AXIS P12 Series

AXIS P1244 Network Camera
AXIS P1245 Network Camera
AXIS P1254 Network Camera
AXIS P1264 Network Camera
AXIS P1265 Network Camera
AXIS P1275 Network Camera
AXIS P12 Series

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About this manual

This user manual describes multiple products. Some of the instructions may not be relevant for your product.
AXIS P12 Series

Product overview

Product overview

AXIS P12 Mk II Main Unit

1. Status LED
2. Control button
3. RJ12 connector
4. Network connector (PoE)
5. SD card slot (microSD card)

Sensor units
When connecting a sensor unit to a main unit, we recommend that you make the connection before powering up the main unit. If you disconnect a sensor unit and connect a different one, it may be necessary to restart the main unit.

Shorten the sensor unit cable

Note
This cable can only be shortened, not extended or modified in any other way.

The sensor unit is delivered with a cable. To shorten the cable follow these steps:

1. Cut the cable to the desired length. Measure from the sensor unit.
2. Strip the plastic outer coating from the end of the cable.
3. Peel back the shield.
4. Flatten the colored wires in the order described below.
AXIS P12 Series

Product overview

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Brown</td>
</tr>
<tr>
<td>2</td>
<td>White/brown</td>
</tr>
<tr>
<td>3</td>
<td>Not used</td>
</tr>
<tr>
<td>4</td>
<td>Not used</td>
</tr>
<tr>
<td>5</td>
<td>White/blue</td>
</tr>
<tr>
<td>6</td>
<td>Blue</td>
</tr>
</tbody>
</table>

NOTICE

Make sure that the wires stay in the correct order and that the cable shield makes good contact with the connector shield.

5. Insert the wires all the way into a shielded 6P6C RJ12 connector.

6. Use a crimping tool to fasten the connector to the cable.
Find the device on the network

Find the device on the network

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

For more information about how to find and assign IP addresses, see the document How to assign an IP address and access your device on the device page at axis.com.

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 Set a secure password for the root account on page 6.

3. The live view page opens in your browser.

About secure passwords

Important

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

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

To protect your data we strongly recommend that you:

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

Set a secure password for the root account

Important

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

1. Type a password. Follow the instructions about secure passwords. See About secure passwords on page 6.

2. Retype the password to confirm the spelling.

3. Click Create login. The password has now been configured.
Webpage overview

1. Live view control bar
2. Live view
3. Product name
4. Controls
5. Video control bar
6. Settings toggle
AXIS P12 Series

Setup

Need more help?
You can access the built-in help from the device's webpage. The help provides more detailed information on the device's features and their settings.
**AXIS P12 Series**

**Setup**

**Image quality**

**Capture modes**

**Select capture mode**

Which capture mode to choose depends on the requirements of frame rate and resolution for the specific surveillance setup. For specifications about available capture modes, see the product's datasheet. To find the latest version of the datasheet, go to axis.com.

**Select exposure mode**

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

- For most use cases, select Automatic exposure.
- For environments with certain artificial lighting, for example fluorescent lighting, select Flicker-free.
  - Select the same frequency as the power line frequency.
- For environments with certain artificial light and bright light, for example outdoors with fluorescent lighting at night and sun during daytime, select Flicker-reduced.
  - Select the same frequency as the power line frequency.
- To lock the current exposure settings, select Hold current.

**Reduce noise in low-light conditions**

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

- Set the exposure mode to automatic.

  **Note**
  
  A high max shutter value can result in motion blur.

- To slow down the shutter speed, set max shutter to the highest possible value.
- Reduce sharpness in the image.
- Set the max gain to a lower value.

**Reduce motion blur in low-light conditions**

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

  **Note**
  
  Image noise will increase if you increase the gain.

- Increase shutter speed and gain. Go to Settings > Image > Exposure and set Max shutter to a shorter time, and Max gain to a higher value.

If you are still experiencing motion blur, you can try one of the following:

- Increase the light level in the scene.
- Mount the camera so that objects move toward it or away from it rather than sideways.
**Handle scenes with strong backlight**

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

1. Go to Settings > Image.
2. If required, turn on WDR under Wide dynamic range.
3. Use the Local contrast slider to adjust the amount of WDR.

*Image without WDR.*

*Image with WDR.*

**Note**

WDR may cause artifacts in the image.

Find out more about WDR and how to use it at axis.com/web-articles/wdr

**Monitor long and narrow areas**

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

1. Depending on your device, turn the camera or the 3-axis lens in the camera 90° or 270°.
2. If the device doesn’t rotate the view automatically, log in to the webpage and go to Settings > System > Orientation.
3. Click 📱.
4. Rotate the view 90° or 270°.

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

Improve facial recognition

To better recognize the face of a person passing by the camera, you can set the optimal pixel resolution with the camera’s pixel counter.

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

Note

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

Hide parts of the image with privacy masks

What is a privacy mask?

A privacy mask is a user-defined area that prevents users from viewing a part of the monitored area. In the video stream, privacy masks appear as blocks of solid color or blurred image elements.

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

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

Important

Using multiple privacy masks may affect the product’s performance.

Create a privacy mask

To create a privacy mask, go to Settings > Privacy mask.

Overlays

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.

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

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

Make sure the AXIS Video Motion Detection application is running:

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

Add the overlay text:

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

Create a rule:

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

Choose video compression format

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

Motion JPEG

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

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

H.264 or MPEG-4 Part 10/AVC

Note

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

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

Reduce bandwidth and storage

Important

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

1. Go to live view and select H.264.
2. Go to Settings > Stream.
3. Do one or more of the following:
   - Turn on the Zipstream functionality and select the desired level.
   - Turn on dynamic GOP and set a high GOP length value.
   - Increase the compression.
   - Turn on dynamic FPS.

Set up network storage

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

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

Record and watch video
To record video you must first set up network storage, see Set up network storage on page 13, or have an SD card installed.

1. Go to the camera’s live view.
2. Click on Record once to start recording and one more time to stop recording.

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

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

Trigger an action

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

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

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

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

Make sure the AXIS Video Motion Detection application is running:

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

Create a rule:

1. Go to Settings > System > Events and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under Application, select AXIS Video Motion Detection (VMD).
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Setup

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

Send an email automatically if someone spray paints the lens

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

Create a rule:

1. Go to Events > Rules and add a rule.
2. Type a name for the rule.
3. In the list of conditions, select Tampering.
4. In the list of actions, select Send notification to email and then select a recipient from the list. Go to Recipients to create a new recipient.
5. Type a subject and a message for the email.
6. Click Save.

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.

AXIS People Counter

AXIS People Counter is an analytic application that can be installed on a network camera.

The counter is embedded in the camera which means you do not need a dedicated computer to run the application.

AXIS People Counter is intended for retail environments, like stores or shopping malls, or other environments where you want to count people.
AXIS P12 Series

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

Reset to factory default settings

Important

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

To reset the product to the factory default settings:

1. Disconnect power from the product.
2. Press and hold the control button while reconnecting power. See Product overview on page 4.
3. Keep the control button pressed for 15–30 seconds until the status LED indicator flashes amber.
4. Release the control button. The process is complete when the status LED indicator turns green.

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

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

Check the current firmware

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

To check the current firmware:

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

Upgrade the firmware

Important

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

Important

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

Note

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

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

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

### Technical issues, clues and solutions

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

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

<table>
<thead>
<tr>
<th>Problems setting the IP address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The device is located on a different subnet</td>
<td>If the IP address intended for the device and the IP address of the computer used to access the device are located on different subnets, you cannot set the IP address. Contact your network administrator to obtain an IP address.</td>
</tr>
<tr>
<td>The IP address is being used by another device</td>
<td>Disconnect the Axis device from the network. Run the ping command (in a Command/DOS window, type ping and the IP address of the device):</td>
</tr>
<tr>
<td>• If you receive: Reply from &lt;IP address&gt;: bytes=32; time=10... this means that the IP address may already be in use by another device on the network. Obtain a new IP address from the network administrator and reinstall the device.</td>
<td></td>
</tr>
<tr>
<td>• If you receive: Request timed out, this means that the IP address is available for use with the Axis device. Check all cabling and reinstall the device.</td>
<td></td>
</tr>
</tbody>
</table>

| Possible IP address conflict with another device on the same subnet | The static IP address in the Axis device is used before the DHCP server sets a dynamic address. This means that if the same default static IP address is also used by another device, there may be problems accessing the device. |

<table>
<thead>
<tr>
<th>The device cannot be accessed from a browser</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot log in</td>
<td>When HTTPS is enabled, ensure that the correct protocol (HTTP or HTTPS) is used when attempting to log in. You may need to manually type http or https in the browser’s address field.</td>
</tr>
<tr>
<td>If the password for the user root is lost, the device must be reset to the factory default settings. See Reset to factory default settings on page 17.</td>
<td></td>
</tr>
<tr>
<td>The IP address has been changed by DHCP</td>
<td>IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the device on the network. Identify the device using its model or serial number, or by the DNS name (if the name has been configured).</td>
</tr>
<tr>
<td>Certificate error when using IEEE 802.1X</td>
<td>If required, a static IP address can be assigned manually. For instructions, go to axis.com/support</td>
</tr>
<tr>
<td>For authentication to work properly, the date and time settings in the Axis device must be synchronized with an NTP server. Go to Settings &gt; System &gt; Date and time</td>
<td></td>
</tr>
</tbody>
</table>
The device is accessible locally but not externally

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

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

For instructions and download, go to axis.com/products/axis-companion

### Problems with streaming

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multicast H.264 only accessible by local clients</td>
<td>Check if your router supports multicasting, or if the router settings between the client and the device need to be configured. The TTL (Time To Live) value may need to be increased.</td>
</tr>
<tr>
<td>No multicast H.264 displayed in the client</td>
<td>Check with your network administrator that the multicast addresses used by the Axis device are valid for your network. Check with your network administrator to see if there is a firewall preventing viewing.</td>
</tr>
<tr>
<td>Poor rendering of H.264 images</td>
<td>Ensure that your graphics card is using the latest driver. The latest drivers can usually be downloaded from the manufacturer’s website.</td>
</tr>
<tr>
<td>Color saturation is different in H.264 and Motion JPEG</td>
<td>Modify the settings for your graphics adapter. Go to the adapter’s documentation for more information.</td>
</tr>
<tr>
<td>Lower frame rate than expected</td>
<td>• See Performance considerations on page 19. • Reduce the number of applications running on the client computer. • Limit the number of simultaneous viewers. • Check with the network administrator that there is enough bandwidth available. • Lower the image resolution. • The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis device.</td>
</tr>
</tbody>
</table>

### 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.
- 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.
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Troubleshooting

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

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Green</td>
<td>Steady green for normal operation.</td>
</tr>
<tr>
<td></td>
<td>Amber</td>
<td>Steady during startup. Flashes during firmware upgrade or reset to factory default.</td>
</tr>
<tr>
<td></td>
<td>Red</td>
<td>Flashes red for firmware upgrade failure.</td>
</tr>
</tbody>
</table>

Note
• The Status LED can be configured to flash while an event is active.

SD card slot

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

This product supports microSD/microSDHC/microSDXC cards.

For SD card recommendations, see axis.com

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Buttons

Control button

The control button is used for:
• Resetting the product to factory default settings. See Reset to factory default settings on page 17.
• Connecting to an AXIS Video Hosting System service. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

Connectors

Network connector
RJ45 Ethernet connector with Power over Ethernet (PoE).

RJ12 connector
The RJ12 connector is used for connecting the sensor unit to the main unit.

For information on how to shorten the sensor unit cable see Shorten the sensor unit cable on page 4.