

AXIS Companion 3

User Manual

AXIS Companion 3

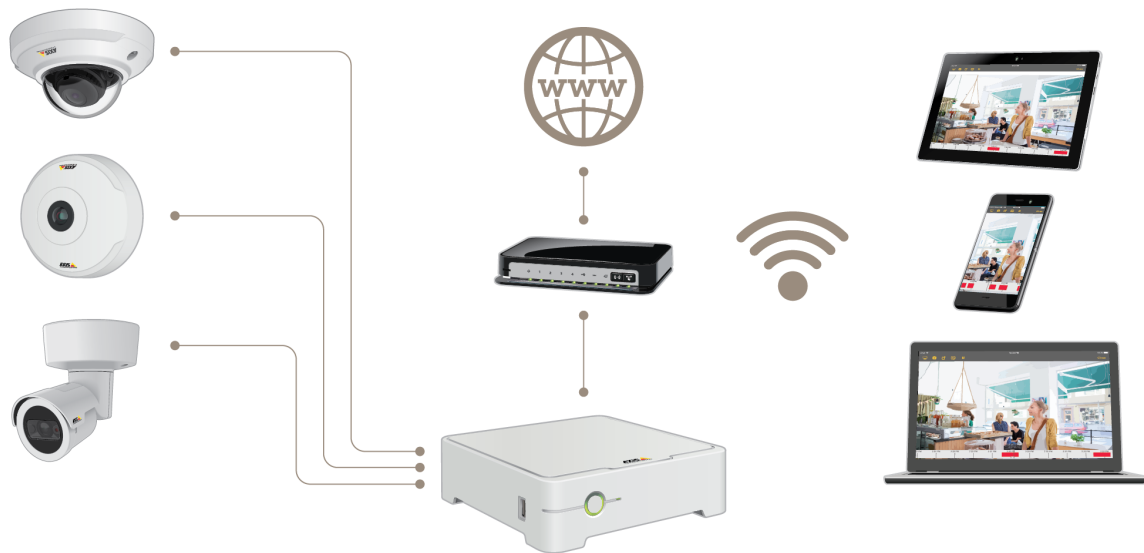
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About the AXIS Companion solution

About the AXIS Companion solution



AXIS Companion is a complete end-to-end surveillance solution designed to meet the requirements of small businesses.

An AXIS Companion solution can consist of:

- AXIS Companion Line cameras, Axis IP cameras and encoders with firmware 5.50 or higher.
- AXIS Companion Recorders.
- Axis system accessories, such as memory cards and AXIS Companion Switches.
- AXIS Companion video management software for Windows computers and mobile devices (iOS and Android).

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How to install an AXIS Companion system

How to install an AXIS Companion system

Follow these steps to install your AXIS Companion system:

1. *Install hardware on page 4*
2. *Register a MyAxis account on page 4*
3. *Download and install AXIS Companion video management software on page 4*
4. *Create a site for your AXIS Companion system on page 5*
5. *Download AXIS Companion mobile app on page 5*

Result of system installation:

- The firmware is upgraded on all Axis devices. (This requires internet access).
- An admin user is created with the same password as the site.
- The recordings are enabled with default settings.
- The remote access is enabled. (This requires internet access).

Install hardware

1. Install your camera hardware. For instructions how to install your camera hardware, go to www.axiscompanion.com/manuals, select the device you want to install, and see the chapter **How to install the device** of every device you want to install.
2. Connect the recorder to your network.
3. Connect the cameras to the recorders integrated PoE switch or an external PoE switch.
4. Connect the computer to the same network as the recorder.
5. Connect the power cable to your recorder, and 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.

To find out more, you can watch these *video tutorials*.

Register a MyAxis account

Register a MyAxis account at axis.com/my-axis/login

We recommend that you create a separate account for the end-user to be used as the main operative account.

Download and install AXIS Companion video management software

1. Go to axiscompanion.com/vms and click **Download** to download the AXIS Companion Windows client.
2. Sign in using your *MyAxis account*.
3. Read the license agreement, and select one of the alternatives to proceed.
4. Save the file to a location of your choice.

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How to install an AXIS Companion system

5. Open the file, and click **Run** to start the installation.
6. If you want to allow the app to make changes on your device, click **Yes**.
7. Select language and click **OK**.
8. Follow the **AXIS Companion Setup Wizard**.

Create a site for your AXIS Companion system

A **site** is a single point of entry to a surveillance solution, for example all cameras in a store. You can keep track of several sites through a single MyAxis account.

1. To start using AXIS Companion, sign in with the end-user *MyAxis account*.
2. Click **Get started**.
3. Name your **site** and choose a strong **password**.

Note

Remember your password. If you lose the site password, the cameras and recorders must be reset to factory default.

4. Click **Next**.

Optional:

- Deselect a camera if you want to exclude it from the site.
 - To rename a camera, click on the camera name.
5. Click **Next**.
 6. Set tilt orientation, by specifying how the camera is mounted, ceiling, wall or desk.
 7. Click **Finish** and then wait while AXIS Companion configures the cameras.

Note

The configuration may take several minutes.

For getting-started video tutorials, see *AXIS Companion tutorials*.

Download AXIS Companion mobile app

Note

It is not possible to install the AXIS Companion 360 camera with the app. You have to install the camera with the AXIS Companion video management software. Also, client dewarping is currently not supported by AXIS Companion mobile app.

1. Go to your App store or Google play.
2. Search for **AXIS Companion** and download the app.
3. Sign in to AXIS Companion using the end-user *MyAxis account*.
4. Click one of the alternatives to proceed.
5. Select your site and log in using your site password.

To find out more on how to use the app, see *AXIS Companion tutorials*.

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Daily use

Daily use


These instructions are only valid for the features within AXIS Companion Windows client. For similar features within the AXIS Companion app, see the *AXIS Companion tutorials*

How to access cameras from your computer and mobile device

1. Sign in to AXIS Companion on a computer or a mobile device using the end-user *MyAxis account*.
2. Select the site and log in with the site password.


Find out more at *AXIS Companion tutorials*.

How to view live video

1. Go to 
2. Select which camera you want to view.



To watch a video of how to zoom, pan and take snapshots, see the *AXIS Companion tutorials*.

How to play recordings

1. Go to 
2. Use the timeline and calendar to find the recording.
3. Select the camera in the timeline and move the playback marker to the desired time.
4. Click **Play**.

To watch a video of how to browse and play recordings, see the *AXIS Companion tutorials*.

How to save recordings

1. Go to 
2. Click 
3. Select a start and an end time for a camera recording.
4. Select which cameras to save recordings from.
5. Save the recording.

To watch a video of how to save recordings, see the *AXIS Companion tutorials*.

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How to play saved recordings

To play a saved recording, open it with AXIS File Player.


When you save a recording, the AXIS File Player will be saved in the same folder. The AXIS File Player has a timeline showing what time the recording was made.

How to validate saved recordings

You can validate a recording to confirm that the timestamp and images have not been manipulated after the recording was first saved. For this purpose, a digital signature will be included in the file when you save a recording. You can add a password to the digital signature for increased security.

1. To protect your digital signature with a password:



- In AXIS Companion, go to  and **Customize**.
- Under **Recordings**, select **Show digital signature options when saving recordings**.
- When saving a recording now, the **Digital signature** window will appear, allowing you to choose a password for the signature.

2. Validate a recording:

- Open the saved recording with AXIS File Player.
- Click **Tools** and select **Verify digital signature**.
- Enter password, if a password was applied to the signature, and click **OK**.

A window appears to inform whether or not the recording is valid.


How to add a camera to your existing site

Note


This instruction is only valid for the features within AXIS Companion Windows client.

1. Connect the cameras to the recorders integrated PoE switch or an external PoE switch.



2. In AXIS Companion Windows client, go to  and **Cameras**.



3. Click .
4. Select the camera that you want to add to your site.
5. Click **Next**.
6. Set tilt orientation, by specifying how the camera is mounted, ceiling, wall or desk.
7. Click **Finish** and then wait while AXIS Companion configures the camera.

Note

The configuration may take several minutes.



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How to remove a camera from your site

Note

This instruction is only valid for the features within AXIS Companion Windows client.

1. In AXIS Companion Windows client, go to  and Cameras.
2. Select the camera to remove, and click .
3. If the camera has ongoing recordings, select **Stop motion and continuous recording** to stop recordings.
4. If the camera is connected to an automatically installed NAS (Network Attached Storage):
 - Select **Remove recordings from network storage** if you want to remove saved recordings on the network storage device.
5. Click OK.




Note

When recordings are removed from an automatically installed network storage device, ongoing recordings made by other cameras to the same network storage device could be temporarily interrupted. Recordings made to SD cards and other network storage devices will not be affected.

How to adjust the image settings


Note

This instruction is only valid for the features within AXIS Companion Windows client.

1. In AXIS Companion, go to  and Cameras.
2. Click  and then select  (or right click on the camera).

Here you can control the image by adjusting settings like:

- Appearance
- White balance
- Exposure
- Overlay
- Day & Night
- Privacy mask

For detailed information about all the available image settings, go to  and click **Help > Overview > Configuration > Cameras > Image Settings**.


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How to configure video motion detection

Recording only when motion is detected saves considerably on disk space and bandwidth, compared to continuous recording. If the motion detection is triggered too often, for instance due to a tree moving in the wind, then you can choose to ignore any motion within that part of the camera view.



1. In AXIS Companion, go to  and **Cameras**.
2. Make sure the camera is enabled in the **Motion detection** column.
3. Right-click a camera and select **Motion detection**.
4. In the **Motion recording** dialog, click **Settings....**
5. In the **Motion detection settings** window, you can choose what part of the camera view to include in the motion detection.
 - Edit the shape of the area to be included for motion detection.
 - To draw an area that will be excluded from motion detection, select **Enable exclude area**.

Troubleshooting

Technical issues, clues and solutions

Issue	Solution
I have no live view.	Go to <i>How to fix common issues on page 10</i> .
My recordings are not available.	Go to <i>How to fix common issues on page 10</i> .
I cannot connect to my cameras.	Go to <i>How to fix common issues on page 10</i> .
I receive error notification: "No contact".	Go to <i>How to fix common issues on page 10</i> .

How to fix common issues

1. Check that your cameras and recorder have power.
2. Check that the network is working.
3. Check that the cameras are connected to the same network as the computer, unless you are remote.

Still not working?

4. Make sure your cameras, recorder and Windows client have the latest firmware and software updates.
See How to upgrade firmware on page 12.
5. Restart the AXIS Companion Windows client.
6. Restart you cameras and recorder.

Still not working?

7. Restore the camera, or cameras, that causes problems. *See How to restore a device on page 10.*

Still not working?

8. Restore the network settings to factory default. *See How to restore a device on page 10.*


Still not working?

9. Make a hard reset on the cameras and the recorder, to completely put them back to factory default settings.
See How to do a hard reset on a camera on page 11 and How to do a hard reset on the recorder on page 11.

Still not working?


10. Save a system report and contact *Axis technical support*. *See How to save a system report on page 12.*

How to restore a device

1. In AXIS Companion, go to  and Cameras.

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2. Click  and then select **Restore device**.
3. If you want to restore the network settings to default as well, then select **Also restore network settings**.
4. Click **Yes**.

Note

If you cannot access the device and this setting in the AXIS Companion PC client, try this task: *How to do a hard reset on a camera on page 11*

How to do a hard reset on a camera

Note

Follow this task when you cannot access the camera and the **Restore** or **Factory default** settings in the AXIS Companion PC client.

Resetting the camera to factory default settings will restore all settings, including the IP address.

1. Select the camera you want to hard reset and remove it from the site.
See How to remove a camera from your site on page 8.
2. Disconnect the power from the device.
3. Press and hold the **control button** on the device, and then reconnect the power. Keep the control button pressed for 15–30 seconds until the status LED indicator flashes amber.
4. Release the control button. The process is complete when the status LED indicator turns green.
The product has been reset to the factory default settings.
5. Add the camera to the site again, see *How to add a camera to your existing site on page 7*.

How to do a hard reset on the recorder

▲WARNING

Move the recorder very gently while it is switched on. Sudden moves or shocks may damage the hard disk.

Note


Resetting the recorder to factory default settings will restore all settings, including the IP address.

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 reset button.
3. Press and hold the reset button. Press and release the control button to start the recorder. Release the reset button after 15–30 seconds when the LED indicator flashes amber.
4. Slowly 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 default IP address is 192.168.0.90
6. Reset your cameras connected to the recorder. See *How to restore a device on page 10*.

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How to save a system report

1. In Axis Companion Windows client, click 
2. Click **Save System Report**.
3. When you register a new case at Axis Helpdesk, attach the system report.

How to upgrade firmware

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

1. In AXIS Companion Windows client, go to 

2. Click on 

Devices with available firmware upgrades will be shown in the dialog.

Select the devices you want to upgrade.

3. If you have downloaded a firmware file from *www.axis.com*, click **Use downloaded firmware file** to browse to the location of your firmware file.
4. Click **Upgrade**.

