

AXIS Q16 Network Camera Series AXIS Q1645-LE Network Camera AXIS Q1647-LE Network Camera

Installation Guide

Read this first

Read through this Installation Guide carefully before installing the product. Keep the Installation Guide for future reference.

Legal considerations

Video and audio surveillance can be regulated by laws that vary from country to country. Check the laws in your local region before using this product for surveillance purposes.

This product includes the following licences:

- one (1) AAC decoder license
- one (1) H.264 decoder license

To purchase further licenses, contact your reseller.

Liability

Every care has been taken in the preparation of this document. Please inform your local Axis office of any inaccuracies or omissions. Axis Communications AB cannot be held responsible for any technical or typographical errors and reserves the right to make changes to the product and manuals without prior notice. Axis Communications AB makes no warranty of any kind with regard to the material contained within this document, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Axis Communications AB shall not be liable nor responsible for incidental or consequential damages in connection with the furnishing, performance or use of this material. This product is only to be used for its intended purpose.

Intellectual property rights

Axis AB has intellectual property rights relating to technology embodied in the product described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the patents listed at *axis.com/patent* and one or more additional patents or pending patent applications in the US and other countries.

This product contains licensed third-party software. See the menu item "About" in the product's user interface for more information.

This product contains source code copyright Apple Computer, Inc., under the terms of Apple Public Source License 2.0 (see *opensource.apple.com/apsl*). The source code is available from *developer.apple.com/bonjour/*

Equipment modifications

This equipment must be installed and used in strict accordance with the instructions given in the user documentation. This equipment contains no user-serviceable components. Unauthorized equipment changes or modifications will invalidate all applicable regulatory certifications and approvals.

Trademark acknowledgements

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Regulatory information Europe

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This product complies with the applicable CE marking directives and harmonized standards:

- Electromagnetic Compatibility (EMC) Directive 2014/30/EU. See Electromagnetic compatibility (EMC) on page 2.
- Low Voltage Directive (LVD) 2014/35/EU. See Safety on page 3.
- Restrictions of Hazardous Substances (RoHS) Directive 2011/65/EU. See Disposal and recycling on page 3.

A copy of the original declaration of conformity may be obtained from Axis Communications AB. See Contact information on page 3.

Electromagnetic compatibility (EMC)

This equipment has been designed and tested to fulfill applicable standards for:

- Radio frequency emission when installed according to the instructions and used in its intended environment.
- Immunity to electrical and electromagnetic phenomena when installed according to the instructions and used in its intended environment.

USA

This equipment has been tested using an unshielded network cable (UTP) and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. This equipment has also been tested using a shielded network cable (STP) and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Canada

This digital apparatus complies with CAN ICES-3 (Class A). The product shall be connected using a shielded network cable (STP) that is properly grounded. Cet appareil numérique est conforme à la norme CAN NMB-3 (classe A). Le produit doit être connecté à l'aide d'un câble réseau blindé (STP) qui est correctement mis à la terre.

Europe

This digital equipment fulfills the requirements for RF emission according to the Class A limit of EN 55032. The product shall be connected using a shielded network cable (STP) that is properly grounded. Notice! This is a Class A product. In a domestic environment this product may cause RF interference, in which case the user may be required to take adequate measures.

Australia/New Zealand

This digital equipment fulfills the requirements for RF emission according to the Class A limit of AS/NZS CISPR 32. The product shall be connected using a shielded network cable (STP) that is properly grounded. Notice! This is a Class A product. In a domestic environment this product may cause RF interference, in which case the user may be required to take adequate measures.

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この装置は、クラスA 情報技術装置です。この装 置を家庭環境で使用すると電波妨害 を引き起こす ■cるがはないでは、 この場合には使用者が適切な対 策を講ずるよう要求されることがあります。本 製品は、シールドネットワークケーブル(STP)を 使用して接続してください。また適切に接地し 反吊して返帰 てください。

Korea 이 기기는 업무용 환경에서 사용할 목적으로 적합 성평가를 받은 기기로서 가정용 환경에서 사용하 는 경우 전파간섭의 우려가 있습니다. 적절히 접지 된 STP (shielded twisted pair) 케이블을 사용하여 제품을 연결 하십시오.

Safety

This product complies with IEC/EN/UL 62368-1, safety of audio/video and IT equipment, and IEC/EN/UL 60950-22. Safety of Information Technology Equipment, The product must be arounded with a arounding cable.

When used with Power over Ethernet (PoE) the Power sourcing equipment (PSE) shall comply with IEEE 802.3af/802.3at and Limited Power Source (LPS) according to clause 2.5 of IEC/EN/UL 60950-1 or annex Q of IEC/EN/UL 62368-1.

Axis recommends the use of Axis midspans of Axis PoE switches.

Disposal and recycling

When this product has reached the end of its useful life, dispose of it according to local laws and regulations. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. In accordance with local legislation, penalties may be applicable for incorrect disposal of this waste.

Europe



This symbol means that the product shall not be disposed of together with household or commercial waste. Directive 2012/19/EU on waste electrical and electronic equipment (WEEE) is applicable in the European Union member states. To prevent potential harm to human health and the environment, the product must be disposed of in an approved and environmentally safe recycling process. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. Businesses should contact the product supplier for information about how to dispose of this product correctly.

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

China

This product complies with the requirements of SJ/T 11364-2014, Marking for the restriction of hazardous substances in electrical and electronic products.

有毒有害物质或元素						
部件名称	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr- (VI))	多溴 联苯 (PB- B)	多溴 二醚 (PB- DE)
电气实装部分	х	0	0	0	0	0
0: 表示该有毒有害物质在该部件所有均质材料中 的含量均在GB/T 26572标准规定的限量要求以下。 X: 表示该有毒有害物质至少在该部件的某一均质 材料中的含量超出GB/T 26572标准规定的限量要 求。						

Contact information

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Fax: +46 46 13 61 30

axis.com

Warranty information

For information about Axis' product warranty and thereto related information. go to axis.com/warranty

Support

Should you require any technical assistance, please contact your Axis reseller. If your questions cannot be answered immediately, your reseller will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can:

- download user documentation and software updates
- find answers to resolved problems in the FAQ database, search by product, category, or phrase
- report problems to Axis support staff by logging in to vour private support area
- chat with Axis support staff
- visit Axis Support at axis.com/support

Learn more!

Visit Axis learning center axis.com/academy for useful trainings, webinars, tutorials and guides.

Package contents

- AXIS Q1645-LE/Q1647-LE Network Camera
- Wall mount
- Torx screwdriver T20
- Torx screwbit T30
- Printed materials
 - Installation Guide (this document)
 - Extra serial number label (x2)
 - AVHS Authentication key

Product overview



- 1 Top cover
- 2 Sunshield
- 3 Sunshield adjustment screws
- 4 Network camera
- 5 Heater
- 6 Wall mount
- 7 Wall mount adapter
- 8 Bottom cover
- 9 Safety hook



- 1 Network connector (PoE in)
- 2 PoE class LED
- 3 IK10 tool
- 4 Network connector (PoE out)
- 5 Cold startup delay switch (Pos 1: Startup -20°, Pos 2: Startup: 0°)
- 6 Camera housing communication cable
- 7 Camera heater
- 8 Safety hook anchor
- 9 Cable gasket (x2)
- 10 Fan
- 11 Control button (1)
- 12 Function button (2)
- 13 microSD Card slot
- 14 Audio in
- 15 Audio out
- 16 I/O connector
- 17 Iris connector
- 18 Camera housing communication connector

- 19 Power connector (Indoor use only)
- 20 Power LED indicator
- 21 Network LED indicator
- 22 RS485/RS422 connector

How to install the product

Install the hardware

NOTICE

Due to local regulations or the environmental and electrical conditions in which the
product is to be used, a shielded network cable (STP) may be appropriate or required.
All cables connecting the product to the network and that are routed outdoors or in
demanding electrical environments shall be intended for their specific use. Make sure that
the network devices are installed in accordance with the manufacturer's instructions.

For information about regulatory requirements, see *Regulatory information on page 2*

 Be careful not to scratch, damage or leave fingerprints on the window because this could decrease image quality.

The Axis product can be installed with the cables routed through or along the wall.

Read all the instructions before installing the product.

Install the Wall Mount

CAUTION

Make sure that the screws and plugs are appropriate for the material (e.g. wood, metal, drywall, stone) and that the material is strong enough to support the combined weight of the camera, housing, and wall mount.

- 1. Prepare the wall for installation of the wall mount. Use the wall bracket as a template and mark the holes before drilling the holes.
- 2. Route the network cable through the wall bracket. Leave approximately 30 cm (11.8 in) of cable for connecting the camera.
- 3. If connecting an auxiliary device, for example an I/O, audio, or external power device, to the camera, repeat the step above as applicable to the specific device.
- 4. Fasten the wall bracket to the wall by tightening the screws.

Note

• For detailed instructions, see the wall mount's Installation Guide supplied in the package and available on www.axis.com

How to position the lens for IK10

Note

IK10 lens position is factory default. Follow instructions to reposition if necessary.



- 1 Camera unit
- 2 IK10 tool
- 1. Zoom the lens to its widest position.
- 2. Attach the IK10 tool to the bottom cover.
- 3. Loosen the screws that hold the camera unit.
- 4. Move the camera unit so that the lens touches the tool.
- 5. Tighten the two screws (torque 2 Nm).

Install the camera



1. Put the wall mount adapter on the wall mount and tighten the four screws (torque 2 Nm).



2. Place the bottom cover latches to the wall mount adapter and secure it in a vertical position.



WARNING

Risk of electric shock. The product shall be grounded using a grounding wire. Make sure both ends of the grounding wire are in contact with their respective grounding surfaces.



3. Push the network cable through the cable gasket.

NOTICE

If the network camera cable has a premounted network connector, remove the cable gasket and use the connector guard to prevent tearing of the cable gasket. Avoid using network cables with capped network connectors because they could cause tearing of the cable gasket despite using the connector guard.

4. Pull the network cable back slightly so that the cable gasket adjusts itself on the cable.

NOTICE

Not pulling the cable back could cause water to seep in and damage the product.



5. Connect the network cable to the PoE connector.

Important

The PoE class LED will show green if the connection meet recommended PoE Class 4 requirements. PoE Class 3 will impact housing functionality.



- 6. Tilt the bottom cover back in horizontal position.
- 7. Fasten the bottom cover to the wall mount adapter by tightening the two screws (torque 2 Nm).



8. Adjust the camera's vertical and horizontal position and lock it by tightening the screw (torque 5–6Nm).



9. Attach the safety hook to the safety hook anchor.



- 10. Place the top cover on the bottom cover and tighten the four screws (torque 2Nm).
- 11. Remove the plastic film from the window.

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*

The product can be used with the following browsers:

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

To find out more about how to use the product, see the User Manual available at axis.com

If you need more information about recommended browsers, go to axis.com/browser-support

How to adjust focus and zoom

If the camera is mounted so that you cannot look at the image and access the lens at the same time, use the Focus Assistant, see *How to adjust focus with the Focus Assistant on page 20.*

- 1. Go to the **Image** tab in the product's webpage.
- 2. Adjust Zoom.
- 3. Click Autofocus.

How to replace the lens

- 1. Stop all recordings and disconnect power from the product.
- 2. Disconnect the lens cable and remove the standard lens.
- 3. Attach the new lens and connect the lens cable.
- 4. Reconnect the power.
- Log in to the product's webpage, go to the Image tab and then select the P-Iris lens you have installed.

Note

If you use a DC iris lens, select Generic DC Iris.

- For the changes to take effect, you need to restart the device. Go to System > Maintenance and click Restart.
- 7. Adjust the zoom and focus.

How to adjust focus and zoom for optional lenses

If the camera is mounted so that you cannot look at the image and access the lens at the same time, use the Focus Assistant, see *How to adjust focus with the Focus Assistant on page 20.*

- 1. Go to the Image tab in the product's webpage.
- 2. Click Autofocus
- 3. Loosen the zoom and focus pullers on the lens by turning them counter-clockwise. See *Product overview on page 6*.
- 4. Move the pullers to set zoom and focus and check the quality of the image in the image window.
- 5. Re-tighten the zoom and focus pullers.
- 6. Click Autofocus.

How to adjust focus with the Focus Assistant

Note

Only valid for optional P-iris, DC-iris or manual iris lenses.

- The view in front of the camera should not be changed during focus adjustment. If the camera is moved, or if a finger or other object is placed in front of the lens, restart the procedure.
- If movements in front of the camera cannot be avoided, the Focus Assistant should not be used.
- 1. Mount or place the camera so that it cannot be moved.
- 2. Loosen the zoom puller by turning it anti-clockwise. Move the puller to set the zoom level. Retighten the zoom puller.
- 3. Set the camera to its extreme distant-focus position by loosening the focus puller and turning the focus ring fully clockwise.
- 4. Press and quickly release the function button. When the status indicator flashes, the Focus Assistant is enabled.
- 5. Gently turn the focus ring anti-clockwise until it stops.
- 6. Turn the focus ring slowly clockwise until the status indicator flashes green.
- 7. To exit the Focus Assistant, press the function button. If you cannot access the function button, the Focus Assistant is switched off automatically after 15 minutes.
- 8. Re-tighten the focus puller.
- 9. Go to the Image tab in the product's webpage.
- 10. Click Autofocus and follow the instructions from the wizard.

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 6.
- 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*

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

Further information

- For the latest version of this document, see axis.com
- The user manual is available at axis.com
- To check if there is updated firmware available for your device, see axis.com/support
- For useful online trainings and webinars, see axis.com/academy

Optional accessories

For a complete list of available accessories for this product, go to the product's page on axis.com and select Software & Accessories.

Specifications

To find the latest version of the product's datasheet, go to the product page on *axis.com* and locate **Support & Documentation**.

LED indicators

Note

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

Status LED	Indication	
Green	Steady green for normal operation.	HSI
Amber	Steady during startup. Flashes when restoring settings.	

Network LED	Indication
Green	Steady for connection to a 100 Mbit/s network. Flashes for network activity.
Amber	Steady for connection to a 10 Mbit/s network. Flashes for network activity.
Unlit	No network connection.

Power LED	Indication	
Green	Normal operation.	
Amber	Flashes green/amber during firmware upgrade.	

Housing LED indicators

PoE Class LED	Indication	
Green	Steady green for PoE Class 4 and full housing functionality.	
Unlit	PoE Class 3 and limited housing functionality.	

Status LED behavior for focus assistant

Note

Only valid for optional P-iris, DC-iris or manual iris lenses.

The status LED flashes when the Focus Assistant is active.

Color	Indication
Red	The image is out of focus. Adjust the lens.
Amber	The image is close to focus. The lens needs fine tuning.
Green	The image is in focus.

Buzzer signal for focus assistant

Note

Only valid for optional P-iris, DC-iris or manual iris lenses.

Buzzer	Lens
Fast interval	Optimally adjusted
Medium interval	Less optimally adjusted
Slow interval	Poorly adjusted

Status LED behavior and buzzer signal for leveling assistant

For information on the function button used for leveling the camera, see page 25.

Press and hold the function button (2) for more than two seconds to level the camera.

- When the camera is level, both LEDs are steady green, and the beep is continuous.
- When the camera is not level, the LEDs flash a combination of red, green and orange, and the beep occurs at slow intervals.

Both LEDs briefly flash green to indicate that the leveling is getting better.

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

Buttons

Control button

For location of the control button, see Product overview on page 6.

The control button is used for:

- Enabling the Focus Assistant. Press and very quickly release the control button.
- Resetting the product to factory default settings. See page 21.
- Connecting to an AXIS Video Hosting System service. To find out more about this service, see *axis.com*

Function button

Note

Focus assistant is only valid for optional P-iris, DC-iris or manual iris lenses.

The function button has multiple functions:

- 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 status LED and buzzer signal assist leveling of the camera, see *Status LED behavior and buzzer signal for leveling assistant on page 24.* The camera is level when the buzzer beeps continuously.
- Focus assistant This function is used for enabling the focus assistant. To enable the focus assistant, press and very quickly release the button. Press again to stop the focus assistant.

Connectors

Network connector

RJ45 Ethernet connector with Power over Ethernet (PoE).

NOTICE

Due to local regulations or the environmental and electrical conditions in which the product is to be used, a shielded network cable (STP) may be appropriate or required. All cables connecting the product to the network and that are routed outdoors or in demanding electrical environments shall be intended for their specific use. Make sure that the network devices are installed in accordance with the manufacturer's instructions. For information about regulatory requirements, see *Electromagnetic compatibility (EMC) on page 2*.

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.
- Audio out (green) 3.5 mm output for audio (line level) that can be connected to a public address (PA) system or an active speaker with a built-in amplifier. It is recommended to use a stereo connector for audio out.

3.5 mm audio connectors



	1 Tip	2 Ring	3 Sleeve
Audio Input	Balanced: 'Hot' signal Microphone/Line in Unbalanced: Microphone/Line in	Balanced: 'Cold' signal Microphone/Line in Unbalanced: Unused	Ground
Audio Output	Line out, mono	Line out, mono	Ground

The internal microphone is used by default; the external microphone is used when connected. It is possible to disable the internal microphone by connecting a plug to the microphone input.

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.

6-pin terminal block



Function	Pin	Notes	Specifications
DC ground	1		0 V DC
DC output	2	Can be used to power auxiliary equipment. Note: This pin can only be used as power out.	12 V DC Max load = 50 mA
Configurable (Input or	3- 6	Digital input – Connect to pin 1 to activate, or leave floating (unconnected) to deactivate.	0 to max 30 V DC
Output)		Digital output – Connect to pin 1 to activate, or leave floating (unconnected) to deactivate. If used with an inductive load, e.g., a relay, connect a diode in parallel with the load, to protect against voltage transients.	0 to max 30 V DC, open drain, 100 mA

Example



- 1 DC ground
- 2 DC output 12 V, max 50 mA
- 3 I/O configured as input
- 4 I/O configured as output
- 5 Configurable I/O
- 6 Configurable I/O

RS485/RS422 connector

Two 2-pin terminal blocks for RS485/RS422 serial interface used to control auxiliary equipment such as pan-tilt devices.

ENGLISH

The serial port can be configured to support:

- Two-wire RS485 half duplex
- Four-wire RS485 full duplex
- Two-wire RS422 simplex
- Four-wire RS422 full duplex point to point communication



Function	Pin	Notes
RS485B alt RS485/422 RX(B)	1	RX pair for all modes (combined RX/TX for 2-wire RS485)
RS485A alt RS485/422 RX(A)	2	
RS485/RS422 TX(B)	3	TX pair for RS422 and 4-wire RS485
RS485/RS422 TX(A)	4	

Important

The maximum cable length is 30 m (98 ft).

Safety information

Hazard levels

ADANGER

Indicates a hazardous situation which, if not avoided, will result in death or serious injury.

▲WARNING

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

ACAUTION

Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

Indicates a situation which, if not avoided, could result in damage to property.

Other message levels

Important

Indicates significant information which is essential for the product to function correctly.

Note

Indicates useful information which helps in getting the most out of the product.

Safety instructions

NOTICE

- The Axis product shall be used in compliance with local laws and regulations.
- Axis recommends using a shielded network cable (STP) CAT5 or higher.
- To use the Axis product outdoors, or in similar environments, it shall be installed in an approved outdoor housing.
- Store the Axis product in a dry and ventilated environment.
- Avoid exposing the Axis product to shocks or heavy pressure.
- Do not install the product on unstable poles, brackets, surfaces or walls.
- Use only applicable tools when installing the Axis product. Using excessive force with power tools could cause damage to the product.
- Do not use chemicals, caustic agents, or aerosol cleaners.
- Use a clean cloth dampened with pure water for cleaning.
- Use only accessories that comply with the technical specification of your product. These can be provided by Axis or a third party. Axis recommends using Axis power source equipment compatible with your product.
- Use only spare parts provided by or recommended by Axis.
- Do not attempt to repair the product yourself. Contact Axis support or your Axis reseller for service matters.
- The power supply shall be plugged in to a socket outlet installed near the product and shall be easily accessible.
- Use a limited power source (LPS) with either a rated output power limited to ≤100 W or a rated output current limited to ≤5 A.
- Use a yellow/green colored grounding cable of at least 0,5 mm² or 20 AWG.

Transportation

NOTICE

• When transporting the Axis product, use the original packaging or equivalent to prevent damage to the product.

Battery

The Axis product uses a 3.0 V CR2032 lithium battery as the power supply for its internal real-time clock (RTC). Under normal conditions this battery will last for a minimum of five years.

Low battery power affects the operation of the RTC, causing it to reset at every power-up. When the battery needs replacing, a log message will appear in the product's server report. For more information about the server report, see the product's web page or contact Axis support.

Lithium coin cell 3.0 V batteries contain 1,2-dimethoxyethane; ethylene glycol dimethyl ether (EGDME), CAS no. 110-71-4.

WARNING

- Risk of explosion if the battery is incorrectly replaced.
- The battery should be replaced with an identical battery only.
- Used batteries should be disposed of according to local regulations or the battery manufacturer's instructions.

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