

## **AXIS S3008 Recorder**

## **User Manual**

# AXIS S3008 Recorder

## About your device

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### About your device

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

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

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

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

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

- The recorder can supply up to eight devices with PoE.
- The total amount of power available is 65 W.
- Each network port supports up to 15.4 W (PoE Class 3) at the PoE port (PSE) and 12.95 W on the camera side (PD).
- The switch allocates PoE power based on the PoE class of the connected device.

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## Get started

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### Get started



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

[www.axis.com/products/online-manual/63362](http://www.axis.com/products/online-manual/63362)

The AXIS S3008 Recorder is used with the AXIS Companion video management software.

### Get started with AXIS Companion

#### Note

Internet access is required during the system setup.

#### Installation overview:

1. *Register a MyAxis account on page 3*
2. *Install the hardware on page 3*
3. *Install the desktop app on page 4*
4. *Create a site on page 4*
5. *Install the mobile app on page 5*

#### Result of system installation:

- The firmware is upgraded on all Axis devices.
- A password is set for the devices.
- The recordings are enabled with default settings.
- The remote access is enabled.

### Register a MyAxis account

Register a MyAxis account at [axis.com/my-axis/login](http://axis.com/my-axis/login)

### Install the hardware

1. Install your camera hardware.
2. Connect the recorder to your network via the LAN port.

#### Note

If you have no recorder, then you need a camera with an SD card if you want to be able to record video.

3. Connect the cameras to the recorder's integrated PoE switch or an external PoE switch.

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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 the desktop app

1. Go to [axis.com/products/axis-companion](http://axis.com/products/axis-companion) and click **Download** to download the AXIS Companion desktop app for Windows.
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.
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 setup wizard.

## Create a site



[www.axis.com/products/online-manual/63362](http://www.axis.com/products/online-manual/63362)

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.

### Note

If you have used an earlier version of *AXIS Companion*, then you might have devices that are not supported in *AXIS Companion* version 4. Unsupported devices include third-party NAS devices and old Axis devices with a firmware that can't be updated to 8.40 or later. The wizard will inform you about any such issues and help you to address them.

### Note

Sites that were created in an earlier version than *AXIS Companion* version 4, will not appear in the list of sites. You can read the *Migration Guide* (available on the support web page) for more information.

1. Start the *AXIS Companion* desktop app.
2. Sign in with your *MyAxis* account.
3. Click **Get started**.

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4. Name your site and enter your company name.
5. Click **Next**.
6. Select the devices you want to add to your site.  
If any devices are password-protected, then you must enter the password for them before they can be selected.

### Note

If you have devices that are not supported, then you can click **Read more** to find out why they are not supported.

7. Click **Next**.
8. Enter a password.  
This password is used for accessing the device webpages or offline mode in the AXIS Companion mobile app.
9. Click **Next**.
10. Set tilt orientation, by specifying how the camera is mounted, ceiling, wall or desk.
11. On the **Ready to install** page, there might be a list of cameras that need to be restored. If so, click the **Restore device** link to fix the issue on the device webpage.
12. Click **Finish** and wait while AXIS Companion configures the cameras.

### Note

The configuration may take several minutes.

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

## Install the 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 Windows client. Also, client dewarping is currently not supported by the AXIS Companion mobile app.

1. Go to your App store or Google play.
2. Search for **AXIS Companion 4** and download the app.
3. Sign in to AXIS Companion with your *MyAxis account*.

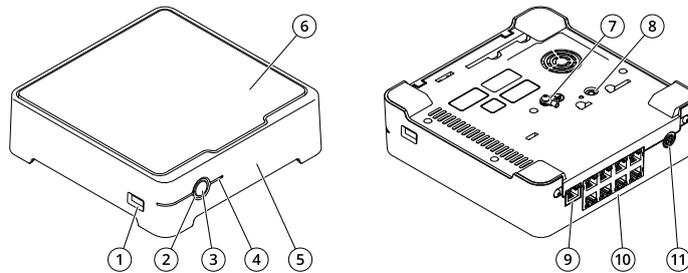
To find out more on how to use the app, see *AXIS Companion tutorials*.

# AXIS S3008 Recorder

## Product overview

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### Product overview



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

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## Troubleshooting

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### Troubleshooting

The status LED gives you the following information:

Status LED	Indication
Green	The recorder is on and the status is ok.
Orange	The recorder is starting up, or the firmware is upgrading. Wait until the LED turns green.
Red	This can mean that the PoE budget is exceeded. If you just connected a device to the recorder, try to remove it again. For more information about PoE limitations, see <i>How much power can the recorder supply to the cameras? on page 2</i> .

The hard drive LED gives you the following information:

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

The buzzer sounds for this reason:

- The PoE budget is exceeded. If you just connected a device to the recorder, try removing it again. For more information about PoE limitations, see *How much power can the recorder supply to the cameras? on page 2*

#### Note

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

The recorder shuts down:

- The recorder is severely overheated.

### 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 8*.
- Connecting to an AXIS Video Hosting System service. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

### Technical issues, clues and solutions

Issue	Solution
My recordings are not available.	Go to <i>Fix common issues on page 8</i> .

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## Troubleshooting

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

### Fix common issues

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

See *Save a system report on page 9*.

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 Companion desktop app have the latest firmware and software updates.  
See *Upgrade firmware on page 8*.
6. Restart the AXIS Companion desktop app.
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 and *Hard reset a recorder on page 8*.
9. Add the reset cameras to your site again.

Still not working?

10. Save a system report and contact *Axis technical support*.  
See *Save a system report on page 9*.

### Upgrade firmware

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

1. Go to the leader device webpage.
2. Go to **System > Maintenance** and click **Upgrade** under **Firmware upgrade**.
3. Follow the instructions on the screen.

### Hard reset a recorder

#### **▲WARNING**

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

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### **▲WARNING**

A hard reset will remove the saved encryption password for the hard drive. Failure to remember the encryption password for an encrypted hard drive will result in permanent loss of all recordings.

### **Note**

A hard reset will reset all the 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 control button.
3. Press and hold the control button. Press and release the power button to start the recorder. Release the control button after 15-30 seconds when the LED indicator flashes amber.
4. 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 .
7. If your hard drive is encrypted, then it must be mounted manually after the recorder is reset:
  - 7.1 Go to the device webpage.
  - 7.2 Go to **System > Storage** and click **Mount**.
  - 7.3 Enter the encryption password used when encrypting the hard drive.

## I can't log in to the product's webpage

If you set a password for the product during configuration, and later add that product to a site, you can no longer log in to the product's webpage with the password you've set. This is because AXIS Companion software changes the passwords of all devices in the site.

To log in to a device in your site, type the user name **root** and your site password.

## How to erase all recordings

1. Go to the device webpage > **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 Companion, go to  > **Save system report**.
2. When you register a new case at Axis Helpdesk, attach the system report.

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Need more help?

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Need more help?

## Useful links

- *AXIS Companion user manual*

## Contact support

Contact support at [axis.com/support](https://axis.com/support).

