

User manual

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Get started

Get started

Find the device on the network

To find Axis devices on the network and assign them IP addresses in Windows®, use AXIS IP Utility or AXIS Device Manager. Both applications are free and can be downloaded from axis.com/support.

For more information about how to find and assign IP addresses, go to How to assign an IP address and access your device.

Browser support

You can use the device with the following browsers:

	Chrome TM	Firefox®	Edge TM	Safari [®]
Windows [®]	recommended	recommended	✓	
macOS®	recommended	recommended	✓	✓
Linux®	recommended	recommended	✓	
Other operating systems	✓	✓	√	√ *

^{*}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 3*.

Verify that no one has tampered with the firmware

To make sure that the device has its original Axis firmware, 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 50.
 - After the reset, secure boot guarantees the state of the device.
- 2. Configure and install the device.

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 4.
- 3. Re-enter the password.
- 4. Click Add user.

Get started

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 50.*

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.

Web interface overview

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



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

help.axis.com/?&piald=43882§ion=web-interface-overview

Axis device web interface

Installation

Installation



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

help.axis.com/?&tpiald=43882&tsection=get-started

Installation video for the product.

Preview mode

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



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

help.axis.com/?&piald=43882§ion=preview-mode

This video demonstrate how to use preview mode.

Configure your device

Configure your device

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 44.

Optimize IR illumination

Depending on the installation environment and the conditions around the camera, for example external light sources in the scene, you can sometimes improve the image quality if you manually adjust the intensity of the LEDs. If you have problems with reflections from the LEDs, you can try to reduce the intensity.

- 1. Go to Video > Image > Day-night mode.
- 2. Turn on Allow illumination.
- 3. Click IR in the live view and select Manual.
- 4. Adjust the intensity.

Benefit from IR light in low-light conditions by using night mode

Your camera uses visible light to deliver color images during the day. But as the visible light diminishes, color images become less bright and clear. If you switch to night mode when this happens, the camera uses both visible and near-infrared light to deliver bright and detailed black-and-white images instead. You can set the camera to switch to night mode automatically.

- 1. Go to Video > Image > Day-night mode, and make sure that the IR-cut filter is set to Auto.
- 2. To set at what light level you want the camera to switch to night mode, move the Threshold slider toward Bright or Dark.
- 3. To use the built-in IR light when the camera is in night mode, turn on Allow illumination and Synchronize illumination.

Note

If you set the switch to night mode to occur when it's brighter, the image remains sharper as there is less low-light noise. If you set the switch to occur when it's darker, the image colors are maintained for longer, but there is more image blur due to low-light noise.

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 Video > 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.

Note

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

- Set the max gain to a lower value.
- If possible, open the aperture.

Configure your device

• Reduce sharpness in the image, under Video > Image > Appearance.

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

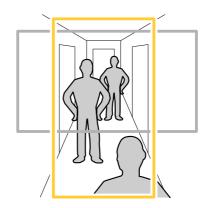
- WDR can cause artifacts in the image.
- WDR may not be available for all capture modes.
- 1. Go to Video > Image > Wide dynamic range.
- 2. Turn on WDR.
- 3. If you still have problems, go to Exposure and adjust the Exposure zone to cover the area of interest.

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.

Configure your device



- 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°.

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 44

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.

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 44*.

Configure your device

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 H.264.
- 4. Go to Video > Stream > General and increase Compression.
- 5. Go to Video > Stream > Zipstream and do one or more of the following:
 - Select the Zipstream Strength that you want to use.
 - Turn on Optimize for storage. This can only be used if the VMS supports B-frames.
 - Turn on Dynamic FPS.
 - Turn on Dynamic GOP and set a high Upper limit GOP length value.

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 even if connection fails 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 9*

3. To stop recording, click again

Watch video

Configure your device

- 1. Go to Recordings.
- 2. Click for your recording in the list.

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 Get started with rules for events.

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.
- 1. Start the application if it is not already running.
- 2. 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 actions, under Recordings, select Record video while the rule is active.
- 4. In the list of storage options, select SD_DISK.
- 5. Select a camera and a stream profile.
- 6. Set the prebuffer time to 5 seconds.
- 7. Set the postbuffer time to 1 minute.
- 8. Click Save.

Send an email automatically if someone spray paints the lens

Activate the tampering detection:

Configure your device

- 1. Go to System > Detectors > Camera tampering.
- 2. Set a value for Trigger delay. The value indicates the time that must pass before an email is sent.
- 3. Turn on Trigger on dark images to detect if the lens is sprayed, covered, or rendered severely out of focus.

Add an email recipient:

- 4. Go to System > Events > Recipients and add a recipient.
- 5. Type a name for the recipient.
- 6. Select Email.
- 7. Type an email address to send the email to.
- 8. The camera doesn't have it's own email server, so it has to log into another email server to send mails. Fill in the rest of the information according to your email provider.
- 9. To send a test email, click Test.
- 10. Click Save.

Create a rule:

- 11. Go to System > Events > Rules and add a rule.
- 12. Type a name for the rule.
- 13. In the list of conditions, under Video, select Tampering.
- 14. In the list of actions, under Notifications, select Send notification to email and then select the recipient from the list.
- 15. Type a subject and a message for the email.
- 16. Click Save.

Show a text overlay in the video stream when the device detects an object

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

- 1. Start the application if it is not already running.
- 2. Make sure you have set up the application according to your needs.

Add the overlay text:

- 1. Go to Video > Overlays.
- 2. Under Overlays, select Text and click
- 3. Enter #D in the text field.
- 4. Choose text size and appearance.
- 5. To position the text overlay, click and select an option.

Create a rule:

- 1. Go to System > Events and add a rule.
- 2. Type a name for the rule.

Configure your device

- 3. In the list of actions, under Overlay text, select Use overlay text.
- 4. Select a video channel.
- 5. In Text, type "Motion detected".
- 6. Set the duration.
- 7. Click Save.

Note

If you update the overlay text it will be automatically updated on all video streams dynamically.

Audio

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.

Add audio capability to your product using portcast

With portcast technology, you can add audio capability to your product. It allows audio and I/O communication digitally over the network cable between the camera and the interface.

To add audio capability to your Axis network video device, connect the portcast compatible Axis audio device and I/O Interface between your device and the PoE switch which provides power.

- 1. Connect the Axis network video device (1) and the Axis portcast device (2) with a PoE cable.
- 2. Connect the Axis portcast device (2) and the PoE switch (3) with a PoE cable.



- 1 Axis network video device
- 2 Axis portcast device
- 3 Switch

Once the devices are connected, an audio tab becomes visible in the settings for your Axis network video device. Go to the audio tab and turn on Allow audio.

Configure your device

See your Axis portcast device's user manual for more information.

The web interface

The web interface

To reach the device's web interface, type the device's IP address in a web browser.

Note

Support for the features and settings described in this section varies between devices. This icon the feature or setting is only available in some devices.





Show or hide the main menu.



Access the release notes.



Access the product help.



Change the language.



Set light theme or dark theme.





The user menu contains:

- Information about the user who is logged in.
- Change account: Log out from the current account and log in to a new account.
- Log out: Log out from the current account.

The context menu contains:

- Analytics data: Accept to share non-personal browser data.
- Feedback: Share any feedback to help us improve your user experience.
- Legal: View information about cookies and licenses.
- About: View device information, including firmware version and serial number.
- Legacy device interface: Change the device's web interface to the legacy version.

Status

Security

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

Hardening guide: Link to AXIS OS Hardening guide where you can learn more about cybersecurity on Axis devices and best practices.

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.

NTP settings: View and update the NTP settings. Takes you to the Date and time page where you can change the NTP settings.

The web interface

Ongoing recordings

Shows ongoing recordings and their designated storage space.

Recordings: View ongoing and filtered recordings and their source. For more information, see Recordings on page 24





Shows the storage space where the recording is saved.

Device info

Shows the device information, including firmware version and serial number.

Upgrade firmware: Upgrade the firmware on your device. Takes you to the Maintenance page where you can do a firmware upgrade.

Connected clients

Shows the number of connections and connected clients.

View details: View and update the list of the connected clients. The list shows IP address, protocol, port, and PID/Process of each client.

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.

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.





Click to manually turn on or turn off the IR illumination.





Click to manually turn on or turn off the white light.

羋

Click to access onscreen controls:

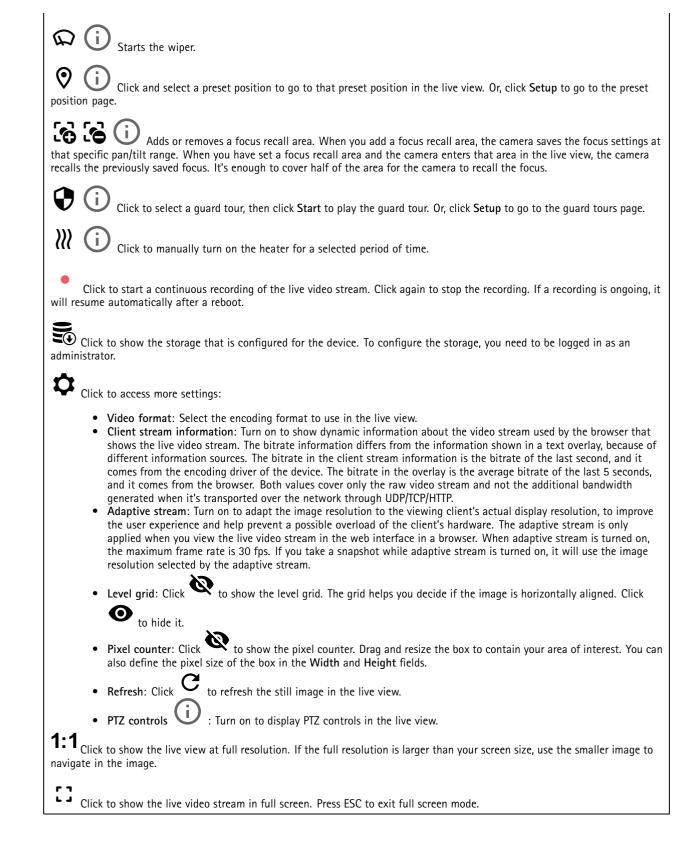
• Predefined controls: Turn on to use the available onscreen controls.

• 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.

The web interface



The web interface

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

U: 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 orientation.

Zoom: Use the slider to adjust the zoom level.

Focus: Use the slider to manually set the focus.

AF: Click to make the camera focus on the selected area. If you don't select an autofocus area, the camera focuses on the entire scene.

Autofocus area: Click to show the autofocus area. This area should include the area of interest.

Reset focus: Click to make the focus return to its original position.

Note

In cold environments, it can take several minutes for the zoom and focus to become available.

Image

Appearance

Scene profile : 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.

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

WDR : Turn on to make both bright and dark areas of the image visible.

Local contrast : Use the slider to adjust the contrast of the image. A higher value makes the contrast higher between dark and light areas.

Tone mapping: Use the slider to adjust the amount of tone mapping that is applied to the image. If the value is set to zero, only the standard gamma correction is applied, while a higher value increases the visibility of the darkest and brightest parts in the image.

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.

The web interface

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 : Automatic identification and compensation for the light source color. This is the recommended setting which can be used in most outdoor situations.
- Custom 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.
- 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.
- 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 : Fixed color adjustment for ultraviolet emission in mercury vapor lights common in street lighting.
- Street light sodium : 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 : 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.
- On: Select to turn on the IR-cut filter. The image is in color, but with reduced light sensitivity.
- Off: Select to turn off the IR-cut filter. The image is in black and white for increased light sensitivity.

Threshold: Use the slider to adjust the light threshold where the camera changes from day mode to night mode.

- Move the slider towards Bright to decrease the threshold for the IR-cut filter. The camera changes to night mode
 earlier.
- Move the slider towards Dark 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.

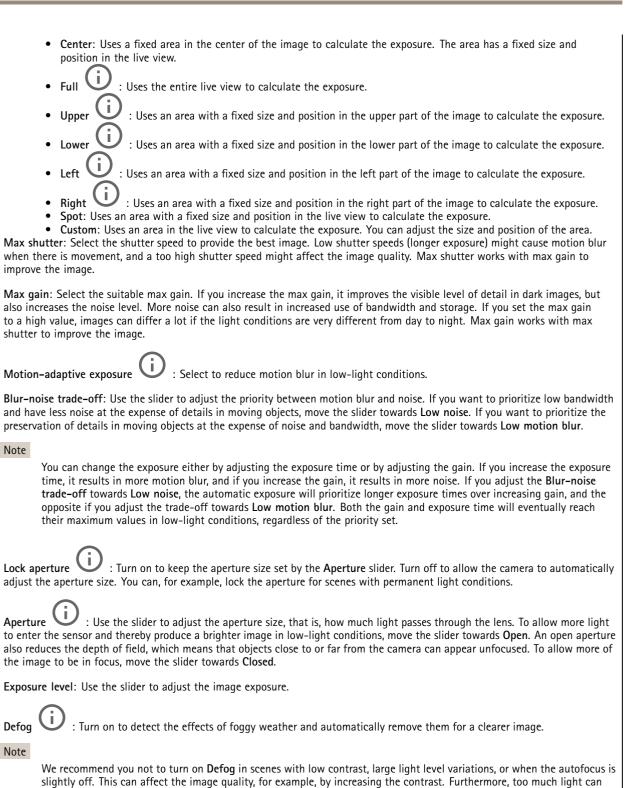
Automatic illumination angle $\dot{f U}$: Turn on to use the automatic illumination angle.

The web interface

Illumination angle : 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 i:
Allow illumination : Turn on to let the camera use white light in night mode.
Synchronize illumination : 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.
Exposure mode:
Automatic: The camera adjusts the aperture, gain, and shutter automatically.
Automatic aperture : The camera adjusts the aperture and gain automatically. The shutter is fixed.
 Automatic shutter Hold current: Locks the current exposure settings.
• Flicker-free : The camera adjusts the aperture and gain automatically, and uses only the following shutter speeds: 1/50 s (50 Hz) and 1/60 s (60 Hz).
• Flicker-free 50 Hz : The camera adjusts the aperture and gain automatically, and uses the shutter speed 1/50 s.
• Flicker-free 60 Hz : The camera adjusts the aperture and gain automatically, and uses the shutter speed 1/60 s.
• Flicker-reduced : This is the same as flicker-free, but the camera might use shutter speeds faster than 1/100 s (50 Hz) and 1/120 s (60 Hz) for brighter scenes.
• Flicker-reduced 50 Hz : This is the same as flicker-free, but the camera might use shutter speeds faster than 1/100 s for brighter scenes.
• Flicker-reduced 60 Hz : This is the same as flicker-free, but the camera might use shutter speeds faster than 1/120 s for brighter scenes.
Manual : The aperture, gain, and shutter are fixed.
Exposure zone : Use exposure zones to optimize the exposure in a selected part of the scene, for example, the area in front of an entrance door.
Note The exposure zones are related to the original image (unrotated), and the names of the zones apply to the original image. This means, for example, that if the video stream is rotated 90°, then the Upper zone becomes the Right zone in the stream, and Left becomes Lower.

• Automatic: Suitable for most situations.

The web interface



Optics

negatively impact the image quality when defog is active.

The web interface

Temperature compensation: Turn on if you want the focus position to be corrected based on the temperature in the optics.

IR compensation

: Turn on if you want the focus position to be corrected when IR-cut filter is off and when there is IR light.

Calibrate zoom and focus: Click to reset the optics and the zoom and focus settings to the factory default position. You need to do this if the optics have lost calibration during transport, or if the device has been exposed to extreme vibrations.

General

Name: Enter a name for the selected camera.

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.

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 : 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*

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.

The web interface

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.

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.

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.

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.
 - Since 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).
 - : 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 .svg 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.
- Streaming indicator : Select to show an animation superimposed over the video stream. The animation 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.

The web interface

- : Select the position of the overlay in the image.

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.

Recordings



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 ①: Show recordings based on source. The source refers to the sensor.

Event: Show recordings based on events.

Storage: Show recordings based on storage type.

Ongoing recordings: Show all ongoing recordings on the camera.

• Start a recording on the camera.



Choose which storage device to save to.

Stop a recording on the camera.

Triggered recordings will end when manually stopped or when the camera is shut down.

Continuous recordings will continue until manually stopped. Even if the camera is shut down, the recording will continue when the camera starts up again.

Play the recording.



Stop playing the recording.



^

Show or hide information and options about the recording.

Set export range: If you only want to export part of the recording, enter a time span.

Encrypt: Select to set a password for exported recordings. It will not be possible to open the exported file without the password.

The web interface



Click to delete a recording.

Export: Export the whole or a part of the recording.

Apps



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: Turn on to allow installation of unsigned apps.

Allow root-privileged apps: Turn on to allow apps with root privileges full access to the device.



View the security updates in AXIS OS and ACAP apps.

Note

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.

Open: Access the app's settings. The available settings depend on the application. Some applications don't have any settings.

- •
- The context menu can contain one or more of the following options:
 - Open-source license: View information about open-source licenses used in the app.
 - App log: View a log of the app events. The log is helpful when you contact support.
 - Activate license with a key: If the app requires a license, you need to activate it. Use this option if your device
 doesn't have internet access.
 - If you don't have a license key, go to axis.com/products/analytics. You need a license code and the Axis product serial number to generate a license key.
 - Activate license automatically: If the app requires a license, you need to activate it. Use this option if your device has internet access. You need a license code to activate the license.
 - Deactivate the license: Deactivate the license to replace it with another license, for example, when you change from a trial license to a full license. If you deactivate the license, you also remove it from the device.
 - Settings: Configure the parameters.
 - Delete: Delete the app permanently from the device. If you don't deactivate the license first, it remains active.

System

Time and location

Date and time

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.

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.
- 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.
- 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.
- 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 saving time and standard time.

Note

The system uses the date and time settings in all recordings, logs, and system settings.

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 direction that the device is facing. 0 is due north.
- Label: Enter a descriptive name for the device.
- Save: Click to save your device location.

Network

IPv4

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

The web interface

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 –.

DNS servers

Assign DNS automatically: Select to let the DHCP server assign search domains and DNS server addresses to the device automatically. We recommend automatic DNS (DHCP) for most networks.

Search domains: When you use a hostname that is not fully qualified, click Add search domain and enter a domain in which to search for the hostname the device uses.

DNS servers: Click Add DNS server and enter the IP address of the DNS server. This provides the translation of hostnames to IP addresses on your network.

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 port 443 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.

Certificate: Select a certificate to enable HTTPS for the device.

Network discovery protocols

Bonjour®: 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®: 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 network.

One-click cloud connection

One-click cloud connection (O3C) together with an O3C 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.

The web interface

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 lets the device select the authentication method depending on the supported methods. It prioritizes
 the Digest method over the Basic method.

Owner authentication key (OAK): Click Get key to fetch the owner authentication key. This is only possible if the device is connected to the internet without a firewall or proxy.

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.

- 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.
 - Password for the account "initial": Enter the SNMP password for the account named "initial". Although the
 password can be sent without activating HTTPS, we don't recommend it. The SNMP v3 password can only

The web interface

be set once, and preferably only when HTTPS is enabled. Once the password is set, the password field is no longer displayed. To set the password again, you must reset the device to factory default settings.

Security

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 .PFXPrivate 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.



Filter the certificates in the list.



Add certificate: Click to add a certificate.

- More : 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: Delete the certificate.
 - Create certificate signing request: Create a certificate signing request to send to a registration authority to apply for a digital identity certificate.

Secure keystore (i):

- Secure element (CC EAL6+): Select to use secure element for secure keystore.
- Trusted Platform Module 2.0 (CC EAL4+, FIPS 140-2 Level 2): Select to use TPM 2.0 for secure keystore.

IEEE 802.1x

The web interface

IEEE 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).

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 Layer Security).

To allow the device to access a network protected through certificates, you must install a signed client certificate on the device.

Client certificate: Select a client certificate to use IEEE 802.1x. The authentication server uses the certificate to validate the client's identity.

CA certificate: 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.

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 attack.

Blocking conditions: Enter the number of authentication failures allowed per second before the block starts. You can set the number of failures allowed both on page level and device level.

IP address filter

Use filter: Select to filter which IP addresses are allowed to access the device.

Policy: Choose whether to Allow or Deny access for certain IP addresses.

Addresses: Enter the IP numbers that are either allowed or denied access to the device. You can also use the CIDR format.

Custom-signed firmware certificate

To install test firmware or other custom firmware from Axis on the device, you need a custom-signed firmware certificate. The certificate verifies that the firmware is approved by both the device owner and Axis. The firmware can only run on a specific device which is identified by its unique serial number and chip ID. Only Axis can create custom-signed firmware 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 firmware.

Accounts

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:
 - All **System** settings.
 - Adding apps.
- Viewer: Has access to:
 - Watch and take snapshots of a video stream.
 - Watch and export recordings.
 - Pan, tilt, and zoom; with PTZ user access.

The context menu contains:

Update account: Edit the account properties.

Delete account: Delete the account. You can't delete the root account.

Anonymous access

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

Allow anonymous PTZ operating: Turn on to allow anonymous users to pan, tilt, and zoom the image.

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.

Comment: Enter a comment (optional).



The context menu contains:

Update SSH account: Edit the account properties.

Delete SSH account: Delete the account. You can't delete the root account.

OpenID Configuration

Important

Enter the right values to ensure you can log in to the device again.

The web interface

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 will help to display the current user in the device's web interface.

Scopes: Optional scopes that could be part of the token.

Client secret: Enter the OpenID password

Save: Click to save the OpenID values.

Enable OpenID: Turn on to close current connection and allow device authentication from the provider URL.

Events

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.



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.



Add a condition: Click to add an additional condition.

Action: Select an action from the list and enter its required information. For information about specific actions, see *Get started with rules for events.*

Recipients

The web interface

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

- 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 FTP server. The default is 21.
- 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.
- Username: Enter the username for the login.
- Password: Enter the password for the login.
- 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.
- **Use passive FTP:** 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

- 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.
- Username: Enter the username for the login.
- Password: Enter the password for the login.
- Proxy: Turn on and enter the required information if a proxy server must be passed to connect to the HTTP server.

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.
- Proxy: Turn on and enter the required information if a proxy server must be passed to connect to the HTTPS server.

• Network storage

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.

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

The web interface

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.
- \mathbf{i} 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
- 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).
 - POP authentication: Turn on to enter the name of the POP server, for example, pop.gmail.com.

Note

Some email providers have security filters that prevent users from receiving or viewing large amount of attachments, from receiving scheduled emails and similar. Check the email provider's security policy to avoid your email account being locked or missing out on your expected emails.

TCP

- 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 to access the server.

Test: Click to test the setup.

The context menu contains:

View recipient: Click to view all the recipient details.

Copy recipient: Click to copy a recipient. When you copy, you can make changes to the new recipient.

Delete recipient: Click to delete the recipient permanently.

Schedules

The web interface

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 configuration.



Add schedule: Click to create a schedule or pulse.

Manual triggers

You can use the manual trigger to manually trigger a rule. The manual trigger can, for example, be used to validate actions during product installation and configuration.

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 firmware 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 application protocol during the handshake phase of the connection between the client and server. This is used to enable MQTT traffic over the same port that is used for other protocols, such as HTTP. In some cases, there might not be a dedicated port open for MQTT communication. A solution in such cases is to use ALPN to negotiate the use of MQTT as the application protocol on a standard port, allowed by the firewalls.

MQTT client

Connect: Turn on or off the MQTT client.

Status: Shows the current status of the MQTT client.

Broker

Host: 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.

The web interface

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: 60

Device 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 message

Specifies if a message should be sent out when a connection is established.

Send message: Turn on to send messages.

Use default: Turn off to enter your own default message.

Topic: Enter the topic for the default message.

Payload: Enter the content for the default message.

Retain: Select to keep the state of client on this Topic

QoS: Change the QoS layer for the packet flow.

Last Will and Testament message

The 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 some point later (maybe because his power source died), it can let the broker deliver a message to other clients. This LWT message has the same form as an ordinary message and gets routed via the same mechanics.

Send message: Turn on to send messages.

Use default: Turn off to enter your own default message.

Topic: Enter the topic for the default message.

Payload: Enter the content for the default message.

Retain: Select to keep the state of client on this Topic

QoS: Change the QoS layer for the packet flow.

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 co

Add condition: Click to add a condition.

Retain: Defines which MQTT messages are sent as retained.

- None: Send all messages as non-retained.
- Property: Send only stateful messages as retained.
- All: Send both stateful and stateless messages as retained.

 $\ensuremath{\mathbf{QoS}}\xspace$: Select the desired level for the MQTT publication.

The web interface

MQTT subscriptions

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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 convert MQTT messages into a stateless message.

• Stateful: Select to convert MQTT messages into a condition. The payload is used as the state.

QoS: Select the desired level for the MQTT subscription.

MQTT overlays

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 modifier when you create the overlay.

- Modifiers that start with **#XMP** show all of the data received from the topic.
- Modifiers that start with **#XMD** show the data specified in the data field.

Storage

Network storage

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 even if connection test fails: 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.

The web interface

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 passes.

Tools

- Test connection: Test the connection to the network share.
- Format: Format the network share, for example, when you need to quickly erase all data. CIFS is the available file system option.

Use tool: Click to activate the selected tool.

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 for administrators.

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 SD card becomes full, old recordings are removed before the selected time period has passed.

Tools

- Check: Check for errors on the SD card. This only works for the ext4 file system.
- Repair: Repair errors in the ext4 file system. To repair an SD card with the VFAT file system, eject the SD card, insert it in a computer, and perform a disk repair.
- Format: Format the SD card, for example, when you need to change the file system or quickly erase all data. VFAT and ext4 are the two available file system options. The recommended format is ext4, due to its resilience against data loss if the card is ejected or if there is an abrupt power loss. However, you need a third-party ext4 driver or application to access the file system from Windows®.
- Encrypt: Use this tool to format the SD card and enable encryption. Encrypt deletes all data stored on the SD card. After using Encrypt, the data that's stored on the SD card is protected using encryption.
- Decrypt: Use this tool to format the SD card without encryption. Decrypt deletes all data stored on the SD card. After using Decrypt, the data that's stored on the SD card is not protected using encryption.
- 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.

The web interface

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.



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 Stream on page 22 for a description of this setting.

Frame rate: See Stream on page 22 for a description of this setting.

Compression: See Stream on page 22 for a description of this setting.

Zipstream : See *Stream on page 22* for a description of this setting.

Optimize for storage : See *Stream on page 22* for a description of this setting.

Dynamic FPS : See *Stream on page 22* for a description of this setting.

Dynamic GOP : See *Stream on page 22* for a description of this setting.

Mirror : See Stream on page 22 for a description of this setting.

GOP length : See Stream on page 22 for a description of this setting.

Bitrate control: See Stream on page 22 for a description of this setting.

Include overlays: Select what type of overlays to include. See Overlays on page 23 for information about how to add overlays.

Include audio : See Stream on page 22 for a description of this setting.

ONVIF

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.

The web interface



Add accounts: Click to add a new ONVIF account.

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.

Role:

- Administrator: Has full access to all settings. Administrators can also add, update, and remove other accounts.
- Operator: Has access to all settings except:
 - All System settings.
 - Adding apps.
- Media account: Allows access to the video stream only.

:

The context menu contains:

Update account: Edit the account properties.

Delete account: Delete the account. You can't delete the root account.

ONVIF media profiles

An ONVIF media profile consists of a set of configurations that you can use to change media stream settings.



Add media profile: Click to add a new ONVIF media profile.

profile_x: Click a profile to edit.

Analytics metadata

Metadata producers

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

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.

Detectors

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.

The web interface

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.

Logs

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.
- Download the crash report: 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 show information about system events such as device startup, warnings, and critical
 messages.
- View the access log: Click to show all failed attempts to access the device, for example, when a wrong login password is used.

Network trace

Important

A network trace file might contain sensitive information, for example certificates or passwords.

A network trace file can help you troubleshoot problems by recording activity on the network.

Trace time: Select the duration of the trace in seconds or minutes, and click Download.

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

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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 and port to use:

- UDP (Default port is 514)
- TCP (Default port is 601)
- TLS (Default port is 6514)

Severity: Select which messages to send when triggered.

CA certificate set: See the current settings or add a certificate.

Plain config

Plain config is for advanced users with experience of Axis device configuration. Most parameters can be set and edited from this page.

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 PTZ 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

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 firmware is digitally signed to ensure that you only install verified firmware on your device. This further increases the overall minimum cybersecurity level of Axis devices. For more information, see the white paper "Signed firmware, secure boot, and security of private keys" at axis.com.

Firmware upgrade: Upgrade to a new firmware version. New firmware releases can contain improved functionality, bug fixes, and completely new features. We recommend you to always use the latest 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 firmware version.

The web interface

- Factory default: Upgrade and return all settings to the factory default values. When you choose this option, you can't revert to the previous firmware version after the upgrade.
- Autorollback: Upgrade and confirm the upgrade within the set time. If you don't confirm, the device reverts to the previous firmware version.

Firmware rollback: Revert to the previously installed firmware version.

Learn more

Learn more

Remote focus and zoom

The remote focus and zoom functionality allows you to make focus and zoom adjustments to your camera from a computer. It is a convenient way to ensure that the scene's focus, viewing angle and resolution are optimized without having to visit the camera's installation location.

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.

Important

Set the zoom and focus before you create a privacy mask.

Note

You can't add privacy masks to the quad stream, but it will show all privacy masks configured on the individual channels.

Overlays

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.

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.

Learn more

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.

How do Image, Stream, and Stream profile settings relate to each other?

The **Image** tab contains camera settings that affect all video streams from the product. If you change something in this tab, it immediately affects all video streams and recordings.

The **Stream** tab contains settings for video streams. You get these settings if you request a video stream from the product and don't specify for example resolution, or frame rate. When you change the settings in the **Stream** tab, it doesn't affect ongoing streams, but it will take effect when you start a new stream.

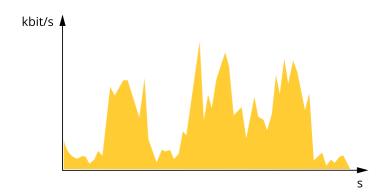
The **Stream profiles** settings override the settings from the **Stream** tab. If you request a stream with a specific stream profile, the stream contains the settings of that profile. If you request a stream without specifying a stream profile, or request a stream profile that doesn't exist in the product, the stream contains the settings from the **Stream** tab.

Bitrate control

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

Variable bitrate (VBR)

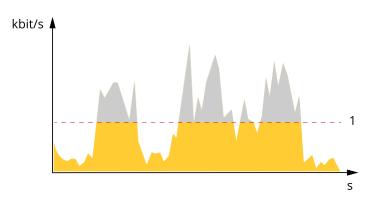
Variable bitrate allows the bandwidth consumption to vary depending on the level of activity in the scene. The more activity, the more bandwidth you need. With variable bitrate you are guaranteed constant image quality, but you need to make sure you have storage margins.



Maximum bitrate (MBR)

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

Learn more

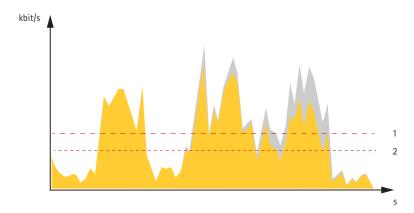


1 Target bitrate

Average bitrate (ABR)

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

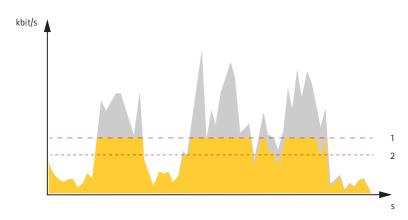
- To calculate the estimated storage need, set the target bitrate and the retention time.
- To calculate the average bitrate, based on available storage and required retention time, use the target bitrate calculator.



- 1 Target bitrate
- 2 Actual average bitrate

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

Learn more



- 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.

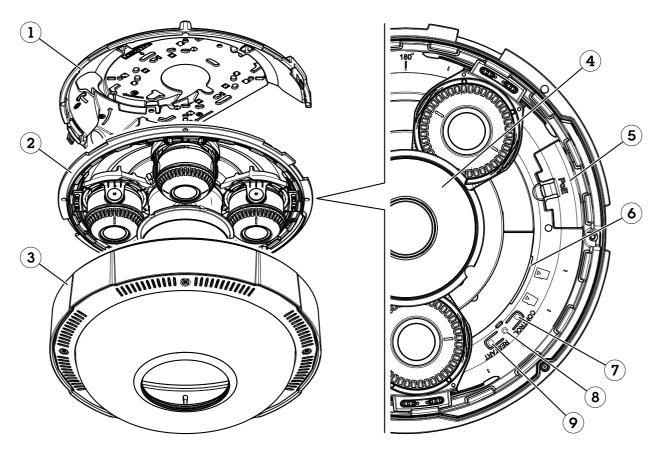
Note

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

Specifications

Specifications

Product overview



- Mounting bracket Camera unit
- Dome cover
- IR illumination
- Network connector (PoE)
- SD card slots
- Control button
- Status LED indicator
- Restart button

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.

Specifications

Status LED behavior for focus assistant

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. Don't use sharp tools, metal objects, or excessive force when inserting or removing the SD card. Use your fingers to insert and remove the card.
- Risk of data loss and corrupted recordings. Unmount the SD card from the device's web interface before removing it. Don't remove the SD card while the product is running.

This device supports SD/SDHC/SDXC cards.

For SD card recommendations, see axis.com.

SD, SDHC, and SDXC Logos are trademarks of SD-3C LLC. SD, SDHC and SDXC 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 50*.

Restart button

Press the restart button to restart the product.

Connectors

Network connector

RJ45 with High Power over Ethernet (High PoE).

Troubleshooting

Troubleshooting

Reset to factory default settings

▲WARNING

Possibly hazardous optical radiation is emitted from this product. It can be harmful to the eyes. Don't stare at the operating lamp.

Important

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

To reset the product to the factory default settings:

- 1. Press and hold the control button and the restart button at the same time.
- 2. Release the restart button but continue to hold down the control button for 15–30 seconds until the status LED indicator flashes amber.
- 3. Release the control button. The process is complete when the status LED indicator turns green. The product has been reset to the factory default settings. If no DHCP server is available on the network, the default IP address is 192.168.0.90.
- 4. Use the installation and management software tools to assign an IP address, set the password and access the video stream.

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

Check the current firmware version

Firmware is the software that determines the functionality of network devices. When you troubleshoot a problem, we recommend you to start by checking the current firmware version. The latest firmware version might contain a correction that fixes your particular problem.

To check the current firmware:

- 1. Go to the device's web interface > Status.
- 2. See the firmware version under Device info.

Upgrade the firmware

Important

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

Note

When you upgrade the device 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 you upgrade the firmware. To find the latest firmware and the release notes, go to axis.com/support/firmware.

- 1. Download the firmware file to your computer, available free of charge at axis.com/support/firmware.
- 2. Log in to the device as an administrator.
- 3. Go to Maintenance > Firmware upgrade and click Upgrade.

Troubleshooting

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 the firmware

Firmware upgrade failure	If the firmware upgrade fails, the device reloads the previous firmware. The most common reason is that the wrong firmware file has been uploaded. Check that the name of the firmware file corresponds to your device and try again.
Problems after firmware upgrade	If you experience problems after a firmware upgrade, roll back to the previously installed version from the Maintenance page.

Problems setting the IP address		
The device is located on a different subnet	If the IP address intended for the device and the IP address of the computer used to access the device are located on different subnets, you cannot set the IP address. Contact your network administrator to obtain an IP address.	
The IP address is being used by another device	Disconnect the Axis device from the network. Run the ping command (in a Command/DOS window, type ping and the IP address of the device):	
	 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> 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. 	

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 $https$ 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 Reset to factory default settings on page 50.
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 axis.com/support.
Certificate error when using IEEE 802.1X	For authentication to work properly, the date and time settings in the Axis device must be synchronized with an NTP server. Go to System > Date and time.

The 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 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.

Troubleshooting

Problems with streaming	
Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if you need to configure the router settings between the client and the device. You might need to increase the TTL (Time To Live) value.
No multicast H.264 displayed in the client	Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.
	Check with your network administrator to see if there is a firewall that prevents viewing.
Poor rendering of H.264 images	Ensure that your graphics card uses the latest driver. You can usually download the latest drivers from the manufacturer's website.
Color saturation is different in H.264 and Motion JPEG	Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.
Lower frame rate than expected	 See Performance considerations on page 52. Reduce the number of applications running on the client computer. Limit the number of simultaneous viewers. Check with the network administrator that there is enough bandwidth available. Lower the image resolution.

Can't connect over port 8883 with MQTT over SSL

The firewall blocks traffic using port 8883 as it's deemed insecure.

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.

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

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 clients affects the bandwidth.
- Simultaneous viewing of different streams (resolution, compression) by different clients affects both frame rate and bandwidth.

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

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

Troubleshooting

• Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the frame rate and the general performance.

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