About this Document
This manual is intended for administrators and users of AXIS Q1931-E Thermal Network Camera, and is applicable to firmware 5.55 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 beneficial, for developing shell scripts and applications. Later versions of this document will be posted to the Axis website, as required. See also the product’s online help, available via 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 one (1) H.264 decoder license and one (1) AAC decoder license. To purchase further licenses, contact your reseller.

Liability
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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 www.opensource.apple.com/psl). The source code is available from https://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.

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Regulatory Information


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 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.

Canada
This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Europe
This digital equipment fulfills the requirements for RF emission according to the Class B limit of EN 55022.

This product fulfills the requirements for emission and immunity according to EN 50121-4 and IEC 62236-4 railway applications.

This product fulfills the requirements for immunity according to EN 61000-6-1 residential, commercial and light-industrial environments.

This product fulfills the requirements for immunity according to EN 61000-6-2 industrial environments.

This product fulfills the requirements for immunity according to EN 55024 office and commercial environments

Australia/New Zealand
This digital equipment fulfills the requirements for RF emission according to the Class B limit of AS/NZS CISPR 22.

Japan
この装置は、クラスB 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン送信機に近接して使用されること、電波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。

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이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에 설치 사용하는 것을 목적으로 하며, 모든 지역에서 사용 할 수 있습니다.

Safety
This product complies with IEC/EN 60950-1 and IEC/EN 60950-22, Safety of Information Technology Equipment.

Disposal and Recycling
When this product has reached the end of its useful life, dispose of it according to local laws and regulations. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. In accordance with local legislation, penalties may be applicable for incorrect disposal of this waste.
This symbol means that the product shall not be disposed of together with household or commercial waste. Directive 2012/19/EU on waste electrical and electronic equipment (WEEE) is applicable in the European Union member states. To prevent potential harm to human health and the environment, the product must be disposed of in an approved and environmentally safe recycling process. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. Businesses should contact the product supplier for information about how to dispose of this product correctly.

This product complies with the requirements of Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS).

China

This product complies with the requirements of the legislative act Administration on the Control of Pollution Caused by Electronic Information Products (ACPEIP).

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www.axis.com

Support
Should you require any technical assistance, please contact your Axis reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can:
• download user documentation and software updates
• find answers to resolved problems in the FAQ database. Search by product, category, or phrase
• report problems to Axis support staff by logging in to your private support area
• chat with Axis support staff (selected countries only)
• visit Axis Support at www.axis.com/techsup/

Learn More!
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Hardware Overview

Connectors and Buttons
For technical specifications, see page 53.

Network Connector
RJ45 Ethernet connector. Supports Power over Ethernet (PoE).

\[\text{NOTICE}\]
The product shall be connected using a shielded network cable (STP). All cables connecting the product to the network switch shall be shielded (STP) and intended for their specific use. Make sure that the network switch is properly grounded. For information about regulatory requirements, see Regulatory Information, on page 2.

I/O and Audio Connector
Terminal connector for connecting external equipment:
- Audio equipment
Hardware Overview

• Input/Output (I/O) devices

When connecting external equipment, a multi-connector cable (available from Axis) is required in order to maintain the product's IP rating. For more information, see Multi-Connector Cable (sold separately), on page 47.

Power Connector
Terminal connector for connecting AC/DC power supply.

SD Card Slot
A microSD card (not included) can be used for local recording with removable storage. For more information, see Technical Specifications, on page 53.

NOTICE
To prevent corruption of recordings, the SD card should be unmounted before removal. To unmount, go to Setup > System Options > Storage > SD Card and click Unmount.

Control Button
The control button is used for:

• Resetting the product to factory default settings. See page 46.
• Connecting to an AXIS Video Hosting System service. See page 39. To connect, press and hold the button for about 1 second until the Status LED flashes green.
• Connecting to AXIS Internet Dynamic DNS Service. See page 39. To connect, press and hold the button for about 3 seconds.

LED Indicators

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Unlit</td>
<td>Connection and normal operation</td>
</tr>
<tr>
<td></td>
<td>Amber</td>
<td>Steady during startup. Flashes during firmware upgrade.</td>
</tr>
<tr>
<td></td>
<td>Amber/red</td>
<td>Flashes amber/red if network connection is unavailable or lost.</td>
</tr>
<tr>
<td></td>
<td>Red</td>
<td>Flashes red for firmware upgrade failure.</td>
</tr>
<tr>
<td></td>
<td>Green</td>
<td>Shows steady green for 10 seconds for normal operation after restart.</td>
</tr>
</tbody>
</table>
AXIS Q1931–E Thermal Network Camera

Accessing the Product

To install the Axis product, refer to the Installation Guide supplied with the product.

The product can be used with most operating systems and browsers. The recommended browsers are Internet Explorer with Windows, Safari with Macintosh and Firefox with other operating systems. See Technical Specifications, on page 53.

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

Note
- QuickTime™ is also supported for viewing H.264 streams and for audio.
- If your computer restricts the use of additional software components, the product can be configured to use a Java applet for viewing Motion JPEG.

Access from a Browser

1. Start a browser (Internet Explorer, Firefox, Safari).
2. Enter the IP address or host name of the Axis product in the browser’s Location/Address field. To access the product from a Macintosh computer (Mac OS X), click on the Bonjour tab and select the product from the drop-down list.

   If you do not know the IP address, use AXIS IP Utility to locate the product on the network. For information about how to discover and assign an IP address, see the Installation and Management Software CD or the document Assign an IP Address and Access the Video Stream on Axis Support web at www.axis.com/techsup

3. Enter your user name and password. If this is the first time the product is accessed, the root password must first be configured. For instructions, see Set the Root Password, on page 8.

4. The product’s Live View page opens in your browser.

Note
The controls and layout of the Live View page 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 page.
Accessing the Product

Access from the Internet

Once connected, the Axis product is accessible on your local network (LAN). To access the product from the Internet you must configure your network router to allow incoming data traffic to the product. To do this, enable the NAT-traversal feature, which will attempt to automatically configure the router to allow access to the product. This is enabled from Setup > System Options > Network > TCP/IP Advanced.

For more information, see NAT traversal (port mapping) for IPv4, on page 40. See also AXIS Internet Dynamic DNS Service at www.axis.com/dns.

For Technical notes on this and other topics, visit the Axis Support web at www.axis.com/techsup

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 35.

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 46.

To set the password via a standard HTTP connection, enter it directly in the dialog.

To set the password via an encrypted HTTPS connection, follow these steps:

1. Click Use HTTPS.
   
   A temporary certificate (valid for one year) is created, enabling encryption of all traffic to and from the product, and the password can now be set securely.

2. Enter a password and then re-enter it to confirm the spelling.

3. Click OK. The password has now been configured.

The Live View Page

The controls and layout of the Live View page 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 page. The following provides an overview of each available control.

Controls on the Live View Page

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

The Palette drop-down list allows you to apply a palette to the image. See Image, on page 16

Click Pulse to activate the product’s output port for a defined period of time. For information about how to enable and configure output buttons, see page 23.
Accessing the Product

Click the Active/Inactive buttons to manually activate and inactive the product's output port. For information about how to enable and configure output buttons, see page 23.

The Manual Trigger button is used to trigger an action rule from the Live View page. For information about how to configure and enable the button, see Manual Trigger, on page 9.

Click Snapshot to save a snapshot of the video image. Right-click the video image to save it in JPEG format on your computer. 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 page. Select the audio clip and click the Play button.

Activate the product's heater with this button. Enable this button from Live View Config > Action Buttons.

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 Events, on page 29.

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

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

AXIS Media Control viewer toolbar

The AXIS Media Control viewer toolbar is available in Internet Explorer only. See 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. The location where the image is saved can be specified in the AMC Control Panel.
AXIS Q1931–E Thermal Network Camera

Accessing 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. 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.

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.
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 page 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 page.

How to Stream H.264

The video compression standard H.264 makes good use of bandwidth, and can provide high quality video streams at less than 1 Mbit/s.

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:

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unicast RTP</td>
<td>This unicast method (RTP over UDP) is used for live unicast video, especially when it is important to always have an up-to-date video stream, even if some images are dropped.</td>
</tr>
<tr>
<td>RTP over RTSP</td>
<td>This unicast method (RTP tunneled over RTSP) is useful as it is relatively simple to configure firewalls to allow RTSP traffic.</td>
</tr>
<tr>
<td>RTP over RTSP over HTTP</td>
<td>This unicast method can be used to traverse firewalls. Firewalls are commonly configured to allow the HTTP protocol, thus allowing RTP to be tunneled.</td>
</tr>
<tr>
<td>Multicast RTP</td>
<td>This method (RTP over UDP) should be used for live multicast video. The video stream is always up-to-date, even if some images 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.</td>
</tr>
</tbody>
</table>

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.

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.

MJPEG

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.

**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.
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 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, 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: axrtsphttp://<ip>/axis-media/media.amp
  - Multicast: axrtpm://<ip>/axis-media/media.amp

- **QuickTime™.** The following paths can be used:
  - rtsp://<ip>/axis-media/media.amp
  - rtsp://<ip>/axis-media/media.3gp
Media Streams

Note

- \( \langle \text{ip} \rangle \) = IP address
- The Axis product supports QuickTime 6.5.1 and later.
- QuickTime adds 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.

Accessing 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://\langle \text{ip} \rangle/axis-media/media.amp`
  - Unicast via RTSP: `axrtsp://\langle \text{ip} \rangle/axis-media/media.amp`
  - Unicast via RTSP, tunneled via HTTP: `axrtsphttp://\langle \text{ip} \rangle/axis-media/media.amp`
  - Multicast: `axrtpm://\langle \text{ip} \rangle/axis-media/media.amp`
- **QuickTime™** supports G.711 and AAC audio encoding. The following paths can be used:
  - rtsp://\langle \text{ip} \rangle/axis-media/media.amp
  - rtsp://\langle \text{ip} \rangle/axis-media/media.3gp
- **The Java applet** supports simplex audio with G.711 encoding.
Setting 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 page.

- Administrators have unrestricted access to all settings.
- Operators have access to all settings except System Options

See also the online help 📧.

Basic Setup

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

1. Users. See page 35.
2. TCP/IP. See page 38.
3. Date & Time. See page 37.
5. Audio Settings. See page 19.

The Basic Setup menu can be disabled from System Options > Security > Users.
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.
- Camera settings. See page 17.
- Overlay image. See page 17.
- Privacy mask. See page 19.
- Audio settings. See page 19.
- Audio clips. See page 20.

Video Stream

You can define the following video stream settings from Video & Audio > Video Stream:

- Image. See page 16.
- Audio. See page 19.
- H.264. See page 16.
- MJPEG. See page 16.

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 requirement that the image is a certain size, for example for object identification.

The pixel counter can be accessed from:
Video and Audio

- **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**.

- **The Live View page in Internet Explorer in Windows.** Right-click in the image and select **Pixel counter.** Use the mouse to move and resize the rectangle.

**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.

- **Rotate image.** If required, the image can be rotated.

- **Palette.** The image can be colored by applying a palette. Colors in the image indicate temperature differences and can be used to improve visibility of fine details. The palette selected here is used as the default palette, other palettes can be selected on the Live View page.

- **Mirror.** If required, the image can be mirrored.

- **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 **Overlay, on page 17.**

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

**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 bit rates. 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.

The **GOV length** is the number of frames between two consecutive I-frames. Increasing the GOV length may save considerably on bandwidth requirements in some cases, but may also have an adverse affect on image quality.

The bit rate can be set as **Variable Bit Rate (VBR) or Constant Bit Rate (CBR).** VBR adjusts the bit rate according to the image complexity, using up more bandwidth for increased activity in the image, and less for lower image activity. CBR allows you to set a fixed **Target bit rate** that consumes a predictable amount of bandwidth. As the bit rate would usually need to increase for increased image activity, but in this case cannot, frame rate and image quality are affected negatively. To partly compensate for this, it is possible to prioritize either frame rate or image quality. Not setting a priority means that frame rate and image quality are equally affected. You must save your settings before they can take effect.

The current bit rate can be set to appear as text overlay. To do this, select the Include text check box option under **Overlay Settings** and enter the modifier #C in the field.

**MJPEG**

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 give poor image quality. To prevent increased bandwidth and storage usage, the maximum frame size should be set to an optimal value.
Video and Audio

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 Events, on page 29.
- When setting up continuous recording. See Continuous Recording, on page 33.
- In the Live View page – select the stream profile from the Stream profile drop-down list.

For quick setup, use one of the predefined stream profiles. Each predefined profile has a descriptive name, indicating its purpose. If required, the predefined stream profiles can be modified and new customized stream profiles can be created.

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.

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

Image Appearance
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 slidebar.

Exposure Settings
Configure the exposure settings to suit the image quality requirements in relation to temperature variations in the scene.

**Note**
Avoid applying exposure zones to extreme temperature areas, such as the sky.

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, but for particular requirements, check Defined and then click Edit and select one of the predefined areas.

Gain – This setting controls the maximum gain. Lowering the gain reduces the contrast in the thermal image.

Overlay
Overlays are used to provide extra information, for example for forensic video analysis or during product installation and configuration. Overlays are superimposed over the video stream.

An overlay text can display the current date and time, or a text string. When using a text string, modifiers can be used to display information such as the current bit rate or the current frame rate. For information about available modifiers, see File Naming & Date/Time Formats in the online help.

It is also possible to display text when an action rule is triggered, see Using Overlay Text in an Action Rule.

To enable overlays:

1. Go to Video & Audio > Video Stream and select the Image tab.
2. To include an overlay image, select Include overlay image at the coordinates. The overlay image must first be uploaded to the Axis product, see Overlay Image.
AXIS Q1931–E Thermal Network Camera

Video and Audio

3. To include date and time, select Include date and Include time.
4. 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.
5. Define text overlay characteristics in the relevant fields.
6. Click Save.

To modify the date and time format, go to System Options > Date & Time. See Date & Time, on page 37.

Overlay Image

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

Since it is static, the position and size of an overlay image will remain the same regardless of resolution and Pan/Tilt/Zoom movements. To set up a dynamic mask, which will always mask the specified part of monitored area, see Privacy Mask, on page 19.

To use an overlay image, the image must first be uploaded to the Axis product:

1. Go to Video & Audio > Overlay Image.
2. Click Browse and browse to the file.
3. Click Upload.
4. Select the image to use from the Use overlay image list.
5. Click Save.

To display the overlay image:

1. Go to Video & Audio > Video Stream and select the Image tab.
2. Under Overlay Settings, select Include overlay image at the coordinates and enter the X and Y coordinates.
3. Click Save.

For information about supported image formats, see the online help.

Using Overlay Text in an Action Rule

Action rules, see page 29, can display an overlay text when the rule is triggered. The text can be used to provide information for forensic video analysis, notify surveillance operators or validate triggers and actions during product installation and configuration.

To display overlay text when an action rule is triggered, the modifier #D should be used as described below. When the rule is triggered, #D will be replaced by the text specified in the action rule.

Start by enabling overlay text in the video stream:

1. Go to Video & Audio > Video Stream and select the Image tab.
2. Under Overlay Settings, select Include text.
3. Enter the modifier #D and, optionally, additional text which will be displayed also when the action rule is not active.

Create the action rule:

1. Go to Events > Action Rules
2. Click Add to create a new rule.
3. Select a Trigger and, optionally, a Schedule and Additional conditions. See the online help for details.
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Video and Audio

4. From the Actions list, select Overlay Text
5. Enter the text to display in the Text field. This is the text that #D will be replaced by.
6. Specify the Duration. The text can be displayed while the rule is active or for a fixed number of seconds.

Example
To display the text “Motion detected” when motion is detected, enter #D in the Include text field and enter “Motion detected” in the Text field when setting up the action rule.

Privacy Mask

A privacy mask is an area of solid color that prohibits users from viewing parts of the monitored area. Privacy masks cannot be bypassed via 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.

Audio Setting

The audio functionality for each video stream is enabled under Video & Audio > Video Stream > Audio.

Note: A multi-connector cable (available from Axis; Multi-Connector Cable [sold separately]) is required when connecting external audio equipment to the Axis product.

Audio Modes

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 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 – 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 buttons must both be active, see AMC Audio Controls, on page 10.

Simplex – 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: A multi-connector cable (available from Axis) is required when connecting external audio equipment to the Axis product. See Multi-Connector Cable (sold separately).
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**Video and Audio**

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. Microphone power should only be used with microphones that have no battery. This setting should not be enabled when using a dynamic or battery powered microphone. Microphone power will not harm the microphone; if you are uncertain, try switching it off and on. To use a professional microphone requiring 48 V 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 (dB Full Scale) of the audio input. If the sound is too low, choose a higher dB, to amplify the sound. If the sound is too high, choose a lower dB. 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.

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.

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 [a 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**.

**Note**

A multi-connector cable (available from Axis; Multi-Connector Cable (sold separately)) is required when connecting external audio equipment to the Axis product.

**Output gain** — Control the volume (dB Full Scale) of the line audio output. If the sound is too low, choose a higher dB. If the sound is too high, choose a lower dB.

**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 **Events, on page 29**.
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Video and Audio

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.
Live View Config

You can customize the Live View page and alter it to suit your requirements. It is possible to define the following features of the Live View page:

- Stream Profile. See page 17.
- Default Viewer for Browser. See page 22.
- Viewer Settings. See page 23.
- Action Buttons. These are the buttons described in Controls on the Live View Page, on page 8.
- User Defined Links. See page 23.
- Output Buttons. See page 23.

### 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.
### Live View Config

<table>
<thead>
<tr>
<th>Browser</th>
<th>Viewer</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Internet Explorer</td>
<td>AMC</td>
<td>Recommended viewer in Internet Explorer (H.264/Motion JPEG).</td>
</tr>
<tr>
<td></td>
<td>QuickTime</td>
<td>H.264.</td>
</tr>
</tbody>
</table>
|                     | Java applet | A slower imaging alternative to AMC (Motion JPEG). Requires one of the following installed on the client:  
  • JVM (J2SE) 1.4.2 or higher.
  • JRE (J2SE) 5.0 or higher. |
|                     | 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.                                                                      |
|                     | Java applet | A slower imaging alternative to Server Push (Motion JPEG only).             |
|                     | 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 🌐.

**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 **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 AXIS Media Control (AMC), on page 11.

**User Defined Links**

To display user-defined links in the Live View page, 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.

**Note**

To enable this setting at least one I/O port must be configured as an output port. See I/O Ports, on page 44.

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.
Live View Config

- **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 44.

**Note**

A multi-connector cable (available from Axis) is required when connecting external I/O devices to the Axis product. See **Multi-Connector Cable (sold separately)**, on page 47.
Detectors

Motion Detection

Motion detection is used to generate an alarm whenever movement starts or stops in the camera view.

Motion detection is configured by defining up to 10 Include and Exclude windows:

- Include windows — define areas where motion should be detected
- Exclude windows — define areas within an Include window that should be ignored (areas outside Include windows are automatically ignored).

For instructions, see Set Up Motion Detection Windows, on page 25.

To control the number of motion detection alarms, the parameters Object Size, History and Sensitivity can be adjusted. See Motion Detection Parameters, on page 26.

Once motion detection windows are configured, the Axis product can be configured to perform actions when motion is detected. Possible actions include uploading images and start recording. For more information, see Setting Up an Action Rule, on page 30.

Note

- Using the motion detection feature may decrease the product’s overall performance.
- The position of the Motion Detection Window is relative to the orientation of the Camera. Changing the orientation of the camera will also change the position of the Motion Detection Window.

Set Up Motion Detection Windows

To set up a motion detection Include Window, follow these instructions:

1. Go to Detectors > Motion Detection.
2. Select the Configure Included Windows option and click New. Select the new window in the list of windows and enter a descriptive name.
3. Adjust the size (drag the bottom right-hand corner) and the position (click on the text at the top and drag to the desired position) of the window.
4. Adjust the Object Size, History and Sensitivity profile sliders [see Motion Detection Parameters for details]. Any detected motion within an active window is indicated by red peaks in the Activity window.
5. Click Save.

To exclude parts of the include window, select the Configure Excluded Windows and position the exclude window within the include window.
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Detectors

To delete an include or exclude window, select the window in the list of windows and click Del.

**Motion Detection Parameters**

The parameters controlling motion detection are described in the table below:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Object Size</th>
<th>History</th>
<th>Sensitivity</th>
</tr>
</thead>
<tbody>
<tr>
<td>High level (100%)</td>
<td>Only very large objects trigger motion detection.</td>
<td>An object that appears in the window triggers motion detection for a long time before it is considered as non-moving.</td>
<td>Small variations in thermal radiation between object and background will trigger the motion detection.</td>
</tr>
<tr>
<td>Low level (0%)</td>
<td>Even very small objects trigger motion detection.</td>
<td>An object that appears in the window triggers motion detection only for a very short time before it is considered as non-moving.</td>
<td>Large variations in thermal radiation between object and background will trigger motion detection.</td>
</tr>
<tr>
<td>Default values</td>
<td>Low</td>
<td>High</td>
<td>High</td>
</tr>
</tbody>
</table>

**Note**

- To trigger on small objects or movements, use several small motion detection windows rather than one large window and select a low object size.
- To avoid triggering on small objects, select a high object size.
- While monitoring an area where moving objects are not expected, select a high history level. This will cause motion detection to trigger as long as the object is present in the window.

**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 Setting Up an Action Rule, on page 30.

**Note**

A multi-connector cable (available from Axis) is required when connecting external audio equipment to the Axis product. See Multi-Connector Cable (sold separately), on page 47.

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.
Applications

Third party applications can be uploaded to and installed on the Axis product. Applications add functionality to the product, for example video analytics and intelligent video capabilities such as recognition, tracking, detection and counting. For information about available applications, downloads, trials and licenses, go to www.axis.com/applications

Note
- It is recommended to run one application at a time.
- Avoid running applications when the built-in motion detection is active.

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.

Install Application

To install 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 page 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, installed applications and their settings will remain unchanged, although this is not guaranteed by Axis Communications AB. Note that the application must be supported by the new firmware. For information about firmware upgrades, see Upgrading the Firmware.

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

If the Axis product is restored, installed applications remain unchanged but must be restarted. To start the application, go to Setup > Applications. Select the application in the list of installed applications and click Start. For information about restoring the Axis product, see Maintenance.
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Applications

If the Axis product is reset to factory default, installed applications and their settings are removed. For information about factory default, see Reset to Factory Default Settings.
Events

The Axis product can be configured to perform actions when different events occur, for example, start a recording when motion is detected. The set of conditions that defines how and when the action is triggered is called an Action Rule.

Available action rule triggers and conditions include:

- **Applications** – Use installed applications to trigger the rule. See Applications, on page 27.

- **Detectors**
  - **Audio Detection** – Trigger the rule when audio is detected. See Audio Detection, on page 26.
  - **Live Stream Accessed** – Trigger the rule when any stream is accessed and during edge storage playback. This can for example be used to send notifications.
  - **Motion Detection** – Trigger the rule when motion is detected. See Motion Detection, on page 25.

- **Hardware**
  - **Heater** – Trigger the rule if the heater is malfunctioning. This can for example be used to send maintenance notifications.
  - **Network** – Trigger the rule if network connection is lost or restored. This can for example be used to start recording to the SD card.
  - **Temperature** – Trigger the 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** – Trigger the rule when an I/O port receives a signal from a connected device. See I/O Ports, on page 44.
  - **Manual Trigger** – Trigger the rule using the Manual Trigger button in the Live View page. See Controls on the Live View Page, on page 8. This can for example be used to validate actions during product installation and configuration.
  - **Virtual Inputs** – can be used by a VMS (Video Management System) to trigger actions. Virtual inputs can, for example, be connected to buttons in the VMS user interface.

- **Storage**
  - **Disruption** – Trigger the 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 the 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** – Trigger the 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** – Trigger the rule periodically. See Recurrences, on page 32. This can for example be used to upload an image every 5 minutes.
  - **Use Schedule** – Trigger the rule according to the selected schedule. See Schedules, on page 32.
Available actions include:

- **Output Port** – Activate an I/O port to control an external device.
- **Overlay Text** – Display an overlay text. See *Using Overlay Text in an Action Rule*, on page 18.
- **Play Audio Clip** – See *Audio Clips*, on page 20.
- **Record Video** – Record video to a selected storage.
- **Send Images** – Send images to a recipient.
- **Send Notifications** – Send a notification message to a recipient.
- **Send Video Clip** – Send a video clip to a recipient.

### Setting Up an Action Rule

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.

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.

Set up motion detection and add a network share:

1. Go to **Detectors** > **Motion Detection** and configure a motion detection window. See page 25.
2. Go to **System Options** > **Storage** and set up the network share. See page 43.

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 **Detectors** from the **Trigger** drop-down list.
4. Select **Motion Detection** from the drop-down list. Select the motion detection window to use.
5. Optionally, select a **Schedule** and **Additional conditions**. See below.
6. Under **Actions**, select **Record Video** from the **Type** drop-down list.
7. Select a **Stream profile** and configure the **Duration** settings as described below.
8. Select **Network Share** from the **Storage** drop-down list.

To add additional criteria, select the **Additional conditions** option and add additional triggers. 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 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 online help.

### Fallback Action

A fallback action is started if the primary action cannot be started, for example if connection to a recipient cannot be established.

Fallback actions are typically used to send email notifications on failed actions or to upload images to a secondary recipient.
Events

Recipients

Recipients receive media files and notification messages. The following recipients are available:

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Use with action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email¹</td>
<td>Send Images&lt;br&gt;Send Notification&lt;br&gt;Send Video Clip</td>
</tr>
<tr>
<td>FTP</td>
<td>Send Images&lt;br&gt;Send Video Clip</td>
</tr>
<tr>
<td>HTTP</td>
<td>Send Images&lt;br&gt;Send Notification&lt;br&gt;Send Video Clip</td>
</tr>
<tr>
<td>HTTPS</td>
<td>Send Images&lt;br&gt;Send Notification&lt;br&gt;Send Video Clip</td>
</tr>
<tr>
<td>Network Share²</td>
<td>Send Images&lt;br&gt;Send Video Clip</td>
</tr>
<tr>
<td>TCP</td>
<td>Send Notification</td>
</tr>
</tbody>
</table>

1. Some email providers have security filters that prevent users from receiving or viewing large amount of attachments, from receiving scheduled emails and similar. Check the email provider’s security policy to avoid delivery problems and locked email accounts.
2. A network share can also be used as a storage device for recorded video. Go System Options > Storage to configure a network share before setting up a continuous recording or an action rule to record video. See Storage, on page 43 for more information about storage devices.

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.

Setting Up an Email Recipient

Email recipients can be configured by selecting one of the listed email providers, or by specifying the SMTP server, port and authentication used by, for example, a corporate email server.

Note

Some email providers have security filters that prevent users from receiving or viewing large amount of attachments, from receiving scheduled emails and similar. Check the email provider’s security policy to avoid delivery problems and locked email accounts.

To set up an email recipient using one of the listed providers:

1. Go to Events > Recipients and click Add.
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Events

2. Enter a Name and select Email from the Type list.
3. Enter the email addresses to send emails to in the To field. Use commas to separate multiple addresses.
4. Select the email provider from the Provider list.
5. Enter the user ID and password for the email account.
6. Click Test to send a test email.

To set up an email recipient using for example a corporate email server, follow the instructions above but select User defined as Provider. Enter the email address to appear as sender in the From field. Select Advanced settings and specify the SMTP server address, port and authentication method. Optionally, select Use encryption to send emails over an encrypted connection. The server certificate can be validated using the certificates available in the Axis product. For information on how to upload certificates, see Certificates, on page 36.

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.

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.
Recordings

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

- To start a continuous recording, see page 33.
- To set up action rules, see page 30.
- To access recordings, see Recording List, on page 33.
- To configure camera controlled storage, see Storage, on page 43.

Recording List

Recorded videos are listed on the Recordings > List page. The list shows each recording’s start date and time, duration and the event that triggered the recording.

To play or download a recording, follow these steps:

1. Go to Recordings > List.
2. Use the filter to narrow the list of recordings. Enter the desired filter criteria and click Filter. Some filters may take a long time to complete.
3. Select the recording.
4. Click Play to play the recording, or click Download to download the recording.

Multiple recordings can be downloaded at the same time. Select the recordings and click Download. The downloaded file is a zip file containing a minimum of three files, of which the Matroska (.mkv) files are the actual recordings. The recordings are time-stamped with the date and time they were downloaded (that is, not the date the recordings were made).

Note

To play recordings in Windows Media Player, AXIS Matroska File Splitter must be installed. AXIS Matroska File Splitter can be downloaded from www.axis.com/techsup/software.

For detailed recording and video information, select a recording and click Properties.

To remove a recording, select the recording and click Remove.

Continuous Recording

The Axis product can be configured to continuously save video to a storage device. See Storage, on page 43 for more information about storage devices. 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 type of storage device from the Disk list.
4. Select a Stream profile to use for continuous recordings.
5. Click Save to save and start the recording.
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 file 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.
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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):

- **Viewer** = Access to the Live View page
- **Operator** = Access to the Live View page and to all settings except System Options
- **Administrator** = Unrestricted access to all settings; can add, modify and remove other users.

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.

Deselect the Enable Basic Setup option to hide the Basic Setup menu. Basic Setup provides quick access to settings that should be made before using the Axis product.

ONVIF

ONVIF (Open Network Video Interface Forum) is a global interface standard that makes it easier for end users, integrators, consultants, and manufacturers to take advantage of the possibilities offered by network video technology. ONVIF enables interoperability between different vendor products, increased flexibility, reduced cost and future-proof systems.

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](http://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.

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

To use HTTPS, an HTTPS certificate must first be installed. Go to System Options > Security > Certificates to install and manage certificates. See Certificates, on page 36.

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.
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System Options

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, enter https:// or http:// in the address field in a browser.

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 Certificates, on page 36. Many CA certificates are preinstalled.

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 37.

Certificates

Certificates are used to authenticate devices on a network. Typical applications include encrypted web browsing (HTTPS), network protection via IEEE 802.1X and secure upload of images 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.

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.

Note

Installed certificates, except preinstalled CA certificates, will be deleted if the product is reset to factory default. Preinstalled CA certificates that have been deleted will be reinstalled.

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.

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

To create and install a CA-signed certificate:

1. Create a self-signed certificate as described above.
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.

Server/Client certificates can be installed as Certificate from signing request or as Certificate and private key. Select Certificate and private key if the private key is to be upload as a separate file or if the certificate is in PKCS#12 format.

The Axis product is shipped with several preinstalled CA certificates. If required, additional CA certificates can be installed:

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 Audio Settings, on page 19.

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 40.

If using a host name for the NTP server, a DNS server must be configured. See DNS Configuration, on page 39.

• 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.

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 46) 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 IP Address Using ARP/Ping, on page 38.

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 IP Address Using ARP/Ping

The product’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 product label.
3. Open a command prompt and enter the following commands:

   Linux/Unix syntax
   
   ```
   arp -s <IP address> <serial number> temp
   ping -l 408 <IP address>
   ```

   Linux/Unix example
   
   ```
   arp -s 192.168.0.125 00:40:8c:18:10:00 temp
   ping -l 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. Check that the network cable is connected and then restart the product by disconnecting and reconnecting power.

5. Close the command prompt when the product responds with Reply from 192.168.0.125:... or similar.

6. Open a browser and type http://<IP address> in the Location/Address field.

For other methods of assigning the IP address, see the Installation and Management Software CD or the document Assign an IP Address and Access the Video Stream on Axis Support web at www.axis.com/techsup

Note

- To open a command prompt in Windows, open the Start menu and type cmd in the Run/Search field.
- To use the ARP command in 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 the product’s control button (see Hardware Overview, on page 5) 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 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.

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.

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 35.

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.
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™.
- The router has many different names: "NAT router", "Network router", "Internet Gateway", "Broadband router", "Broadband sharing device" or "Home firewall" but the essential purpose of the device is the same.
System Options

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 the port number in the field. If no port is entered here, a port number is automatically selected when NAT traversal is enabled.

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 the following types of traffic: live video, live audio, event/alarm traffic and management traffic.

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

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.

The Axis product can be configured to support SNMP on the System Options > Network > SNMP page.
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Depending on the level of security required, select the version on SNMP to use.

SNMP v1/v2 provides the lowest level of security. The community name can be specified as a password for read or read/write access to all supported SNMP devices. The default password for the Read community is public and the default password for the Write community is write.

**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

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 35. 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 46.

**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.

**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

SD Card

The Axis product supports SD cards with up to 64 GB of storage. For best recording performance, use an SDHC or SDXC card with speed class 10.

**NOTICE**

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

The Axis product supports SD cards with the following file systems:

- **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** — most SD cards are pre-formatted with vFAT when purchased.

If required, the SD card can be manually formatted to the desired file system. To format the SD card:

1. Insert the SD card in the SD card slot.
2. Go to System Options > Storage and click SD Card.
3. Click Format and select the desired file system.

**Note**

During formatting any previous data stored on the disk will be lost.

Mounting is done automatically when the card is inserted 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. Go to System Options > Storage and click SD Card.
2. Click Unmount.
3. The card can now be removed.

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 Recording 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 Recording Settings.

Network Share

Network share allows you to add network storage such as a NAS (Network Attached Storage) or any server that uses CIFS (Common Internet File System) and use them for storage of recordings.

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 Recording 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 Recording Settings.

Ports & Devices

I/O Ports

The Axis product provides two configurable input and output ports for connection of external devices. A multi-connector cable (available from Axis) is required when connecting external devices, see Multi-Connector Cable (sold separately), on page 47.

The I/O ports are configured under System Options > Ports & Devices > I/O Ports. Select the port direction (Input or Output). 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.

Note

A multi-connector cable (available from Axis) is required when connecting I/O devices to the Axis product. See Multi-Connector Cable (sold separately), on page 47.

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.

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
- the subnet mask
- the system time
- the IEEE 802.1X settings
- uploaded applications are kept but must be restarted

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 46.

For information about firmware upgrade, see Upgrading the Firmware, on page 49.
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System Options

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 49.

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. Many of the captions are links to the proper Setup page.

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 valid 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).


You can view or download the server report. Downloading the server report creates a .zip file that contains a complete server report text file in UTF-8 format. Select the Include snapshot with default image settings option to include a snapshot of the product’s Live View that also shows the settings specified under Video Stream>Image>Image Appearance. The server report .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.

The log levels for the System Log and the Access Log are set under System Options > Support > Logs & Reports > Configuration. The Access Log can be configured to list all connections to the product (select Critical, Warnings & Info).

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 46.

For more information, see www.axis.com/developer
**File Upload**

Files, for example web pages 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. Help is available from the standard help pages.

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

**Reset to Factory Default Settings**

**Important**

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

**Note**

The installation and management software tools are available on the CD supplied with the product and from the support pages on [www.axis.com/techsup](http://www.axis.com/techsup)

To reset the product to the factory default settings:

1. Disconnect power from the product.
2. Press and hold the control button and reconnect power. See Hardware Overview, on page 5.
3. Keep the control button pressed for about 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 product has been reset to the factory default settings. If no DHCP server is available on the network, the default IP address is `192.168.0.90`
5. Using the installation and management software tools, assign an IP address, set the password, and access the video stream.

It is also possible to reset parameters to factory default via the web interface. Go to Setup > System Options > Maintenance.
Multi-Connector Cable (sold separately)

When connecting external equipment to the Axis product, a multi-connector cable (available from Axis) is required in order to maintain the product's IP rating. The multi-connector cable can be purchased from your Axis reseller.

Connect the multi-connector cable to the product’s multi-connector. To locate the multi-connector, see Hardware Overview, on page 5. The cable provides the following connectors:

**Note**

See page 53 for technical specifications.

**Power connector** — 2-pin terminal block used for power input. The polarity of the cables does not matter. Use a limited power source (LPS) with either a rated output power limited to ≤100 W or a rated output current limited to ≤5 A.

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

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

**I/O terminal connector** — Use with external devices in combination with, for example, tampering alarms, motion detection, event triggering, time lapse recording and alarm notifications. In addition to ground and auxiliary power, the I/O terminal connector provides the interface to:

- Digital output — For connecting external devices such as relays and LEDs. Connected devices can be activated by the VAPIX® Application Programming Interface, output buttons on the Live View page or by an Action Rule. The output will show as active (shown under System Options > Port & Devices > Port Status) if the alarm device is activated.

- Digital input — An alarm input for connecting devices that can toggle between an open and closed circuit, for example: PIRs, door/window contacts, glass break detectors, etc. When a signal is received the state changes and the input becomes active (shown under System Options > Port & Devices > Port Status).

### Specifications

<table>
<thead>
<tr>
<th>Function</th>
<th>Pin</th>
<th>Notes</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>GND</td>
<td>1</td>
<td>Ground</td>
<td></td>
</tr>
<tr>
<td>12 V DC Power</td>
<td>2</td>
<td>Can be used to power auxiliary equipment.</td>
<td>Max load: 50 mA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: This pin can only be used as power out.</td>
<td></td>
</tr>
<tr>
<td>Configurable (Input or</td>
<td>3-4</td>
<td>Digital input — Connect to GND to activate, or leave</td>
<td>0 to +30 V DC</td>
</tr>
<tr>
<td>Output)</td>
<td></td>
<td>floating (unconnected) to deactivate.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Digital output — Internal connection to ground when</td>
<td>Max load: 100 mA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>activated, floating (unconnected) when deactivated. If</td>
<td>Max voltage: +30 V DC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>used with an external relay, a diode must be connected</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>in parallel with the load, for protection against voltage</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>transients.</td>
<td></td>
</tr>
</tbody>
</table>
AXIS Q1931–E Thermal Network Camera

Multi-Connector Cable (sold separately)

Connection diagram

A  I/O configured as input
B  I/O configured as output

I/O connector
AXIS Q1931–E Thermal Network Camera

Troubleshooting

Checking the 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.

Upgrading the Firmware

When you upgrade the Axis product with the latest firmware from Axis website, 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 upgrade, follow these instructions:

1. Save the firmware file to your computer. The latest version of the firmware is available free of charge from Axis website at www.axis.com/techsup
2. Go to Setup > System Options > Maintenance in the product's web pages.
3. Under Upgrade Server, click Browse and locate the file on your computer. Click Upgrade.

After starting the upgrade process, always wait at least 5–10 minutes before restarting the product, even if you suspect the upgrade has failed.

AXIS Camera Management can be used for multiple upgrades. See www.axis.com for more information.

Note

• 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.

Emergency Recovery Procedure

If power or network connection is lost during the upgrade, the process fails and the product becomes 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.
AXIS Q1931–E Thermal Network Camera

Troubleshooting

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.

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/techsup/

Symptoms, Possible Causes and Remedial Actions

<table>
<thead>
<tr>
<th>Problems setting the IP address</th>
<th>Remedial Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When using ARP/Ping</strong></td>
<td>Try the installation again. The IP address must be set within two minutes after power has been applied to the product. Ensure the Ping length is set to 408. For instructions, see Assign IP Address Using ARP/Ping, on page 38.</td>
</tr>
<tr>
<td><strong>The product is located on a different subnet</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
| **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 ping and the IP address of the product):
   
   - If you receive: Reply from <IP address>: bytes=32; time=10...
     this means that the IP address may already be in use by another device on the network. Obtain a new IP address from the network administrator and reinstall the product.
   - If you receive: Request timed out, 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** | 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. If the password for the user root is lost, the product must be reset to the factory default settings. See Reset to Factory Default Settings, on page 46. |

Cannot log in
## Troubleshooting

### 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 Camera Management 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 Installation and Management Software CD or the document *Assign an IP Address and Access the Video Stream on Axis Support web at www.axis.com/techsup*.

### 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 *Date & Time, on page 37*.

### 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 *NAT traversal (port mapping) for IPv4, on page 40*. 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 (Internet Explorer only)**
  
  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**
  
  Check that the relevant H.264 connection methods and correct interface are enabled in the AMC Control Panel (streaming tab). See *AXIS Media Control (AMC), on page 11*.

  In the AMC Control Panel, select the H.264 tab and click *Set to default H.264 decoder*.

  Check that RTSP is enabled under *System Options > Network > TCP/IP > Advanced*.

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

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

- **Installation of additional ActiveX component restricted or prohibited**
  
  Configure the Axis product to use a Java applet for updating video images in your browser. Go to *Setup > Live View Config and select Java applet under Default viewer*.

- **Poor rendering of H.264 images**
  
  Ensure that your graphics card is using the latest driver. The latest drivers can usually be downloaded from the manufacturer’s website.

- **Lower frame rate than expected**
  
  See *Performance Considerations, on page 55*.

  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.

  Check in the AMC Control Panel (H.264 tag) that video processing is NOT set to *Decode only key frames*.

  Lower the image resolution.
## Troubleshooting

The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis product. See Technical Specifications, on page 53.

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<tr>
<th>Video and image problems, general</th>
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<td><strong>Image unsatisfactory</strong></td>
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<th>Motion Detection triggers unexpectedly</th>
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<td><strong>Changes in luminance</strong></td>
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<table>
<thead>
<tr>
<th>No audio</th>
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<tr>
<td><strong>Incorrect setup</strong></td>
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<table>
<thead>
<tr>
<th>Poor audio quality</th>
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<tbody>
<tr>
<td><strong>Stuttering</strong></td>
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<tr>
<td><strong>Unsynchronized audio and video using H.264</strong></td>
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<td><strong>Distorted audio</strong></td>
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<td><strong>Feedback loops</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Storage and disk management problems</th>
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</thead>
<tbody>
<tr>
<td><strong>Storage disruption</strong></td>
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<tr>
<td><strong>Video cannot be recorded</strong></td>
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<tr>
<td><strong>SD card cannot be mounted</strong></td>
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## AXIS Q1931–E Thermal Network Camera

### Technical Specifications

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<th>Item</th>
<th>Specifications</th>
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<tr>
<td><strong>Camera</strong></td>
<td><strong>Models</strong></td>
<td>AXIS Q1931–E</td>
</tr>
<tr>
<td></td>
<td><strong>Image sensor</strong></td>
<td>Uncooled Microbolometer 384x288 pixels, pixel size 17 µm</td>
</tr>
</tbody>
</table>
|               | **Lens** | 7 mm: f 1.2 FoV horizontal 55°, Vertical 40°  
13 mm: f 1.0 FoV horizontal 28°, Vertical 21°  
35 mm: f 1.2 FoV horizontal 10.7°, Vertical 8°  
60 mm: f 1.25 FoV horizontal 6.2°, Vertical 4.7° |
|               | **Detection range (1.5 px)** |  
| Human | 7 mm lens | 210 m  
13 mm lens | 380 m  
35 mm lens | 1030 m  
60 mm lens | 1800 m  
Vehicle | 630 m  
1160 m | 3100 m  
5400 m |
|               | **Recognition range (6 px)** |  
| Human | 7 mm lens | 50 m  
13 mm lens | 90 m  
35 mm lens | 260 m  
60 mm lens | 440 m  
Vehicle | 160 m  
300 m | 800 m  
1350 m |
|               | **Identification range (12 px)** |  
| Human | 7 mm lens | 25 m  
13 mm lens | 50 m  
35 mm lens | 130 m  
60 mm lens | 220 m  
Vehicle | 80 m  
150 m | 400 m  
680 m |
| **Sensitivity** | | NETD < 70 mK |
| **Video**     | **Video compression** | H.264 (MPEG-4 Part 10/AVC, Baseline profile and Main profile)  
Motion JPEG |
| **Resolutions** | | Sensor is 384x288. Image can be scaled up to 768x576 |
| **Frame rate** | H.264 | Up to 30 fps within EU, Norway, Switzerland, Canada, USA, Japan, Australia, New Zealand  
Up to 8.3 fps in other countries*  
*Frame rate above 9 fps may be subject to export control regulations |
| **Frame rate** | Motion JPEG | Up to 30 fps within EU, Norway, Switzerland, Canada, USA, Japan, Australia, New Zealand  
Up to 8.3 fps in other countries*  
*Frame rate above 9 fps may be subject to export control regulations |
| **Video streaming** | | At least 3 H.264 and Motion JPEG streams using the same palette, simultaneous and individually configured in max. resolution at 30 fps. Controllable frame rate and bandwidth. VBR/CBR H.264 |
| **Image settings** | | Compression, brightness, exposure control, rotation, mirroring of images  
Text and image overlay  
Privacy mask  
Multiple palettes |
## Technical Specifications

<table>
<thead>
<tr>
<th>Function/group</th>
<th>Item</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Audio</strong></td>
<td>Audio streaming</td>
<td>Two-way, Full duplex</td>
</tr>
<tr>
<td></td>
<td>Audio compression</td>
<td>AAC LC 8/16 kHz, G.711 PCM 8 kHz, G.726 ADPCM 8 kHz Configurable bit rate</td>
</tr>
<tr>
<td></td>
<td>Audio input/output</td>
<td>External microphone or line input, line output</td>
</tr>
</tbody>
</table>
| **Network**    | Security | Password protection, IP address filtering, HTTPS encryption*, IEEE 802.1X network access control*, digest authentication, user access log* This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (www.openssl.org)
|                | Supported protocols | IPv4/v6, HTTP, HTTPS*, SSL/TLS*, QoS Layer 3 DiffServ, FTP, CIFS/SMB, SMTP, Bonjour, UPnP, SNMPv1/v2c/v3(MIB-II), DNS, DynDNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP, ARP, SOCKS. Wide range of PT heads supported (PT-driver is pre-loaded) *This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (www.openssl.org)
| **System Integration**  | Application Programming Interface | Open API for software integration, including the ONVIF specification available at www.onvif.org, as well as VAPIX® and AXIS Camera Application Platform from Axis Communications, specifications available at www.axis.com Support for AXIS Video Hosting System (AVHS) with One-Click Camera connection |
|                | Intelligent video | Video motion detection, audio detection. Support for AXIS Camera Application Platform enabling installation of additional applications |
|                | Alarm triggers | Intelligent video, audio and external input |
|                | Alarm events | File upload via FTP, HTTP and email Notification via email, HTTP and TCP External output activation |
|                | Video access from web browser | Camera live view Video recording to file (ASF) Customizable HTML pages Windows 7, Windows Vista, Windows XP, Windows Server 2008, Windows Server 2003 DirectX 9c or higher For other operating systems and browsers, see www.axis.com/techsup |
| **Installation, management and maintenance**  | AXIS Camera Management tool on CD and web-based configuration Configuration of backup and restore Firmware upgrades over HTTP or FTP, firmware available on www.axis.com |
| **General**    | Casing | IP66-rated metal casing (Aluminium) with integrated dehumidifying membrane and a germanium window |
|                | Memory | 256 MB RAM, 128 MB Flash |
|                | Power | Power over Ethernet IEEE 802.3af Class 3, 37–57 V DC, max 11 W 8–20 V DC, max 11 W or 20–24 V AC, max 15 VA, Power supply not included |
|                | Connectors | RJ45 10BASE-T/100BASE-TX PoE terminal block for power Connector for the Multi-Connector Cable for two configurable inputs/outputs and audio |
|                | Edge storage | MicroSD/SDHC memory card slot (card not included) Support for recording to network share (Network Attached Storage or file server) |
|                | Operating conditions | Temperature: -40 ºC to +60 ºC (-40 ºF to 140 ºF) Humidity: 10–85% RH (condensing) |
|                | Storage conditions | -40 ºC to +70 ºC (-40 ºF to 158 ºF) |
## Technical Specifications

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<thead>
<tr>
<th>Function/group</th>
<th>Item</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
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<td>EN 50121-4</td>
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<td></td>
<td>EN 55024</td>
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<tr>
<td></td>
<td>EN 61000-6-1</td>
<td></td>
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<tr>
<td></td>
<td>EN 61000-6-2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FCC Part 15 Subpart B Class B</td>
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<td>ICES-003 Class B</td>
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<td>C-tick AS/NZS CISPR22 Class B</td>
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<td>KCC KN22 Class B, KN24</td>
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<td>IEC/EN/UL 60950-1</td>
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<td>EN 50581 (RoHS)</td>
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<td>IEC 60529 IP66</td>
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<td>NEMA 250 Type 4X</td>
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<td>IEC 60068-2-1, IEC 60068-2-2, IEC 60068-2-6, IEC 60068-2-27, IEC 60068-2-78</td>
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<tr>
<td></td>
<td>IEC 60721-3-4 Class 4K3, 4C3, 4S3, 4M4</td>
<td></td>
</tr>
<tr>
<td>Weight</td>
<td>Q1931-E 7 mm: 2.0 kg (4.4 lb)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Q1931-E 13 mm: 2.0 kg (4.4 lb)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Q1931-E 35 mm: 2.1 kg (4.6 lb)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Q1931-E 60 mm: 2.2 kg (4.8 lb)</td>
<td></td>
</tr>
<tr>
<td>Included accessories</td>
<td>Wall and ceiling mount bracket</td>
<td></td>
</tr>
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<td></td>
<td>Installation Guide</td>
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<td></td>
<td>Installation and Management Software CD</td>
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<td></td>
<td>Pipe converter for US</td>
<td></td>
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<tr>
<td></td>
<td>Windows decoder 1-user license</td>
<td></td>
</tr>
<tr>
<td></td>
<td>RJ45 network cable, 5 m</td>
<td></td>
</tr>
<tr>
<td>Tools</td>
<td>Torx T20 screwdriver</td>
<td></td>
</tr>
<tr>
<td>Video management software</td>
<td>AXIS Camera Companion (software included on CD) — Basic surveillance for small businesses, where video is recorded to edge storage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AXIS Camera Station (sold separately) — Fully featured surveillance for medium-sized installations, where video is recorded on a system server</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For more information and software applications from partners, see <a href="http://www.axis.com/products/video/software/">www.axis.com/products/video/software/</a></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td>Multi-connector cable</td>
<td></td>
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<tr>
<td></td>
<td>Multi-user decoder license pack</td>
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<td></td>
<td>AXIS T9BA15-VE Surveillance Cabinet</td>
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<tr>
<td></td>
<td>AXIS T91A47 Pole mount</td>
<td></td>
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<tr>
<td></td>
<td>AXIS T8120 Midspan</td>
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<td>AXIS T8414 Installation display</td>
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<td>AXIS T8604 Media converter switch</td>
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<td></td>
<td>AXIS P7701 Video Decoder</td>
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</tr>
</tbody>
</table>

## Performance Considerations

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

The following factors are among the most important to consider:

- High image resolution and/or lower compression levels result in images containing more data. Bandwidth affected.
- Access by large numbers of Motion JPEG and/or unicast H.264 clients. Bandwidth affected.
AXIS Q1931–E Thermal Network Camera

Technical Specifications

- Simultaneous viewing of different streams (resolution, compression) by different clients. Effect on frame rate and bandwidth.
- Accessing Motion JPEG and H.264 video streams simultaneously. Frame rate and bandwidth affected.
- Heavy usage of event settings affect the product’s CPU load. Frame rate affected.
- Heavy network utilization due to poor infrastructure. Bandwidth affected.
- Viewing on poorly performing client computers lowers perceived performance. Frame rate affected.