

AXIS V5925 PTZ Network Camera

Table of Contents

Installation	4
Preview mode	4
Get started.....	5
Find the device on the network.....	5
Browser support.....	5
Open the device's web interface.....	5
Create an administrator account.....	5
Secure passwords	6
Make sure that no one has tampered with the device software	6
Web interface overview	6
Configure your device.....	7
Basic settings	7
Adjust the image.....	7
Level the camera	7
Adjust the focus	7
Benefit from IR light in low-light conditions by using night mode	8
Reduce noise in low-light conditions.....	8
Reduce motion blur in low-light conditions.....	9
Maximize the details in an image	9
Stabilize a shaky image with image stabilization.....	9
Verify the pixel resolution.....	9
Show an image overlay	10
Show the pan or tilt position as a text overlay.....	10
Adjust the camera view (PTZ).....	10
Limit the pan, tilt, and zoom movements.....	10
Control the camera with VISCA.....	11
Control the camera with VISCA over IP	11
Control the camera with VISCA over serial	11
View and record video	11
Reduce bandwidth and storage	11
View a live video stream on a monitor	12
Set up network storage	12
Record and watch video	12
Set up rules for events.....	13
Trigger an action	13
Audio.....	13
Add audio to your recording	13
The web interface	14
Learn more.....	15
Capture modes.....	15
Overlays	15
Streaming and storage.....	16
Video compression formats.....	16
How do Image, Stream, and Stream profile settings relate to each other?.....	16
Bitrate control.....	16
Analytics and apps	18
Autotracking.....	18
How to choose audio input type	18
Specifications.....	20
Product overview	20
LED indicators.....	20
SD card slot.....	21
Buttons.....	21

Control button	21
Connectors	21
BNC connector	21
HDMI connector	21
Network connector	21
Audio connector	21
I/O connector	22
Power connector	23
VISCA connector (RS-232)	23
Clean your device	24
Troubleshooting	25
Reset to factory default settings	25
AXIS OS options	25
Check the current AXIS OS version	25
Upgrade AXIS OS	25
Technical problems and possible solutions	26
Performance considerations	28
Contact support	29

Installation

Preview mode

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



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

This video demonstrates how to use preview mode.

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™	Edge™	Firefox®	Safari®
Windows®	✓	✓	*	*
macOS®	✓	✓	*	*
Linux®	✓	✓	*	*
Other operating systems	*	*	*	*

✓: Recommended

*: Supported with limitations

Open the device's web interface

1. Open a browser and type the IP address or host name of the Axis device.
If you don't know the IP address, use AXIS IP Utility or AXIS Device Manager to find the device on the network.
2. Type the username and password. If you access the device for the first time, you must create an administrator account. See *Create an administrator account, on page 5*.

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

Create an administrator account

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

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

Important

The device has no default account. If you lose the password for your administrator account, you must reset the device. See *Reset to factory default settings, on page 25*.

Secure passwords

Important

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

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

To protect your data we strongly recommend that you:

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

Make sure that no one has tampered with the device software

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

1. Reset to factory default settings. See *Reset to factory default settings, on page 25*.
After the reset, secure boot guarantees the state of the device.
2. Configure and install the device.

Web interface overview

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



Axis device web interface

Configure your device

Basic settings

Set the capture mode

1. Go to **Video > Installation > Capture mode**.
2. Click **Change**.
3. Select a capture mode and click **Save and restart**.
See also *Capture modes*, on page 15.

Set the power line frequency

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

Set the orientation

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

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 15.

Level the camera

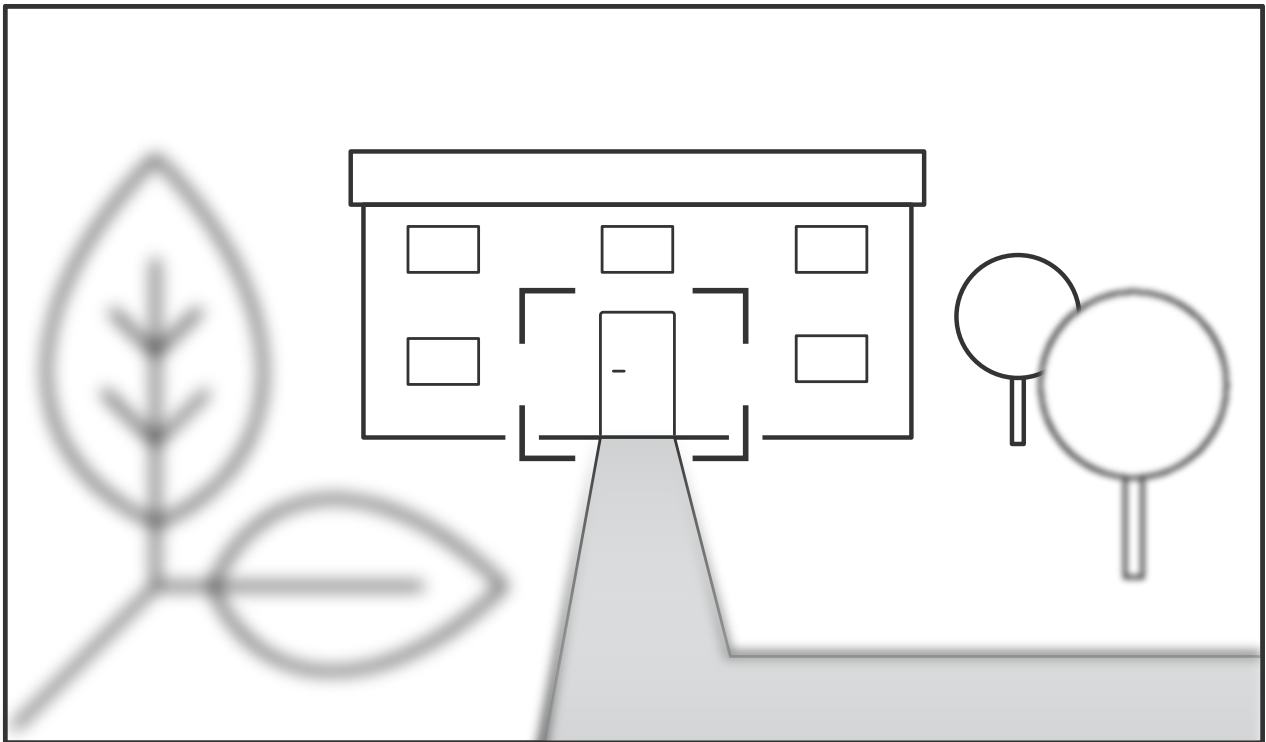
To adjust the view in relation to a reference area or an object, use the level grid in combination with a mechanical adjustment of the camera.

1. Go to **Video > Image >** and click  **A**.
2. Click  to show the level grid.
3. Adjust the camera mechanically until the position of the reference area or the object is aligned with the level grid.

Adjust the focus

This product can have four focus modes:

- **Auto:** The camera automatically adjusts focus based on the entire image.
- **Area:** The camera automatically adjusts focus based on a selected area of the image.
- **Manual:** The focus is set manually at a fixed distance.
- **Spot:** The focus is set to a fixed area in the center of the image.



Spot focus

To turn off autofocus and adjust the focus manually:

1. In the live view window, if the **Zoom** slider is visible, click **Zoom** and select **Focus**.

2. Click  and use the slider to set the focus.

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**.

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**.

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 there is an **Aperture** slider, move it towards **Open**.
- Reduce sharpness in the image, under **Video > Image > Appearance**.

Reduce motion blur in low-light conditions

To reduce motion blur in low-light conditions, adjust one or more of the following settings in **Video > Image > Exposure**:

Note

When you increase the gain, image noise also increases.

- Set **Max shutter** to a shorter time, and **Max gain** to a higher value.

If you still have problems with motion blur:

- Increase the light level in the scene.
- Mount the camera so that objects move toward it or away from it rather than sideways.

Maximize the details in an image

Important

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

- Make sure to select the capture mode that has the highest resolution.
- Go to **Video > Stream > General** and set the compression as low as possible.
- Below the live view image, click  and in **Video format**, select **MJPEG**.
- Go to **Video > Stream > Zipstream** and select **Off**.

Stabilize a shaky image with image stabilization

Image stabilization is suitable in environments where the product is mounted in an exposed location where vibrations can occur, for example, due to wind or passing traffic.

The feature makes the image smoother, steadier, and less blurry. It also reduces the file size of the compressed image and lowers the bitrate of the video stream.

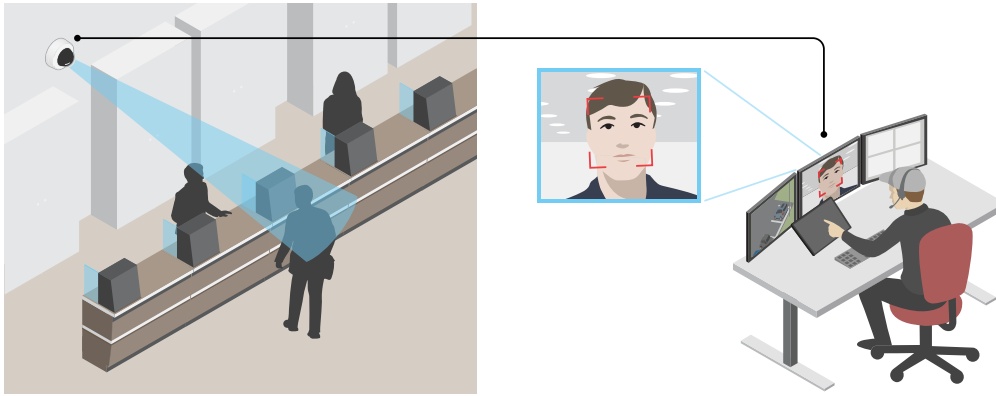
Note

When you turn on image stabilization, the image is slightly cropped, which lowers the maximum resolution.

1. Go to **Video > Installation > Image correction**.
2. Turn on **Image stabilization**.

Verify the pixel resolution

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



1. Go to **Video > Image** and click .
2. Click  for **Pixel counter**.
3. In the camera's live view, adjust the size and position of the rectangle around the area of interest, for example where you expect faces to appear.
You can see the number of pixels for each of the rectangle's sides, and decide if the values are enough for your needs.

Show an image overlay

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

1. Go to **Video > Overlays**.
2. Click **Manage images**.
3. Upload or drag and drop an image.
4. Click **Upload**.
5. Select **Image** from the drop-down list and click .
6. Select the image and a position. You can also drag the overlay image in the live view to change the position.

Show the pan or tilt position as a text overlay

You can show the pan or tilt position as an overlay in the image.

1. Go to **Video > Overlays** and click .
2. In the text field, type **#x** to show the pan position.
Type **#y** to show the tilt position.
3. Choose appearance, text size, and alignment.
4. The current pan and tilt positions show up in the live view image and in the recording.

Adjust the camera view (PTZ)

Limit the pan, tilt, and zoom movements

If there are parts of the scene that you don't want the camera to reach, you can limit the pan, tilt, and zoom movements. For example, you want to protect the privacy of residents in an apartment building, which is located close to a parking lot that you intend to monitor.

To limit the movements:

1. Go to **PTZ > Limits**.
2. Set the limits as needed.

Control the camera with VISCA

There are two ways to control this camera with VISCA:

VISCA over IP – Select this to communicate over the Ethernet.

VISCA over serial – Select this to communicate over serial connection.

Control the camera with VISCA over IP

Note

Using the IP protocol for PTZ control increases the risk of unauthorized access. It enables UDP on ports 52380 and 52381, which allows anyone on the network to change settings without having to log in to the camera.

1. Go to **Settings > System > Accessories**.
2. Turn on **VISCA**.
3. Select **VISCA over IP**.

Control the camera with VISCA over serial

1. Connect a serial cable to the RS232 connector.
2. Go to **Settings > System > Accessories**.
3. Turn on **VISCA**.
4. Select **VISCA over serial**.
5. Select the camera's **Position in series**.
 - Select **Point to point** if the device is directly connected to the VISCA controller.
 - Select **Endpoint** if the device is the last device in the daisy chain.
 - Select **In-chain (daisy chain)** if the device is in the middle of the daisy chain.
6. Select **Baud rate**.

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 16*.

Reduce bandwidth and storage

Important

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

1. Go to **Video > Stream**.
2. Click  in the live view.
3. Select **Video format AV1** if your device supports it. Otherwise select **H.264**.
4. Go to **Video > Stream > General** and increase **Compression**.
5. Go to **Video > Stream > Zipstream** and do one or more of the following:

Note

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

- Select the **Zipstream Strength** that you want to use.
- Turn on **Optimize for storage**. This can only be used if the video management software supports B-frames.
- Turn on **Dynamic FPS**.
- Turn on **Dynamic GOP** and set a high **Upper limit GOP length** value.

Note

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

View a live video stream on a monitor

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

1. Connect an external monitor using the HDMI connector.
2. Go to **System > Video out** and turn on **HDMI**.
3. Select a **Source**. Rotate the image if needed.

Set up network storage

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

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

Record and watch video

Record video directly from the camera

1. Go to **Video > Stream**.
2. To start a recording, click .

If you haven't set up any storage, click  and . For instructions on how to set up network storage, see *Set up network storage, on page 12*

3. To stop recording, click  again.

Watch video

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

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**.

The web interface

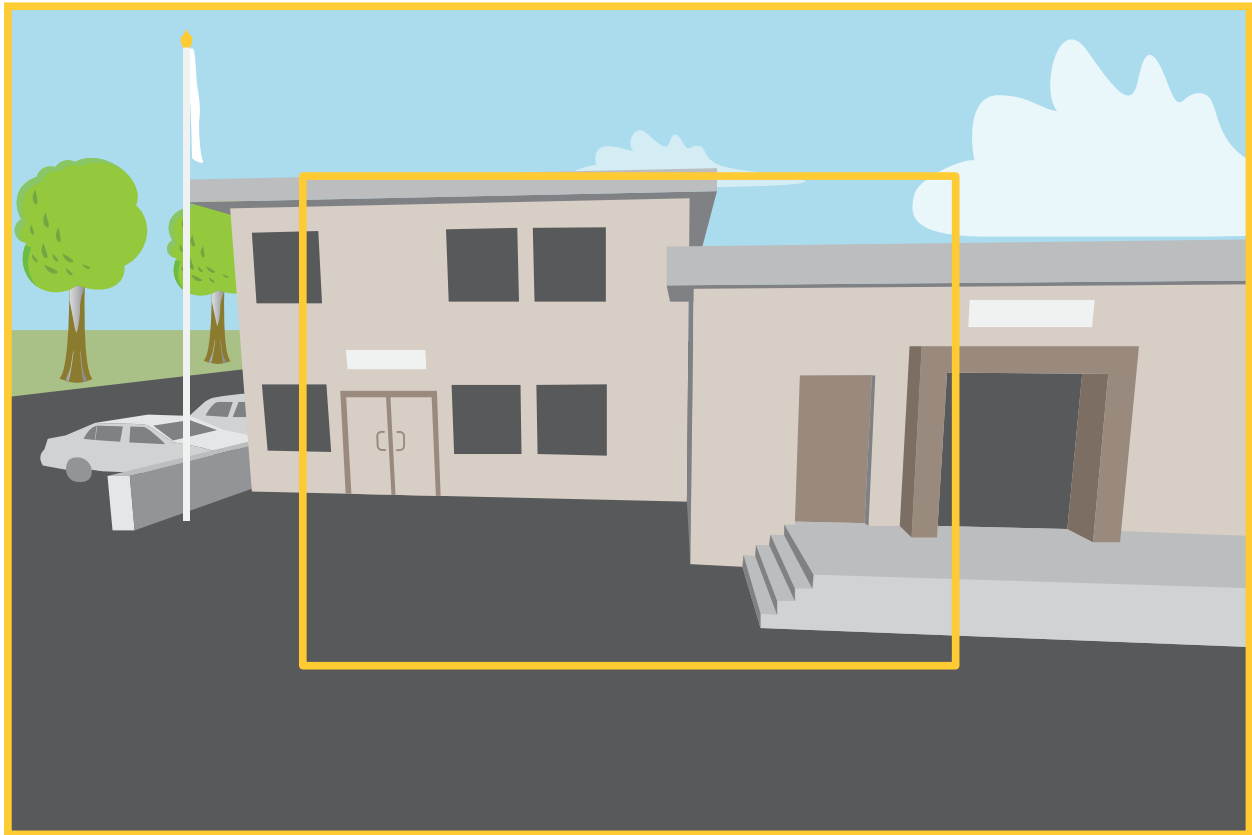
To read about all the features and settings available in the web interface of devices with AXIS OS, go to *AXIS OS web interface help*.

Learn more

Capture modes

A capture mode is a preset configuration that defines how the camera captures images. The capture mode setting can affect the camera's field of view and aspect ratio. The shutter speed can also be affected, which in turn affects the light sensitivity.

The lower resolution capture mode might be sampled from the original resolution, or it might be cropped out from the original, in which case the field of view could also be affected.



The image shows how the field of view and aspect ratio can change between two different capture modes.

What capture mode to choose depends on the requirements for the frame rate and resolution of the specific surveillance setup. For specifications about available capture modes, see the product's datasheet at axis.com.

Overlays

Note

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

Note

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

Note

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

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

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

Note

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

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

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

H.264 or MPEG-4 Part 10/AVC

Note

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

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

H.265 or MPEG-H Part 2/HEVC

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

Note

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

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.

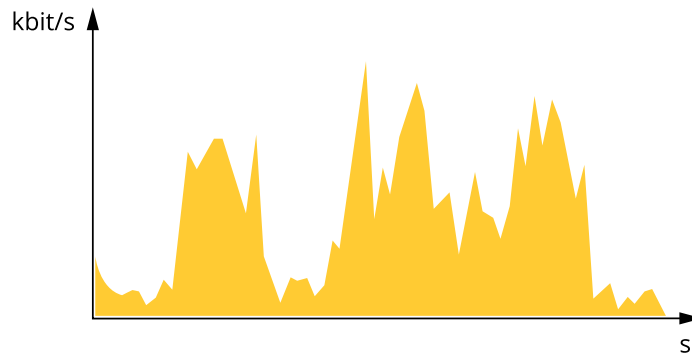
The **Stream profiles** settings override the settings from the **Stream** tab. If you request a stream with a specific stream profile, the stream contains the settings of that profile. If you request a stream without specifying a stream profile, or request a stream profile that doesn't exist in the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

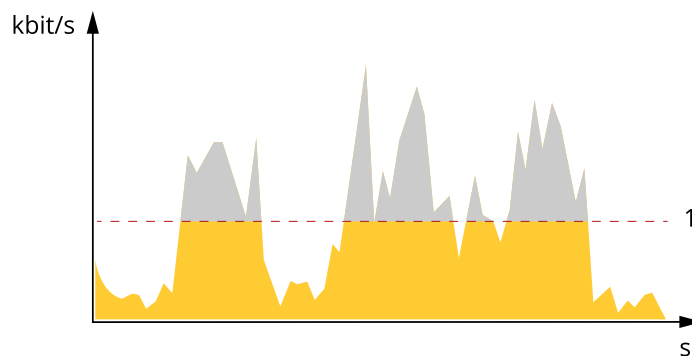
Variable bitrate (VBR)

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.

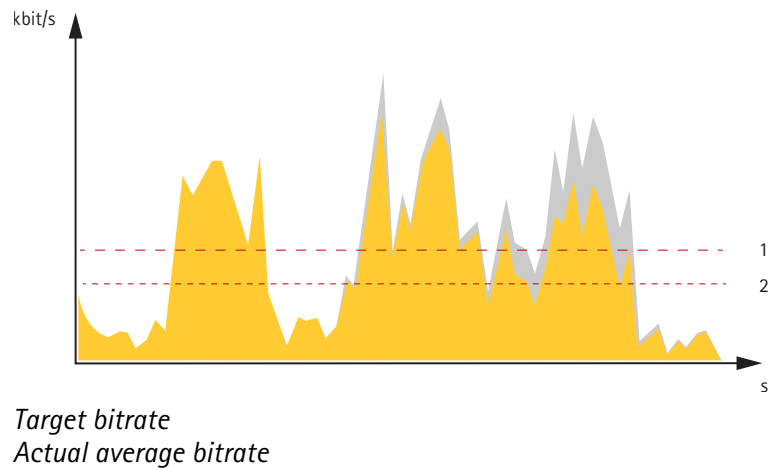


1 Target bitrate

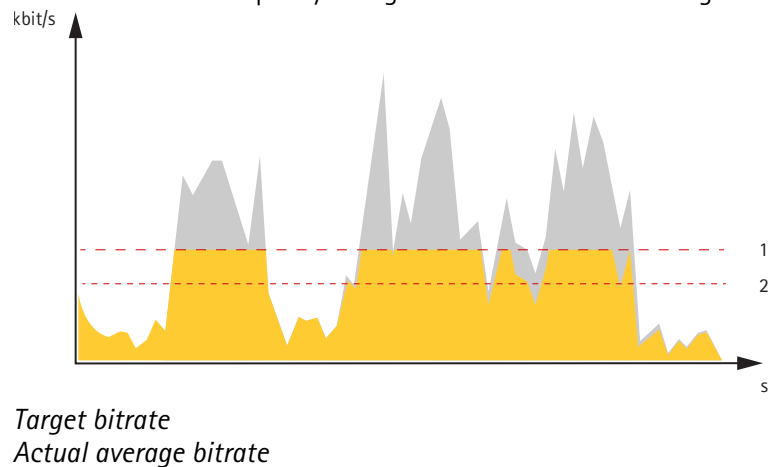
Average bitrate (ABR)

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.



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



Analytics and apps

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

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

Note

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

Autotracking

With autotracking, the camera automatically zooms in on and tracks moving objects, for example a vehicle or a person. You can manually select an object to track, or set up trigger areas and let the camera detect moving objects. The application is best suited for open areas with no obscuring objects and where movement is unusual. When the camera doesn't track an object, it returns to its connected preset position.

Important

- Autotracking is designed for areas with a limited amount of movement.

How to choose audio input type

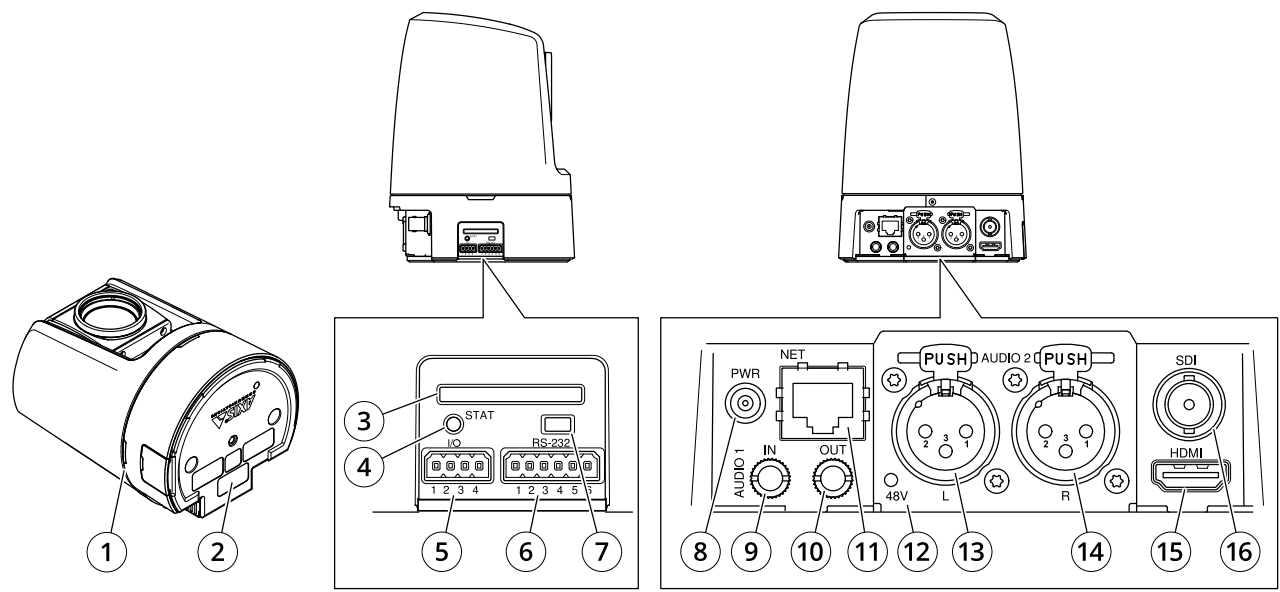
Unbalanced inputs are the most commonly used as they are affordable, easily available and compatible with most inputs thanks to the 3.5 mm connector. Use the **Unbalanced line** input for signals coming from a media player or computer.

However, some considerations need to be made when installations require a longer cable between the source and the camera, or if there is interference from external sources. This is because the cables can act like an antenna and pick up unwanted noise and interference from external sources such as power cables or even wireless devices. Always make sure that your unbalanced cable is no longer than it needs to be, and plan the cable run carefully. For example, do not run them parallel to other cables, especially power cables. This is especially true for unbalanced microphones as all microphone level inputs need to be amplified considerably, resulting in the amplification of the unwanted noise and interference. Most small unbalanced (electret type) microphones require a small voltage to power them. In this case, select the **Powered unbalanced microphone** option.

When longer cable runs are required, and if your equipment at each end is compatible, using an XLR input with a balanced cable is highly recommended. Apart from allowing the use of more specialized microphones, this professional system rejects outside interference, allowing for much longer cable runs. Select the **Balanced microphone** input when using dynamic type microphones. If you are using a condenser type microphone, they will typically require a 48 V phantom power supply. This can be provided by the camera through the XLR connector when **Phantom-powered balanced microphone** is selected.

Specifications

Product overview



- 1 Tally LED (3x)
- 2 Part number (P/N) & Serial number (S/N)
- 3 SD card slot (SDHC)
- 4 Status LED indicator
- 5 I/O connector
- 6 VISCA connector (RS-232)
- 7 Control button
- 8 Power connector
- 9 3.5 mm, unbalanced audio in
- 10 3.5 mm, unbalanced audio out
- 11 Network connector
- 12 Microphone phantom power LED (XLR)
- 13 XLR, balanced audio in (left)
- 14 XLR, balanced audio in (right)
- 15 HDMI connector
- 16 BNC connector (SDI)

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 device software upgrade or reset to factory default.
Amber/Red	Flashes amber/red if network connection is unavailable or lost.
Red	Device software upgrade failure.

Microphone power LED	Indication
Unlit	Phantom power off.
Blue	Phantom power on.

Note

- The tally LED (indication LED) only indicates network transmission. If video or audio is only transmitted through HDMI or SDI the tally LED will be unlit.

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

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 25*.
- Connecting to an AXIS Video Hosting System service. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

Connectors

BNC connector

The BNC connector is used for connecting broadcast equipment using SDI. Connect a 75 Ohm coaxial SDI cable.

⚠ CAUTION

The connector may be hot during normal operation in elevated ambient temperatures.

HDMI connector

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

Network connector

RJ45 Ethernet connector.

Audio connector

3.5 mm connector

- **Audio in** – 3.5 mm input for a digital microphone, an analog mono microphone, or a line-in mono signal (left channel is used from a stereo signal).
- **Audio in** – 3.5 mm input for a stereo microphone, or a line-in stereo signal.

- **Audio out** – 3.5 mm output for audio (line level) that can be connected to a public address (PA) system or an active speaker with a built-in amplifier. A pair of headphones can also be attached. A stereo connector must be used for audio out.



Audio input

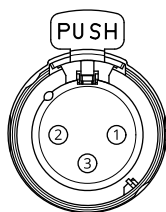
1 Tip	2 Ring	3 Sleeve
Unbalanced microphone (with or without electret power) or line-in	Electret power if selected	Ground
Digital signal	Ring power if selected	Ground

Audio output

1 Tip	2 Ring	3 Sleeve
Stereo unbalanced line, "left"	Stereo unbalanced line, "right"	Ground

XLR connector

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



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

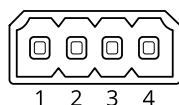
I/O connector

Use the I/O connector with external devices in combination with, for example, motion detection, event triggering, and alarm notifications. In addition to the 0 VDC reference point and power (12 V DC output), the I/O connector provides the interface to:

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

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

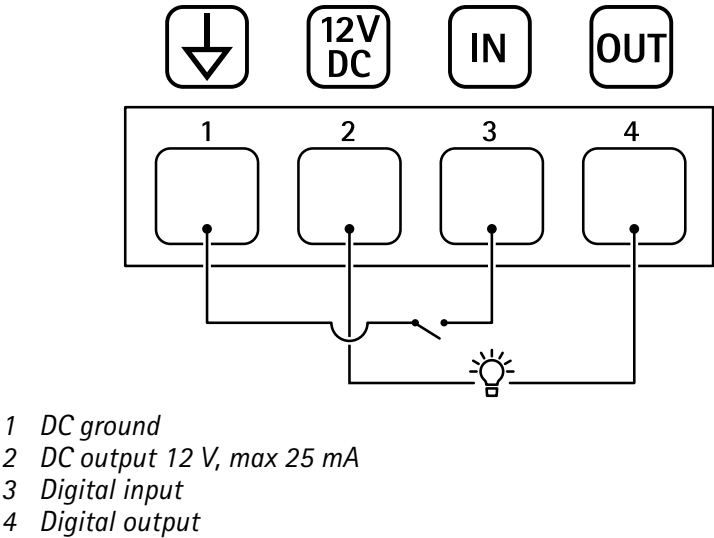
4-pin terminal block



Function	Pin	Notes	Specifications
DC ground	1		0 VDC

DC output	2	⚠ Can be used to power auxiliary equipment. Note: This pin can only be used as power out.	12 VDC Max load = 25 mA
Digital Input	3	Connect to pin 1 to activate, or leave floating (unconnected) to deactivate.	0 to max 30 VDC
Digital Output	4	Internally connected to pin 1 (DC ground) when active, and floating (unconnected) when inactive. If used with an inductive load, e.g., a relay, connect a diode in parallel with the load, to protect against voltage transients.	0 to max 30 VDC, open drain, 100 mA

Example:

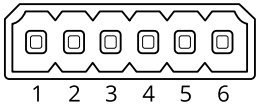


Power connector

DC connector. Use the supplied adapter.

VISCA connector (RS-232)

6-pin terminal block for the RS232 serial interface. This is used to control the camera using the VISCA protocol.



Function	Pin	Notes
TXD1	1	VISCA input
RXD1	2	
GND	3	Ground
TXD2	4	VISCA output
RXD2	5	
GND	6	Ground

Clean your device

You can clean your device with lukewarm water.

NOTICE

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

Troubleshooting

Reset to factory default settings

Important

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

To reset the product to the factory default settings:

1. Disconnect power from the product.
2. Press and hold the control button while reconnecting power. See *Product overview, on page 20*.
3. Keep the control button pressed for 15–30 seconds until the status LED indicator flashes amber.
4. Release the control button. The process is complete when the status LED indicator turns green. If no DHCP server is available on the network, the device IP address will default to one of the following:
 - **Devices with AXIS OS 12.0 and later:** Obtained from the link-local address subnet (169.254.0.0/16)
 - **Devices with AXIS OS 11.11 and earlier:** 192.168.0.90/24
5. Use the installation and management software tools to assign an IP address, set the password, and access the device.
The installation and management software tools are available from the support pages on axis.com/support.

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

AXIS OS options

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

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

Check the current AXIS OS version

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

To check the current AXIS OS version:

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

Upgrade AXIS OS

Important

- When you upgrade the device software, your preconfigured and customized settings are saved. Axis Communications AB can't guarantee that the settings are saved, even if the features are available in the new AXIS OS version.
- Starting from AXIS OS 12.6, you must install every LTS version between your device's current version and the target version. For example, if the currently installed device software version is AXIS OS 11.2, you

have to install the LTS version AXIS OS 11.11 before you can upgrade the device to AXIS OS 12.6. For more information, see *AXIS OS Portal: Upgrade path*.

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

Note

- When you upgrade the device with the latest AXIS OS version in the active track, the product receives the latest functionality available. Always read the upgrade instructions and release notes available with each new release before you upgrade. To find the latest AXIS OS version and the release notes, go to axis.com/support/device-software.
1. Download the AXIS OS file to your computer, available free of charge at axis.com/support/device-software.
 2. Log in to the device as an administrator.
 3. Go to **Maintenance > AXIS OS upgrade** and click **Upgrade**.

When the upgrade has finished, the product restarts automatically.

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

Technical problems and possible solutions

Problems upgrading AXIS OS

AXIS OS upgrade failed

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

Problems after AXIS OS upgrade

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

Problems setting the IP address

Can't set the IP address

- If the IP address intended for the device and the IP address of the computer used to access the device are located on different subnets, you can't set the IP address. Contact your network administrator to obtain an IP address.
- The IP address could be in use by another device. To check:
 1. Disconnect the Axis device from the network.
 2. In a Command/DOS window, type `ping` and the IP address of the device.
 3. If you receive: `Reply from <IP address>: bytes=32; time=10...` this means that the IP address might already be in use by another device on the network. Obtain a new IP address from the network administrator and reinstall the device.
 4. If you receive: `Request timed out`, this means that the IP address is available for use with the Axis device. Check all cabling and reinstall the device.
- There could be a possible IP address conflict with another device on the same subnet. The static IP address in the Axis device is used before the DHCP server sets a dynamic address. This means that if the same default static IP address is also used by another device, there could be problems accessing the device.

Problems accessing the device

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

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

If you've lost the password for the root account, you must reset the device to the factory default settings. For instructions, see *Reset to factory default settings, on page 25*.

The IP address has been changed by DHCP

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

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

Certificate error when using IEEE 802.1X

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

The browser isn't supported

For a list of recommended browsers, see *Browser support, on page 5*.

Can't access the device externally

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

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

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

Problems with streaming

Multicast H.264 only accessible by local clients

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

No multicast H.264 displayed in the client

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

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

Poor rendering of H.264 images

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

Color saturation is different in H.264 and Motion JPEG

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

Lower frame rate than expected

- See *Performance considerations*, on page 28.
- Reduce the number of applications running on the client computer.
- Limit the number of simultaneous viewers.
- Check with the network administrator that there is enough bandwidth available.
- Lower the image resolution.
- Log in to the device's web interface and set a capture mode that prioritizes frame rate. If you change the capture mode to prioritize frame rate it might lower the maximum resolution, depending on the device used and capture modes available.
- The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis device.

Can't select H.265 encoding in live view

Web browsers don't support H.265 decoding. Use a video management system or application that supports H.265 decoding.

Problems with MQTT

Can't connect over port 8883 with MQTT over SSL

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

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

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

Problems with operating the device

Front heater and wiper aren't working

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

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

Performance considerations

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

The most important factors to consider:

- High image resolution or lower compression levels result in images containing more data which in turn affects the bandwidth.
- Rotating the image in the GUI can increase the product's CPU load.
- Access by large numbers of Motion JPEG clients or unicast H.264/H.265/AV1 clients affects the bandwidth.

- Simultaneous viewing of different streams (resolution, compression) by different clients affects both frame rate and bandwidth.
Use identical streams wherever possible to maintain a high frame rate. Stream profiles can be used to ensure that streams are identical.
- Accessing video streams with different codecs simultaneously affects both frame rate and bandwidth. For optimal performance, use streams with the same codec.
- Heavy usage of event settings affects the product's CPU load which in turn affects the frame rate.
- Using HTTPS may reduce frame rate, in particular if streaming Motion JPEG.
- Heavy network utilization due to poor infrastructure affects the bandwidth.
- Viewing on poorly performing client computers lowers perceived performance and affects frame rate.
- Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the frame rate and the general performance.

Contact support

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

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