

## **AXIS Companion – Migrating from version 3 to version 4**

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This document contains instructions for installing AXIS Companion version 4, when you already have version 3.x installed.

## Note

Any device that was used in AXIS Companion version 3, must be reset or restored before they can be used in AXIS Companion version 4. The installation wizard will detect if any devices need to be reset or restored, and assist you.

A hard reset or restore of a device will not erase any recordings.

For more information, visit the *AXIS Companion online manual*, which also contains a video tutorial about migrating from version 3 to version 4.

## Requirements

	AXIS Companion version 4	AXIS Companion version 3.x
Supported products	AXIS Companion IP cameras, Axis network cameras and encoders with firmware 5.50 and higher	AXIS Companion IP cameras, Axis network cameras and encoders with firmware 5.50 and higher
Storage media	AXIS Surveillance Card AXIS Companion Recorder No third-party NAS support	SD card AXIS Companion Recorder Selected third-party NAS devices
Multi-user support	Yes	No
Alert notifications	Yes	No
Remote system management	Yes	No
Internet access	Required during system setup and management. Live and recorded video available offline.	Not required.

## Firmware issues

If any of your devices have a firmware that is older than 5.50, then the installation wizard of AXIS Companion version 4 will help you update the firmware.

If your device can't be updated to 5.50, then the wizard will inform you that the device will not be possible to use with AXIS Companion version 4. If you want to use the device, you need to use an older version of the AXIS Companion app, such as version 3.x.

## Storage issues

If you want to use a third-party NAS device, then you need to use an older version of the AXIS Companion app, such as version 3.x.

## Without internet connection

AXIS Companion version 4 requires connection to the internet during the installation. Once installed, it can run in offline mode. However, the offline mode only allows live view and access to recordings. If you need to change settings that require administrator rights, then you must be connected to the internet.

If you want to run your system without ever being connected to the internet, then we recommend you to use AXIS Companion version 3.x.

