

## **AXIS M5075-G PTZ Camera**

**User manual**

# AXIS M5075-G PTZ Camera

## Table of Contents

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<b>Get started</b> .....	3
Find the device on the network .....	3
Open the device's web interface .....	3
Web interface overview .....	4
<b>Configure your device</b> .....	5
Adjust the image .....	5
Adjust the camera view (PTZ) .....	10
View and record video .....	10
Set up rules for events .....	12
Audio .....	16
<b>Cleaning recommendations</b> .....	17
<b>Learn more</b> .....	18
Capture modes .....	18
Privacy masks .....	18
Overlays .....	19
Pan, tilt, and zoom (PTZ) .....	19
Wireless I/O (Z-Wave Plus™ v2) .....	19
Streaming and storage .....	23
Applications .....	26
<b>Troubleshooting</b> .....	27
Reset to factory default settings .....	27
Firmware options .....	27
Check the current firmware version .....	27
Upgrade the firmware .....	27
Technical issues, clues, and solutions .....	28
Performance considerations .....	30
Contact support .....	30
<b>Specifications</b> .....	31
Product overview .....	31
LED indicators .....	31
SD card slot .....	31
Buttons .....	31
Connectors .....	32

# AXIS M5075-G PTZ Camera

## Get started

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### Get started

#### Find the device on the network

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

For more information about how to find and assign IP addresses, go to *How to assign an IP address and access your device*.

#### Browser support

You can use the device with the following browsers:

	Chrome™	Firefox®	Edge™	Safari®
Windows®	recommended	recommended	✓	
macOS®	recommended	recommended	✓	✓
Linux®	recommended	recommended	✓	
Other operating systems	✓	✓	✓	✓*

\*To use AXIS OS web interface with iOS 15 or iPadOS 15, go to **Settings > Safari > Advanced > Experimental Features** and disable *NSURLSession Websocket*.

If you need more information about recommended browsers, go to *AXIS OS Portal*.

#### Open the device's web interface

1. Open a browser and type the IP address or host name of the Axis device.  
If you do not know the IP address, use AXIS IP Utility or AXIS Device Manager to find the device on the network.
2. Type the username and password. If you access the device for the first time, you must create an administrator account. See *Create an administrator account on page 3*.

#### Verify that no one has tampered with the firmware

To make sure that the device has its original Axis firmware, or to take full control of the device after a security attack:

1. Reset to factory default settings. See *Reset to factory default settings on page 27*.  
After the reset, secure boot guarantees the state of the device.
2. Configure and install the device.

#### Create an administrator account

The first time you log in to your device, you must create an administrator account.

1. Enter a username.
2. Enter a password. See *Secure passwords on page 4*.
3. Re-enter the password.
4. Click **Add user**.

# AXIS M5075-G PTZ Camera

## Get started

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### Important

The device has no default account. If you lose the password for your administrator account, you must reset the device. See *Reset to factory default settings on page 27*.

### Secure passwords

#### Important

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

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

To protect your data we strongly recommend that you:

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

### Web interface overview

This video gives you an overview of the device's web interface.



To watch this video, go to the web version of this document.  
[help.axis.com/?Etpiald=73039&tsection=web-interface-overview](https://help.axis.com/?Etpiald=73039&tsection=web-interface-overview)

*Axis device web interface*

# AXIS M5075-G PTZ Camera

## Configure your device

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### Configure your device

#### Adjust the image

This section includes instructions about configuring your device. If you want to learn more about how certain features work, go to *Learn more on page 18*.

#### Level the camera

To adjust the view in relation to a reference area or an object, use the level grid in combination with a mechanical adjustment of the camera.


1. Go to **Video > Image >** and click  .
2. Click  to show the level grid.
3. Adjust the camera mechanically until the position of the reference area or the object is aligned with the level grid.

#### Adjust the 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  and use the slider to set the focus.

#### Adjust the focus faster with focus recall areas

To save the focus settings at a specific pan/tilt range, add a focus recall area. Each time the camera moves into that area it recalls the previously saved focus. It's enough to cover half of the focus recall area in the live view.

We recommend the focus recall feature in the following scenarios:

- When there is a lot of manual operation in live view, for example with a joystick.
- Where PTZ preset positions with manual focus are not efficient, for example movements where the focus setting changes continuously.
- In low-light scenarios, where the autofocus is challenged by the lighting conditions.

#### Important

- The focus recall overrides the camera's autofocus at the specific pan/tilt range.
- A preset position overrides the focus setting saved in the focus recall area.
- The maximum number of focus recall areas is 20.

#### Create a focus recall area

1. Pan, tilt, and zoom into the area where you would like to have focus.

# AXIS M5075-G PTZ Camera

## Configure your device

---



As long as the focus recall button shows a plus , you can add a focus recall area in that position.

2. Adjust the focus.
3. Click the focus recall button.

### Delete a focus recall area

1. Pan, tilt, and zoom into the focus recall area you want to delete.



The focus recall button toggles to minus when the camera detects a focus recall area:

2. Click the focus recall button.

### Reduce image processing time with low latency mode

You can optimize the image processing time of your live stream by turning on low latency mode. The latency in your live stream is reduced to a minimum.

1. Go to **System > Plain config**.
2. Select **ImageSource** from the drop-down list.
3. Go to **ImageSource/I0/Sensor > Low latency mode** and select **On**.
4. Click **Save**.

### Select exposure mode

To improve image quality for specific surveillance scenes, use exposure modes. Exposure modes lets you control aperture, shutter speed, and gain. Go to **Video > 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**.

### Benefit from IR light in low-light conditions by using night mode

Your camera uses visible light to deliver color images during the day. But as the visible light diminishes, color images become less bright and clear. If you switch to night mode when this happens, the camera uses both visible and near-infrared light to deliver bright and detailed black-and-white images instead. You can set the camera to switch to night mode automatically.

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

#### Note

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

# AXIS M5075-G PTZ Camera

## Configure your device

---

### Reduce noise in low-light conditions

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

- Adjust the trade-off between noise and motion blur. Go to **Video > Image > Exposure** and move the **Blur-noise trade-off** slider toward **Low noise**.
- Set the exposure mode to automatic.

#### Note

A high max shutter value can result in motion blur.

- To slow down the shutter speed, set max shutter to the highest possible value.

#### Note

When you reduce the max gain, the image can become darker.

- Set the max gain to a lower value.
- If possible, open the aperture.
- Reduce sharpness in the image, under **Video > Image > Appearance**.

### Reduce motion blur in low-light conditions

To reduce motion blur in low-light conditions, adjust one or more of the following settings in **Video > Image > Exposure**:

- Move the **Blur-noise trade-off** slider toward **Low motion blur**.

#### Note

When you increase the gain, image noise also increases.

- Set **Max shutter** to a shorter time, and **Max gain** to a higher value.

If you still have problems with motion blur:

- Increase the light level in the scene.
- Mount the camera so that objects move toward it or away from it rather than sideways.

### Handle scenes with strong backlight

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



*Image without WDR.*

# AXIS M5075-G PTZ Camera

## Configure your device

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*Image with WDR.*

### Note

- WDR can cause artifacts in the image.
  - WDR may not be available for all capture modes.
1. Go to **Video > Image > Wide dynamic range**.
  2. Turn on **WDR**.
  3. Use the **Local contrast** slider to adjust the amount of WDR.
  4. Use the **Tone mapping** slider to adjust the amount of WDR.
  5. If you still have problems, go to **Exposure** and adjust the **Exposure zone** to cover the area of interest.

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

### 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 often creates barrel distortion in an image. Barrel distortion correction compensates for this distortion.

### Note

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

1. Go to **Settings > Image > Image correction**.
2. Turn on **Barrel distortion correction (BDC)**.
3. Use the slider to adjust the barrel distortion correction.

### Monitor long and narrow areas

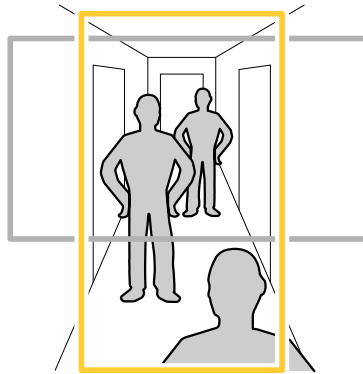
Use corridor format to better utilize the full field of view in a long and narrow area, for example a staircase, hallway, road, or tunnel.



# AXIS M5075-G PTZ Camera

## Configure your device

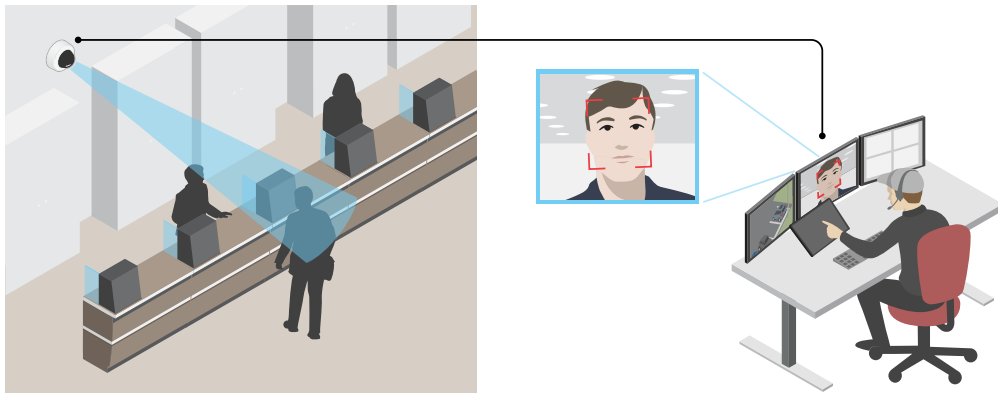
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1. Depending on your device, turn the camera or the 3-axis lens in the camera 90° or 270°.
2. If the device doesn't have automatic rotation of the view, go to **Video > Installation**.
3. Rotate the view 90° or 270°.

### Verify the pixel resolution

To verify that a defined part of the image contains enough pixels to, for example, recognize the face of a person, you can use the pixel counter.



1. Go to **Video > Image** and click  .
2. Click  for **Pixel counter**.
3. In the camera's live view, adjust the size and position of the rectangle around the area of interest, for example where you expect faces to appear.

You can see the number of pixels for each of the rectangle's sides, and decide if the values are enough for your needs.

### Hide parts of the image with privacy masks


You can create one or several privacy masks to hide parts of the image.

1. Go to **Video > Privacy masks**.

# AXIS M5075-G PTZ Camera

## Configure your device


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2. Click  .
3. Click the new mask and type a name.
4. Adjust the size and placement of the privacy mask according to your needs.
5. To change the color for all privacy masks, click **Privacy masks** and select a color.

See also *Privacy masks on page 18*


### Show an image overlay

You can add an image as an overlay in the video stream.

1. Go to **Video > Overlays**.
2. Select **Image** and click  .
3. Click **Images**.
4. Drag and drop an image.
5. Click **Upload**.
6. Click **Manage overlay**.
7. Select the image and a position. You can also drag the overlay image in the live view to change the position.

### Show the pan or tilt position as a text overlay

You can show the pan or tilt position as an overlay in the image.

1. Go to **Video > Overlays** and click  .
2. In the text field, type #x to show the pan position.  
Type #y to show the tilt position.
3. Choose appearance, text size, and alignment.
4. The current pan and tilt positions show up in the live view image and in the recording.

### Adjust the camera view (PTZ)

To learn more about different pan, tilt, and zoom settings, see *Pan, tilt, and zoom (PTZ) on page 19*.

### Limit the pan, tilt, and zoom movements

If there are parts of the scene that you don't want the camera to reach, you can limit the pan, tilt, and zoom movements. For example, you want to protect the privacy of residents in an apartment building, which is located close to a parking lot that you intend to monitor.

To limit the movements:

1. Go to **PTZ > Limits**.
2. Set the limits as needed.

# AXIS M5075-G PTZ Camera

## Configure your device

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### View and record video

This section includes instructions about configuring your device. To learn more about how streaming and storage works, go to *Streaming and storage on page 23*.

### Reduce bandwidth and storage

#### Important

Reducing the bandwidth can lead to loss of detail in the image.

1. Go to **Video > Stream**.
2. Click  in the live view.
3. Select **Video format H.264**.
4. Go to **Video > Stream > General** and increase **Compression**.
5. Go to **Video > Stream > Zipstream** and do one or more of the following:

#### Note

The **Zipstream** settings are used for both H.264 and H.265.


- Select the **Zipstream Strength** that you want to use.
- Turn on **Optimize for storage**. This can only be used if the VMS supports B-frames.
- Turn on **Dynamic FPS**.
- Turn on **Dynamic GOP** and set a high **Upper limit GOP length** value.

#### Note

Most web browsers don't support H.265 decoding and because of this the device doesn't support it in its web interface. Instead you can use a video management system or application that supports H.265 decoding.

### Set up network storage

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

1. Go to **System > Storage**.
2. Click  **Add network storage** under **Network storage**.
3. Type the IP address of the host server.
4. Type the name of the shared location on the host server under **Network share**.
5. Type the username and password.
6. Select the SMB version or leave it on **Auto**.
7. Select **Add share even if connection fails** if you experience temporary connection issues, or if the share is not yet configured.
8. Click **Add**.

### Record and watch video


Record video directly from the camera



# AXIS M5075-G PTZ Camera

## Configure your device

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1. Go to **Video > Image**.

2. To start a recording, click  .

If you haven't set up any storage, click  and  . For instructions on how to set up network storage, see *Set up network storage on page 11*

3. To stop recording, click  again.

### Watch video

1. Go to **Recordings**.
2. Click  for your recording in the list.

## Set up rules for events

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

To learn more, check out our guide *Get started with rules for events*.

### Trigger an action

1. Go to **System > Events** and add a rule. The rule defines when the device will perform certain actions. You can set up rules as scheduled, recurring, or manually triggered.
2. Enter a **Name**.
3. Select the **Condition** that must be met to trigger the action. If you specify more than one condition for the rule, all of the conditions must be met to trigger the action.
4. Select which **Action** the device should perform when the conditions are met.

#### Note

If you make changes to an active rule, the rule must be turned on again for the changes to take effect.

### Record video when the camera detects an object

This example explains how to set up the camera to start recording to the SD card when the camera detects an object. The recording will include five seconds before detection and one minute after detection ends.

Before you start:

- Make sure you have an SD card installed.
1. Start the application if it is not already running.
  2. Make sure you have set up the application according to your needs.

Create a rule:

1. Go to **System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of actions, under **Recordings**, select **Record video while the rule is active**.

# AXIS M5075-G PTZ Camera

## Configure your device

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4. In the list of storage options, select SD\_DISK.
5. Select a camera and a stream profile.
6. Set the prebuffer time to 5 seconds.
7. Set the postbuffer time to 1 minute.
8. Click **Save**.

### Show a text overlay in the video stream when the device detects an object

This example explains how to display the text "Motion detected" when the device detects an object.

1. Start the application if it is not already running.
2. Make sure you have set up the application according to your needs.

Add the overlay text:

1. Go to **Video > Overlays**.
2. Under **Overlays**, select **Text** and click  .
3. Enter #D in the text field.
4. Choose text size and appearance.
5. To position the text overlay, click  and select an option.

Create a rule:

1. Go to **System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of actions, under **Overlay text**, select **Use overlay text**.
4. Select a video channel.
5. In **Text**, type "Motion detected".
6. Set the duration.
7. Click **Save**.

#### Note

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

### Direct the camera to a preset position when the camera detects motion

This example explains how to set up the camera to go to a preset position when it detects motion in the image.

1. Start the application if it is not already running.
2. Make sure you have set up the application according to your needs.

Add a preset position:

Go to **PTZ** and set where you want the camera to be directed by creating a preset position.

Create a rule:

# AXIS M5075-G PTZ Camera

## Configure your device

---

1. Go to **System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of actions, select **Go to preset position**.
4. Select the preset position you want the camera to go to.
5. Click **Save**.

### Direct the camera to a preset position when the wireless PIR motion sensor detects motion

#### Note

There may be up to 2 s delay from when the motion is detected to when the camera triggers the rule. Consider this latency when deciding the best placement of the products.

Add a preset position:

1. Go to **Settings > PTZ** and set where you want the camera to be directed by creating a preset position.

Create a rule for the PIR sensor:

2. Go to **Settings > System > Events > Rules** and add a rule.
3. Type a name for the rule.
4. In the list of conditions, select **Z-Wave input**.
5. Select **<device name> - Motion Detected**.
6. In the list of actions, select **Go to preset position**.
7. Select a video channel and the preset position you want the camera to go to.
8. If you want the camera to return to its home position when the rule is no longer active, select **Home timeout**.
9. Click **Save**.

To record video, add an additional rule:

10. Go to **Settings > System > Events > Rules** and add a rule.
11. Type a name for the rule.
12. In the list of conditions, select **PTZ preset position reached**.
13. In the list of actions, select **Record video**.
14. Select an existing stream profile or create a new one.
15. Set the prebuffer to 5 seconds.
16. Set the postbuffer to 60 seconds.
17. Select **SD card** from the list of storage options.
18. Click **Save**.

### Record video when the camera detects loud noises

This example explains how to set up the camera to start recording to the SD card five seconds before it detects loud noise and to stop two minutes after.

Turn on audio:

# AXIS M5075-G PTZ Camera

## Configure your device

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1. Set up the stream profile to include audio, see *Add audio to your recording on page 16*.

Turn on audio detection:

1. Go to **System > Detectors > Audio detection**.
2. Adjust the sound level according to your needs.

Create a rule:

1. Go to **System > Events** and add a rule.
2. Type a name for the rule.
3. In the list of conditions, under **Audio**, select **Audio Detection**.
4. In the list of actions, under **Recordings**, select **Record video**.
5. In the list of storage options, select **SD\_DISK**.
6. Select the stream profile where audio has been turned on.
7. Set the prebuffer time to 5 seconds.
8. Set the postbuffer time to 2 minutes.
9. Click **Save**.

### Zoom in on a specific area automatically 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 **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 rule:

1. Go to **System > Events** and add a rule.
2. Name the rule "Gatekeeper".
3. In the list of actions, under **Preset positions**, select **Go to preset position**.
4. Select a **Video channel**.
5. Select the **Preset position**.
6. To make the camera wait a while before it returns to the home position, set a time for **Home timeout**.
7. Click **Save**.

### Send an email automatically if someone spray paints the lens

Activate the tampering detection:

1. Go to **System > Detectors > Camera tampering**.
2. Set a value for **Trigger delay**. The value indicates the time that must pass before an email is sent.

# AXIS M5075-G PTZ Camera

## Configure your device

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3. Turn on **Trigger on dark images** to detect if the lens is sprayed, covered, or rendered severely out of focus.

Add an email recipient:

4. Go to **System > Events > Recipients** and add a recipient.
5. Type a name for the recipient.
6. Select **Email**.
7. Type an email address to send the email to.
8. The camera doesn't have its own email server, so it has to log into another email server to send mails. Fill in the rest of the information according to your email provider.
9. To send a test email, click **Test**.
10. Click **Save**.

Create a rule:

11. Go to **System > Events > Rules** and add a rule.
12. Type a name for the rule.
13. In the list of conditions, under **Video**, select **Tampering**.
14. In the list of actions, under **Notifications**, select **Send notification to email** and then select the recipient from the list.
15. Type a subject and a message for the email.
16. Click **Save**.

## Audio

### Add audio to your recording

Turn on audio:

1. Go to **Video > Stream > Audio** and include audio.
2. If the device has more than one input source, select the correct one in **Source**.
3. Go to **Audio > Device settings** and turn on the correct input source.
4. If you make any changes to the input source, click **Apply changes**.

Edit the stream profile that is used for the recording:

5. Go to **System > Stream profiles** and select the stream profile.
6. Select **Include audio** and turn it on.
7. Click **Save**.



# AXIS M5075-G PTZ Camera

## Cleaning recommendations

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### Cleaning recommendations

**NOTICE**

Never use harsh detergent, for example gasoline, benzene, or acetone.

1. Use a can of compressed air to remove any dust or loose dirt from the device.
2. If necessary, clean the lens with a soft cloth dampened with lukewarm water.

**Note**

Avoid cleaning in direct sunlight or at elevated temperatures, as this may cause stains when the water droplets dry.

# AXIS M5075-G PTZ Camera

Learn more

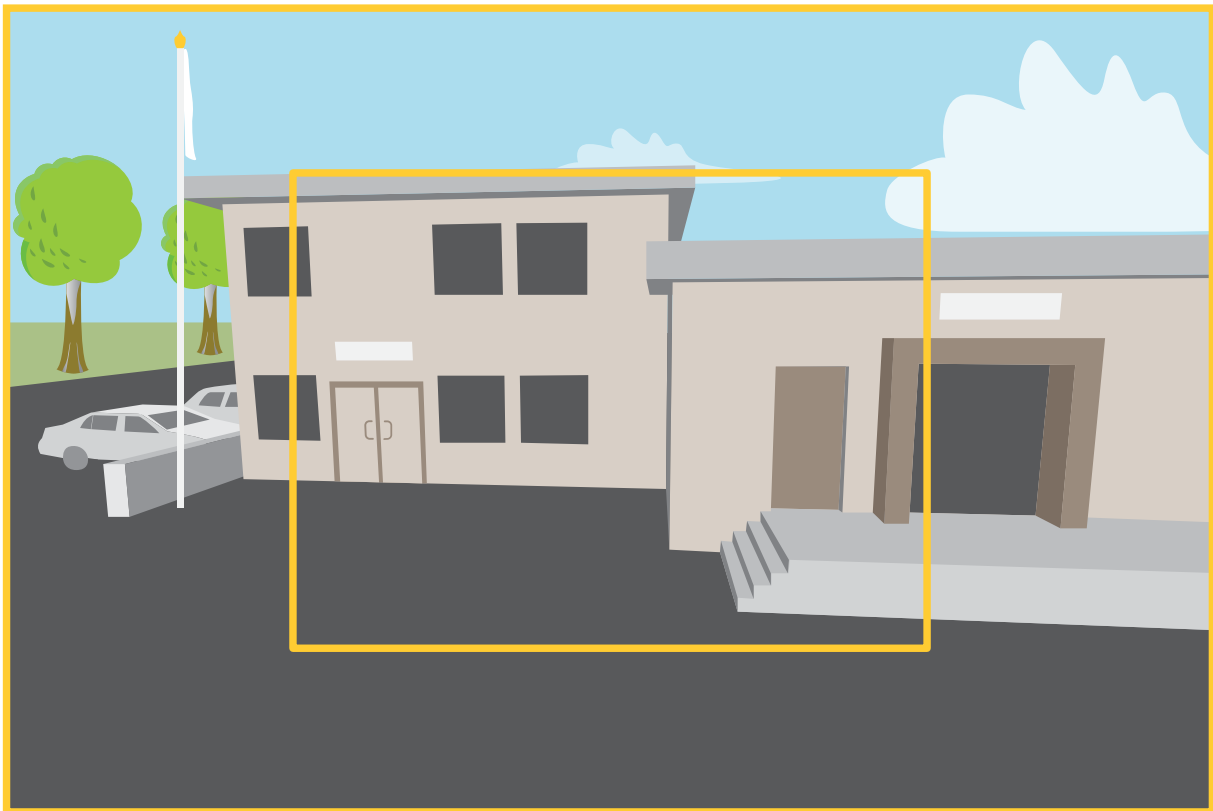
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Learn more

## Capture modes

A capture mode is a preset configuration that defines how the camera captures images. The selected mode can affect the maximum resolution and maximum frame rate available in the device. If you use a capture mode with a lower resolution than the maximum, the field of view might be reduced. The capture mode also affects the shutter speed, which in turn affects the light sensitivity – a capture mode with a high maximum frame rate has a reduced light sensitivity, and vice versa. Note that with certain capture modes you might not be able to use WDR.

The lower resolution capture mode might be sampled from the original resolution, or it might be cropped out from the original, in which case the field of view could also be affected.



*The image shows how the field of view and aspect ratio can change between two different capture modes.*

What capture mode to choose depends on the requirements for the frame rate and resolution of the specific surveillance setup. For specifications about available capture modes, see the product's datasheet at [axis.com](https://www.axis.com).

## Privacy masks

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

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.

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

# AXIS M5075-G PTZ Camera

## Learn more

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

### Important

If you use multiple privacy masks it may affect the product's performance.

You can create several privacy masks. The maximum number of masks depends on the complexity of all the masks combined. The more anchor points in each mask, the fewer masks you can create. Each mask can have 3 to 10 anchor points.

## 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. You can add either text or an image.

The video streaming indicator is another type of overlay. It shows you that the live view video stream is live.

## Pan, tilt, and zoom (PTZ)

### Preset positions

A preset position is a saved view that can be used to quickly move the camera view to a specific position.

A preset position can consist of the following values:

- Zoom position
- Focus position (manual or automatic)
- Iris position (manual or automatic)

The preset positions can be reached at any time:

- from the drop-down list in the live view window
- as actions in the event system
- as triggers in the event system
- when setting up a guard tour

## Wireless I/O (Z-Wave Plus™ v2)

This is a security enabled Z-Wave Plus™ v2 product that can use encrypted Z-Wave Plus v2 messages to communicate with security enabled Z-Wave Plus v2 devices. The product can be operated in any Z-Wave™ network with compatible Z-Wave certified devices from other manufacturers. To increase the network reliability, all non-battery operated Z-Wave devices in the network act as repeaters regardless of vendor. This product acts as the control device and the Z-Wave devices added to it act as secondary devices.

### Considerations

Before using wireless I/O with Z-Wave Plus v2, consider the following:

- To do any Z-Wave configurations, you need to be an administrator.
- When performing Z-Wave related actions on the product's web page, such as adding, removing and replacing Z-Wave devices or resetting the Z-Wave network, we recommend that you do not reload the page or move away from it when the action process is ongoing. If done, the action's actual and displayed statuses may differ. To recover, you may need to wait up to several minutes and then reload the page again.
- Replication, i.e. copying network information to another control device, is executed as part of the inclusion process.

# AXIS M5075-G PTZ Camera

## Learn more

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- This product ignores all commands in the Basic Command Class.

### Associations

- This product supports one association group with group identifier = 1 (Lifeline).
- Maximum number of devices that can be added to the association group = 1.
- Group identifier 1 is used to send the Device Reset Locally report.

### Command classes

This product supports the following command classes:

- COMMAND\_CLASS\_APPLICATION\_STATUS
- COMMAND\_CLASS\_ASSOCIATION\_V3 (secured)
- COMMAND\_CLASS\_ASSOCIATION\_GRP\_INFO\_V3 (secured)
- COMMAND\_CLASS\_CRC\_16\_ENCAP
- COMMAND\_CLASS\_DEVICE\_RESET\_LOCALLY (secured)
- COMMAND\_CLASS\_FIRMWARE\_UPDATE\_MD\_V5 (secured)
- COMMAND\_CLASS\_INCLUSION\_CONTROLLER
- COMMAND\_CLASS\_INDICATOR\_V3 (secured)
- COMMAND\_CLASS\_MANUFACTURER\_SPECIFIC\_V2 (secured)
- COMMAND\_CLASS\_MULTI\_CHANNEL\_ASSOCIATION\_V4 (secured)
- COMMAND\_CLASS\_MULTI\_CMD
- COMMAND\_CLASS\_NETWORK\_MANAGEMENT\_BASIC\_V2 (secured)
- COMMAND\_CLASS\_NETWORK\_MANAGEMENT\_INCLUSION\_V4 (secured)
- COMMAND\_CLASS\_NETWORK\_MANAGEMENT\_INSTALLATION\_MAINTENANCE\_V4 (secured)
- COMMAND\_CLASS\_NETWORK\_MANAGEMENT\_PROXY\_V4 (secured)
- COMMAND\_CLASS\_NODE\_PROVISIONING (secured)
- COMMAND\_CLASS\_POWERLEVEL (secured)
- COMMAND\_CLASS\_SECURITY
- COMMAND\_CLASS\_SECURITY\_2
- COMMAND\_CLASS\_SUPERVISION
- COMMAND\_CLASS\_TIME
- COMMAND\_CLASS\_TRANSPORT\_SERVICE\_V2
- COMMAND\_CLASS\_VERSION\_V3 (secured)
- COMMAND\_CLASS\_ZWAVEPLUS\_INFO\_V2 (secured)

#### Note

The product supports COMMAND\_CLASS\_INDICATOR\_V3, however there is no visible indicator.

# AXIS M5075-G PTZ Camera

## Learn more

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### Turn on Z-Wave

1. Go to **System > Z-Wave**.
2. Go to **Gateway settings wireless I/O** and turn on Z-Wave. You may need to wait for a few minutes for Z-Wave to become active.

### Add a Z-Wave device

Though not limited by the Z-Wave Plus v2 protocol, your product's event system allows you to add Z-Wave devices at any given time. If the maximum number is reached, you need to remove a Z-Wave device before you can add a new one. See the product's datasheet for information about maximum number of Z-Wave devices.

1. Go to **System > Z-Wave**.
2. Go to **Device management** and click **+ Add device**. The product starts looking for Z-Wave devices in the Z-Wave network.
3. Set the Z-Wave device to be added into inclusion/exclusion mode as described in its User Manual.
4. If requested, enter the PIN delivered with the Z-Wave device, and click **OK**.
5. Wait until the adding process is finalized as indicated by a notification on the web page.


The added Z-Wave device is now visible in the device management list.

#### Note

If the Z-Wave device is not found, the adding process is terminated automatically.

To see the detailed status information of the added Z-Wave device, expand the device information in the device management list.

#### Note

Status information for an added Z-Wave device varies depending on the device type. For more information, see the online help  .

You can set the product to trigger rules with specified Z-Wave trigger conditions. The available Z-Wave conditions and actions vary depending on the added Z-Wave device type.

### Add a Z-Wave device with SmartStart inclusion

You can add a Z-Wave device to the Z-Wave network with SmartStart inclusion. A Z-Wave device added to the SmartStart list is automatically added to the device management list within 10 minutes of being powered on in the network vicinity.

1. Go to **System > Z-Wave**.
2. Go to **SmartStart** and click **+ Add device information**.
3. Type the device specific key and any optional information.
4. Click **OK**.

### Remove a Z-Wave device through inclusion/exclusion mode

#### Note

This is the recommended removal procedure.

1. Go to **System > Z-Wave**.
2. Go to **Device management** and click  . The product starts looking for Z-Wave devices in the Z-Wave network.

# AXIS M5075-G PTZ Camera

## Learn more

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3. Set the Z-Wave device to be removed into inclusion/exclusion mode as described in its User Manual.
4. Wait until the removal process is finalized as indicated by a notification on the web page.

The Z-Wave device is now removed from the device management list.

### Note


All product-related information in the removed Z-Wave device is deleted.

### Note

If the Z-Wave device is not found, the removal process is terminated automatically.

## Remove a Z-Wave device through forced process

There may be a communication fail, for example due to drained battery, so you may not be able to remove the Z-Wave device by setting it to inclusion/exclusion mode. You can perform a forced removal of a Z-Wave device that shows the status **Down** in the device management list.

1. Go to **System > Z-Wave**.
2. Go to **Device management** and expand the device information for the Z-Wave device to be removed.
3. Go to **Node > Status** and click .
4. Wait until the exclusion process is finalized as indicated by a notification on the web page.

The Z-Wave device is now removed from the device management list.



### Note

All product-related information in the removed Z-Wave device is retained.

## Remove a Z-Wave device from the SmartStart list


### Note

A Z-Wave device will not be removed from the device management list if you remove it from the SmartStart list.

1. Go to **System > Z-Wave**.
2. Go to **SmartStart**.
3. Hover over the device in the list to display the trash icon: .
4. Click  next to the Z-Wave device to be remove it from the SmartStart list.

## Replace a Z-Wave device

There may be a communication fail, for example due to a faulty Z-Wave device, and you want to replace the device with another one. You can perform a forced replacement of a Z-Wave device that shows status **Down** in the device management list.

1. Go to **System > Z-Wave**.
2. Go to **Device management** and expand the device information for the Z-Wave device to be replaced.
3. Go to **Node > Status** and click . The product starts looking for Z-Wave devices in the Z-Wave network.
4. Set the Z-Wave device that is to replace the existing device into inclusion/exclusion mode as described in its User Manual.
5. Wait until the replacement process is finalized as indicated by a notification on the web page.

# AXIS M5075-G PTZ Camera

## Learn more

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The new Z-Wave device with some status information is now visible in the device management list.

### Note

Node ID and event action information is handed over to the new Z-Wave device. All other information is deleted.


### Note

If the Z-Wave device is not found, the replacement process is terminated automatically.

## Reset the Z-Wave network

### Important

- This procedure removes all Z-Wave devices from the product.
- After resetting the Z-Wave network, you also need to either remove each Z-Wave device or reset it to factory default before you can add it to any network again.
- Use this procedure only when the network primary controller is missing or otherwise inoperable.

1. Go to **System > Z-Wave**.
2. Go to **Device management** and click  .
3. Select **Reset network** in the drop-down menu.

All added Z-Wave devices are now removed from the product, and the device management list is empty.

## Use Z-Wave as I/O

This product doesn't have any physical I/O connectors, but you can use Z-Wave functions in the I/O interface.

You can assign an I/O port number to up to a maximum of six connected Z-Wave devices. To see the port numbers, go to **System > Accessories > I/O ports**. The I/O port number can be changed in the Z-Wave device's information window.

When used as a digital input port event, the Z-Wave device can only use one function. The default function depends on what type of device it is. To change which function to use, go to the device's information window.

For more information about using I/O ports, see the product's built-in help.

## Streaming and storage

### Video compression formats

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

#### Motion JPEG

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

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

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

### Note

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

# AXIS M5075-G PTZ Camera

## Learn more

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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 older MPEG formats. 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.

### H.265 or MPEG-H Part 2/HEVC

H.265 can, without compromising image quality, reduce the size of a digital video file by more than 25% compared to H.264.

#### Note

- H.265 is licensed technology. The Axis product includes one H.265 viewing client license. Installing additional unlicensed copies of the client is prohibited. To purchase additional licenses, contact your Axis reseller.
- Most web browsers don't support H.265 decoding and because of this the camera doesn't support it in its web interface. Instead you can use a video management system or application supporting H.265 decoding.

### 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.

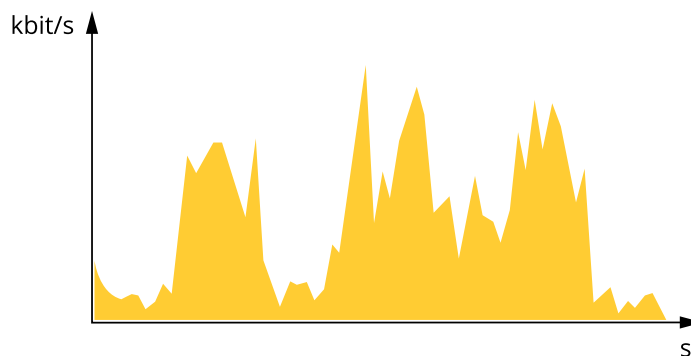
The **Stream profiles** settings override the settings from the **Stream** tab. If you request a stream with a specific stream profile, the stream contains the settings of that profile. If you request a stream without specifying a stream profile, or request a stream profile that doesn't exist in the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

### Bitrate control

Bitrate control helps you to manage the bandwidth consumption of your video stream.

#### Variable bitrate (VBR)

Variable bitrate allows the bandwidth consumption to vary depending on the level of activity in the scene. The more activity, the more bandwidth you need. With variable bitrate you are guaranteed constant image quality, but you need to make sure you have storage margins.



#### Maximum bitrate (MBR)

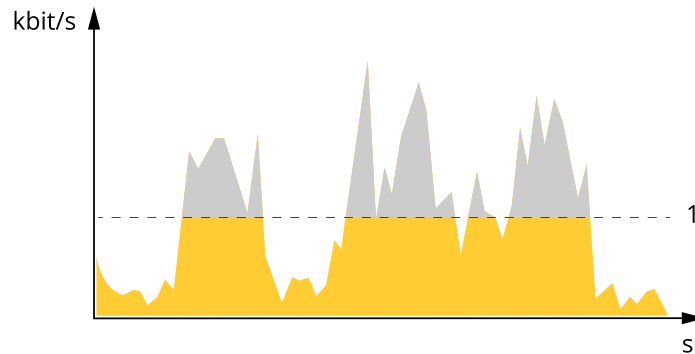
Maximum bitrate lets you set a target bitrate to handle bitrate limitations in your system. You might see a decline in image quality or frame rate as the instantaneous bitrate is kept below the specified target bitrate. You can choose to prioritize either image quality or frame rate. We recommend that you configure the target bitrate to a higher value than the expected bitrate. This gives you a margin in case there is a high level of activity in the scene.



# AXIS M5075-G PTZ Camera

Learn more

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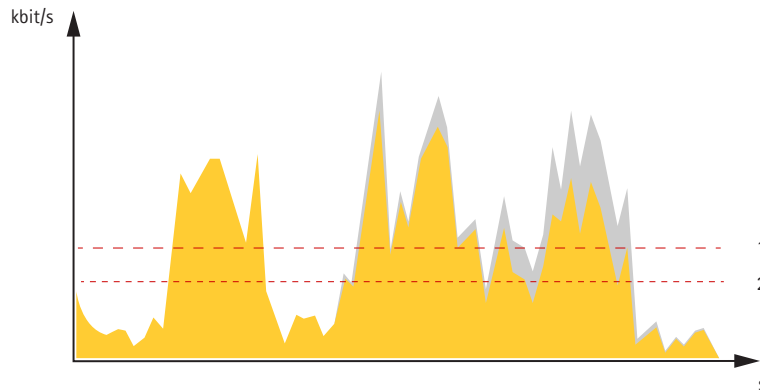


1 Target bitrate

### Average bitrate (ABR)

With average bitrate, the bitrate is automatically adjusted over a longer period of time. This is so you can meet the specified target and provide the best video quality based on your available storage. Bitrate is higher in scenes with a lot of activity, compared to static scenes. You are more likely to get better image quality when in scenes with a lot of activity if you use the average bitrate option. You can define the total storage required to store the video stream for a specified amount of time (retention time) when image quality is adjusted to meet the specified target bitrate. Specify the average bitrate settings in one of the following ways:

- To calculate the estimated storage need, set the target bitrate and the retention time.
- To calculate the average bitrate, based on available storage and required retention time, use the target bitrate calculator.



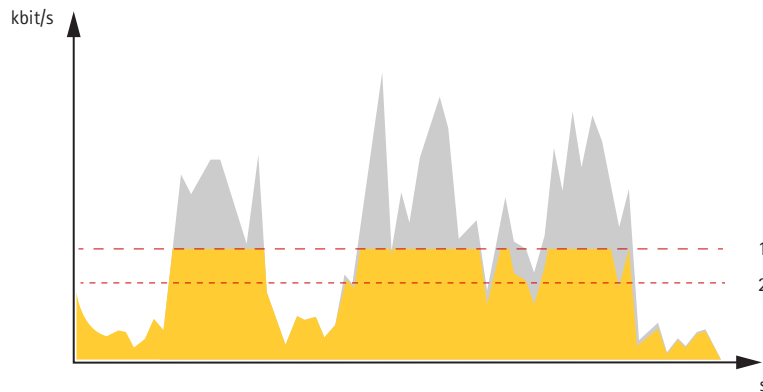
1 Target bitrate  
2 Actual average bitrate

You can also turn on maximum bitrate and specify a target bitrate within the average bitrate option.

# AXIS M5075-G PTZ Camera

Learn more

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- 1 Target bitrate
- 2 Actual average bitrate

## Applications

With applications, you can get more out of your Axis device. AXIS Camera Application Platform (ACAP) is an open platform that makes it possible for third parties to develop analytics and other applications for Axis devices. Applications can be preinstalled on the device, available for download for free, or for a license fee.

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

### Note

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

## AXIS People Counter

AXIS People Counter is an analytic application that you can install on a network camera. You can use the application to count how many people pass through an entrance, in what direction they pass, and if more than one person passes during a predefined interval. You can also use it to estimate how many people are currently occupying an area, and the average visiting time.

The application runs embedded in the camera which means you don't need a dedicated computer to run the application. AXIS People Counter is suitable for any indoor environment, like stores, libraries, or gyms.

### How does estimating occupancy work?

You can use the application to estimate occupancy in areas with one or several entrances and exits. Each entrance and exit needs to be equipped with a network camera with AXIS People Counter installed. If there are several cameras, they communicate with each other over the network in a primary and secondary concept. The primary camera continuously fetches data from the secondary cameras and presents the data in the live view. Every fifteen minutes, the primary camera sends the statistical data to AXIS Store Data Manager. Consequently, the reports generated from AXIS Store Data Manager can present the data in a minimum of 15 minutes time interval.

# AXIS M5075-G PTZ Camera

## Troubleshooting

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### Troubleshooting

#### Reset to factory default settings

##### Important

If you have a Z-Wave network, you must reset the Z-Wave network before resetting your device to factory default. See *Reset the Z-Wave network on page 23*.

##### 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 31*.
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 device.

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

You can also reset parameters to factory default through the device's web interface. Go to **Maintenance > Factory default** and click **Default**.

#### Firmware options

Axis offers product firmware management according to either the active track or the long-term support (LTS) tracks. Being on the active track means continuously getting access to all the latest product features, while the LTS tracks provide a fixed platform with periodic releases focused mainly on bug fixes and security updates.

Using firmware from the active track is recommended if you want to access the newest features, or if you use Axis end-to-end system offerings. The LTS tracks are recommended if you use third-party integrations, which are not continuously validated against the latest active track. With LTS, the products can maintain cybersecurity without introducing any significant functional changes or affecting any existing integrations. For more detailed information about Axis product firmware strategy, go to [axis.com/support/firmware](https://axis.com/support/firmware).

#### Check the current firmware version

Firmware is the software that determines the functionality of network devices. When you troubleshoot a problem, we recommend you to start by checking the current firmware version. The latest firmware version might contain a correction that fixes your particular problem.

To check the current firmware:

1. Go to the device's web interface > **Status**.
2. See the firmware version under **Device info**.

# AXIS M5075-G PTZ Camera

## Troubleshooting

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### Upgrade the firmware

#### Important

- Preconfigured and customized settings are saved when you upgrade the firmware (provided that the features are available in the new firmware) although this is not guaranteed by Axis Communications AB.
- Make sure the device remains connected to the power source throughout the upgrade process.

#### Note

When you upgrade the device with the latest firmware in the active track, the product receives the latest functionality available. Always read the upgrade instructions and release notes available with each new release before you upgrade 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 firmware file to your computer, available free of charge at [axis.com/support/firmware](http://axis.com/support/firmware).
2. Log in to the device as an administrator.
3. Go to **Maintenance > Firmware upgrade** and click **Upgrade**.

When the upgrade has finished, the product restarts automatically.

You can use AXIS Device Manager to upgrade multiple devices at the same time. 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).

#### Problems upgrading the firmware

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

#### Problems setting the IP address

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The device is located on a different subnet	If the IP address intended for the device and the IP address of the computer used to access the device are located on different subnets, you cannot set the IP address. Contact your network administrator to obtain an IP address.
The IP address is being used by another device	Disconnect the Axis device from the network. Run the ping command (in a Command/DOS window, type <code>ping</code> and the IP address of the device): <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 device.</li><li>• If you receive: <code>Request timed out</code>, this means that the IP address is available for use with the Axis device. Check all cabling and reinstall the device.</li></ul>
Possible IP address conflict with another device on the same subnet	The static IP address in the Axis device is used before the DHCP server sets a dynamic address. This means that if the same default static IP address is also used by another device, there may be problems accessing the device.

# AXIS M5075-G PTZ Camera

## Troubleshooting

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### The device can't be accessed from a browser

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Can't log in	<p>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.</p> <p>If the password for the root account is lost, the device must be reset to the factory default settings. See <i>Reset to factory default settings on page 27</i>.</p>
The IP address has been changed by DHCP	<p>IP addresses obtained from a DHCP server are dynamic and may change. If the IP address has been changed, use AXIS IP Utility or AXIS Device Manager to locate the device on the network. Identify the device using its model or serial number, or by the DNS name (if the name has been configured).</p> <p>If required, a static IP address can be assigned manually. For instructions, go to <a href="http://axis.com/support">axis.com/support</a>.</p>
Certificate error when using IEEE 802.1X	<p>For authentication to work properly, the date and time settings in the Axis device must be synchronized with an NTP server. Go to <b>System &gt; Date and time</b>.</p>

### The device is accessible locally but not externally

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

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

For instructions and download, go to [axis.com/vms](http://axis.com/vms).

### Problems with streaming

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Multicast H.264 only accessible by local clients	<p>Check if your router supports multicasting, or if you need to configure the router settings between the client and the device. You might need to increase the TTL (Time To Live) value.</p>
No multicast H.264 displayed in the client	<p>Check with your network administrator that the multicast addresses used by the Axis device are valid for your network.</p> <p>Check with your network administrator to see if there is a firewall that prevents viewing.</p>
Poor rendering of H.264 images	<p>Ensure that your graphics card uses the latest driver. You can usually download the latest drivers from the manufacturer's website.</p>
Color saturation is different in H.264 and Motion JPEG	<p>Modify the settings for your graphics adapter. Go to the adapter's documentation for more information.</p>
Lower frame rate than expected	<ul style="list-style-type: none"><li>• See <i>Performance considerations on page 30</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>• Log in to the device's web interface and set a capture mode that prioritizes frame rate. If you change the capture mode to prioritize frame rate it might lower the maximum resolution, depending on the device used and capture modes available.</li></ul>
Can't select H.265 encoding in live view	<p>Web browsers don't support H.265 decoding. Use a video management system or application that supports H.265 decoding.</p>

### Can't connect over port 8883 with MQTT over SSL

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The firewall blocks traffic using port 8883 as it's deemed insecure.	<p>In some cases the server/broker might not provide a specific port for MQTT communication. It may still be possible to use MQTT over a port normally used for HTTP/HTTPS traffic.</p> <ul style="list-style-type: none"><li>• If the server/broker supports WebSocket/WebSocket Secure (WS/WSS), typically on port 443, use this protocol instead. Check with the server/broker provider to see if WS/WSS is supported and which port and basepath to use.</li><li>• If the server/broker supports ALPN, the use of MQTT can be negotiated over an open port, such as 443. Check with your server/broker provider to see if ALPN is supported and which ALPN protocol and port to use.</li></ul>
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# AXIS M5075-G PTZ Camera

## Troubleshooting

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### 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 image in the GUI can increase the product's CPU load.
- Access by large numbers of Motion JPEG or unicast H.264 clients affects the bandwidth.
- Access by large numbers of Motion JPEG or unicast H.265 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.
- Accessing Motion JPEG and H.265 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.

### Contact support

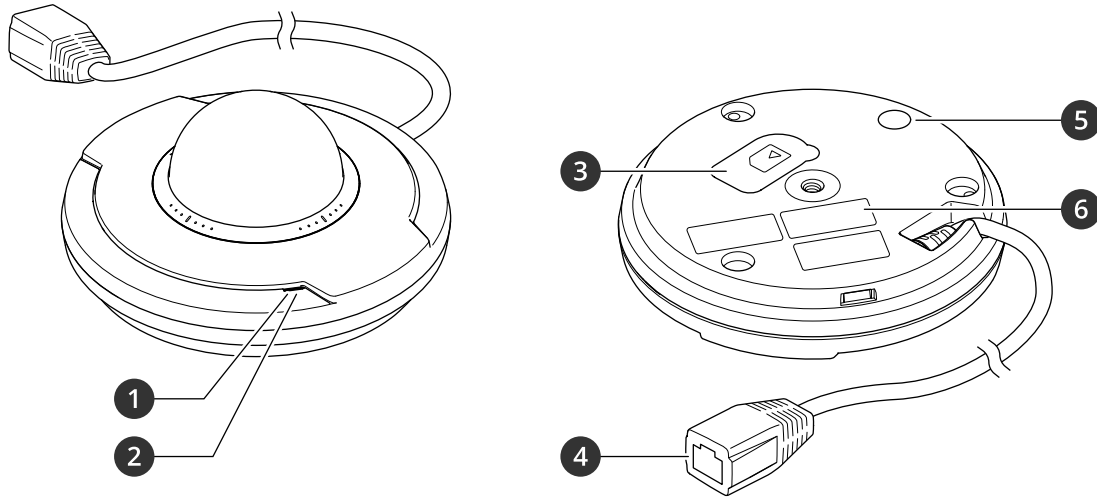
Contact support at [axis.com/support](https://axis.com/support).

# AXIS M5075-G PTZ Camera

## Specifications

### Specifications

#### Product overview



- 1 Microphone
- 2 Status LED indicator
- 3 microSD card slot
- 4 Network connector (PoE)
- 5 Control button
- 6 Part number (P/N) and serial number (S/N)

#### LED indicators

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.

#### SD card slot

##### NOTICE

- Risk of damage to SD card. Don't 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. Unmount the SD card from the device's web interface before removing it. Don't remove the SD card while the product is running.

This device supports microSD/microSDHC/microSDXC cards.

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



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# AXIS M5075-G PTZ Camera

## Specifications

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### Buttons

#### Control button

The control button is used for:

- Resetting the product to factory default settings. See *Reset to factory default settings on page 27*.
- Connecting to a one-click cloud connection (O3C) service over the internet. 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).



