

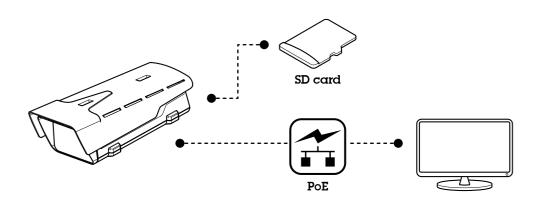
**User Manual** 

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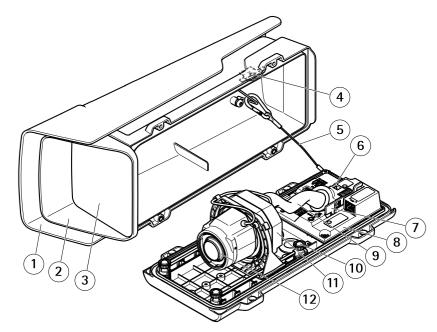
# Solution overview

Solution overview



## **Product overview**

# **Product overview**

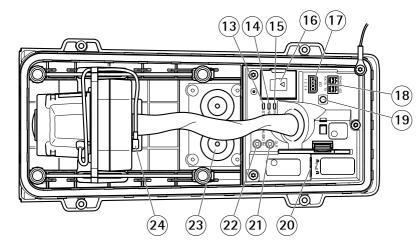


- 1 Weather shield
- 2 Top cover
- 3 Window
- 4 Intrusion alarm magnet
- 5 Safety wire
- Cable tie anchor 6
- 7 IK10 tool
- 8 Intrusion alarm sensor
- 9 Cable cover
- Spring loaded thumb screw (4x)
   Optic unit
- 12 Lens

### NOTICE

Do not lift the product in the cable cover.

# **Product overview**



- 13 Status LED
- 14 Network LED
- 15 Power LED
- 16 microSD card slot
- 17 I/O connector
- 18 RS485/422 connector
- 19 Control button 20 Network connector (PoE)
- 21 Audio out
- 22 Audio in
- 23 Cable gasket M20 (2x)
- 24 Iris connector

# Installation

# Installation



## Find the device on the network

## Find the device on the network

To find Axis devices on the network and assign them IP addresses in Windows<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 and assign IP addresses, go to How to assign an IP address and access your device.

### Access the device

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

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

- 2. Enter the username and password. If you access the device for the first time, you must set the root password. See Set a new password for the root account on page 7.
- 3. The live view page opens in your browser.

### Secure passwords

#### Important

Axis devices send the initially set password in clear text over the network. To protect your device after the first login, set up a secure and encrypted HTTPS connection and then change the password.

The device password is the primary protection for your data and services. Axis devices do not impose a password policy as they may be used in various types of installations.

To protect your data we strongly recommend that you:

- Use a password with at least 8 characters, preferably created by a password generator.
- Don't expose the password.
- Change the password at a recurring interval, at least once a year.

#### Set a new password for the root account

#### Important

The default administrator username is **root**. If the password for root is lost, reset the device to factory default settings. See *Reset to factory default settings on page 21* 



Support tip: Password security confirmation check

1. Type a password. Follow the instructions about secure passwords. See Secure passwords on page 7.

# Find the device on the network

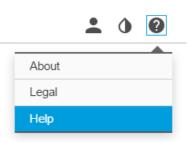
- 2. Retype the password to confirm the spelling.
- 3. Click Create login. The password has now been configured.

# Additional settings

## Additional settings

## Need more help?

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



### Replace the lens

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

### Note

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

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

## Hide parts of the image with privacy masks

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



How to create a privacy mask

## Additional settings

- 1. Go to Settings > Privacy mask.
- 2. Click New.
- 3. Adjust the size, color, and name of the privacy mask according to your needs.



How to change the appearance of the mask

### Reduce noise in low-light conditions

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

- Adjust the trade-off between noise and motion blur. Go to Settings > Image > Exposure and move the Blur-noise trade-off slider toward Low noise.
- Set the exposure mode to automatic.

#### Note

A high max shutter value can result in motion blur.

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

### Select exposure mode

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

- For most use cases, select Automatic exposure.
- For environments with certain artificial lighting, for example fluorescent lighting, select Flicker-free.

Select the same frequency as the power line frequency.

• For environments with certain artificial light and bright light, for example outdoors with fluorescent lighting at night and sun during daytime, select Flicker-reduced.

Select the same frequency as the power line frequency.

• To lock the current exposure settings, select Hold current.

### Maximize the details in an image

#### Important

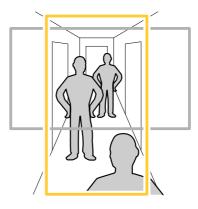
If you maximize the details in an image, the bitrate will probably increase and you might get a reduced frame rate.

# Additional settings

- Set the compression as low as possible.
- Select MJPEG streaming.
- Turn off Zipstream functionality.

## Monitor long and narrow areas

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



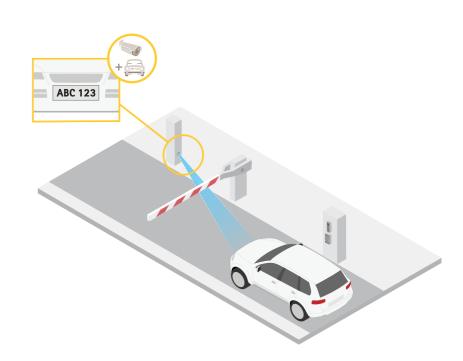
- 1. Depending on your device, turn the camera or the 3-axis lens in the camera 90° or 270°.
- 2. If the device doesn't have automatic rotation of the view, log in to the webpage and go to Settings > System > Orientation.
- 3. Click 🖆 🔺
- 4. Rotate the view 90° or 270°.

Find out more at axis.com/axis-corridor-format.

### Verify the pixel resolution

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

## Additional settings



1. Go to Settings > System > Orientation.



3. In the camera's live view, adjust the size and position of the rectangle around the area of interest, for example where you expect license plates to appear.

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

## View area

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

## Handle scenes with strong backlight

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

# Additional settings



Image without WDR.



Image with WDR.

### Note

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

Overlays are superimposed over the video stream. They are used to provide extra information during recordings, such as a timestamp, or during product installation and configuration. You can add either text or an image.

### Show a text overlay in the video stream when the device detects motion

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

## **Additional settings**



How to show text overlay when the camera detects motion

Make sure that AXIS Video Motion Detection is running:

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

Add the overlay text:

- 4. Go to Settings > Overlay.
- 5. Enter #D in the text field.
- 6. Choose text size and appearance.

#### Create a rule:

- 7. Go to System > Events > Rules and add a rule.
- 8. Type a name for the rule.
- 9. In the list of conditions, select AXIS Video Motion Detection.
- 10. In the list of actions, select Use overlay text.
- 11. Select a view area.
- 12. Type "Motion detected".
- 13. Set the duration.
- 14. Click Save.

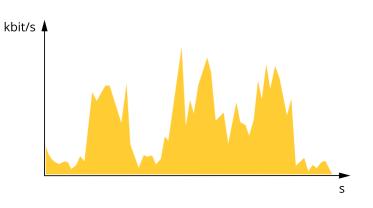
### **Bitrate control**

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

#### Variable bitrate (VBR)

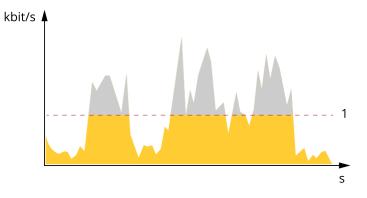
With variable bitrate, the bandwidth consumption varies based on the level of activity in the scene. The more activity in the scene, the more bandwidth you need. You are guaranteed constant image quality but it requires storage margins.

## **Additional settings**



#### Maximum bitrate (MBR)

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



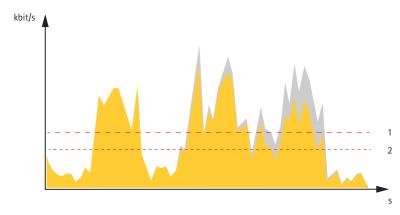
1 Target bitrate

#### Average bitrate (ABR)

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

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

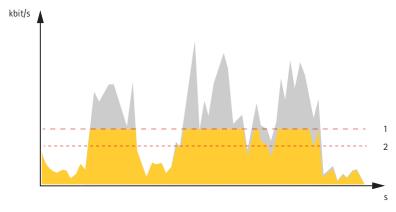
# **Additional settings**



1 Target bitrate

2 Actual average bitrate

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



- 1 Target bitrate
- 2 Actual average bitrate

### Video compression formats

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

#### Motion JPEG

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.

## Additional settings

H.264 can, without compromising image quality, reduce the size of a digital video file by more than 80% compared to the Motion JPEG format and by as much as 50% compared to the MPEG-4 standard. This means that less network bandwidth and storage space are required for a video file. Or seen another way, higher video quality can be achieved for a given bitrate.

### Reduce bandwidth and storage

#### Important

- If you reduce the bandwidth it can result in loss of details in the picture.
- 1. Go to live view and select H.264.
- 2. Go to Settings > Stream.
- 3. Do one or more of the following:
  - Turn on dynamic GOP and set a high GOP length value.
  - Increase the compression.
  - Turn on dynamic FPS.

### Set up network storage

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

- 1. Go to Settings > System > Storage.
- 2. Click Setup under Network storage.
- 3. Enter the IP address of the host server.
- 4. Enter the name of the shared location on the host server.
- 5. Move the switch if the share requires a login, and enter username and password.
- 6. Click Connect.

### Add audio to your recording

Turn on audio:

- 1. Go to Settings > Audio and turn on Allow audio.
- 2. Go to Input > Type and select your audio source.

Edit the stream profile which is used for the recording:

- 3. Go to Settings > Stream and click Stream profiles.
- 4. Select the stream profile and click Audio.
- 5. Select the checkbox and select **Include**.
- 6. Click Save.
- 7. Click Close.

### Record and watch video

To record video you must first set up network storage, see Set up network storage on page 17, or have an SD card installed.

## Additional settings

#### Record video

- 1. Go to the live view.
- 2. To start a recording, click Record. Click again to stop the recording.

#### Watch video

- 1. Click Storage > Go to recordings.
- 2. Select your recording in the list and it will play automatically.

### Set up rules and alerts

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

### Trigger an action

- 1. Go to Settings > System > Events to set up a rule. The rule defines when the device will perform certain actions. Rules can be setup as scheduled, recurring, or for example, triggered by motion detection.
- 2. Select the **Condition** that must be met to trigger the action. If you specify more than one condition for the rule, all of the conditions must be met to trigger the action.
- 3. Select which Action the device should perform when the conditions are met.

#### Note

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

### Record video when the camera detects motion

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



How to record a video stream when the camera detects motion

Make sure that AXIS Video Motion Detection is running:

- 1. Go to Settings > Apps > AXIS Video Motion Detection.
- 2. Start the application if it is not already running.
- 3. Make sure you have set up the application according to your needs. If you need help, see the *user manual for AXIS Video Motion Detection 4.*

## Additional settings

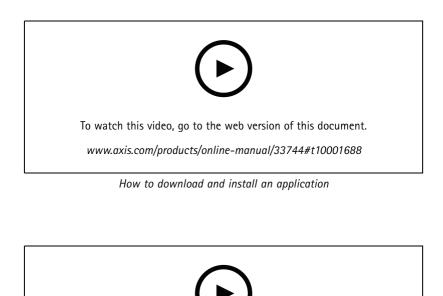
#### Create a rule:

- 1. Go to Settings > System > Events and add a rule.
- 2. Type a name for the rule.
- 3. In the list of conditions, under Application, select AXIS Video Motion Detection (VMD).
- 4. In the list of actions, under Recordings, select Record video while the rule is active.
- 5. Select an existing stream profile or create a new one.
- 6. Set the prebuffer time to 5 seconds.
- 7. Set the postbuffer time to 60 seconds.
- 8. In the list of storage options, select SD card.
- 9. Click Save.

## Applications

AXIS Camera Application Platform (ACAP) is an open platform that enables third parties to develop analytics and other applications for Axis products. To find out more about available applications, downloads, trials and licenses, go to *axis.com/applications*.

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



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

www.axis.com/products/online-manual/33744#t10001688

How to activate an application licence code on a device

## Troubleshooting

### Troubleshooting

### Check the current firmware

Firmware is the software that determines the functionality of network devices. One of your first actions when troubleshooting a problem should be to check the current firmware version. The latest version may contain a correction that fixes your particular problem.

To check the current firmware:

- 1. Go to the product's webpage.
- 2. Click the help menu
- 3. Click About.

## Upgrade the firmware

#### Important

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

#### Important

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

#### Note

When you upgrade the product with the latest firmware in the active track, the product receives the latest functionality available. Always read the upgrade instructions and release notes available with each new release before upgrading the firmware. To find the latest firmware and the release notes, go to *axis.com/support/firmware*.

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



How to upgrade the firmware

- 1. Download the firmware file to your computer, available free of charge at axis.com/support/firmware.
- 2. Log in to the product as an administrator.
- 3. Go to Settings > System > Maintenance. Follow the instructions on the page. When the upgrade has finished, the product restarts automatically.

# Troubleshooting

### Reset to factory default settings

#### Important

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

To reset the product to the factory default settings:

- 1. Disconnect power from the product.
- 2. Press and hold the control button while reconnecting power. See Product overview on page 4.
- 3. Keep the control button pressed for 15–30 seconds until the status LED indicator flashes amber.
- 4. Release the control button. The process is complete when the status LED indicator turns green. The product has been reset to the factory default settings. If no DHCP server is available on the network, the default IP address is 192.168.0.90.
- 5. Use the installation and management software tools to assign an IP address, set the password, and access the video stream.

The installation and management software tools are available from the support pages on axis.com/support.

It is also possible to reset parameters to factory default through the web interface. Go to Settings > System > Maintenance and click Default.

## Technical issues, clues and solutions

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

be problems accessing the device.

Problems upgrading the firmware

same subnet

Troolenis upgrading the fill	invale	
Firmware upgrade failure	If the firmware upgrade fails, the device reloads the previous firmware. The most common reason is that the wrong firmware file has been uploaded. Check that the name of the firmware file corresponds to your device and try again.	
Problems 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	d Disconnect the Axis device from the network. Run the ping command (in a Command/DOS windo 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>	
Possible IP address conflict with another device on the	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	

# Troubleshooting

Cannot log in	When HTTPS is enabled, ensure that the correct protocol (HTTP or HTTPS) is used when attempting to log in. You may need to manually type $http$ or $https$ in the browser's address field.
	If the password for the user root is lost, the device must be reset to the factory default settings. See Reset to factory default settings on page 21.
changed by DHCP changed,	IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the device on the network. Identify the device using its model or serial number, or by the DNS name (if the name has been configured
	If required, a static IP address can be assigned manually. For instructions, go to axis.com/support.

The device is accessible locally but not externally

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

- AXIS Companion: free of charge, ideal for small systems with basic surveillance needs.
- AXIS Camera Station: 30-day trial version free of charge, ideal for small to mid-size systems.

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

Problems with streaming		
Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if the router settings between the client and the device need to be configured. The TTL (Time To Live) value may need to be increased.	
No multicast H.264 displayed in the client	Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.	
	Check with your network administrator to see if there is a firewall preventing viewing.	
Poor rendering of H.264 images	Ensure that your graphics card is using the latest driver. The latest drivers can usually be downloaded from the manufacturer's website.	
Color saturation is different in H.264 and Motion JPEG	Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.	
Lower frame rate than expected	<ul> <li>See Performance considerations on page 22.</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>	

## Performance considerations

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

The following factors are the most important to consider:

- High image resolution or lower compression levels result in images containing more data which in turn affects the bandwidth.
- Rotating the image in the GUI will increase the product's CPU load.
- Access by large numbers of Motion JPEG or unicast H.264 clients affects the bandwidth.
- Simultaneous viewing of different streams (resolution, compression) by different clients affects both frame rate and bandwidth.

# Troubleshooting

Use identical streams wherever possible to maintain a high frame rate. Stream profiles can be used to ensure that streams are identical.

- Accessing Motion JPEG and H.264 video streams simultaneously affects both frame rate and bandwidth.
- Heavy usage of event settings affects the product's CPU load which in turn affects the frame rate.
- Using HTTPS may reduce frame rate, in particular if streaming Motion JPEG.
- Heavy network utilization due to poor infrastructure affects the bandwidth.
- Viewing on poorly performing client computers lowers perceived performance and affects frame rate.
- Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the frame rate and the general performance.

## **Specifications**

# Specifications

### **LED Indicators**

### Note

• The LEDs turn off when you close the casing.

Indication		
Steady green for normal operation.		
Steady during startup. Flashes when restoring settings.	Steady during startup. Flashes when restoring settings.	
Indication		
Steady for connection to a 100 Mbit/s network. Flashes for network activity.		
Steady for connection to a 10 Mbit/s network. Flashes for network activity.		
No network connection.		
· · · ·		
	Steady green for normal operation.         Steady during startup. Flashes when restoring settings.         Indication         Steady for connection to a 100 Mbit/s network. Flashes for network activity.         Steady for connection to a 10 Mbit/s network. Flashes for network activity.	

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

### Status LED behavior for focus assistant

### Note

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

The status LED flashes when the Focus Assistant is active.

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

## SD card slot

### NOTICE

- Risk of damage to SD card. Do not use sharp tools, metal objects, or excessive force when inserting or removing the SD card. Use your fingers to insert and remove the card.
- Risk of data loss and corrupted recordings. Do not remove the SD card while the product is running. Unmount the SD card from the product's webpage before removal.

This product supports microSD/microSDHC/microSDXC cards.

For SD card recommendations, see *axis.com*.

## Specifications

meros meros micros and micros are trademarks of SD-3C LLC. micros micros micros micros 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 21*.

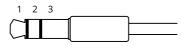
### Connectors

### Network connector

RJ45 Ethernet connector with Power over Ethernet (PoE).

#### Audio connector

- Audio in 3.5 mm input for a mono microphone, or a line-in mono signal (left channel is used from a stereo signal).
- Audio out 3.5 mm output for audio (line level) that can be connected to a public address (PA) system or an active speaker with a built-in amplifier. A stereo connector must be used for audio out.



Audio input

1 Tip	2 Ring	3 Sleeve
Unbalanced microphone (with or without electret power) or line	Electret power if selected	Ground

#### Audio output

1 Tip	2 Ring	3 Sleeve
Channel 1, unbalanced line, mono	Channel 1, unbalanced line, mono	Ground

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

### I/O connector

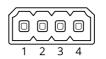
Use the I/O connector with external devices in combination with, for example, motion detection, event triggering, and alarm notifications. In addition to the 0 V DC reference point and power (DC output), the I/O connector provides the interface to:

**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.

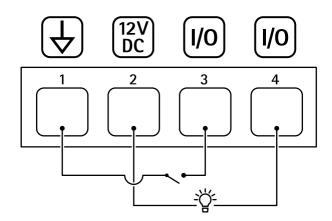
**Digital output –** For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX<sup>®</sup> Application Programming Interface, trough an event or from the product's webpage.

4-pin terminal block

# Specifications



Example



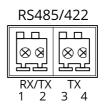
- 1
- DC ground DC output 12 V, max 50mA 2
- 3 I/O configured as input
- 4 I/O configured as output

## RS485/RS422 connector

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

The serial port can be configured to support:

- Two-wire RS485 half duplex
- Four-wire RS485 full duplex
- Two-wire RS422 simplex •
- Four-wire RS422 full duplex point to point communication



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

# Specifications

### Important

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

# **Operating conditions**

Product	Temperature	Humidity
AXIS P1368-E	-40 °C to 55 °C (-40 °F to 131 °F)	10–100% RH (condensing)

# Power consumption

Product	Power over Ethernet (PoE) IEEE 802.3af/802.3at Type 1 Class 3
AXIS P1368-E	Max. 9.5 W Typical 6.4 W

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