

AXIS FA54 Main Unit

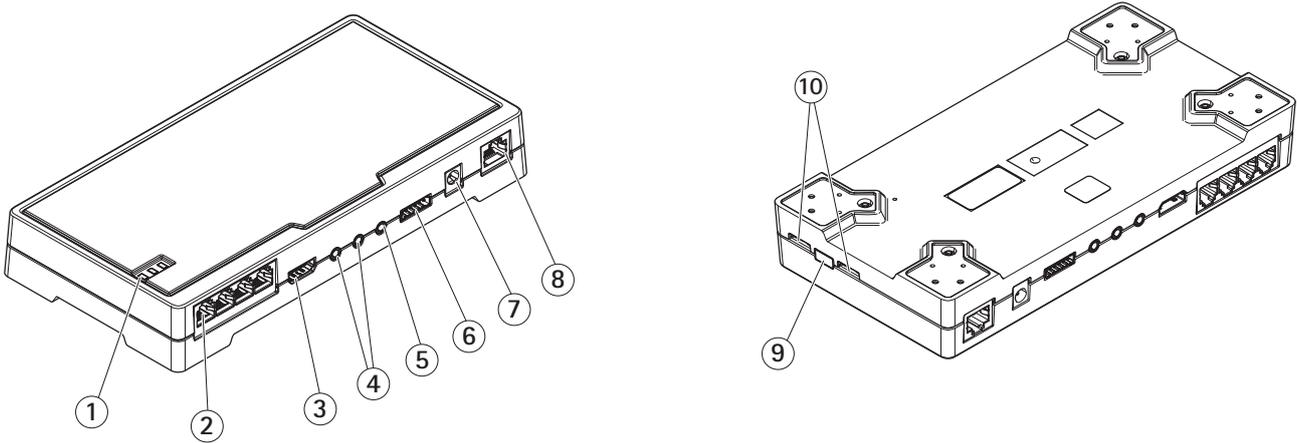
Table of Contents

Solution overview3
3
 Product overview4
 Connect sensor units4
 Shorten the sensor unit cable4
 Find the device on the network6
 Open the device's web interface.....6
 Secure passwords.....6
 Create an administrator account6
 Installation7
 Preview mode7
 Configure your device.....8
 Web interface overview8
 Need more help?8
 Monitor long and narrow areas.....8
 View live video stream on a monitor.....8
 Maximize the details in an image.....9
 Reduce bandwidth and storage.....9
 Bitrate control9
 Handle scenes with strong backlight11
 Analytics and apps12
 AXIS People Counter12
 The web interface13
 Specifications.....14
 LED Indicators.....14
 SD card slot.....14
 Buttons.....14
 Control button14
 Connectors.....14
 HDMI connector.....14
 Network connector.....14
 Audio connector.....15
 I/O connector.....15
 Power connector16
 RJ12 Connector.....16
 Troubleshooting.....17
 Reset to factory default settings17
 Check the current AXIS OS version17
 Upgrade AXIS OS.....17
 Technical problems and possible solutions18
 Performance considerations20

Solution overview



Product overview



- 1 Status LED
- 2 RJ12 connector (4x)
- 3 HDMI
- 4 Audio in (2x)
- 5 Audio out
- 6 I/O connector
- 7 Power connector
- 8 Network connector (DC input)
- 9 Control button
- 10 microSD card slot

Connect sensor units

When you connect a sensor unit to a main unit, we recommend that you make the connection before you power up the main unit. If you disconnect a sensor unit and connect a different one, you must restart the main unit.

Shorten the sensor unit cable

Note

- The sensor unit cable cannot be extended or split.
- When routing the sensor unit cable, the minimum bending radius is 40 mm.

The sensor unit is delivered with a cable. To shorten the cable follow these steps:

1. Cut the cable to the desired length. Measure from the sensor unit.
2. Strip the plastic outer coating from the end of the cable.
3. Peel back the shield.
4. Flatten the colored wires in the order described below.

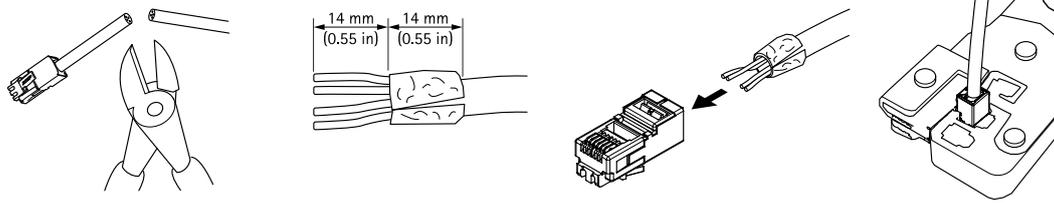
1	Brown
2	White/brown
3	Not used
4	Not used
5	White/blue
6	Blue

5. Insert the wires all the way into a shielded 6P6C RJ12 connector.

NOTICE

Make sure that the wires stay in the correct order and that the cable shield makes good contact with the connector shield.

6. Use a crimping tool to fasten the connector to the cable.



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*.

Open the device's web interface

1. Open a browser and type the IP address or host name of the Axis device. If you don't know the IP address, use AXIS IP Utility or AXIS Device Manager to find the device on the network.
2. Type the username and password. If you access the device for the first time, you must create an administrator account. See *Create an administrator account, on page 6*.

For descriptions of all features and settings in the web interface of devices with AXIS OS, see *AXIS OS web interface help*.

Secure passwords

Important

Use HTTPS (which is enabled by default) to set your password or other sensitive configurations over the network. HTTPS enables secure and encrypted network connections, thereby protecting sensitive data, such as passwords.

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.

Create an administrator account

The first time you log in to your device, you must create an administrator account.

1. Enter a username.
2. Enter a password. See *Secure passwords, on page 6*.
3. Re-enter the password.
4. Accept the license agreement.
5. Click **Add account**.

Important

The device has no default account. If you lose the password for your administrator account, you must reset the device. See *Reset to factory default settings, on page 17*.

Installation

Preview mode

Preview mode is ideal for installers when fine tuning the camera view during the installation. No login is required to access the camera view in preview mode. It is available only in factory defaulted state for a limited time from powering up the device.



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

This video demonstrates how to use preview mode.

Configure your device

Web interface overview

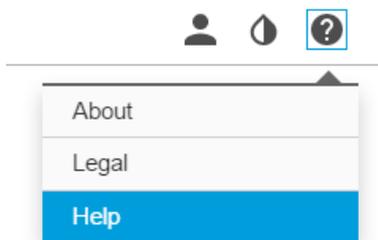
This video gives you an overview of the device's web interface.



Axis device web interface

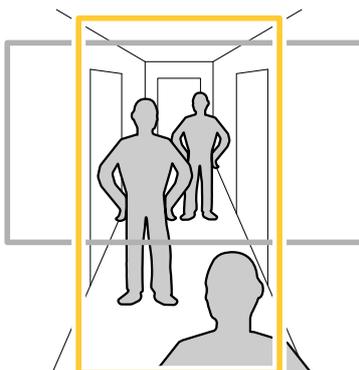
Need more help?

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.



Monitor long and narrow areas

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



1. Depending on your device, turn the camera or the 3-axis lens in the camera 90° or 270°.
2. If the device doesn't have automatic rotation of the view, go to **Video > Installation**.
3. Rotate the view 90° or 270°.

View live video stream on a monitor

The camera can transmit a live video stream to an HDMI monitor without the need for a network connection. The monitor can be used for surveillance purposes, or for public viewing, e.g. in a store.

1. Connect an external monitor using the HDMI connector.
2. Open the HDMI settings, under **Settings > System > HDMI**.

3. Select what to view on the HDMI output. To use **Single source** – select the required camera.

NOTICE

- The options available to show over HDMI will vary depending on the connected sensor units (optical, thermal or a combination of these).
- Please restart the main unit after changing the combination of connected sensors.

Note

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

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.

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.
- Go to **Video > Stream > General** and set the compression as low as possible.
- Below the live view image, click  and in **Video format**, select **MJPEG**.
- Go to **Video > Stream > Zipstream** and select **Off**.

Reduce bandwidth and storage

Important

Reducing the bandwidth can lead to loss of detail in the image.

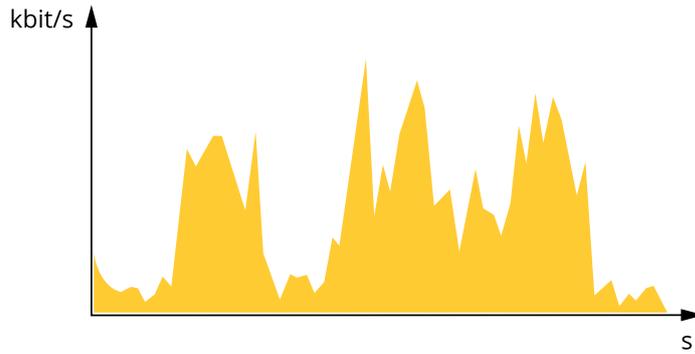
1. Go to **Video > Stream**.
2. Click  in the live view.
3. Select **Video format AV1** if your device supports it. Otherwise select **H.264**.
4. Go to **Video > Stream > General** and increase **Compression**.
5. Go to **Video > Stream > Zipstream** and do one or more of the following:
 - Select the Zipstream **Strength** that you want to use.
 - Turn on **Optimize for storage**. This can only be used if the video management software supports B-frames.
 - Turn on **Dynamic FPS**.
 - Turn on **Dynamic GOP** and set a high **Upper limit GOP length** value.

Bitrate control

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

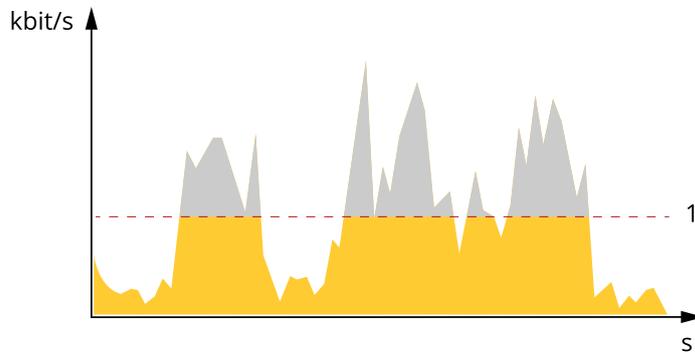
Variable bitrate (VBR)

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



Maximum bitrate (MBR)

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

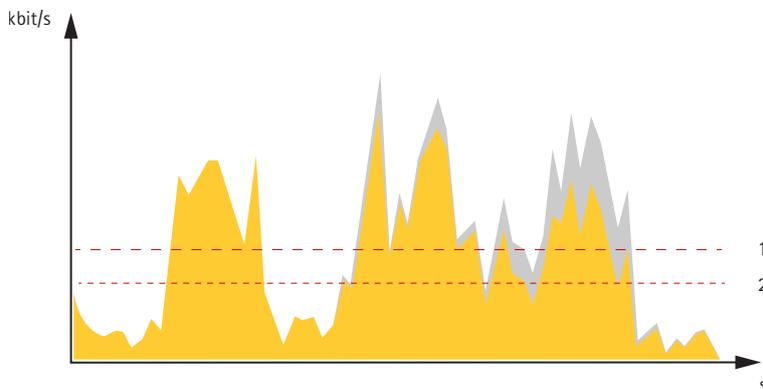


1 Target bitrate

Average bitrate (ABR)

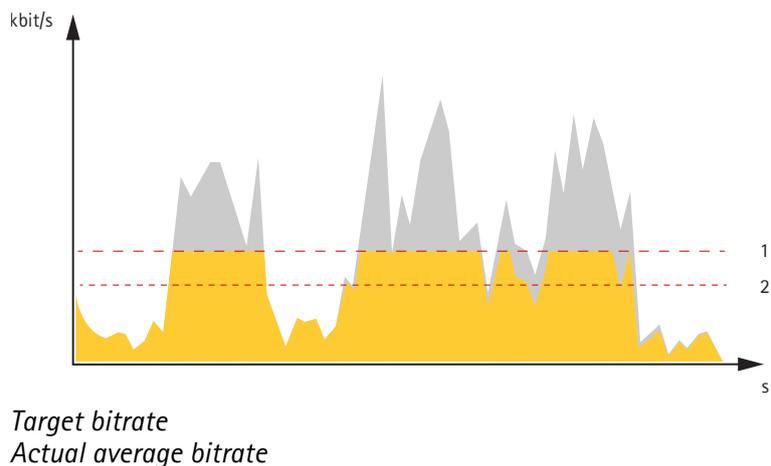
With average bitrate, the bitrate is automatically adjusted over a longer period of time. This is so you can meet the specified target and provide the best video quality based on your available storage. Bitrate is higher in scenes with a lot of activity, compared to static scenes. You are more likely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

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



1 Target bitrate
2 Actual average bitrate

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



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 **Video > Image > Wide dynamic range**.
 2. Turn on WDR.
 3. Use the **Local contrast** slider to adjust the amount of WDR.
 4. If you still have problems, go to **Exposure** and adjust the **Exposure zone** to cover the area of interest.

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

Analytics and apps

With analytics and apps you can get more out of your Axis device. AXIS Camera Application Platform (ACAP) is an open platform that makes it possible for third parties to develop analytics and other apps for Axis devices. Apps can be preinstalled on the device, available for download for free, or for a license fee.

To find the user manuals for Axis analytics and apps, go to help.axis.com.

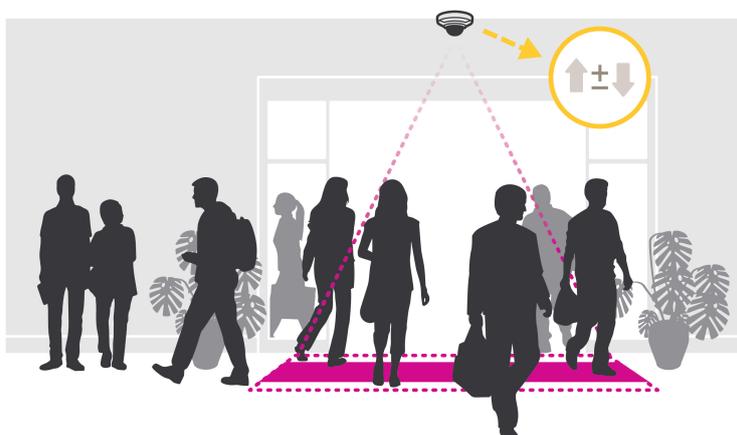
Note

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

AXIS People Counter

AXIS People Counter is an analytic application that you can install on a network camera. You can use the application to count how many people pass through an entrance, in what direction they pass, and if more than one person passes during a predefined interval. You can also use it to estimate how many people are currently occupying an area, and the average visiting time.

The application runs embedded in the camera which means you don't need a dedicated computer to run the application. AXIS People Counter is suitable for any indoor environment, like stores, libraries, or gyms.



How does estimating occupancy work?

You can use the application to estimate occupancy in areas with one or several entrances and exits. Each entrance and exit needs to be equipped with a network camera with AXIS People Counter installed. If there are several cameras, they communicate with each other over the network in a primary and secondary concept. The primary camera continuously fetches data from the secondary cameras and presents the data in the live view. Every fifteen minutes, the primary camera sends the statistical data to AXIS Store Data Manager. Consequently, the reports generated from AXIS Store Data Manager can present the data in a minimum of 15 minutes time interval.

The web interface

To read about all the features and settings available in the web interface of devices with AXIS OS, go to *AXIS OS web interface help*.

Specifications

LED Indicators

Status LED	Indication
Green	Steady green for normal operation.
Amber	Steady during startup. Flashes when restoring settings.
Red	Firmware upgrade failure.

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

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

SD card slot

NOTICE

- Risk of damage to SD card. Don't 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. Unmount the SD card from the device's web interface before removing it. Don't remove the SD card while the product is running.

This device supports microSD/microSDHC/microSDXC cards.

For SD card recommendations, see axis.com.



microSD, microSDHC, and microSDXC Logos are trademarks of SD-3C LLC. microSD, microSDHC, microSDXC are trademarks or registered trademarks of SD-3C, LLC in the United States, other countries or both.

Buttons

Control button

The control button is used for:

- Resetting the product to factory default settings. See *Reset to factory default settings, on page 17*.

Connectors

HDMI connector

Use the HDMI™ connector to connect a display or public view monitor.

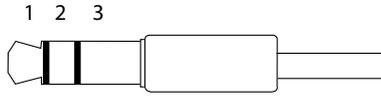
Network connector

RJ45 Ethernet connector.

Audio connector

The Axis product has the following audio connectors:

- **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 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.



3.5 mm audio connectors (stereo)

	1 Tip	2 Ring	3 Sleeve
Audio Input	Microphone/Line in		Ground
Audio Output	Line out (mono)		Ground

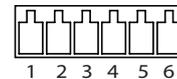
I/O connector

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 VDC reference point and power (12 V DC output), the I/O connector provides the interface to:

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

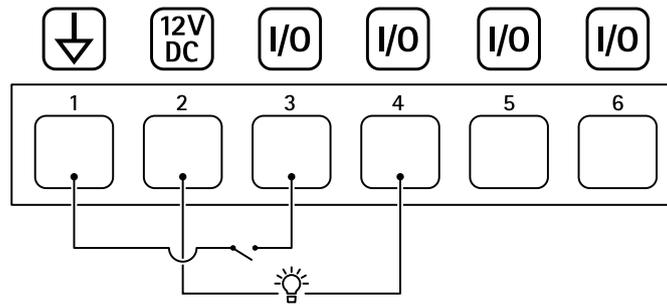
Digital output – For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX® Application Programming Interface, through an event or from the device's web interface.

6-pin configurable terminal block



Function	Pin	Notes	Specifications
DC ground	1		0 VDC
DC output	2	 Can be used to power auxiliary equipment. Note: This pin can only be used as power out.	12 VDC Max load = 50 mA
Configurable (Input or Output)	3–6	Digital input – Connect to pin 1 to activate, or leave floating (unconnected) to deactivate.	0 to max 30 VDC
		Digital output – Internally connected to pin 1 (DC ground) when active, and floating (unconnected) when inactive. If used with an inductive load, e.g., a relay, connect a diode in parallel with the load, to protect against voltage transients.	0 to max 30 VDC, open drain, 100 mA

Example:



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

Power connector

DC connector. Use the supplied adapter.

RJ12 Connector

The RJ12 connector is used for connecting the sensor unit to the main unit.

Troubleshooting

Reset to factory default settings

Important

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

To reset the product to the factory default settings:

1. Disconnect power from the product.
2. Press and hold the control button while reconnecting power. See *Product overview, on page 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. If no DHCP server is available on the network, the device IP address will default to one of the following:
 - **Devices with AXIS OS 12.0 and later:** Obtained from the link-local address subnet (169.254.0.0/16)
 - **Devices with AXIS OS 11.11 and earlier:** 192.168.0.90/24
5. Use the installation and management software tools to assign an IP address, set the password, and access the device.
The installation and management software tools are available from the support pages on axis.com/support.

You can also reset parameters to factory default through the device's web interface. Go to **Maintenance > Factory default** and click **Default**.

Check the current AXIS OS version

AXIS OS determines the functionality of our devices. When you troubleshoot a problem, we recommend that you to start by checking the current AXIS OS version. The latest version might contain a correction that fixes your particular problem.

To check the current AXIS OS version:

1. Go to the device's web interface > **Status**.
2. Under **Device info**, see the AXIS OS version.

Upgrade AXIS OS

Important

- When you upgrade the device software, your preconfigured and customized settings are saved. Axis Communications AB can't guarantee that the settings are saved, even if the features are available in the new AXIS OS version.
- Starting from AXIS OS 12.6, you must install every LTS version between your device's current version and the target version. For example, if the currently installed device software version is AXIS OS 11.2, you have to install the LTS version AXIS OS 11.11 before you can upgrade the device to AXIS OS 12.6. For more information, see *AXIS OS Portal: Upgrade path*.
- Make sure the device remains connected to the power source throughout the upgrade process.

Note

- When you upgrade the device with the latest AXIS OS version in the active track, the product receives the latest functionality available. Always read the upgrade instructions and release notes available with each new release before you upgrade. To find the latest AXIS OS version and the release notes, go to axis.com/support/device-software.
1. Download the AXIS OS file to your computer, available free of charge at axis.com/support/device-software.

2. Log in to the device as an administrator.
3. Go to **Maintenance > AXIS OS upgrade** and click **Upgrade**.

When the upgrade has finished, the product restarts automatically.

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

Technical problems and possible solutions

Problems upgrading AXIS OS

AXIS OS upgrade failed

If the upgrade fails, the device reloads the previous version. The most common reason is that the wrong AXIS OS file has been uploaded. Check that the name of the AXIS OS file corresponds to your device and try again.

Problems after AXIS OS upgrade

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

Problems setting the IP address

Can't set the IP address

- 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 can't set the IP address. Contact your network administrator to obtain an IP address.
- The IP address could be in use by another device. To check:
 1. Disconnect the Axis device from the network.
 2. In a Command/DOS window, type `ping` and the IP address of the device.
 3. If you receive: `Reply from <IP address>: bytes=32; time=10...` this means that the IP address might already be in use by another device on the network. Obtain a new IP address from the network administrator and reinstall the device.
 4. If you receive: `Request timed out`, this means that the IP address is available for use with the Axis device. Check all cabling and reinstall the device.
- There could be a 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 could be problems accessing the device.

Problems accessing the device

Can't log in when accessing the device from a browser

When HTTPS is enabled, make sure that you use the correct protocol (HTTP or HTTPS) when you try to log in. You might need to manually type `http` or `https` in the browser's address field.

If you've lost the password for the root account, you must reset the device to the factory default settings. For instructions, see *Reset to factory default settings, on page 17*.

The IP address has been changed by DHCP

IP addresses obtained from a DHCP server are dynamic and could change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the device on the network. Identify the device using its model or serial number, or by the DNS name (if the name has been configured).

If required, you can assign a static IP address manually. For instructions, go to axis.com/support.

Certificate error when using IEEE 802.1X

For authentication to work properly, the date and time settings in the Axis device must be synchronized with an NTP server. Go to **System > Date and time**.

The browser isn't supported

For a list of recommended browsers, see .

Can't access the device externally

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

- AXIS Camera Station Edge: free of charge, ideal for small systems with basic surveillance needs.
- AXIS Camera Station Pro: 90-day trial version free of charge, ideal for small to mid-size systems.

For instructions and download, go to axis.com/vms.

Problems with streaming

Multicast H.264 only accessible by local clients

Check if your router supports multicasting, or if you need to configure the router settings between the client and the device. You might need to increase the TTL (Time To Live) value.

No multicast H.264 displayed in the client

Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.

Check with your network administrator to see if there is a firewall that prevents viewing.

Poor rendering of H.264 images

Ensure that your graphics card uses the latest driver. You can usually download the latest drivers from the manufacturer's website.

Color saturation is different in H.264 and Motion JPEG

Modify the settings for your graphics adapter. Check the adapter's documentation for more information.

Lower frame rate than expected

- See *Performance considerations, on page 20*.
- 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 web interface and set a capture mode that prioritizes frame rate. If you change the capture mode to prioritize frame rate it 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 don't support H.265 decoding. Use a video management system or application that supports H.265 decoding.

Problems with MQTT

Can't connect over port 8883 with MQTT over SSL

The firewall blocks traffic that uses port 8883 since it's regarded insecure.

In some cases the server/broker might not provide a specific port for MQTT communication. It might still be possible to use MQTT over a port normally used for HTTP/HTTPS traffic.

- If the server/broker supports WebSocket/WebSocket Secure (WS/WSS), typically on port 443, use this protocol instead. Check with the server/broker provider to see if WS/WSS is supported and which port and basepath to use.
- If the server/broker supports ALPN, the use of MQTT can be negotiated over an open port, such as 443. Check with your server/broker provider to see if ALPN is supported and which ALPN protocol and port to use.

Problems with operating the device

Front heater and wiper aren't working

If the front heater or wiper are not turning on, confirm that the top cover is properly fastened to the bottom of the housing unit.

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

Performance considerations

When you set up your system, it's important to consider how different settings and situations affect performance. Some factors affect bandwidth (bitrate), others affect frame rate, and some affect both.

The most important factors 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 can increase the product's CPU load.
- Access by large numbers of Motion JPEG clients or unicast H.264/H.265/AV1 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 video streams with different codecs simultaneously affects both frame rate and bandwidth. For optimal performance, use streams with the same codec.
- 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.

T10091415

2026-02 (M25.3)

© 2016 – 2026 Axis Communications AB