

## AXIS M1065-L Network Camera

## User Manual

# AXIS M1065-L Network Camera

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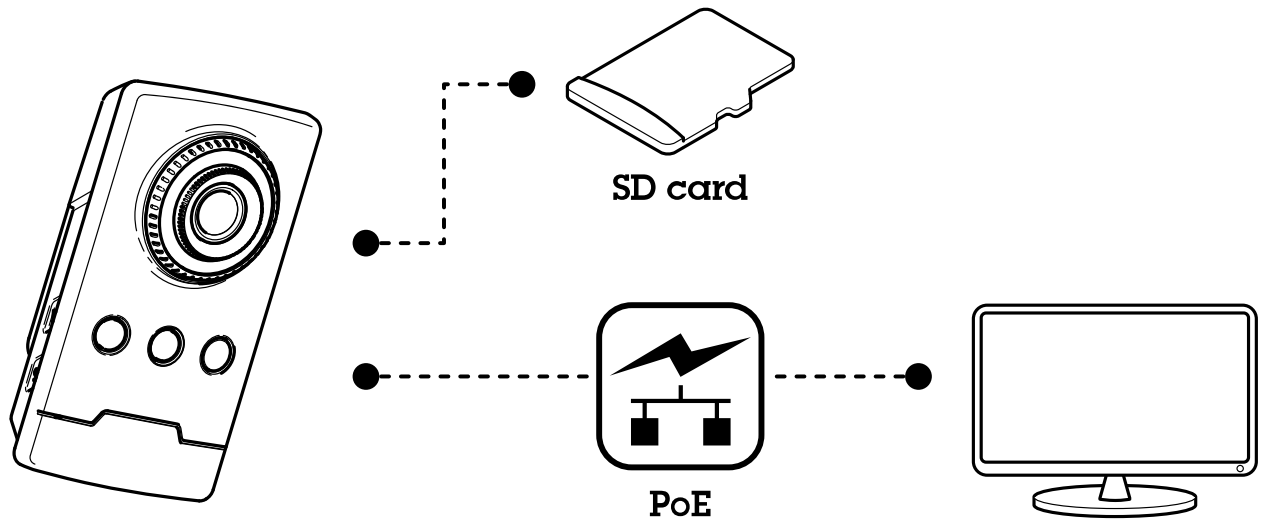
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# AXIS M1065-L Network Camera

## System overview

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### System overview

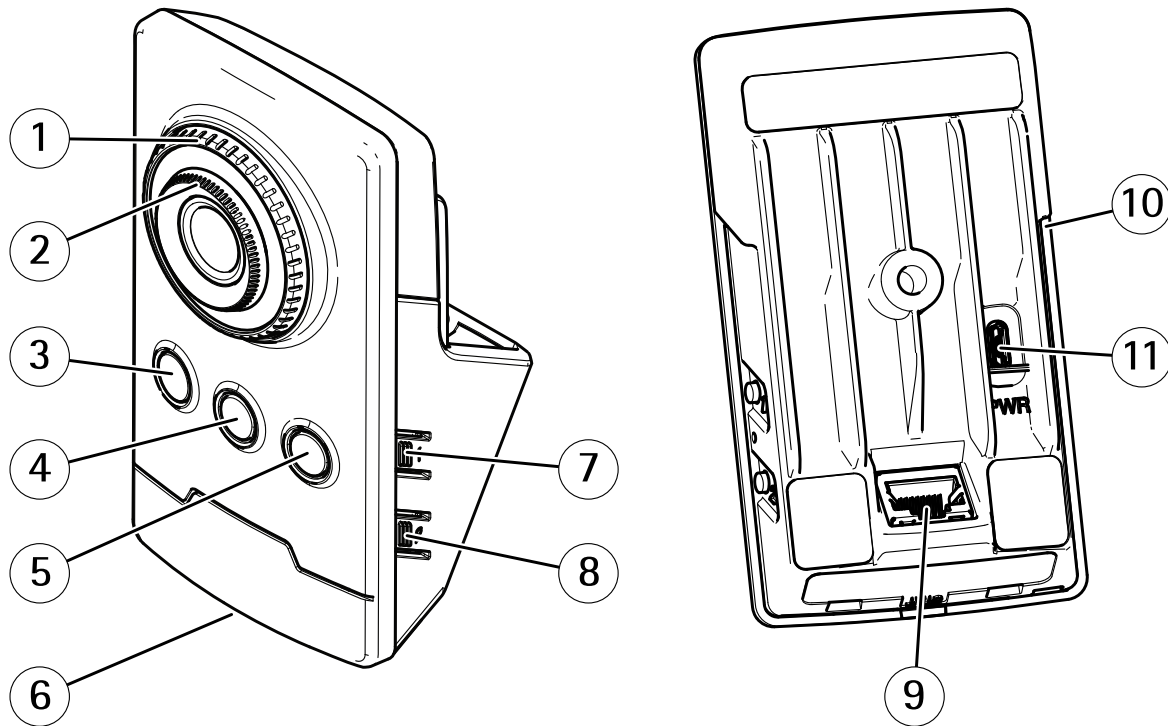


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## Product overview

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### Product overview



- 1 Focus lock ring
- 2 Focus ring
- 3 IR LED
- 4 PIR sensor
- 5 Speaker
- 6 Status LED
- 7 Control button
- 8 Not used
- 9 Network connector PoE
- 10 SD card slot
- 11 Power connector

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## How to access the product

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### How to access the product

AXIS IP Utility and AXIS Camera Management 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:

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

### How to access the product from a browser

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

To access the product from a Mac computer (OS X), go to Safari, click on Bonjour 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 document *Assign an IP Address and Access the Video Stream* on Axis Support web at [axis.com/support](https://axis.com/support)

#### Note

To show Bonjour as a browser bookmark, go to **Safari > Preferences**.

3. Enter your username and password. If this is the first time the product is accessed, the root password must first be configured.
4. The product's live view page opens in your browser.

### About secure passwords

#### Important

When setting the initial password, the password is sent in clear text over the network. If there is a risk of network sniffing, first set up a secure and encrypted HTTPS connection before resetting the passwords.

The device password is the primary protection for the data and services. Axis' products do not impose a password policy as products may be used in various types of installations, but to protect your data do the following:

- Don't use the default password that comes with the products.
- Use a password with at least 8 characters, preferably using a password generator.
- Don't expose the password.
- Change password at a recurring interval, at least once a year.

### Set a password for the root account

#### Important

The default administrator user name **root** cannot be deleted. If the password for root is lost, the product must be reset to the factory default settings.

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## How to access the product

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The default root account has full privileges and should be reserved for administrative tasks. Always create a user account with limited privileges for daily use. This reduces the exposure of the administrative account.

1. Make sure to follow the instructions about secure passwords, see *About secure passwords on page 5*.
2. Type a password and then retype it to confirm the spelling.
3. Click **Create login**. The password has now been configured.

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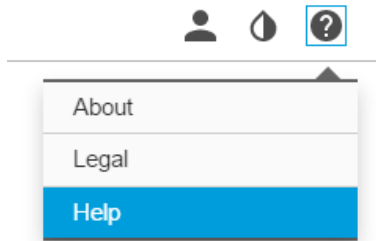
## Setup

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### Setup

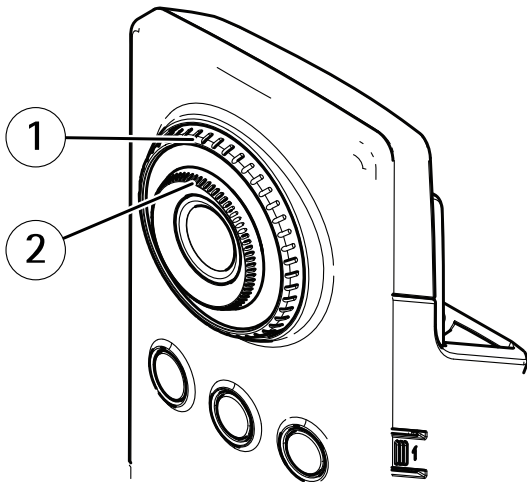
#### About the product's built-in help

You can access the built-in help through your product's web page. The help provides more detailed information on the product's features and their settings.



#### Image quality

##### How to change the camera focus



- 1 Focus lock ring
- 2 Focus ring

1. Turn the focus lock ring counter clockwise to unlock the focus ring.
2. Turn the focus ring to adjust the focus.
3. Turn the focus lock ring clockwise to lock the position of the focus ring.

##### How to handle scenes with strong backlight

Use WDR to make both dark and bright areas of the image visible.

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

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*Image without WDR.*



*Image with WDR.*

### Note

If you use WDR, you may experience some WDR 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)

## 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 use PIR and audio to deter intruders

This example explains how to set up the camera to play an audio clip with a barking dog when the PIR sensor detects movement outside office hours.

Create an action rule:

1. Go to **Settings > System > Events** and add an action rule.
2. Type a name for the action rule.
3. From the list of triggers, select **Detectors** and then select **PIR**.
4. Set the schedule to **After hours**.
5. From the list of actions, select **Play audio clip**.
6. From the list of audio clips, select **Dog barking**.
7. Click **Ok**.



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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. Set the pre-trigger time to 5 seconds.
10. Set the post-trigger time to 60 seconds.
11. Select **SD card** from the list of storage options.
12. Click **Ok**.

## Streaming and storage

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

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### 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.

# AXIS M1065-L Network Camera

## Troubleshooting

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### Troubleshooting

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

#### 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.

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

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** in the product's webpage and follow the instructions.
4. The upgrade takes a while, don't break the power to the product. When the upgrade is finished, the product restarts automatically.

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## Troubleshooting

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AXIS Camera Management can be used for multiple upgrades. Find out more at [axis.com/products/axis-camera-management](http://axis.com/products/axis-camera-management)

### 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.
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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.
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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>
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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.
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If the password for the user `root` is lost, the product must be reset to the factory default settings. See *How to reset to factory default settings*.

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).
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If required, a static IP address can be assigned manually. For instructions, go to [axis.com/support](http://axis.com/support).

Certificate error when using IEEE 802.1X	For authentication to work properly, the date and time settings in the Axis product must be synchronized with an NTP server. Go to <b>Settings &gt; System &gt; Date and time</b>
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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®.
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Firewall protection	Check the Internet firewall with your network administrator.
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#### Problems with streaming

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.
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## Troubleshooting

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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 13</i>.</li><li>• Reduce the number of applications running on the client computer.</li><li>• Limit the number of simultaneous viewers.</li><li>• Check with the network administrator that there is enough bandwidth available.</li><li>• Lower the image resolution.</li><li>• In the product's webpage, set a capture mode that prioritizes frame rate. Changing the capture mode to prioritize frame rate might lower the maximum resolution depending on the product used and capture modes available.</li><li>• The maximum frames per second is dependent on the utility frequency (60/50 Hz) of the Axis product.</li></ul>

### Problems retrieving additional video streams

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'Video Error' displayed in AXIS Companion, or	This camera is designed to deliver up to four different streams. If a fifth unique stream is requested, the camera will not be able to provide it, and an error message is displayed. The error message depends on the way the stream is requested. The streams are used on a first come, first served basis. Examples of instances using a stream are: <ul style="list-style-type: none"><li>• Live viewing in a web browser or other application</li><li>• While recording – continuous or motion triggered recording</li><li>• An event using images on the camera, for example an event sending an e-mail with an image every hour</li><li>• An installed application, such as Axis Video Motion Detection, will always use a stream regardless of whether it is used or not.</li></ul>
'Stream: Error. Something went wrong. Maybe there are too many viewers.' in Chrome/Firefox, or	
'503 service unavailable' error in Quick Time, or	
'Camera not available' displayed in AXIS Camera Station, or	
'Error reading video stream' message in browser when using the Java applet	The camera can deliver more than four simultaneous streams provided the configuration of any additional stream is identical to any of the first four streams. Identical configuration implies exactly the same resolution, frame rate, compression, video format, rotation etc. For more information see the white paper "Max number of unique video stream configurations", available at <a href="http://axis.com">axis.com</a>

## 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.
- 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.

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## Troubleshooting

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- 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 M1065-L Network Camera

## Specifications

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### Specifications

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

### LED indicators

**Note**

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

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.
Red	Firmware upgrade failure.

### 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 (not included).

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

### 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 11*.
- Connecting to an AXIS Video Hosting System service. To connect, press and hold the button for about 3 seconds until the status LED flashes green.

### Connectors

#### Network connector

RJ45 Ethernet connector with Power over Ethernet (PoE).

#### Power connector

This microUSB type B connector is for power only. We recommend using Axis microUSB power supply.

