

## **AXIS Q60 Series**

**AXIS Q6074 PTZ Network Camera**

**AXIS Q6075 PTZ Network Camera**

# AXIS Q60 Series

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# AXIS Q60 Series

## Get started

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### 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](http://axis.com/support).

For more information about how to find and assign IP addresses, see the document *How to assign an IP address and access your device* on the device page at [axis.com](http://axis.com).

#### Browser support

You can use the device with the following browsers:

	Chrome™	Firefox®	Edge®	Safari®
Windows®	recommended	x	x	
OS X®	recommended			x
Other operating systems	x	x		

If you need more information about recommended browsers, go to [axis.com/browser-support](http://axis.com/browser-support).

#### Access the device

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

If you have a Mac computer (OS X), go to Safari, click Bonjour and select the device from the drop-down list. To add Bonjour as a browser bookmark, go to **Safari > Preferences**.

If you do not know the IP address, use AXIS IP Utility or AXIS Device Manager to find the device on the network.
2. Enter the username and password. If you access the device for the first time, you must set the root password. See *Set a secure password for the root account on page 3*.
3. The live view page opens in your browser.

#### 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 21*.  

After the reset, secure boot guarantees the state of the device.
2. Configure and install the device.

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

##### Important

The default administrator username is **root**. If the password for root is lost, reset the device to factory default settings.

1. Type a password. Follow the instructions about secure passwords. See *Secure passwords on page 4*.
2. Retype the password to confirm the spelling.
3. Click **Create login**. The password has now been configured.

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### 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.

### Webpage overview

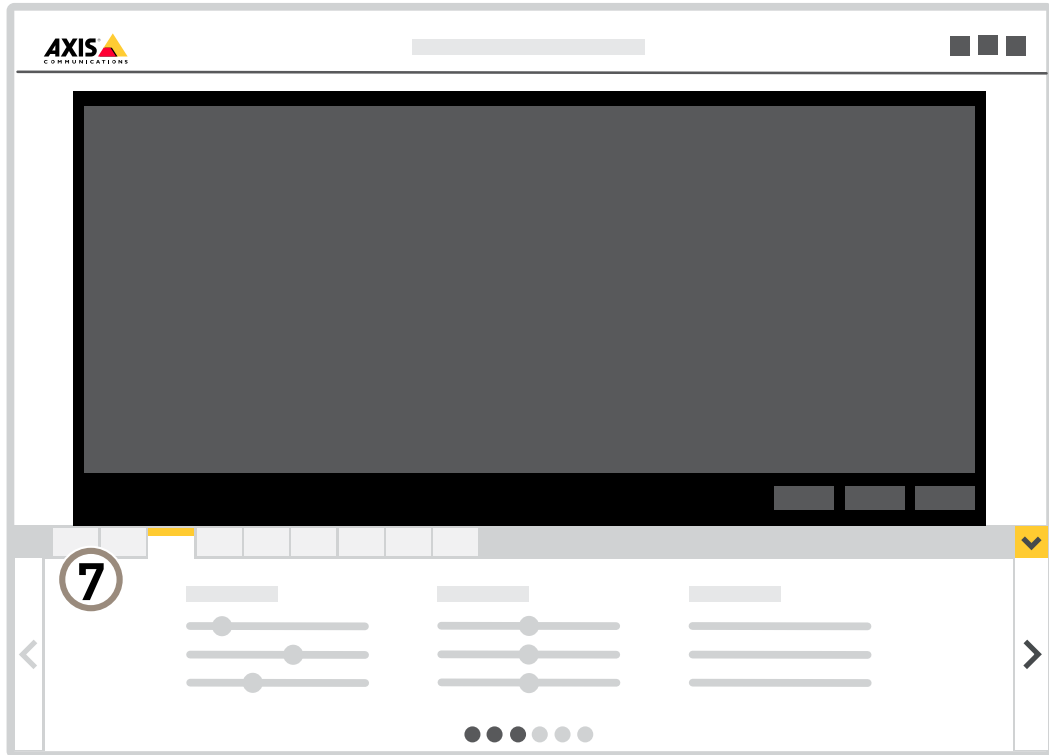


- 1 Live view control bar
- 2 Live view
- 3 Product name
- 4 User information, color themes, and help
- 5 Video control bar
- 6 Settings toggle

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7 Settings tabs

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## Additional settings

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### Additional settings

#### Adjust the image

To find out more about what you can do with the image, see *Learn more on page 16*.

#### Adjust the focus faster with focus recall areas

To save the focus settings at a specific pan/tilt range, add a focus recall area. Each time the camera moves into that area it recalls the previously saved focus. It's enough to cover half of the focus recall area in the live view.

We recommend the focus recall feature in the following scenarios:

- When there is a lot of manual operation in live view, for example with a joystick.
- Where PTZ preset positions with manual focus are not efficient, for example movements where the focus setting changes continuously.
- In low-light scenarios, where the autofocus is challenged by the lighting conditions.

#### Important

- The focus recall overrides the camera's autofocus at the specific pan/tilt range.
- A preset position overrides the focus setting saved in the focus recall area.
- The maximum number of focus recall areas is 20.

#### Create a focus recall area

1. Pan, tilt, and zoom into the area where you would like to have focus.



As long as the focus recall button shows a plus , you can add a focus recall area in that position.

2. Adjust the focus.
3. Click the focus recall button.

#### Delete a focus recall area

1. Pan, tilt, and zoom into the focus recall area you want to delete.



The focus recall button toggles to minus when the camera detects a focus recall area.

2. Click the focus recall button.

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

Your camera uses visible light to deliver color images during the day. As the available light diminishes, you can set the camera to automatically shift to night mode, in which the camera uses both visible light and near-infrared light to deliver black-and-white images. Since the camera uses more of the available light it can deliver brighter, more detailed, images.

1. Go to **Settings > Image > Day and night**, and make sure that the **IR cut filter** is set to **Auto**.
2. To determine at what light level you want the camera to shift to night mode, move the **Threshold** slider toward **Bright** or **Dark**.

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### Note

If you set the shift to occur when it's brighter, the image remains sharper as there will be less low-light noise. If you set the shift to occur when it's darker, the image colors are maintained for longer, but there will be 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:

### 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.
- Set the max gain to a lower value.

### 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.

1. Go to **Settings > Image > Wide dynamic range**.
2. If required, turn on WDR.
3. To set the amount of WDR, select **Low, Medium or High** from the **WDR level** list.



*Image without WDR.*



*Image with WDR.*

### Note

WDR may cause artifacts in the image.

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Find out more about WDR and how to use it at [axis.com/web-articles/wdr](https://axis.com/web-articles/wdr).

### Improve license plate recognition

To better recognize the license plate of a car passing by the camera, you can apply and adjust a number of things.

One option is to use the pixel counter in your camera to set the optimal pixel resolution:

1. Go to **Settings > System > Orientation** and click .
2. Adjust the size and placement of the rectangle in the camera's live view around the area of interest, for example where the license plates of passing cars are expected to appear. You can then see the number of pixels represented by the sides of the rectangle.

#### Note

You can use an object of a known size in the view as a reference to decide how much resolution is needed for recognition.

In addition, you can try to adjust the following to optimize license plate recognition:

- Shutter speed
- Gain
- Zoom

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

### Show an image overlay

To add an image as an overlay in the video stream:

1. Go to **Settings > Overlay**.
2. Click **Image list**.
3. Upload an image and click **Done**.
4. Click **Create overlay**.
5. Select **Image** and click **Create**.
6. Select the image from the drop-down list.
7. To position the image overlay, choose **Custom** or one of the presets.
8. Click **Create**.

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

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

Make sure that AXIS Video Motion Detection is running:

1. Go to **Settings > Apps > AXIS Video Motion Detection**.



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

Add the overlay text:

4. Go to **Settings > Overlay**.
5. Select **Create overlay** and select **Text overlay**.
6. Enter #D in the text field.
7. Choose text size and appearance.
8. To position the text overlay, choose **Custom** or one of the presets.

Create a rule:

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

### Note

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

### 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 **Settings > Overlay** and click **Create overlay**.
2. Select **Text** and click **Create**.
3. In the text field, type #x to show the pan position.  
Type #y to show the tilt position.
4. Choose appearance, text size, and alignment.
5. The current pan and tilt positions show up in the live view image and in the recording.

### Adjust the camera view (PTZ)

To learn more about different pan, tilt, and zoom settings, see *Pan, tilt, and zoom (PTZ)* on page 18.

### 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, go to **Settings > PTZ > Limits**.


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### Create a guard tour with preset positions

A guard tour displays the video stream from different preset positions either in a predetermined or random order, and for configurable periods of time.

1. Go to **Settings > PTZ > Guard tours**.
2. Click **+**.
3. Select **Preset position**.
4. To edit the guard tour's properties, click .
5. Type a name for the guard tour and specify the pause length in minutes between each tour.
6. If you want the guard tour to go to the preset positions in a random order, turn on **Shuffle**.
7. Click **Done**.
8. Click **Add** to add the preset positions that you want in your guard tour.
9. Click **Done** to exit the guard tour settings.
10. To schedule the guard tour, go to **System > Events**.

### View and record video

To learn more about settings for viewing and recording video, see *Streaming and storage on page 19*.

### Reduce bandwidth and storage

#### Important

If you reduce the bandwidth it can result in loss of details in the picture.

1. Go to live view and select **H.264**.
2. Go to **Settings > Stream**.
3. Do one or more of the following:
  - Turn on the Zipstream functionality and select the desired level.

#### Note

The zipstream settings are used for both H.264 and H.265.

- Turn on dynamic GOP and set a high GOP length value.
- Increase the compression.
- Turn on dynamic FPS.

#### Note

Web browsers do not support H.265 decoding. Use a video management system or application supporting H.265 decoding.

### Set up network storage

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

1. Go to **Settings > System > Storage**.
2. Click **Setup** under **Network storage**.

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3. Enter the IP address of the host server.
4. Enter the name of the shared location on the host server.
5. Move the switch if the share requires a login, and enter username and password.
6. Click **Connect**.

### Record and watch video

To record video you must first set up network storage, see *Set up network storage on page 10*, or have an SD card installed.

#### Record video

1. Go to the camera's live view.
2. To start a recording, click **Record**. Click again to stop the recording.

#### Watch video

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

### Set up rules and alerts

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

#### Trigger an action

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

#### Note

If you make changes to an active rule, then the rule needs to be restarted for the changes to take effect.

### Record video when the camera detects motion

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

Make sure that **AXIS Video Motion Detection** is running:

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

Create a rule:

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

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3. In the list of conditions, under **Application**, select **AXIS Video Motion Detection (VMD)**.
4. In the list of actions, under **Recordings**, select **Record video while the rule is active**.
5. Select an existing stream profile or create a new one.
6. Set the prebuffer time to 5 seconds.
7. Set the postbuffer time to 60 seconds.
8. In the list of storage options, select **SD card**.
9. Click **Save**.

### Direct the camera to a preset position when the camera detects motion

This example explains how to set up the camera to go to a preset position when it detects motion in the image.

Make sure that **AXIS Video Motion Detection** is running:

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

Add a preset position:

Go to **Settings > PTZ** and set where you want the camera to be directed by creating a preset position.

Create a rule:

1. Go to **Settings > System > Events > Rules** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, select a video motion detection condition under **Application**.
4. From the list of actions, select **Go to preset position**.
5. Select the preset position you want the camera to go to.
6. Click **Save**.

### Record video when the camera detects loud noises

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

Turn on audio:

1. Set up the stream profile to include audio, see *Add audio to your recording on page 15*.

Turn on audio detection:

1. Go to **Settings > System > Detectors > Audio detection**.
2. Adjust the alarm level according to your needs.

Create a rule:

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

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3. In the list of conditions, under **Audio**, select **Audio Detection**.
4. In the list of actions, under **Recordings**, select **Record video**.
5. Select the stream profile where audio has been turned on.
6. Set the prebuffer time to 5 seconds.
7. Set the postbuffer time to 60 seconds.
8. In the list of storage options, select **SD card**.
9. Click **Save**.

### Zoom in on a specific area automatically with gatekeeper

This example explains how to use the gatekeeper functionality to make the camera zoom in automatically on the license plate of a car that passes through a gate. When the car has passed, the camera zooms out to the home position.

Create the preset positions:

1. Go to **Settings > PTZ > Preset positions**.
2. Create the home position that includes the entrance of the gate.
3. Create the zoomed-in preset position so that it covers the area in the image where you assume that the license plate will appear.

Create a motion detection profile:

1. Go to **Settings > Apps** and open **AXIS Video Motion Detection**.
2. Create a profile that covers the entrance of the gate and then save the profile.

Create a rule:

1. Go to **Settings > System > Events** and add a rule.
2. Name the rule "Gatekeeper".
3. In the list of conditions, under **Application**, select the motion detection profile.
4. In the list of actions, under **Preset positions**, select **Go to preset position**.
5. Select a **Video channel**.
6. Select the **Preset position**.
7. To make the camera wait a while before it returns to the home position, select **Home timeout**, and set a time.
8. Click **Save**.

### Use audio to deter intruders

This example explains how to connect a speaker to the camera and set it up to play a warning message when the camera detects motion in a restricted area.

**Required hardware**

- Active speaker with built-in amplifier and connecting wires

#### **NOTICE**


Make sure the camera is disconnected from power before making the connections. Reconnect to power after connecting the wires.

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## Additional settings

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### Add audio clip to the camera

1. Go to **Settings > Audio > Output** and click .
2. Click **Upload new clip**.
3. Browse to locate your audio clip and click **Done**.

To trigger the camera to play the audio clip when it detects motion, create a rule in the camera's webpage.

### Record video when the camera detects impact

Shock detection allows the camera to detect tampering caused by vibrations or shock. Vibrations due to the environment or to an object can trigger an action depending on the shock sensitivity range, which can be set from 0 to 100. In this scenario, someone is throwing rocks at the camera after hours and you would like to get a video clip of the event.

Turn on shock detection:

1. Go to **Settings > System > Detectors**.
2. Turn on shock detection, and set a value for the shock sensitivity.

Create a rule:

1. Go to **Settings > System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under **Device status**, select **Shock detected**.
4. Click **+** to add a second condition.
5. In the list of conditions, under **Scheduled and recurring**, select **Scheduled event**.
6. In the list of schedules, select **After hours**.
7. In the list of actions, under **Recordings**, select **Record video while the rule is active**.
8. Select a **Camera**.
9. Set the prebuffer time to 5 seconds.
10. Set the postbuffer time to 60 seconds.
11. Select where to save the recordings.
12. Click **Save**.

### Send an email automatically if someone spray paints the lens

1. Go to **System > Detectors**.
2. Turn on **Trigger on dark images**. This will trigger an alarm if the lens is sprayed, covered, or rendered severely out of focus.
3. Set a duration for **Trigger after**. The value indicates the time that must pass before an email is sent.

Create a rule:



1. Go to **Events > Rules** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, select **Tampering**.

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4. In the list of actions, select **Send notification to email** and then select a recipient from the list. Go to **Recipients** to create a new recipient.

To create a new recipient, click  . To copy an existing recipient, click  .

5. Type a subject and a message for the email.
6. Click **Save**.

### Add audio to your recording

Turn on audio:

1. Go to **Settings > Audio** and turn on **Allow audio**.

Edit the stream profile which is used for the recording:

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

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## Learn more

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### Learn more

## Cleaning recommendations

If the device gets grease stains or becomes heavily soiled, you can clean it with mild, solvent-free soap or detergent.

### NOTICE

Never use harsh detergent, for example gasoline, benzene, or acetone.

1. Use a can of compressed air to remove any dust or loose dirt from the device.
2. Clean the device with a soft cloth dampened with mild detergent and lukewarm water.
3. Wipe carefully with a dry cloth.

### Note

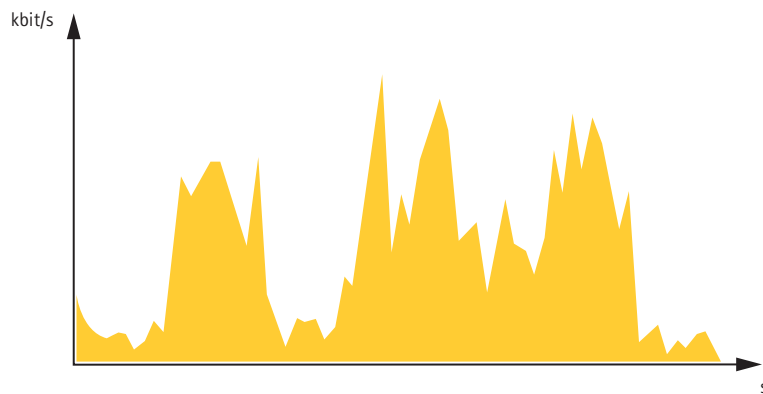
Avoid cleaning in direct sunlight or at elevated temperatures, as this may cause stains when the water droplets dry.

## Bitrate control

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

### Variable bitrate (VBR)

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



### Maximum bitrate (MBR)

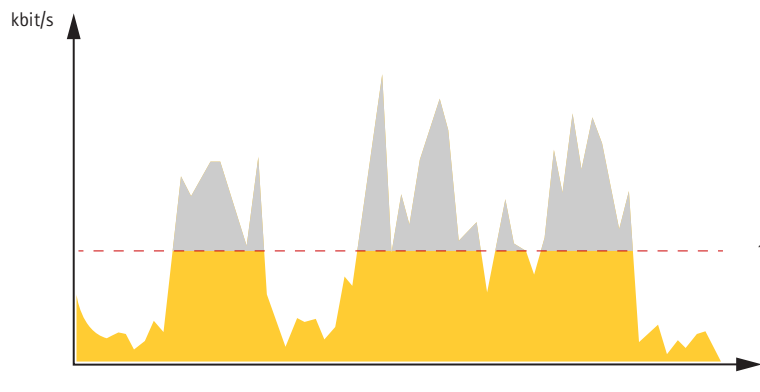
With maximum bitrate, you can set a target bitrate to handle bitrate limitations in your system. You may see a decline in image quality or frame rate when the instantaneous bitrate is kept below the specified target bitrate. You can choose to either prioritize image quality or frame rate. We recommend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



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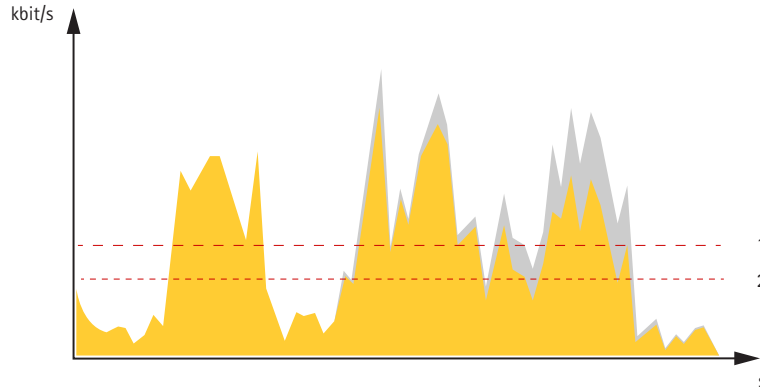


1 Target bitrate

### Average bitrate (ABR)

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

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



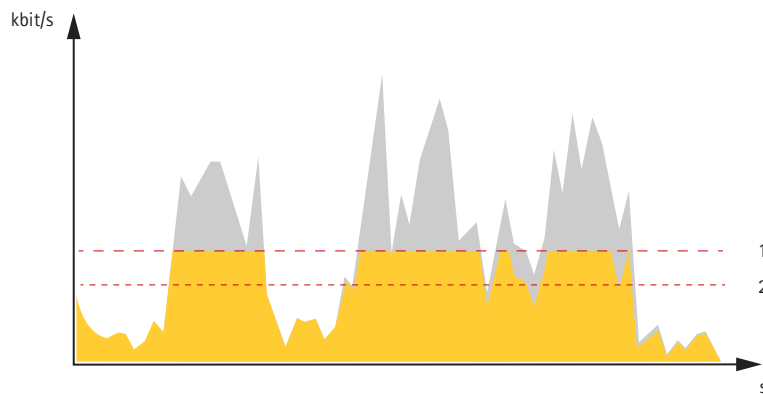
1 Target bitrate  
2 Actual average bitrate

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

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- 1 Target bitrate
- 2 Actual average bitrate

### Capture modes

Capture mode defines the maximum frame rate available in the Axis product. Depending on which capture mode you select, you may not be able to use WDR.

Which capture mode to choose depends on the requirements of frame rate and resolution for the specific surveillance setup. For specifications about available capture modes, see the product's datasheet at [axis.com](http://axis.com).

### Privacy masks

A privacy mask is a user-defined area that covers a part of the monitored area. In the video stream, privacy masks appear either as blocks of solid color or with a mosaic pattern.

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

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

#### Important

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

### 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.

The video streaming indicator is another type of overlay. It shows you that the live view video stream is live.

### Pan, tilt, and zoom (PTZ)

#### Guard tours

A guard tour displays the video stream from different preset positions either in a predetermined or random order, and for configurable periods of time. Once started, a guard tour continues to run until stopped, even when there are no clients (web browsers) viewing the images.

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## Learn more

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### Streaming and storage

#### Video compression formats

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

##### Motion JPEG

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

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

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

###### Note

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

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

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

###### Note

H.265 is licensed technology. The Axis product includes one H.265 viewing client license. To install additional unlicensed copies of the client is prohibited. To purchase additional licenses, contact your Axis reseller.

#### 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.

### Applications

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

To find the user manuals for Axis applications, go to [axis.com](https://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.

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### 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 home position.

#### Important

- Autotracking is designed for areas with a limited amount of movement.
- Autotracking does not track objects behind privacy masks.
- If both autotracking and guard tour are enabled, guard tour takes priority over autotracking. This means autotracking stops if a guard tour starts.

### Security

#### TPM module

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

To learn more about TPM, go to [axis.com/press-center/media-resources/white-papers](https://axis.com/press-center/media-resources/white-papers).

### Troubleshooting

If you can't find what you're looking for here, try the troubleshooting section at [axis.com/support](https://axis.com/support).

### 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. Press and hold the control button and the power button for 15–30 seconds until the status LED indicator flashes amber. See *Product overview on page 25*.
2. Release the control button but continue to hold down the power button until the status LED indicator turns green.
3. Release the power button and assemble the product.
4. The process is now complete. The product has been reset to the factory default settings. If no DHCP server is available on the network, the default IP address is 192.168.0.90.
5. Using the installation and management software tools to assign an IP address, set the password and access the video stream.

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

### Firmware options


Axis offers product firmware 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 firmware 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 product firmware strategy, go to [axis.com/support/firmware](https://axis.com/support/firmware).

### Check the current firmware

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

To check the current firmware:

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

# AXIS Q60 Series

## Troubleshooting

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### Upgrade the firmware

#### Important

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

#### Important

Make sure the cover is attached during upgrade to avoid installation failure.

#### Important

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

#### Note

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

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

AXIS Device Manager can be used for multiple upgrades. Find out more at [axis.com/products/axis-device-manager](http://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](http://axis.com/support).

#### Problems upgrading the firmware

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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.
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#### Problems setting the IP address

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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.
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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 <code>ping</code> and the IP address of the device): <ul style="list-style-type: none"><li>• If you receive: <code>Reply from &lt;IP address&gt;: bytes=32; time=10...</code> 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.</li><li>• If you receive: <code>Request timed out</code>, this means that the IP address is available for use with the Axis device. Check all cabling and reinstall the device.</li></ul>
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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.
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# AXIS Q60 Series

## Troubleshooting

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### The device cannot be accessed from a browser

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Cannot log in	<p>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 <code>http</code> or <code>https</code> in the browser's address field.</p> <p>If the password for the user <code>root</code> is lost, the device must be reset to the factory default settings. See <i>Reset to factory default settings on page 21</i>.</p>
The IP address has been changed by DHCP	<p>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).</p> <p>If required, a static IP address can be assigned manually. For instructions, go to <a href="http://axis.com/support">axis.com/support</a>.</p>

### The device is accessible locally but not externally

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

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

For instructions and download, go to [axis.com/products/axis-companion](http://axis.com/products/axis-companion).

### Problems with streaming

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Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if the router settings between the client and the device need to be configured. The TTL (Time To Live) value may need to be increased.
No multicast H.264 displayed in the client	<p>Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.</p> <p>Check with your network administrator to see if there is a firewall preventing viewing.</p>
Poor rendering of H.264 images	Ensure that your graphics card is using the latest driver. The latest drivers can usually be downloaded from the manufacturer's website.
Color saturation is different in H.264 and Motion JPEG	Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.
Lower frame rate than expected	<ul style="list-style-type: none"><li>• See <i>Performance considerations on page 23</i>.</li><li>• Reduce the number of applications running on the client computer.</li><li>• Limit the number of simultaneous viewers.</li><li>• Check with the network administrator that there is enough bandwidth available.</li><li>• Lower the image resolution.</li><li>• The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis device.</li></ul>
Can't select H.265 encoding in live view	Web browsers do not support H.265 decoding. Use a video management system or application supporting H.265 decoding.

## Performance considerations

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

The following factors are the most important to consider:

- High image resolution or lower compression levels result in images containing more data which in turn affects the bandwidth.
- Rotating the image in the GUI will increase the product's CPU load.
- Removing or attaching the cover will restart the camera.

# AXIS Q60 Series

## Troubleshooting

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

### Need more help?

#### Useful links

- *How to assign an IP address and access your device*

#### Contact support

Contact support at [axis.com/support](https://axis.com/support).



# AXIS Q60 Series

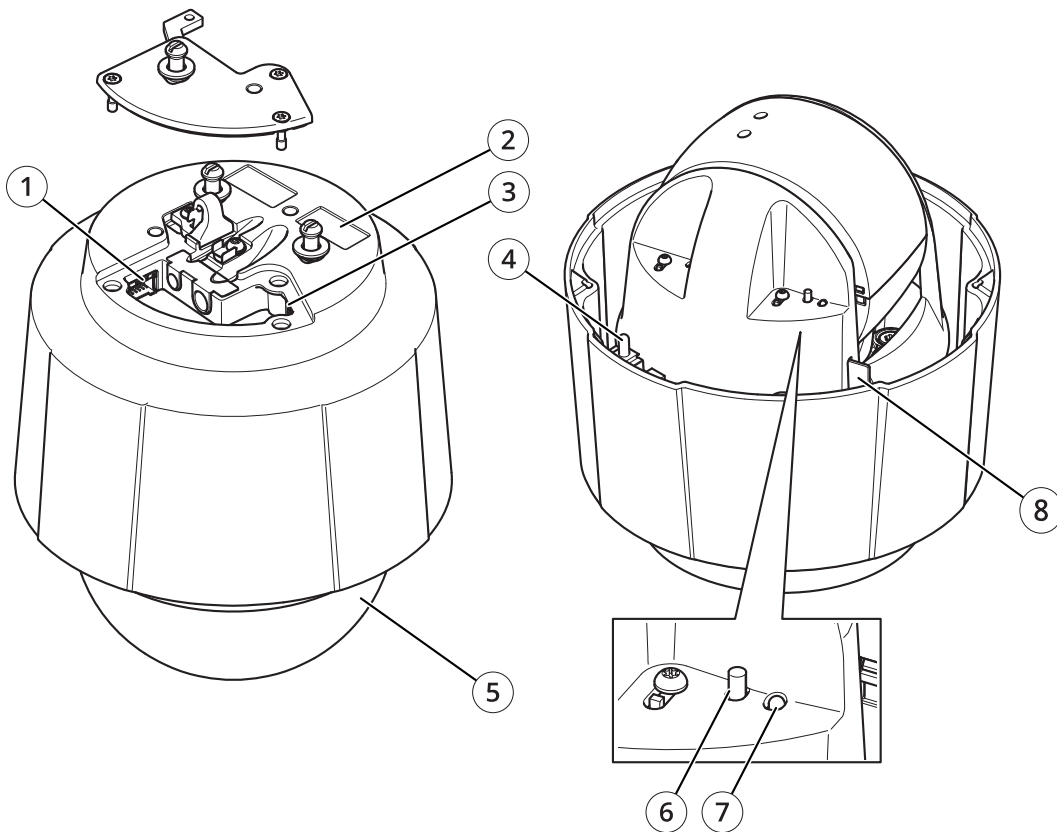
## Specifications

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### Specifications

To find the latest version of the product's datasheet, go to the product page at [axis.com](http://axis.com) and locate **Support & Documentation**.

### Product overview



- 1 Multiconnector
- 2 Part number (P/N) and serial number (S/N)
- 3 Network connector (PoE+)
- 4 Power button
- 5 Dome
- 6 Control button
- 7 Status LED indicator
- 8 SD card slot

### LED indicators

Status LED	Indication
Unlit	Connection and normal operation.
Green	Shows steady green for 10 seconds for normal operation after startup completed.

# AXIS Q60 Series

## Specifications

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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.

### SD card slot

#### **NOTICE**

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

This product supports SD/SDHC/SDXC cards.

For SD card recommendations, see [axis.com](http://axis.com).



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### Buttons

#### Control button

The control button is used for:

- Resetting the product to factory default settings. See *Reset to factory default settings on page 21*.

#### Power button

Press and hold the power button to temporarily power the product when the dome cover is removed. The power button is also used with the control button to reset the camera to factory default settings. See *page 21*.

### Connectors

#### Network connector

RJ45 Ethernet connector with Power over Ethernet Plus (PoE+).

#### Multiconnector

Terminal connector for connecting external equipment:

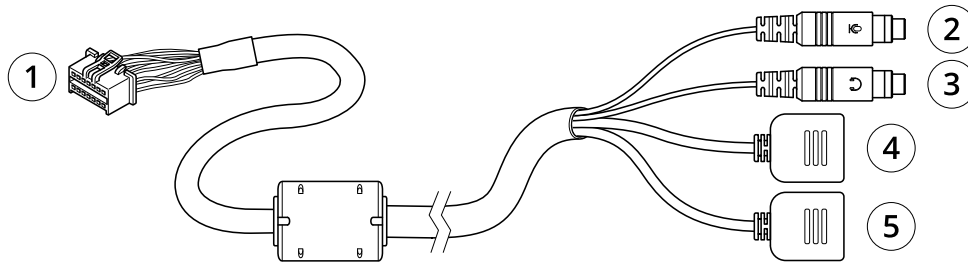
- Audio equipment
- Input/Output (I/O) devices
- AC/DC power supply

When connecting external equipment, a separately sold Axis multicable is required in order to maintain the product's IP rating. For more information, see *Multicable connectors on page 27*.

# AXIS Q60 Series

## Specifications

### Multicable connectors



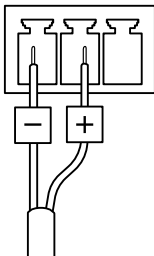
Multicable overview

- 1 Camera multiconnector
- 2 Audio in (pink)
- 3 Audio out (green)
- 4 Power connector, 3-pin
- 5 I/O terminal block, 6-pin

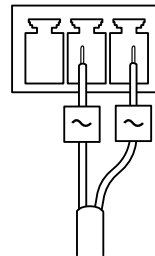
The multicable provides the following connectors:

**Power connector** – 3-pin terminal block used for power input. Use a Safety Extra Low Voltage (SELV) compliant limited power source (LPS) with either a rated output power limited to  $\leq 100$  W or a rated output current limited to  $\leq 5$  A.

#### DC power input



#### AC power input

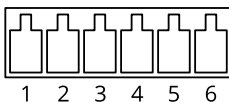


**Audio in (pink)** – 3.5 mm input for a mono microphone, or a line-in mono signal (left channel is used from a stereo signal).

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

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

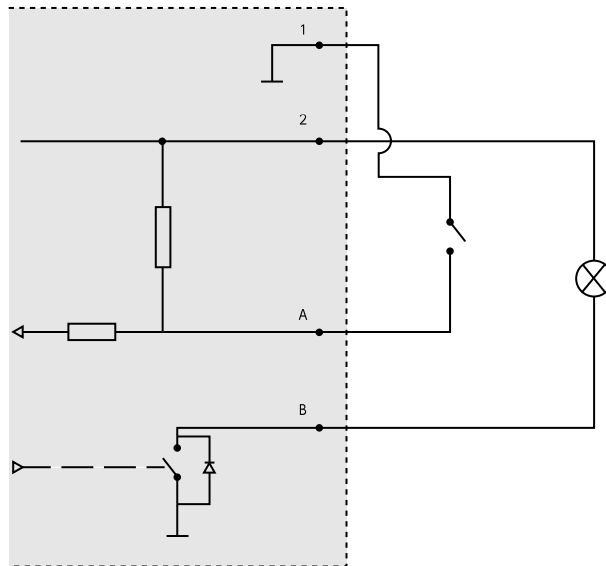
- Digital output – For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX® Application Programming Interface or from the product's webpage.
- Digital input – For connecting external devices that can toggle between an open and closed circuit, for example PIR detectors, door/window contacts, and glass break detectors.



# AXIS Q60 Series

## Specifications

Function	Pin	Notes	Specifications
0 V DC (-)	1		
DC output	2	Can be used to power auxiliary equipment. Note: This pin can only be used as power out.	3.3 V DC Max load = 250 mA
Configurable (Input or Output)	3-6	Digital input – Connect to pin 1 to activate, or leave floating (unconnected) to deactivate.	0 to max 40 V DC
		Digital output – Internally connected to pin 1 (DC ground) when active, and floating (unconnected) when inactive. If used with an inductive load, e.g. a relay, a diode must be connected in parallel with the load, for protection against voltage transients.	0 to max 40 V DC, open drain, 100 mA



- 1 0 V DC (-)
- 2 DC output 3.3 V, max 250 mA
- A I/O configured as input
- B I/O configured as output

