

AXIS Q6078-E PTZ Camera

User Manual

AXIS Q6078-E PTZ Camera

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Get started

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.

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	recommended	✓	
macOS®	recommended	recommended	✓	✓
Linux®	recommended	recommended	✓	
Other operating systems	✓	✓	✓	✓*

*To use AXIS OS web interface with iOS 15 or iPadOS 15, go to **Settings > Safari > Advanced > Experimental Features** and disable *NSURLSession Websocket*.

If you need more information about recommended browsers, go to *AXIS OS Portal*.

Open the device's webpage

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*.

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 21*.
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

The default administrator username is `root`. There's no default password for the root account. You set a password the first time you log in to the device.

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 **Add user**.

Important

If you lose the password for the root account, go to *Reset to factory default settings on page 21* and follow the instructions.

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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.

Webpage overview

This video gives you an overview of the device interface.



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

www.axis.com/products/online-manual/68579#t10157625

Axis device web interface

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Configure your device

Configure your device

Adjust the image

This section includes instructions about configuring your device. If you want to learn more about how certain features work, go to *Learn more on page 15*.

Adjust the focus faster with focus recall areas

To save the focus settings at a specific pan/tilt range, add a focus recall area. Each time the camera moves into that area it recalls the previously saved focus. It's enough to cover half of the focus recall area in the live view.

We recommend the focus recall feature in the following scenarios:

- When there is a lot of manual operation in live view, for example with a joystick.
- Where PTZ preset positions with manual focus are not efficient, for example movements where the focus setting changes continuously.
- In low-light scenarios, where the autofocus is challenged by the lighting conditions.

Important

- The focus recall overrides the camera's autofocus at the specific pan/tilt range.
- A preset position overrides the focus setting saved in the focus recall area.
- The maximum number of focus recall areas is 20.

Create a focus recall area


1. Pan, tilt, and zoom into the area where you would like to have focus.

As long as the focus recall button shows a plus  , you can add a focus recall area in that position.

2. Adjust the focus.
3. Click the focus recall button.

Delete a focus recall area

1. Pan, tilt, and zoom into the focus recall area you want to delete.

The focus recall button toggles to minus when the camera detects a focus recall area: .

2. Click the focus recall button.

Benefit from IR light in low-light conditions by using night mode

Your camera uses visible light to deliver color images during the day. But as the visible light diminishes, color images become less bright and clear. If you switch to night mode when this happens, the camera uses both visible and near-infrared light to deliver bright and detailed black-and-white images instead. You can set the camera to switch to night mode automatically.

1. Go to **Video > Image > Day-night mode**, and make sure that the **IR-cut filter** is set to **Auto**.
2. To set at what light level you want the camera to switch to night mode, move the **Threshold** slider toward **Bright** or **Dark**.

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Note

If you set the switch to night mode to occur when it's brighter, the image remains sharper as there is less low-light noise. If you set the switch to occur when it's darker, the image colors are maintained for longer, but there is more image blur due to low-light noise.

Reduce noise in low-light conditions

To reduce noise in low-light conditions, you can adjust one or more of the following settings:

- Adjust the trade-off between noise and motion blur. Go to **Video > Image > Exposure** and move the **Blur-noise trade-off** slider toward **Low noise**.

Note

A high max shutter value can result in motion blur.

- To slow down the shutter speed, set max shutter to the highest possible value.

Note

When you reduce the max gain, the image can become darker.

- Set the max gain to a lower value.
- Open the aperture.

Handle scenes with strong backlight

Dynamic range is the difference in light levels in an image. In some cases the difference between the darkest and the brightest areas can be significant. The result is often an image where either the dark or the bright areas are visible. Wide dynamic range (WDR) makes both dark and bright areas of the image visible.



Image without WDR.



Image with WDR.

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Note

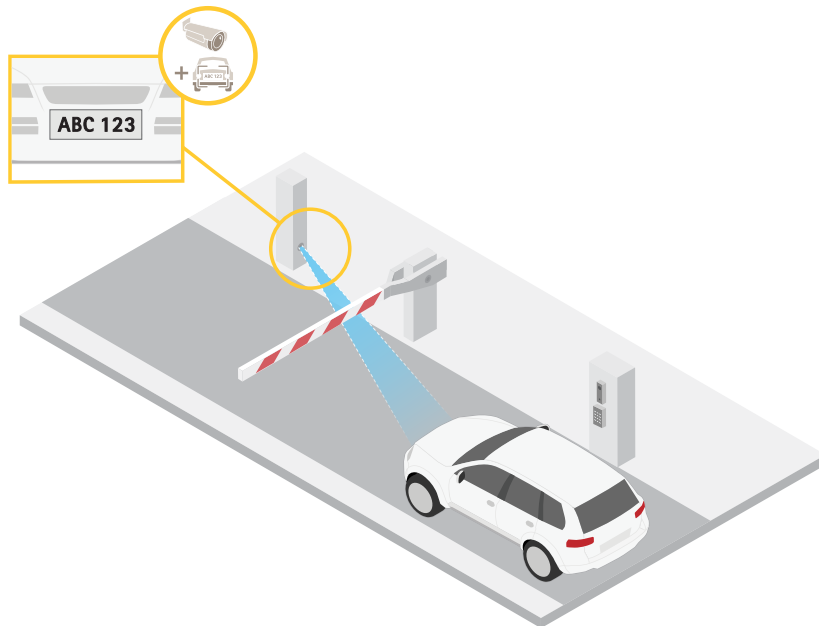
- WDR can cause artifacts in the image.
- WDR may not be available for all capture modes.



1. Go to **Video > Image > Wide dynamic range**.
2. Turn on WDR.
3. To set the amount of WDR, select Low, Medium or High from the WDR level list.
4. If you still have problems, go to **Exposure** and adjust the **Exposure zone** to cover the area of interest.

Find out more about WDR and how to use it at axis.com/web-articles/wdr.

Verify the pixel resolution

To verify that a defined part of the image contains enough pixels to, for example, recognize license plates, you can use the pixel counter.



1. Go to **Video > Image** and click  .
2. Click  for **Pixel counter**.
3. In the camera's live view, adjust the size and position of the rectangle around the area of interest, for example where you expect license plates to appear.


You can see the number of pixels for each of the rectangle's sides, and decide if the values are enough for your needs.

Hide parts of the image with privacy masks

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

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1. Go to **Video > Privacy masks**.
2. Click  .
3. Click the new mask and type a name.
4. Adjust the size and placement of the privacy mask according to your needs.
5. To change the color for all privacy masks, expand **Privacy masks** and select a color.

See also

Show an image overlay

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

1. Go to **Video > Overlays**.
2. Select **Image** and click  .
3. Go to the **Images** tab.
4. Drag and drop an image.
5. Click **Upload**.
6. Go to the **Manage overlay** tab.
7. Select the image and a position. You can also drag the overlay image in the live view to change the position.



Show a text overlay in the video stream when the device detects an object

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

Make sure that **AXIS Object Analytics** is running:

1. Go to **Apps > AXIS Object Analytics**.
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:

1. Go to **Video > Overlays**.
2. Under **Overlays**, select **Text** and click  .
3. Enter #D in the text field.
4. Choose text size and appearance.
5. To position the text overlay, click  and select an option.

Create a rule:

1. Go to **System > Events** and add a rule.
2. Type a name for the rule.

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3. In the list of conditions, under **Application**, select **Object Analytics**.
4. In the list of actions, under **Overlay text**, select **Use overlay text**.
5. Select a video channel.
6. In **Text**, type "Motion detected".
7. Set the duration.
8. Click **Save**.

Note

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

Show the pan or tilt position as a text overlay

You can show the pan or tilt position as an overlay in the image.

1. Go to **Video > Overlays** and click  .
2. In the text field, type #x to show the pan position.
Type #y to show the tilt position.
3. Choose appearance, text size, and alignment.
4. The current pan and tilt positions show up in the live view image and in the recording.


Adjust the camera view (PTZ)

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

Limit the pan, tilt, and zoom movements


If there are parts of the scene that you don't want the camera to reach, you can limit the pan, tilt, and zoom movements. For example, you want to protect the privacy of residents in an apartment building, which is located close to a parking lot that you intend to monitor.

To limit the movements:

1. Click  and select **Legacy device interface**.
2. Go to **Settings > PTZ > Limits** and set the limits as needed.

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 **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**.

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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**.


View and record video

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

Reduce bandwidth and storage

Important

Reducing the bandwidth can result in loss of details in the image.

1. Go to **Video > Stream**.
2. Click  in the live view.
3. Select **Video format H.264**.
4. Go to **Video > Stream > General** and increase **Compression**.
5. Go to **Video > Stream > H.264 and H.265 encoding** and do one or more of the following:
 - Select the **Zipstream** level that you want to use.

Note

The **Zipstream** settings are used for both H.264 and H.265.


- Turn on **Dynamic FPS**.
- Turn on **Dynamic GOP** and set a high **Upper limit GOP length** value.

Note

Most web browsers don't support H.265 decoding and because of this the camera doesn't support it in its web interface. Instead you can use a video management system or application that supports H.265 decoding.

Set up network storage

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

1. Go to **System > Storage**.
2. Click  **Add network storage** under **Network storage**.
3. Type the IP address of the host server.
4. Type the name of the shared location on the host server under **Network share**.
5. Type the username and password.
6. Select the SMB version or leave it on **Auto**.
7. Select **Add share even if connection fails** if you experience temporary connection issues, or if the share is not yet configured.

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8. Click Add.


Record and watch video

Record video directly from the camera


1. Go to Video > Image.

2. To start a recording, click  .

If you haven't set up any storage, click  and  . For instructions on how to set up network storage, see *Set up network storage on page 10*

3. To stop recording, click  again.

Watch video

1. Go to Recordings.
2. Click  for your recording in the list.

Set up rules for events

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.

To learn more, check out our guide *Get started with rules for events*.

Trigger an action

1. Go to System > Events and add a rule. The rule defines when the device will perform certain actions. You can set up rules as scheduled, recurring, or manually triggered.
2. Enter a Name.
3. 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.
4. Select which Action the device should perform when the conditions are met.

Note

If you make changes to an active rule, the rule must be turned on again for the changes to take effect.

Record video when the camera detects an object

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

Make sure that AXIS Object Analytics is running:

1. Go to Apps > AXIS Object Analytics.
2. Start the application if it is not already running.
3. Make sure you have set up the application according to your needs.

Create a rule:

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1. Go to **System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under **Application**, select **Object Analytics**.
4. In the list of actions, under **Recordings**, select **Record video while the rule is active**.
5. In the list of storage options, select **SD_DISK**.
6. Select a camera and a stream profile.
7. Set the prebuffer time to 5 seconds.
8. Set the postbuffer time to 1 minute.
9. Click **Save**.

Direct the camera to a preset position when the camera detects motion

This example explains how to set up the camera to go to a preset position when it detects motion in the image.

Make sure that **AXIS Object Analytics** is running:

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

Add a preset position:

Go to **PTZ** and set where you want the camera to be directed by creating a preset position.

Create a rule:

1. Go to **System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under **Application**, select **Object Analytics**.
4. In the list of actions, select **Go to preset position**.
5. Select the preset position you want the camera to go to.
6. Click **Save**.

Zoom in on a specific area automatically with gatekeeper

This example explains how to use the gatekeeper functionality to make the camera zoom in automatically on the license plate of a car that passes through a gate. When the car has passed, the camera zooms out to the home position.

Create the preset positions:

1. Go to **PTZ > Preset positions**.
2. Create the home position that includes the entrance of the gate.
3. Create the zoomed-in preset position so that it covers the area in the image where you assume that the license plate will appear.

Set up motion detection:

1. Go to **Apps** and start and open **AXIS Object Analytics**.

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Configure your device

2. Create an object in area scenario for vehicles, with an include area that covers the entrance of the gate.

Create a rule:

1. Go to **System > Events** and add a rule.
2. Name the rule "Gatekeeper".
3. In the list of conditions, under **Application**, select the **Object Analytics** scenario.
4. In the list of actions, under **Preset positions**, select **Go to preset position**.
5. Select a **Video channel**.
6. Select the **Preset position**.
7. To make the camera wait a while before it returns to the home position, select **Home timeout**, and set a time.
8. Click **Save**.

Record video when the camera detects impact

Shock detection allows the camera to detect tampering caused by vibrations or shock. Vibrations due to the environment or to an object can trigger an action depending on the shock sensitivity range, which can be set from 0 to 100. In this scenario, someone is throwing rocks at the camera after hours and you would like to get a video clip of the event.

Turn on shock detection:

1. Go to **System > Detectors > Shock detection**.
2. Turn on shock detection, and set a value for the shock sensitivity.

Create a rule:

3. Go to **System > Events > Rules** and add a rule.
4. Type a name for the rule.
5. In the list of conditions, under **Device status**, select **Shock detected**.
6. Click **+** to add a second condition.
7. In the list of conditions, under **Scheduled and recurring**, select **Scheduled event**.
8. In the list of schedules, select **After hours**.
9. In the list of actions, under **Recordings**, select **Record video while the rule is active**.
10. Select where to save the recordings.
11. Select a **Camera**.
12. Set the prebuffer time to 5 seconds.
13. Set the postbuffer time to 60 seconds.
14. Click **Save**.

Send an email automatically if someone spray paints the lens

Activate the tampering detection:

1. Go to **System > Detectors > Camera tampering**.
2. Set a duration for **Trigger after**. The value indicates the time that must pass before an email is sent.

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Configure your device

3. Turn on **Trigger on dark images** to detect if the lens is sprayed, covered, or rendered severely out of focus.

Add an email recipient:

4. Go to **System > Events > Recipients** and add a recipient.
5. Type a name for the recipient.
6. Select **Email**.
7. Type an email address to send the email to.
8. The camera doesn't have its own email server, so it has to log into another email server to send mails. Fill in the rest of the information according to your email provider.
9. To send a test email, click **Test**.
10. Click **Save**.

Create a rule:

11. Go to **System > Events > Rules** and add a rule.
12. Type a name for the rule.
13. In the list of conditions, under **Video**, select **Tampering**.
14. In the list of actions, under **Notifications**, select **Send notification to email** and then select the recipient from the list.
15. Type a subject and a message for the email.
16. Click **Save**.

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Learn more

Learn more

Cleaning recommendations

If the device gets grease stains or becomes heavily soiled, you can clean it with mild, solvent-free soap or detergent.

NOTICE

Never use harsh detergent, for example gasoline, benzene, or acetone.

1. Use a can of compressed air to remove any dust or loose dirt from the device.
2. Clean the device with a soft cloth dampened with mild detergent and lukewarm water.
3. Wipe carefully with a dry cloth.

Note

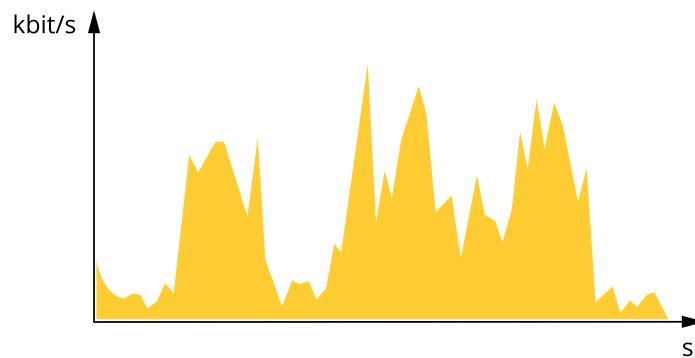
Avoid cleaning in direct sunlight or at elevated temperatures, as this may cause stains when the water droplets dry.

Bitrate control

Bitrate control helps you to manage the bandwidth consumption of your video stream.

Variable bitrate (VBR)

Variable bitrate allows the bandwidth consumption to vary depending on the level of activity in the scene. The more activity, the more bandwidth you need. With variable bitrate you are guaranteed constant image quality, but you need to make sure you have storage margins.

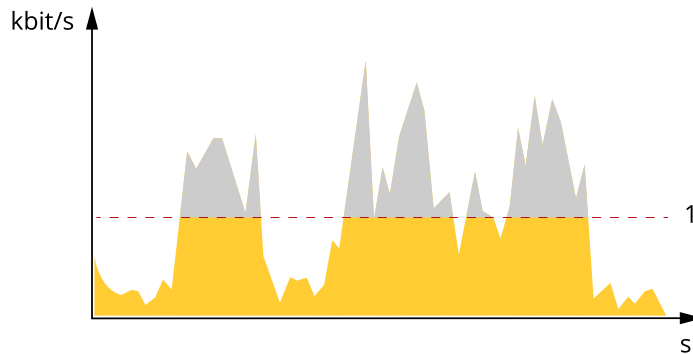


Maximum bitrate (MBR)

Maximum bitrate lets you set a target bitrate to handle bitrate limitations in your system. You might see a decline in image quality or frame rate as the instantaneous bitrate is kept below the specified target bitrate. You can choose to prioritize either image quality or frame rate. We recommend that you configure the target bitrate to a higher value than the expected bitrate. This gives you a margin in case there is a high level of activity in the scene.

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Learn more

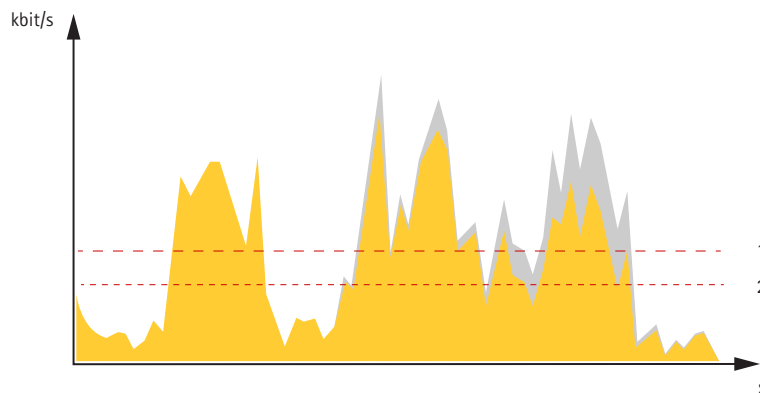


1 Target bitrate

Average bitrate (ABR)

With average bitrate, the bitrate is automatically adjusted over a longer period of time. This is so you can meet the specified target and provide the best video quality based on your available storage. Bitrate is higher in scenes with a lot of activity, compared to static scenes. You are more likely to get better image quality when in scenes with a lot of activity if you use the average bitrate option. You can define the total storage required to store the video stream for a specified amount of time (retention time) when image quality is adjusted to meet the specified target bitrate. Specify the average bitrate settings in one of the following ways:

- To calculate the estimated storage need, set the target bitrate and the retention time.
- To calculate the average bitrate, based on available storage and required retention time, use the target bitrate calculator.

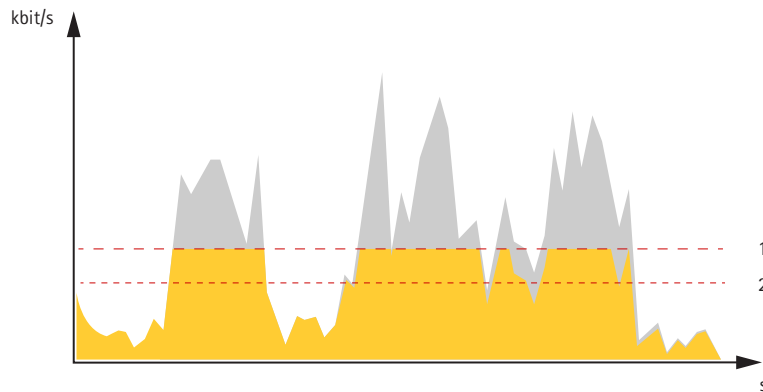


1 Target bitrate
2 Actual average bitrate

You can also turn on maximum bitrate and specify a target bitrate within the average bitrate option.

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Learn more



- 1 Target bitrate
- 2 Actual average bitrate

Capture modes

The capture mode to choose depends on the requirements for the frame rate and resolution for the specific surveillance setup. For specifications about available capture modes, see the product's datasheet at axis.com.

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.

The video streaming indicator is another type of overlay. It shows you that the live view video stream is live.

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.

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Learn more

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 older MPEG formats. 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.

H.265 or MPEG-H Part 2/HEVC

H.265 can, without compromising image quality, reduce the size of a digital video file by more than 25% compared to H.264.

Note

- H.265 is licensed technology. The Axis product includes one H.265 viewing client license. Installing additional unlicensed copies of the client is prohibited. To purchase additional licenses, contact your Axis reseller.
- Most web browsers don't support H.265 decoding and because of this the camera doesn't support it in its web interface. Instead you can use a video management system or application supporting H.265 decoding.

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.

To find the user manuals for Axis applications, go to axis.com.

Note

- Several applications can run at the same time but some applications might not be compatible with each other. Certain combinations of applications might require too much processing power or memory resources when run in parallel. Verify that the applications work together before deployment.

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Learn more



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

www.axis.com/products/online-manual/68579#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/68579#t10001688

How to activate an application licence code on a device

Autotracking

With autotracking, the camera automatically zooms in on and tracks moving objects, for example a vehicle or a person. You can manually select an object to track, or set up trigger areas and let the camera detect moving objects. The application is best suited for open areas with no obscuring objects and where movement is unusual. When the camera doesn't track an object, it returns to its connected preset position.

Important

- Autotracking is designed for areas with a limited amount of movement.
- Autotracking does not track objects behind privacy masks.
- If both autotracking and guard tour are enabled, guard tour takes priority over autotracking. This means autotracking stops if a guard tour starts.

Set up Autotracking 2

This example explains how to set up the camera to track moving objects in an area of interest.

In the device's webpage:

1. Go to **Settings > PTZ**.
2. Direct the camera view to the area you want to track.
3. Click **+** and create a **preset position**.
4. Go to **Apps > AXIS PTZ Autotracking**.
5. Start and open the application.

In the application:

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Learn more

1. Go to **Settings > Profiles**.
2. Click **+** and create a profile.
3. Select the preset position you created in the device's webpage.
4. Click **Done**.
5. Select a **Trigger area**.
6. Go to **Settings > Filters**:
 - To exclude small objects, set width and height.
 - To exclude short-lived objects, set a time between 1 and 5 seconds.
7. Click **Autotracking** to start tracking.

Security

TPM module

The TPM (Trusted Platform Module) is a component that provides cryptographic features to protect information from unauthorized access. It is always activated and there are no settings you can change.

To learn more about TPM, go to axis.com/press-center/media-resources/white-papers.

AXIS Q6078-E PTZ Camera

Troubleshooting

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. Press and hold the control button and the power button for 15–30 seconds until the status LED indicator flashes amber. See *Product overview on page 25*.
2. Release the control button but continue to hold down the power button until the status LED indicator turns green.
3. Release the power button and assemble the product.
4. The process is now complete. 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. Using the installation and management software tools to assign an IP address, set the password and access the video stream.

You can also reset parameters to factory default through the device's webpage. Go to **Maintenance > Factory default** 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.

Check the current firmware version

Firmware is the software that determines the functionality of network devices. When you troubleshoot a problem, we recommend you to start by checking the current firmware version. The latest firmware version might contain a correction that fixes your particular problem.

To check the current firmware:

1. Go to the device interface > **Status**.
2. See the firmware version under **Device info**.

Upgrade the firmware

Important

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

Important

Make sure the cover is attached during upgrade to avoid installation failure.

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Important

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

Note

When you upgrade the device 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 you upgrade the firmware. To find the latest firmware and the release notes, go to axis.com/support/firmware.

1. Download the firmware file to your computer, available free of charge at axis.com/support/firmware.
2. Log in to the device as an administrator.
3. Go to **Maintenance > Firmware upgrade** and click **Upgrade**.

When the upgrade has finished, the product restarts automatically.

You can use AXIS Device Manager to upgrade multiple devices at the same time. Find out more at axis.com/products/axis-device-manager.

Technical issues, clues, and solutions

If you can't find what you're looking for here, try the troubleshooting section at axis.com/support.

Problems upgrading the firmware

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.
Problems after firmware upgrade	If you experience problems after a firmware upgrade, roll back to the previously installed version from the Maintenance page.

Problems setting the IP address

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.
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">• If you receive: <code>Reply from <IP address>: 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.• 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.
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 can't be accessed from a browser

Can't 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 21</i> .
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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 axis.com/support .
Certificate error when using IEEE 802.1X	For authentication to work properly, the date and time settings in the Axis device must be synchronized with an NTP server. Go to System > Date and time .

The device is accessible locally but not externally

To access the device externally, we recommend you to use 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.

Problems with streaming

Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if you need to configure the router settings between the client and the device. You might need to increase the TTL (Time To Live) value.
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 that prevents viewing.
Poor rendering of H.264 images	Ensure that your graphics card uses the latest driver. You can usually download the latest drivers 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">• See <i>Performance considerations on page 23</i>.• Reduce the number of applications running on the client computer.• Limit the number of simultaneous viewers.• Check with the network administrator that there is enough bandwidth available.• Lower the image resolution.• The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis device.
Can't select H.265 encoding in live view	Web browsers don't support H.265 decoding. Use a video management system or application that supports H.265 decoding.

Performance considerations

When setting up your system, it is important to consider how various settings and situations affect the performance. Some factors affect the amount of bandwidth (the bitrate) required, others can affect the frame rate, and some affect both. If the load on the CPU reaches its maximum, this also affects the frame rate.

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.
- Rotating the image in the GUI will increase the product's CPU load.
- Removing or attaching the cover will restart the camera.
- Access by large numbers of Motion JPEG or unicast H.264 clients affects the bandwidth.
- Access by large numbers of Motion JPEG or unicast H.265 clients affects the bandwidth.

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- 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.
- Accessing Motion JPEG and H.265 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.
- Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the frame rate and the general performance.

Need more help?

Useful links

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

Contact support

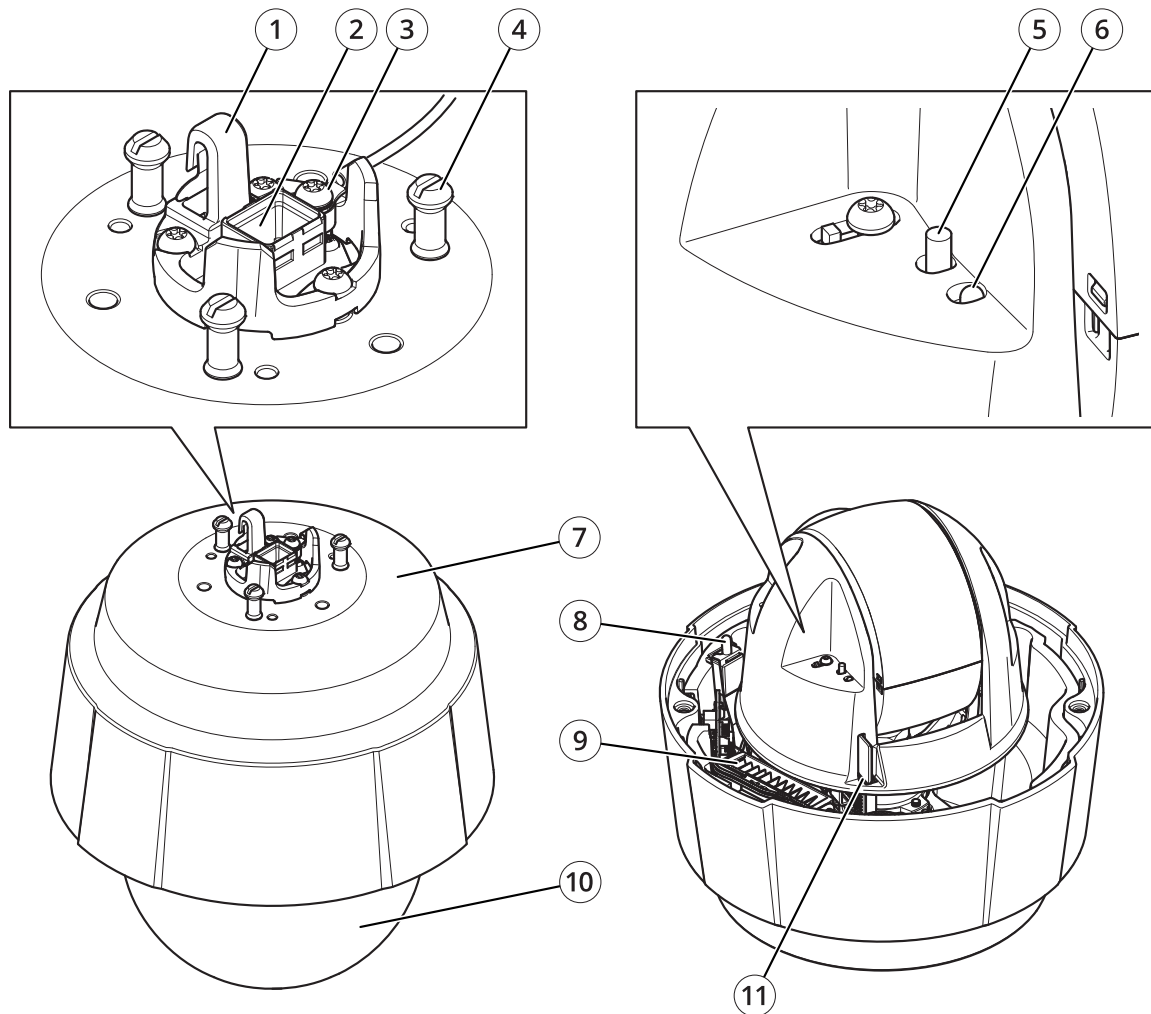
Contact support at axis.com/support.

AXIS Q6078-E PTZ Camera

Specifications

Specifications

Product overview



- 1 Hook for safety wire
- 2 Network connector (High PoE)
- 3 Ground screw
- 4 Unit holder (3x)
- 5 Control button
- 6 Status LED indicator
- 7 Part number (P/N) and serial number (S/N)
- 8 Power button
- 9 Heater
- 10 Dome
- 11 SD card slot

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Specifications

LED indicators

Status LED	Indication
Unlit	Connection and normal operation.
Green	Shows steady green for 10 seconds for normal operation after startup completed.
Amber	Steady during startup. Flashes during firmware upgrade or reset to factory default.
Amber/Red	Flashes amber/red if network connection is unavailable or lost.

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 SD/SDHC/SDXC cards.

For SD card recommendations, see 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 21*.

Power button

- Press and hold the power button to temporarily power the product when the dome cover is removed.
- The power button is also used with the control button to reset the camera to factory default settings. See *page 21*.

Connectors

Network connector

RJ45 Ethernet connector with Power over Ethernet Plus (PoE+).

