts you can use interchangeably:

| Windows shortcut              | Mac shortcut                     | Action                              |
|-------------------------------|----------------------------------|-------------------------------------|
| J or Ctrl + Alt + P           | J or Ctrl + Option + P           | Skip to previous recording          |
| L or Ctrl + Alt + N           | L or Ctrl + Option + N           | Skip to next recording              |
| Left arrow or Ctrl + Alt + B  | Left arrow or Ctrl + Option + B  | Go back 0.5 seconds                 |
| Right arrow or Ctrl + Alt + F | Right arrow or Ctrl + Option + F | Go forward 0.5 seconds              |
| Space or K or Ctrl + Space    | Space or K or Ctrl + Space       | Play or pause recording             |
| Ctrl + Alt + D                | Ctrl + Option + D                | Copy debug information to clipboard |
| Ctrl + I                      | Ctrl + I                         | View stream details                 |
| ?                             | ?                                | View or hide keyboard shortcuts     |

## Search for objects in recordings

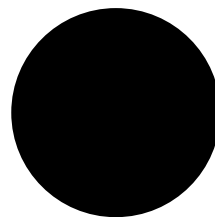
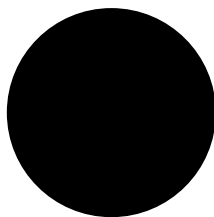
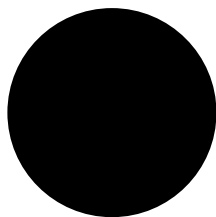
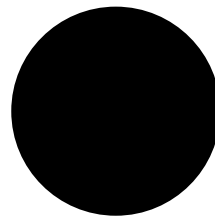
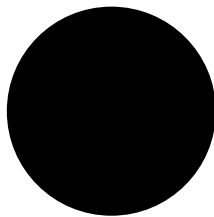
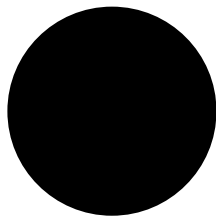
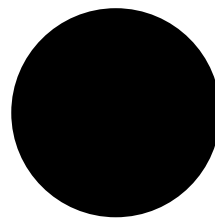
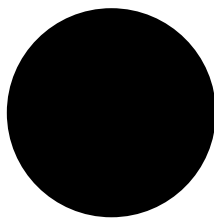
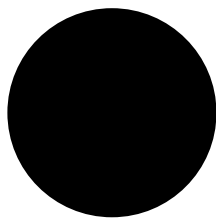
Smart search helps you find objects like people and vehicles in your recordings.

### 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 number 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 if 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         | <p>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.</p> <p><b>Note</b></p> <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 people. Open the context menu</p>  <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></p> <p>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 lets you describe what you're looking for in your recordings using natural language. To search using free text, 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

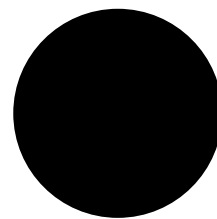
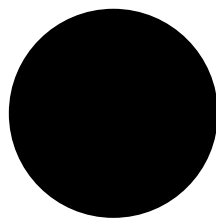
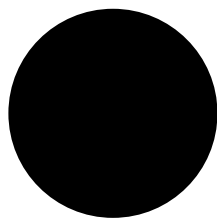
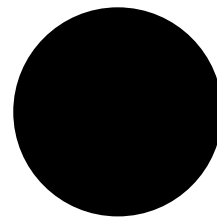
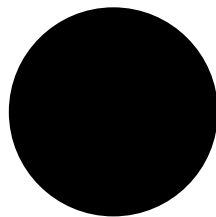
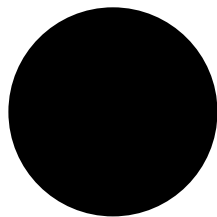
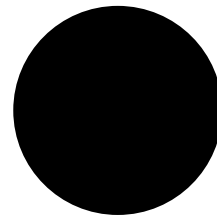
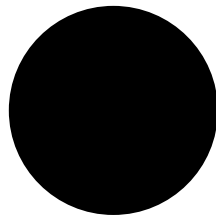
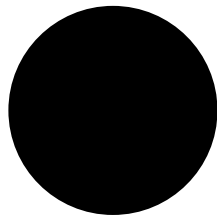
Free text search lets you describe what you're looking for in your recordings using natural language.

### Note

Before you can use 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 use free text search, click **Show** and read **Intended use**, **limitations**, and **responsible use**. Click **OK**.
6. Enter the terms you want to include and exclude in your search. See *Prompting guidelines*, on page 18 for help on how to use 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 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 someone who isn't 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 and a custom list of prohibited search categories and words to evaluate each search query.

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 goes 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 for actions like falling, running, or stealing because these require more context.
- Free text search uses cropped images and 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 search 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                                            | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Can't access the web client in the cloud           | <ul style="list-style-type: none"> <li>Make sure you have internet access.</li> <li>Go to <i>status.axis.com</i> and check if the service is running.</li> </ul>                                                                                                                                                                                                                                                                                                                 |
| Can't access the web client on the private network | <p>The reverse proxy component doesn't start because another process already uses port 443.</p> <p><b>Option 1:</b></p> <p>Disable the service that uses port 443.</p> <p><b>Option 2:</b></p> <ol style="list-style-type: none"> <li>Change the web client port in AXIS Camera Station Pro Service Control.</li> <li>Restart the AXIS Camera Station Pro service.</li> <li>Access the web client on <code>https://[Server IP address]:[new port]/web-client/</code>.</li> </ol> |
| Bad video performance                              | <ul style="list-style-type: none"> <li>Reduce the number of video streams.</li> <li>If the graphics card doesn't meet the minimum requirements, upgrade your computer. See <i>Client system recommendations</i>, on page 2.</li> </ul>                                                                                                                                                                                                                                           |
| Live view disruptions                              | The "Zipstream: Optimize for storage" setting is on. For the best live view experience, turn this setting off.                                                                                                                                                                                                                                                                                                                                                                   |
| Video playback disruptions                         | Configure your video encoding settings to use supported formats such as H.264 and AV1. H.265 isn't supported in the current version of the web client.                                                                                                                                                                                                                                                                                                                           |
| Stream error in the browser with no video showing  | The server or device times are incorrect. Even a small difference in time 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, such as AXIS C1310-E and AXIS C1410, don't support two-way audio. You can still send announcements to them.                                                                                                                                                                                                                                                                                                              |



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