

AXIS P3364-VE Network Camera

User Manual

About this Document

This manual is intended for administrators and users of AXIS P3364-VE Fixed Dome Network Camera, and is applicable to firmware 6.50 and later. It includes instructions for using and managing the product on your network. Previous experience of networking will be of use when using this product. Some knowledge of UNIX or Linux-based systems may also be useful when developing shell scripts and applications. Later versions of this document will be posted at www.axis.com. See also the product's online help, available through the web-based interface.

Legal considerations

Video and audio surveillance can be regulated by laws that vary from country to country. Check the laws in your local region before using this product for surveillance purposes.

This product includes the following licences:

- one (1) AAC decoder license
- one (1) H.264 decoder license

To purchase further licenses, contact your reseller.

Liability

Every care has been taken in the preparation of this document. Please inform your local Axis office of any inaccuracies or omissions. Axis Communications AB cannot be held responsible for any technical or typographical errors and reserves the right to make changes to the product and manuals without prior notice. Axis Communications AB makes no warranty of any kind with regard to the material contained within this document, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Axis Communications AB shall not be liable nor responsible for incidental or consequential damages in connection with the furnishing, performance or use of this material. This product is only to be used for its intended purpose.

Intellectual property rights

Axis AB has intellectual property rights relating to technology embodied in the product described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the patents listed at axis.com/patent and one or more additional patents or pending patent applications in the US and other countries.

This product contains licensed third-party software. See the menu item "About" in the product's user interface for more information.

This product contains source code copyright Apple Computer, Inc., under the terms of Apple Public Source License 2.0 (see opensource.apple.com/apsl). The source code is available from developer.apple.com/bonjour/

Equipment modifications

This equipment must be installed and used in strict accordance with the instructions given in the user documentation. This equipment contains no user-serviceable components. Unauthorized equipment changes or modifications will invalidate all applicable regulatory certifications and approvals.

Trademark acknowledgements

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Regulatory information

Europe



This product complies with the applicable CE marking directives and harmonized standards:

- Electromagnetic Compatibility (EMC) Directive 2014/30/EU. See *Electromagnetic compatibility (EMC)* on page 2.
- Low Voltage Directive (LVD) 2014/35/EU. See *Safety* on page 3.
- Restriction of Hazardous Substances (RoHS) Directive 2011/65/EU, including any amendments, updates or replacements. See *Disposal and recycling* on page 3.

A copy of the original declaration of conformity may be obtained from Axis Communications AB. See *Contact information* on page 3.

Electromagnetic compatibility (EMC)

This equipment has been designed and tested to fulfill applicable standards for:

- Radio frequency emission when installed according to the instructions and used in its intended environment.
- Immunity to electrical and electromagnetic phenomena when installed according to the instructions and used in its intended environment.

USA

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested using a shielded network cable (STP) and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The product shall be connected using a shielded network cable (STP) that is properly grounded.

Contact information

Axis Communications Inc.
300 Apollo Drive
Chelmsford, MA 01824
United States of America
Tel: +1 978 614 2000

Canada

This digital apparatus complies with CAN ICES-3 (Class B). The product shall be connected using a shielded network cable (STP) that is properly grounded. Cet appareil numérique est conforme à la norme CAN NMB-3 (classe B). Le produit doit être connecté à l'aide d'un câble réseau blindé (STP) qui est correctement mis à la terre.

Australia/New Zealand

This digital equipment fulfills the requirements for RF emission according to the Class B limit of AS/NZS CISPR 22. The product shall be connected using a shielded network cable (STP) that is properly grounded.

Japan

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としています。この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。VCCI-B
本製品は、シールドネットワークケーブル(STP)を使用して接続してください。また適切に接地してください。

Korea

이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다

Visit Axis learning center axis.com/academy for useful trainings, webinars, tutorials and guides.

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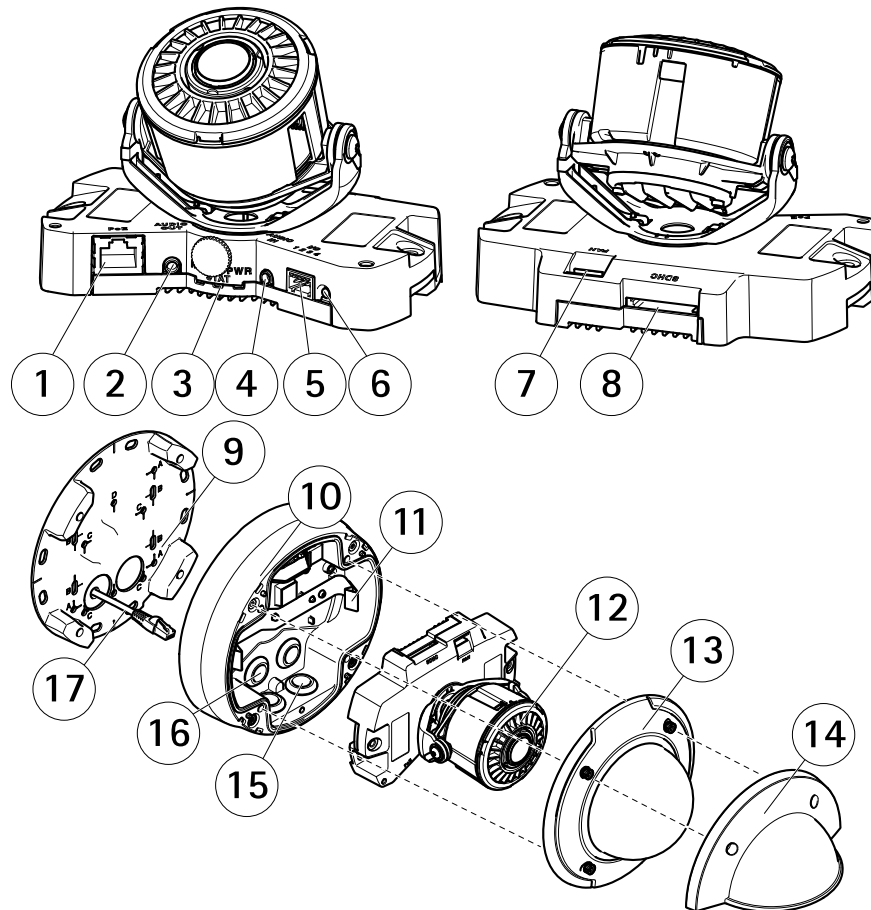
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Hardware overview

Hardware overview



- 1 Network connector
- 2 Audio out
- 3 LED indicators (network, status, power)
- 4 Audio in
- 5 I/O connector
- 6 Control button
- 7 Fan connector
- 8 SD card slot
- 9 Mounting bracket
- 10 Unit casing
- 11 Spring
- 12 Camera heater
- 13 Dome cover
- 14 Weather shield
- 15 Bottom holes
- 16 Side holes
- 17 Network cable

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How to access the product

How to access the product

To install the Axis product, see the Installation Guide supplied with the product.

To view streaming video in Internet Explorer, allow installation of AXIS Media Control (AMC) when prompted.

The Axis product includes one (1) H.264 decoder license for viewing video streams and one (1) AAC audio license. The licenses are automatically installed with AMC. The administrator can disable the installation of the decoders to prevent installation of unlicensed copies.

Note

- QuickTime™ is also supported for viewing H.264 streams and for audio.

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 on 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 .
3. The live view page opens in your browser.

How to access the product from the internet

A network router allows products on a private network (LAN) to share a single connection to the internet. This is done by forwarding network traffic from the private network to the internet.

Most routers are pre-configured to stop attempts to access the private network (LAN) from the public network (internet).

If the Axis product is located on an intranet (LAN) and you want to make it available from the other (WAN) side of a NAT (Network Address Translator) router, turn on **NAT traversal**. With NAT traversal properly configured, all HTTP traffic to an external HTTP port in the NAT router is forwarded to the product.

How to turn on the NAT-traversal feature

- Go to **Settings > System > Plain config > Network**.
- Select **NAT traversal enabled**.
- Enter **External IP address**.
- Enter the IP address of the **NAT traversal router**.
- Manually configure your NAT router to allow access from the internet.

See also AXIS Internet Dynamic DNS Service at www.axiscam.net

Note

- In this context, a "router" refers to any network routing device such as a NAT router, network router, internet gateway, broadband router, broadband sharing device, or a software such as a firewall.
- For NAT traversal to work, NAT traversal must be supported by the router. The router must also support UPnP®.

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How to access the product

How to set the root password

To access the Axis product, you must set the password for the default administrator user **root**. This is done in the **Configure Root Password** dialog, which opens when the product is accessed for the first time.

To prevent network eavesdropping, the root password can be set via an encrypted HTTPS connection, which requires an HTTPS certificate. HTTPS (Hypertext Transfer Protocol over SSL) is a protocol used to encrypt traffic between web browsers and servers. The HTTPS certificate ensures encrypted exchange of information. See *HTTPS on page 39*.

The default administrator user name **root** is permanent and cannot be deleted. If the password for root is lost, the product must be reset to the factory default settings. See *Reset to factory default settings on page 51*.

To set the password, enter it directly in the dialog.

Set Power Line Frequency

Power line frequency is set the first time the Axis product is accessed and can only be changed from Plain Config (see *page 51*) or by resetting the product to factory default.

Select the power line frequency (50 Hz or 60 Hz) used at the location of the Axis product. Selecting the wrong frequency may cause image flicker if the product is used in fluorescent light environments.

When using 50 Hz, the maximum frame rate is limited to 25 fps.

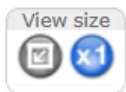
Note

Power line frequency varies depending on geographic region. The Americas usually use 60 Hz, whereas most other parts of the world use 50 Hz. Local variations could apply. Always check with the local authorities.

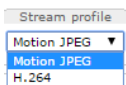
About the live view window

The controls and layout of the live view window may have been customized to meet specific installation requirements and user preferences. Consequently, some of the examples and functions featured here may differ from those displayed in your own live view window. The following provides an overview of each available control.

About the controls in the live view window



Click the **View** size buttons to show the image in full size (right button) or to scale down the image to fit the browser window (left button).



Select a stream profile for the live view window from the **Stream Profile** drop-down list. For information about how to configure stream profiles, see *page 17*.



Click the button activate the product's output port for a defined period of time. For information about how to enable and configure output buttons, see *page 26*. The output button name may differ depending on the name entered in the I/O Ports configuration.



Click the **On/Off** buttons to manually activate or inactive the product's output port. For information about how to enable and configure output buttons, see *page 26*.



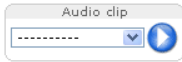
Use the **Manual Trigger** button to trigger an action rule from the live view window. For information about how to configure and enable the button, see *About the manual trigger on page 9*.

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How to access the product



Click **Snapshot** to save a snapshot of the video image. This button is primarily intended for use when the AXIS Media Control viewer toolbar is not available. Enable this button from **Live View Config > Action Buttons**.



The **Audio clip** drop-down list allows you to play an audio clip from the live view window. Select the audio clip and click the **Play** button.



The product's fan is controlled by the ambient temperature and is turned on and off automatically. If required, the fan can be activated manually by clicking the **Fan** button. To show the button, go to **Setup > Live View Config**. Under **Action Buttons**, select **Show fan button** and specify the number of minutes the fan should be activated.



The product's heater is controlled by the ambient temperature and is turned on and off automatically. If required, the heater can be activated manually by clicking the **Heater** button. To show the button, go to **Setup > Live View Config**. Under **Action Buttons**, select **Show heater button** and specify the number of minutes the heater should be activated.

About the manual trigger

The **Manual Trigger** is used to trigger an action rule from the Live View page. The manual trigger can for example be used to validate actions during product installation and configuration.

To configure the manual trigger:

1. Go to **Setup > Events**.
2. Click **Add** to add a new action rule.
3. From the **Trigger** drop-down list, select **Input Signal**.
4. From the second drop-down list, select **Manual Trigger**.
5. Select the desired action and configure the other settings as required.

For more information about action rules, see *Rules and alerts on page 32*.

To show the manual trigger buttons in the Live View page:

1. Go to **Setup > Live View Config**.
2. Under **Action Buttons**, select **Show manual trigger button**.

About the AXIS Media Control viewer toolbar

The AXIS Media Control viewer toolbar is available in Internet Explorer only. See *About AXIS Media Control (AMC) on page 11* for more information. The toolbar displays the following buttons:



The **Play** button connects to the Axis product and starts playing a media stream.



The **Stop** button stops the media stream.



The **Snapshot** button takes a snapshot of the video image.

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How to access the product



Click the **View Full Screen** button and the video image will fill the entire screen. Press ESC (Escape) on the computer keyboard to cancel full screen view.



The **Record** button is used to record the current video stream on your computer. The location where the recording is saved can be specified in the AMC Control Panel. Enable this button from **Live View Config > Viewer Settings**.

AMC Audio Controls

AMC audio buttons control the speakers and microphone connected to the client computer. The buttons are only visible when audio is enabled.

For information about how to configure audio, see *How to change audio settings on page 22*.



Speaker button – Click to turn the speakers on or off.



Microphone button – Click to mute or unmute the microphone. In *Simplex – speaker only mode*, the **Microphone** and **Talk** buttons must both be active to send audio to the Axis product. Click either button to stop audio transmission.



Use the slider to control the volume of the speakers and the microphone.



Half-duplex mode

The **Talk/Listen** button is used to switch between sending and receiving audio. The button can be configured from the Audio tab in the AMC Control panel:

- **Push-To-Talk mode:** Click and hold the button to talk/send. Release the button to listen.
- **Toggle mode:** Click once to switch between talking and listening.

Simplex – speaker only mode

To send audio, the **Talk** and **Microphone** buttons must both be active. Click either button to stop audio transmission.

PTZ Controls

Note

These controls are available if digital PTZ is enabled in the selected view area, see *View Area on page 19*.



Click the **Emulate joystick mode** button and click in the image to move the camera view in the direction of the mouse pointer.



Click the **Center mode** button and click in the image to center the camera view on that position.

The center mode button could also be used to zoom in on a specific area. Click in the image and drag to draw a rectangle surrounding the area to be magnified. To zoom out, rotate the mouse wheel.



Select a PTZ preset position to steer the camera view to the saved position. See *About preset positions on page 27*.

Pan and Tilt bars – Use the arrows to pan and tilt the camera view, or click on a position on the bar to steer the camera view to that position.

Zoom bar – Use the arrows to zoom in and out, or click on a position on the bar to zoom to that position.

The PTZ controls can be disabled under **PTZ > Advanced > Controls**, see *About advanced PTZ settings on page 28*.

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About media streams

About media streams

The Axis product provides several audio and video stream formats. Your requirements and the properties of your network will determine the type you use.

The live view window in the product provides access to H.264 and Motion JPEG video streams, audio streams and to the list of available stream profiles. Other applications and clients can access video and audio streams directly, without going via the live view window.

About H.264 format

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

Deciding which combination of protocols and methods to use depends on your viewing requirements, and on the properties of your network. The available options in AXIS Media Control are:

Unicast RTP	This unicast method (RTP over UDP) is used for live unicast video, especially when it is important to have an up-to-date video stream, even if some frames are dropped.	Unicasting is used for video-on-demand transmission so that there is no video traffic on the network until a client connects and requests the stream. Note that there are a maximum of 20 simultaneous unicast connections.
RTP over RTSP	This unicast method (RTP tunneled over RTSP) is useful as it is relatively simple to configure firewalls to allow RTSP traffic.	
RTP over RTSP over HTTP	This unicast method can be used to traverse firewalls. Firewalls are commonly configured to allow the HTTP protocol, thus allowing RTP to be tunneled.	
Multicast RTP	This method (RTP over UDP) should be used for live multicast video. The video stream is always up-to-date, even if some frames are dropped. Multicasting provides the most efficient usage of bandwidth when there are large numbers of clients viewing simultaneously. A multicast cannot however, pass a network router unless the router is configured to allow this. It is not possible to multicast over the Internet, for example. Note also that all multicast viewers count as one unicast viewer in the maximum total of 20 simultaneous connections.	

AXIS Media Control negotiates with the Axis product to determine the transport protocol to use. The order of priority, listed in the AMC Control Panel, can be changed and the options disabled, to suit specific requirements.

Note

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

About MJPEG format

This format uses standard JPEG still images for the video stream. These images are then displayed and updated at a rate sufficient to create a stream that shows constantly updated motion.

The Motion JPEG stream uses considerable amounts of bandwidth, but provides excellent image quality and access to every image contained in the stream. The recommended method of accessing Motion JPEG live video from the Axis product is to use the AXIS Media Control in Internet Explorer in Windows.

About AXIS Media Control (AMC)

AXIS Media Control (AMC) in Internet Explorer in Windows is the recommended method of accessing live video from the Axis product.

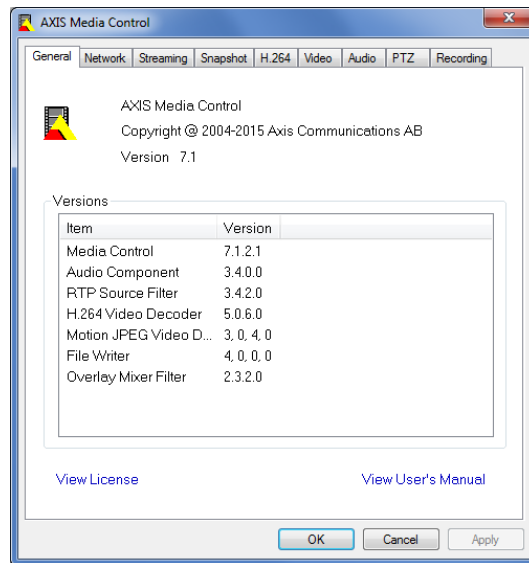
AXIS P3364-VE Network Camera

About media streams

The AMC Control Panel can be used to configure various video and audio settings. Please see the AXIS Media Control User's Manual for more information.

The AMC Control Panel is automatically installed on first use, after which it can be configured. Open the AMC Control Panel from:

- Windows Control Panel (from the Start screen or Start menu)
- Alternatively, right-click the video image in Internet Explorer and click **Settings**.



Alternative methods of accessing the video stream

You can also access video and images from the Axis product in the following ways:

- **Motion JPEG server push** (if supported by the client, Chrome or Firefox, for example). This option maintains an open HTTP connection to the browser and sends data as and when required, for as long as required.
- **Still JPEG images in a browser**. Enter the path `http://<ip>/axis-cgi/jpg/image.cgi`
- **Windows Media Player**. This requires AXIS Media Control and the H.264 decoder to be installed. The following paths can be used:
 - Unicast via RTP: `axrtpu://<ip>/axis-media/media.amp`
 - Unicast via RTSP: `axrtsp://<ip>/axis-media/media.amp`
 - Unicast via RTSP, tunneled via HTTP: `axrtsphhttp://<ip>/axis-media/media.amp`
 - Multicast: `axrtsp://<ip>/axis-media/media.amp`
- **QuickTime™**. The following paths can be used:
 - `rtsp://<ip>/axis-media/media.amp`
 - `rtsp://<ip>/axis-media/media.3gp`

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About media streams

Note

- <ip>= IP address
- The Axis product supports QuickTime 6.5.1 and later.
- QuickTime may add latency to the video stream.
- It may be possible to use other players to view the H.264 stream using the paths above, although Axis does not guarantee this.

Access Audio Streams

The Live View page provides access to audio through AXIS Media Control; in addition audio can be accessed in the following ways:

- **VAPIX® Application Programming Interface (API)** For more information, visit www.axis.com/developer
- **Windows Media Player** supports simplex audio. The following paths can be used:
 - Unicast via RTP: `axrtpu://<ip>/axis-media/media.amp`
 - Unicast via RTSP: `axrtsp://<ip>/axis-media/media.amp`
 - Unicast via RTSP, tunneled via HTTP: `axrtsphhttp://<ip>/axis-media/media.amp`
 - Multicast: `axrtsp://<ip>/axis-media/media.amp`
- **QuickTime™** supports G.711 and AAC audio encoding. The following paths can be used:
 - `rtsp://<ip>/axis-media/media.amp`
 - `rtsp://<ip>/axis-media/media.3gp`


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How to set up the product

How to set up the product

The Axis product can be configured by users with administrator or operator rights. To open the product's setup pages, click **Setup** in the top right-hand corner of the live view window.

- **Administrators** have unrestricted access to all settings.
- **Operators** have restricted access to settings, see *Users on page 39*

See also the online help .

How to perform a basic setup

Basic Setup provides shortcuts to the settings that should be made before using the Axis product:

1. **Users.** See *page 39*.
2. **TCP/IP.** See *page 42*.
3. **Date & Time.** See *page 41*.
4. **Video Stream.** See *page 15*.
5. **Focus & Zoom.** See *page 22*.
6. **Audio settings.** See *How to change audio settings on page 22*.

The Basic Setup menu can be disabled from **System Options > Security > Users**.

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Video and Audio

Video and Audio

The video and audio settings can be used to optimize video and audio quality. You can configure the following:

- Video stream settings. See *page 15*.
- Stream profiles. See *page 17*.
- ONVIF Media Profiles. See *page 17*.
- Camera settings. See *page 17*.
- View area. See *page 19*.
- Overlay image. See *page 20*.
- Privacy mask. See *page 22*.
- Focus and zoom. See *page 22*.
- Audio settings. See *page 22*.
- Audio clips. See *page 24*.

How to set up video streams

To set up the product's video streams, go to **Video & Audio > Video Stream**.

The video stream settings are divided into the following tabs:

- Image. See *page 15*.
- Audio. See *page 22*.
- H.264. See *page 16*.
- MJPEG. See *page 17*.

Image

The default image settings can be configured under **Video & Audio > Video Stream**. Select the **Image** tab.

The following settings are available:

- **Resolution.** Select the default resolution.
- **Compression.** The compression level affects the image quality, bandwidth and file size of saved images; the lower the compression, the higher the image quality with higher bandwidth requirements and larger file sizes.
- **Mirror image.** If required, the image can be mirrored.
- **Rotate image.** If required, the image can be rotated.
- **Maximum frame rate.** To avoid bandwidth problems, the frame rate allowed to each viewer can be **Limited** to a fixed amount. Alternatively, the frame rate can be set as **Unlimited**, which means the Axis product always delivers the highest frame rate possible under the current conditions.
- **Overlay settings.** See *About overlay text on page 20*.

Click **Save** to apply the new settings.

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Video and Audio

About the pixel counter

The pixel counter shows the number of pixels in an area of the image. The pixel counter is useful in situations where there is a specific size requirement, for example in face recognition.

The pixel counter can be used:

- When setting up a video stream, **Video & Audio > Video Stream**. Under **Preview**, click **Open** and select the **Show pixel counter** option to enable the rectangle in the image. Use the mouse to move and resize the rectangle, or enter the number of pixels in the **Width** and **Height** fields and click **Apply**.
- When setting focus, see *Set focus and zoom on page 22*. Select the **Show pixel counter** option to enable the rectangle in the image. Use the mouse to move and resize the rectangle, or enter the number of pixels in the **Width** and **Height** fields and click **Apply**.
- When accessing the Live View page in Internet Explorer with AXIS Media Control (AMC) in Windows. Right-click in the image and select **Pixel counter**. Use the mouse to move and resize the rectangle.

About H.264

H.264, also known as MPEG-4 Part 10/AVC, is a video compression standard that provides high quality video streams at low bitrates. An H.264 video stream consists of different types of frames such as I-frames and P-frames. An I-frame is a complete image, whereas P-frames only contain the differences from previous frames.

About GOP length

A Group of Pictures (GOP) contains one I-frame followed by a number of P-frames. The GOP length is the number of frames between two I-frames.

Equal values for GOP length and frame rate result in one GOP per second. A higher GOP length value results in more small-sized P-frames and fewer large-sized I-frames while keeping the same frame rate. In other words, a high GOP-length value saves bandwidth, but the video quality may decrease. A low GOP-length value increases the video quality but requires more bandwidth.

About H.264 profiles

The Axis product supports the following **H.264 profile(s)**:

- **Baseline**: Use the Baseline profile if the client does not support CABAC entropy coding.
- **Main**: The Main profile uses CABAC and provides a better compression with maintained video quality. It requires a larger amount of processing power to decode than the Baseline profile.

About bitrate control

Bitrate control is useful to make sure the video streaming does not take up too much bandwidth.

About variable bitrate

Variable bitrate (VBR) adjusts the bitrate according to the image complexity. When the activity in the scene increases, VBR adjusts the bitrate according to the complexity, using up more bandwidth for increased activity in the scene, and less for lower scene activity. Variable bitrate is suitable if there is a surplus in bandwidth, where the increased bitrate may not be an issue.

About maximum bitrate

If you have limited bandwidth, we recommend Maximum bit rate (MBR). MBR allows you to set a target bitrate to control the bandwidth consumption. The target value limits the bitrate, but it maintains a flexibility to be able to prioritize a continuous video stream. Consequently, the frame rate might need to go down and the image quality might decrease. To partly compensate for this, you can select which variable shall be prioritized. Not setting a priority means that frame rate and image quality are equally affected.

AXIS P3364-VE Network Camera

Video and Audio

How to set an H.264 profile

1. To change the settings for all H.264 streams that do not use a stream profile, go to **Video & Audio > Video Stream > H.264**.
2. To increase or decrease the number of frames per GOP, set the **GOP length**.
3. Select one of the H.264 profiles.
4. Select one of the following:
 - **Variable bit rate**
 - **Maximum bit rate**
5. If you select **Maximum bit rate**, select which variable to prioritize in the **Priority** drop-down list.
6. Click **Save**.

How to include current bitrate in a text overlay

1. Go to **Video & Audio > Video Stream > Overlay Settings**.
2. In the **Include text** field enter **#b**.
3. Click **Save**.

About MJPEG settings

Sometimes the image size is large due to low light or complex scenery. Adjusting the maximum frame size helps to control the bandwidth and storage used by the Motion JPEG video stream in these situations. Setting the frame size to the **Default** setting provides consistently good image quality at the expense of increased bandwidth and storage usage in low light. Limiting the frame size optimizes bandwidth and storage usage, but may result in poor image quality.

About stream profiles

A stream profile is a set of predefined stream settings including resolution, compression, frame rate and overlay settings. Stream profiles can be used:

- When setting up recording using action rules. See *Rules and alerts on page 32*.
- When setting up continuous recording. See *About continuous recording on page 37*.
- In the Live View page – select the stream profile from the **Stream profile** drop-down list.

To create a new profile or modify an existing profile, go to **Setup > Video & Audio > Stream Profiles**.

To select a default stream profile for the Live View page, go to **Setup > Live View Config**.

About ONVIF media profiles

An ONVIF media profile consists of a set of configurations that can be used to change media stream settings. ONVIF media profiles can be used by a client to configure media stream properties.

The **ONVIF Media Profiles** page lists all preconfigured profiles. These profiles are included in the product for quick setup. You can add, modify or remove ONVIF media profiles from this page.

About camera settings

The **Video & Audio > Camera Settings** page provides access to advanced image settings for the Axis product.

AXIS P3364-VE Network Camera

Video and Audio

About image appearance

To change Image Appearance go to the menus under **Setup > Video & Audio > Camera Settings**.

Increasing the **Color** level increases the color saturation. The value 100 produces maximum color saturation and the value 0 results in a black and white image.


The image **Brightness** can be adjusted in the range 0–100, where a higher value produces a brighter image.

Increasing the **Sharpness** can increase bandwidth usage. A sharper image might increase image noise especially in low light conditions. A lower setting reduces image noise, but the whole image will appear less sharp.

The **Contrast** changes the relative difference between light and dark. It can be adjusted using the sliderbar.

About white balance

To change this setting go to **Setup > Video & Audio > Camera Settings**

White balance is used to make colors in the image appear the same regardless of the color temperature of the light source. The Axis product can be set to automatically identify the light source and compensate for its color. Alternatively, select the type of light source from the drop-down list. For a description of each available setting, see the online help .

The **white balance window** is enabled for the Automatic and Automatic outdoor options that appear in the **White balance** drop-down list. Select one of the options from the drop-down list to set the white balance window properties. Select **Automatic** to use the default settings for the Automatic and Automatic outdoor options (in the White balance drop-down list). Select **Custom** to manually set a reference window for white balance in the view area.

Wide Dynamic Range

Wide dynamic range (**Dynamic Contrast**) can improve the exposure when there is a considerable contrast between light and dark areas in the image. Enable WDR in intense backlight conditions. Disable WDR in low light conditions for optimal exposure.

Note

This setting is only possible when using automatic exposure control.

Exposure Settings

Exposure is the amount of light the camera's sensor captures for a scene. Too much light results in a washed out image and too little light results in a dark image.

Configure the exposure settings to suit the image quality requirements in relation to lighting, frame rate and bandwidth considerations.

Exposure value – Click in the bar to fine-tune the exposure.

Exposure control – Select a suitable option to control exposure.

For most scenes, the **Automatic** option will provide the best results. The shutter speed is automatically set to produce optimum image quality.

Fluorescent lamps or other light sources can sometimes cause flickering in the image. To reduce flicker in the image, select the **Flicker** option that matches the power line frequency.

The **Hold current** option locks the current exposure settings.

Exposure zones – This setting determines which part of the image is used to calculate the exposure. For most situations, the **Auto** setting can be used. For particular requirements, select a predefined area by defining Include and Exclude windows within the image to exclude areas that are too bright or dark, and include areas in the scene that have better lighting which will contribute to the exposure data. There must be at least one Include window. There can be a total of ten Include and Exclude windows to tailor the exposure zone. Note that an Exclude window is effective only when placed inside an include window. Tip: If an area is extremely bright draw an Include window to cover the whole area and define Exclude windows within it to block out the bright areas.

AXIS P3364-VE Network Camera

Video and Audio

Shutter & Gain

The shutter and gain settings affect the amount of motion blur and noise in the image. To adapt to different lighting conditions, available storage space and bandwidth, it is often necessary to prioritize either low motion blur or low noise. The Axis product allows different prioritizations in normal and low light.

Shutter speed is related to the amount of time the shutter is opened and is measured in seconds (s). A slow shutter speed allows more light to reach the sensor and can help produce a brighter image in low light. On the other hand, a slow shutter speed can cause moving objects to appear blurry.

Set Shutter to:

- **Auto** to set the shutter speed automatically. If required, use **Max shutter** to limit the shutter speed to prevent the frame rate from being reduced.

For example, to get 30 fps, set **Max shutter** to 1/30.
- **Fixed** to use a fixed shutter speed.

Gain, measured in decibel (dB), is the amount of amplification applied to the image. A high gain may provide a better image in low light but will increase the amount of image noise.

Set Gain to:

- **Auto** to set the gain automatically. If required, use **Max gain** to limit the applied gain.
- **Fixed** to use a fixed gain.

Example

If storage space or bandwidth is limited, try using a lower gain. This will reduce image noise and produce smaller image files.

Iris adjustment

Select **Enable automatic iris adjustment** to automatically compensate for changing light conditions. This option is not available if a fixed iris is used.

Use the **Iris adjustment** slider to set the preferred F-value. The scale represents the amount the iris is open. If set to 0, the iris is opened as much as possible. If set to 100, the iris is closed as much as possible. The actual F-value is shown below the slider. If automatic iris adjustment is enabled, the iris will stay at this position as long as light conditions are favorable. If light conditions change, the iris will adjust itself to the best iris settings. If automatic iris adjustment is disabled, the iris will lock on the set position regardless of light conditions

Day/Night

The IR cut filter prevents infrared (IR) light from reaching the image sensor. In poor lighting conditions, for example at night, or when using an external IR lamp, set the IR cut filter to **Off**. This increases light sensitivity and allows the product to "see" infrared light. The image is shown in black and white when the IR cut filter is off.

If using automatic **Exposure control**, set the IR cut filter to **Auto** to automatically switch between **On** and **Off** according to the lighting conditions.

The **Day/Night shift level** bar helps determine when the camera will shift from day mode to night mode. Normally, the camera automatically changes mode from day to night when very dark (level 100 in the slider). By setting **Day/Night shift level** to a lower value, the camera will change to night mode earlier.

View Area

A view area is a cropped part of the full view. The view area is treated as a video source in **Live View** and has its own video stream and PTZ settings.

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Video and Audio

When setting up a view area, it is recommended that the video stream resolution is the same size as or smaller than the view area size. Setting the video stream resolution larger than the view area size implies digitally scaled up video after sensor capture, requiring more bandwidth without adding image information.

To enable, go to **Video & Audio > Camera Settings** and select **Enable View Area**.

To configure the view area:

1. Go to **Video & Audio > View Area**.
2. Select an **Aspect ratio** and a **Video stream resolution**.
3. Use the mouse to move and resize the view area.
4. Select **Enable PTZ** to enable digital PTZ for the view area.
5. Click **Save** to save the settings.

Note

The PTZ functionality is useful during installation of the Axis product. Use a view area to crop out a specific part of the full view.

About 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.

About overlay text


An overlay text can include the current date and time, or a text string. When using a text string, so-called modifiers can be used to display, for example, the current bit rate or the current frame rate.

You can choose between the following text overlay sizes:

Size	Text height	Background height
Small	10 pixels	20 pixels
Medium	16 pixels	28 pixels
Large	21 pixels	36 pixels

It is also possible to display text when an action rule is triggered, see *How to include overlay text in an action rule on page 20*.

How to include overlay text

1. Go to **Video & Audio > Video Stream** and select the **Image** tab.
2. To include date and time, select **Include date** and **Include time**.
3. To include a text string, select **Include text** and enter the text in the field. Modifiers can be used, see *File Naming & Date/Time Formats* in the online help .
4. Select size, color, and placement of the text string.
5. Click **Save**.

To modify the date and time format, go to **System Options > Date & Time**. See *Date & Time on page 41*.

How to include overlay text in an action rule

1. Go to **Video & Audio > Video Stream** and select the **Image** tab.

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Video and Audio

2. Under **Overlay Settings**, select **Include text**.
3. Enter the modifier #D. When the rule is triggered, #D is replaced by the text specified in the action rule.
Additional text in this field will be displayed also when the action rule is not active.
4. Go to **Events > Action Rules** and create your action rule.
5. From the **Actions** list, select **Overlay Text**.
6. Enter the text to display in the **Text** field.
7. Specify the **Duration**. The text can be displayed while the rule is active or for a fixed number of seconds.

About overlay images

An overlay image is a static image superimposed over the video stream. The image, for example a company logo, is first uploaded to the Axis product and then used to provide extra information or to mask a part of the image.

Image specifications:


- The uploaded image should be a Windows 24-bit BMP image with maximum 250 colors.
- The image width and height, in pixels, must be exactly divisible by four.
- The image cannot be larger than the maximum image resolution.
- If you combine a text overlay with an image overlay, the text overlay always takes precedence over the overlay image in height. A text overlay always stretches across the whole video image which means you cannot shrink the overlay strip to make room for an image. For information about the different text overlay heights, see *About overlay text on page 20*.

Since it is static, the position and size of an overlay image remains the same regardless of resolution and pan, tilt or zoom movements.

To cover a part of the monitored area, use privacy masks. See *About privacy masks on page 22*.

How to upload an overlay image

1. Go to **Video & Audio > Overlay Image**.
2. Click **Browse** and browse to the file.
3. Click **Upload**.
4. The **Transparency Settings** page is now displayed:
 - To make a color in the overlay image transparent, select **Use transparency** and enter the RGB hexadecimal value for the color. Example: To make white transparent, enter FFFFFFFF.

For more examples of hexadecimal values, see the online help .
 - To scale the image automatically, select **Scale with resolution**. The image will be scaled down to fit the resolution used by the Axis product.
5. Click **Save**.

How to include an overlay image

1. Go to **Video & Audio > Overlay Image**.
2. Select the image to use from the **Use overlay image** list and click **Save**.
3. Go to **Video & Audio > Video Stream** and select the **Image** tab.
4. Under **Overlay Settings**, select **Include overlay image at the coordinates**.

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5. To control the image's position, enter the X (horizontal) and Y (vertical) coordinates. The X=0 and Y=0 position is the top left corner. If a part of the image is positioned outside the video image, the overlay image will be moved so that the whole image is visible.
6. Click **Save**.

About privacy masks

A privacy mask is a user-defined area that covers parts of the monitored area. Privacy masks appear as blocks of solid color and are applied on the video stream. Privacy masks cannot be bypassed using the VAPIX® application programming interface (API).

The **Privacy Mask List** (**Video & Audio > Privacy Mask**) shows all the masks that are currently configured in the Axis product and indicates if they are enabled.

You can add a new mask, re-size the mask with the mouse, choose a color for the mask, and give the mask a name.

For more information, see the online help 

Important

Adding many privacy masks may affect the product's performance.

Set focus and zoom

Focus and zoom should only be configured when installing or reinstalling the product.

1. Install the camera as described in the Installation Guide.
2. Go to **Setup > Video & Audio**.
3. On the focus page go to the **Basic** tab.
4. Set the **zoom** level using the slider.

Note

Movements in front of the camera should be avoided when performing autofocus.

5. Click **Perform autofocus**.
6. If the result is not satisfactory, go to the **Advanced** tab.

Note

Changing the zoom level moves the focus position. Focus should always be adjusted after changing the zoom.

On the **Advanced** tab, focus can be adjusted manually:

1. Click **Open iris** to open the iris to its maximum position. This gives the smallest depth of field and provides the best conditions for focusing.
2. Focus is set in the **Focus window**. Use the mouse to move and resize the focus window.
3. Click in the **Focus position** bar to focus on a desired location.
4. When satisfied, click **Enable iris** to enable the iris.

How to change audio settings

To change the product's audio settings, go to **Video & Audio > Audio Settings**.

To include the audio stream in a video stream, go to **Video & Audio > Video Stream**. Under the **Audio** tab, select **Enable audio**.

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Video and Audio

Each stream profile is a separate video stream. To include the audio stream in all stream profiles, go to the audio tab in each stream profile settings page and enable audio. For more information, see *About stream profiles on page 17*.

Audio channels

The Axis product supports the following audio modes:

- **Full duplex** – Simultaneous two-way audio allowing the Axis product to transmit and receive audio at the same time.
There is no echo cancellation; if feedback loops appear, try moving the microphone or the speaker.
- **Half-duplex** – Audio can be transmitted to and from the Axis product but only in one direction at a time. To transmit audio using the Live View page, use the **Talk** and **Listen** buttons, see *AMC Audio Controls on page 10*.
- **Simplex – Network Camera speaker only** – Audio is transmitted from a client to the Axis product and can be played by a speaker connected to the product. To transmit audio using the Live View page, the **Talk** and **Microphone on** buttons must both be active, see *AMC Audio Controls on page 10*.
- **Simplex – Network Camera microphone only** – Audio captured by the product microphone is transmitted from the Axis product to one or more clients.

To set the audio mode, go to **Video & Audio > Audio Settings** and select the desired mode from the **Audio mode** drop-down list.

Audio Input

An external microphone or a line source can be connected to the Audio-in connector. Configure the audio input settings under **Video & Audio > Audio Settings**.

Note

If using unbalanced Line in a mono contact must be used. Signal on tip and ground on sleeve.

Select **Microphone** to use an external microphone or **Line** to use a Line in device, e.g. an audio mixer for multiple microphones or a microphone with a built-in amplifier, as audio source.

The **Microphone power** option provides DC power for an external microphone.

To use a professional microphone requiring 48V phantom power, you need an external power supply and a balanced-unbalanced converter (audio transformer) in between.

Use the **Input gain** to control the volume of the audio input. If the sound is too low, choose a higher dB value, to amplify the sound. If the sound is too high, choose a lower dB value. The **Level** bar gives a visual representation of the audio signal level in dB relative to the full-scale input level.

- Green – the signal is at a good level.
- Yellow – the signal is becoming distorted.
- Red – the signal is distorted.

Use the **Encoding** option to select digital audio encoding format.

- **AAC** requires a license for both encoding and decoding. AAC is the least complicated and most widely used codec. If achieving the best possible audio quality is a priority, AAC is the recommended codec to use. An AAC license is included in the Axis product.
- **G711** is an unlicensed standard codec that is useful when integrating audio into a VoIP system
- **G726** is an unlicensed speech codec that is most commonly used within the security industry.


Note

The **Sample rate** defines the number of times per second the sound is sampled. A higher sample rate will provide better audio quality, but also requires a greater bandwidth.

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Set the required **Bit rate** depending on the selected encoding. A higher bit rate will give better audio quality. A lower bit rate may have latency or delay, but will require less bandwidth.

For more information about these settings, please see the online help .

Audio Output


An external speaker can be connected to the Audio-out connector (an active speaker with built-in amplifier is required for this). The output can be connected to another amplifier with speakers. A stereo connector must be used for the audio out.

Configure the audio output settings under **Video & Audio > Audio Settings**.

Output gain – Control the volume of the line audio output. If the sound is too low, choose a higher dB value. If the sound is too high, choose a lower dB value.

Audio Clips

An audio clip is a sound file that can be played when events occur or directly from the **Live View** page. The audio clip must first be uploaded to the Axis product or recorded by a microphone connected to the product.

To add, download, modify or remove audio clips, go to **Video & Audio > Audio Clips**. For more information see the online help .

To configure the Axis product to play audio clips when an event occurs, an action rule must be set up. For more information, see *Rules and alerts on page 32*.

Note

Audio clips cannot be used if the product's audio functionality is enabled. The audio functionality is enabled on the **Audio** tab under **Video & Audio > Video Stream**.

AXIS P3364-VE Network Camera

How to configure the live view window

How to configure the live view window

You can configure the following items for your live view window:

- **Stream Profile.** See *page 17*.
- **Default Viewer** for browsers. See *page 25*.
- **Viewer Settings.** See *page 25*.
- **Action Buttons.** See *page 8*.
- **User Defined Links.** See *page 26*.
- **Output Buttons.** See *page 26*.

How to set default viewer for browsers

From **Live View Config > Default Viewer** select the default method for viewing video images in your browser. The product attempts to show the video images in the selected video format and viewer. If this is not possible, the product overrides the settings and selects the best available combination.

Browser	Viewer	Description
Windows Internet Explorer	AMC	Recommended viewer in Internet Explorer (H.264/Motion JPEG).
	QuickTime	H.264.
	Still image	Displays still images only. Click the Refresh button in your browser to view a new image.
Other browsers	Server Push	Recommended viewer for other browsers (Motion JPEG).
	QuickTime	H.264.
	Still image	Displays still images only. Click the Refresh button in your browser to view a new image.

For more information, please see the online help .

About viewer settings

To configure options for the viewer, go to **Live View Config > Viewer Settings**.

- Select **Show viewer toolbar** to display the AXIS Media Control (AMC) or the QuickTime viewer toolbar under the video image in your browser.
- **H.264 decoder installation.** The administrator can disable installation of the H.264 decoder included with AXIS Media Control. This is used to prevent installation of unlicensed copies. Further decoder licenses can be purchased from your Axis reseller.
- Select **Show crosshair in PTZ joystick mode** to enable a cross that will indicate the center of the image in PTZ joystick mode.
- Select **Use PTZ joystick mode as default** to enable joystick mode. The mode can be changed temporarily from the PTZ control panel.
- Select **Enable recording button** to enable recording from the Live View page. This button is available when using the AMC viewer. The recordings are saved to the location specified in the AMC Control Panel. See *About AXIS Media Control (AMC) on page 11*.

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How to configure the live view window

About user-defined links

To display user-defined links in the live view window, select the **Show custom link** option, give the link a name and then enter the URL to link to. When defining a web link do not remove the 'http://' from the URL address. Custom links can be used to run scripts or activate external devices connected to the product, or they can link to a web page. Custom links defined as cgi links will run the script in the background, in a hidden frame. Defining the link as a web link will open the link in a new window.

Output Buttons

External I/O devices connected to the Axis product's output ports can be controlled directly from the Live View page.

To display output buttons in the Live View page:

1. Go to **Setup > Live View Config**.
2. Under **Output Buttons**, select the type of control to use:
 - **Pulse** activates the output for a defined period of time. The pulse time can be set from 1/100 second to 60 seconds.
 - **Active/Inactive** displays two buttons, one for each action.

To configure the active and inactive states, go to **System Options > Ports & Devices > I/O Ports** and set the port's **Normal state**.

For more information about I/O ports, see *I/O Ports on page 49*.

AXIS P3364-VE Network Camera

About PTZ (Pan Tilt Zoom)

About PTZ (Pan Tilt Zoom)

PTZ (pan, tilt and zoom) is available if you have enabled digital PTZ in the selected view area. For more information on view areas, see *View Area* on page 19.

About preset positions

A preset position is a saved view that can be used to quickly steer the camera to a specific position. A preset position consists of the following values:

- Pan and tilt positions
- Zoom position

How to access the preset positions

Preset positions can be accessed in several ways:

- By selecting the preset from the **Source** drop-down list in the Live View Page.
- When setting up action rules. See *page 32*.
- When setting up guard tours. See *page 27*.

How to add a preset position

1. Go to **Setup > PTZ > Preset Positions**.
2. Click in the image or use the controls to steer the camera view to the desired position.
3. Write a name in the **Current position** field.
4. Click **Add** to save the preset position.

How to set the home position

The entire view area is treated as the **Home** position which is readily accessible by clicking the **Home** button on the live view window and in the **Preset Positions** setup window.

The product can be configured to return to the **Home** position when the PTZ functionality has been inactive for a specified length of time. Enter the length of time in the **Return to home after** field and click **Save**. Set the time to zero to prevent the product from automatically returning to the **Home** position.

About 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.

How to create a guard tour

1. Go to **Setup > PTZ > Guard Tour**.
2. Click **Add**.
3. Type a name.
4. Specify the pause length between runs.

AXIS P3364-VE Network Camera

About PTZ (Pan Tilt Zoom)

5. Select a preset position from the drop-down list and click **Add**.
6. For each preset position, enter the **View Time** in seconds or minutes.
7. Specify the **View Order** of the preset positions, or select **Random view order**.
8. Click **Save**.

How to edit a guard tour




1. Go to **Setup > PTZ > Guard Tour**.
2. Select the guard tour in the **Guard Tour List**.
3. Click **Modify**.

About tour recording

How to create a recorded tour

Note

Only the name of the recorded tour and pause between runs can be modified. Starting a new recording will overwrite the existing guard tour.

1. Go to **PTZ > Guard Tour** and click **Add**.
2. Select **Create a record tour** and click **OK**.
3. Type a name.
4. Specify the pause length between runs.
5. Click  to start recording the pan/tilt/zoom movements.
6. When satisfied, click .
7. Click **OK**.
8. Activate the recorded tour from the live view, the guard tour pages or through events. For more information see the online help .

How to delete a guard tour

1. Go to **Setup > PTZ > Guard Tour**.
2. Select the guard tour in the **Guard Tour List**.
3. Click **Remove**.

Advanced

About advanced PTZ settings

Advanced PTZ settings can be configured under **PTZ > Advanced > Controls**.

The **Panel Shortcut Command Buttons** list shows the user-defined buttons that can be accessed from the Live View page's **Ctrl panel**. These buttons can be used to provide direct access to commands issued using the VAPIX® application programming interface. Click **Add** to add a new shortcut command button.

AXIS P3364-VE Network Camera

About PTZ (Pan Tilt Zoom)

The following PTZ controls are enabled by default:

- Pan control
- Tilt control
- Zoom control

To disable specific controls, deselect the options under **Enable/Disable controls**.

Note

Disabling PTZ controls will not affect preset positions. For example, if the tilt control is disabled, the product can still move to preset positions that require a tilt movement.

AXIS P3364-VE Network Camera

About detectors

About detectors

About camera tampering

Camera Tampering can generate an alarm when the camera is repositioned, or when the lens is covered, spray-painted or severely de-focused. To send an alarm, for example via email, an action rule must be set up.

How to configure tampering detection

1. Go to **Detectors > Camera Tampering**.
2. Set the **Minimum duration**, that is the time that must elapse before an alarm is generated. Increase time to prevent false alarms for known conditions that affect the image.
3. Select **Alarm for dark images** if an alarm should be generated when lights are dimmed or turned off, or if the lens is sprayed, covered, or rendered severely out of focus.
4. Click **Save**.

How to configure an action rule for tampering alarm

1. Go to **Events > Action Rules**.
2. Click **Add** to set up a new action rule.
3. Enter a **Name** for the action rule.
4. Under **Condition**, select **Detectors** from the **Trigger** list.
5. Select **Tampering** from the list of detectors.
6. Optionally, select a schedule and set additional conditions.
7. Select the action. **Example:** To send an email, select **Send Notification** and select a **Recipient** from the list of defined recipients.

Note

The **While the rule is active** option under **Duration** cannot be used with camera tampering, since camera tampering does not have a duration and once it has been triggered it will not automatically return to its untriggered state.

For more information on actions rules, see *Rules and alerts on page 32*.

Audio Detection

The Axis product can be configured to generate an alarm when audio rises above or falls below the threshold value. The threshold value can be set in the range 0–100 where 0 is the most sensitive and 100 the least sensitive.

1. Go to **Detectors > Audio Detection**.
2. Set the audio alarm level and click **Save**.
3. Go to **Events > Action Rules** and set up an action rule, see *How to set up action rules on page 32*.

Detected audio is indicated by colored peaks in the **Activity** indicator. An event is triggered when detected audio rises above or falls below the threshold value, which is represented by the bar.

AXIS P3364-VE Network Camera

Applications

Applications

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

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

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.

About application licenses

Some applications need a license to run. Licenses can be installed in two ways:

- Automatic installation – requires access to the Internet
- Manual installation – obtain the license key from the application vendor and upload the key to the Axis product

To request a license, the Axis product serial number (S/N) is required. The serial number can be found on the product label and under **System Options > Support > System Overview**.

How to upload and start an application

To upload and start an application:

1. Go to **Setup > Applications**.
2. Under **Upload Application**, click **Browse**. Locate the application file and click **Upload Package**.
3. Install the license (if applicable). For instructions, see the documentation provided by the application vendor.
4. Start the application. Go to **Applications**, select the application in the list of installed applications and click **Start**.
5. Configure the application. For instructions, see the documentation provided by the application vendor.

Note

- Applications can be uploaded by product administrators.
- Applications and licenses can be installed on multiple products at the same time using AXIS Camera Management, version 3.10 and later.

To generate a log file for the application, go to **Applications**. Select the application and click **Log**.

Application Considerations

If an application is upgraded, application settings, including the license, will be removed. The license must be reinstalled and the application reconfigured.

If the Axis product's firmware is upgraded, uploaded applications and their settings will remain unchanged, although this is not guaranteed by Axis Communications. Note that the application must be supported by the new firmware. For information about firmware upgrades, see *How to upgrade the firmware on page 52*.

If the Axis product is restarted, running applications will restart automatically.

If the Axis product is restored or reset to factory default, uploaded applications and their settings are removed. For information about restoring the Axis product, see *Maintenance on page 49*. For information about factory default, see *Reset to factory default settings on page 51*.

AXIS P3364-VE Network Camera

Rules and alerts

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.

How to set up action rules

An action rule defines the conditions that must be met for the product to perform an action, for example record video or send an email notification. If multiple conditions are defined, all of them must be met to trigger the action.

For more information about available triggers and actions, see *About triggers on page 32* and *About actions on page 34*.

The following example describes how to set up an action rule to record video to a network share if there is movement in the camera's field of view.

How to set up motion detection and add a network share:

1. Go to **Applications** to start and configure AXIS Video Motion Detection. See the online help.
2. Go to **System Options > Storage** and set up the network share. See *page 49*.

How to set up the action rule:

1. Go to **Events > Action Rules** and click **Add**.
2. Select **Enable** rule and enter a descriptive name for the rule.
3. Select **Applications** from the **Trigger** drop-down list and then select **VMD**.
4. Optionally, select a **Schedule** and **Additional conditions**. See below.
5. Under **Actions**, select **Record Video** from the **Type** drop-down list.
6. Select a **Stream profile** and configure the **Duration** settings as described below.
7. Select **Network Share** from the **Storage** drop-down list.

To use more than one trigger for the action rule, select **Additional conditions** and click **Add** to add additional triggers. When using additional conditions, all conditions must be met to trigger the action.

To prevent an action from being triggered repeatedly, a **Wait at least** time can be set. Enter the time in hours, minutes and seconds, during which the trigger should be ignored before the action rule can be activated again.

The recording **Duration** of some actions can be set to include time immediately before and after the event. Select **Pre-trigger time** and/or **Post-trigger time** and enter the number of seconds. When **While the rule is active** is enabled and the action is triggered again during the post-trigger time, the recording time will be extended with another post-trigger time period.

For more information, see the product's built-in help.

About triggers

Available action rule triggers and conditions include:

- **Applications** – Use installed applications to trigger the rule. See *Applications on page 31*.
- **Detectors**
 - **Day/Night Mode** – Triggers an action rule when the product switches between day mode (IR cut filter on) and night mode (IR cut filter off). This can for example be used to control an external infrared (IR) light connected to an output port.

AXIS P3364-VE Network Camera

Rules and alerts

- **Live Stream Accessed** – Triggers an action rule when any stream is accessed and during edge storage playback. This can for example be used to send notifications.
- **Tampering** – Triggers an action rule when tampering is detected. See *About camera tampering on page 30*.
- **Hardware**
 - **Fan** – Triggers an action rule if the fan is malfunctioning. This can for example be used to send maintenance notifications.
 - **Heater** – Triggers an action rule if the heater is malfunctioning. This can for example be used to send maintenance notifications.
 - **Network** – Triggers an action rule if network connection is lost or restored. This can for example be used to start recording to the SD card.
 - **Temperature** – Triggers an action rule if the temperature falls outside or inside the operating range of the product. This can for example be used to send maintenance notifications.
- **Input Signal**
 - **Digital Input Port** – Triggers an action rule when an I/O port receives a signal from a connected device. See *I/O Ports on page 49*.
 - **Manual Trigger** – Triggers an action rule using the **Manual Trigger** button in the Live View page. See *About the controls in the live view window on page 8*. This can for example be used to validate actions during product installation and configuration.
 - **Virtual Inputs** – Used by VMS (Video Management System) to trigger actions. Virtual inputs can, for example, be connected to buttons in the VMS user interface.
- **PTZ**
 - **Moving** – Triggers an action rule when the camera view moves due to a PTZ operation. This can for example be used as an additional condition to prevent an action rule triggered by motion detection to record video while the camera view moves due to a PTZ operation.
 - **Preset Reached** – Triggers an action rule when the camera stops at a preset position. This can be for example be used with the Send Images action to upload images from the preset position.
- **Storage**
 - **Disruption** – Triggers an action rule if storage problems are detected, for example if the storage device is unavailable, removed, full, locked or if other read or write problems occur. This can for example be used to send maintenance notifications.
 - **Recording** – Triggers an action rule when the Axis product records to the storage device. The recording status trigger can be used to notify the operator, for example by flashing LED lights, if the product has started or stopped to record to the storage device. Note that, this trigger can be used only for edge storage recording status.
- **System**
 - **System Ready** – Triggers an action rule when the product has been started and all services are running. This can for example be used to send a notification when the product restarts.
- **Time**
 - **Recurrence** – Triggers an action rule periodically. See *How to set up recurrences on page 35*. This can for example be used to upload an image every 5 minutes.
 - **Use Schedule** – Triggers an action rule according to the selected schedule. See *How to create schedules on page 35*.

AXIS P3364-VE Network Camera

Rules and alerts

About actions

You can configure several actions:

- **Day/Night Vision Mode** – Set the day mode (IR cut filter on) or the night mode (IR cut filter off).
- **Output Port** – Activate an I/O port to control an external device.
- **Overlay Text** – Display an overlay text. See *How to include overlay text in an action rule on page 20*.
- **Play Audio Clip** – Play an audio clip. See *Audio Clips on page 24*.
- **PTZ Control**
 - **Preset Position** – Go to a preset position.
 - **Guard Tour** – Start a guard tour. See *About guard tours on page 27*.
- **Record Video** – Record video and audio to a selected storage. To record audio, use AAC audio encoding and make sure that audio is enabled in the selected stream profile.
- **Send Images** – Send images to a recipient.
- **Send Notification** – Send a notification message to a recipient.
- **Send SNMP Trap** – Send an SNMP trap message to the operator. Make sure that SNMP is enabled and configured under **System Options > Network > SNMP**.
- **Send Video Clip** – Send a video clip to a recipient.
- **Status LED** – Flash the LED indicator. This can for example be used to validate triggers such as motion detection during product installation and configuration.

How to add recipients

The product can send media files and messages to notify users about events. Before the product can send media files or notification messages, you must define one or more recipients. For information about available options, see *About recipient types on page 34*.

To add a recipient:

1. Go to **Events > Recipients** and click **Add**.
2. Enter a descriptive name.
3. Select a recipient **Type**.
4. Enter the information needed for the recipient type.
5. Click **Test** to test the connection to the recipient.
6. Click **OK**.

About recipient types

The following recipient types are available:

	Use with action	Notes
Email	Send Images Send Notification Send Video Clip	An email recipient can contain multiple email addresses.
FTP	Send Images Send Video Clip	

AXIS P3364-VE Network Camera

Rules and alerts

SFTP	Send Images Send Video Clip	Encrypted file transfer using SSH File Transport Protocol (SFTP). SFTP is a more secure method than FTP but file transfer might be slower, especially for large files such as high resolution video. Specify login information for the SFTP server and the server's public key MD5 fingerprint (32 hexadecimal digits).The SFTP recipient supports SFTP servers using SSH-2 with RSA and DSA host key types. RSA is the preferred method. To use DSA, disable the RSA key on the SFTP server.
HTTP	Send Images Send Notification Send Video Clip	
HTTPS	Send Images Send Notification Send Video Clip	Encrypted file transfer using HyperText Transfer Protocol Secure (HTTPS). Specify login information for the HTTPS server and validate the server's certificate. If there is a proxy between the Axis product and the HTTPS server, also specify the proxy settings.
Network Share	Send Images Send Video Clip	A network share can also be used as a storage device for recorded video. Go to System > Storage to configure a network share before setting up a continuous recording or an action rule to record video.
TCP	Send Notification	

How to create schedules

Schedules can be used as action rule triggers or as additional conditions, for example to record video if motion is detected outside office hours. Use one of the predefined schedules or create a new schedule as described below.

To create a new schedule:

1. Go to **Events > Schedules** and click **Add**.
2. Enter a descriptive name and the information needed for a daily, weekly, monthly or yearly schedule.
3. Click **OK**.

To use the schedule in an action rule, select the schedule from the **Schedule** drop-down list in the Action Rule Setup page.

How to set up recurrences

Recurrences are used to trigger action rules repeatedly, for example every 5 minutes or every hour.

To set up a recurrence:

1. Go to **Events > Recurrences** and click **Add**.
2. Enter a descriptive name and recurrence pattern.
3. Click **OK**.

To use the recurrence in an action rule, first select **Time** from the **Trigger** drop-down list in the Action Rule Setup page and then select the recurrence from the second drop-down list.

To modify or remove recurrences, select the recurrence in the **Recurrences List** and click **Modify** or **Remove**.

AXIS P3364-VE Network Camera

About recordings

About recordings

The Axis product can be configured to record video continuously or according to an action rule:

- To start a continuous recording, see *page 37*.
- To set up action rules, see *page 32*.
- To access recordings, see *How to find recordings on page 36*.
- To play recordings, see *How to play recordings on page 36*.
- To export a recording as a video clip, see *How to export a video clip on page 37*.
- To configure camera controlled storage, see *Storage on page 47*.

How to find recordings

Recordings stored on the SD card or network share can be accessed from the **Recordings > List** page. The page lists all recordings on the storage device and shows each recording's start date and time, duration and the event that triggered the recording.

Note

The recording's start date and time is set according to the Axis product's date and time settings. If the Axis product is configured to use a time zone different from the local time zone, make sure to configure the **Recording time** filters according to the product's time zone. Date and time settings are configured under **System Options > Date & Time**, see *Date & Time on page 41*.

To find a recording, follow these steps:

1. Go to **Recordings > List**.
2. To reduce the number of recordings displayed, select the desired options under **Filter**:
 - Recording time** – List recordings that started between the **From** and **To** times.
 - Event** – List recordings that were triggered by a specific event. Select **continuous** to list continuous recordings.
 - Storage** – List recordings from a specific storage device.
 - Sort** – Specify how recordings should be sorted in the list.
 - Results** – Specify the maximum number of recordings to display.
3. To apply the filters, click the **Filter** button. Some filters may take a long time to complete.
4. The recordings are displayed in the **Recording** list.

To play a recording, select the recording and click **Play**. See also *How to play recordings on page 36*.

To view detailed information about a recording, select the recording and click **Properties**.

To export a recording or a part of a recording as a video clip, select the recording and click **Export**. See also *How to export a video clip on page 37*.

To remove a recording from the storage device, select the recording and click **Remove**.

How to play recordings

Recordings on the SD card or network share can be played directly from the Axis product's web pages.

AXIS P3364-VE Network Camera

About recordings

To play a recording, follow these steps:

1. Go to **Recordings > List**.
2. To reduce the number of recordings displayed, select the desired options under **Filter** and click the **Filter** button to apply the filters. See also *How to find recordings on page 36*.
3. Select the recording and click **Play**. The recording will be played in a new browser window.

How to export a video clip

Recordings on the SD card or network share can be exported as video clips. You can export a complete recording or a part of a recording.

Note

The exported recording is a Matroska video file (.mkv). To play the recording in Windows Media Player, AXIS Matroska File Splitter must be installed. AXIS Matroska File Splitter can be downloaded from www.axis.com/support/downloads

To export a video clip, follow these steps:

1. Go to **Recordings > List**.
2. To reduce the number of recordings displayed, select the desired options under **Filter** and click the **Filter** button to apply the filters. See also *How to find recordings on page 36*.
3. Select the recording and click **Export**. The **Export Recording** dialog opens.
4. By default, the complete recording is selected. To export a part of the recording, modify the start and stop times.
5. Optionally, enter a file name for the recording.
6. Click **Export**.

Note

Recordings can also be exported from the playback window.

About continuous recording

The Axis product can be configured to continuously save video to a storage device. For information about storage devices, see *Storage on page 47*. To prevent the disk from becoming full, it is recommended to configure the disk to automatically remove old recordings.

If a new stream profile is selected while a recording is ongoing, the recording will be stopped and saved in the recording list and a new recording with the new stream profile will start. All previous continuous recordings will remain in the recording list until they are removed manually or through automatic removal of old recordings.

To start a continuous recording, follow these steps:

1. Go to **Recordings > Continuous**.
2. Select **Enabled**.
3. Select the type of storage device from the **Storage** list.
4. Select a **Stream** profile to use for continuous recordings. To include audio in the recording, use AAC audio encoding and make sure that audio is enabled in the selected stream profile.
5. Click **Save** to save and start the recording.

AXIS P3364-VE Network Camera

About languages

About languages

Multiple languages can be installed in the Axis product. All web pages including the online help will be displayed in the selected language. To switch languages, go to **Setup > Languages** and first upload the new language file. Browse and locate the file and click the **Upload Language** button. Select the new language from the list and click **Save**.

Note

- Resetting the product to factory default settings will erase any uploaded language files and reset the product language to English.
- Clicking the **Restore** button on the Maintenance page will not affect the language.
- A firmware upgrade will not affect the language used. However if you have uploaded a new language to the product and later upgrade the firmware, it may happen that the translation no longer matches the product's web pages. In this case, upload an updated language file.
- A language already installed in the product will be replaced when a current or a later version of the language file is uploaded.

AXIS P3364-VE Network Camera

About system options

About system options

Security

Users

User access control is enabled by default and can be configured under **System Options > Security > Users**. An administrator can set up other users by giving them user names and passwords. It is also possible to allow anonymous viewer login, which means that anybody may access the Live View page.

The user list displays authorized users and user groups (access levels):

- **Viewers** have access to the Live View page
- **Operators** have access to all settings except:
 - creating and modifying PTZ presets
 - creating and modifying PTZ control settings
 - creating and modifying privacy mask settings
 - uploading applications and language files
 - any of the settings included in the **System Options**
- **Administrators** have unrestricted access to all settings. The administrator can add, modify and remove other users.

Note

Note that when the option **Encrypted & unencrypted** is selected, the webserver will encrypt the password. This is the default option for a new unit or a unit reset to factory default settings.

Under **HTTP/RTSP Password Settings**, select the type of password to allow. You may need to allow unencrypted passwords if there are viewing clients that do not support encryption, or if you upgraded the firmware and existing clients support encryption but need to log in again and be configured to use this functionality.

Under **User Settings**, select the **Enable anonymous viewer login** option to allow anonymous users access to the Live View page.

Select the **Enable anonymous PTZ control login** to allow anonymous users access to the PTZ controls.

ONVIF

ONVIF is an open industry forum that provides and promotes standardized interfaces for effective interoperability of IP-based physical security products.

By creating a user you automatically enable ONVIF communication. Use the user name and password with all ONVIF communication with the product. For more information see www.onvif.org

IP Address Filter

IP address filtering is enabled on the **System Options > Security > IP Address Filter** page. Once enabled, the listed IP address are allowed or denied access to the Axis product. Select **Allow** or **Deny** from the list and click **Apply** to enable IP address filtering.

The administrator can add up to 256 IP address entries to the list (a single entry can contain multiple IP addresses).

HTTPS

HTTPS (HyperText Transfer Protocol over Secure Socket Layer, or HTTP over SSL) is a web protocol providing encrypted browsing. HTTPS can also be used by users and clients to verify that the correct device is being accessed. The security level provided by HTTPS is considered adequate for most commercial exchanges.

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About system options

The Axis product can be configured to require HTTPS when users from different user groups (administrator, operator, viewer) log in.

To use HTTPS, an HTTPS certificate must first be installed. Go to **System Options > Security > Certificates** to install and manage certificates. See *About certificates on page 40*.

To enable HTTPS on the Axis product:

1. Go to **System Options > Security > HTTPS**
2. Select an HTTPS certificate from the list of installed certificates.
3. Optionally, click **Ciphers** and select the encryption algorithms to use for SSL.
4. Set the **HTTPS Connection Policy** for the different user groups.
5. Click **Save** to enable the settings.

To access the Axis product via the desired protocol, in the address field in a browser, enter `https://` for the HTTPS protocol and `http://` for the HTTP protocol.

The HTTPS port can be changed on the **System Options > Network > TCP/IP > Advanced** page.

IEEE 802.1X

IEEE 802.1X is a standard for port-based Network Admission Control providing secure authentication of wired and wireless network devices. IEEE 802.1X is based on EAP (Extensible Authentication Protocol).

To access a network protected by IEEE 802.1X, devices must be authenticated. The authentication is performed by an authentication server, typically a **RADIUS server**, examples of which are FreeRADIUS and Microsoft Internet Authentication Service.

In Axis implementation, the Axis product and the authentication server identify themselves with digital certificates using EAP-TLS (Extensible Authentication Protocol - Transport Layer Security). The certificates are provided by a **Certification Authority (CA)**. You need:

- a CA certificate to authenticate the authentication server.
- a CA-signed client certificate to authenticate the Axis product.

To create and install certificates, go to **System Options > Security > Certificates**. See *About certificates on page 40*.

To allow the product to access a network protected by IEEE 802.1X:

1. Go to **System Options > Security > IEEE 802.1X**.
2. Select a **CA Certificate** and a **Client Certificate** from the lists of installed certificates.
3. Under **Settings**, select the EAPOL version and provide the EAP identity associated with the client certificate.
4. Check the box to enable IEEE 802.1X and click **Save**.

Note

For authentication to work properly, the date and time settings in the Axis product should be synchronized with an NTP server. See *Date & Time on page 41*.

About certificates

Certificates are used to authenticate devices on a network. Typical applications include encrypted web browsing (HTTPS), network protection via IEEE 802.1X and notification messages for example via email. Two types of certificates can be used with the Axis product:

Server/Client certificates – To authenticate the Axis product. A **Server/Client** certificate can be self-signed or issued by a Certificate Authority (CA). A self-signed certificate offers limited protection and can be used before a CA-issued certificate has been obtained.

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About system options

CA certificates – To authenticate peer certificates, for example the certificate of an authentication server in case the Axis product is connected to an IEEE 802.1X protected network. The Axis product is shipped with several preinstalled CA certificates.

Note

- If the product is reset to factory default, all certificates, except preinstalled CA certificates, will be deleted.
- If the product is reset to factory default, all preinstalled CA certificates that have been deleted will be reinstalled.

How to create a self-signed certificate

1. Go to **Setup > System Options > Security > Certificates**.
2. Click **Create self-signed certificate** and provide the requested information.

How to create and install a CA-signed certificate

1. Create a self-signed certificate, see *How to create a self-signed certificate on page 41*.
2. Go to **Setup > System Options > Security > Certificates**.
3. Click **Create certificate signing request** and provide the requested information.
4. Copy the PEM-formatted request and send to the CA of your choice.
5. When the signed certificate is returned, click **Install certificate** and upload the certificate.

How to install additional CA certificates

1. Go to **Setup > System Options > Security > Certificates**.
2. Click **Install certificate** and upload the certificate.

Audio Support

Select **Enable audio support** to allow clients to retrieve audio streams from the Axis product. For information on how to configure audio settings, see *How to change audio settings on page 22*.

Note

Deselecting this option will disable audio globally in the Axis product, for configured events and profiles with audio as well.

Date & Time

The Axis product's date and time settings are configured under **System Options > Date & Time**.

Current Server Time displays the current date and time (24h clock). The time can be displayed in 12h clock in the text overlay (see below).


To change the date and time settings, select the preferred **Time mode** under **New Server Time**:

- **Synchronize with computer time** – Sets date and time according to the computer's clock. With this option, date and time are set once and will not be updated automatically.
- **Synchronize with NTP Server** – Obtains date and time from an NTP server. With this option, date and time settings are updated continuously. For information on NTP settings, see *NTP Configuration on page 44*.
If using a host name for the NTP server, a DNS server must be configured. See *DNS Configuration on page 43*.
- **Set manually** – Allows you to manually set date and time.

If using an NTP server, select your **Time zone** from the drop-down list. If required, check **Automatically adjust for daylight saving time changes**.

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About system options

The **Date & Time Format Used in Images** is the date and time format displayed as a text overlay in the video stream. Use the predefined formats or see *File Naming & Date/Time Formats* in the online help  for information on how to create custom date and time formats. To include date and time in the overlay text, go to **Video & Audio** and select **Include date** and **Include time**.

Network

Basic TCP/IP Settings

The Axis product supports IP version 4 and IP version 6. Both versions can be enabled simultaneously, and at least one version must always be enabled.

IPv4 Address Configuration

By default, the Axis product is set to use IPv4 (IP version 4) and to obtain the IP address automatically via DHCP. The IPv4 settings are configured under **System Options > Network > TCP/IP > Basic**.

DHCP (Dynamic Host Configuration Protocol) allows network administrators to centrally manage and automate the assignment of IP addresses. DHCP should only be enabled if using dynamic IP address notification, or if the DHCP can update a DNS server. It is then possible to access the Axis product by name (host name).

If DHCP is enabled and the product cannot be accessed, run **AXIS IP Utility** to search the network for connected Axis products, or reset the product to the factory default settings (see *page 51*) and then perform the installation again.

To use a static IP address, check **Use the following IP address** and specify the IP address, subnet mask and default router.

IPv6 Address Configuration

If IPv6 (IP version 6) is enabled, the Axis product will receive an IP address according to the configuration in the network router.

To enable IPv6, go to **System Options > Network > TCP/IP > Basic**. Other settings for IPv6 should be configured in the network router.

ARP/Ping

The product's IP address can be assigned using ARP and Ping. For instructions, see *Assign an IP address using ARP/Ping on page 42*.

The ARP/Ping service is enabled by default but is automatically disabled two minutes after the product is started, or as soon as an IP address is assigned. To re-assign IP address using ARP/Ping, the product must be restarted to enable ARP/Ping for an additional two minutes.

To disable the service, go to **System Options > Network > TCP/IP > Basic** and clear the option **Enable ARP/Ping setting of IP address**.

Pinging the product is still possible when the service is disabled.

Assign an IP address using ARP/Ping

The device's IP address can be assigned using ARP/Ping. The command must be issued within 2 minutes of connecting power.

1. Acquire a free static IP address on the same network segment as the computer.
2. Locate the serial number (S/N) on the device label.
3. Open a command prompt and enter the following commands:

Linux/Unix syntax

```
arp -s <IP address> <serial number> temp  
ping -s 408 <IP address>
```

Linux/Unix example

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```
arp -s 192.168.0.125 00:40:8c:18:10:00 temp
ping -s 408 192.168.0.125
```

Windows syntax (this may require that you run the command prompt as an administrator)

```
arp -s <IP address> <serial number>
ping -l 408 -t <IP address>
```

Windows example (this may require that you run the command prompt as an administrator)

```
arp -s 192.168.0.125 00-40-8c-18-10-00
ping -l 408 -t 192.168.0.125
```

4. Restart the device by disconnecting and reconnecting the network connector.
5. Close the command prompt when the device responds with `Reply from 192.168.0.125:...` or similar.
6. Open a browser and type `http://<IP address>` in the address field.

For other methods of assigning the IP address, see the document *How to assign an IP address and access your device* at www.axis.com/support

Note

- To open a command prompt in Windows, open the **Start** menu and search for `cmd`.
- To use the ARP command in Windows 8/Windows 7/Windows Vista, right-click the command prompt icon and select **Run as administrator**.
- To open a command prompt in Mac OS X, open the **Terminal** utility from **Application > Utilities**.

AXIS Video Hosting System (AVHS)

AVHS used in conjunction with an AVHS service, provides easy and secure Internet access to live and recorded video accessible from any location. For more information and help to find a local AVHS Service Provider go to www.axis.com/hosting

The AVHS settings are configured under **System Options > Network > TCP/IP > Basic**. The possibility to connect to an AVHS service is enabled by default. To disable, clear the **Enable AVHS** box.

One-click enabled – Press and hold the product's control button (see) for about 3 seconds to connect to an AVHS service over the Internet. Once registered, **Always** will be enabled and the Axis product stays connected to the AVHS service. If the product is not registered within 24 hours from when the button is pressed, the product will disconnect from the AVHS service.

Always – The Axis product will constantly attempt to connect to the AVHS service over the Internet. Once registered, the product will stay connected to the service. This option can be used when the product is already installed and it is not convenient or possible to use the one-click installation.

AXIS Internet Dynamic DNS Service

AXIS Internet Dynamic DNS Service assigns a host name for easy access to the product. For more information, see www.axiscam.net

To register the Axis product with AXIS Internet Dynamic DNS Service, go to **System Options > Network > TCP/IP > Basic**. Under **Services**, click the **AXIS Internet Dynamic DNS Service Settings** button (requires access to the Internet). The domain name currently registered at AXIS Internet Dynamic DNS service for the product can at any time be removed.

Note

AXIS Internet Dynamic DNS Service requires IPv4.

Advanced TCP/IP Settings

DNS Configuration

DNS (Domain Name Service) provides the translation of host names to IP addresses. The DNS settings are configured under **System Options > Network > TCP/IP > Advanced**.

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About system options

Select **Obtain DNS server address via DHCP** to use the DNS settings provided by the DHCP server.

To make manual settings, select **Use the following DNS server address** and specify the following:

Domain name – Enter the domain(s) to search for the host name used by the Axis product. Multiple domains can be separated by semicolons. The host name is always the first part of a fully qualified domain name, for example, `myserver` is the host name in the fully qualified domain name `myserver.mycompany.com` where `mycompany.com` is the domain name.

Primary/Secondary DNS server – Enter the IP addresses of the primary and secondary DNS servers. The secondary DNS server is optional and will be used if the primary is unavailable.

NTP Configuration

NTP (Network Time Protocol) is used to synchronize the clock times of devices in a network. The NTP settings are configured under **System Options > Network > TCP/IP > Advanced**.

Select **Obtain NTP server address via DHCP** to use the NTP settings provided by the DHCP server.

To make manual settings, select **Use the following NTP server address** and enter the host name or IP address of the NTP server.

Host Name Configuration

The Axis product can be accessed using a host name instead of an IP address. The host name is usually the same as the assigned DNS name. The host name is configured under **System Options > Network > TCP/IP > Advanced**.

Select **Obtain host name via IPv4 DHCP** to use host name provided by the DHCP server running on IPv4.

Select **Use the host name** to set the host name manually.

Select **Enable dynamic DNS updates** to dynamically update local DNS servers whenever the Axis product's IP address changes. For more information, see the online help.

Link-Local IPv4 Address

Link-Local Address is enabled by default and assigns the Axis product an additional IP address which can be used to access the product from other hosts on the same segment on the local network. The product can have a Link-Local IP and a static or DHCP-supplied IP address at the same time.

This function can be disabled under **System Options > Network > TCP/IP > Advanced**.

HTTP

The HTTP port used by the Axis product can be changed under **System Options > Network > TCP/IP > Advanced**. In addition to the default setting, which is 80, any port in the range 1024–65535 can be used.

HTTPS

The HTTPS port used by the Axis product can be changed under **System Options > Network > TCP/IP > Advanced**. In addition to the default setting, which is 443, any port in the range 1024–65535 can be used.

To enable HTTPS, go to **System Options > Security > HTTPS**. For more information, see *HTTPS on page 39*.

NAT traversal (port mapping) for IPv4

A network router allows devices on a private network (LAN) to share a single connection to the internet. This is done by forwarding network traffic from the private network to the "outside", that is, the internet. Security on the private network (LAN) is increased since most routers are pre-configured to stop attempts to access the private network (LAN) from the public network (internet).

Use **NAT traversal** when the Axis product is located on an intranet (LAN) and you wish to make it available from the other (WAN) side of a NAT router. With NAT traversal properly configured, all HTTP traffic to an external HTTP port in the NAT router is forwarded to the product.

AXIS P3364-VE Network Camera

About system options

NAT traversal is configured under **System Options > Network > TCP/IP > Advanced**.

Note

- For NAT traversal to work, this must be supported by the router. The router must also support UPnP®.
- In this context, router refers to any network routing device such as a NAT router, Network router, Internet Gateway, Broadband router, Broadband sharing device, or a software such as a firewall.

Enable/Disable – When enabled, the Axis product attempts to configure port mapping in a NAT router on your network, using UPnP. Note that UPnP must be enabled in the product (see **System Options > Network > UPnP**).

Use manually selected NAT router – Select this option to manually select a NAT router and enter the IP address for the router in the field. If no router is specified, the product automatically searches for NAT routers on your network. If more than one router is found, the default router is selected.

Alternative HTTP port – Select this option to manually define an external HTTP port. Enter a port in the range 1024–65535. If the port field is empty or contains the default setting, which is 0, a port number is automatically selected when enabling NAT traversal.

Note

- An alternative HTTP port can be used or be active even if NAT traversal is disabled. This is useful if your NAT router does not support UPnP and you need to manually configure port forwarding in the NAT router.
- If you attempt to manually enter a port that is already in use, another available port is automatically selected.
- When the port is selected automatically it is displayed in this field. To change this, enter a new port number and click **Save**.

FTP

The FTP server running in the Axis product enables upload of new firmware, user applications, etc. The FTP server can be disabled under **System Options > Network > TCP/IP > Advanced**.

Note

This FTP server has nothing to do with the product's ability to transfer images via FTP to other locations and servers.

RTSP

The RTSP server running in the Axis product allows a connecting client to start an H.264 stream. The RTSP port number can be changed under **System Options > Network > TCP/IP > Advanced**. The default port is 554.

Note

H.264 video streams will not be available if the RTSP server is disabled.

SOCKS

SOCKS is a networking proxy protocol. The Axis product can be configured to use a SOCKS server to reach networks on the other side of a firewall or proxy server. This functionality is useful if the Axis product is located on a local network behind a firewall, and notifications, uploads, alarms, etc need to be sent to a destination outside the local network (for example the Internet).

SOCKS is configured under **System Options > Network > SOCKS**. For more information, see the online help.

QoS (Quality of Service)

QoS (Quality of Service) guarantees a certain level of a specified resource to selected traffic on a network. A QoS-aware network prioritizes network traffic and provides a greater network reliability by controlling the amount of bandwidth an application may use.

The QoS settings are configured under **System Options > Network > QoS**. Using DSCP (Differentiated Services Codepoint) values, the Axis product can mark different types of traffic.

Note

Live audio DSCP will be equal to live video DSCP if H.264 over RTSP is used.

AXIS P3364-VE Network Camera

About system options

SNMP

The Simple Network Management Protocol (SNMP) allows remote management of network devices. An SNMP community is the group of devices and management station running SNMP. Community names are used to identify groups.

AXIS Video MIB (Management Information Base) for video hardware can be used to monitor Axis-specific, hardware-related issues that may need administrative attention. For more information about AXIS Video MIB and to download MIB files, go to www.axis.com/support

To enable and configure SNMP in the Axis product, go to the **System Options > Network > SNMP** page.

Depending on the level of security required, select the version on SNMP to use.

Traps are used by the Axis product to send messages to a management system on important events and status changes. Check **Enable traps** and enter the IP address where the trap message should be sent and the **Trap community** that should receive the message.

Note

If HTTPS is enabled, SNMP v1 and SNMP v2c should be disabled.

Traps for **SNMP v1/v2** are used by the Axis product to send messages to a management system on important events and status changes. Check **Enable traps** and enter the IP address where the trap message should be sent and the **Trap community** that should receive the message.

The following traps are available:

- Cold start
- Warm start
- Link up
- Authentication failed

Note

All AXIS Video MIB traps are enabled when SNMP v1/v2c traps are enabled. It is not possible to turn on or off specific traps.

SNMP v3 provides encryption and secure passwords. To use traps with SNMP v3, an SNMP v3 management application is required.

To use SNMP v3, HTTPS must be enabled, see *HTTPS on page 39*. To enable SNMP v3, check the box and provide the initial user password.

Note

The initial password can only be set once. If the password is lost, the Axis product must be reset to factory default, see *Reset to factory default settings on page 51*.

UPnP

The Axis product includes support for UPnP®. UPnP is enabled by default and the product is automatically detected by operating systems and clients that support this protocol.

UPnP can be disabled under **System Options > Network > UPnP**.

RTP/H.264

The RTP port range and multicast settings are configured under **System Options > Network > RTP**.

The RTP port range defines the range of ports from which the video/audio ports are automatically selected. For multicast streams, only certain IP addresses and port numbers should be used.

Select **Always Multicast Video** and/or **Always Multicast Audio** to start multicast streaming without opening an RTSP session.

AXIS P3364-VE Network Camera

About system options

Bonjour

The Axis product includes support for Bonjour. Bonjour is enabled by default and the product is automatically detected by operating systems and clients that support this protocol.

Bonjour can be disabled under **System Options > Network > Bonjour**.

Storage

About SD cards

NOTICE

To prevent data corruption, the SD card should be unmounted before removal.

Note

For SD card recommendations see www.axis.com

The Axis product supports SD/SDHC/SDXC cards.

The following SD card file systems are supported:

- **ext4** — recommended due to its resilience against data loss if the card is ejected or if there is abrupt power loss. To access data stored on the card from the Windows operating system, a third-party ext4 driver or application is required.
- **vFAT** — supported by most operating systems for personal computers.

The SD card is managed on the **System Options > Storage** page. Click **SD Card** to open **Storage Management**.

If the card's status shows as failed, click **Check disk** to see if the problem can be found and then try **Repair**. This option is only available for SD cards with ext4. For SD cards with vFAT, use a card reader or computer to troubleshoot the card.

To avoid filling the card, it is recommended to remove recordings continuously. Under **General Settings**, select **Remove recordings older than** and select the number of days or weeks.

To stop writing to the card and protect recordings from being removed, select **Lock** under **General Settings**.

How to mount and unmount the SD card

NOTICE

To prevent corruption of recordings, the SD card should always be unmounted before it is ejected.

The SD card is automatically mounted when the card is inserted into the Axis product or when the product is started. A manual mount is only required if the card has been unmounted and not ejected and re-inserted.

To unmount the SD card:

1. Open the Axis product's webpages and go to **Setup > System Options > Storage**.
2. Click **SD Card**.
3. Click **Unmount**.
4. The card can now be removed.

How to format the SD card

NOTICE

Formatting the SD card will remove all data and recordings stored on the card.

AXIS P3364-VE Network Camera

About system options

The Axis product can be configured to automatically format SD cards that are inserted into the product. If autoformat is enabled and an SD card is inserted, the product will check if the SD card has the ext4 file system. If the card has a different file system, the card will automatically be formatted to ext4.

Important

If autoformat is enabled, only use new or empty SD cards. Any data stored on the card will be lost when the card is inserted into the Axis product.

To enable automatic formatting, follow these steps:

1. Open the Axis product's webpages and go to **Setup > System Options > Storage**.
2. Click **SD Card**.
3. Under **General Settings**, select **Autoformat to**.
4. Click **OK** to save settings.

An SD card inserted into the product can be manually formatted to one of the supported file systems. To manually format the SD card, follow these steps:

1. Insert the SD card in the SD card slot.
2. Open the Axis product's webpages and go to **Setup > System Options > Storage**.
3. Click **SD Card**.
4. Click **Format** and select the desired file system.
5. Click **OK** to start formatting the card.

How to encrypt SD card data

To prevent unauthorized individuals and systems from accessing recorded video, the SD card content can be encrypted. Encryption can only be enabled when the card is unmounted. After enabling encryption, the SD card must be formatted so that no unencrypted data remains on the card. The card must also be mounted before it can be used.

Note

If autoformat is enabled, the card will be formatted and mounted automatically when encryption is enabled. The format and mount steps below should then be skipped.

To encrypt the SD card content:

1. Open the Axis product's webpages and go to **Setup > System Options > Storage**.
2. Click **SD Card** to open **Storage Management**.
3. If the SD card is mounted, click **Unmount** to unmount the card.
4. Click **Encrypt**.
5. Select **Enable SD card encryption** and enter a passphrase.
6. Back in Storage Management, click **Format** to format the SD card.
7. Click **Mount** to mount the SD card.

It is possible to change the passphrase without reformatting the card. Open **Storage Management**, click **Encrypt** and enter the old and new passphrases. The passphrase can only be changed when the card is mounted. Changing the passphrase does not disrupt ongoing recordings.

To disable encryption, unmount the SD card and follow the steps above but clear the **Enable SD card encryption** option. The card must be formatted and mounted when encryption has been disabled.

AXIS P3364-VE Network Camera

About system options

Network Share

Network share allows you to add network storage such as a NAS (network-attached storage). The NAS shall be dedicated for recordings and data from the Axis products connected to the network.

Note

For NAS recommendations see www.axis.com

To add a network share:

1. Go to **System Options > Storage**.
2. Click **Network Share**.
3. Enter the IP address, DNS or Bonjour name to the host server in the **Host** field.
4. Enter the name of the share in the **Share** field. Sub folders cannot be used.
5. If required, select **The share requires login** and enter the user name and password.
6. Click **Connect**.

To clear all recordings and data from the Axis product's folder on the designated share, click **Clear** under **Storage Tools**.

To avoid filling the share, it is recommended to remove recordings continuously. Under **General Settings**, select **Remove recordings older than** and select the number of days or weeks.

To stop writing to the share and protect recordings from being removed, select **Lock** under **General Settings**.

Ports & Devices

I/O Ports

The Axis product provides one input port and one output port for connection of external devices. For information about how to connect external devices, see *Connectors on page 57*.

The I/O ports are configured under **System Options > Ports & Devices > I/O Ports**. The ports can be given descriptive names and their **Normal states** can be configured as **Open circuit** or **Grounded circuit**.

Port Status

The list on the **System Options > Ports & Devices > Port Status** page shows the status of the product's input and output ports.

Maintenance

The Axis product provides several maintenance functions. These are available under **System Options > Maintenance**.

Click **Restart** to perform a correct restart if the Axis product is not behaving as expected. This will not affect any of the current settings.

Note

A restart clears all entries in the Server Report.

Click **Restore** to reset most settings to the factory default values. The following settings are not affected:

- the boot protocol (DHCP or static)
- the static IP address
- the default router

AXIS P3364-VE Network Camera

About system options

- the subnet mask
- the system time
- the IEEE 802.1X settings
- the focus position

Note

If the Axis product is restored, uploaded applications and their settings are removed.

Click **Default** to reset all settings, including the IP address, to the factory default values. This button should be used with caution. The Axis product can also be reset to factory default using the control button, see *Reset to factory default settings on page 51*.

To reset the optics, click **Calibrate** under **System Options > Maintenance > Optics**. This may be necessary in situations where the optics has lost its calibration during transport or has been exposed to extreme vibrations. If necessary configure focus and zoom again (see *How to perform a basic setup on page 14*).

To identify the product or test the Status LED, click **Flash LED** under **Identify** and specify the duration in seconds, minutes or hours. This can be useful for identifying the product among other products installed in the same location.

For information about firmware upgrade, see *How to upgrade the firmware on page 52*.

Support

Support Overview

The **System Options > Support > Support Overview** page provides information on troubleshooting and contact information, should you require technical assistance.

See also *Troubleshooting on page 52*.

System Overview

To get an overview of the Axis product's status and settings, go to **System Options > Support > System Overview**. Information that can be found here includes firmware version, IP address, network and security settings, event settings, image settings and recent log items.

Logs & Reports

The **System Options > Support > Logs & Reports** page generates logs and reports useful for system analysis and troubleshooting. If contacting Axis Support, please provide a server report with your query.

System Log – Provides information about system events.

Access Log – Lists all failed attempts to access the product. The access log can also be configured to list all connections to the product (see below).

View Server Report – Provides information about the product status in a pop-up window. The access log is automatically included in the server report.

Download Server Report – Creates a .zip file that contains a complete server report text file in UTF-8 format. Select the **Include snapshot from Live View** option to include a snapshot of the product's Live View. The .zip file should always be included when contacting support.

Parameter List – Shows the product's parameters and their current settings. This may prove useful when troubleshooting or when contacting Axis Support.

Connection List – Lists all clients that are currently accessing media streams.

Crash Report – Generates an archive with debugging information. The report takes several minutes to generate.

AXIS P3364-VE Network Camera

About system options

Advanced

Scripting

Scripting allows experienced users to customize and use their own scripts.

NOTICE

Improper use may cause unexpected behavior and loss of contact with the Axis product.

Axis strongly recommends that you do not use this function unless you understand the consequences. Axis Support does not provide assistance for problems with customized scripts.

To open the Script Editor, go to **System Options > Advanced > Scripting**. If a script causes problems, reset the product to its factory default settings, see *page 51*.

For more information, see www.axis.com/developer

File Upload

Files, for example webpages and images, can be uploaded to the Axis product and used as custom settings. To upload a file, go to **System Options > Advanced > File Upload**.

Uploaded files are accessed through `http://<ip address>/local/<user>/<file name>` where <user> is the selected user group (viewer, operator or administrator) for the uploaded file.

Plain Config

Plain Config is for advanced users with experience of Axis product configuration. Most parameters can be set and modified from this page.

To open Plain Config, go to **System Options > Advanced > Plain Config**. Axis Support does not provide assistance with this feature.

Reset to factory default settings

AXIS P3364-VE Network Camera

Troubleshooting

Troubleshooting

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

How to check the current firmware

Firmware is 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.

The current firmware version in the Axis product is displayed in the page **Setup > Basic Setup** and in **Setup > About**.

How to upgrade the firmware

Important

- Your dealer reserves the right to charge for any repair attributable to faulty upgrade by the user.
- Preconfigured and customized settings are saved when the firmware is upgraded (providing the features are available in the new firmware) although this is not guaranteed by Axis Communications AB.

Note

- After the upgrade process has completed, the product restarts automatically. If you restart the product manually after the upgrade, wait 10 minutes even if you suspect that the upgrade has failed.
 - When you upgrade the Axis product with the latest firmware, the product receives the latest functionality available. Always read the upgrade instructions and release notes available with each new release before upgrading the firmware.
1. Download the latest firmware file to your computer, available free of charge at www.axis.com/support
 2. Go to **Setup > System Options > Maintenance** in the product's webpages.
 3. Under **Upgrade Server**, click **Choose file** and locate the file on your computer.
 4. Click **Upgrade**.
 5. Wait approximately 10 minutes while the product is being upgraded and restarted. Then access the product.
 6. Go to **Setup > Basic Setup** to verify the firmware upgrade.

AXIS Device Manager can be used for multiple upgrades. See www.axis.com for more information.

Emergency Recovery Procedure

If power or network connection is lost during the upgrade, the process fails and the product may become unresponsive. Flashing red Status indicator indicates a failed upgrade. To recover the product, follow the steps below. The serial number is found on the product's label.

1. In **UNIX/Linux**, type the following from the command line:

```
arp -s <IP address> <serial number> temp  
ping -l 408 <IP address>
```

In **Windows**, type the following from a command/DOS prompt (this may require that you run the command prompt as an administrator):

```
arp -s <IP address> <serial number>  
ping -l 408 -t <IP address>
```

2. If the product does not reply in 30 seconds, restart it and wait for a reply. Press CTRL+C to stop Ping.

AXIS P3364-VE Network Camera

Troubleshooting

3. Open a browser and type in the product's IP address. In the page that opens, use the **Browse** button to select the upgrade file to use. Then click **Load** to restart the upgrade process.
4. After the upgrade is complete (1–10 minutes), the product automatically restarts and shows a steady green on the Status indicator.
5. Reinstall the product, referring to the Installation Guide.

If the emergency recovery procedure does not get the product up and running again, contact Axis support at www.axis.com/support

Symptoms, possible causes and remedial actions

Problems upgrading the firmware

Firmware upgrade failure	If the firmware upgrade fails, the product reloads the previous firmware. Check the firmware file and try again.
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Problems setting the IP address

When using ARP/Ping	Try the installation again. The IP address must be set within two minutes after power has been applied to the product. Make sure the Ping length is set to 408. For instructions, see <i>Assign an IP address using ARP/Ping on page 42</i> .
The product is located on a different subnet	If the IP address intended for the product and the IP address of the computer used to access the product are located on different subnets, you will not be able to set the IP address. Contact your network administrator to obtain an IP address.
The IP address is being used by another device	Disconnect the Axis product from the network. Run the Ping command (in a Command/DOS window, type <code>ping</code> and the IP address of the product): <ul style="list-style-type: none">• If you receive: <code>Reply from <IP address>: 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 product.• If you receive: <code>Request timed out</code>, this means that the IP address is available for use with the Axis product. Check all cabling and reinstall the product.
Possible IP address conflict with another device on the same subnet	The static IP address in the Axis product 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 product.

The product cannot be accessed from a browser

Cannot log in	When HTTPS is enabled, make sure 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. If the password for the user <code>root</code> is lost, the product must be reset to the factory default settings. See <i>Reset to factory default settings on page 51</i> .
The IP address has been changed by DHCP	IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the product on the network. Identify the product using its model or serial number, or by the DNS name (if the name has been configured). If required, a static IP address can be assigned manually. For instructions, see the document <i>How to assign an IP address and access your device</i> on the product page at axis.com
Certificate error when using IEEE 802.1X	For authentication to work properly, the date and time settings in the Axis product should be synchronized with an NTP server. See <i>Date & Time on page 41</i> .

AXIS P3364-VE Network Camera

Troubleshooting

The product is accessible locally but not externally

Router configuration	To configure your router to allow incoming data traffic to the Axis product, enable the NAT-traversal feature which will attempt to automatically configure the router to allow access to the Axis product, see <i>NAT traversal (port mapping) for IPv4 on page 44</i> . The router must support UPnP®.
Firewall protection	Check the Internet firewall with your network administrator.
Default routers required	Check if you need to configure the router settings from System Options > Network > TCP/IP > Basic .

Problems with streaming H.264

Problems with AXIS Media Control (<i>Internet Explorer only</i>)	To enable the updating of video images in Internet Explorer, set the browser to allow ActiveX controls. Also, make sure that AXIS Media Control is installed on your computer.
No H.264 displayed in the client	<p>Check that the relevant H.264 connection methods and correct interface are enabled in the AMC Control Panel (streaming tab). See <i>About AXIS Media Control (AMC) on page 11</i>.</p> <p>In the AMC Control Panel, select the H.264 tab and click Set to default H.264 decoder.</p> <p>Check that RTSP is enabled under System Options > Network > TCP/IP > Advanced.</p>
Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if the router settings between the client and the product 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 product 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	Make sure 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	Update the settings for your graphics adapter. Refer to the adapter's documentation for more information.
Lower frame rate than expected	<p>See <i>Performance considerations on page 58</i>.</p> <p>Reduce the number of applications running on the client computer.</p> <p>Limit the number of simultaneous viewers.</p> <p>Check with the network administrator that there is enough bandwidth available.</p> <p>Check in the AMC Control Panel (H.264 tag) that video processing is not set to Decode only key frames.</p> <p>Lower the image resolution.</p> <p>The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis product.</p>

Status and Network indicator LEDs are flashing red rapidly

Hardware failure	Contact your Axis reseller.
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Product does not start up

Product does not start up	If the product does not start up keep the network cable connected and re-insert the power cable to the midspan.
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AXIS P3364-VE Network Camera

Troubleshooting

Video and image problems, general

Image unsatisfactory	Check the video stream and camera settings under Setup > Video & Audio > Video Stream and Setup > Video & Audio > Camera Settings .
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No audio

Incorrect setup	<p>Check the sound card in the computer. Make sure that mute is not selected and that the volume settings are correct.</p> <p>Check that Enable audio support is selected under Setup > System Options > Security > Audio Support.</p> <p>Check that the correct Audio Input source is selected under Setup > Video & Audio > Audio Settings.</p>
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Poor audio quality

Stuttering	Reduce the number of listeners and viewers. Decrease image resolution and compression.
Unsynchronized audio and video using H.264	Synchronize the product's date and time settings with an NTP server. Go to Setup > System Options > Date & Time .
Distorted audio	Check that the correct Audio Input source is selected under Setup > Video & Audio > Audio Settings .
Feedback loops	Feedback loops might appear in full-duplex mode. Try moving the microphone or the speaker, or use half-duplex mode instead.

Storage and disk management problems

Storage disruption	<p>A storage disruption alarm is sent if a storage device is unavailable, removed, full, locked or if other read or write problems occur. To identify the source of the problem, check the System Log under System Options > Support > Logs & Reports. Depending on the problem, it might be necessary to re-mount the storage device.</p> <p>For information on how to set up a storage disruption alarm, see <i>Rules and alerts on page 32</i>.</p>
Video cannot be recorded	Check that the SD card is not write protected (that is, read only).
SD card cannot be mounted	Reformat the SD card and then click Mount.

NOTICE

Formatting the card will remove all content, including all recordings, from the SD card.

AXIS P3364-VE Network Camera

Specifications

Specifications

To find the latest version of the product's datasheet, go to the product page at axis.com and locate **Support & Documentation**.

LED Indicators

Note

- The Status LED can be configured to be unlit during normal operation. To configure, go to **Settings > System > Plain config**. See the online help for more information.
- The Status LED can be configured to flash while an event is active.
- The Status LED can be configured to flash for identifying the unit. Go to **Settings > System > Plain config**.

Status LED	Indication
Green	Steady green for normal operation.
Amber	Steady during startup. Flashes when restoring settings.
Red	Firmware upgrade failure.

Network LED	Indication
Green	Steady for connection to a 100 Mbit/s network. Flashes for network activity.
Amber	Steady for connection to a 10 Mbit/s network. Flashes for network activity.
Unlit	No network connection.

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

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



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Buttons

Control button

For location of the control button, see .

AXIS P3364-VE Network Camera

Specifications

The control button is used for:

- Resetting the product to factory default settings. See *page 51*.
- Connecting to an AXIS Video Hosting System service. See *page 43*. To connect, press and hold the button for about 3 seconds until the Status LED flashes green.
- Connecting to AXIS Internet Dynamic DNS Service. See *page 43*. To connect, press and hold the button for about 3 seconds.

Connectors

Network connector

RJ45 Ethernet connector with Power over Ethernet (PoE).

Audio connector

The Axis product has the following audio connectors:

- Audio in (pink)** – 3.5 mm input for a mono microphone, or a line-in mono 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. We recommend to use a stereo connector for audio out.

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

3.5 mm audio connectors



	1 Tip	2 Ring	3 Sleeve
Audio Input	Microphone/Line in	Microphone bias voltage	Ground
Audio Output	Line out, mono	Line out, mono	Ground

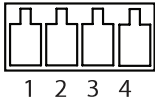
I/O connector

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

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

Digital output – For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX® Application Programming Interface or from the product's webpage.

4-pin terminal block

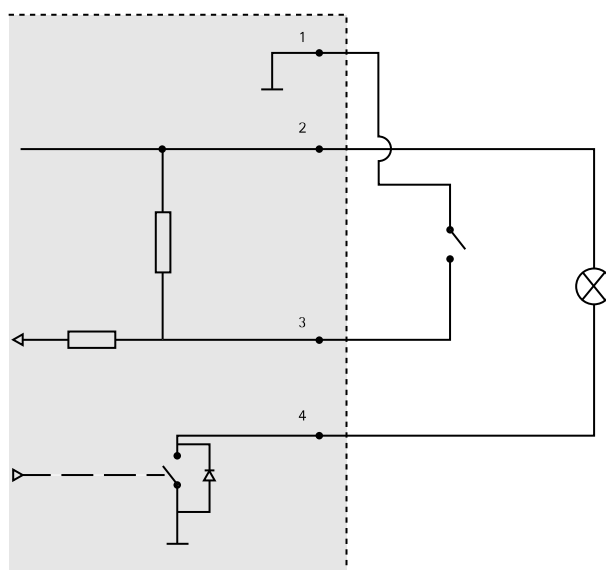


Function	Pin	Notes	Specifications
0 V DC (-)	1		0 V DC

AXIS P3364-VE Network Camera

Specifications

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 = 50 mA
Digital input	3	Connect to pin 1 to activate, or leave floating (unconnected) to deactivate	0 to max 40 V DC
Digital output	4	Connected to pin 1 when activated, floating (unconnected) when deactivated. 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 50 mA
- 3 Digital input 0 to max 40 V DC
- 4 Digital output 0 to max 40 V DC, open drain, 100 mA

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 lens manually will result in better performance compared to rotating the image from the GUI.
- 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.

AXIS P3364-VE Network Camera

Specifications

- 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.

