

AXIS P1367 Network Camera

AXIS P1367 Network Camera

F101-A XF P1367 Explosion-protected Camera

ExCam XF P1367 Explosion-protected Camera

User Manual

AXIS P1367 Network Camera

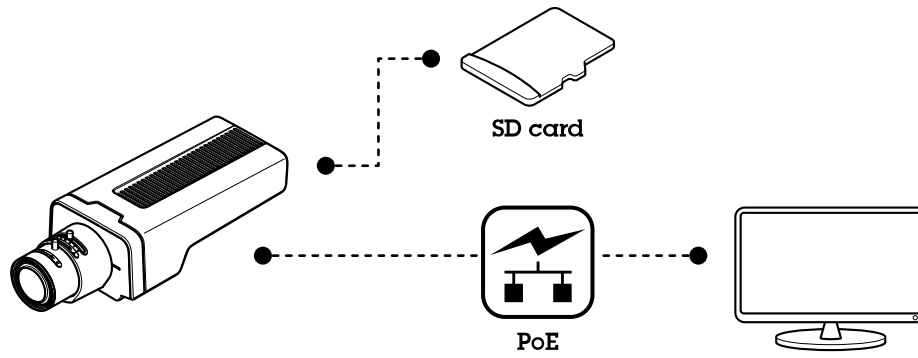
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Solution overview

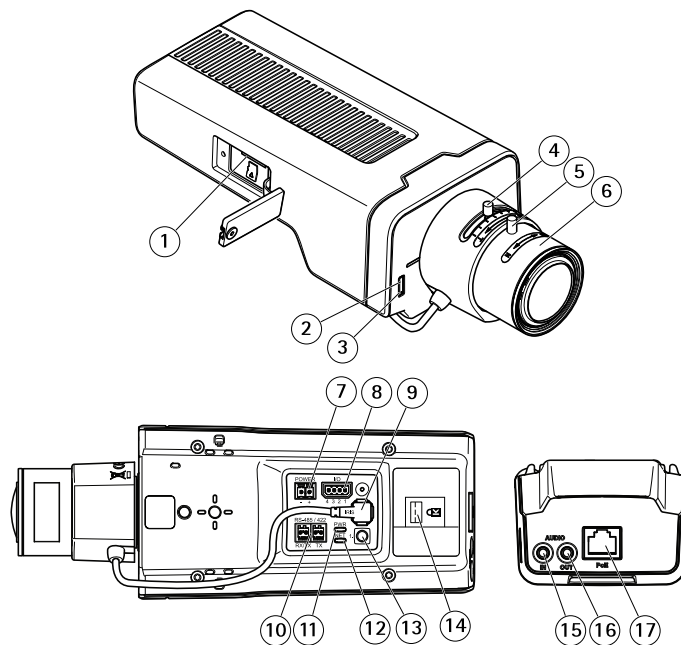
Solution overview



AXIS P1367 Network Camera

Product overview

Product overview



- 1 *microSD card slot*
- 2 *Status LED*
- 3 *Built-in microphone*
- 4 *Zoom puller*
- 5 *Lock screw for focus ring*
- 6 *Focus ring*
- 7 *Power connector (DC)*
- 8 *I/O connector*
- 9 *Iris connector*
- 10 *RS485/422 connector*
- 11 *Power LED*
- 12 *Network LED*
- 13 *Control button*
- 14 *Security slot*
- 15 *Audio in*
- 16 *Audio out*
- 17 *Network connector (PoE)*

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Find the device on the network

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*.

Access the device

Note

- The Axis device can be accessed through any of its three IP addresses.
 - Login is required for each of the three channels separately.
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.

If you do not know the IP address, use AXIS IP Utility or AXIS Device Manager to find the device on the network.

If you do not know the IP address, use AXIS IP Utility to find the device on the network. For information about how to discover and assign an IP address, see . This information is also available from the support pages at axis.com/support.
 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 5* .
 3. Enter the username and password. If you access the device for the first time, you must set the root password. See .
 4. The live view page opens in your browser.
 5. AXIS Entry Manager opens in your browser. If you are using a computer, you will reach the Overview page. If you are using a mobile device, you will reach the mobile landing page.
 6. The device's webpage opens in your browser. The start page is called the Overview page.
 7. AXIS I/O Manager opens in your browser. The start page is called the Dashboard.

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.

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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Find the device on the network



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

www.axis.com/products/online-manual/23177#t10098905

Support tip: Password security confirmation check

1. Type a password. Follow the instructions about secure passwords. See *Secure passwords on page 5*.
2. Retype the password to confirm the spelling.
3. Click **Create login**. The password has now been configured.
4. Click **Save**. The password has now been configured.

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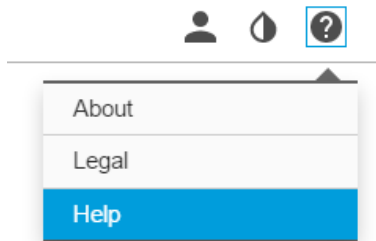
Additional settings

Additional settings

Need more help? About the camera's built-in help

You can access the built-in help from the device's webpage. The help provides more detailed information on the device's features and their settings.

You can access the built-in help from the camera's webpage. The help provides more detailed information on the product's features and their settings.



Replace the lens

1. Stop all recordings and disconnect power from the product.
2. Disconnect the lens cable and remove the standard lens.
3. Attach the new lens and connect the lens cable.
4. Reconnect the power.
5. Log in to the product's webpage, go to the **Image** tab and then select the **P-Iris lens** you have installed.

Note

If you use a DC iris lens, select **Generic DC Iris**.

6. For the changes to take effect, you need to restart the device. Go to **System > Maintenance** and click **Restart**.
7. Adjust the zoom and focus.

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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Additional settings



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

www.axis.com/products/online-manual/23177#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/23177#t10106902

How to change the appearance of the mask

Reduce noise in low-light conditions

Note

Low-light settings are only available for the visual channel.

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 **Settings > Image > Exposure** and move the **Blur-noise trade-off** slider toward **Low noise**.
- Set the exposure mode to automatic.

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.
- Reduce sharpness in the image.

Note

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

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

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Additional settings




If the above settings do not improve the image sufficiently, change to a lens with a lower f-value.

Select exposure mode

Note

The exposure modes are only available for the visual channel.

There are different exposure mode options in the camera that adjusts aperture, shutter speed, and gain to improve image quality for specific surveillance scenes. Go to **Settings > Image > Exposure** and select between the following exposure modes:

1. To select exposure mode, go to  and select the camera in the list.
2. Click  and then select  (or right-click the camera).
3. In the **Image settings** dialog, go to the **Exposure** tab, select one of the following exposure modes:
 - For most use cases, select **Automatic** exposure.
 - For fast moving objects that require a fast or fixed shutter, select **Automatic aperture**.
 - To maintain a longer depth of field or focus range, select **Automatic shutter**.
 - For environments with certain artificial lighting, for example fluorescent lighting, select **Flicker-free**.
Select the same frequency as the power line frequency.
 - For environments with certain artificial light and bright light, for example outdoors with fluorescent lighting at night and sun during daytime, select **Flicker-reduced**.
Select the same frequency as the power line frequency.
 - If you need full control of all parameters, mostly useful for scenes with little change in lighting, select **Manual**.
 - To lock the current exposure settings, select **Hold current**.

Maximize the details in an image

Important

If you maximize the details in an image, the bitrate will probably increase and you might get a reduced frame rate.

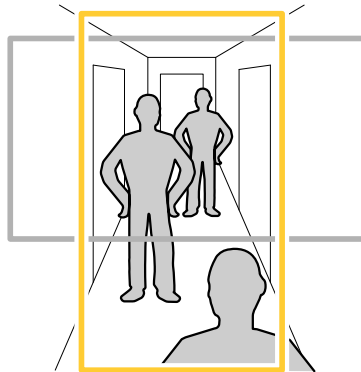
- Make sure to select the capture mode that has the highest resolution.
- Set the compression as low as possible.
- Select MJPEG streaming.
- Turn off Zipstream functionality.

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.

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Additional settings



1. Depending on your device, turn the camera or the 3-axis lens in the camera 90° or 270°.

Note

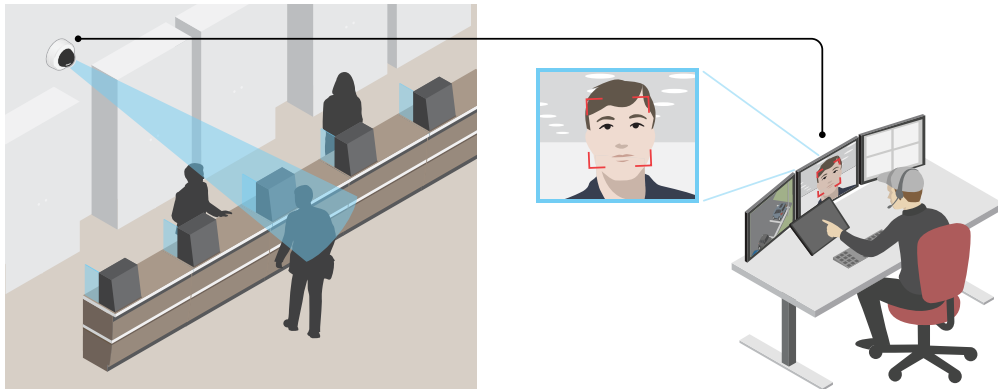
Make sure to aim IR LEDs away from walls or weathershields.


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.

Verify the pixel resolution

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



1. Go to **Settings > System > Orientation**.
2. Click .
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 faces to appear.

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Additional settings

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

View area

A view area is a cropped part of the full view. You can stream and store view areas instead of the full view to minimize bandwidth and storage needs. If you enable PTZ for a view area, you can pan, tilt and zoom within it. By using view areas you can remove parts of the full view, for example, the sky.

A view area is a cropped part of the full view. You can stream and store the view area instead of the full view to minimize bandwidth and storage needs. If you enable PTZ for the view area, you can pan, tilt and zoom within it. By using a view area you can remove parts of the full view, for example, the sky.

When you set up a view area, we recommend you to set the video stream resolution to the same size as or smaller than the view area size. If you set the video stream resolution larger than the view area size it implies digitally scaled up video after sensor capture, which requires more bandwidth without adding image information.

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.

Note

- WDR can cause artifacts in the image.
 - WDR may not be available for all capture modes.
1. Go to **Settings > Image > Wide dynamic range**.
 2. Turn on WDR.

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Additional settings

3. Use the **Local contrast** slider to adjust the amount of WDR.
4. Use the **Tone mapping** slider to adjust the amount of WDR.
5. To set the amount of WDR, select Low, Medium or High from the **WDR level** list.
6. 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.

Note

The overlay feature is not supported for the quad stream, only for the individual video streams.

Note

Overlays are not included in the video stream when using SIP calls.

Note

Image and text overlay will not be displayed on video stream over HDMI.

Note

Image and text overlay will not be displayed on video stream over SDI.

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.

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.



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

www.axis.com/products/online-manual/23177#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. If you need help, see the *user manual for AXIS Video Motion Detection 4*.

Add the overlay text:

4. Go to **Settings > Overlay**.

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Additional settings

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 an action rule:

9. Go to **Settings > System > Events > Action rules**.
10. Create an action rule with **AXIS Video Motion Detection** as trigger.
11. From the list of actions, select **Overlay text**.
12. Type "Motion detected".
13. Set the duration.
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.

Bitrate control

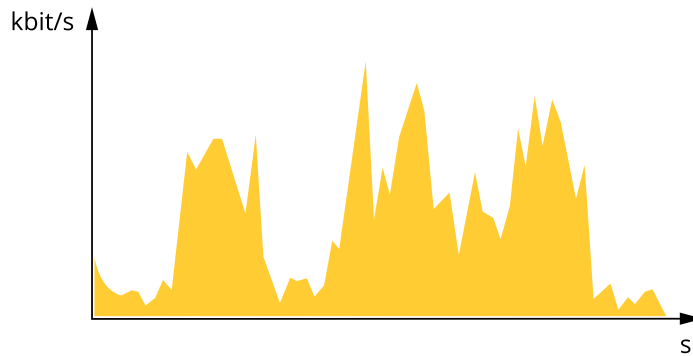
With bitrate control, you can manage the bandwidth consumption of your video stream.

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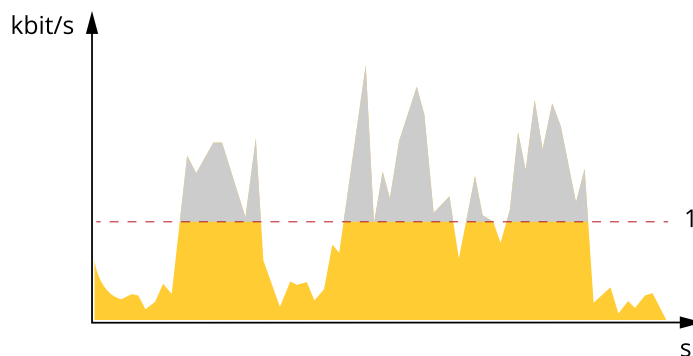
Variable bitrate (VBR)

With variable bitrate, the bandwidth consumption varies based on the level of activity in the scene. The more activity in the scene, the more bandwidth you need. You are guaranteed constant image quality but it requires storage margins.



Maximum bitrate (MBR)

With maximum bitrate, you can set a target bitrate to handle bitrate limitations in your system. You may see a decline in image quality or frame rate when the instantaneous bitrate is kept below the specified target bitrate. You can choose to either prioritize 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 for additional complexity that needs to be captured.



1 Target bitrate

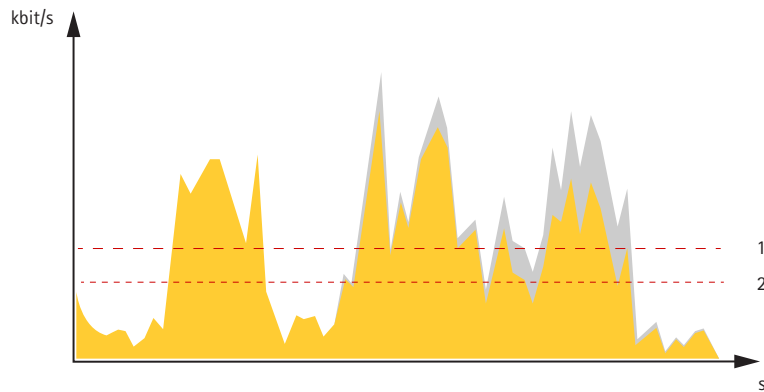
Average bitrate (ABR)

With average bitrate, the bitrate is automatically adjusted over a longer timescale. 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 needed when using 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.

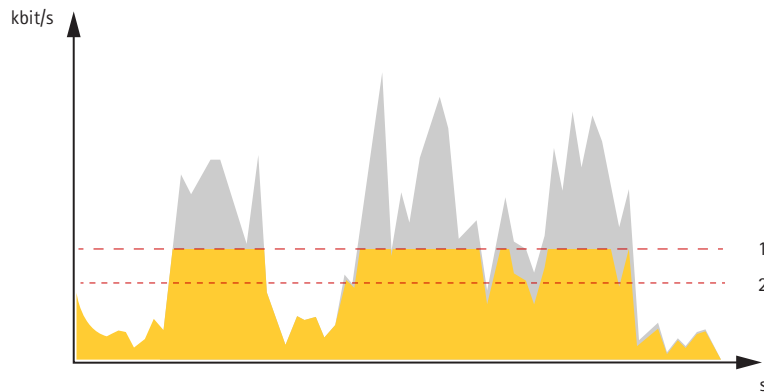
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Additional settings



- 1 Target bitrate
- 2 Actual average bitrate

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



- 1 Target bitrate
- 2 Actual average bitrate

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

Note

To ensure support for the Opus audio codec, the Motion JPEG stream is always sent over RTP.

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

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Additional settings

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.

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.

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:
 - Turn on the Zipstream functionality and select the desired level.

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**.

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Additional settings

Add audio to your recording

Note

To connect the audio device, this product requires a multicable.

Turn on audio:

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**.

Record and watch video

To record video you must first set up network storage, see *Set up network storage on page 16*, 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.

You can create rules to make your device perform actions 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 play an audio clip according to a schedule or when it receives a call, or send an email if the device changes IP address.

Trigger an action

1. Go to **Settings > System > Events** to set up an action rule. The action rule defines when the device will perform certain actions. Action rules can be setup as scheduled, recurring, or for example, triggered by motion detection.

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 what **Trigger** must be met to trigger the action. If you specify more than one trigger for the action rule, all of them must be met to trigger the action.

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Additional settings

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 action rule, you have to restart the action rule for the changes to take effect.

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

Note

If you change the definition of a stream profile that is used in a rule, you have to restart all the rules that use that stream profile.

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/23177#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 an action rule:

1. Go to **Settings > System > Events** and add an action rule.
2. Type a name for the action rule.
3. From the list of triggers, select **Applications** and then select **AXIS Video Motion Detection (VMD)**.
4. From the list of actions, select **Record video**.
5. Select an existing stream profile or create a new one.
6. Enable and set the pre-trigger time to 5 seconds.
7. Enable **While the rule is active**.
8. Enable and set the post-trigger time to 60 seconds.

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Additional settings

9. Select **SD card** from the list of storage options.
10. Click **Ok**.

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**.

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

- We recommend running one application at a time.
- 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.
- Avoid running applications when the built-in motion detection is active.
- Applications are supported on channel 1.

Important

AXIS 3D People Counter is an application that is embedded in the device. We don't recommend you to run any other applications on this device since it can affect the performance of the AXIS 3D People Counter.



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

www.axis.com/products/online-manual/23177#t10001688

How to download and install an application

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Additional settings



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

www.axis.com/products/online-manual/23177#t10001688

How to activate an application licence code on a device


AXIS P1367 Network Camera

Troubleshooting

Troubleshooting

Reset to factory default settings

▲WARNING

 IR emitted from this product. Do not look at operating lamp.

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.

Note

The camera has been preconfigured with AXIS License Plate Verifier. If you reset to factory default, you need to reinstall the license key. See .

Note

For products with multiple IP addresses channel 1 will have the address 192.168.0.90, channel 2 will have the address 192.168.0.91 and so on.

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 4*.
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.
6. Refocus the product.
 1. Press and hold the control button and the restart button at the same time.
 2. Release the restart button but continue to hold down the control button for 15–30 seconds until the status LED indicator flashes amber.
 3. 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.
 4. Use the installation and management software tools to assign an IP address, set the password and access the video stream.
 5. Release the restart button and hold the control button.
 6. Keep the control button pressed until the power LED indicator turns green and the 4 status LED indicators turn amber (this may take up to 15 seconds).
 7. Keep the control button pressed until the power LED indicator turns green and the 6 status LED indicators turn amber (this may take up to 15 seconds).
 8. Release the control button. When the status LED indicators display green (which can take up to 1 minute) the process is complete and the unit has been reset.
 9. 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 192.168.0.90–93.

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Troubleshooting

10. 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 192.168.0.90–95.
11. Use the installation and management software tools to assign the IP addresses, set the password and access the video stream.

Note

To reset a single channel to the original factory default settings, log in to the product's webpage and use the provided button.

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 4*.
 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.
1. Press and hold the control button and the power button. See *Product overview on page 4*.
 2. Release the power button but continue to hold down the control button for 15–30 seconds until the status LED indicator flashes amber.
 3. Release the control button.
 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, assign an IP address, set the password and access the video stream.
1. Disconnect power from the product.
 2. Press and hold the control button while reconnecting power. See *Product overview on page 4*.
 3. Keep the control button pressed for 25 seconds until the status LED indicator turns amber for the second time.
 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, assign an IP address, set the password, and access the product.
1. Disconnect power from the product.
 2. Press and hold the control button while reconnecting power. See *Product overview on page 4*.
 3. Keep the control button pressed for 10 seconds until the status LED indicator turns amber for the second time.
 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, assign an IP address, set the password, and access the product.

It is also possible to reset parameters to factory default through the web interface. Go to **Settings > System > MaintenancePreferences > Additional Device Configuration > System Options > Maintenance Setup > Additional Controller Configuration > Setup > System Options > Maintenance** and click **Default**.


AXIS P1367 Network Camera

Troubleshooting

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**.
 - Go to **Overview**.

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.

Important

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

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.

Note

Because the database of users, groups, credentials, and other data are updated after a firmware upgrade, the first start-up could take a few minutes to complete. The time required is dependent on the amount of data.

AXIS Device Manager can be used for multiple upgrades. Find out more at axis.com/products/axis-device-manager.



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

www.axis.com/products/online-manual/23177#t10095327

How to upgrade the firmware

1. Download the firmware file to your computer, available free of charge at axis.com/support/firmware.

AXIS P1367 Network Camera

Troubleshooting

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.
4. Go to **Maintenance > Firmware upgrade**. Follow the instructions on the page. When the upgrade has finished, the product restarts automatically.
5. When the product has been restarted clear the web browser's cache.

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 cannot be accessed from a browser

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 21</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). IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility 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 . If required, a static IP address can be assigned manually. Check the FAQ at axis.com/support .

AXIS P1367 Network Camera

Troubleshooting

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 Settings > System > Date and time .
The browser is not supported	See for a list of recommended browsers.

The device is accessible locally but not externally

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.

Problems with streaming

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">• See <i>Performance considerations on page 26</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.• Log in to the device's webpage and set a capture mode that prioritizes frame rate. Changing the capture mode to prioritize frame rate might lower the maximum resolution depending on the device used and capture modes available.• 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 do not support H.265 decoding. Use a video management system or application supporting H.265 decoding.

Problems retrieving additional video streams

'Video Error' displayed in AXIS Companion, or	<p>This camera is designed to deliver up to four different streams. If a fifth unique stream is requested, the camera will not be able to provide it, and an error message is displayed. The error message depends on the way the stream is requested. The streams are used on a first come, first served basis. Examples of instances using a stream are:</p> <ul style="list-style-type: none">• Live viewing in a web browser or other application• While recording - continuous or motion triggered recording• An event using images on the camera, for example an event sending an e-mail with an image every hour• An installed and running application, such as AXIS Video Motion Detection, will always consume a video stream, whether it is used or not. A stopped application does not consume a video stream. <p>The camera can deliver more than four simultaneous streams provided the configuration of any additional stream is identical to any of the first four streams. Identical configuration implies exactly the same resolution, frame rate, compression, video format, rotation etc. For more information see the white paper "Max number of unique video stream configurations", available at axis.com.</p>
'Stream: Error. Something went wrong. Maybe there are too many viewers.' in Chrome/Firefox, or	
'503 service unavailable' error in Quick Time, or	
'Camera not available' displayed in AXIS Camera Station, or	
'Error reading video stream' message in browser when using the Java applet	

AXIS P1367 Network Camera

Troubleshooting

Problems with sound files

Can't upload media clip

The following audio clip formats are supported:

- au file format, encoded in μ -law and sampled with 8 or 16 kHz.
- wav file format, encoded in PCM audio. It supports encoding as 8 or 16-bit mono or stereo and sample rate of 8 to 48 kHz.
- mp3 file format, in mono or stereo with bitrate of 64 kbps to 320 kbps and sample rate of 8 to 48 kHz.

Media clips are played with different volumes

A sound file is recorded with a certain gain. If your audio clips have been created with different gains, they will be played with a different loudness. Make sure that you use clips that have the same gain.

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.

When setting up your system, it is important to consider how various settings and situations affect the amount of needed bandwidth (the bitrate) required.

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.
- 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.
- Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the frame rate and the general performance.
- Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the the general performance.
- Using palettes affects the product's CPU load which in turn affects the frame rate.
- Running multiple AXIS Camera Application Platform (ACAP) applications on the Visual and Thermal channels simultaneously may affect the frame rate and the general performance.

AXIS P1367 Network Camera

Specifications

Specifications

LED Indicators

Note

- The Status LED can be configured to be unlit during normal operation. To configure, go to **Settings > System > Plain config**.
- The Status LED can be configured to flash while an event is active.
- The Status LED can be configured to flash for identifying the unit. Go to **Settings > System > Plain config**.
- The LEDs turn off when you close the casing.

Status LED	Indication
Unlit	Unlit for normal operation.
Unlit	Connection and normal operation.
Green	Connection and normal operation. Steady green for 10 seconds for normal operation after startup completed. Flashes green during wireless network pairing. Steady green for normal operation. Steady green for normal operation. Flashes before startup if the temperature is below -20 °C and heating is required. The product starts when it reaches operating temperature. Steady green for normal operation.
Amber	Steady during startup and when restoring settings.
Amber	Steady during startup, during reset to factory default or when restoring settings.
Amber	Steady during startup. Flashes during firmware upgrade or reset to factory default. Steady during startup. Flashes when restoring settings.
Amber/Red	Flashes amber/red if network connection is unavailable or lost.
Red	Steady for hardware error on the corresponding channel.
Green/Red	Flashes for identification purposes. To configure, go to Settings > System > Plain config .
Red	Slow flash for failed upgrade.
Red	Firmware upgrade failure.
Red/Green	Flashes red/green fast when identifying an audio device is selected.
Purple	Steady for more than 10 seconds for hardware failure.

Note

The Network LED can be disabled so that it does not flash when there is network traffic. To configure, go to **Settings > System > Plain config**.

Network LED	Indication
Green	Steady for connection to a 100 Mbit/s network. Flashes for network activity. Steady for connection to a 1 Gbit/s network. Flashes for network activity.

AXIS P1367 Network Camera

Specifications

Amber	Steady for connection to a 10 Mbit/s network. Flashes for network activity. Steady for connection to a 10/100 Mbit/s network. Flashes for network activity.
Unlit	No network connection.

Note

The Power LED can be configured to be unlit during normal operation. To configure, go to **Settings > System > Plain config**.

Power LED	Indication
Green	Normal operation.
Amber	Flashes green/amber during firmware upgrade.

Microphone power LED	Indication
Unlit	Phantom power off.
Blue	Phantom power on. Steady when the phantom power is on and the microphone is connected. Flashes when the phantom power is on and the microphone is disconnected.

Wireless LED	Indication
Unlit	Wired mode.
Green	Steady for connection to a wireless network. Flashes for network activity.
Red	Steady for no wireless network connection. Flashes while scanning for wireless networks.
Amber	Steady or flashing during wireless network pairing.

Note

- The tally LED can be configured to be lit or unlit during normal operation. To configure, go to **Settings > System > Plain config**.
- The tally LED only indicates network transmission. If video or audio is only transmitted through HDMI or SDI the tally LED will be unlit.

Tally LED	Indication
Unlit	Camera idle.
Red	Active network transmission or recording.

SPK LED	Indication
Green	Steady green for normal operation. Flashes (two short green flashes and one long without light) when the impedance has not been calibrated.
Red	Flashes red when the overcurrent protection has been tripped.

Status LED behavior for focus assistant

Note

Only valid for optional P-iris, DC-iris or manual iris lenses.

The status LED flashes when the Focus Assistant is active.


AXIS P1367 Network Camera

Specifications


Color	Indication
Red	The image is out of focus. Adjust the lens.
Amber	The image is close to focus. The lens needs fine tuning.
Green	The image is in focus.

SD card slot

⚠ CAUTION

 Risk of injury. Moving parts. Keep your body parts away from the product when in operation. Disconnect from power supply before installing or performing maintenance on the product.

⚠ CAUTION

 Risk of injury. Hot surface. Do not touch the product when in operation. Disconnect from power supply and allow the surfaces to cool before performing maintenance on the product.

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.

This product supports microSD/microSDHC/microSDXC cards.

This product supports microSD/microSDHC/microSDXC cards (not included). For information about limitations and updates, see the product's release notes.

For SD card recommendations, see axis.com.

For SD card recommendations, see axiscompanion.com.



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Buttons

Control button

The control button is used for:

- Enabling the Focus Assistant. Press and very quickly release the Control button.
- Calibrating the speaker test. Press and release the control button and a test tone is played.
- Resetting the product to factory default settings. See *Reset to factory default settings* on page 21.

AXIS P1367 Network Camera

Specifications

- Ensuring the camera is level. Press the button for not more than two seconds to start the levelling assistant and press again to stop. The status LED and buzzer signal (see) assist levelling of the camera. The camera is level when the buzzer beeps continuously.
- Resetting the product to factory default settings. See or
- Connecting to an AXIS Video Hosting System service. To connect, press and hold the button for about 3 seconds until the status LED flashes green.
- Connecting to a one-click cloud connection (O3C) service over the internet. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

Connectors

Network connector

The Axis product is available in two variants with different network connectors:

RJ45 Ethernet connector.

RJ45 Ethernet connector with Power over Ethernet (PoE).

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

RJ45 with High Power over Ethernet (High PoE).

RJ45 Push-pull Connector (IP66) with High Power over Ethernet (High PoE).

RJ45 Ethernet service port.

D-coded M12 connector with Power over Ethernet (PoE).

SFP connector.

Input: RJ45 Ethernet connector with Power over Ethernet (PoE).

Output: RJ45 Ethernet connector with Power over Ethernet (PoE).

NOTICE

Use the supplied midspan.

NOTICE

Due to local regulations or the environmental and electrical conditions in which the product is to be used, a shielded network cable (STP) may be appropriate or required. All cables connecting the product to the network and that are routed outdoors or in demanding electrical environments shall be intended for their specific use. Make sure that the network devices are installed in accordance with the manufacturer's instructions. For information about regulatory requirements, see .

NOTICE

The product shall be connected using a shielded network cable (STP). All cables connecting the product to the network shall be intended for their specific use. Make sure that the network devices are installed in accordance with the manufacturer's instructions. For information about regulatory requirements, see .

NOTICE

The product shall be connected using a shielded network cable (STP) or an optical fiber cable. All cables connecting the product to the network shall be intended for their specific use. Make sure that the network devices are installed in accordance with the manufacturer's instructions. For information about regulatory requirements, see .

AXIS P1367 Network Camera

Specifications

NOTICE

To comply with the IP66-rated design of the camera and maintain the IP66 protection, the supplied RJ45 Push-pull Connector (IP66) shall be used. Alternatively, use the RJ45 IP66-rated cable with premounted connector which is available from your Axis reseller. Do not remove the plastic network connector shield from the camera.

NOTICE

The product shall be connected using a shielded network cable (STP). All cables connecting the product to the network shall be intended for their specific use. Make sure that the network devices are installed in accordance with the manufacturer's instructions. For information about regulatory requirements, see the Installation Guide at www.axis.com.

Audio connector

3.5 mm connector

- **Audio in** – 3.5 mm input for a mono microphone, or a line-in mono signal (left channel is used from a stereo signal).
- **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 in** – 3.5 mm input for two mono microphones, or two line-in mono signals (using the supplied stereo-to-mono adapter).
- **Audio in** – 3.5 mm input for a stereo microphone, or a line-in 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 out** – 3.5 mm output for audio (line level) that can be connected to a public address (PA) system or an active speaker with balanced input and a built-in amplifier. A balanced connector must be used for audio out.
- **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 pair of headphones can also be attached. 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
Balanced microphone (with or without phantom power) or line, "hot" signal	Balanced microphone (with or without phantom power) or line, "cold" signal	Ground
Digital signal	Ring power if selected	Ground
Stereo unbalanced microphone (with or without electret power) or line, "left"	Stereo unbalanced microphone (with or without electret power) or line, "right"	Ground

Audio output

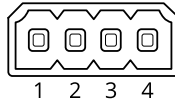
1 Tip	2 Ring	3 Sleeve
Channel 1, unbalanced line, mono	Channel 1, unbalanced line, mono	Ground
Balanced line, "hot" signal	Balanced line, "cold" signal	Ground

AXIS P1367 Network Camera

Specifications

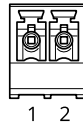
Stereo unbalanced line, "left"	Stereo unbalanced line, "right"	Ground
Channel 1, unbalanced line	Channel 2, unbalanced line	Ground

4-pin terminal block for audio input and output.



Function	Pin	Notes
GND	1	Ground
Ring power	2	12 V for external source
Microphone/Line in	3	Microphone (analog or digital) or line in (mono). 5 V microphone bias is available.
Line out	4	Line level audio output (mono). Can be connected to a public address (PA) system or an active speaker with a built-in amplifier.

2-pin terminal block for line out.



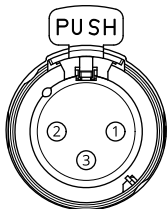
Function	Pin	Notes
Line out (+)	1	Line audio out
0 V DC (-)	2	

The internal microphone is used by default; the external microphone is used when connected. You can disable the internal microphone by connecting a plug to the microphone input.

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

XLR connector

- **Left** – 3-pin XLR connector for balanced audio input. Use left connector for mono.
- **Right** – 3-pin XLR connector for balanced audio input.



Pin	1	2	3
Function	Ground	Balanced Microphone Hot (+) In	Balanced Microphone Cold (-) In

AXIS P1367 Network Camera

Specifications

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:

Use the I/O connector with external devices in combination with, for example, 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.

Supervised input – Enables possibility to detect tampering on a digital input.

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.

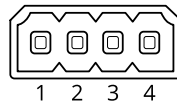
A digital light sensor – For receiving a value of the ambient light intensity from an external light sensor. This is used to control the product's day and night functionality.

Note

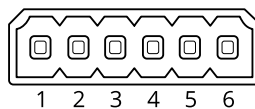
The I/O connector is connected to the housing (fan/heater) on delivery. In case of a fan or heater error, an input signal will be triggered in the camera. Set up an action rule in the camera to configure which action the signal shall trigger.

The I/O connector is connected to the housing (fan/heater) on delivery. In case of a fan or heater error, an input signal will be triggered in the camera. Set up an action rule in the camera to configure which action the signal shall trigger. For information about events and action rules, see the user manual available on axis.com.

4-pin terminal block



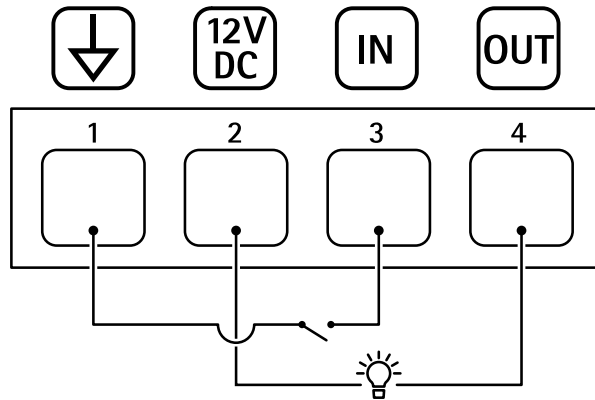
6-pin terminal block



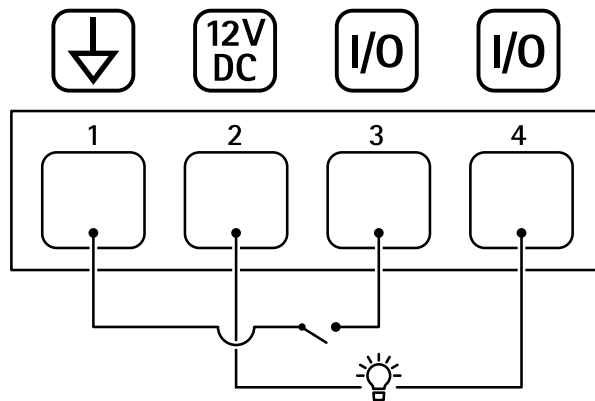
Example

AXIS P1367 Network Camera

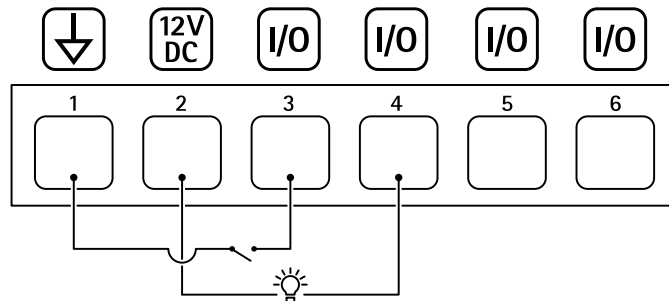
Specifications



- 1 DC ground
- 2 DC output 12 V, max 25 mA
- 3 Digital input
- 4 Digital output



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



- 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

AXIS P1367 Network Camera

Specifications

Power connector

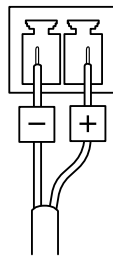
Terminal connector for connecting AC/DC power supply.

DC connector. Use the supplied adapter.

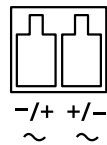
This microUSB type B connector is for power only. We recommend using Axis microUSB power supply.

AC/DC connector. Use the supplied adapter.

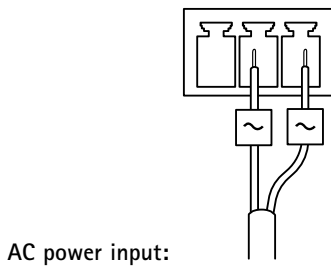
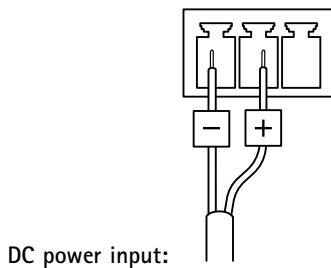
2-pin terminal block for DC power input. Use a Safety Extra Low Voltage (SELV) compliant limited power source (LPS) with either a rated output power limited to ≤ 100 W or a rated output current limited to ≤ 5 A.



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

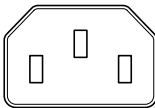


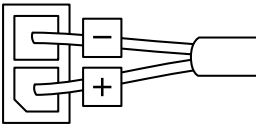
3-pin terminal block for power input. Use a Safety Extra Low Voltage (SELV) compliant limited power source (LPS) with either a rated output power limited to ≤ 100 W or a rated output current limited to ≤ 5 A.



AXIS P1367 Network Camera

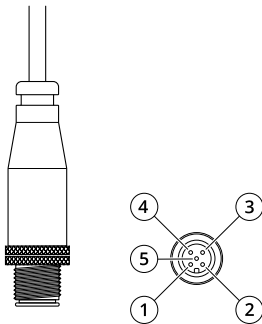
Specifications

AC connector for power input. Use the supplied cable. 

2-pin terminal block for DC power output. 

4-pin terminal block for power input.

DC power input:



5-pin DC connector

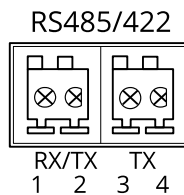
Pin	Function
1, 2	+24 V
3, 4	GND
5	N.C.

RS485/RS422 connector

Two 2-pin terminal blocks for RS485/RS422 serial interface used to control auxiliary equipment such as pan-tilt devices.

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 P1367 Network Camera

Specifications

Function	Pin	Notes
RS485B alt RS485/422 RX(B)	1	RX pair for all modes (combined RX/TX for 2-wire RS485)
RS485A alt RS485/422 RX(A)	2	
RS485/RS422 TX(B)	3	TX pair for RS422 and 4-wire RS485
RS485/RS422 TX(A)	4	

Important

The maximum cable length is 30 m (98 ft).

Operating conditions

The Axis product is intended for indoor use.

Product	Temperature	Humidity
AXIS P1367	0 °C to 50 °C (32 °F to 122 °F)	10–85% RH (non-condensing)

Power consumption

NOTICE

Use a limited power source (LPS) with either a rated output power limited to $\leq 100\text{W}$ or a rated output current limited to $\leq 5\text{A}$.

Product	Power over Ethernet (PoE) IEEE 802.3af/802.3at Type 1 Class 3	DC, 8–28 V DC
AXIS P1367	Max. 8.9 W Typical 5.0 W	Max. 8.8 W Typical 5.0 W

