

## **AXIS P7304 Video Encoder**

## **User Manual**

# AXIS P7304 Video Encoder

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# AXIS P7304 Video Encoder

## Get started

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### Get started

#### Find the device on the network

To find Axis devices on the network and assign them IP addresses in Windows®, use AXIS IP Utility or AXIS Device Manager. Both applications are free and can be downloaded from [axis.com/support](http://axis.com/support).

For more information about how to find and assign IP addresses, go to *How to assign an IP address and access your device*.

#### Browser support

You can use the device with the following browsers:

	Chrome™	Firefox®	Edge®	Safari®
Windows®	recommended	x	x	
macOS®	recommended			x
Other operating systems	x	x		

If you need more information about recommended browsers, go to [axis.com/browser-support](http://axis.com/browser-support).

#### Access the device

1. Open a browser and enter the IP address or host name of the Axis device.  
If you do not know the IP address, use AXIS IP Utility or AXIS Device Manager to find the device on the network.
2. Enter the username and password. If you access the device for the first time, you must set the root password. See *Set a new password for the root account on page 3*.
3. The live view page opens in your browser.

#### Verify that no one has tampered with the firmware

To make sure that the device has its original Axis firmware, or to take full control of the device after a security attack:

1. Reset to factory default settings. See *Reset to factory default settings on page 19*.  
After the reset, secure boot guarantees the state of the device.
2. Configure and install the device.

#### Set a new password for the root account

##### Important

The default administrator username is **root**. If the password for root is lost, reset the device to factory default settings.

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

[www.axis.com/products/online-manual/45142#t10098905](http://www.axis.com/products/online-manual/45142#t10098905)

*Support tip: Password security confirmation check*

1. Type a password. Follow the instructions about secure passwords. See *Secure passwords on page 4*.
2. Retype the password to confirm the spelling.
3. Click **Create login**. The password has now been configured.

### Secure passwords

#### Important

Axis devices send the initially set password in clear text over the network. To protect your device after the first login, set up a secure and encrypted HTTPS connection and then change the password.

The device password is the primary protection for your data and services. Axis devices do not impose a password policy as they may be used in various types of installations.

To protect your data we strongly recommend that you:

- Use a password with at least 8 characters, preferably created by a password generator.
- Don't expose the password.
- Change the password at a recurring interval, at least once a year.

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### Webpage overview

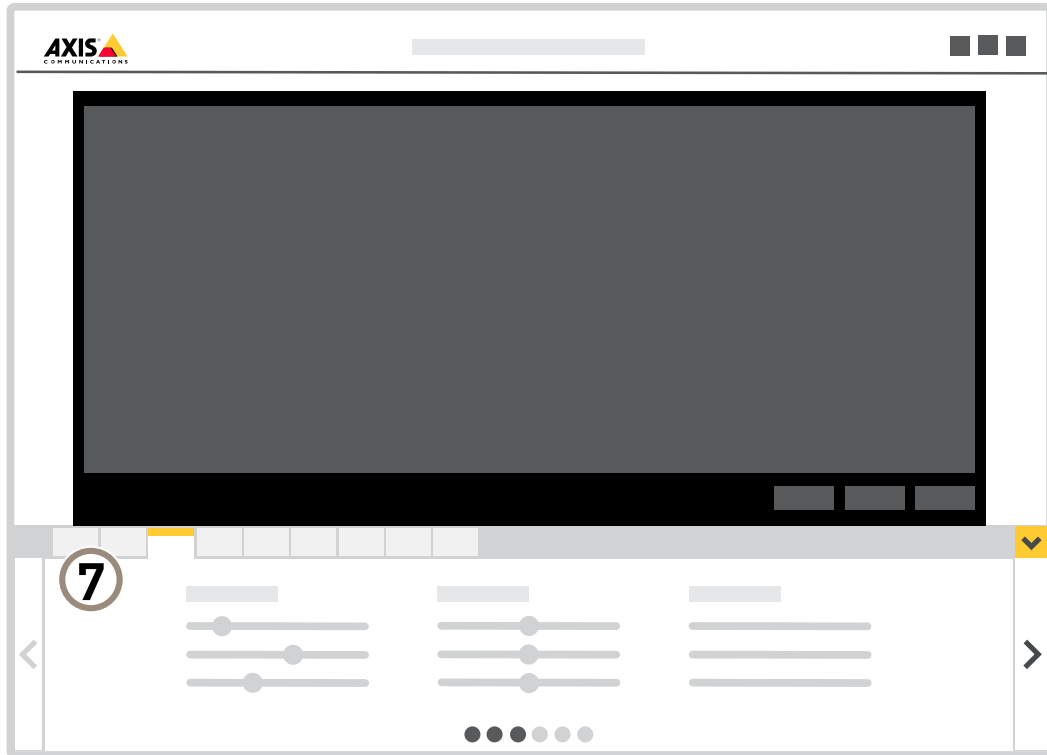


- 1 *Live view control bar*
- 2 *Live view*
- 3 *Product name*
- 4 *User information, color themes, and help*
- 5 *Video control bar*
- 6 *Settings toggle*

# AXIS P7304 Video Encoder

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7 Settings tabs

# AXIS P7304 Video Encoder

## Additional settings

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### Additional settings

#### Adjust the image

This section includes instructions about how to configure your device. If you want to learn more about how certain features function, go to *Learn more on page 17*.

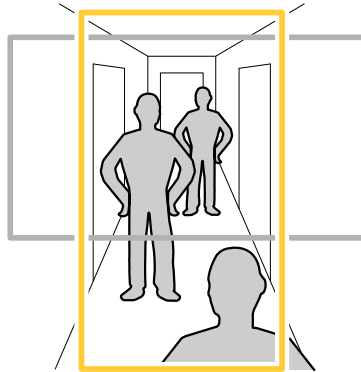
#### Level the camera


To adjust the view in relation to a reference area or an object, use the leveling guide in combination with a mechanical adjustment of the camera.

1. Go to Settings > System > Orientation and click .
2. Adjust the camera mechanically until the position of the reference area or the object is aligned with the leveling guide.

#### Monitor long and narrow areas

Use corridor format to better utilize the full field of view in a long and narrow area, for example a staircase, hallway, road, or tunnel.



1. Depending on your device, turn the camera or the 3-axis lens in the camera 90° or 270°.
2. If the device doesn't have automatic rotation of the view, log in to the webpage and go to Settings > System > Orientation.
3. Click .
4. Rotate the view 90° or 270°.

Find out more at [axis.com/axis-corridor-format](https://axis.com/axis-corridor-format).

#### Hide parts of the image with privacy masks

You can create one or several privacy masks to hide parts of the image.

# AXIS P7304 Video Encoder

## Additional settings

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

[www.axis.com/products/online-manual/45142#t10106902](http://www.axis.com/products/online-manual/45142#t10106902)

*How to create a privacy mask*

1. Go to **Settings > Privacy mask**.
2. Click **New**.
3. Adjust the size, color, and name of the privacy mask according to your needs.



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

[www.axis.com/products/online-manual/45142#t10106902](http://www.axis.com/products/online-manual/45142#t10106902)

*How to change the appearance of the mask*

### Show an image overlay

You can add an image as an overlay in the video stream.

1. Go to **Settings > Overlay**.
2. Click **Image list**.
3. Upload an image and click **Done**.
4. Click **Create overlay**.
5. Select **Image** and click **Create**.
6. Select the image from the drop-down list.
7. To position the image overlay, choose **Custom** or one of the presets.
8. Click **Create**.

### Show a text overlay in the video stream when the device detects motion

This example explains how to display the text "Motion detected" when the device detects motion.



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## Additional settings

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

[www.axis.com/products/online-manual/45142#t10103832](http://www.axis.com/products/online-manual/45142#t10103832)

*How to show text overlay when the camera detects motion*

Make sure that AXIS Video Motion Detection is running:

1. Go to **Settings > Apps > AXIS Video Motion Detection**.
2. Start the application if it is not already running.
3. Make sure you have set up the application according to your needs.

Add the overlay text:

4. Go to **Settings > Overlay**.
5. Select **Create overlay** and select **Text overlay**.
6. Enter #D in the text field.
7. Choose text size and appearance.
8. To position the text overlay, choose **Custom** or one of the presets.

Create a rule:

9. Go to **System > Events > Rules** and add a rule.
10. Type a name for the rule.
11. In the list of conditions, select **AXIS Video Motion Detection**.
12. In the list of actions, select **Use overlay text**.
13. Select a view area.
14. Type "Motion detected".
15. Set the duration.
16. Click **Save**.

### Note

If you update the overlay text it will be automatically updated on all video streams dynamically.

## Adjust the camera view (PTZ)

To learn more about different pan, tilt, and zoom settings, see *Pan, tilt, and zoom (PTZ) on page 17*.

## Install the PTZ driver

This product supports several devices. For a complete list of supported devices, see *axis.com*

1. Go to the camera's webpage.

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## Additional settings

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2. In the installation wizard, go to **Select a PTZ mode** and select **PTZ driver** from the drop-down list.
3. Once you've accessed the live view, go to **Settings > System > Accessories**.
4. Select one of the following actions:
  - 4.1 If the PTZ driver is not uploaded, select **Upload driver**.
  - 4.2 If the PTZ driver is uploaded, go to **Select driver to use** and select PTZ driver from the drop-down list.
5. Select a video channel.
6. Enter the **Device id** and select **Device type** from the drop down-list. To decide which device type to use, see the documentation supplied with the PTZ driver.
7. Go to the PTZ tab and check that the PTZ settings are available.

### Create a guard tour with preset positions

A guard tour displays the video stream from different preset positions either in a predetermined or random order, and for configurable periods of time.

1. Go to **Settings > PTZ > Guard tours**.
2. Click **+**.
3. To edit the guard tour's properties, click .
4. Type a name for the guard tour and specify the pause length in minutes between each tour.
5. If you want the guard tour to go to the preset positions in a random order, turn on **Shuffle**.
6. Click **Done**.
7. Click **Add** to add the preset positions that you want in your guard tour.
8. Click **Done** to exit the guard tour settings.
9. To schedule the guard tour, go to **System > Events**.



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

[www.axis.com/products/online-manual/45142#t10111157](http://www.axis.com/products/online-manual/45142#t10111157)

### View and record video

This section includes instructions about how to configure your device. To learn more about how streaming and storage works, go to *Streaming and storage on page 17*.

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## Additional settings

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### Reduce bandwidth and storage

#### Important

If you reduce the bandwidth it can result in loss of details in the picture.

1. Go to live view and select **H.264**.
2. Go to **Settings > Stream**.
3. Do one or more of the following:

#### Note

The zipstream settings are used for both H.264 and H.265.

- Turn on dynamic GOP and set a high GOP length value.
- Increase the compression.
- Turn on dynamic FPS.

#### Note

Web browsers do not support H.265 decoding. Use a video management system or application supporting H.265 decoding.

### Set up network storage

To store recordings on the network, you need to set up your network storage.

1. Go to **Settings > System > Storage**.
2. Click **Setup** under **Network storage**.
3. Enter the IP address of the host server.
4. Enter the name of the shared location on the host server.
5. Move the switch if the share requires a login, and enter username and password.
6. Click **Connect**.

### Record and watch video

To record video you must first set up network storage, see *Set up network storage on page 11*, or have an SD card installed.

#### Record video

1. Go to the live view.
2. To start a recording, click **Record**. Click again to stop the recording.

#### Watch video

1. Click **Storage > Go to recordings**.
2. Select your recording in the list and it will play automatically.

### Set up rules and alerts

You can create rules to make your device perform an action when certain events occur. A rule consists of conditions and actions. The conditions can be used to trigger the actions. For example, the device can start a recording or send an email when it detects motion, or show an overlay text while the device is recording.

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## Additional settings

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### Trigger an action

1. Go to **Settings > System > Events** to set up a rule. The rule defines when the device will perform certain actions. Rules can be setup as scheduled, recurring, or for example, triggered by motion detection.
2. Select the **Condition** that must be met to trigger the action. If you specify more than one condition for the rule, all of the conditions must be met to trigger the action.
3. Select which **Action** the device should perform when the conditions are met.

#### Note

If you make changes to an active rule, you have to restart the rule for the changes to take effect.

### Record video when the camera detects motion

This example explains how to set up the camera to start recording to the SD card five seconds before it detects motion and to stop one minute after.



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

[www.axis.com/products/online-manual/45142#t10106619](http://www.axis.com/products/online-manual/45142#t10106619)

*How to record a video stream when the camera detects motion*

Make sure that AXIS Video Motion Detection is running:

1. Go to **Settings > Apps > AXIS Video Motion Detection**.
2. Start the application if it is not already running.
3. Make sure you have set up the application according to your needs. If you need help, see the *user manual for AXIS Video Motion Detection 4*.

Create a rule:

1. Go to **Settings > System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under **Application**, select **AXIS Video Motion Detection (VMD)**.
4. In the list of actions, under **Recordings**, select **Record video while the rule is active**.
5. Select an existing stream profile or create a new one.
6. Set the prebuffer time to 5 seconds.
7. Set the postbuffer time to 60 seconds.
8. In the list of storage options, select **SD card**.
9. Click **Save**.

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## Additional settings

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### Record video when the camera detects loud noises

This example explains how to set up the camera to start recording to the SD card five seconds before it detects loud noise and to stop one minute after.

Turn on audio:

1. Set up the stream profile to include audio, see *Add audio to your recording on page 15*.

Turn on audio detection:

1. Go to **Settings > System > Detectors > Audio detection**.
2. Adjust the alarm level according to your needs.

Create a rule:

1. Go to **Settings > System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under **Audio**, select **Audio Detection**.
4. In the list of actions, under **Recordings**, select **Record video**.
5. Select the stream profile where audio has been turned on.
6. Set the prebuffer time to 5 seconds.
7. Set the postbuffer time to 60 seconds.
8. In the list of storage options, select **SD card**.
9. Click **Save**.

### Use audio to deter intruders

This example explains how to connect a speaker to the camera and set it up to play a warning message when the camera detects motion in a restricted area.


Required hardware:

- Active speaker with built-in amplifier and connecting wires

#### **NOTICE**

Make sure the camera is disconnected from power before making the connections. Reconnect to power after connecting the wires.

Add audio clip to the camera:

1. Go to **Settings > Audio > Output** and click  .
2. Click **Upload new clip**.
3. Browse to locate your audio clip and click **Done**.

Create a rule:

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## Additional settings

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

[www.axis.com/products/online-manual/45142#t10114259](http://www.axis.com/products/online-manual/45142#t10114259)

1. Open the device webpage for the camera.
2. Go to **Settings > System > Events**.
3. Go to **Recipients** and add a recipient.
  - 3.1 Go to the device webpage of the speaker that has the audio clip stored on its SD card.
  - 3.2 Copy a link to the audio clip.
  - 3.3 Return to the device webpage of the camera.
4. Go to **Rules** and add a new rule:
  - 4.1 Under **Condition**, select **Video motion detection**.
  - 4.2 Under **Action**, select **Send notification through HTTP**.

### Provide visual indication of an ongoing event

You have the option to connect the AXIS I/O Indication LED to your network camera. This LED can be configured to turn on whenever certain events occur in the camera. For example, to let people know that video recording is in progress.

#### Required hardware

- AXIS I/O Indication LED
- An Axis network video camera

#### Note

For instructions on how to connect the AXIS I/O Indication LED, see the installation guide provided with the product.

The following example shows how to configure a rule that turns on the AXIS I/O Indication LED to indicate that camera is recording.

1. Go to **Settings > System > I/O Ports**.
2. For the port that you connected the AXIS I/O Indication LED to, set the direction to **Output**, and set the normal state to **Open circuit (NO)**.
3. Go to **Settings > System > Events**.
4. Create a new rule.
5. Select the **Condition** that must be met to trigger the camera to start recording. It can, for example, be a time schedule or motion detection.
6. In the list of actions, select **Record video**. Select a stream profile or create a new. Also set the **Prebuffer** and **Postbuffer** as required.
7. Save the rule.
8. Create a second rule and select the same **Condition** as in the first rule.

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9. In the list of actions, select **Toggle I/O** while the rule is active, and then select the port the AXIS I/O Indication LED is connected to. Set the state to **Active**.
10. Save the rule.

Other scenarios where AXIS I/O Indication LED can be used are for example:

- Configure the LED to turn on when the camera starts, to indicate the presence of the camera. Select **System ready** as a condition.
- Configure the LED to turn on when live stream is active to indicate that a person or a program is accessing a stream from the camera. Select **Live stream accessed** as a condition.

### Send an email automatically if someone spray paints the lens





*How to send an email notification if someone spray paint the lens*

1. Go to **Settings > System > Detectors**.
2. Turn on **Trigger on dark images**. This will trigger an alarm if the lens is sprayed, covered, or rendered severely out of focus.
3. Set a duration for **Trigger after**. The value indicates the time that must pass before an email is sent.

Create a rule:

1. Go to **Settings > System > Events > Rules** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, select **Tampering**.
4. In the list of actions, select **Send notification to email**.
5. Select a recipient from the list or go to **Recipients** to create a new recipient.

To create a new recipient, click  . To copy an existing recipient, click  .

6. Type a subject and a message for the email.
7. Click **Save**.

## Audio

### Add audio to your recording

Turn on audio:

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1. Go to **Settings > Audio** and turn on **Allow audio**.
2. Go to **Input > Type** and select your audio source.

Edit the stream profile which is used for the recording:

3. Go to **Settings > Stream** and click **Stream profiles**.
4. Select the stream profile and click **Audio**.
5. Select the checkbox and select **Include**.
6. Click **Save**.
7. Click **Close**.



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[Learn more](#)

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[Learn more](#)

## Image quality

### Privacy masks

A privacy mask is a user-defined area that covers a part of the monitored area. In the video stream, privacy masks appear either as blocks of solid color or with a mosaic pattern.

You'll see the privacy mask on all snapshots, recorded video, and live streams.

You can use the VAPIX® application programming interface (API) to turn off the privacy masks.

#### Important

If you use multiple privacy masks it may affect the product's performance.

### Overlays

Overlays are superimposed over the video stream. They are used to provide extra information during recordings, such as a timestamp, or during product installation and configuration. You can add either text or an image.

## Pan, tilt, and zoom (PTZ)

### Guard tours

A guard tour displays the video stream from different preset positions either in a predetermined or random order, and for configurable periods of time. Once started, a guard tour continues to run until stopped, even when there are no clients (web browsers) viewing the images.

#### Note

The pause between successive guard tours is at least 10 minutes, and the fixed minimum viewing time is 10 seconds.

## Streaming and storage

### Video compression formats

Decide which compression method to use based on your viewing requirements, and on the properties of your network. The available options are:

#### Motion JPEG

Motion JPEG, or MJPEG, is a digital video sequence that is made up of a series of individual JPEG images. These images are then displayed and updated at a rate sufficient to create a stream that shows constantly updated motion. For the viewer to perceive motion video the rate must be at least 16 image frames per second. Full motion video is perceived at 30 (NTSC) or 25 (PAL) frames per second.

The Motion JPEG stream uses considerable amounts of bandwidth, but provides excellent image quality and access to every image contained in the stream.

#### H.264 or MPEG-4 Part 10/AVC

#### Note

H.264 is a licensed technology. The Axis product includes one H.264 viewing client license. To install additional unlicensed copies of the client is prohibited. To purchase additional licenses, contact your Axis reseller.

H.264 can, without compromising image quality, reduce the size of a digital video file by more than 80% compared to the Motion JPEG format and by as much as 50% compared to the MPEG-4 standard. This means that less network bandwidth and storage space are required for a video file. Or seen another way, higher video quality can be achieved for a given bitrate.

# AXIS P7304 Video Encoder

## Learn more

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H.265 or MPEG-H Part 2/HEVC

**Note**

H.265 is licensed technology. The Axis product includes one H.265 viewing client license. To install additional unlicensed copies of the client is prohibited. To purchase additional licenses, contact your Axis reseller.

### How do Image, Stream, and Stream profile settings relate to each other?

The **Image** tab contains camera settings that affect all video streams from the product. If you change something in this tab, it immediately affects all video streams and recordings.

The **Stream** tab contains settings for video streams. You get these settings if you request a video stream from the product and don't specify for example resolution, or frame rate. When you change the settings in the **Stream** tab, it doesn't affect ongoing streams, but it will take effect when you start a new stream.

The **Stream profiles** settings override the settings from the **Stream** tab. If you request a stream with a specific stream profile, the stream contains the settings of that profile. If you request a stream without specifying a stream profile, or request a stream profile that doesn't exist in the product, the stream contains the settings from the **Stream** tab.

## Applications

AXIS Camera Application Platform (ACAP) is an open platform that enables third parties to develop analytics and other applications for Axis products. To find out more about available applications, downloads, trials and licenses, go to [axis.com/applications](http://axis.com/applications).

To find the user manuals for Axis applications, go to [axis.com](http://axis.com).



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

[www.axis.com/products/online-manual/45142#t10001688](http://www.axis.com/products/online-manual/45142#t10001688)

*How to download and install an application*



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

[www.axis.com/products/online-manual/45142#t10001688](http://www.axis.com/products/online-manual/45142#t10001688)

*How to activate an application licence code on a device*

# AXIS P7304 Video Encoder

## Troubleshooting

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### Troubleshooting

#### Reset to factory default settings

**Important**

Reset to factory default should be used with caution. A reset to factory default resets all settings, including the IP address, to the factory default values.

To reset the product to the factory default settings:

1. Disconnect power from the product.
2. Press and hold the control button while reconnecting power. See *Product overview on page 23*.
3. 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. If no DHCP server is available on the network, the default IP address is 192.168.0.90.
5. Use the installation and management software tools to assign an IP address, set the password, and access the video stream.

The installation and management software tools are available from the support pages on [axis.com/support](https://axis.com/support).

It is also possible to reset parameters to factory default through the web interface. Go to **Settings > System > Maintenance** and click **Default**.

#### Firmware options


Axis offers product firmware management according to either the active track or the long-term support (LTS) tracks. Being on the active track means continuously getting access to all the latest product features, while the LTS tracks provide a fixed platform with periodic releases focused mainly on bug fixes and security updates.

Using firmware from the active track is recommended if you want to access the newest features, or if you use Axis end-to-end system offerings. The LTS tracks are recommended if you use third-party integrations, which are not continuously validated against the latest active track. With LTS, the products can maintain cybersecurity without introducing any significant functional changes or affecting any existing integrations. For more detailed information about Axis product firmware strategy, go to [axis.com/support/firmware](https://axis.com/support/firmware).

#### Check the current firmware

Firmware is the software that determines the functionality of network devices. One of your first actions when troubleshooting a problem should be to check the current firmware version. The latest version may contain a correction that fixes your particular problem.

To check the current firmware:

1. Go to the product's webpage.
2. Click on the help menu .
3. Click **About**.

#### Upgrade the firmware

**Important**

Preconfigured and customized settings are saved when the firmware is upgraded (provided that the features are available in the new firmware) although this is not guaranteed by Axis Communications AB.

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### Important

Make sure the product remains connected to the power source throughout the upgrade process.

### Note

When you upgrade the product with the latest firmware in the active track, the product receives the latest functionality available. Always read the upgrade instructions and release notes available with each new release before upgrading the firmware. To find the latest firmware and the release notes, go to [axis.com/support/firmware](http://axis.com/support/firmware).

AXIS Device Manager can be used for multiple upgrades. Find out more at [axis.com/products/axis-device-manager](http://axis.com/products/axis-device-manager).



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

[www.axis.com/products/online-manual/45142#t10095327](http://www.axis.com/products/online-manual/45142#t10095327)

*How to upgrade the firmware*

1. Download the firmware file to your computer, available free of charge at [axis.com/support/firmware](http://axis.com/support/firmware).
2. Log in to the product as an administrator.
3. Go to **Settings > System > Maintenance**. Follow the instructions on the page. When the upgrade has finished, the product restarts automatically.

## Technical issues, clues and solutions

If you can't find what you're looking for here, try the troubleshooting section at [axis.com/support](http://axis.com/support).

### Problems upgrading the firmware

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Firmware upgrade failure	If the firmware upgrade fails, the device reloads the previous firmware. The most common reason is that the wrong firmware file has been uploaded. Check that the name of the firmware file corresponds to your device and try again.
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### Problems setting the IP address

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The device is located on a different subnet	If the IP address intended for the device and the IP address of the computer used to access the device are located on different subnets, you cannot set the IP address. Contact your network administrator to obtain an IP address.
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## Troubleshooting

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The IP address is being used by another device	Disconnect the Axis device from the network. Run the ping command (in a Command/DOS window, type <code>ping</code> and the IP address of the device): <ul style="list-style-type: none"><li>If you receive: <code>Reply from &lt;IP address&gt;: bytes=32; time=10...</code> this means that the IP address may already be in use by another device on the network. Obtain a new IP address from the network administrator and reinstall the device.</li><li>If you receive: <code>Request timed out</code>, this means that the IP address is available for use with the Axis device. Check all cabling and reinstall the device.</li></ul>
Possible IP address conflict with another device on the same subnet	The static IP address in the Axis device is used before the DHCP server sets a dynamic address. This means that if the same default static IP address is also used by another device, there may be problems accessing the device.

### The device cannot be accessed from a browser

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Cannot log in	When HTTPS is enabled, ensure that the correct protocol (HTTP or HTTPS) is used when attempting to log in. You may need to manually type <code>http</code> or <code>https</code> in the browser's address field.  If the password for the user <code>root</code> is lost, the device must be reset to the factory default settings. See <i>Reset to factory default settings on page 19</i> .
The IP address has been changed by DHCP	IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the device on the network. Identify the device using its model or serial number, or by the DNS name (if the name has been configured).  If required, a static IP address can be assigned manually. For instructions, go to <a href="http://axis.com/support">axis.com/support</a> .

### The device is accessible locally but not externally

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To access the device externally, we recommend using one of the following applications for Windows®:

- AXIS Companion: free of charge, ideal for small systems with basic surveillance needs.
- AXIS Camera Station: 30-day trial version free of charge, ideal for small to mid-size systems.

For instructions and download, go to [axis.com/vms](http://axis.com/vms).

### Problems with streaming

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Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if the router settings between the client and the device need to be configured. The TTL (Time To Live) value may need to be increased.
No multicast H.264 displayed in the client	Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.  Check with your network administrator to see if there is a firewall preventing viewing.
Poor rendering of H.264 images	Ensure that your graphics card is using the latest driver. The latest drivers can usually be downloaded from the manufacturer's website.
Color saturation is different in H.264 and Motion JPEG	Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.
Lower frame rate than expected	<ul style="list-style-type: none"><li>See <i>Performance considerations on page 22</i>.</li><li>Reduce the number of applications running on the client computer.</li><li>Limit the number of simultaneous viewers.</li><li>Check with the network administrator that there is enough bandwidth available.</li><li>Lower the image resolution.</li></ul>
Can't select H.265 encoding in live view	Web browsers do not support H.265 decoding. Use a video management system or application supporting H.265 decoding.

# AXIS P7304 Video Encoder

## Troubleshooting

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### Performance considerations

The following factors are the most important to consider:

- High image resolution or lower compression levels result in images containing more data which in turn affects the bandwidth.
- Access by large numbers of Motion JPEG or unicast H.264 clients affects the bandwidth.
- Simultaneous viewing of different streams (resolution, compression) by different clients affects both frame rate and bandwidth.

Use identical streams wherever possible to maintain a high frame rate. Stream profiles can be used to ensure that streams are identical.

- Accessing Motion JPEG and H.264 video streams simultaneously affects both frame rate and bandwidth.
- Heavy usage of event settings affects the product's CPU load which in turn affects the frame rate.
- Using HTTPS may reduce frame rate, in particular if streaming Motion JPEG.
- Heavy network utilization due to poor infrastructure affects the bandwidth.
- Viewing on poorly performing client computers lowers perceived performance and affects frame rate.

### Need more help?

#### Useful links

- *How to assign an IP address and access your device*

#### Contact support

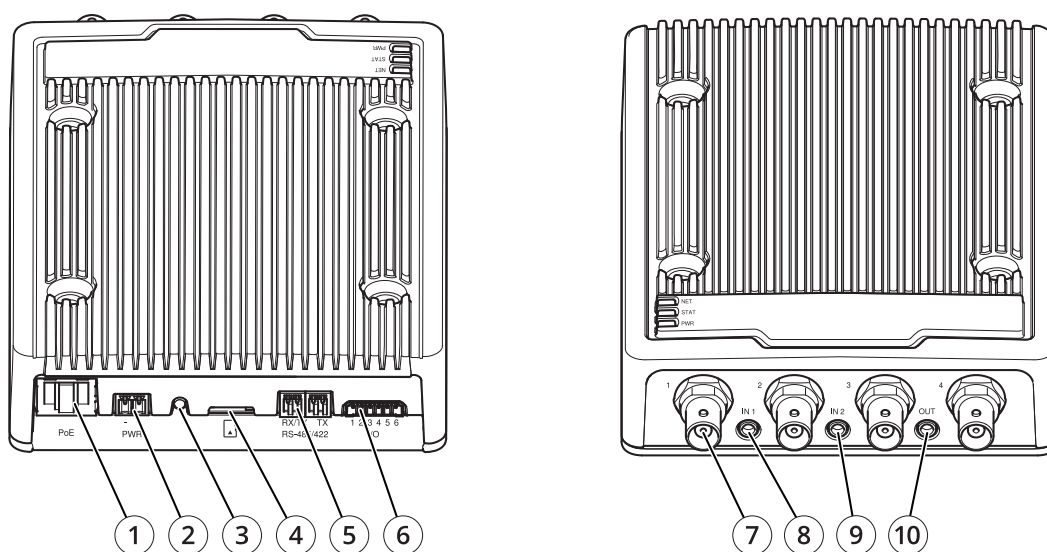
Contact support at [axis.com/support](https://axis.com/support).

# AXIS P7304 Video Encoder

## Specifications

### Specifications

### Product overview



- 1 Network connector (PoE)
- 2 Power connector
- 3 Control button
- 4 SD card slot (microSD)
- 5 RS-485/RS-422 connector
- 6 I/O connector
- 7 4x BNC connectors
- 8 Audio input 1
- 10 Audio input 2
- 12 Audio output

### LED indicators

Status LED	Indication
Green	Steady green for normal operation.
Amber	Steady during startup and when restoring settings.
Red	Slow flash for failed upgrade.

# AXIS P7304 Video Encoder

## Specifications

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Network LED	Indication
Green	Steady for connection to a 1 Gbit/s network. Flashes for network activity.
Amber	Steady for connection to a 10/100 Mbit/s network. Flashes for network activity.
Unlit	No network connection.

### SD card slot

#### NOTICE

- Risk of damage to SD card. Do not use sharp tools, metal objects, or excessive force when inserting or removing the SD card. Use your fingers to insert and remove the card.
- Risk of data loss and corrupted recordings. Do not remove the SD card while the product is running. Unmount the SD card from the product's webpage before removal.

This product supports microSD/microSDHC/microSDXC cards.

For SD card recommendations, see [axis.com](http://axis.com).



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### Buttons

#### Control button

The control button is used for:

- Resetting the product to factory default settings. See *Reset to factory default settings on page 19*.

### Connectors

#### Bus connector

The bus connectors are the physical interfaces to the video encoder chassis that provide power, network, RS485, and I/O terminal connections.

#### BNC connector

Each video input is terminated using a coax/BNC connector.

Connect a 75 Ohm coaxial video cable; the recommended maximum length is 250 m (800 ft).

#### Note

75 Ohm video termination can be enabled/disabled for the video input through the product's webpage at . Video termination is enabled on factory default. If the product is connected in parallel with other equipment, for optimum video quality, we recommended to enable video termination only for the last device in the video signal chain.

#### Network connector

RJ45 Ethernet connector with Power over Ethernet (PoE).



# AXIS P7304 Video Encoder

## Specifications

### Audio connector

- **Audio in** – 3.5 mm input for a digital microphone, an analog mono microphone, or a line-in mono signal (left channel is used from a stereo signal).
- **Audio out** – 3.5 mm output for audio (line level) that can be connected to a public address (PA) system or an active speaker with a built-in amplifier. A stereo connector must be used for audio out.



### Audio input

1 Tip	2 Ring	3 Sleeve
Unbalanced microphone (with or without electret power) or line	Electret power if selected	Ground
Digital signal	Ring power if selected	Ground

### Audio output

1 Tip	2 Ring	3 Sleeve
Channel 1, unbalanced line, mono	Channel 1, unbalanced line, mono	Ground

For audio in, the left channel is used from a stereo signal.

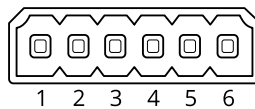
### I/O connector

Use the I/O connector with external devices in combination with, for example, motion detection, event triggering, and alarm notifications. In addition to the 0 V DC reference point and power (DC output), the I/O connector provides the interface to:

**Digital input** – For connecting devices that can toggle between an open and closed circuit, for example PIR sensors, door/window contacts, and glass break detectors.

**Digital output** – For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX® Application Programming Interface, through an event or from the product's webpage.

6-pin terminal block



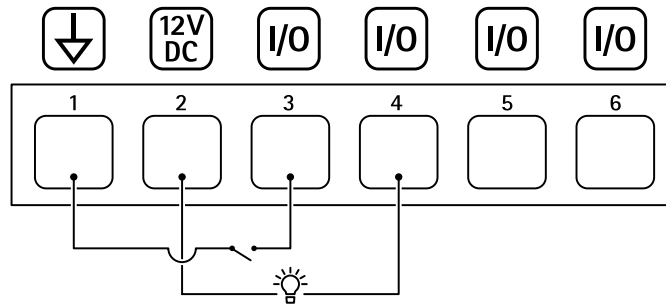
Function	Pin	Notes	Specifications
DC ground	1		0 V DC
DC output	2	Can be used to power auxiliary equipment. Note: This pin can only be used as power out.	12 V DC Max load = 50 mA

# AXIS P7304 Video Encoder

## Specifications

Configurable (Input or Output)	3-6	Digital input – Connect to pin 1 to activate, or leave floating (unconnected) to deactivate.	0 to max 30 V DC
		Digital output – Internally connected to pin 1 (DC ground) when active, and floating (unconnected) when inactive. If used with an inductive load, e.g., a relay, connect a diode in parallel with the load, to protect against voltage transients.	0 to max 30 V DC, open drain, 100 mA

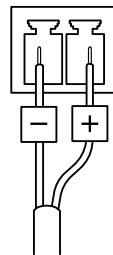
Example



- 1 DC ground
- 2 DC output 12 V, max 50 mA
- 3 I/O configured as input
- 4 I/O configured as output
- 5 Configurable I/O
- 6 Configurable I/O

### Power connector

2-pin terminal block for DC power input. Use a Safety Extra Low Voltage (SELV) compliant limited power source (LPS) with either a rated output power limited to  $\leq 100$  W or a rated output current limited to  $\leq 5$  A.



### RS485/RS422 connector

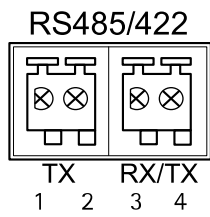
Two 2-pin terminal blocks for RS485/RS422 serial interface. The serial port can be configured to support:

- Two-wire RS485 half duplex
- Four-wire RS485 full duplex
- Two-wire RS422 simplex
- Four-wire RS422 full duplex point to point communication

# AXIS P7304 Video Encoder

## Specifications

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Function	Pin	Notes
RS485/RS422 TX A	1	(TX) For full duplex RS485/RS422
RS485/RS422 TX B	2	
RS485/RS422 RX/TX A	3	(RX) For full duplex RS485/RS422 (RX/TX) For half duplex RS485
RS485/RS422 RX/TX B	4	

