

# INSTALLATION GUIDE

**AXIS Q1931-E PT Mount Thermal Network Camera**  
**AXIS Q1932-E PT Mount Thermal Network Camera**

## About this Document

This document includes instructions for installing AXIS Q1931-E PT Mount Thermal Network Camera and AXIS Q1932-E PT Mount Thermal Network Camera on your network. Previous experience of networking will be beneficial when installing the product.

## Legal Considerations

Video and audio surveillance can be prohibited by laws that vary from country to country. Check the laws in your local region before using this product for surveillance purposes. This product includes one (1) H.264 decoder license and one (1) AAC decoder license. To purchase further licenses, contact your reseller.

## Liability

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 <http://www.axis.com/patent.htm> 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 [www.opensource.apple.com/apsl](http://www.opensource.apple.com/apsl)). The source code is available from [developer.apple.com/darwin/projects/bonjour/](http://developer.apple.com/darwin/projects/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 Acknowledgments

AXIS COMMUNICATIONS, AXIS, EXTRAX, ARTPEC and VAPIX are registered trademarks or trademark applications of Axis AB in various jurisdictions. All other company names and products are trademarks or registered trademarks of their respective companies.

Apple, Boa, Apache, Bonjour, Ethernet, Internet Explorer, Linux, Microsoft, Mozilla, Real, SMPTE, QuickTime, UNIX, Windows, Windows Vista and WWW are registered trademarks of the respective holders. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates. UPnP™ is a certification mark of the UPnP™ Implementers Corporation.

SD, SDHC and SDXC are trademarks or registered trademarks of SD-3C, LLC in the United States, other countries or both. Also, miniSD, microSD, miniSDHC, microSDHC, microSDXC are all trademarks or registered trademarks of SD-3C, LLC in the United States, other countries or both.

## Regulatory Information

### Europe

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

- Electromagnetic Compatibility (EMC) Directive 2004/108/EC. See Electromagnetic Compatibility (EMC).
- Low Voltage (LVD) Directive 2006/95/EC. See Safety.
- Restrictions of Hazardous Substances (RoHS) Directive 2011/65/EU. See Disposal and Recycling.

A copy of the original declaration of conformity may be obtained from Axis Communications AB. See Contact Information.

### Electromagnetic Compatibility (EMC)

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

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

### USA

This equipment has been tested using a shielded network cable (STP) and found to comply with the limits for a Class 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. The product shall be connected using a shielded network cable (STP) that is properly grounded.

### Canada

This Class A digital apparatus complies with Canadian ICES-003. The product shall be connected using a shielded network cable (STP) that is properly grounded.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada. 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 55022. 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.

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

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

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

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

## Australia/New Zealand

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

**Japan** - 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ことがあります。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。

**Korea** - 이 기기는 업무용(A급) 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

## Safety

This product complies with IEC/EN 60950-1 and IEC/EN 60950-22, Safety of Information Technology Equipment. The product shall be grounded either through a shielded network cable (STP) or other appropriate method.

The power supply used with this product shall fulfill the requirements for Safety Extra Low Voltage (SELV) and Limited Power Source (LPS) according to IEC/EN 60950-1.

## 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 the legislative act Administration on the Control of Pollution Caused by Electronic Information Products (ACPEIP).



## Contact Information

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223 69 Lund  
Sweden  
Tel: +46 46 272 18 00  
Fax: +46 46 13 61 30  
www.axis.com

## Support

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

- download user documentation and software updates
- find answers to resolved problems in the FAQ database.

Search by product, category, or phrase

- report problems to Axis support staff by logging in to your private support area
  - chat with Axis support staff (selected countries only)
  - visit Axis Support at [www.axis.com/techsup/](http://www.axis.com/techsup/)
- Should you require any technical assistance, please contact appropriate channels according to your AVHS license agreement to ensure a rapid response.

## Learn More!

Visit Axis learning center [www.axis.com/academy/](http://www.axis.com/academy/) for useful trainings, webinars, tutorials and guides.

# English

## Safeguards

Please read through this Installation Guide carefully before installing the Axis product. Keep the Installation Guide for further reference.

### NOTICE

- Store the Axis product in a dry and ventilated environment.
- Avoid exposing the Axis product to vibration, shocks or heavy pressure. Do not install the product on unstable brackets, unstable or vibrating surfaces or walls, since this could cause damage to the product.
- Only use applicable tools when installing the Axis product; excessive force could cause damage to the product.
- Do not use chemicals, caustic agents, or aerosol cleaners. Use a damp cloth for cleaning.
- Use only accessories that comply with technical specification of the product. These can be provided by Axis or a third party.
- Use only spare parts provided by or recommended by Axis.
- Do not attempt to repair the product by yourself, contact Axis or your Axis reseller for service matters.

### Important

- This Axis product shall be used in compliance with local laws and regulations.
- The product shall be connected using a shielded network cable (STP). All cables connecting the product to the network switch shall be shielded (STP) and intended for their specific use. Make sure that the network switch is properly grounded. See Electromagnetic Compatibility (EMC) on page 2 for regulatory requirements.

## Transportation

### NOTICE

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

## Battery Replacement

This 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 5 years. Low battery power affects the operation of the RTC, causing it to reset at every power-up. A log message will appear when the battery needs replacing. The battery should not be replaced unless required!

If the battery does need replacing, please contact [www.axis.com/techsup](http://www.axis.com/techsup) for assistance.

### ⚠ WARNING

- Dispose of used batteries according to the manufacturer's instructions.

### NOTICE

- Risk of explosion if battery is incorrectly replaced.
- Replace only with the same or equivalent battery, as recommended by the manufacturer.

# Français

## Mesures de sécurité

Lisez attentivement le présent Guide d'installation avant d'installer le produit Axis. Conservez le Guide d'installation pour une utilisation ultérieure.

### AVIS

- Conservez le produit Axis dans un environnement sec et aéré.
- Évitez d'exposer le produit Axis aux vibrations, aux chocs ou à une forte pression. N'installez pas le produit sur un support instable, ou des surfaces ou des murs instables ou vibrants, car cela pourrait l'endommager.
- N'utilisez que les outils applicables pour installer le produit Axis ; une force excessive pourrait endommager le produit.
- Pour le nettoyage, n'utilisez ni produits chimiques, ni substances caustiques ou aérosols. Utilisez un chiffon humide pour le nettoyage.
- N'utilisez que des accessoires conformes aux caractéristiques techniques du produit. Ceux-ci peuvent être fournis par Axis ou par un fournisseur tiers.
- Utilisez uniquement des pièces de rechange fournies ou recommandées par Axis.
- Ne tentez pas de réparer le produit vous-même, contactez Axis ou votre revendeur Axis pour toute réparation.

### Important

- Ce produit Axis doit être utilisé conformément aux lois et réglementations locales en vigueur.
- Le produit doit être connecté à l'aide d'un câble réseau blindé (STP). Tous les câbles de raccordement du produit au commutateur réseau doivent être blindés (STP) et destinés à leur usage spécifique. Assurez-vous que le commutateur réseau est correctement mis à la terre. Voir la compatibilité électromagnétique (CEM) sur la page 2 pour les exigences réglementaires.

## Transport

### AVIS

- Pour transporter le produit Axis et éviter de l'endommager, utilisez l'emballage d'origine ou un emballage équivalent.

## Remplacement des piles

Ce produit Axis nécessite une pile au lithium CR2032 de 3,0 V pour l'alimentation de son horloge en temps réel interne. Dans des conditions normales d'utilisation, cette pile est censée durer au moins 5 ans. Si la pile est faible, le fonctionnement de l'horloge en temps réel peut être affecté et entraîner sa réinitialisation à chaque mise sous tension. Un message enregistré apparaît lorsque la pile doit être remplacée. Ne remplacez la pile qu'en cas de nécessité !

Si la pile doit être remplacée, veuillez contacter [www.axis.com/techsup](http://www.axis.com/techsup) pour obtenir de l'aide.

### ⚠ AVERTISSEMENT

Jetez les piles usagées conformément aux consignes du fabricant.

### AVIS

- Le remplacement incorrect de la pile peut entraîner un risque d'explosion.
- Remplacez la pile par une pile identique ou équivalente uniquement, en respectant les recommandations du fabricant.

# Deutsch

## Sicherheitsvorkehrungen

Bitte lesen Sie diese Installationsanleitung sorgfältig durch, bevor Sie mit der Installation des Axis Produkts beginnen. Halten Sie die Installationsanleitung bereit, falls Sie darauf zurückgreifen müssen.

### HINWEIS

- Lagern Sie das Axis-Produkt in einer trockenen und belüfteten Umgebung.
- Setzen Sie das Axis Produkt keinen Vibrationen, Erschütterungen oder starkem Druck aus. Installieren Sie das Produkt nicht an instabilen Halterungen oder instabilen oder vibrierenden Oberflächen oder Mauern, da dadurch das Produkt beschädigt werden könnte.
- Verwenden Sie bei der Installation des Axis Produkts nur geeignetes Werkzeug; zu hoher Kraftaufwand kann das Produkt beschädigen.
- Verwenden Sie keine chemischen, ätzenden oder aerosolhaltigen Reinigungsmittel. Verwenden Sie zur Reinigung ein feuchtes Tuch.
- Verwenden Sie nur Zubehör, das den technischen Spezifikationen des Produkts entspricht. Dieses ist von Axis oder Drittanbietern erhältlich.
- Verwenden Sie nur Ersatzteile, die von Axis empfohlen bzw. bereitgestellt wurden.
- Versuchen Sie nicht, das Produkt selbst zu reparieren. Wenden Sie sich bei Service-Angelegenheiten an Axis oder an Ihren Axis-Händler.

### Wichtig

- Verwenden Sie dieses Axis-Produkt unter Beachtung der vor Ort geltenden rechtlichen Bestimmungen.
- Das Produkt sollte mit einem geschirmten Netzkabel (STP) verbunden werden. Alle Kabel, die ein Produkt mit einem Netzwerk-Switch verbinden, sollten geschirmt (STP) und für ihren spezifischen Gebrauch geeignet sein. Stellen Sie sicher, dass der Netzwerk-Switch ordnungsgemäß geerdet ist. Siehe Electromagnetic Compatibility (EMC) auf Seite 2 bezüglich der behördlichen Anforderungen.

## Transport

### HINWEIS

- Transportieren Sie das Axis-Produkt nur in der Originalverpackung bzw. in einer vergleichbaren Verpackung, damit das Produkt nicht beschädigt wird.

## Batteriewechsel

Dieses Axis-Produkt ist mit einer 3,0 V CR2032 Lithium-Batterie als Stromversorgung für die interne Echtzeituhr (RTC) ausgestattet. Unter normalen Bedingungen hält die Batterie mindestens 5 Jahre. Bei entladener Batterie ist der Betrieb der Echtzeituhr nicht mehr ausreichend gewährleistet, so dass die Uhr bei jedem Systemstart zurückgesetzt wird. Sie erhalten eine Protokollnachricht, wenn ein Batteriewechsel erforderlich ist. Die Batterie sollte erst bei Bedarf gewechselt werden. Unter [www.axis.com/techsup](http://www.axis.com/techsup) finden Sie Informationen darüber, was Sie beim Austausch der Batterie beachten müssen.

### ⚠️ WARNUNG

- Verbrauchte Batterien sind gemäß den Herstelleranweisungen zu entsorgen.

### HINWEIS

- Explosionsgefahr bei fehlerhaftem Batteriewechsel!
- Die Batterie muss durch dasselbe oder ein gleichwertiges Fabrikat ersetzt werden, das vom Hersteller zugelassen ist.

# Italiano

## Sicurezza

Leggere attentamente questa Guida all'installazione prima di installare un prodotto Axis. Conservare la Guida all'installazione per ulteriori riferimenti.

### AVVISO

- Conservare il prodotto Axis in un ambiente asciutto e ben ventilato.
- Evitare di esporre il prodotto Axis alle vibrazioni, agli urti o a forte pressione. Non installare il prodotto su staffe instabili, superfici o pareti instabili o vibranti, poiché ciò potrebbe danneggiare il prodotto.
- Utilizzare solo strumenti idonei quando si installa il prodotto Axis. Una forza eccessiva potrebbe danneggiare il prodotto.
- Non utilizzare sostanze chimiche, agenti caustici o detergenti spray. Utilizzare un panno umido per la pulizia.
- Utilizzare solo accessori conformi con le specifiche tecniche del prodotto. Queste possono essere fornite da Axis o da terze parti.
- Utilizzare solo parti di ricambio fornite o raccomandate da Axis.
- Non tentare di riparare il prodotto da soli, contattare Axis o il Drittanziatore di zona Axis per assistenza.

### Importante

- Questo prodotto Axis deve essere utilizzato in conformità alle leggi e alle disposizioni locali.
- Il prodotto deve essere connesso utilizzando cavi schermati (STP). Ogni cavo che connette il prodotto allo switch deve essere schermato (STP) e concepito per l'uso specifico. Assicurarsi che lo switch sia adeguatamente connesso a terra. Per i requisiti normativi consultare Electromagnetic Compatibility (EMC) alla pagina 2.

## Trasporto

### AVVISO

- Quando si trasporta il prodotto Axis, utilizzare l'imballo originale o un imballo equivalente per evitare di danneggiare il prodotto.

## Sostituzione della batteria

Questo prodotto Axis utilizza una batteria al litio CR2032 da 3.0 V per alimentare il real-time clock (RTC) interno. In normali condizioni questa batteria ha una durata di almeno 5 anni. La batteria scarica influisce sul funzionamento dell'RTC, che viene reimpostato ad ogni accensione. Un messaggio di registro apparirà quando la batteria dovrà essere sostituita. La batteria non deve essere sostituita a meno che non sia necessario. Se la batteria non deve essere sostituita, contattare [www.axis.com/techsup](http://www.axis.com/techsup) per assistenza.

### ⚠️ AVVERTENZA

- Smaltire le batterie usate secondo le istruzioni del produttore.

### AVVISO

- Rischio di esplosione se la batteria non viene sostituita correttamente.
- Sostituire solo con una batteria identica o equivalente, come raccomandato dal produttore.

# Español

## Medidas preventivas

Lea detenidamente esta Guía de instalación antes de instalar el producto Axis. Guarde la Guía de instalación para poder consultarla en el futuro.

### AVISO

- Guarde el producto Axis en un entorno seco y ventilado.
- Evite exponer el producto Axis a vibraciones, golpes o presiones excesivas. No instale el producto en soportes inestables ni en superficies o paredes inestables o con vibraciones, ya que esto podría dañarlo.
- Utilice solo las herramientas apropiadas para instalar el producto Axis; una fuerza excesiva podría dañarlo.
- No utilice productos químicos, agentes cáusticos ni limpiadores en aerosol. Limpíelo con un paño húmedo.
- Utilice solo accesorios que cumplan las especificaciones técnicas del producto. Puede obtenerlos de Axis o de un tercero.
- Utilice solo piezas de recambio suministradas o recomendadas por Axis.
- No intente reparar el producto usted mismo, póngase en contacto con Axis o con el distribuidor de Axis para los temas de servicio técnico.

### Importante

- Este producto Axis se utilizará de conformidad con la legislación y normativas locales.
- El producto deberá ser conectado utilizando un cable de red blindado (STP). Los cables conectados del producto al switch deberán ser blindados (STP) y apropiados para su uso específico. Asegúrese de que el switch esté correctamente conectado a masa. Vea las Compatibilidades Electromagnéticas (EMC), en la página 2, para los requisitos reglamentarios.

## Transporte

### AVISO

- A la hora de transportar el producto Axis, utilice el embalaje original o uno equivalente para no dañar el producto.

## Sustitución de la batería

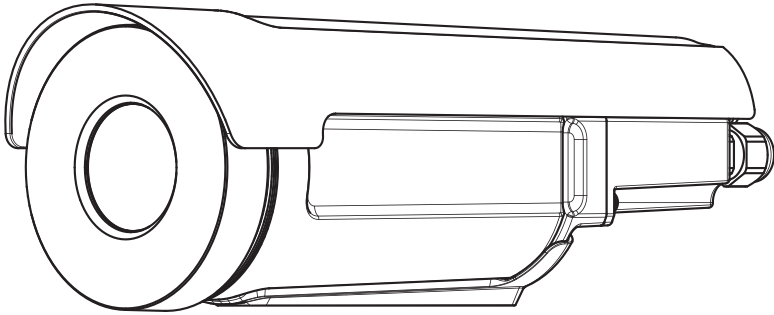
Este producto Axis utiliza una batería de litio CR2032 3.0 de 3,0 V como fuente de alimentación para su reloj de tiempo real interno (RTC). En condiciones normales, esta batería durará un mínimo de 5 años. Cuando la batería tiene poca carga, el funcionamiento del RTC se puede ver afectado, ya que esto puede hacer que se reinicie cada vez que se encienda. Aparecerá un mensaje de registro cuando sea necesario sustituir la batería. No se debe sustituir la batería a menos que sea necesario. Si necesita sustituir la batería, visite la página [www.axis.com/techsup](http://www.axis.com/techsup) para recibir asistencia.

### ⚠ ADVERTENCIA

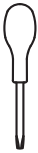
- Deseche las baterías usadas según las instrucciones del fabricante.

### AVISO

- Existe peligro de explosión si la batería se sustituye de forma incorrecta.
- Utilice solo baterías de recambio iguales o equivalentes, de acuerdo con las recomendaciones del fabricante.



1x



1x



1x



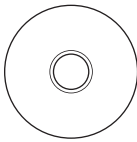
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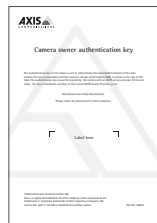
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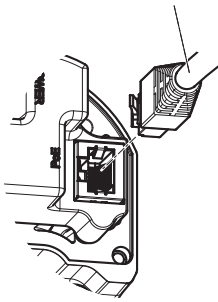
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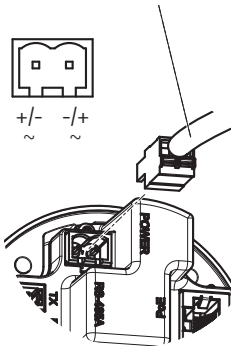


Power over Ethernet  
IEEE 802.3af/  
802.3at Type 1 Class 3

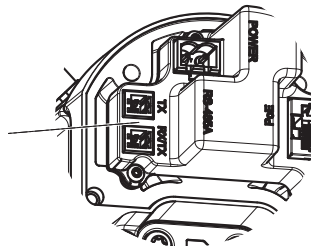
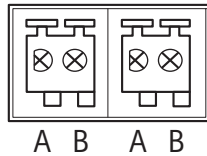


Q1931-E PT Mount:  
8-28 V DC max 11 W  
20-24 V AC max 15 VA

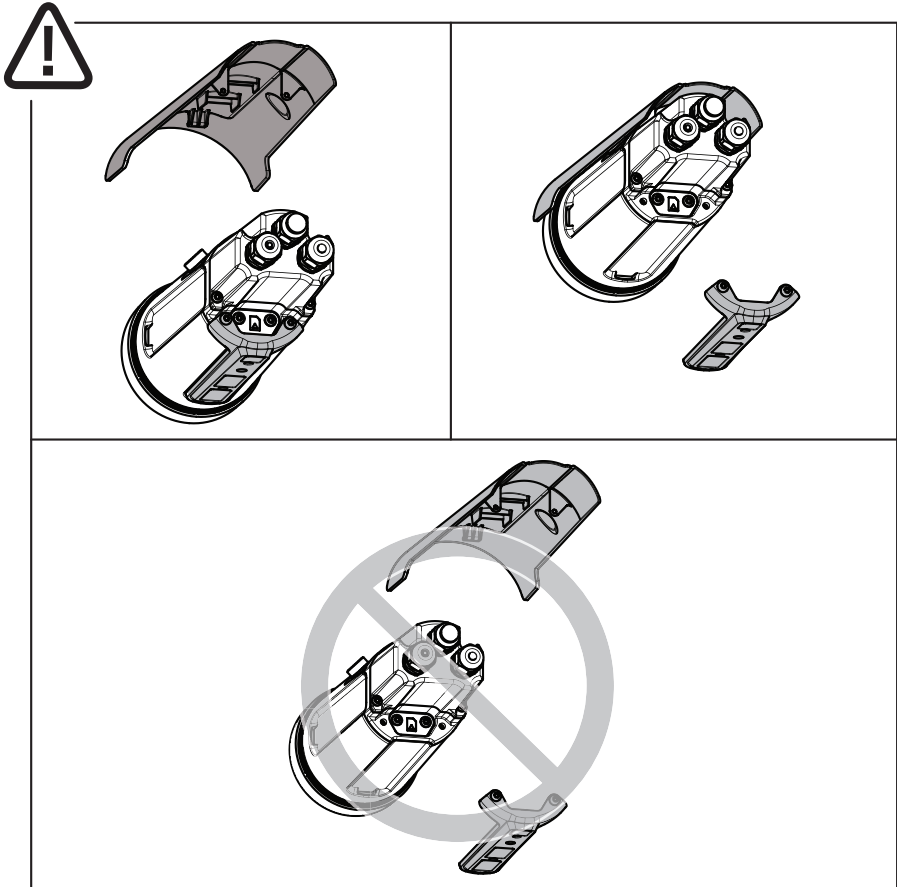
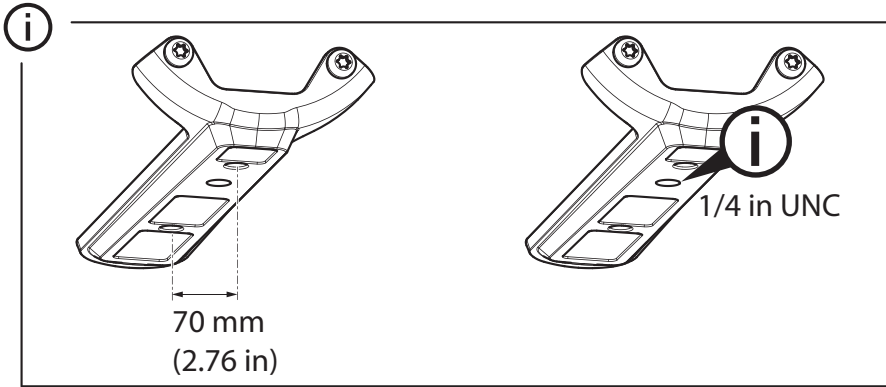
Q1932-E PT Mount:  
8-20 V DC max 11 W  
20-24 V AC max 15 VA

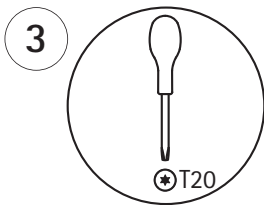
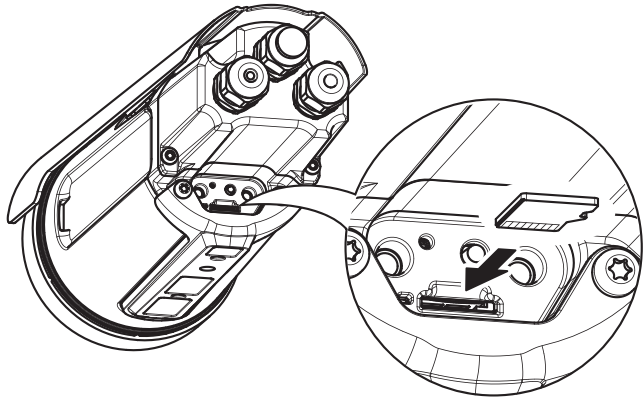
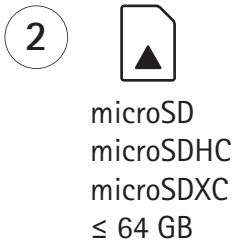
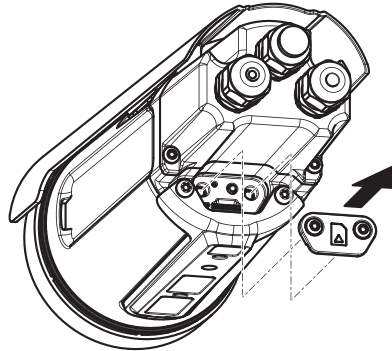
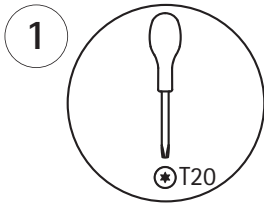



RS485/422  
TX RX/TX

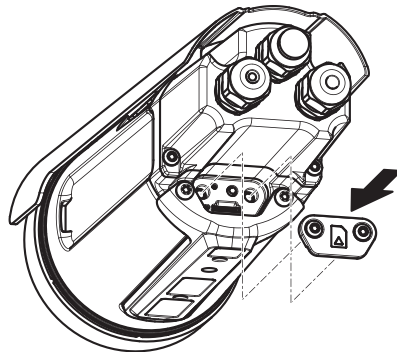


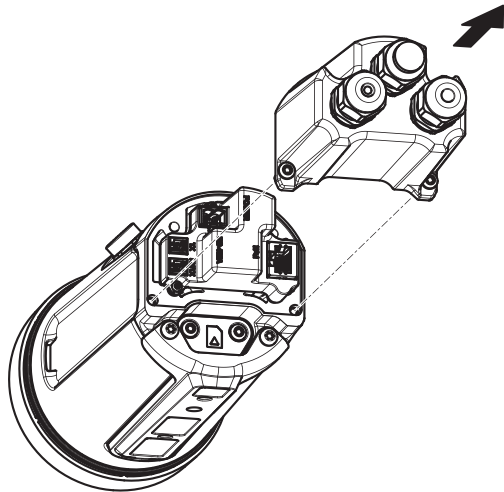
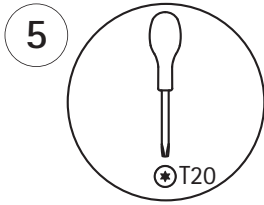
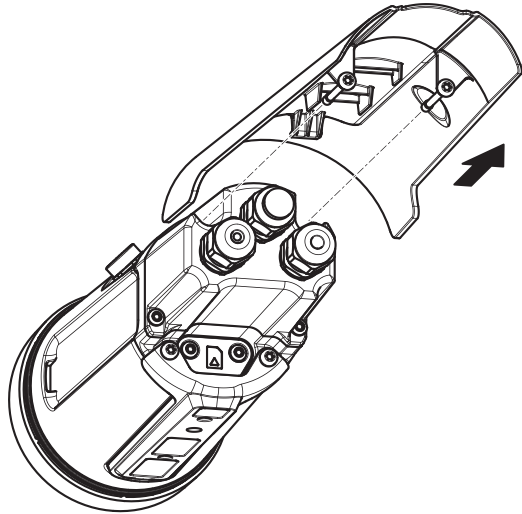
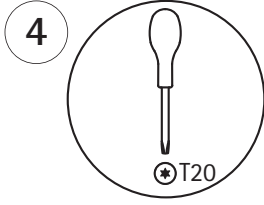




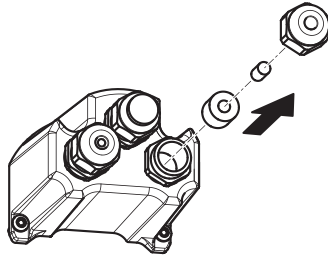


 1.0 Nm  
(0.74 lb ft)

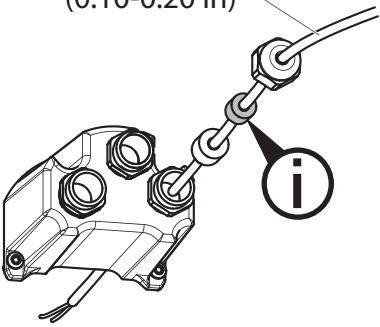




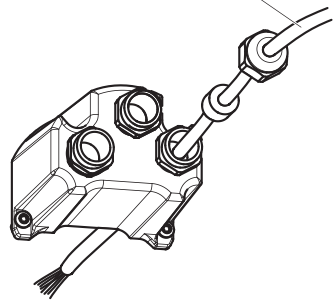
6



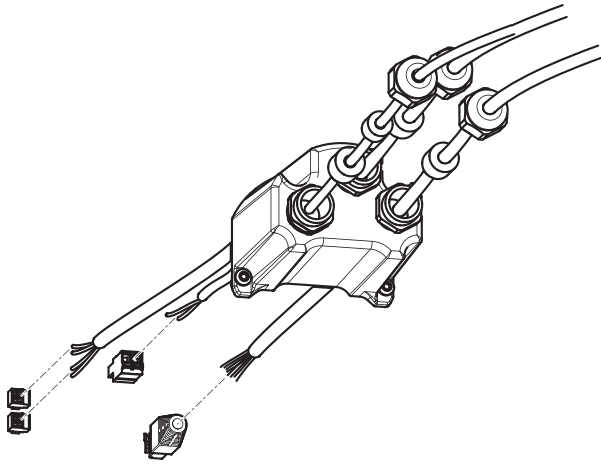
2.5-5.0 mm  
(0.10-0.20 in)



5.0-9.3 mm  
(0.20-0.37 in)



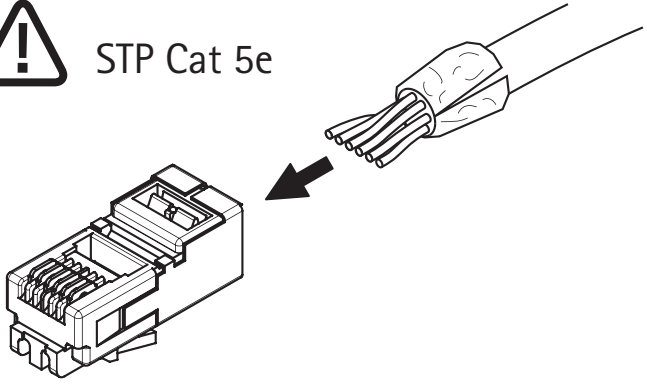
7



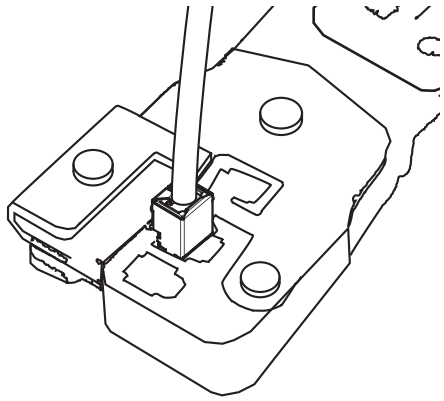
8



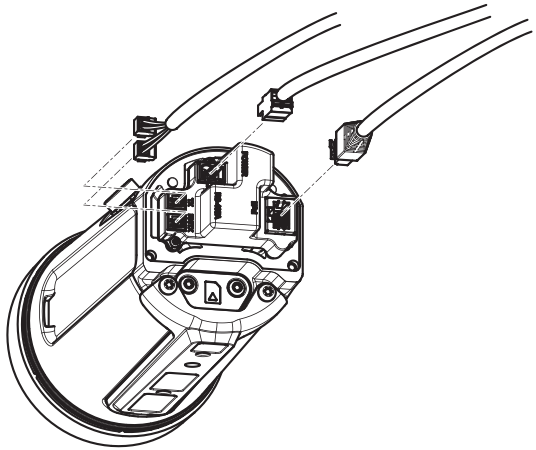
STP Cat 5e

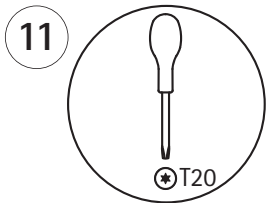


9

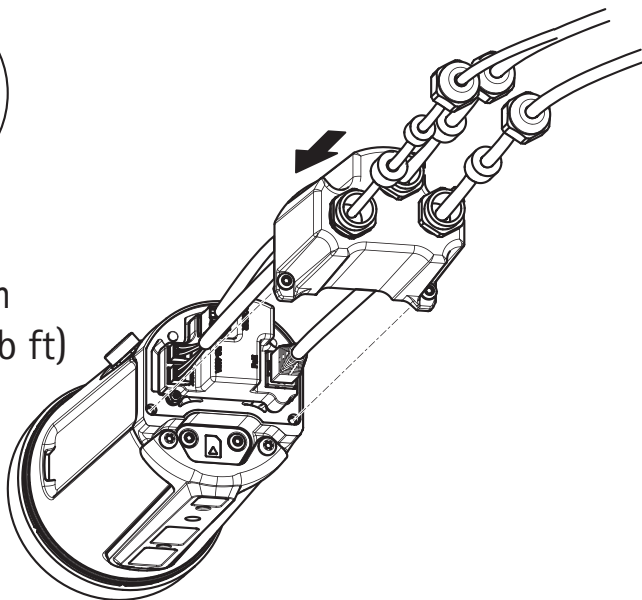


10





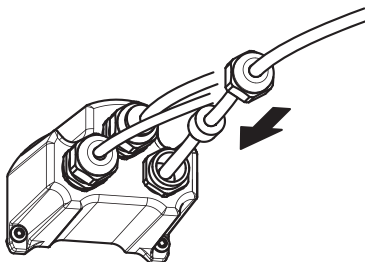
1.0 Nm  
(0.74 lb ft)

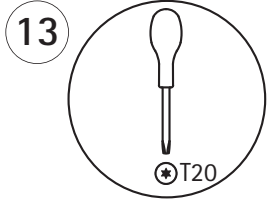


12

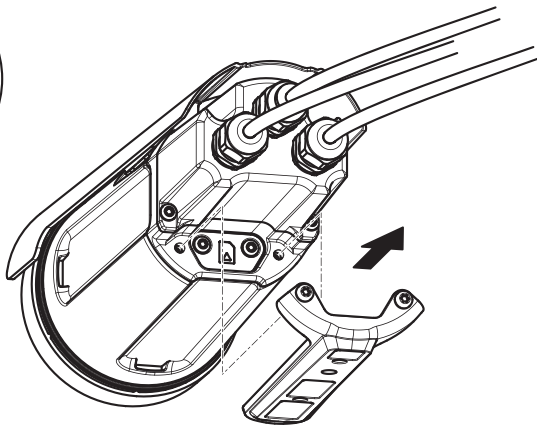
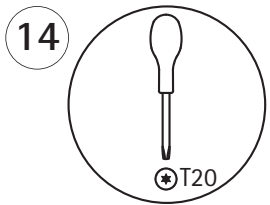
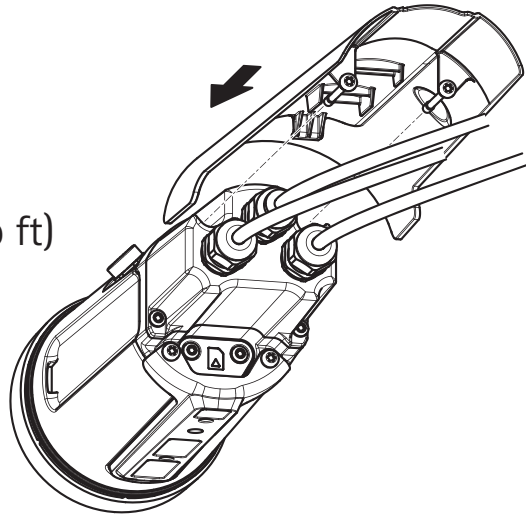


1.0 Nm  
(0.74 lb ft)

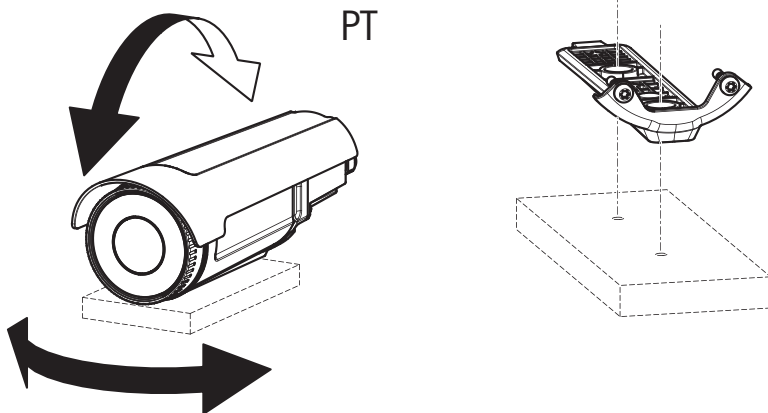




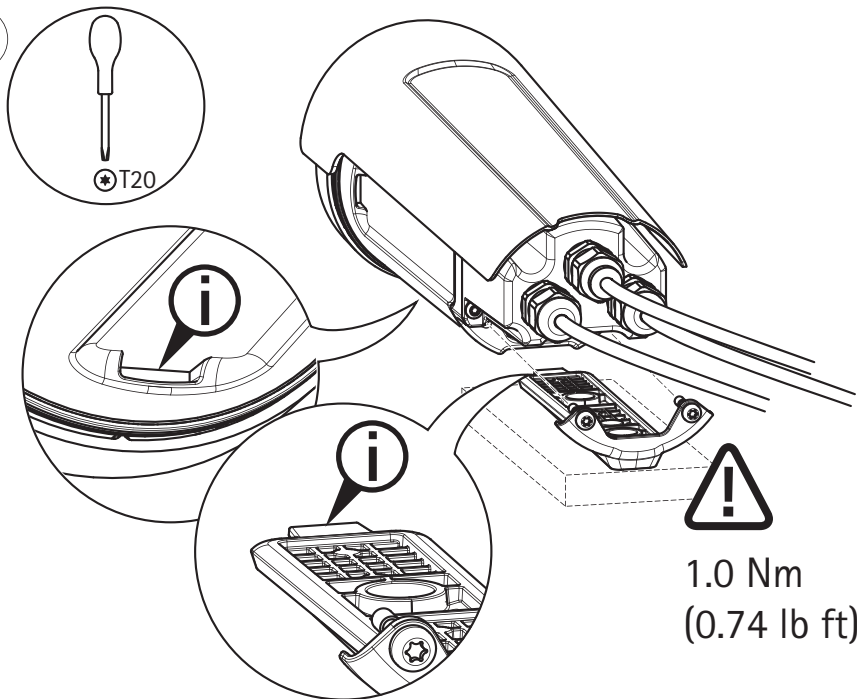
1.0 Nm  
(0.74 lb ft)



15

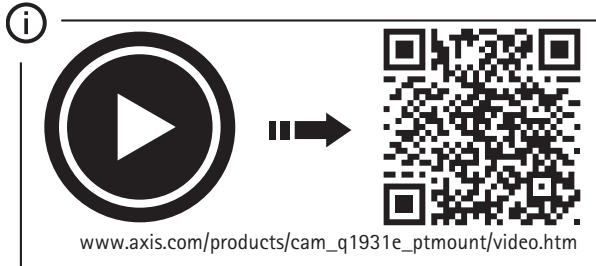
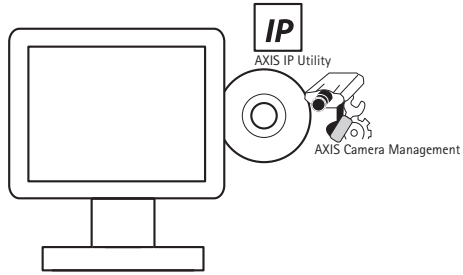


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Installation Guide

Ver. 2.00

AXIS Q1931-E PT Mount Thermal Network Camera

Printed: May 2014

AXIS Q1932-E PT Mount Thermal Network Camera

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