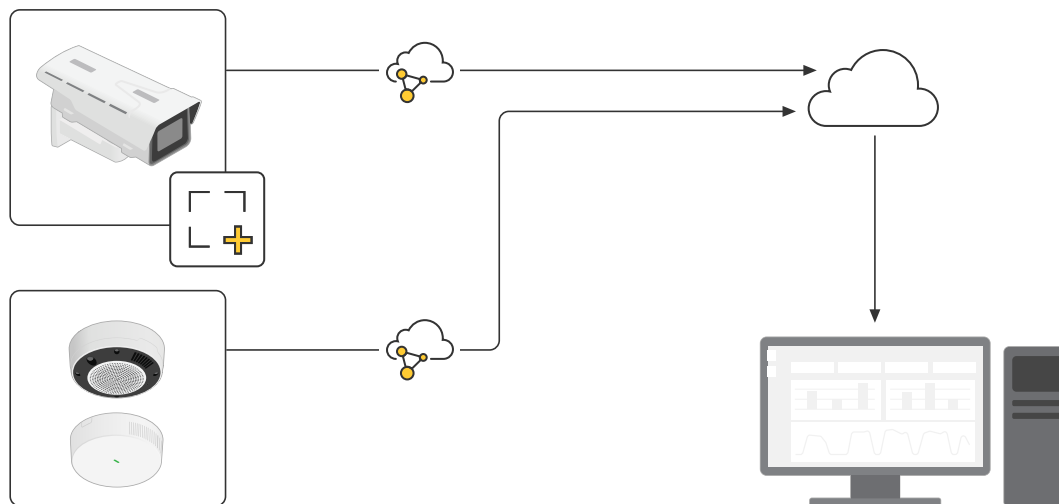


AXIS Data Insights

About

AXIS Data Insights is an application that compiles data from compatible Axis devices and applications to present valuable, actionable insights through intuitive dashboards and clear statistical visualizations.



Axis cameras and environmental sensors capture data from the environment. In the camera, advanced imaging and AI-based scene understanding enhance and interpret the visual data, generating structured metadata about objects, attributes, and activity in the scene. Based on the rules, conditions, and thresholds you define, AXIS Object Analytics generates event data, while environmental sensors report on real-time environmental parameters, such as air quality, humidity, and temperature. The camera and sensor data is aggregated and transferred through the cloud to AXIS Data Insights, where it is presented in intuitive dashboards. This helps you gain a clearer operational overview across sites and over time.

Requirements

To access AXIS Data Insights, you'll need access to Axis My Systems through a *My Axis* account.

AXIS Data Insights collects analytical data using several Axis applications and products, including:

- *AXIS Object Analytics*
- *AXIS D6210 Air Quality Sensor*
- *AXIS D6310 Air Quality Sensor*

AXIS Data Insights supports multiple devices. To see the full list, visit *AXIS Data Insights Compatible products*.

License your product

To license your product, go to *My Systems > Licenses*. To learn more about licenses for Axis products and services, see the *My Systems user manual*.

Note

When your license expires, your organization will enter a 30-day grace period during which the system will continue to operate.

Access to the dashboards and historical data is automatically revoked for the entire organization if licenses aren't renewed within the provided grace period. Historical data is not retained for organizations that fail to renew their licenses within the 30-day grace period.

Reporting of new data from connected devices is also automatically disabled once the grace period ends. This means that to access the system, you will need to activate new licenses and re-activate and configure your devices and analytics for AXIS Data Insights.

If you have unlicensed organizations, you'll be informed about your license status through AXIS Data Insights and email notifications generated by AXIS License Manager (opt-in is required).

Browser support

You can use AXIS Data Insights with the following browsers:





	Chrome™	Edge™	Firefox®	Safari®
Windows®	✓	✓	*	*
macOS®	✓	✓	*	*
Linux®	✓	✓	*	*
Other operating systems	*	*	*	*

✓: Recommended

*: Supported with limitations

System

Title banner:

	Open information- and help-related options, such as links to what's new, the user manual, FAQ, and system status.
	See recent and unread notifications.
	Access your profile settings and sign out.
	Access your organization settings and switch between Axis applications.

Insights

Insights contains two dashboards: occupancy estimation and air quality monitoring. Each of these dashboards can then be viewed on the global level, the site level, or the device level.

On each dashboard, you can also set the time interval for your data and export your data. When you click **Export all**, your data for the selected interval will be downloaded as a zipped CSV file.

Note

Your dashboards will only appear once you configure devices for them. For example, if you do not have environmental sensors configured, you will not see the air quality monitoring dashboard.

Occupancy estimation

Occupancy estimation compiles data from cameras installed at the entrances and exits of your site. The cameras detect and count objects crossing the predefined entry and exit lines you created in your AXIS Object Analytics crossline counting scenario. Read more at *Configure AXIS Object Analytics, on page 16*.

The system aggregates the crossline counting data from all access points and estimates the current occupancy using the formula: $\text{Current occupancy} = \text{total entries} - \text{total exits}$. Occupancy values are automatically reset at midnight.

Note

Occupancy is estimated based on in and out data. If there have been more recorded exits than entrances or if camera coverage is incomplete, the occupancy can be negative.

Global-level occupancy estimation analytics include:

Organization overview	The current estimated occupancy for all sites within your organization, the current estimated occupancy for each site, and the total number of visitors at each site and across the organization.
Average occupancy by location	The average estimated occupancy at each site for the specified interval.
Total visitors by location	The total number of visitors at each site for the specified interval.
Daily occupancy by site	A visual representation of the net occupancy per day, per site.

Hover over graphics and visuals for additional information.

Site-level occupancy estimation analytics include:

Site overview	The current estimated occupancy for the site and the total number of entrances and exits at the site today.
Site in/out flow	A visual representation of entrance and exit activity during the specified interval.
Maximum occupancy	A visual representation of the maximum occupancy during the specified interval.
Entrance utilization	The number and percentage of entrances and exits at each monitored access point at the site.
Occupancy trends	A comparison of the average and maximum occupancy levels during the specified interval.
Occupancy heatmap	Occupancy trends visualized using a color spectrum. Dark blues represent higher occupancy while lighter blues represent lower occupancy.
Total visitors per entrance	A visual representation of the total entrances at each access point during the specified interval.

Hover over graphics and visuals for additional information.

Device-level occupancy estimation analytics include:

Device overview	Traffic data for the device's access point, including total entrances, total exits, average flow rate, and total traffic for the month. $Average\ flow\ rate = (total\ entrances + total\ exits) / time$
Entrance in/out flow	A visual representation of entrance and exit activity during the specified interval.
Peak traffic hours	Calculates the 60-minute intervals with the highest average flow rate.
Net flow	$Net\ flow = total\ entrances - total\ exits$. You can use the net flow of all of your access points to calculate your estimated occupancy.

Hover over graphics and visuals for additional information.

Air quality monitoring

Air quality monitoring compiles environmental parameter data from Axis sensors, including the D6210 and D6310 Air Quality Sensors. Data can be displayed in Fahrenheit (°F) or Celsius (°C).

Global-level air quality monitoring analytics include:

Organization overview	Alarm statuses across the organization for all air quality parameters. Parameters are color-coded: <ul style="list-style-type: none"> • Green: within optimal range, no ongoing alarms • Red: outside of optimal range, ongoing alarms
Recent alarms	The date, time, and location of the most recent alarms within your specified interval.

Active smoking/vaping alarms by location	The number of alarms at each site during your specified interval.
Alarm duration by location	Each parameter heatmap represents the alarm durations per site. Darker colors represent longer alarms, while lighter colors represent shorter alarms.

Hover over graphics and visuals for additional information.

Site-level air quality monitoring analytics include:

Site overview	Alarm statuses across the site for all air quality parameters. Parameters are color-coded: <ul style="list-style-type: none"> • Green: within optimal range, no ongoing alarms • Red: outside of optimal range, ongoing alarms
Recent alarms	The date, time, and location of the most recent alarms within your specified interval.
Active smoking/vaping alarms by device	The number of alarms triggered for each device during your specified interval.
Alarm duration by device	Each parameter heatmap represents the alarm durations per device. Darker colors represent longer alarms, while lighter colors represent shorter alarms.

Hover over graphics and visuals for additional information.

Device-level air quality monitoring analytics include:

Device overview	Alarm statuses across the site for all air quality parameters. Parameters are color-coded: <ul style="list-style-type: none"> • Green: within optimal range, no ongoing alarms • Yellow: outside of optimal ranges, no ongoing alarms • Red: outside of optimal range, ongoing alarms
Alarm duration by sensor	Heatmap of the alarm durations per parameter. Darker colors represent longer alarms, while lighter colors represent shorter alarms.
Active smoking/vaping detection events	The number of alarms triggered during your specified interval.
Air quality index (AQI)	Visual representation of AQI over time. AQI ranges include: <ul style="list-style-type: none"> • Green: Good (<50). The data is considered satisfactory. • Yellow: Moderate (50-100). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Unhealthy for sensitive group (100-150). Everyone may begin to experience

	<p>health effects; members of sensitive groups may experience more serious health effects.</p> <ul style="list-style-type: none"> • Red : Unhealthy (>150). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.
<p>Temperature</p>	<p>Visual representation of temperature over time. Temperature ranges include:</p> <ul style="list-style-type: none"> • Blue: Cool (<20 °C) • Green: Optimal (20-27 °C) • Yellow: Warm (27-32 °C) • Red: Hot (>32 °C)
<p>Humidity</p>	<p>Visual representation of humidity over time. Humidity ranges include:</p> <ul style="list-style-type: none"> • Yellow: Dry (<30%) • Green: Optimal (30-60%) • Orange: High (60-70%) • Red: Very high (>70%)
<p>Humidex</p>	<p>Visual representation of humidex over time. Humidex is a metric that combines air temperature and humidity to describe how hot the air feels. Humidex ranges include:</p> <ul style="list-style-type: none"> • Green: Comfortable (<30 °C). There is little to no discomfort and conditions are not unsafe. • Yellow: Caution (30-40 °C). Everyone may experience some discomfort and should be cautious during physical activity. • Orange: Warning (40-45 °C). Everyone may experience great discomfort and should avoid physical exertion. • Red: Danger (>45 °C). Conditions are dangerous and everyone may be at risk of heat stroke.
<p>Heat index</p>	<p>Visual representation of heat index over time. Heat index is a metric that combines air temperature and humidity to describe how hot the air feels. Heat index ranges include:</p> <ul style="list-style-type: none"> • Green: Safe (<27 °C). There is little to no discomfort and conditions are not unsafe. • Yellow: Fatigue (27-32 °C). Prolonged physical activity can cause heat cramps and fatigue. • Orange: Heat cramps (32-39 °C). Prolonged physical activity can cause heat cramps, heat exhaustion, and heat stroke. • Red: Heat stroke (>39 °C). Prolonged physical activity is likely to cause heat cramps and heat exhaustion, while heat stroke is probable.

<p>Carbon dioxide (CO₂)</p>	<p>Visual representation of CO₂ over time. CO₂ ranges include:</p> <ul style="list-style-type: none"> • Green: Excellent (<1,000 ppm). The data is considered satisfactory. • Yellow: Fair (1,000–2,000 ppm). Members of sensitive groups may experience health effects. The general public is less likely to be affected. • Orange: Poor (2,000–5,000 ppm). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: Hazardous (>5,000 ppm). Health warnings of emergency conditions. The entire population is more likely to be affected.
<p>Nitrogen oxides (NO_x) index</p>	<p>Visual representation of NO_x over time. NO_x ranges include:</p> <ul style="list-style-type: none"> • Green: Typical (<30). The data is considered satisfactory. • Yellow: Minor (31–150). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Moderate (150–300). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: High (>300). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.
<p>Particulate matter PM1.0</p>	<p>Visual representation of PM1.0 over time. PM1.0 ranges include:</p> <ul style="list-style-type: none"> • Green: Good (<10 µg/m³). The data is considered satisfactory. • Yellow: Moderate (10–55 µg/m³). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Unhealthy (55–225 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: Hazardous (>225 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.
<p>Particulate matter PM2.5</p>	<p>Visual representation of PM2.5 over time. PM2.5 ranges include:</p> <ul style="list-style-type: none"> • Green: Good (<10 µg/m³). The data is considered satisfactory.

	<ul style="list-style-type: none"> • Yellow: Moderate (10-55 µg/m³). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Unhealthy (55-225 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: Hazardous (>225 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.
<p>Particulate matter PM4.0</p>	<p>Visual representation of PM4.0 over time. PM4.0 ranges include:</p> <ul style="list-style-type: none"> • Green: Good (<55 µg/m³). The data is considered satisfactory. • Yellow: Moderate (55-155 µg/m³). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Unhealthy (155-255 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: Hazardous (>255 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.

<p>Particulate matter PM10</p>	<p>Visual representation of PM10 over time. PM10 ranges include:</p> <ul style="list-style-type: none"> • Green: Good (<55 µg/m³). The data is considered satisfactory. • Yellow: Moderate (55-155 µg/m³). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Unhealthy (155-255 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: Hazardous (>255 µg/m³). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.
<p>Volatile organic compounds (VOCs) index</p>	<p>Visual representation of VOCs over time. VOC ranges include:</p> <ul style="list-style-type: none"> • Green: Good (<100). The data is considered satisfactory. • Yellow: Moderate (100-200). The data is acceptable. There may be a moderate health concern for a very small number of people who are unusually sensitive. • Orange: Elevated (200-300). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects. • Red: High (>300). Everyone may begin to experience health effects; members of sensitive groups may experience more serious health effects.

Hover over graphics and visuals for additional information.

Settings

Settings has three dashboards: **Connections**, **API keys**, and **About**.

Connections

Connections is where you can manage your devices and analytics.

<p>Activate</p>	<p>Activate AXIS Data Insights on the selected devices. Learn more at <i>Activate AXIS Data Insights on device, on page 17</i>.</p>
<p>Refresh</p>	<p>Reload list of cameras and camera statuses in the table.</p>



The status column displays the status of the camera as it relates to AXIS Data Insights:

Status	Description
Onboarding	The device is being added to your organization. This may take several minutes.
Onboarding failed	Unable to add the device to your organization. Try removing the device and re-adding it to your organization.
Configuring	Device setup in progress. This may take several minutes.
Activation required	AXIS Data Insights must be activated on a device before data can be sent to the dashboard. Read about how to <i>Activate AXIS Data Insights on device, on page 17</i>
No connection	Unable to connect to the device. Make sure the device is connected to the internet and is running AXIS OS 11.11 or higher.
Software upgrade required	Download the newest device software to run AXIS Data Insights.
Not registered	This may be an ACS Pro or legacy device. These devices are not supported by AXIS Data Insights.
Awaiting setup	AXIS Data Insights is activated but no data sources are turned on. Click on the device name to turn on and edit your device data sources.
Sending data	The device is sending data to AXIS Data Insights.

API keys

Use API keys to integrate your data with other dashboard tools. For each API key, you can:

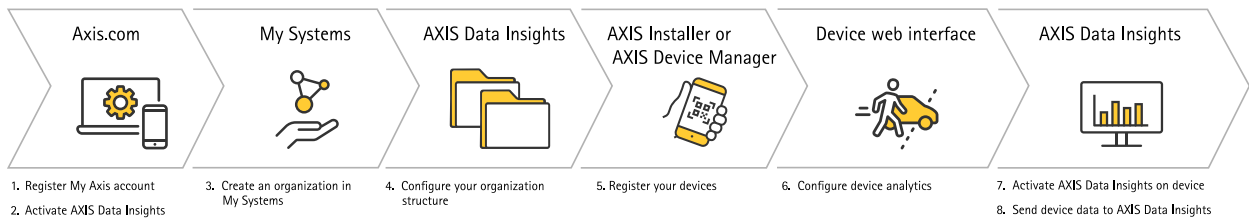
Generate API key	Create an API key to transfer your AXIS Data Insights data to a JSON file. Learn more at <i>Generate an API key, on page 18</i> .
Delete	Delete an API key.
Open documentation	<i>Extract data using an API key, on page 18</i> to integrate crossline counting data with other dashboard tools.

Use the  by the API key name to rename your API key. Use the  by the API key ID to copy the API key.

About

About is where you can view your third-party licenses and open source applications.

Get started



Activate AXIS Data Insights

You must activate AXIS Data Insights in order to see the application in your My Systems dashboard.

To activate AXIS Data Insights:

1. Go to *AXIS Data Insights*.
2. Click **Start free trial**. You will be redirected to Axis My Systems.
3. Follow the steps to begin your AXIS Data Insights trial.

Go to *License your product, on page 2* to learn more about AXIS Data Insights trials and licenses.

Create an organization in My Systems

You can use the organization that you create in *My Systems* in other Axis applications, including *AXIS Data Insights* and *AXIS Device Manager*.

About organizations

The organization is a virtual representation of all of the devices, users, and sites in your Axis cloud service. It hosts all devices and user accounts in a hierarchy that regulates access and promotes maximum security. The hierarchy supports flexible user and device management for organizations of any size, from small businesses to large corporations.

To create an organization, you need a My Axis account. You can register a My Axis account at axis.com/my-axis/login

When you create a new organization, you become its owner. The organization connects your system to the users of Axis cloud service. As an organization owner, you can:

- Invite users to the organization. See *Add users to your organization*.
- Assign different roles to users.
- Build an organizational structure that fits your needs. You can structure the organization into folders and sub-folders. Typically, a folder represents a physical site or the location of a system within an organization.
- Manage licenses for your systems within your organization.

To create your organization:

1. Sign in to *My Systems* using your My Axis account.
2. Follow the instructions of the setup assistant

To create additional organizations:

1. Go to the drop-down menu with your organization's name.
2. Select **+ Create new organization**
3. Follow the instructions of the setup assistant.

Configure your organization structure

You can manage the layout of your organization using folders. The folders can be arranged in whatever way is best for your organization. For example, they can represent geographical locations, down to specific rooms in a building or devices tied to a specific role within your organization.

AXIS Data Insights organizes and displays your data based on how you structure your organization. As a result, the way you arrange your folders will impact the data visualization and analysis you receive.

You can view data at multiple levels within AXIS Data Insights, including:

- **Organization level:** Your dashboard displays data from your entire organization.
- **Site level:** Your dashboard displays data from every device within a specific site (folder).
- **Device level:** Your dashboard displays data from a single device.

Create your first folder:

1. Click on **Create site**.
2. Choose a name for your folder.
3. Click **Create**.

Create a new folder:

1. Click on the **⋮** next to a folder to access the drop-down menu.
2. Select **Create new sibling site**.
3. Choose a name for your folder.
4. Click **Create**.

Delete a folder:

1. Under **Folders**, click on the **⋮** next to the folder you want to delete.
2. In the drop-down menu, select **Delete**.
3. Check the box to confirm that you understand that the action is permanent and can't be undone.
4. Click **Delete**.

To manage access to your devices, *Register your devices*, on page 13 and place them in different folders using either AXIS Data Insights or AXIS Device Manager.

Note

To delete a folder containing subfolders or devices, you'll first need to remove the devices and delete the subfolders. We recommend temporarily disconnecting on-premises applications (like ACS Pro and Body Worn) that are synchronized with the folders you want to remove. Otherwise, they may try to synchronize immediately (information about synchronization can be found in the user manual of each application). If you don't take these precautions, the system may become corrupted, and any issues from this action can only be handled by Axis technical support at this time.

Register your devices

To begin collecting data from a device, you must first onboard the device and register it so that it appears on AXIS Data Insights. You can register your device using the AXIS Installer app or AXIS Device Manager.

Note

Before you begin to register your device, confirm:

- The device is connected to the internet.
- The **Gateway** and **DNS** fields are filled in.
- Your firewall and router allow outbound connections.
- You've filled in your device's proxy settings, if applicable.
- That the device is running AXIS OS 11.11 or higher. Read more at *AXIS OS management*.

Option 1: Register device with AXIS Installer

Install AXIS Installer:

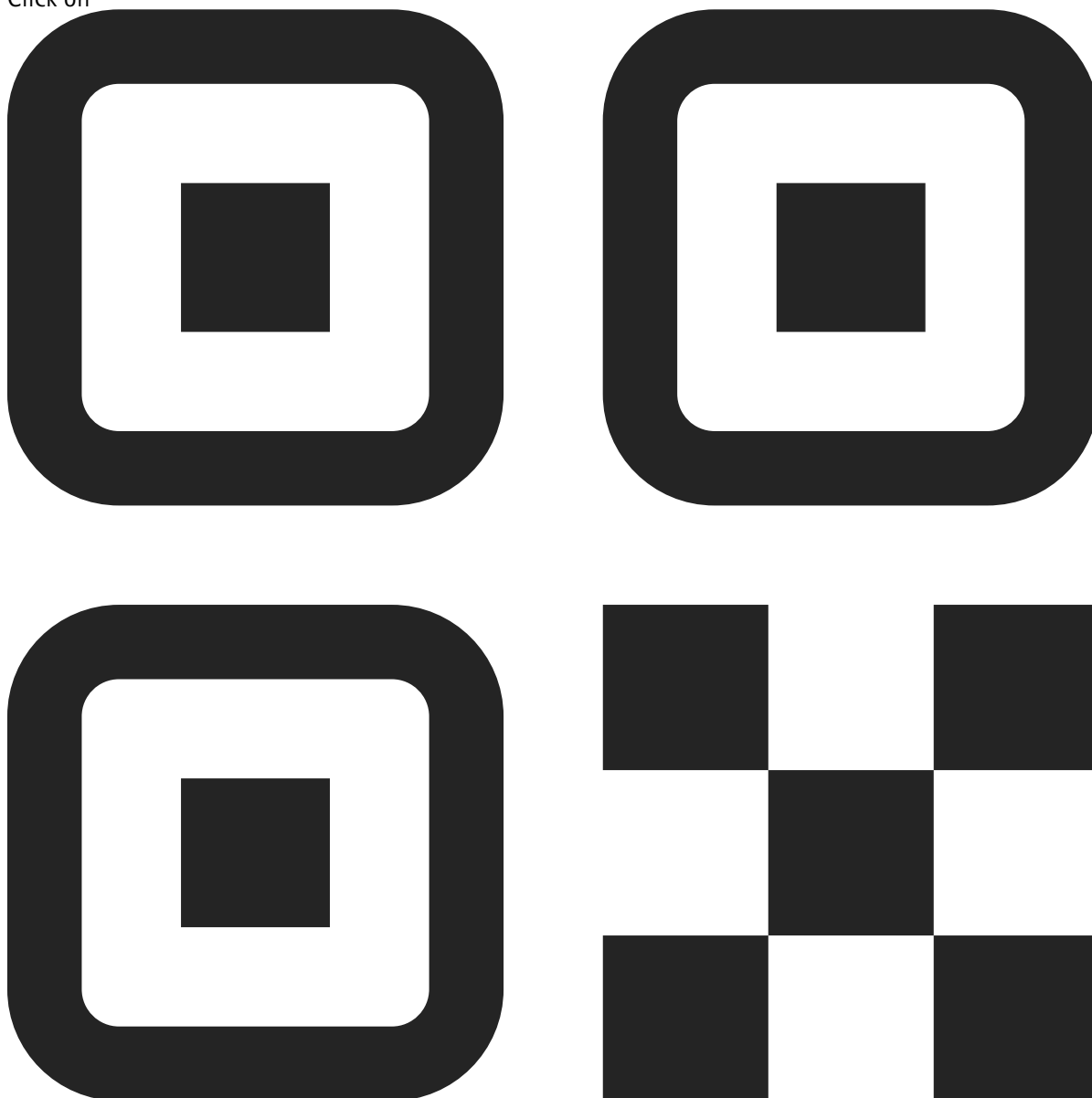
AXIS Installer is compatible with Android and iOS smartphones and tablets.

1. Find AXIS Installer on *Google Play* or the *App Store*.
2. Click download.
3. Open the app.

Register device with AXIS Installer

1. In AXIS Installer, go to **Connect**. Note: If you don't see **Connect**, go to **... More > Cloud connection** and turn on cloud connection.
2. Sign in with your My Axis account.
3. Select your organization.
4. Select the folder or subfolder that you would like to register your device to.

5. Click on



Scan.

6. Scan the device QR code or select **Enter device information manually**. If you scan the QR code, go directly to Step 8.
7. Enter the device serial number (S/N) and owner authentication key (OAK). You can find the S/N on the device. You can find the OAK on the documentation included with the device or on the device web interface.
8. Select **Continue**.
9. Press the control button on the device once prompted to begin the onboarding process.

Note

The onboarding process can take up to five minutes. You'll see *Connecting*. This might take a while, followed by *Connected to Axis Cloud Connect*.

Option 2: Register device with AXIS Device Manager

1. Go to *AXIS Device Manager*.
2. Click on **All devices**.
3. In the list of sites, select the folder you want to register the device to.

4. Click **Register**.
5. In the window that appears, enter:
 - The device S/N
 - The device OAK
 - A name for your device
6. Click **Register**.

On the device:

1. Go to **System > Network**.
2. Set **Allow O3C** to **Always**.

Note

The onboarding process can take up to five minutes. You'll see *Registered*, *Installing...*, and *Configuring...* before *Finished* appears.

Configure devices

Configure AXIS Object Analytics

AXIS Object Analytics detects, classifies, and counts moving objects, specifically humans or vehicles. You can use crossline counting data from *AXIS Object Analytics* in *AXIS Data Insights* by configuring crossline counting scenarios.

Create a crossline counting scenario:

- Log in to your device web interface or access your device web interface from *AXIS Device Manager*.
- Click on **Analytics > AXIS Object Analytics**.
- Click **Start**.
- Click **Open**.
- To create a crossline counting scenario, click **+ New scenario**.
- Select **Crossline counting** and click **Next**.
- Select the type of object you want the application to detect. Read more about *Classification of objects*.
- Adjust your virtual lines:
 - To reshape a virtual line, click and drag one of the anchor points.
 - To move a virtual line, click and drag.
 - To change the direction that objects should move or be detected, click **Change trigger direction**. The red arrows next to the line show the current direction. Actions trigger when objects cross the line in the direction of the arrows. If you want to monitor objects moving in both directions, create a separate scenario for each direction.
 - To reset the virtual line to its default size, click **Reset line**.
- Verify your settings and click **Finish**.

To rename or modify the scenario you created, click **Open**. To create additional scenarios, click **+ New scenario**.

Configure air quality sensor data

Air quality parameters are collected by the *AXIS D6210 Air Quality Sensor* and *AXIS D6310 Air Quality Sensor*.

Customize air quality sensor parameters

On the device webpage, go to **Air quality monitor > Settings**.

- Set thresholds of temperature, humidity, CO2, NOx, PM1.0, PM2.5, PM4.0, PM10.0, VOC, AQI, humidex, and heat index. See *Settings*.

- Set vaping detect sensitivity, see *Settings*.
- Set storage retention time, see *Storage settings*.
- Set variable metadata frequency, see *Variable metadata*.
- Set the validation period, see *Validation period*.

Note

- Full CO2 accuracy takes 2 days the first time the device runs.
- The AQI (Air Quality Index) requires 12 hours to be functional the first time the device runs. The AQI will show **Calculating** until it has enough data. The calibration time is required whenever the device reboots.
- Full VOC accuracy is obtained after the device has been running for one hour. The calibration time is required whenever the device reboots.
- Full NOx accuracy is obtained after the device has been running for 6 hours. The calibration time is required whenever the device reboots.

Activate AXIS Data Insights on device

Once your device has been registered, AXIS Data Insights must be activated on the device so that the device can send data to your dashboard. This process can be completed in AXIS Data Insights.

1. Go to *AXIS Data Insights*.
2. Go to **Settings > Connections**.
3. Your registered device should say **Activation required**. For more information about the status of your device, see *Connections, on page 10*.
4. Select your device and click **Activate**. Once the activation is complete, your device status will update to **Awaiting setup**.

Send device data to AXIS Data Insights

1. Go to *AXIS Data Insights*.
2. Go to **Settings > Connections**.
3. Your device status should say **Awaiting setup**. Click on your device.
4. In the popup, turn on **Send data to the dashboard**.
5. Choose the specific scenarios you would like to use for your device.
6. Adjust the settings for each scenario, as needed.
7. Close the window and confirm that the device now shows the status **Sending data**.

Integration

Generate an API key

You can use API keys to easily transfer your AXIS Data Insights data to a JSON file. You can then upload your JSON file to other dashboard tools to use it in combination with other analytics.

Note

Only organization owners are allowed to create new API keys.

To create an API key:

1. Go to **Settings > API keys**.
2. Click **Generate API key**.
3. If prompted, log in to your My Systems account.
4. Choose your organization.
5. Click **Approve**.

To rename an API key:

1. Click on the **⋮** next to the API key name.
2. Click **Rename**.
3. Update your API key name.
4. Click **Confirm**.

Extract data using an API key

Note

You can only extract crossline counting data from AXIS Object Analytics using an API key.

1. Go to **Settings > API keys**.
2. Click on **Open Documentation**.
3. Under **Metrics**, click **Get**.
4. Enter the following parameters for your data:
 - Start date and time in the format **YYYY-MM-DDTHH:MM:SS** or **YYYY-MM-DDTHH:MM:SSZ**.
 - End date and time in the format **YYYY-MM-DDTHH:MM:SS** or **YYYY-MM-DDTHH:MM:SSZ**.
 - Aggregation interval.
 - Type of data to return.
5. Click **Execute**. Your data will appear in **Responses**.
6. To download your data, click **Download**.

Learn more

More manuals

For more information about related products and devices, see:

- *AXIS Object Analytics user manual*
- *AXIS D6210 Air Quality Sensor user manual*
- *AXIS D6310 Air Quality Sensor user manual*

Troubleshooting

Device isn't connected to AXIS Data Insights	
... because device isn't connected to the internet	Your device must be connected to the internet to transmit data to AXIS Data Insights. Follow <i>this guide</i> for connectivity solutions.
... because device isn't registered	Your device must be registered to your organization before it can transmit data. Learn how to <i>Register your devices</i> , on page 13 with AXIS Installer or AXIS Device Manager.
... because device software is out of date	Your device must be running AXIS OS 11.11 or higher to be compatible with AXIS Data Insights. Learn how to upgrade your software and set up automatic software upgrades at <i>AXIS OS management</i> .

Device doesn't send data to AXIS Data Insights	
... because AXIS Object Analytics is not configured or enabled	You must <i>Configure AXIS Object Analytics</i> , on page 16 crossline counting scenarios to transmit data to AXIS Data Insights. Once you set up your crossline counting scenarios, you must also <i>Send device data to AXIS Data Insights</i> , on page 17 and enable each of your scenarios.
... because the device is using the wrong scenario	AXIS Data Insights can only collect crossline counting data. If your scenario uses a different data collection method, such as line crossing, the data will not be sent to AXIS Data Insights.
... because AXIS Data Insights has not been activated on the device	When you <i>Activate AXIS Data Insights on device</i> , on page 17 it installs the Axis Data Aggregator ACAP. This step must be completed for the device to send data to the dashboard.
... because the Axis Data Aggregator ACAP failed to automatically install on the device	If there is an error when the Axis Data Aggregator ACAP is installed on your device, the device registration will fail. Remove the device from your organization and restart the registration process.

Environmental sensor data is not visible	
... because device is collecting data	<ul style="list-style-type: none"> • Full CO₂ accuracy takes 2 days the first time the device runs. • AQI requires 12 hours to be functional the first time the device runs. The AQI will show <i>Calculating</i> until it has enough data. The calibration time is required whenever the device reboots. • Full VOC accuracy is obtained after the device has been running for one hour. The calibration time is required whenever the device reboots. • Full NO_x accuracy is obtained after the device has been running for 6 hours. The calibration time is required whenever the device reboots.

Technical support

Technical support is available for customers with a licensed version of AXIS Data Insights. To contact technical support, go to axis.com/support. We recommend that you attach the system report and screenshots to the support case.

Cybersecurity

Cybersecurity supports a successful product lifecycle with minimized risks. You can find in-depth information and documentation about our cybersecurity approach at axis.com/about-axis/cybersecurity. Follow the cybersecurity guidelines below to receive product security notifications from Axis and to configure your product for a secure lifecycle and decommissioning.

At *Axis Trust Center*, you can find information about how Axis implements security compliance, transparency, data protection, and privacy.

Vulnerability management

Axis is a *Common Vulnerability and Exposures (CVE) Numbering Authority (CNA)*. To minimize your risk of exposure, we follow industry standards when identifying and resolving vulnerabilities in our devices, software, and services. Refer to axis.com/vulnerability-management for information about our vulnerability management policy or to report a vulnerability.

Security notifications

Subscribe to Axis security notification emails at axis.com/security-notification-service. We will send you information about vulnerabilities, corresponding security advisories, and other security-related matters for your Axis product.

Secure product lifecycle

Axis minimizes risks throughout the lifetime of our products through secure lifecycle management. Use our hardening guides at help.axis.com to more securely configure and operate your Axis products and to find information about:

Secure first-use – Axis products are pre-configured with high default protection to allow for secure initialization and encrypted communication from the very start.

Intended use and common configuration mistakes – Our guides provide information about the intended usage of Axis products, including common security-relevant misuse and configuration mistakes that should be avoided.

Managing vulnerabilities and supply chain transparency – A Software Bill of Material (SBOM) is published with every software release on axis.com to disclose vulnerabilities and improve supply chain transparency.

Decommissioning and the secure erasure of data – To securely decommission a product when it reaches the end of its lifecycle, reset it to factory default settings. This erases your configurations, stored data, and sensitive information.

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