

User manual

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## Connect the camera to a wireless network

Before you start:

- Find out more about the camera's buttons and connectors. See *Product overview on page 51*.
- Connect the wireless adapter to the camera's USB connector.

### Configure the camera through WLAN connection

- 1. Connect the power injector to the camera.
- 2. When the camera flashes yellow/red, press the WLAN setup button until status LED is steady blue. The camera is now in access point mode.
- 3. Connect to the camera's access point with your computer or mobile phone. Use the SSID and password printed on the label on the back of the camera.
- 4. To get to the WLAN settings page, open a browser and type the IP address 192.168.0.1.

#### Note

To get directly to the WLAN settings page, you can also scan the barcode located next to the SSID and password on the label.

- 5. Go to the wireless network you will use, click and configure it according to your needs.
- 6. Click Save. The camera's access point shuts down and the camera connects to the configured access point.

#### Important

Due to security risks, you must do a factory default reset if you want to redo the procedure once you are connected to the WLAN.

#### Configure the camera through wired connection

- 1. Connect the device to the network with a network cable.
- 2. Log in to the device's webpage. See Find the device on the network on page 4.
- 3. Go to System > WLAN.

If there is a wireless network up and running:

- 1. Go to the wireless network you will use, click and configure it according to your needs.
- 2. Click Save.
- 3. Disconnect the network cable from the camera. Connect the power injector.

If there is no wireless network available:

- 1. Click + Add network.
- 2. In the list of authentication methods, select WPA<sup>TM</sup>Personal.

### Note

To configure the network with a security method other than WPA<sup>TM</sup>Personal, see Advanced wireless settings on page 48.

- 3. Enter the SSID and password for the access point.
- 4. Click Save.
- 5. Disconnect the network cable from the camera. Connect the power injector.

## Find the device on the network

To find Axis devices on the network and assign them IP addresses in Windows<sup>®</sup>, 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 a

#### **Browser support**

You can use the device with the following browsers:

	Chrome <sup>TM</sup>	Firefox®	Edge <sup>TM</sup>	Safari®
Windows <sup>®</sup>	recommended	recommended	$\checkmark$	
macOS®	recommended	recommended	$\checkmark$	$\checkmark$
Linux®	recommended	recommended	$\checkmark$	
Other operating systems	$\checkmark$	$\checkmark$	$\checkmark$	√*

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

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

## Open the device's web interface

1. Open a browser and type the IP address or host name of the Axis device.

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

2. 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 4*.

Fo

## 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 5.
- 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 55.* 

## 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.

se a password with at least 8 characters, preferably created by a password generator.

## Verify that no one has tampered with the device software

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

1. Reset to factory default settings. See Reset to factory default settings on page 55.

After the reset, secure boot guarantees the state of the device.

## Web interface overview

This video gives you an overview of the device

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## 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.



This video demonstrates how to use preview mode.

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## **Basic settings**

Set the power line frequency

- 1. Go to Video > Installation > Power line frequency.
- 2. Click Change.
- 3. Select a power line frequency and click **Save and restart**.

Set the orientation

- 1. Go to Video > Installation > Rotate.
- 2. Select 0 , 90, 180 or 270 degrees.

See also Monitor long and narrow areas on page 8.

## Adjust the image

This section includes instructions about configuring your device. If you want to learn more about how certain features work, go to *Learn more on page 45.* 

### 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.

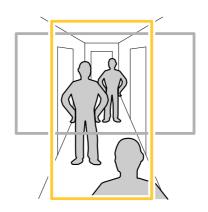
### Note

- 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. 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*.

### 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°.

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

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

### Hide parts of the image with privacy masks

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

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

See also Privacy masks on page 45

### Show an image overlay

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

- 1. Go to Video > Overlays.
- 2. Select Image and click
- 3. Click Images.
- 4. Drag and drop an image.
- 5. Click Upload.
- 6. Click Manage overlay.

7. Select the image and a position. You can also drag the overlay image in the live view to change the position.

### Show a text overlay

You can add a text field as an overlay in the video stream. This is useful for example when you want to display the date, time or a company name in the video stream.

- 1. Go to Video > Overlays.
- 2. Select Text and click
- 3. Type the text you want to display in the video stream.
- 4. Select a position. You can also drag the overlay text field in the live view to change the position.

## View and record video

This section includes instructions about configuring your device. To learn more about how streaming and storage works, go to *Streaming and storage on page 45*.

#### 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:

#### Note

The Zipstream settings are used for all video encodings except MJPEG.

- 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.

#### Note

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

### View a live video stream on a monitor

Your camera can transmit a live video stream to an HDMI monitor even without a network connection. Use the monitor for surveillance purposes or for public viewing, for example in a store.

- 1. Connect an external monitor using the HDMI connector.
- 2. Go to System > Video out and turn on HDMI.

3. Select a Source. Rotate the image if needed.

### Set up network storage

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

- 1. Go to System > Storage.
- 2. Click **Add network storage under Network storage**.
- 3. Type the IP address of the host server.
- 4. Type the name of the shared location on the host server under Network share.
- 5. Type the username and password.
- 6. Select the SMB version or leave it on Auto.
- 7. Select Add share without testing if you experience temporary connection issues, or if the share is not yet configured.
- 8. Click Add.

### Record and watch video

Record video directly from the camera

- 1. Go to Video > Image.
- 2. To start a recording, click

If you haven't set up any storage, click and and a for instructions on how to set up network storage, see Set up network storage on page 11

3. To stop recording, click again.

#### Watch video

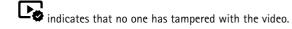
1. Go to Recordings.

2. Click  $\triangleright$  for your recording in the list.

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

With signed video, you can make sure that no one has tampered with the video recorded by the camera.

- 1. Go to Video > Stream > General and turn on Signed video.
- 2. Use AXIS Camera Station (5.46 or later) or another compatible video management software to record video. For instructions, see the AXIS Camera Station user manual.
- 3. Export the recorded video.
- 4. Use AXIS File Player to play the video. Download AXIS File Player.



#### Note

To get more information about the video, right-click the video and select Show digital signature.

## Set up rules for events

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

To learn more, check out our guide

### Trigger an action

- 1. Go to System > Events and add a rule. The rule defines when the device will perform certain actions. You can set up rules as scheduled, recurring, or manually triggered.
- 2. Enter a Name.
- 3. Select the **Condition** that must be met to trigger the action. If you specify more than one condition for the rule, all of the conditions must be met to trigger the action.
- 4. Select which Action the device should perform when the conditions are met.

#### Note

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

#### Record video when the camera detects an object

This example explains how to set up the camera to start recording to the SD card when the camera detects an object. The recording will include five seconds before detection and one minute after detection ends.

Before you start:

• Make sure you have an SD card installed.

Make sure that AXIS Object Analytics is running:

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

Create a rule:

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

### Use PIR and audio to deter intruders

This example explains how to set up the camera to play an audio clip with a barking dog when the PIR sensor detects movement outside office hours.

Before you start:

• Add an audio clip with a barking dog to the device. For more information, see .

Create a rule:

- 1. Go to **System > Events** and add a rule.
- 2. Enter a name for the rule.
- 3. In the list of conditions, select Device status > PIR sensor.
- 4. Click + to add a second condition.
- 5. In the list of conditions, select Scheduled and recurring > Schedule.
- 6. In the list of schedules, select After hours .
- 7. In the list of actions, select Audio clips > Play audio clip.
- 8. In the list of clips, select Dog barking.
- 9. Click Save.

### Audio

This device has automatic voice enhancement.

### Add audio to your recording

Turn on audio:

- 1. Go to Video > Stream > Audio and include audio.
- 2. If the device has more than one input source, select the correct one in **Source**.
- 3. Go to Audio > Device settings and turn on the correct input source.
- 4. If you make any changes to the input source, click Apply changes.

Edit the stream profile that is used for the recording:

- 5. Go to System > Stream profiles and select the stream profile.
- 6. Select Include audio and turn it on.
- 7. Click Save.

## The web interface

## The web interface

#### - topic/p Note

	Support for the features and settings described in this section varies between devices. This icon $(oldsymbol{i})$ indi
	Show or hide the main menu. $\bigcirc$ Access the release notes. Access the product help. $\land$ Change the language.
U	Set light theme or dark theme. • Information about the user who is logged in.
	• $\leftarrow$ Change account : Log out from the current account and log in to a new account.

[A60145] Reference made to non-DITA document "t10165808.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 92: Format="dita" assumed. Should this be some other format? Security

Shows what kind of access to the device that is active, what encryption protocols are in use, and if unsigned apps are allowed. Recommendations to the settings are based on the AXIS OS Hardening Guide.

### Hardening guide: Link to

#### Time sync status

Shows NTP synchronization information, including if the device is in sync with an NTP server and the time remaining until the next sync.

#### **Ongoing recordings**

Shows ongoing recordings and their designated storage space.

Recordings: View ongoing and filtered recordings and their source. For more information, see <

#### Device info

Shows the device information, including AXIS OS version and serial number.

- topic/row

#### **Connected clients**

Shows the number of connections and connected clients.

- topic/row

# The web interface

# Video

Click to play the live video stream. Click to freeze the live video stream. Click to take a snapshot of the live video stream. The file is saved in the 'Downloads' folder on your computer. The image file name is [snapshot_YYYY_MM_DD_HH_MM_SS.jpg]. The size of the snapshot depends on the compression that the specific web-browser engine where the snapshot is received applies, therefore, the snapshot size may vary from the actual compression setting that is
configured in the device. $\bigwedge$ $\bigcup$ Click to show I/O output ports. Use the switch to open or close the circuit of a port, for
example, to test external devices. $\forall IR \cup Click$ to manually turn on or turn off the IR illumination. $\forall \cup Click$ to
<ul> <li>manually turn on or turn off the white light.</li> <li>Predefined controls: Turn on to use the available onscreen controls.</li> </ul>
Custom controls: Click Add custom control to add an onscreen control.
Starts the washer. When the sequence starts, the camera moves to the configured position to receive the wash spray. When the whole wash sequence is completed, the camera returns to its previous position. This icon is only visible when the washer
is connected and configured. Starts the wiper. Click and select a preset position to go to that preset
position in the live view. Or, click Setup to go to the preset position page. $4 \times 3^{\circ}$ Adds or removes a focus recall area. When you add a focus recall area, the camera saves the focus settings at that specific pan/tilt range. When you have set a focus recall area and the camera enters that area in the live view, the camera recalls the previously saved focus. It's enough to cover half
of the area for the camera to recall the focus. Click to select a guard tour, then click Start to play the guard tour. Or,
click <b>Setup</b> to go to the guard tours page. Click to manually turn on the heater for a selected period of time. Click to start a continuous recording of the live video stream. Click again to stop the recording. If a recording is ongoing, it will
resume automatically after a reboot. $\Box$ Click to show the storage that is configured for the device. To configure the storage,
<ul> <li>you need to be logged in as an administrator.</li> <li>Video format: Select the encoding format to use in the live view.</li> </ul>
<ul> <li>Autoplay: Turn on to autoplay a muted video stream whenever you open the device in a new session.</li> <li>Client stream information: Turn on to show dynamic information about the video stream used by the browser that shows the live video stream. The bitrate information differs from the information shown in a text overlay, because of different information sources. The bitrate in the client stream information is the bitrate of the last second, and it comes from the encoding driver of the device. The bitrate in the overlay is the average bitrate of the last 5 seconds, and it comes from the browser. Both values cover only the raw video stream and not the additional bandwidth generated when it's transported over the network through UDP/TCP/HTTP.</li> <li>Adaptive stream: Turn on to adapt the image resolution to the viewing client's actual display resolution, to improve the user experience and help prevent a possible overload of the client's hardware. The adaptive stream is only applied when you view the live video stream in the web interface in a browser. When adaptive stream is turned on, the maximum frame rate is 30 fps. If you take a snapshot while adaptive stream is turned on, it will use the image resolution selected by the adaptive stream.</li> </ul>
• Level grid: Click to show the level grid. The grid helps you decide if the image is horizontally aligned. Click
O to hide it.
• Pixel counter: Click (AF) to show the pixel counter. Drag and resize the box to contain your area of interest. You can also define the pixel size of the box in the Width and Height fields.
• Refresh: Click C to refresh the still image in the live view.

# The web interface

• PTZ controls : Turn on to display PTZ controls in the live view.
1:1 Click to show the live view at full resolution. If the full resolution is larger than your screen size, use the smaller image to
navigate in the image. 🕒 J Click to show the live video stream in full screen. Press ESC to exit full screen mode.

## Installation

Capture mode : A capture mode is a preset configuration that defines how the camera captures images. When you change the capture mode, it can affect many other settings, such as view areas and privacy masks.Mounting position : The orientation of the image can change depending on how you mount the camera.Power line frequency: To minimize image flicker, select the frequency your region uses. The American regions usually use 60 Hz. The rest of the world mostly uses 50 Hz. If you're not sure of your region's power line frequency, check with the local authorities.

Rotate: Select the preferred image orienta

## Image

### Appearance

Scene profile i: Select a scene profile that suits your surveillance scenario. A scene profile optimizes image settings, including color level, brightness, sharpness, contrast, and local contrast, for a specific environment or purpose.
Forensic     Suitable for surveillance purposes.
Indoor      Suitable for indoor environments.
Outdoor : Suitable for outdoor environments.
Vivid : Useful for demonstration purposes.
Traffic overview     Suitable for vehicle traffic monitoring.
• License plate : Suitable for capturing license plates. Saturation: Use the slider to adjust the color intensity. You can, for example, get a grayscale image.
Contrast: Use the slider to adjust the difference between light and dark.

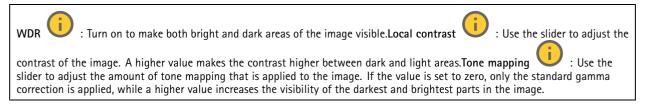
## The web interface

**Brightness**: Use the slider to adjust the light intensity. This can make objects easier to see. Brightness is applied after image capture, and doesn't affect the information in the image. To get more details from a dark area, it's usually better to increase gain or exposure time.

**Sharpness:** Use the slider to make objects in the image appear sharper by adjusting the edge contrast. If you increase the sharpness, it may increase the bitrate and the amount of storage space needed as well.



#### Wide dynamic range



#### White balance

When the camera detects the color temperature of the incoming light, it can adjust the image to make the colors look more natural. If this is not sufficient, you can select a suitable light source from the list.

The automatic white balance setting reduces the risk of color flicker by adapting to changes gradually. If the lighting changes, or when the camera is first started, it can take up to 30 seconds to adapt to the new light source. If there is more than one type of light source in a scene, that is, they differ in color temperature, the dominating light source acts as a reference for the automatic white balance algorithm. This behavior can be overridden by choosing a fixed white balance setting that matches the light source you want to use as a reference.

#### Light environment:

- Automatic: Automatic identification and compensation for the light source color. This is the recommended setting which can be used in most situations.
- Automatic outdoors  $\checkmark$ : Automatic identification and compensation for the light source color. This is the recommended setting which can be used in most outdoor situations.
- Custom indoors  $\checkmark$ : Fixed color adjustment for a room with some artificial light other than fluorescent lighting and good for a normal color temperature around 2800 K.
- **Custom outdoors** : Fixed color adjustment for sunny weather conditions with a color temperature around 5500 K.
- Fixed fluorescent 1: Fixed color adjustment for fluorescent lighting with a color temperature around 4000 K.
- Fixed fluorescent 2: Fixed color adjustment for fluorescent lighting with a color temperature around 3000 K.

# The web interface

- Fixed indoors: Fixed color adjustment for a room with some artificial light other than fluorescent lighting and good for a normal color temperature around 2800 K.
- Fixed outdoors 1: Fixed color adjustment for sunny weather conditions with a color temperature around 5500 K.
  - Fixed outdoors 2: Fixed color adjustment for cloudy weather condition with a color temperature around 6500 K.
- Street light mercury U: Fixed color adjustment for ultraviolet emission in mercury vapor lights common in street lighting.
- Street light sodium  $\bigcup$ : Fixed color adjustment that compensates for the yellow orange color of sodium vapor lights common in street lighting.
- Hold current: Keep the current settings and do not compensate for light changes.
- Manual  $\bigcirc$ : Fix the white balance with the help of a white object. Drag the circle to an object that you want the camera to interpret as white in the live view image. Use the **Red balance** and **Blue balance** sliders to adjust the white balance manually.

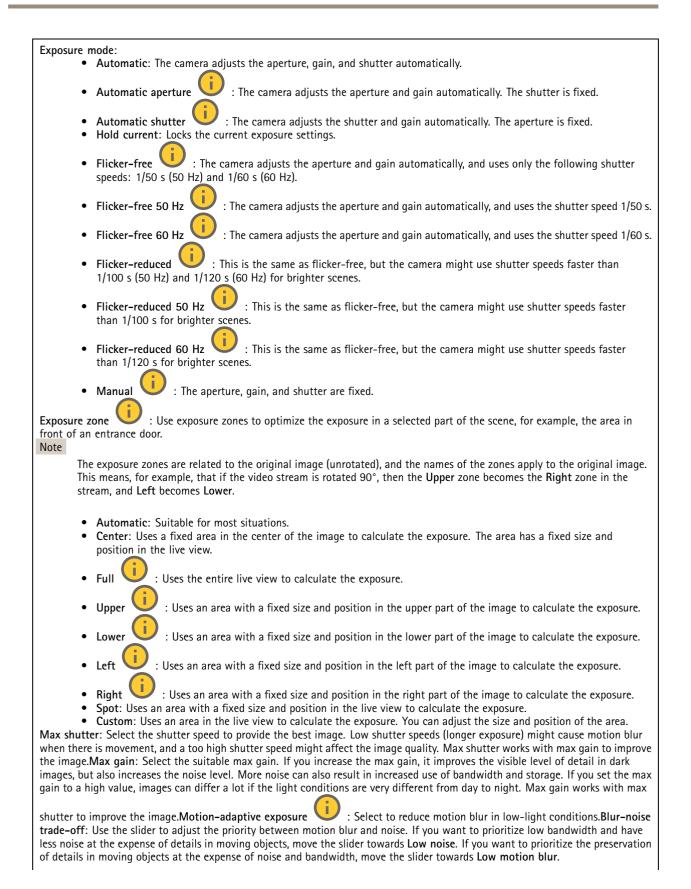
### Day-night mode

IR-cut filter:
• Auto: Select to automatically turn on and off the IR-cut filter. When the camera is in day mode, the IR-cut filter is turned on and blocks incoming infrared light, and when in night mode, the IR-cut filter is turned off and the camera's light sensitivity increases.
<ul> <li>Note</li> <li>Some devices have IR-pass filters in night mode. The IR-pass filter increases IR-light sensitivity but blocks visible light.</li> </ul>
<ul> <li>On: Select to turn on the IR-cut filter. The image is in color, but with reduced light sensitivity.</li> <li>Off: Select to turn off the IR-cut filter. The image is in black and white for increased light sensitivity.</li> <li>Threshold: Use the slider to adjust the light threshold where the camera changes from day mode to night mode.</li> <li>Move the slider towards Bright to decrease the threshold for the IR-cut filter. The camera changes to night mode earlier.</li> </ul>
• Move the slider towards <b>Dark</b> to increase the threshold for the IR-cut filter. The camera changes to night mode later.
IR light U If your device doesn't have built-in illumination, these controls are only available when you connect a supporting Axis accessory. Allow illumination: Turn on to let the camera use the built-in light in night mode. Synchronize illumination: Turn on to automatically synchronize the illumination with the surrounding light. The synchronization between day and night only
works if the IR-cut filter is set to Auto or Off.Automatic illumination angle (i) : Turn on to use the automatic illumination
angle. Turn off to set the illumination angle manually. <b>Illumination angle</b> : Use the slider to manually set the illumination angle, for example, if the angle needs to be different from the camera's angle of view. If the camera has a wide angle of view, you can set the illumination angle to a narrower angle, which equals a greater tele position. This will result in dark corners in the
image.IR wavelength 😐 : Select the desired wavelength for the IR light.White light 🛈 Allow illumination 🛈 : Turn
on to let the camera use white light in night mode. <b>Synchronize illumination</b> (i) : Turn on to automatically synchronize the white light with the surrounding light.

#### Exposure

Select an exposure mode to reduce rapidly changing irregular effects in the image, for example, flicker produced by different types of light sources. We recommend you to use the automatic exposure mode, or the same frequency as your power network.

# The web interface



## The web interface

Note
You can change the exposure either by adjusting the exposure time or by adjusting the gain. If you increase the exposure time, it results in more motion blur, and if you increase the gain, it results in more noise. If you adjust the <b>Blur-noise</b> trade-off towards Low noise, the automatic exposure will prioritize longer exposure times over increasing gain, and the opposite if you adjust the trade-off towards Low motion blur. Both the gain and exposure time will eventually reach their maximum values in low-light conditions, regardless of the priority set.
Lock aperture i Turn on to keep the aperture size set by the Aperture slider. Turn off to allow the camera to automatically
adjust the aperture size. You can, for example, lock the aperture for scenes with permanent light conditions. Aperture is the slider to adjust the aperture size, that is, how much light passes through the lens. To allow more light to enter the sensor and thereby produce a brighter image in low-light conditions, move the slider towards <b>Open</b> . An open aperture also reduces the depth of field, which means that objects close to or far from the camera can appear unfocused. To allow more of the image to be in
focus, move the slider towards Closed.Exposure level: Use the slider to adjust the image exposure.Defog : Turn on to detect the effects of foggy weather and automatically remove them for a clearer image. Note
We recommend you not to turn on <b>Defog</b> in scenes with low contrast, large light level variations, or when the autofocus is slightly off. This can affect the image quality, for example, by increasing the contrast. Furthermore, too much light can negatively impact the image quality when defog is active.

#### Filters

The privacy filter creates a black and white view that looks drawn and aims to protect the privacy of people and happenings.

**Pencil**: Creates a view with the pencil privacy filter.**Threshold** U: Use the slider or text box to set the threshold value for luminance per pixel. Some details below the threshold value will be removed and is dependent on the lighting conditions of

the scene. Kernel size  $\bigcirc$ : Use the slider or text box to set the size of the kernel in the view. Larger kernels emphasizes larger edges and smaller kernels emphasizes smaller edges.

### Stream

#### General

**Resolution**: Select the image resolution suitable for the surveillance scene. A higher resolution increases bandwidth and storage.**Frame rate**: To avoid bandwidth problems on the network or reduce storage size, you can limit the frame rate to a fixed amount. If you leave the frame rate at zero, the frame rate is kept at the highest possible rate under the current conditions. A higher frame rate requires more bandwidth and storage capacity.**P-frames**: A P-frame is a predicted image that shows only the changes in the image from the previous frame. Enter the desired number of P-frames. The higher the number, the less bandwidth is required. However, if there is network congestion, there could be a noticeable deterioration in the video quality.**Compression**: Use the slider to adjust the image compression. High compression results in a lower bitrate and lower image quality. Low compression

improves the image quality, but uses more bandwidth and storage when you record. Signed video  $\checkmark$ : Turn on to add the signed video feature to the video. Signed video protects the video from tampering by adding cryptographic signatures to the video.

#### Zipstream

Zipstream is a bitrate reduction technology, optimized for video surveillance, that reduces the average bitrate in an H.264 or H.265 stream in real time. Axis Zipstream applies a high bitrate in scenes where there are multiple regions of interest, for example, in scenes with moving objects. When the scene is more static, Zipstream applies a lower bitrate, and thereby reduces the required storage. To learn more, see *Reducing the bit rate with Axis Zipstream* 

# The web interface

Select the bitrate reduction Strength:

- Off: No bitrate reduction.
- Low: No visible quality degradation in most scenes. This is the default option and it can be used in all types of scenes to reduce the bitrate.
- Medium: Visible effects in some scenes through less noise and a slightly lower level of detail in regions of lower interest, for example, where there's no movement.
- High: Visible effects in some scenes through less noise and a lower level of detail in regions of lower interest, for example, where there's no movement. We recommend this level for cloud-connected devices and devices that use local storage.
- Higher: Visible effects in some scenes through less noise and a lower level of detail in regions of lower interest, for example, where there's no movement.
- Extreme: Visible effects in most scenes. The bitrate is optimized for smallest possible storage.

**Optimize for storage**: Turn on to minimize the bitrate while maintaining quality. The optimization does not apply to the stream shown in the web client. This can only be used if your VMS supports B-frames. Turning on **Optimize for storage** also turns on **Dynamic GOP.Dynamic FPS** (frames per second): Turn on to allow the bandwidth to vary based on the level of activity in the scene. More activity requires more bandwidth.Lower limit: Enter a value to adjust the frame rate between minimal fps and the stream default fps based on scene motion. We recommend you to use lower limit in scenes with very little motion, where the fps could drop to 1 or lower.Dynamic GOP (Group of Pictures): Turn on to dynamically adjust the interval between I-frames based on the level of activity in the scene.Upper limit: Enter a maximum GOP length, that is, the maximum number of P-frames between two I-frames. An I-frame is a self-contained image frame that is independent of other frames.

#### Bitrate control

- Average: Select to automatically adjust the bitrate over a longer time period and provide the best possible image quality based on the available storage.

  - Click to calculate the target bitrate based on available storage, retention time, and bitrate limit.
  - Target bitrate: Enter desired target bitrate.
  - Retention time: Enter the number of days to keep the recordings.
  - Storage: Shows the estimated storage that can be used for the stream.
  - Maximum bitrate: Turn on to set a bitrate limit.
  - **Bitrate limit**: Enter a bitrate limit that is higher than the target bitrate.
  - Maximum: Select to set a maximum instant bitrate of the stream based on your network bandwidth.
    - Maximum: Enter the maximum bitrate.
- Variable: Select to allow the bitrate to vary based on the level of activity in the scene. More activity requires more bandwidth. We recommend this option for most situations.

#### Orientation

Mirror: Turn on to mirror the image.

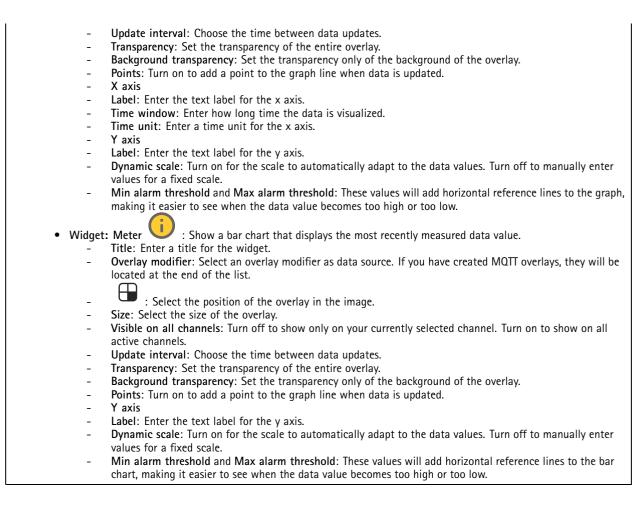
#### Audio

	1			
Include: Turn on to use audio in the video stream.Source	U	: Select what audio source to use.Stereo	U	: Turn on to
include built-in audio as well as audio from an external mi	icrop	hone.		

## The web interface

#### **Overlays** : Click to add an overlay. Select the type of overlay from the dropdown list: Text: Select to show a text that is integrated in the live view image and visible in all views, recordings and snapshots. You can enter your own text, and you can also include pre-configured modifiers to automatically show, for example, time, date, and frame rate. ::: : Click to add the date modifier %F to show yyyy-mm-dd. : Click to add the time modifier %X to show hh:mm:ss (24-hour clock). Modifiers: Click to select any of the modifiers shown in the list to add them to the text box. For example, %a shows the day of the week. Size: Select the desired font size. Appearance: Select the text color and background color, for example, white text on a black background (default). E : Select the position of the overlay in the image. Image: Select to show a static image superimposed over the video stream. You can use bmp, png, jpeg, or .svq files. To upload an image, click Images. Before you upload an image, you can choose to: Scale with resolution: Select to automatically scale the overlay image to fit the video resolution. Use transparency: Select and enter the RGB hexadecimal value for that color. Use the format RRGGBB. Examples of hexadecimal values: FFFFFF for white, 000000 for black, FF0000 for red, 6633FF for blue, and 669900 for green. Only for .bmp images. I. Scene annotation : Select to show a text overlay in the video stream that stays in the same position, even when the camera pans or tilts in another direction. You can choose to only show the overlay within certain zoom levels. **:::**] : Click to add the date modifier %F to show yyyy-mm-dd. (L): Click to add the time modifier % X to show hh:mm:ss (24-hour clock). Modifiers: Click to select any of the modifiers shown in the list to add them to the text box. For example, %a shows the day of the week. Size: Select the desired font size. Appearance: Select the text color and background color, for example, white text on a black background (default). H : Select the position of the overlay in the image. The overlay is saved and remains in the pan and tilt coordinates of this position. Annotation between zoom levels (%): Set the zoom levels which the overlay will be shown within. Annotation symbol: Select a symbol that appears instead of the overlay when the camera is not within the set zoom levels. U : Select to show an animation superimposed over the video stream. The animation Streaming indicator indicates that the video stream is live, even if the scene doesn't contain any motion. Appearance: Select the animation color and background color, for example, red animation on a transparent background (default). Size: Select the desired font size. : Select the position of the overlay in the image. Widget: Linegraph : Show a graph chart that displays how a measured value changes over time. Title: Enter a title for the widget. Overlay modifier: Select an overlay modifier as data source. If you have created MQTT overlays, they will be located at the end of the list. : Select the position of the overlay in the image. Size: Select the size of the overlay. Visible on all channels: Turn off to show only on your currently selected channel. Turn on to show on all active channels.

# The web interface



### View areas

: Click to create a view area. Click the view area to access settings.Name: Enter a name for the view area. The maximum length is 64 characters.Aspect ratio: Select desired aspect ratio. The resolution adjusts automatically.PTZ: Turn on to use pan, tilt, and zoom functionality in the view area.

## Privacy masks

+ : Click to create a new privacy mask. Privacy masks: Click to change the color of all privacy masks, or to delete all privacy masks permanently. Mask x: Click to rename, disable, or permanently delete the mask.

## The web interface

## Analytics

### **AXIS Object Analytics**

**Start**: Click to start AXIS Object Analytics. The application will run in the background, and you can create rules for events based on the application's current settings.**Open**: Click to open AXIS Object Analytics. The application opens up in a new browser tab where

you can configure its settings. **Not installed:** AXIS Object Analytics is not installed on this device. Upgrade AXIS OS to the latest version to get the latest version of the application.

## Audio analytics

Adaptive audio detection: Turn on to monitor sudden spikes in sound volume detected within the vicinity of the device. Advanced settings

- Threshold: Move the slider to adjust the threshold for detection. The minimum threshold will register even slight spikes in sound as a detection, while the maximum threshold will only register significant spikes in sound as a detection.
- Test alarms: Click Test to trigger a detection event for testing purposes.

Audio classification: Turn on to monitor specific types of sounds detected within the vicinity of the device.Advanced settings

Scream: Turn on to enable scream detection.

- Shout: Turn on to enable shout detection.
- Test alarms: Click Test to trigger a detection of a type of sound for testing purposes.

### Metadata visualization

The camera detects moving objects and classes them according to object type. In the view, a classified object has a colored bounding box around it along with its assigned id.Id: A unique identification number for the identified object and the type. This number is shown in both the list and the view.**Type**: Classifies a moving object as Human, Face, Car, Bus, Truck, Bike, or License Plate. The color of the bounding box depends on the type classification.**Confidence**: The bar indicates the level of confidence in the classification of the object type.

### Metadata configuration

#### RTSP metadata producers

Lists the apps that stream metadata and the channels they use.

Note

These settings are for the RTSP metadata stream that use ONVIF XML. Changes made here don't affect the Metadata visualization page.

**Producer**: The app that produces the metadata. Below the app is a list of the types of metadata the app streams from the device.**Channel**: The channel that the app uses. Select to enable the metadata stream. Deselect for compatibility or resource management reasons.

[A60145] Reference made to non-DITA document "t10169146.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 170: Format="dita" assumed. Should this be some other format?

[A60145] Reference made to non-DITA document "t10169150.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 172: Format="dita" assumed. Should this be some other format? Input: Turn on or off audio input. Shows the type of input.

## The web interface

Allow stream extraction : Turn on to allow stream extraction.Input type : Select the type of input, for instance, if it's internal microphone or line.Power type : Select power type for your input.Apply changes : Apply your
it's internal microphone or line.Power type i: Select power type for your input.Apply changes : Apply your
selection.Echo cancellation : Turn on to remove echoes during two-way communication.Separate gain controls :
Turn on to adjust the gain separately for the different input types. Automatic gain control $($ : Turn on to dynamically adapt the gain to changes in the sound. Gain: Use the slider to change the gain. Click the microphone icon to mute or unmute.

Output: Shows the type of output.

Gain: Use the slider to change the gain. Click the speaker icon to mute or unmute.

[A60145] Reference made to non-DITA document "t10169149.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 176: Format="dita" assumed. Should this be some other format?

Encoding: Select the encoding to use for the input source stream

[A60145] Reference made to non-DITA document "t10169148.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 180: Format="dita" assumed. Should this be some other format?

Add clip: Add a new audio clip. You can use .au, .mp3, .opus, .vorbis, .wav files.	$\triangleright_{_{Play the audio clip.}}$ $\Box$ <sub>Stop</sub>
playing the audio clip. • The context menu contains:	
<ul> <li>Rename: Change the name of the audio</li> </ul>	

## Audio enhancement

#### Input

Ten Band Graphic Audio Equalizer: Turn on to adjust the level of different frequency bands within an audio signal. This feature is
for advanced users with audio configuration experience.Talkback range 🕛 : Choose the operational range to gather audio
content. An increase to the operational range cause a reduction of simultaneous two-way communication capabilities. Voice
enhancement 🛈 : Turn on to enhance the voice content in relation to other sounds.

[A60145] Reference made to non-DITA document "t10173997.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 188: Format="dita" assumed. Should this be some other format?

Click to filter the recordings.**From**: Show recordings done after a certain point in time.**To**: Show recordings up until a certain point in time.**Source**+ topic/image axis-d/graphic-data

## The web interface

<b>Ongoing recordings</b> : Show all ongoing recordings on the device. Start a recording on the device.
storage device to save to. Stop a recording on the device. <b>Triggered recordings</b> will end when manually stopped or when the device is shut down. <b>Continuous recordings</b> will continue until manually stopped. Even if the device is shut down, the recording will continue when the device starts up again.
ightarrow Play the recording. $ ightarrow$ Stop playing the recording. $ ightarrow$ + topic/image axis-d/graphic-data
[A60145] Reference made to non-DITA document "t10154136.xml" in document "C:\Windows\TEMP\e3temp_32256\zip- in\T10180154.xml" on reference (topicref) element at line 194: Format="dita" assumed. Should this be some other format?
Add app: Install a new app.Find more apps: Find more apps to install. You will be taken to an overview page of Axis
apps.Allow unsigned apps i: Turn on to allow installation of unsigned apps.Allow root-privileged apps i: Turn on to
allow apps with root privileges full access to the device. View the security updates in AXIS OS and ACAP apps.
The device's performance might be affected if you run several apps at the same time.
Use the switch next to the app name to start or stop the app. <b>Open</b> : Access the app's settings. The available settings depend on the
<ul> <li>application. Some applications don't have any settings.</li> <li>Open-source license: View information about open-source licenses used in the app.</li> <li>App log: View a log of the app events. The log is helpful when you contact support.</li> <li>Activate license with a key: If the app requires a license, you need to activate it. Use this option if your device</li> </ul>
doesn't have internet access. If you don't have a license key, go to <i>axis.com/products/analytics</i> . You need a license code and the Axis product serial number to generate a license key.

• Activate license automatically: If the app requires a

[A60145] Reference made to non-DITA document "t10154135.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 198: Format="dita" assumed. Should this be some other format?

The time format depends on the web browser's language settings.

Note

We recommend you synchronize the device's date and time with an NTP server.

<sup>[</sup>A60145] Reference made to non-DITA document "t10154129.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 200: Format="dita" assumed. Should this be some other format? Date and time

## The web interface

Synchronization: Select an option for the device's date and time synchronization. Automatic date and time (manual NTS KE servers): Synchronize with the secure NTP key establishment servers connected to the DHCP server. Manual NTS KE servers: Enter the IP address of one or two NTP servers. When you use two NTP servers, the device synchronizes and adapts its time based on input from both. Max NTP poll time: Select the maximum amount of time the device should wait before it polls the NTP server to get an updated time. Min NTP poll time: Select the minimum amount of time the device should wait before it polls the NTP server to get an updated time. Automatic date and time (NTP servers using DHCP): Synchronize with the NTP servers connected to the DHCP server. Fallback NTP servers: Enter the IP address of one or two fallback servers. Max NTP poll time: Select the maximum amount of time the device should wait before it polls the NTP server to get an updated time. Min NTP poll time: Select the minimum amount of time the device should wait before it polls the NTP server to get an updated time. Automatic date and time (manual NTP servers): Synchronize with NTP servers of your choice. Manual NTP servers: Enter the IP address of one or two NTP servers. When you use two NTP servers, the device synchronizes and adapts its time based on input from both. Max NTP poll time: Select the maximum amount of time the device should wait before it polls the NTP server to get an updated time. Min NTP poll time: Select the minimum amount of time the device should wait before it polls the NTP server to get an updated time. Custom date and time: Manually set the date and time. Click Get from system to fetch the date and time settings once from your computer or mobile device. Time zone: Select which time zone to use. Time will automatically adjust to daylight savi

### Device location

Enter where the device is located. Your video management system can use this information to place the device on a map.

- Latitude: Positive values are north of the equator.
- Longitude: Positive values are east of the prime meridian.
- Heading: Enter the compass di

### WLAN

With a wireless USB adapter, the device can connect to a wireless network.

Country: To improve the driver's ability to locate network access points, select the country where the device is located. Add
network: Add a wireless network that doesn't broadcast its SSID (name). Enter the SSID and all the required settings for the
$\mathcal{C}$
network. Contact your network administrator to get the required settings. $igsimed $ Refresh: Update the list of available wireless
networks. • The context menu contains:
<ul> <li>Info: Show the signal strength, channel, and type of network security.</li> </ul>
Configure: Change the network settings.

[A60145] Reference made to non-DITA document "t10154125.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 210: Format="dita" assumed. Should this be some other format? IPv4

## The web interface

Assign IPv4 automatically: Select to let the network router assign an IP address to the device automatically. We recommend automatic IP (DHCP) for most networks.IP address: Enter a unique IP address for the device. Static IP addresses can be assigned at random within isolated networks, provided that each address is unique. To avoid conflicts, we recommend you contact your network administrator before you assign a static IP address.Subnet mask: Enter the subnet mask to define what addresses are inside the local area network. Any address outside the local area network goes through the router.Router: Enter the IP address of the default router (gateway) used to connect devices that are attached to different networks and network segments.Fallback to static IP address if DHCP isn't available: Select if you want to add a static IP address to use as fallback if DHCP is unavailable and can't assign an IP address automatically.

Note

If DHCP isn't available and the device uses a static address fallback, the static address is configured with a limited scope.

#### IPv6

Assign IPv6 automatically: Select to turn on IPv6 and to let the network router assign an IP address to the device automatically.

#### Hostname

Assign hostname automatically: Select to let the network router assign a hostname to the device automatically.Hostname: Enter the hostname manually to use as an alternative way of accessing the device. The server report and system log use the hostname. Allowed characters are A–Z, a–z, 0–9 and -.Enable dynamic DNS updates: Allow your device to automatically update its domain name server records whenever its IP address changes.Register DNS name: Enter a unique domain name that points to your device's IP address. Allowed characters are A–Z, a–z, 0–9 and –.TTL: Time to Live (TTL) sets how long a DNS record stays valid before it needs to be updated.

#### DNS servers

#### HTTP and HTTPS

HTTPS is a protocol that provides encryption for page requests from users and for the pages returned by the web server. The encrypted exchange of information is governed by the use of an HTTPS certificate, which guarantees the authenticity of the server.

To use HTTPS on the device, you must install an HTTPS certificate. Go to **System > Security** to create and install certificates.

Allow access through: Select if a user is allowed to connect to the device through the HTTP, HTTPS, or both HTTP and HTTPS protocols.

Note

If you view encrypted web pages through HTTPS, you might experience a drop in performance, especially when you request a page for the first time.

**HTTP port**: Enter the HTTP port to use. The device allows port 80 or any port in the range 1024-65535. If you are logged in as an administrator, you can also enter any port in the range 1-1023. If you use a port in this range, you get a warning.**HTTPS port**: Enter the HTTPS port to use. The device allows po

#### Network discovery protocols

**Bonjour**<sup>®</sup>: Turn on to allow automatic discovery on the network.**Bonjour name**: Enter a friendly name to be visible on the network. The default name is the device name and MAC address.**UPnP**<sup>®</sup>: Turn on to allow automatic discovery on the network.**UPnP name**: Enter a friendly name to be visible on the network. The default name is the device name and MAC address.**WS-Discovery**: Turn on to allow automatic discovery on the

Global proxies

## The web interface

Http proxy: Specify a global proxy host or IP address according to the allowed format. Https proxy: Specify a global proxy host or IP address according to the allowed format. Allowed formats for http and https proxies:

- http(s)://host:port
  - http(s)://user@host:port
- http(s)://user:pass@host:port

### Note

Restart the device to apply the global proxy settings.

No proxy: Use No proxy to bypass global proxies. Enter one of the options in the list, or enter several separated by a comma:

• Leave empty

One-click cloud connection

One-click cloud connection (03C) together with an 03C service provides easy and secure internet access to live and recorded video from any location. For more information, see *axis.com/end-to-end-solutions/hosted-services*.

#### Allow O3C:

- **One-click**: This is the default setting. Press and hold the control button on the device to connect to an O3C service over the internet. You need to register the device with the O3C service within 24 hours after you press the control button. Otherwise, the device disconnects from the O3C service. Once you register the device, **Always** is enabled and the device stays connected to the O3C service.
  - Always: The device constantly attempts to connect to an O3C service over the internet. Once you register the device, it stays connected to the O3C service. Use this option if the control button on the device is out of reach.
  - No: Disables the O3C service.

**Proxy settings:** If needed, enter the proxy settings to connect to the proxy server.**Host:** Enter the proxy server's address.**Port:** Enter the port number used for access.**Login** and **Password:** If needed, enter username and password for the proxy server.**Authentication** method:

- **Basic**: This method is the most compatible authentication scheme for HTTP. It's less secure than the **Digest** method because it sends the username and password unencrypted to the server.
- Digest: This method is more secure because it always transfers the password encrypted across the network.
- Auto: This option le

#### SNMP

The Simple Network Management Protocol (SNMP) allows remote management of network devices.

**SNMP**: Select the version of SNMP to use.

- v1 and v2c:
  - Read community: Enter the community name that has read-only access to all supported SNMP objects. The default value is public.
  - Write community: Enter the community name that has read or write access to all supported SNMP objects (except read-only objects). The default value is write.
  - Activate traps: Turn on to activate trap reporting. The device uses traps to send messages for important events or status changes to a management system. In the web interface, you can set up traps for SNMP v1 and v2c. Traps are automatically turned off if you change to SNMP v3 or turn off SNMP. If you use SNMP v3, you can set up traps through the SNMP v3 management application.
  - Trap address: Enter the IP address or host name of the management server.
  - **Trap community**: Enter the community to use when the device sends a trap message to the management system.
  - Traps:
  - **Cold start**: Sends a trap message when the device starts.
  - Warm start: Sends a trap message when you change an SNMP setting.
  - Link up: Sends a trap message when a link changes from down to up.
  - Authentication failed: Sends a trap message when an authentication attempt fails.

Note

All Axis Video MIB traps are enabled when you turn on SNMP v1 and v2c traps. For more information, see AXIS OS Portal > SNMP.

## The web interface

• v3: SNMP v3 is a more secure version, which provides encryption and secure passwords. To use SNMP v3, we recommend you to activate HTTPS, as the password is then sent through HTTPS. This also prevents unauthorized parties' access to unencrypted SNMP v1 and v2c traps. If you use SNMP v3, you can set up traps through the SNMP v3 management application.

[A60145] Reference made to non-DITA document "t10154131.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 224: Format="dita" assumed. Should this be some other format? **Certificates** 

Certificates are used to authenticate devices on a network. The device supports two types of certificates:

Client/server certificates
A client/server certificate validates the device's identity, and can be self-signed or issued by a Certificate Authority (CA). A self-signed certificate offers limited protection and can be used before a CA-issued certificate has been obtained.
CA certificates:

You can use a CA certificate to authenticate a peer certificate, for example to validate the identity of an authentication server when the device connects to a network protected by IEEE 802.1X. The device has several pre-installed CA certificates.

These formats are supported:

Certificate formats: .PEM, .CER, and .PFX
Private key formats: .PKCS#1 and PKCS#12

Important

If you reset the device to factory default, all certificates are deleted. Any pre-installed CA certificates are reinstalled.

- More  $\checkmark$  : Show more fields to fill in or select.
- Secure keystore: Select to use Secure element or Trusted Platform Module 2.0 to securely store the private key. For more information on which secure keystore to select, go to help.axis.com/en-us/axis-os#cryptographic-support.
- Key type: Select the default or a different encryption algorithm from the drop-down list to protect the certificate.
- The context menu contains:
  - Certificate information: View an installed certificate's properties.
  - Delete certificate: Dele

#### Network access control and encryption

IEEE 802.1xIEEE 802.1x is an IEEE standard for port-based network admission control providing secure authentication of wired and wireless network devices. IEEE 802.1x is based on EAP (Extensible Authentication Protocol). To access a network protected by IEEE 802.1x, network devices must authenticate themselves. The authentication is performed by an authentication server, typically a RADIUS server (for example, FreeRADIUS and Microsoft Internet Authentication Server). IEEE 802.1AE MACsecIEEE 802.1AE MACsec is an IEEE standard for media access control (MAC) security that defines connectionless data confidentiality and integrity for media access independent protocols. Certificates When configured without a CA certificate, server certificate validation is disabled and the device tries to authenticate itself regardless of what network it is connected to.When using a certificate, in Axis' implementation, the device and the authentication server authenticate themselves with digital certificates using EAP-TLS (Extensible Authentication Protocol - Transport Laver Security). To allow the device to access a network protected through certificates, you must install a signed client certificate on the device. Authentication method: Select an EAP type used for authentication.Client certificate: Select a client certificate to use IEEE 802.1x. The authentication server uses the certificate to validate the client's identity.CA certificates: Select CA certificates to validate the authentication server's identity. When no certificate is selected, the device tries to authenticate itself regardless of what network it is connected to.EAP identity: Enter the user identity associated with the client certificate. EAPOL version: Select the EAPOL version that is used in the network switch. Use IEEE 802.1x: Select to use the IEEE 802.1x protocol. These settings are only available if you use IEEE 802.1x PEAP-MSCHAPv2 as the authentication method:

• Password: Enter the password for your user identity.

# The web interface

- **Peap version**: Select the Peap version that is used in the network switch.
- Label: Select 1 to use client EAP encryption; select 2 to use client PEAP encryption. Select the Label that the network switch uses when using Peap version 1.
- These settings are only available if you use IEEE 802.1ae MACsec (Static CAK/Pre-Shared Key) as the authentication method: • Key agreement connectivity association key nameKey agreement connectivity association key name

### Prevent brute-force attacks

**Blocking:** Turn on to block brute-force attacks. A brute-force attack uses trial-and-error to guess login info or encryption keys. **Blocking period**: Enter the number of seconds to block a brute-force at

Firewall

Activate: Turn on the firewall.

Default Policy: Select the default state for the firewall.

- Allow: Allows all connections to the device. This option is set by default.
- Deny: Denies all connections to the device.

To make exceptions to the	default policy, you can create rules that allows or denies connections to the device from specific	
addresses, protocols, and p	orts.	

- Address: Enter an address in IPv4/IPv6 or CIDR format that you want to allow or deny access to.
- Protocol: Select a protocol that you want to allow or deny access to.
- Port: Enter a port number that you want to allow or deny access to. You can add a port number between 1 and 65535.
- **Policy**: Select the policy of the rule.

I : Click to create another rule.

Add rules: Click to add the rules that you have defined.

- Time in seconds: Set a time limit for testing the rules. The default time limit is set to 300 seconds. To activate the rules straight away, set the time to 0 seconds.
- **Confirm rules:** Confirm the rules and their time limit. If you have set a time limit of more than 1 second, the rules will be active during this time. If you have set the time to 0, the rules will be active straight away.
- Pending rules: An overview of the latest tested rules that you are yet to confirm.

Note

The rules that have a time limit appear under Active rules until the displayed timer runs out, or until you confirm them. If you don't confirm them, they will appear under Pending rules once the timer runs out, and the firewall will revert to the previously defined settings. If you

#### Custom signed AXIS OS certificate

To install test software or other custom software from Axis on the device, you need a custom signed AXIS OS certificate. The certificate verifies that the software is approved by both the device owner and Axis. The software can only run on a specific device which is identified by its unique serial number and chip ID. Only Axis can create custom signed AXIS OS certificates, since Axis holds the key to sign them.Install: Click to install the certificate. You need to install the certificate before you install the software.

[A60145] Reference made to non-DITA document "t10154134.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 236: Format="dita" assumed. Should this be some other format? Accounts

## The web interface

Add account: Click to add a new account. You can add up to 100 accounts. Account: Enter a unique account name. New password: Enter a password for the account. Passwords must be 1 to 64 characters long. Only ASCII printable characters (code 32 to 126) are allowed in the password, for example, letters, numbers, punctuation, and some symbols. Repeat password: Enter the same password again. Privileges:

- Administrator: Has full access to all settings. Administrators can also add, update, and remove other accounts.
   Operator: Has access to all settings except:
  - Operator: Has access to all settings exc – All System settings.
    - All System setting
    - Viewer: Has access to:
      - Watch and take snapshots of a video st

#### Anonymous access

Allow anonymous viewing: Turn on to allow anyone access the device as a viewer without logging in with an account.Al

SSH accounts

Add SSH account: Click to add a new SSH account.

- Restrict root access: Turn on to restrict functionality that requires root access.
- Enable SSH: Turn on to use SSH service.

Account: Enter a unique account name.New password: Enter a password for the account. Passwords must be 1 to 64 characters long. Only ASCII printable characters (code 32 to 126) are allowed in the password, for example, letters, numbers, punctuation, and some symbols.Repeat password: Enter the same password again.

#### Virtual host

Add virtual host: Click to add a new virtual host.Enabled: Select to use this virtual host.Server name: Enter the name of the server. Only use numbers 0-9, letters A-Z, and hyphen (-).Port: Enter the port the server is connected to.Type: Select the type of authentication to use. Select between Basic, Digest, and Open ID.+ topic/image axis

#### **OpenID Configuration**

#### Important

If you can't use OpenID to sign in, use the Digest or Basic credentials you used when you configured OpenID to sign in.

**Client ID**: Enter the OpenID username.**Outgoing Proxy**: Enter the proxy address for the OpenID connection to use a proxy server.**Admin claim**: Enter a value for the admin role.**Provider URL**: Enter the web link for the API endpoint authentication. Format should be https://[insert URL]/.well-known/openid-configuration**Operator claim**: Enter a value for the operator role.**Require claim**: Enter the data that should be in the token.**Viewer claim**: Enter the value for the viewer role.**Remote user**: Enter a value to identify remote users. This assists to display the current user in the device's web interface.

[A60145] Reference made to non-DITA document "t10164883.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 248: Format="dita" assumed. Should this be some other format? Rules

A rule defines the conditions that triggers the product to perform an action. The list shows all the currently configured rules in the product.

#### Note

You can create up to 256 action rules.

# The web interface

## +

Add a rule: Create a rule.Name: Enter a name for the rule.Wait between actions: Enter the minimum time (hh:mm:ss) that must pass between rule activations. It is useful if the rule is activated by, for example, day-night mode conditions, to avoid that small light changes during sunrise and sunset activate the rule repeatedly.Condition: Select a condition from the list. A condition must be met for the device to perform an action. If multiple conditions are defined, all of them must be met to trigger the action. For information about specific conditions, see *Get started with rules for events*.Use this condition as a trigger: Select to make this first condition function only as a starting trigger. It means that once the rule is activated, it remains active for as long as all the other conditions are met, no matter the state of the first condition. If you don't select this option, the rule will simply be active whenever all the conditions are met.Invert this condition: Select if you want the condition to be the opposite of your selection.+ topic/image axis-d/graphic-data

### Recipients

You can set up your device to notify recipients about events or send files.

### Note

If you set up your device to use FTP or SFTP, don't change or remove the unique sequence number that's added to the file names. If you do that, only one image per event can be sent.

The list shows all the recipients currently configured in the product, along with information about their configuration.

### Note

You can create up to 20 recipients.

Add a recipient: Click to add a recipient. Name: Enter a name for the recipient.Type: Select from the list:
• FTP (i)
<ul> <li>Host: Enter the server's IP address or hostname. If you enter a hostname, make sure that a DNS server is specified under System &gt; Network &gt; IPv4 and IPv6.</li> </ul>
- Port: Enter the port number used by the FTP server. The default is 21.
<ul> <li>Folder: Enter the path to the directory where you want to store files. If this directory doesn't already exist on the FTP server, you will get an error message when uploading files.</li> </ul>
- Username: Enter the username for the login.
- Password: Enter the password for the login.
<ul> <li>Use temporary file name: Select to upload files with temporary, automatically generated filenames. The files get renamed to the desired names when the upload completes. If the upload is aborted/interrupted, you don't get any corrupt files. However, you probably still get the temporary files. This way you know that all files that have the desired name are correct.</li> </ul>
- <b>Use passive FTP</b> : Under normal circumstances, the product simply requests the target FTP server to open the data connection. The device actively initiates both the FTP control and data connections to the target server. This is normally needed if there is a firewall between the device and the target FTP server.
HTTP
<ul> <li>URL: Enter the network address to the HTTP server and the script that will handle the request. For example, http://192.168.254.10/cgi-bin/notify.cgi.</li> </ul>
- Username: Enter the username for the login.
- <b>Password</b> : Enter the password for the login.
<ul> <li>Proxy: Turn on and enter the required information if a proxy server must be passed to connect to the HTTP server.</li> </ul>
HTTPS
- URL: Enter the network address to the HTTPS server and the script that will handle the request. For example, https://192.168.254.10/cgi-bin/notify.cgi.
- Validate server certificate: Select to validate the certificate that was created by HTTPS server.
- Username: Enter the username for the login.
- Password: Enter the password for the login.
<ul> <li>Proxy: Turn on and enter the required information if a proxy server must be passed to connect to the HTTPS server.</li> </ul>
Network storage

# The web interface

You can add network storage such as NAS (network-attached storage) and use it as a recipient to store files. The files are stored in the Matroska (MKV) file format. Host: Enter the IP address or hostname for the network storage. Share: Enter the name of the share on the host. Folder: Enter the path to the directory where you want to store files. Username: Enter the username for the login. Password: Enter the password for the login. i. SFTP Host: Enter the server's IP address or hostname. If you enter a hostname, make sure that a DNS server is specified under System > Network > IPv4 and IPv6. Port: Enter the port number used by the SFTP server. The default is 22. Folder: Enter the path to the directory where you want to store files. If this directory doesn't already exist on the SFTP server, you will get an error message when uploading files. Username: Enter the username for the login. Password: Enter the password for the login. SSH host public key type (MD5): Enter the fingerprint of the remote host's public key (a 32-digit hexadecimal string). The SFTP client supports SFTP servers using SSH-2 with RSA, DSA, ECDSA, and ED25519 host key types. RSA is the preferred method during negotiation, followed by ECDSA, ED25519, and DSA. Make sure to enter the right MD5 host key that is used by your SFTP server. While the Axis device supports both MD5 and SHA-256 hash keys, we recommend using SHA-256 due to stronger security over MD5. For more information on how to configure an SFTP server with an Axis device, go to the AXIS OS Portal. SSH host public key type (SHA256): Enter the fingerprint of the remote host's public key (a 43-digit Base64 encoded string). The SFTP client supports SFTP servers using SSH-2 with RSA, DSA, ECDSA, and ED25519 host key types. RSA is the preferred method during negotiation, followed by ECDSA, ED25519, and DSA. Make sure to enter the right MD5 host key that is used by your SFTP server. While the Axis device supports both MD5 and SHA-256 hash keys, we recommend using SHA-256 due to stronger security over MD5. For more information on how to configure an SFTP server with an Axis device, go to the AXIS OS Portal. Use temporary file name: Select to upload files with temporary, automatically generated filenames. The files get renamed to the desired names when the upload completes. If the upload is aborted or interrupted, you don't get any corrupt files. However, you probably still get the temporary files. This way, you know that all files that have the desired name are correct. SIP or VMS SIP: Select to make a SIP call. VMS: Select to make a VMS call. From SIP account: Select from the list. To SIP address: Enter the SIP address. Test: Click to test that your call settings works. Email Send email to: Enter the email address to send emails to. To enter multiple addresses, use commas to separate them. Send email from: Enter the email address of the sending server. Username: Enter the username for the mail server. Leave this field empty if the mail server does not require authentication. Password: Enter the password for the mail server. Leave this field empty if the mail server does not require authentication. Email server (SMTP): Enter the name of the SMTP server, for example, smtp.gmail.com, smtp.mail.yahoo.com. Port: Enter the port number for the SMTP server, using values in the range 0-65535. The default value is 587. Encryption: To use encryption, select either SSL or TLS. Validate server certificate: If you use encryption, select to validate the identity of the device. The certificate can be self-signed or issued by a Certificate Authority (CA).

#### Schedules

Schedules and pulses can be used as conditions in rules. The list shows all the schedules and pulses currently configured in the product, along with information about their configuratio

#### Manual triggers

## The web interface

### topic/entry

### MQTT

MQTT (Message Queuing Telemetry Transport) is a standard messaging protocol for the Internet of Things (IoT). It was designed for simplified IoT integration and is used in a wide variety of industries to connect remote devices with a small code footprint and minimal network bandwidth. The MQTT client in Axis device software can simplify integration of data and events produced in the device to systems which are not video management software (VMS).Set up the device as an MQTT client. MQTT communication is based on two entities, the clients and the broker. The clients can send and receive messages. The broker is responsible for routing messages between clients.You can learn more about MQTT in *AXIS OS Portal*.

### ALPN

ALPN is a TLS/SSL extension that allows for the selection of an ap

#### MQTT client

**Connect**: Turn on or off the MQTT client.**Status**: Shows the current status of the MQTT client.**BrokerHost**: Enter the hostname or IP address of the MQTT server.**Protocol**: Select which protocol to use.**Port**: Enter the port number.

- 1883 is the default value for MQTT over TCP
- 8883 is the default value for MQTT over SSL
- 80 is the default value for MQTT over WebSocket
- 443 is the default value for MQTT over WebSocket Secure

ALPN protocol: Enter the ALPN protocol name provided by your MQTT broker provider. This is only applicable with MQTT over SSL and MQTT over WebSocket Secure.Username: Enter the username that the client will use to access the server.Password: Enter a password for the username.Client ID: Enter a client ID. The client identifier is sent to the server when the client connects to it.Clean session: Controls the behavior at connection and disconnection time. When selected, the state information is discarded at connect and disconnect.HTTP proxy: A URL with a maximum length of 255 bytes. You can leave the field empty if you don't want to use an HTTPS proxy.HTTPS proxy: A URL with a maximum length of 255 bytes. You can leave the field empty if you don't want to use an HTTPS proxy.Keep alive interval: Enables the client to detect when the server is no longer available without having to wait for the long TCP/IP timeout.Timeout: The time interval in seconds to allow a connect to complete. Default value: 60Device topic prefix: Used in the default values for the topic in the connect message and LWT message on the MQTT client tab, and in the publication conditions on the MQTT publication tab.Reconnect automatically: Specifies whether the client should reconnect automatically after a disconnect.Connect messageSpecifies if a message should be sent out when a connection is established.Send message: Turn on to send message.Use default: Turn off to enter your own default message.Topic: Enter the topic for the default message.Retain: Select to keep the state of client on this TopicQoS: Change the QoS layer for the packet flow.Last Will and Testament messageThe Last Will Testament (LWT) lets a client provide a testament along with its credentials when connecting to the broker. If the client disconnects ungracefully at

#### MQTT publication

Use default topic prefix: Select to use the default topic prefix, that is defined in the device topic prefix in the MQTT client tab.Include topic name: Select to include the topic that describes the condition in the MQTT topic.Include topic namespaces: Select to include ONVIF topic namespaces in the MQTT topic.Include serial number: Select to include the device's serial number in

the MQTT payload. Add condition: Click to add a condition.Retain: Defines which MQTT messages are sent as retained.

None: Send all mess

#### MQTT subscriptions

Add subscription: Click to add a new MQTT subscription.Subscription filter: Enter the MQTT topic that you want to subscribe to.Use device topic prefix: Add the subscription filter as prefix to the MQTT topic.Subscription type:

Stateless: Select to

MQTT overlays

# The web interface

#### Note

Connect to an MQTT broker before you add MQTT overlay modifiers.

Add overlay modifier: Click to add a new overlay modifier. Topic filter: Add the MQTT topic that contains the data you want to show in the overlay. Data field: Specify the key for the message payload that you want to show in the overlay, assuming the message is in JSON format. Modifier: Use the resulting m

[A60145] Reference made to non-DITA document "t10164881.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 268: Format="dita" assumed. Should this be some other format? Settings

Session Initiation Protocol (SIP) is used for interactive communication sessions between users. The sessions can include audio and video.

SIP setup assistant: Click to set up and configure SIP step by step.Enable SIP: Check this option to make it possible to initiate and receive SIP calls.Allow incoming calls: Check this option to allow incoming calls from other SIP devices. Call handling

- Calling timeout: Set the maximum duration of an attempted call if no one answers.
- Incoming call duration: Set the maximum time an incoming call can last (max 10 min).
- End calls after: Set the maximum time that a call can last (max 60 minutes). Select Infinite call duration if you don't want to limit the length of a call.

#### Ports

A port number must be between 1024 and 65535.

- SIP port: The network port used for SIP communication. The signaling traffic through this port is non-encrypted. The default port number is 5060. Enter a different port number if required.
- TLS port: The network port used for encrypted SIP communication. The signaling traffic through this port is encrypted with Transport Layer Security (TLS). The default port number is 5061. Enter a different port number if required.
- RTP start port: The network port used for the first RTP media stream in a SIP call. The default start port number is
- 4000. Some firewalls block RTP traffic on certain port numbers.

### NAT traversal

Use NAT (Network Address Translation) traversal when the device is located on an private network (LAN) and you want to make it available from outside of that network.

#### Note

For NAT traversal to work, the router must support it. The router must also support UPnP<sup>®</sup>.

Each NAT traversal protocol can be used separately or in different combinations depending on the network environment.

- ICE: The ICE (Interactive Connectivity Establishment) protocol increases the chances of finding the most efficient path to successful communication between peer devices. If you also enable STUN and TURN, you improve the ICE protocol's chances.
- STUN: STUN (Session Traversal Utilities for NAT) is a client-server network protocol that lets the device determine if it is located behind a NAT or firewall, and if so obtain the mapped public IP address and port number allocated for connections to remote hosts. Enter the STUN server address, for example, an IP address.
- TURN: TURN (Traversal Using Relays around NAT) is a protocol that lets a device behind a NAT router or firewall receive incoming data from other hosts over TCP or UDP. Enter the TURN server address and the login information.

Audio and video

• Audio codec priority: Select at least one audio codec with the desired audio quality for SIP calls. Drag-and-drop to change the priority.

# The web interface

## Note

The selected codecs must match the call recipient codec, since the recipient codec is decisive when a call is made.

- Audio direction: Select allowed audio directions.
  - H.264 packetization mode: Select which packetization mode to use.
    - Auto: (Recommended) The device decides which packetization mode to use.
    - None: No packetization mode is set. This mode is often interpreted as mode 0.
    - 0: Non-interleaved mode.
    - 1: Single NAL unit mode.
- Video direction: Select allowed video directions.

#### Additional

• UDP-to-TCP switching: Select to allow calls to switch transport protocols from UDP (User Datagram Protocol) to TCP (Transmission Control Protocol) temporarily. The reason for switching is to avoid fragmentation, and the switch can take place

#### DTMF

Add sequence: Click to create a new dual-tone multifrequency (DTMF) sequence. To create a rule that is activated by touch-tone, go to Events > Rules.Sequence: Enter the characters to activate the rule. Allowed characters: 0–9, A–D, #, and \*.Description: Enter a description of the action to be triggered by the sequence.Accounts: Select the accounts that will use the DTMF sequence. If you choose peer-to-peer, all peer-to-peer accounts will share the same DTMF sequence.

### **Protocols**Select

### Test call

SIP account: Select which account to make the test call from.: Select which account to make the test call from.

### Access list

Use access list: Turn on to restrict who can make calls to the device. Policy:

- Allow: Select to allow incoming calls only from the sources in the access list.
- Block: Select to block incoming calls from the sources in the access list.

Add source: Click to create a new entry in the access list.SIP source: Type the caller ID or SIP server address of the source.

[A60145] Reference made to non-DITA document "t10154121.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 278: Format="dita" assumed. Should this be some other format? Network storage

# The web interface

Ignore: Turn on to ignore network storage.Add network storage: Click to add a network share where you can save recordings. • Address: Enter the IP address or host name of the host server, typically a NAS (network-attached storage). We

- recommend you to configure the host to use a fixed IP address (not DHCP since a dynamic IP address can change) or that you use DNS. Windows SMB/CIFS names are not supported.
- Network share: Enter the name of the shared location on the host server. Several Axis devices can use the same network share since each device gets its own folder.
- User: If the server requires a login, enter the username. To log in to a specific domain server, type DOMAIN\username.
- **Password**: If the server requires a login, enter the password.
- SMB version: Select the SMB storage protocol version to connect to the NAS. If you select Auto, the device tries to negotiate one of the secure versions SMB: 3.02, 3.0, or 2.1. Select 1.0 or 2.0 to connect to older NAS that don't support higher versions. You can read more about SMB support in Axis devices *here*.
- Add share without testing: Select to add the network share even if an error is discovered during the connection test. The error can be, for example, that you didn't enter a password even though the server requires one.

**Remove network storage:** Click to unmount, unbind, and remove the connection to the network share. This removes all settings for the network share. **Unbind:** Click to unbind and disconnect the network share.

Bind: Click to bind and connect the network share.Unmount: Click to unmount the network share.

**Mount**: Click to mount the network share.**Write protect**: Turn on to stop writing to the network share and protect recordings from being removed. You can't format a write-protected network share.**Retention time**: Select how long to keep recordings, to limit the amount of old recordings, or to comply with regulations regarding data storage. If the network storage becomes full, old recordings are removed before the selected time period pass

### Onboard storage

### Important

Risk of data loss and corrupted recordings. Do not remove the SD card while the device is running. Unmount the SD card before you remove it.

Unmount: Click to safely remove the SD card.Write protect: Turn on to stop writing to the SD card and protect recordings from being removed. You can't format a write-protected SD card.Autoformat: Turn on to automatically format a newly inserted SD card. It formats the file system into ext4.Ignore: Turn on to stop storing recordings on the SD card. When you ignore the SD card, the device no longer recognizes that the card exists. The setting is only available to administrators.Retention time: Select how long to keep recordings to limit the amount of old recordings or comply with data storage regulations. When the SD card is full, it deletes old recordings before their retention time has passed.Tools

- Check: Check for errors on the SD card.
- **Repair**: Repair errors in the file system.
- Format: Format the SD card to change the file system and erase all data. You can only format the SD card to the ext4 file system. You need a third-party ext4 driver or application to access the file system from Windows<sup>®</sup>.
- Encrypt: Use this tool to format the SD card and enable encryption. This erases all data stored on the SD card. Any new data you store on the SD card will be encrypted.
- Decrypt: Use this tool to format the SD card without encryption. This erases all data stored on the SD card. Any new data you store on the SD card will not be encrypted.
- Change password: Change the password required to encrypt the SD card.

Use tool: Click to activate the selected tool.

Wear trigger: Set a value for the SD card wear level at which you want to trigger an action. The wear level ranges from 0–200%. A new SD card that has never been used has a wear level of 0%. A wear level of 100% indicates that the SD card is close to its expected lifetime. When the wear-level reaches 200%, there is a high risk of the SD card malfunctioning. We recommend setting the wear trigger between 80–90%. This gives you time to download any recordings as well as replace the SD card in time before it potentially wears out. The wear trigger allows you to set up an event and get a notification when the wear level reaches your set value.

### Stream profiles

A stream profile is a group of settings that affect the video stream. You can use stream profiles in different situations, for example, when you create events and use rules to record.

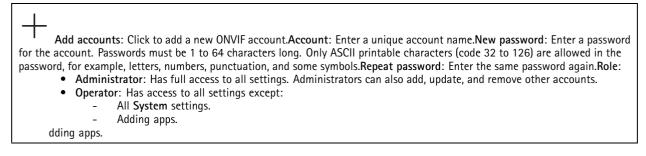
# The web interface

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Add stream profile: Click to create a new stream profile.Preview: A preview of the video stream with the stream profile settings you select. The preview updates when you change the settings on the page. If your device has different view areas, you
can change the view area in the drop-down in the bottom left corner of the image. Name: Add a name for your profile.Description:
Add a description of your profile. Video codec: Select the video codec that should apply for the profile. Resolution: See <i>Stream</i> on page 20 for a description of this setting. Frame rate: See <i>Stream</i> on page 20 for a description of this setting. Compression:
See Stream on page 20 for a description of this setting.Zipstream (i) : See Stream on page 20 for a description of this
setting.Optimize for storage (i): See Stream on page 20 for a description of this setting.Dynamic FPS : See Stream on
page 20 for a description of this setting. Dynamic GOP : See Stream on page 20 for a description of this setting. Mirror
: See Stream on page 20 for a description of this setting.GOP length : See Stream on page 20 for a description
of this setting.Bitrate control: See Stream on page 20 for a description of this setting.Include overlays
type of overlays to include. See Overlays on page 22 for information about how to add overlays.Include audio : See Stream on page 20 for a description of this setting.

[A60145] Reference made to non-DITA document "t10164880.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 288: Format="dita" assumed. Should this be some other format? ONVIF accounts

ONVIF (Open Network Video Interface Forum) is a global interface standard that makes it easier for end-users, integrators, consultants, and manufacturers to take advantage of the possibilities offered by network video technology. ONVIF enables interoperability between different vendor products, increased flexibility, reduced cost and future-proof systems.

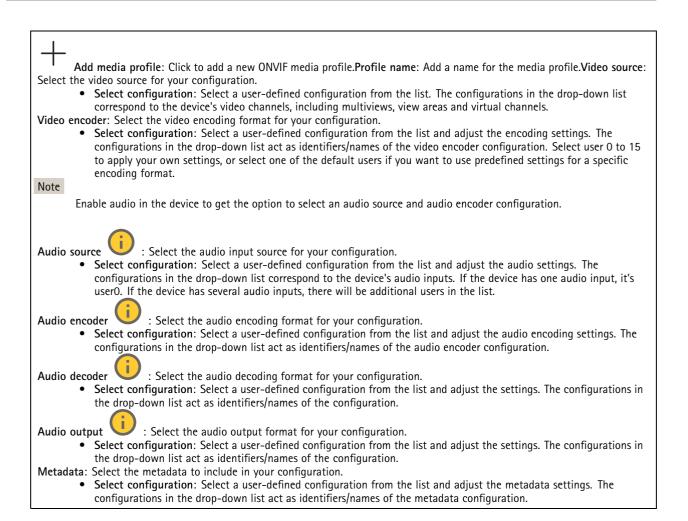
When you create an ONVIF account, you automatically enable ONVIF communication. Use the account name and password for all ONVIF communication with the device. For more information see the Axis Developer Community at *axis.com*.



### **ONVIF** media profiles

An ONVIF media profile consists of a set of configurations that you can use to change media stream settings. You can create new profiles with your own set of configurations or use preconfigured profiles for a quick setup.

# The web interface



[A60145] Reference made to non-DITA document "t10166173.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 294: Format="dita" assumed. Should this be some other format? Camera tampering

The camera tampering detector generates an alarm when the scene changes, for example, when the lens is covered, sprayed or severely put out of focus, and the time in **Trigger delay** has passed. The tampering detector only activates when the camera has not moved for at least 10 seconds. During this period, the detector sets up a scene model to use as a comparison to detect tampering in current images. For the scene model to be set up properly, make sure that the camera is in focus, the lighting conditions are correct, and the camera doesn't point at a scene that lacks contours, for example, a blank wall. Camera tampering can be used as a condition to trigger actions.

**Trigger delay:** Enter the minimum time that the tampering conditions must be active before the alarm triggers. This can help prevent false alarms for known conditions that affect the image.**Trigger on dark images:** It is very difficult to generate alarms when the camera lens is sprayed, since it is impossible to distinguish that event from other situations where the image turns dark in a similar way, for example, when the lighting conditions change. Turn on this parameter to generate alarms for all cases where the image turns dark. When it's turned off, the device doesn't generate any alarm when the image turns dark. Note

For detection of tampering attempts in static and non-crowded scenes.

Audio detection

# The web interface

These settings are available for each audio input. Sound level: Adjust the sound level to a value from 0–100, where 0 is the most sensitive and 100 the least sensitive. Use the activity indicator as a g

### PIR sensor

The PIR sensor measures IR light radiating from objects in its field of view. **Sensitivity level**: Adjust the level to a value from 0–100, where 0 is the least sensitive and 100 is the most sensitive.

### Video out

#### HDMI

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displayed on the external monitor.
• Source: Select only one camera.
• Rotate image 180°: Click to rotate the image.
Mirror image: Click to flip the image.
• Dynamic overlays 💛 : Click to overlay.
Quad view UV View streams from four separate cameras at the same time on the external monitor.
• Sources: Select a different camera from each of the four drop-down lists. The image beside the source shows where
the video from that camera will be displayed on the screen.
• Rotate image 180°: Click to rotate all images.
Playlist $igcup$ Single streams from multiple cameras alternate on the external monitor.
Rotate image 180°: Click to rotate the image from all sources.
<ul> <li>+ : Click to add a camera to the playlist.</li> <li>Source: Select the desired camera.</li> </ul>
<ul> <li>Duration: Set how long (in mm:ss) the playlist will stream from this camera in each rotation.</li> </ul>
<ul> <li>Mirror image: Click to flip the image.</li> </ul>
Create: Click to save.
Picture-in-picture U Two streams are displayed on the external monitor at the same time. One stream fills the display and
the other is a smaller picture. <b>Position, picture size</b> and <b>borders</b> are customizable.
Picture-in-picture
- Source: Select the camera that will stream as the smaller picture.
- Rotate image 180°: Click to rotate the image.
- Mirror image: Click to flip the image.
- <b>Position</b> : Select where on the screen the picture should appear.
- <b>Picture size</b> : Drag the slider to set the size (% of screen) of the picture.
- Border: Click to toggle borders for the picture on or off.
- Lag the slider to set the thickness for the entire border.
: Drag the slider to set the thickness for the top border.
: Drag the slider to set the thickness for the right border.
ייייי . דומע נור אועבו נס אבנ נור נוורגאובא וסו נור וועווג טטועבו.
Drag the slider to set the thickness for the bottom border.
- I: : Drag the slider to set the thickness for the left border.
- Border color: Select a border color.
Main view
- Source: Select the camera that will stream on the full display.
- Rotate image 180°: Click to rotate the image.
- Mirror image: Click to flip the image.

# The web interface

### Indicators

#### Indicators

Tally LED: Use the tally LED to indicate when someone looks at the video stream.On: The LED is always on, even if no one streams video from the device.Off: The LED is always off, even if someone streams video from the device.Auto: The LED is on when someone streams video from the device.

### Accessories

### I/O ports

Use digital input to connect external devices that can toggle between an open and closed circuit, for example, PIR sensors, door or window contacts, and glass break detectors.

Use digital output to connect external devices such as relays and LEDs. You can activate connected devices through the VAPIX® Application Programming Interface or the web interface.

PortName: Edit the text to rename the port.Direction: $\varnothing$ indicates that the port is an input port. $arsigma$ indicates that it's an
output port. If the port is configurable, you can click the icons to change between input and output. <b>Normal state</b> : Click $\int_{0}^{0}$ for
open circuit, and for closed circuit. <b>Current state</b> : Shows the current state of the port. The input or output is activated when the current state is different from the normal state. An input on the device has an open circuit when it's disconnected or when there is a voltage above 1 VDC. Note
During restart, the output circuit is open. When the restart is complete, the circuit goes back to the normal position. If you change any settings on this page, the output circuits go back to their normal positions regardless of any active triggers.
Supervised : Turn on to make it possible to detect and trigger actions if someone tampers with the connection to digital I/O devices. In addition to detecting if an input is open or closed, you can also detect if someone has tampered with it (that is, cut or shorted). To supervise the connection requires additional hardware (end-of-line resistors) in the external I/O loop.

[A60145] Reference made to non-DITA document "t10164885.xml" in document "C:\Windows\TEMP\e3temp\_32256\zipin\T10180154.xml" on reference (topicref) element at line 314: Format="dita" assumed. Should this be some other format? **Reports and logs** 

Reports	
	• View the device server report: View information about the product status in a pop-up window. The Access Log is automatically included in the Server Report.
	• Download the device server report: It creates a .zip file that contains a complete server report text file in UTF-8
	format, as well as a snapshot of the current live view image. Always include the server report .zip file when you contact support.
	• <b>Download the crash report</b> : Download an archive with detailed information about the server's status. The crash report contains information that is in the server report as well as detailed debug information. This report might contain sensitive information such as network traces. It can take several minutes to generate the report.
Logs	
	• View the system log: Click to s

#### Remote system log

Syslog is a standard for message logging. It allows separation of the software that generates messages, the system that stores them, and the software that reports and analyzes them. Each message is labeled with a facility code, which indicates the software type generating the message, and assigned a severity level.

## The web interface

Server: Click to add a new server.Host: Enter the hostname or IP address of the server.Format: Select which syslog message format to use. • Axis • RFC 3164 • RFC 5424 Protocol: Select the protocol to use: • UDP (Default port is 514) <

[A60145] Reference made to non-DITA document "t10164884.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 320: Format="dita" assumed. Should this be some other format?

- topic

[A60145] Reference made to non-DITA document "t10220873.xml" in document "C:\Windows\TEMP\e3temp\_32256\zip-in\T10180154.xml" on reference (topicref) element at line 324: Format="dita" assumed. Should this be some other format?

### Maintenance

**Restart:** Restart the device. This does not affect any of the current settings. Running applications restart automatically.**Restore:** Return *most* settings to the factory default values. Afterwards you must reconfigure the device and apps, reinstall any apps that didn't come preinstalled, and recreate any events and presets. Important

The only settings saved after restore are:

- Boot protocol (DHCP or static)
- Static IP address
- Default router
- Subnet mask
- 802.1X settings
- 03C settings
- DNS server IP address

Factory default: Return *all* settings to the factory default values. Afterwards you must reset the IP address to make the device accessible.

Note

All Axis device software is digitally signed to ensure that you only install verified software on your device. This further increases the overall minimum cybersecurity level of Axis devices. For more information, see the white paper "Axis Edge Vault" at *axis.com*.

**AXIS OS upgrade**: Upgrade to a new AXIS OS version. New releases can contain improved functionality, bug fixes, and completely new features. We recommend you to always use the latest AXIS OS release. To download the latest release, go to *axis.com/support*. When you upgrade, you can choose between three options:

- Standard upgrade: Upgrade to the new AXIS OS version.
- Factory default: Upgrade and return all setti

## The web interface

## Troubleshoot

**Ping**: To check if the device can reach a specific address, enter the hostname or IP address of the host you want to ping and click **Start.Port check**: To verify connectivity from the device to a specific IP address and TCP/UDP port, enter the hostname or IP address and port number you want to check and click **Start.Network trace** Important

A network trace file might contain sensitive information such as certificates or passwords.

A networ

## Learn more

## Learn more

## Privacy masks

A privacy mask is a user-defined area that prevents users from viewing a part of the monitored area. In the video stream, privacy masks appear as blocks of solid color.

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

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

#### Important

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

You can create several privacy masks. Each mask can have 3 to 10 anchor points.

# Streaming and storage

### Video compression formats

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

#### Motion JPEG

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

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

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

Note

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

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

### H.265 or MPEG-H Part 2/HEVC

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

Note

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

### Bitrate control

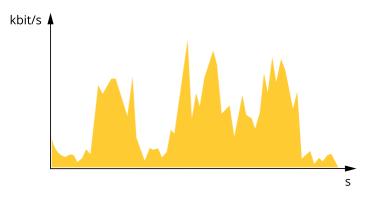
Bitrate control helps you to manage the bandwidth consumption of your video stream.

#### Variable bitrate (VBR)

Variable bitrate allows the bandwidth consumption to vary depending on the level of activity in the scene. The more activity,

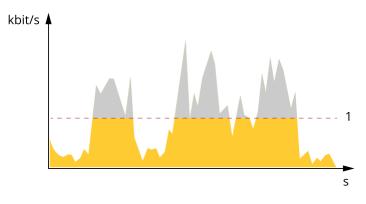
## Learn more

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.



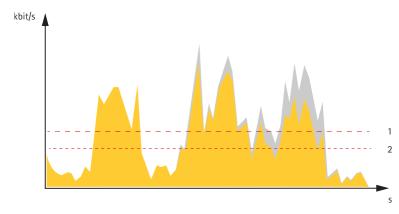
1 Target bitrate

#### 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.

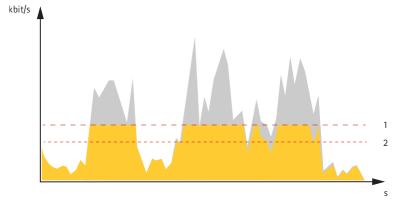
## Learn more



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

## Applications

With applications, 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 applications for Axis devices. Applications can be preinstalled on the device, available for download for free, or for a license fee.

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

### **AXIS Object Analytics**

AXIS Object Analytics is an analytic application that comes preinstalled on the camera. It detects objects that move in the scene and classifies them as, for example, humans or vehicles. You can set up the application to send alarms for different types of objects. To find out more about how the application works, see AXIS Object Analytics user manual.

### **AXIS Audio Analytics**

AXIS Audio Analytics detects sudden increases in sound volume and specific types of sounds such as screams or shouts within range of the device it's installed on. These detections can be configured to trigger a response, such as recording video, playing an audio message, or alerting security staff. To find out more about how the application works, see AXIS Audio Analytics user manual.

## Learn more

### Metadata visualization

Analytics metadata is available for moving objects in the scene. Supported object classes are visualized in the video stream through a bounding box surrounding the object, along with information about the object type and confidence level of the classification. To learn more about how to configure and consume analytics metadata, see AXIS Scene Metadata integration guide.

## Advanced wireless settings

The most common security method is WPA<sup>TM</sup> Personal. This device also supports WPA<sup>TM</sup> Enterprise which is a more secure method. All settings must match the settings in the access point.

### WPA<sup>TM</sup> Personal

The security method WPA Personal is designed for small networks and does not require an authentication server.

### WPA<sup>TM</sup> Enterprise

The security method WPA Enterprise is designed for large networks and requires an authentication server. The network is protected by EAPOL (Extensible Authentication Protocol Over LAN).

Select the WPA enterprise type used by the access point:

- EAP-TLS. See page 48.
- EAP-PEAP/MSCHAPv2. See page 48.

## EAP-TLS

The authentication protocol EAP-TLS (Extensible Authentication Protocol - Transport Layer Security) allows the client and server to authenticate each other using digital certificates provided by a Certification Authority. To gain access to the protected network, the Axis product presents its certificate to the network access point. Access is granted if the certificate is approved.

#### Important

To ensure successful certificate validation, time synchronization should be performed on all clients and servers prior to configuration.

#### Configure the wireless settings with WPA<sup>™</sup> Enterprise and EAP-TLS

1. Go to System > WLAN.

- 2. Click + Add network.
- 3. In the list of authentication methods, select WPA-Enterprise EAP-TLS.
- 4. Enter the SSID associated with your certificate.
- 5. Select the EAPoL version (1, 2 or 3) as used in the access point.
- 6. Select the CA certificate and the Client certificate to use for wireless authentication.
- 7. Click Save.

### EAP-PEAP/MSCHAPv2

The authentication protocol EAP-PEAP/MSCHAPv2 (Extensible Authentication Protocol - Protected Extensible Authentication Protocol/Microsoft Challenge Handshake Authentication Protocol) allows the client to authenticate the network using a digital certificate provided by a Certification Authority. The network authenticates the client using an identity and a password. To gain access to the protected network, the Axis product presents its identity and password to the network access point. If these credentials are approved, the access point allows access on a preconfigured port.

## Learn more

### Important

To ensure successful certificate validation, time synchronization should be performed on all clients and servers prior to configuration.

### Configure the wireless settings with WPA<sup>™</sup> Enterprise and EAP-PEAP/MSCHAPv2

- 1. Go to System > WLAN.
- 2. Click T Add network.
- 3. In the list of authentication methods, select WPA-Enterprise EAP-PEAP/MSCHAPv2.
- 4. Enter the SSID associated with your certificate.
- 5. Enter the password for your user identity.
- 6. Select the EAPoL version (1, 2 or 3) as used in the access point.
- 7. Select the Peap version (0 or 1) as used in the access point.
- 8. Select the Label that the access point uses when using Peap version 1. Select 1 to use client EAP encryption; select 2 to use client PEAP encryption.
- 9. Select the CA certificate with which to validate the network/AP certificate.
- 10. Click Save.

#### Wireless certificates

Wireless network certificates are used to authenticate devices on a wireless network. Wireless networks using the WPA<sup>TM</sup> Enterprise security method are protected by EAPoL (Extensible Authentication Protocol over Lan), which is part of the IEEE 802.1X standard. The client authenticates the server using digital certificates. The server authenticates the client using digital certificates or a password depending on the selected WPA Enterprise type.

## Cybersecurity

For product-specific information about cybersecurity, see the product's datasheet at axis.com.

For in-depth information about cybersecurity in AXIS OS, read the

### Signed OS

Signed OS is implemented by the software vendor signing the AXIS OS image with a private key. When the signature is attached to the operating system, the device will validate the software before installing it. If the device detects that the integrity of the software is compromised, the AXIS OS upgrade will be rejected.

### Secure boot

Secure boot is a boot process that consists of an unbroken chain of cryptographically validated software, starting in immutable memory (boot ROM). Being based on the use of signed OS, secure boot ensures that a device can boot only with authorized software.

### Axis Edge Vault

Axis Edge Vault provides a hardware-based cybersecurity platform that safeguards the Axis device. It offers features to guarantee the device's identity and integrity and to protect your sensitive information from unauthorized access. It builds on a strong foundation of cryptographic computing modules (secure element and TPM) and SoC security (TEE and secure boot), combined with expertise in edge device security.

## Learn more

### TPM module

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

### Axis device ID

Being able to verify the origin of the device is key to establishing trust in the device identity. During production, devices with Axis Edge Vault are assigned a unique, factory-provisioned, and IEEE 802.1AR-compliant Axis device ID certificate. This works like a passport to prove the origin of the device. The device ID is securely and permanently stored in the secure keystore as a certificate signed by Axis root certificate. The device ID can be leveraged by the customer's IT infrastructure for automated secure device onboarding and secure device identification

### Signed video

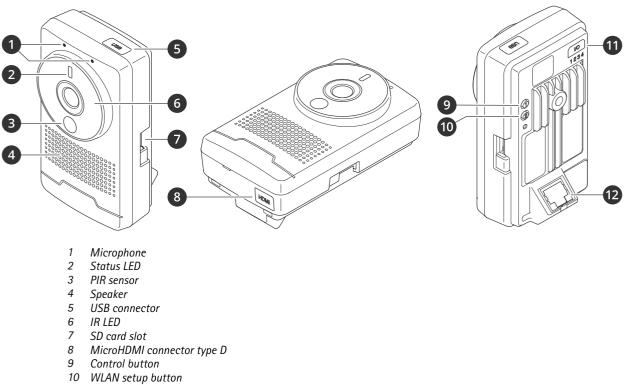
Signed video ensures that video evidence can be verified as untampered without proving the chain of custody of the video file. Each camera uses its unique video signing key, which is securely stored in the secure keystore, to add a signature into the video stream. When the video is played, the file player shows whether the video is intact. Signed video makes it possible to trace the video back to the camera origin and verifies that the video has not been tampered with after it left the camera.

To learn more about the cybersecurity features in Axis devices, go to axis.com/l

# **Specifications**

# Specifications

## **Product overview**



- 11 I/O connector
- 12 Network connector

## LED indicators

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

## 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.

# Specifications

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 55.
- Connecting to a one-click cloud connection (03C) service over the internet. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

### WLAN setup button

The WLAN setup button is used for setting up WLAN connection.

## **Connectors**

### **HDMI** connector

Use the microHDMI<sup>™</sup> connector to connect a display or public view monitor.

### Network connector

RJ45 Ethernet connector with Power over Ethernet (PoE).

### **USB** connector

Use the USB connector to connect external accessories. See the product's datasheet for supported accessories.

### 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.

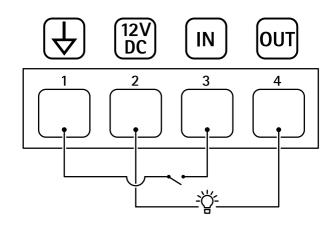
Digital output - For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX® Application Programming Interface, through an event or from the device's web interface.

4-pin terminal block

# Specifications

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 = 25 mA
Digital Input	3	Connect to pin 1 to activate, or leave floating (unconnected) to deactivate.	0 to max 30 VDC
Digital Output	4	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:



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

## Clean your device

# Clean your device

You can clean your device with lukewarm water.

## NOTICE

- Harsh chemicals can damage the device. Don't use chemicals such as window cleaner or acetone to clean your device.
- Avoid cleaning in direct sunlight or elevated temperatures, since this can cause stains.
- 1. Use a can of compressed air to remove dust and loose dirt from the device.
- 2. If necessary, clean the device with a soft microfiber cloth dampened with lukewarm water.
- 3. To avoid stains, dry the device with a clean, nonabrasive cloth.

## Troubleshooting

## Troubleshooting

## Reset to factory default settings

#### Important

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

To reset the product to the factory default settings:

- 1. Disconnect power from the product.
- 2. Press and hold the control button while reconnecting power. See Product overview on page 51.
- 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.

# AXIS OS options

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

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

## 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

- Preconfigured and customized settings are saved when you upgrade the device software (provided that the features are available in the new AXIS OS) although this is not guaranteed by Axis Communications AB.
- Make sure the device remains connected to the power source throughout the upgrade process.

## Troubleshooting

### 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 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 AXIS OS		
AXIS OS upgrade failure	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 add	ress	
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	<ul> <li>Disconnect the Axis device from the network. Run the ping command (in a Command/DOS window, type ping and the IP address of the device): <ul> <li>If you receive: Reply from <ip address="">: bytes=32; time=10 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.</ip></li> <li>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.</li> </ul> </li> </ul>	
Possible IP address conflict with another device on the same subnet	The static IP address in the Axis device is used before the DHCP server sets a dynamic address. This means that if the same default static IP address is also used by another device, there may be problems accessing the device.	
The device can't be accessed	from a browser	
Can't log in	When HTTPS is enabled, ensure that the correct protocol (HTTP or HTTPS) is used when attempting to log in. You may need to manually type http or https in the browser's address field. If the password for the root account is lost, the device must be reset to the factory default settings. See <i>Reset to factory default settings on page 55.</i>	
The IP address has been changed by DHCP	IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the device on the network. Identify the device using its model or serial number, or by the DNS name (if the name has been configured).If required, a static IP address can be assigned manually. For instructions, go to <i>axis.com/support</i> .	
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 <b>System &gt; Date and time</b> .	

# Troubleshooting

#### The device is accessible locally but not externally

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

- AXIS Camera Station Edge: free of charge, ideal for small systems with basic surveillance needs.
- AXIS Camera Station 5: 30-day trial version free of charge, ideal for small to mid-size systems.
- 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
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Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if you need to configure the router settings between the client and the device. You might need to increase the TTL (Time To Live) value.	
No multicast H.264 displayed in the client	Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.Check with your network administrator to see if there is a firewall that prevents viewing.	
Poor rendering of H.264 images	Ensure that your graphics card uses the latest driver. You can usually download the latest drivers from the manufacturer's website.	
Color saturation is different in H.264 and Motion JPEG	Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.	
Lower frame rate than expected	<ul> <li>See Performance considerations on page 57.</li> <li>Reduce the number of applications running on the client computer.</li> <li>Limit the number of simultaneous viewers.</li> <li>Check with the network administrator that there is enough bandwidth available.</li> <li>Lower the image resolution.</li> </ul>	
Can't select H.265 encoding in live view	Web browsers don't support H.265 decoding. Use a video management system or application that supports H.265 decoding.	

#### Can't connect over port 8883 with MQTT over SSL

	<ul> <li>In some cases the server/broker might not provide a specific port for MQTT communication. It may still be possible to use MQTT over a port normally used for HTTP/HTTPS traffic.</li> <li>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.</li> <li>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.</li> </ul>
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## Performance considerations

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

The following factors are the most important to consider:

- High image resolution or lower compression levels result in images containing more data which in turn affects the bandwidth.
- Rotating the image in the GUI can increase the product's CPU load.
- Access by large numbers of Motion JPEG 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.

# Troubleshooting

- 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.

## **Contact support**

If you need more help, go to axis.com/support.

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