

## **AXIS Q17 Series**

**AXIS Q1785-LE Network Camera**

**AXIS Q1786-LE Network Camera**

**User Manual**

# AXIS Q17 Series

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# AXIS Q17 Series

## About this manual

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### About this manual

This User Manual provides information on the product regarding:

- Access
- Main use cases
- Troubleshooting
- Specifications

#### Note

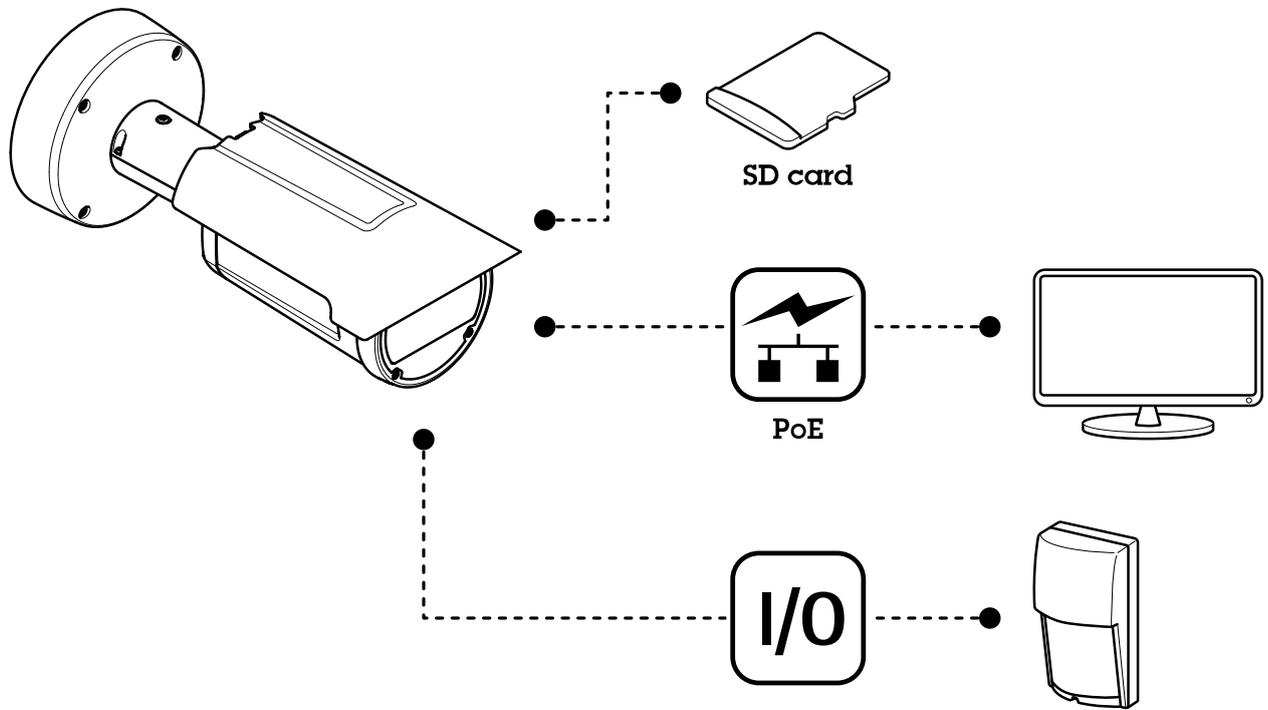
The User Manual may include more than one product. Part of the content, e.g. some use cases or specifications, may only apply to some of them. For more information on the exact feature set and specifications, see the product's web page and datasheet at [www.axis.com](http://www.axis.com)

# AXIS Q17 Series

## Solution overview

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### Solution overview

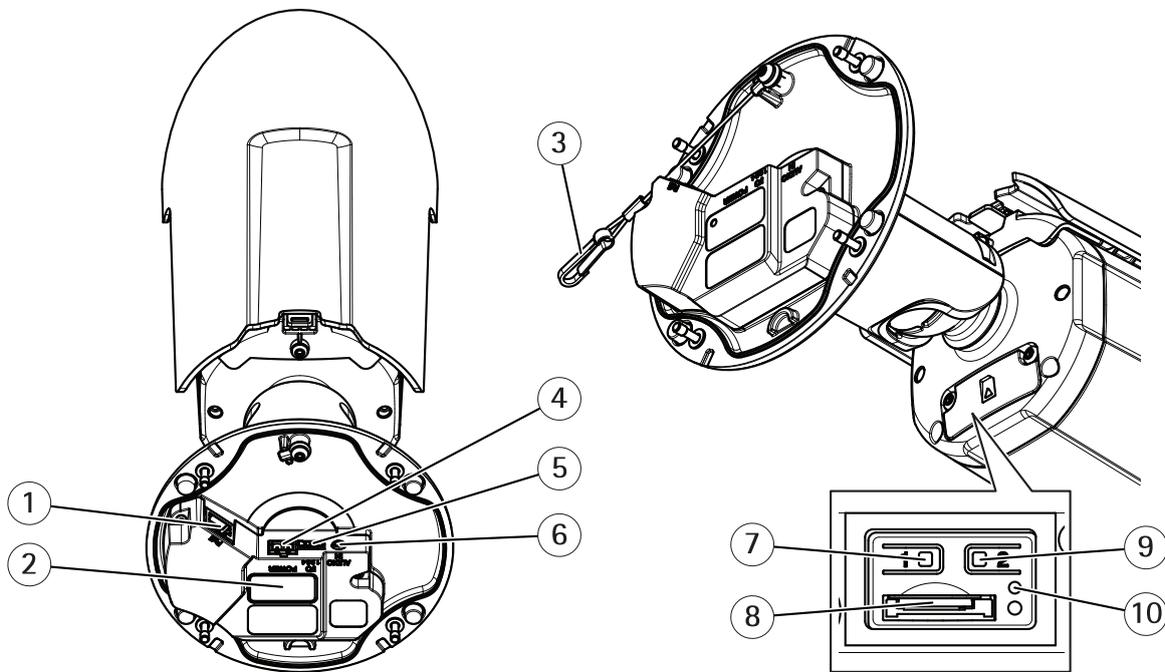


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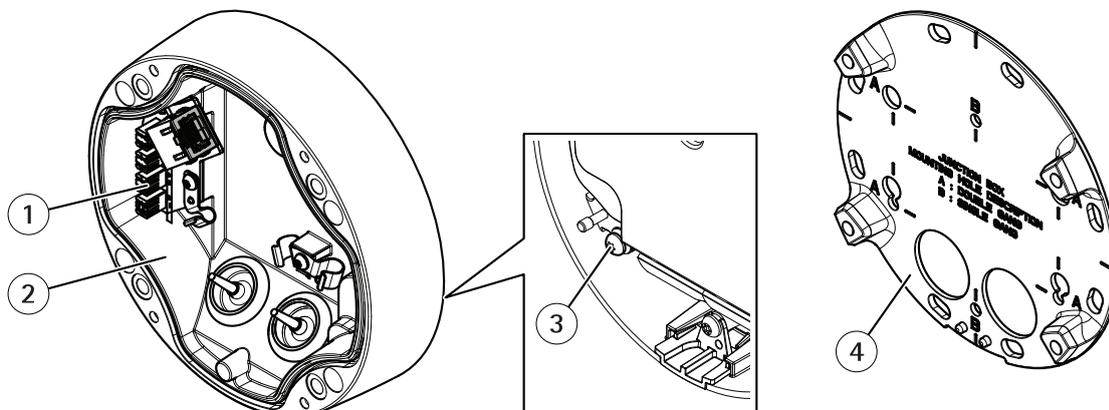
## Product overview

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### Product overview



- 1 Network connector
- 2 Part number (P/N) & Serial number (S/N)
- 3 Safety wire
- 4 Power connector
- 5 I/O connector
- 6 Audio connector
- 7 Function button
- 8 microSD card slot
- 9 Control button
- 10 Status LED indicator



- 1 IDC network connector
- 2 Foot
- 3 Grounding screw
- 4 Mounting plate

# AXIS Q17 Series

## How to access the product

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### How to access the product

AXIS IP Utility and AXIS Device Manager are recommended methods for finding Axis products on the network and assigning them IP addresses in Windows®. Both applications are free and can be downloaded from [axis.com/support](https://axis.com/support)

The product can be used with the following browsers:

- Windows®: Chrome™ (recommended), Firefox®, Edge®, or Opera®
- OS X®: Chrome™ (recommended) or Safari®
- Other operating systems: Chrome™ or Firefox®.

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

### How to access the device from a browser

1. Start a web browser.
2. Enter the IP address or host name of the Axis device in the browser's address field.

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

If you do not know the IP address, use AXIS IP Utility to locate the device on the network. For information about how to discover and assign an IP address, see the document *How to assign an IP address and access your device* on the device page at [axis.com](https://axis.com).

3. Enter your username and password. If this is the first time the device is accessed, the root password must first be configured, go to *Set a secure password for the root account* on page 6.
4. The device's live view page opens in your browser.

### About secure passwords

#### Important

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

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

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

### Set a secure password for the root account

#### Important

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

1. Type a password. Follow the instructions about secure passwords. See *About secure passwords* on page 6.
2. Retype the password to confirm the spelling.

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### How to access the product

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3. Click **Create login**. The password has now been configured.

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## Setup

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### Setup

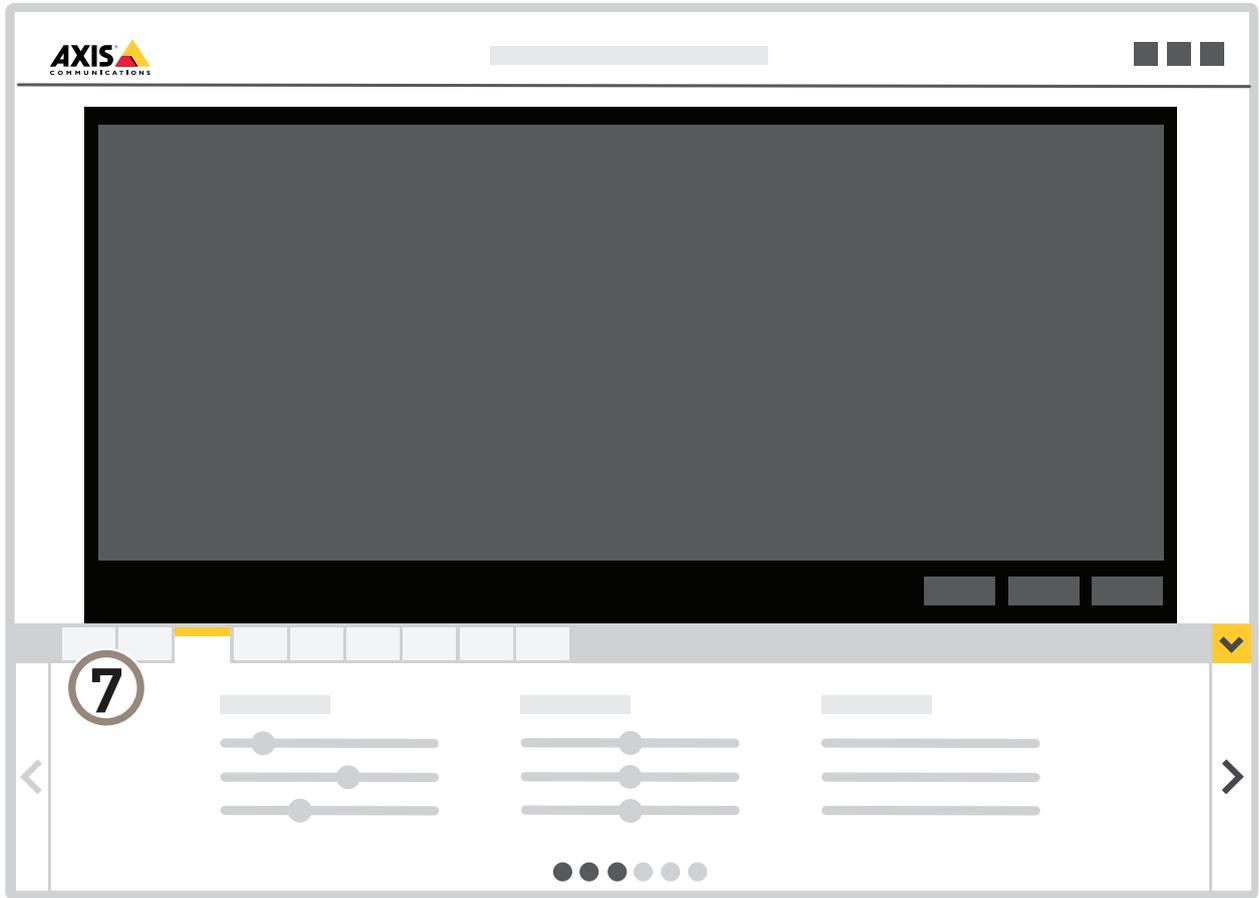
#### Product webpage overview



- 1 Live view control bar
- 2 Live view
- 3 Product name
- 4 Controls
- 5 Video control bar
- 6 Settings toggle

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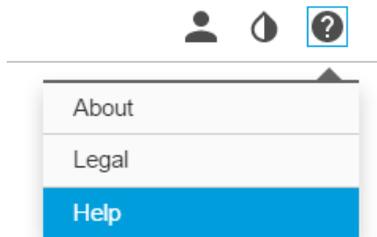
## Setup



7 Settings tabs

### About the product's built-in help

You can access the built-in help from the product's webpage. The help provides more detailed information on the product's features and their settings.



### About long-distance connections

This product supports fiber-optic cable installations through a media converter. Fiber-optic cable installations offer a number of benefits such as:

- Long-distance connection

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- High speed
- Long lifetime
- Large capacity of data transmission
- Electromagnetic interference immunity

Find out more about fiber-optic cable installations on [www.axis.com/technologies/fiber-optics](http://www.axis.com/technologies/fiber-optics). For information about how to install the media converter see the Installation Guide for this product.

## Image quality

### About capture modes

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

### How to select capture mode

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

### How to select exposure mode

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

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

### How to hide parts of the image with privacy masks

#### What is a privacy mask?

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

The privacy mask is relative to the pan, tilt, and zoom coordinates, so regardless of where you point the camera, the privacy mask covers the same place or object.

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

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

#### Important

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

#### How to create a privacy mask

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

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### How to focus

This product has three focus modes:

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

To turn off autofocus and adjust the focus manually:

1. In the live view window, if the **Zoom** slider is visible, click **Zoom** and select **Focus**.
2. Click **M** and use the slider to set the focus.

### How to benefit from IR light in low-light conditions using night mode

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

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

#### Note

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

3. Enable **Allow IR illumination** and **Synchronize IR illumination** to use the camera's built-in IR light when the night mode is activated.

### How to reduce noise in low-light conditions

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

- Make sure that the exposure mode is automatic.

#### Note

Increasing the max shutter value can result in motion blur.

- The shutter speed should be as slow as possible, which means you should set max shutter to the highest possible value.
- Reduce sharpness in the image.
- Try lowering the max gain value.

### How to maximize details in an image

#### Important

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

- Set the compression as low as possible.
- Select MJPEG streaming.
- Turn off Zipstream functionality.

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### How to handle scenes with strong backlight

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

1. Go to **Settings > Image**.
2. Turn on WDR under **Wide dynamic range**.



*Image without WDR.*



*Image with WDR.*

#### Note

WDR may cause artifacts in the image.

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

### How to stabilize a shaky image with Electronic Image Stabilization (EIS)

EIS can be used in environments where the product is mounted in an exposed location and subject to vibrations, for example, wind or passing traffic. Turn on EIS to get a smoother and steadier image without blur.

EIS also reduces the file size of the compressed image and lowers the bitrate of the video stream.

#### Note

When EIS is turned on the image is cropped slightly, lowering the maximum resolution.

1. Go to **Settings > Image**.
2. Turn on EIS.

### How to compensate for barrel distortion

Barrel distortion is a phenomenon where straight lines appear increasingly bent closer to the edges of the frame. A wide field of view will often create barrel distortion in an image. Barrel distortion correction will compensate for this distortion.

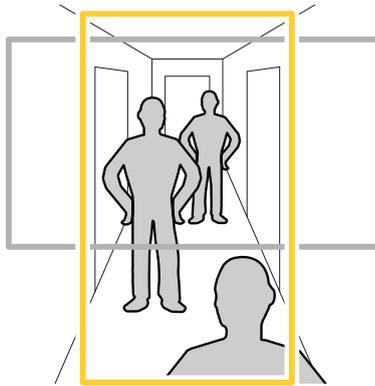
#### Note

Barrel distortion correction affects the image resolution and field of view.

1. Go to **Settings > Image**.
2. Turn on **Barrel distortion correction (BDC)**.
3. Set the level of correction that gives you the best image.

### How to monitor long and narrow areas

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



1. Depending on your product, turn the camera or the 3-axis lens in the camera 90° or 270°.
2. If your product doesn't rotate the view automatically, log in to the product's webpage and go to **Settings > Stream > Orientation**. Rotate the view 90° or 270°.

Find out more at [axis.com/axis-corridor-format](https://axis.com/axis-corridor-format)

### How to enhance license plate recognition

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

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

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

#### Note

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

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

- Shutter speed

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- Gain
- Zoom

### How to optimize the image for traffic surveillance

To get the best possible image for traffic surveillance, use the AXIS Traffic Wizard in combination with the Traffic overview scene profile.

1. Go to **Settings > Apps > AXIS Traffic Wizard**.
2. Start the application if it is not already running.
3. To set up the application, click **Open**.
4. Select units (metric or imperial).
5. Enter the values for Road distance, Camera height, Vehicle distance and Max speed.
6. To make both dark and bright areas of the image visible, turn on WDR.
7. Set the level of low-light gain depending on the light conditions.
8. If external IR illumination is available, select the **Supplemental IR illumination** checkbox.
9. Click **Save**.
10. Go to **System > Orientation**.
11. Select **Traffic overview** under **Scene profile**.
12. Click **Done**.

### Privacy masks

#### How to hide parts of the image with privacy masks

What is a privacy mask?

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

The privacy mask is relative to the pan, tilt, and zoom coordinates, so regardless of where you point the camera, the privacy mask covers the same place or object.

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

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

#### Important

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

#### How to create a privacy mask

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

### Overlays

#### About overlays

Overlays are superimposed over the video stream. They are used to provide extra information during recordings, such as a timestamp, or during product installation and configuration.

#### How to show an image overlay

1. Go to **Settings > Overlay**.
2. Select **Create overlay** and select **Image overlay**.
3. Choose **Import**.
4. Upload own overlay image.
5. Choose the image from the list of images.
6. To position the image overlay, choose **Custom** or one of the presets.

#### How to show a text overlay when the camera detects motion

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

Make sure the AXIS Video Motion Detection application is running:

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

Add the overlay text:

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

Create an action rule:

9. Go to **System > Events > Action rules**.
10. Create an action rule with **AXIS Video Motion Detection** as trigger.
11. From the list of actions, select **Overlay text**.
12. Type "Motion detected".
13. Set the duration.

#### Note

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

### PTZ (Pan Tilt Zoom)

#### How to limit pan, tilt, and zoom movements

In this example, the camera is surveilling a parking lot with nearby apartment buildings. Set pan, tilt and zoom limits to ensure privacy for residents.

To limit pan, tilt and zoom movements, go to **Settings > PTZ > Limits**.

#### About guard tours

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

#### How to create a guard tour with preset positions

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

#### About autotracking

Autotracking detects movement in the camera's field of view, for example a moving vehicle or person, and follows the moving object until it stops or disappears from the monitored area. In case there is much simultaneous movement, the product selects the area with the most amount of motion. When there are no moving objects in the field of view, the camera returns to the home position.

##### Important

- The autotracking feature is designed for areas where there is a limited amount of movement.
- If both autotracking and guard tour are enabled, we recommend using the PTZ control queue. In the control queue, guard tour has lower priority than autotracking, preventing the product from stopping autotracking to maintain or start a guard tour.
- Autotracking does not follow object behind privacy masks or objects in exclude areas. You can also set up maximum limits so that the autotracking only triggers within a certain range in the live view.

### Streaming and storage

#### How to choose video compression format

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

Motion JPEG

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### Note

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

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

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

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

### Note

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

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

## How to reduce bandwidth and storage

### Important

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

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

## How to set up network storage

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

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

## How to add audio to your recording

Edit the stream profile which is used for the recording:

1. Go to **Settings > System > Stream profiles**.

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2. Select the stream profile and click **Modify**.
3. In the **Audio** tab, select the **Audio stream** checkbox and select **On** from the drop-down list.
4. Click **Ok**.

### How do Image, Stream, and Stream profile settings relate to each other?

The **Image** tab contains camera settings that affect all video streams from the product. If you change something in this tab, it immediately affects all video streams and recordings.

The **Stream** tab contains settings for video streams. You get these settings if you request a video stream from the product and don't specify for example resolution, or frame rate. When you change the settings in the **Stream** tab, it doesn't affect ongoing streams, but it will take effect when you start a new stream.

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

### How to record and watch video

To record video you must first set up network storage, see *How to set up network storage on page 17*, or have an SD card installed.

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

To watch your recording:

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

## Events

### About events

The event pages allow you to configure your product to perform actions when different events occur. For example, the product can start a recording or send an email notification when motion is detected. The set of conditions that defines how and when the action is triggered is called an action rule.

### How to trigger an action

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

#### Note

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

#### Note

If you change the definition of a stream profile used in an action rule, you need to restart any action rules that use that stream profile.

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### How to record video when the camera detects motion

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

Make sure the AXIS Video Motion Detection application is running:

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

Create an action rule:

4. Go to **Settings > System > Events** and add an action rule.
5. Type a name for the action rule.
6. From the list of triggers, select **Applications** and then select **AXIS Video Motion Detection (VMD)**.
7. From the list of actions, select **Record video**.
8. Select an existing stream profile or create a new one.
9. Enable and set the pre-trigger time to 5 seconds.
10. Enable **While the rule is active**.
11. Enable and set the post-trigger time to 60 seconds.
12. Select **SD card** from the list of storage options.
13. Click **Ok**.

### How to record video when a PIR detector senses motion

This example explains how to connect an Axis PIR detector to the camera, and set up the camera to start recording when the detector senses motion.

#### Required hardware

- 3-wire cable (ground, power, I/O)
- Axis PIR detector

#### **NOTICE**

Disconnect the camera from power before connecting the wires. Reconnect to power after all connections are done.

#### Connect the wires to the camera's I/O connector

##### Note

For information on the I/O connector, see *Connectors on page 26*

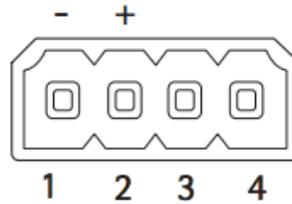
1. Connect the ground wire to pin 1 (GND/-).
2. Connect the power wire to pin 2 (12V DC output).
3. Connect the I/O wire to pin 3 (I/O input).

#### Connect the wires to the PIR detector's I/O connector

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1. Connect the other end of the ground wire to pin 1 (GND/-).
2. Connect the other end of the power wire to pin 2 (DC input/+).
3. Connect the other end of the I/O wire to pin 3 (I/O output).

### Configure the I/O port in the camera's webpage

1. Go to **Settings > System > I/O ports**.
2. Select **Input** in the **Port 1** drop-down list.
3. Give the input module a descriptive name.
4. To make the PIR detector send a signal to the camera when it senses motion, select **Closed circuit** in the drop-down list.

To trigger the camera to start recording when it receives a signal from the PIR detector, you need to create an action rule in the camera's webpage.

### How to automatically zoom in on a specific area with gatekeeper

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

#### Create the preset positions:

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

#### Create a motion detection profile:

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

#### Create an action rule:

6. Go to **Settings > System > Events** and add an action rule.
7. Name the action rule **Gatekeeper**.
8. From the trigger list, select **Applications** and then select the previously created motion detection profile.
9. From the action list, select the previously created preset position.
10. Click **OK**.

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## Setup

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### How to record video when the camera detects impact

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

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

Create an action rule:

3. Go to **Settings > System > Events** and add an action rule.
4. Type a name for the action rule.
5. From the list of triggers, select **Detectors** and then select **Shock detection**.
6. From the list of schedules, select **After Hours**.
7. From the list of actions, select **Send Video Clip**.
8. Select an existing stream profile or create a new one.
9. Enable and set the pre-trigger time to 5 seconds.
10. Enable **While the rule is active**.
11. Enable and set the post-trigger time to 60 seconds.
12. Select an existing recipient or create a new one.
13. Click **OK**.

## Applications

### About applications

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

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

#### Note

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

### Troubleshooting

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

### How to reset to factory default settings

#### Important

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

To reset the product to the factory default settings:

1. Disconnect power from the product.
2. Press and hold the control button while reconnecting power. See *Product overview on page 5*.
3. Keep the control button pressed for 15–30 seconds until the status LED indicator flashes amber.
4. Release the control button. The process is complete when the status LED indicator turns green. The 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. Use the installation and management software tools to assign an IP address, set the password, and access the video stream.

The installation and management software tools are available from the support pages on [axis.com/support](https://axis.com/support)

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

### How to check the current firmware

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

To check the current firmware:

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

### How to upgrade the firmware

#### Important

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

#### Important

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

#### Note

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

# AXIS Q17 Series

## Troubleshooting

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

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

### Technical issues, clues and solutions

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

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#### Problems upgrading the firmware

Firmware upgrade failure	If the firmware upgrade fails, the product reloads the previous firmware. The most common reason is that the wrong firmware file has been uploaded. Check that the name of the firmware file corresponds to your product and try again.
Problems after firmware upgrade	If you experience problems after a firmware upgrade, roll back to the previously installed version from the Maintenance page.

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#### Problems setting the IP address

The product is located on a different subnet	If the IP address intended for the product and the IP address of the computer used to access the product are located on different subnets, you cannot set the IP address. Contact your network administrator to obtain an IP address.
The IP address is being used by another device	Disconnect the Axis product from the network. Run the ping command (in a Command/DOS window, type <code>ping</code> and the IP address of the product): <ul style="list-style-type: none"><li>• If you receive: <code>Reply from &lt;IP address&gt;: bytes=32; time=10...</code> this means that the IP address may already be in use by another device on the network. Obtain a new IP address from the network administrator and reinstall the product.</li><li>• If you receive: <code>Request timed out</code>, this means that the IP address is available for use with the Axis product. Check all cabling and reinstall the product.</li></ul>
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.

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#### The product cannot be accessed from a browser

Cannot log in	When HTTPS is enabled, ensure that the correct protocol (HTTP or HTTPS) is used when attempting to log in. You may need to manually type <code>http</code> or <code>https</code> in the browser's address field.  If the password for the user <code>root</code> is lost, the product must be reset to the factory default settings. See <i>How to reset to factory default settings on page 22</i> .
The IP address has been changed by DHCP	IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the product on the network. Identify the product using its model or serial number, or by the DNS name (if the name has been configured).  If required, a static IP address can be assigned manually. For instructions, go to <a href="http://axis.com/support">axis.com/support</a>

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#### The product is accessible locally but not externally

Router configuration	Check that your router allows incoming data traffic to the Axis product. The router must support UPnP®.
Firewall protection	Check the Internet firewall with your network administrator.

# AXIS Q17 Series

## Troubleshooting

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### Problems with streaming

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Multicast H.264 only accessible by local clients	Check if your router supports multicasting, or if the router settings between the client and the 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.
Poor rendering of H.264 images	Ensure that your graphics card is using the latest driver. The latest drivers can usually be downloaded from the manufacturer's website.
Color saturation is different in H.264 and Motion JPEG	Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.
Lower frame rate than expected	<ul style="list-style-type: none"><li>• See <i>Performance considerations on page 24</i>.</li><li>• Reduce the number of applications running on the client computer.</li><li>• Limit the number of simultaneous viewers.</li><li>• Check with the network administrator that there is enough bandwidth available.</li><li>• Lower the image resolution.</li></ul>

### Performance considerations

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

The following factors are the most important to consider:

- High image resolution or lower compression levels result in images containing more data which in turn affects the bandwidth.
- Rotating the lens manually will result in better performance compared to rotating the image from the GUI.
- Access by large numbers of Motion JPEG or unicast H.264 clients affects the bandwidth.
- Simultaneous viewing of different streams (resolution, compression) by different clients affects both frame rate and bandwidth.

Use identical streams wherever possible to maintain a high frame rate. Stream profiles can be used to ensure that streams are identical.

- Accessing Motion JPEG and H.264 video streams simultaneously affects both frame rate and bandwidth.
- Heavy usage of event settings affects the product's CPU load which in turn affects the frame rate.
- Using HTTPS may reduce frame rate, in particular if streaming Motion JPEG.
- Heavy network utilization due to poor infrastructure affects the bandwidth.
- Viewing on poorly performing client computers lowers perceived performance and affects frame rate.
- Running multiple AXIS Camera Application Platform (ACAP) applications simultaneously may affect the frame rate and the general performance.

# AXIS Q17 Series

## Specifications

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### Specifications

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

### LED Indicators

#### Note

- The Status LED can be configured to be unlit during normal operation. To configure, go to **Settings > System > Plain config**. See the online help for more information.

Status LED	Indication
Unlit	Connection and normal operation.
Green	Shows steady green for 10 seconds for normal operation after startup completed.
Amber	Steady during startup. Flashes during firmware upgrade or reset to factory default.
Amber/Red	Flashes amber/red if network connection is unavailable or lost.

### Buzzer

#### Buzzer signal for leveling assistant

Press and hold the function button for more than two seconds to level the camera.

- When the camera is level, the beep is continuous.
- When the camera is not level, the beep occurs at slow intervals.

### SD card slot

#### NOTICE

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

This product supports microSD/microSDHC/microSDXC cards.

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



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### Buttons

#### Control button

The control button is used for:

- Resetting the product to factory default settings. See *How to reset to factory default settings on page 22*.
- Connecting to an AXIS Video Hosting System service. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

# AXIS Q17 Series

## Specifications

### Function button

The function button is used for:

- **Leveling assistant** – This function helps to ensure the camera is level. Press the button for about 3 seconds to start the leveling assistant and press again to stop the leveling assistant. The buzzer signal assists leveling of the camera, see *Buzzer signal for leveling assistant on page 25*. The camera is level when the buzzer beeps continuously.

### Connectors

#### Network connector

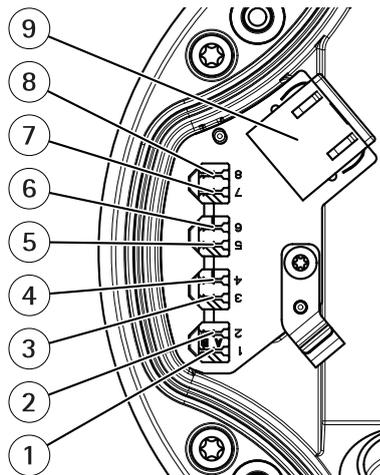
RJ45 Ethernet connector with Power over Ethernet (PoE).

#### IDC connector

Use the insulation-displacement connector (IDC) to connect a network cable without an RJ45-connector.

#### Note

When using the IDC connector, connect a patch cable between the patch cable connector on the foot and the network connector on the camera assembly.



1–8 IDC connectors  
9 Patch cable connector

#### Pin assignment

Position	T586A	T586B
1	Blue and white	Blue and white
2	Blue	Blue
3	Orange and white	Green and white
4	Orange	Green
5	Green and white	Orange and white
6	Green	Orange

# AXIS Q17 Series

## Specifications

7	Brown and white	Brown and white
8	Brown	Brown

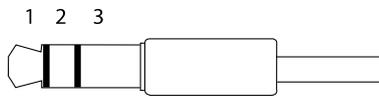
### Audio connector

The Axis product has the following audio connectors:

- **Audio in (pink)** – 3.5 mm input for a mono microphone, or a line-in mono signal.

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

3.5 mm audio connectors



	1 Tip	2 Ring	3 Sleeve
<b>Audio Input</b>	Microphone/Line in	Microphone bias voltage	Ground

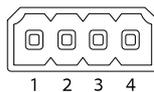
### I/O connector

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

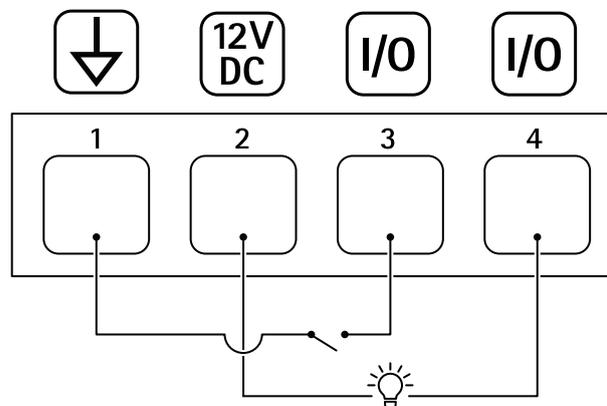
**Digital input** – For connecting devices that can toggle between an open and closed circuit, for example PIR sensors, door/window contacts, and glass break detectors.

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

4-pin terminal block



Example



1 DC ground

# AXIS Q17 Series

## Specifications

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- 2 DC output 12 V, max 50mA
- 3 I/O configured as input
- 4 I/O configured as output

### Power connector

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

