



Ignite Prism Setup Guide (Axis cameras)

2021

Welcome

The purpose of this installation guide is to explain all steps required to install Ignite Prism Bootstrap and Connect software on the newly installed Axis cameras. It consists of the following sections:

1. Camera compatibility
2. Installation and configuration of Ignite Prism Bootstrap and Connect software
3. Field of View (FOV) adjustments of newly installed cameras

Please read this guide before proceeding with any installation or configuration of Ignite Prism Connect cameras. If you have any questions, please contact us at support@igniteprism.com

CAMERA COMPATIBILITY

Platform	Camera Model	Resolution	Picture
Axis VDO 64	M3064-V	720p fixed mini dome	
Axis VDO 64	M3065-V	1080p fixed mini dome	
Axis VDO 64	M3066-V	4MP fixed mini dome	
Axis VDO 64	M3075-V	1080p fixed mini dome	
Axis CAP8 32	M3015	1080p fixed mini dome	
Axis CAP8 32	M3016	3MP fixed mini dome	
Axis CAP8 32	M3057-PLVE	6MP 360° view	
Axis CAP8 32	M3058-PLVE	12MP 360° view	
Axis CAP8 32	M3067-P	6MP mini dome 360° view	
Axis CAP8 32	M3068-P	12MP mini dome 360° view	

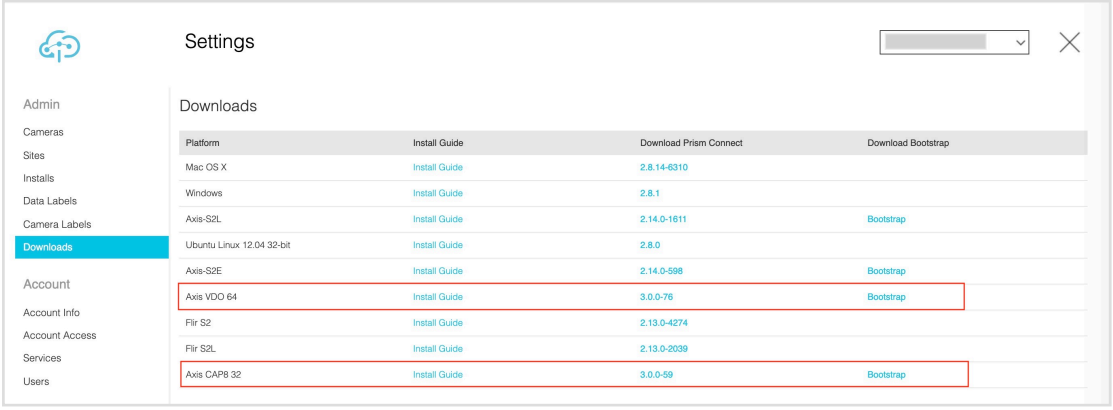
IMPORTANT!

Before You start Ignite Prism Connect installation, please make sure:

1. The camera is plugged into the local network using PoE switch/injector.
2. The PoE switch/injector should be powered on and plugged into a local router/switch.
3. The local network on which the camera resides must be able to communicate to the Internet and connect to the Ignite Prism cloud service (iapi.prismsl.net) over ports 80 and 443.
4. Micro SDXC class card (32 - 200 GB size) with read speed up to 100MB/s and video speed C10, U1, A1 is installed. We recommend SD cards manufactured by SanDisk, Sony or Samsung.
5. The camera is updated to the most recent firmware version www.axis.com/support/firmware
6. Do not cover camera's dome until final FOV (Field of View) alignment is performed (see Section 3).

INSTALLATION AND CONFIGURATION OF IGNITE PRISM BOOTSTRAP AND CONNECT SOFTWARE

Software Download Go to app.igniteprism.com **Settings** > **Downloads** page and Download Bootstrap File for your camera. See *page 3 for Platform compatibility*. Based on your camera, make sure you get the correct package.



Platform	Install Guide	Download Prism Connect	Download Bootstrap
Mac OS X	Install Guide	2.8.14-6310	
Windows	Install Guide	2.8.1	
Axis-S2L	Install Guide	2.14.0-1611	Bootstrap
Ubuntu Linux 12.04 32-bit	Install Guide	2.8.0	
Axis-S2E	Install Guide	2.14.0-598	Bootstrap
Axis VDO 64	Install Guide	3.0.0-76	Bootstrap
Flir S2	Install Guide	2.13.0-4274	
Flir S2L	Install Guide	2.13.0-2039	
Axis CAP8 32	Install Guide	3.0.0-59	Bootstrap

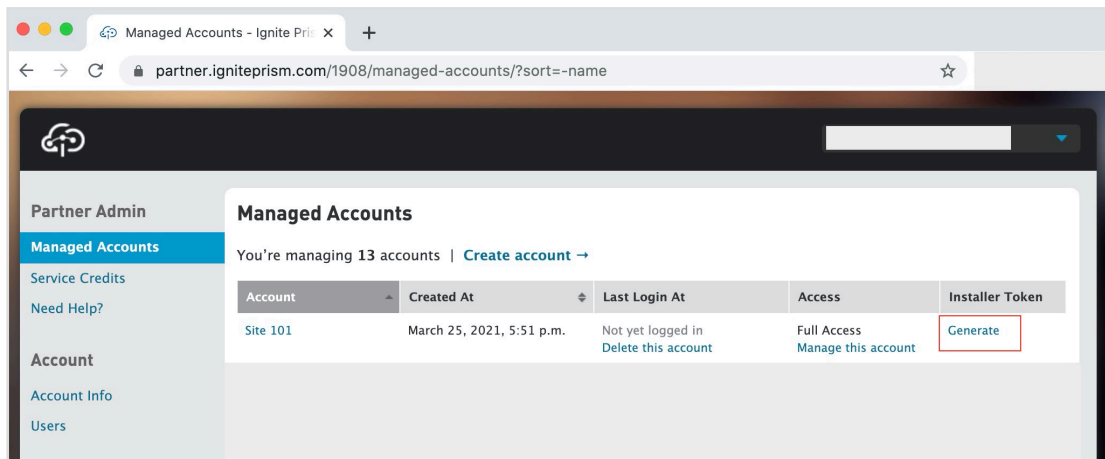
Token Get Ignite Prism Installation Token

Are you a new customer, an integrator, or just not sure if you have an Ignite Prism account? If so, just email support@igniteprism.com to set up your account or recover your user information. When your account is created, you will also receive an installation token.

If you already have an Ignite Prism customer account, just contact your Account Manager or support@igniteprism.com to get your installation token.

If you are Ignite Prism reseller partner, follow these steps to get your token:

1. Sign into partner.igniteprism.com
2. On the Managed Accounts page, click on the “Generate” link on the line for the customer account for which you are installing the camera.
3. Generate the Installer Token and Copy it.



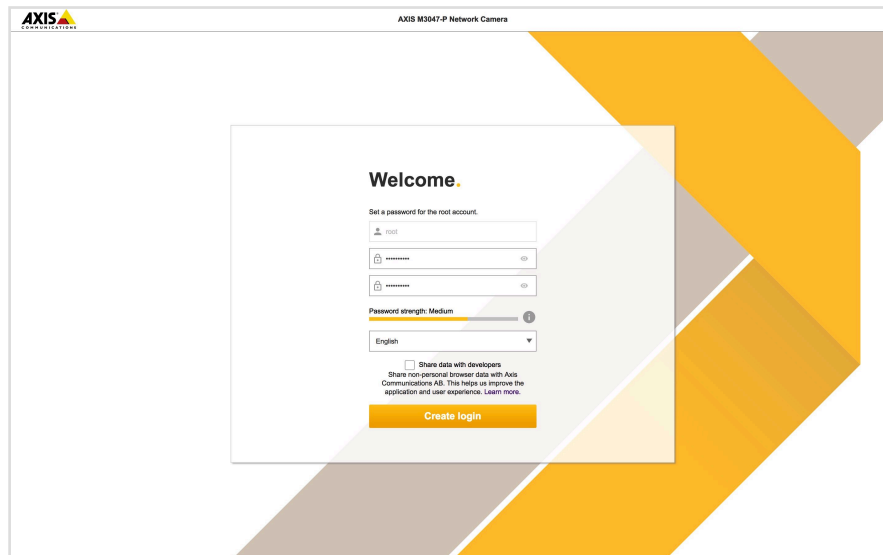
Camera discovery Mount camera to the ceiling or wall and connect it to the network and power.

The installer will be required to perform a few modifications on the Axis cameras. Some additional tools might be necessary.

Remember MAC address of the camera in order to locate the camera's IP address: LanScan (for OS X), Colasoft Mac Scanner (for Windows), Axis Camera Management or other similar tools can be used to locate the camera. If the DHCP server is enabled, it should locate a camera automatically and the device can be found by the MAC address. If the DHCP server is disabled, then you must set your computer's IP address to a free address in the range 192.168.0.1 to 192.168.0.254 (do not use 192.168.0.90 as this is the default address of your Axis camera).

Once the camera is located, access it using a web browser. Default credentials for Axis device are root/pass.

Welcome Create the password and complete an initial setup: configure capture mode and power line frequency. When creating a login, uncheck “Share data with developers” checkbox:



AXIS M3047-P Network Camera

Welcome.

Set a password for the root account.

root

password

password

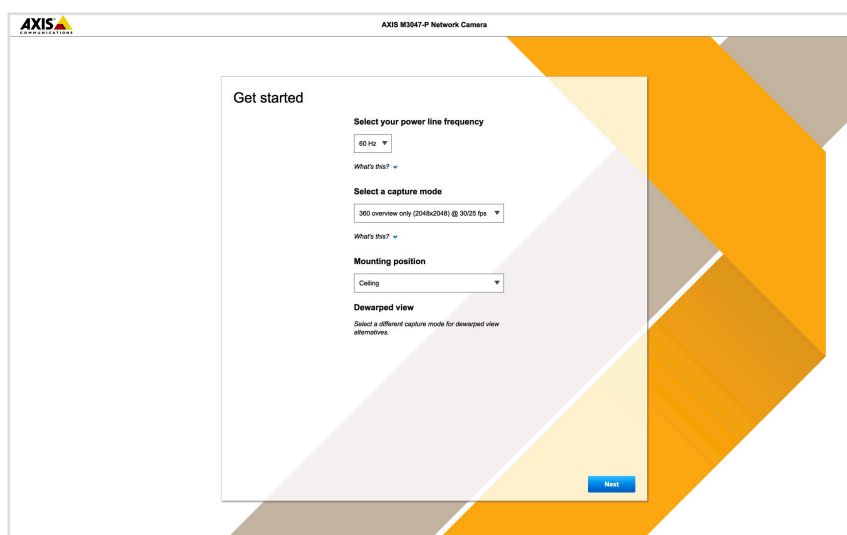
Password strength: Medium

English

☐ Share data with developers
Share non-personal browser data with Axis Communications AB. This helps us improve the application and user experience. [Learn more.](#)

Create login

Get Started If applicable, select capture mode and mounting position as needed, or leave as default:



AXIS M3047-P Network Camera

Get started

Select your power line frequency

60 Hz

What's this?

Select a capture mode

360 overview only (2048x2048) @ 30/25 fps

What's this?

Mounting position

Ceiling

Distorted view

Select a different capture mode for distorted view alternatives.

Next

Depending on the IT requirements configure camera's network settings: set **IP** address, **DNS** and **NTP** server, configure **Date and Time Zone**:

Get started

IPv4

Automatic IP (DHCP) and DNS (DHCP)

Date and time

Automatic date and time ☒

Year: 2020 Month: 02 Day: 04 Hour: 12 Min: 04 PM

Time zone: America/Los Angeles

Connect to NTP-server

☐ Automatically (DHCP)

☒ Manually

Primary NTP server: pool.ntp.org

Secondary NTP server:

Next

SSH setup Under **System** properties go to **Plain Config**, find **Network settings** group. Scroll down the page until you see **SSH** setting. Check **SSH Enabled** checkbox and **Save** changes:

Plain config

In some cases, you'll have to restart the camera for the changes to take effect. For more information about specific parameters, see the help on the main settings page.

Audio

AudioSource

Bandwidth

BasicDeviceInfo

Brand

HTTP

Image

ImageSource

Input

Layout

MediaClip

Network

Output

Properties

Network

Boot proto: DHCP

Broadcast: 192.168.0.255

Default router: 192.168.0.1

DNS server1: 0.0.0.0

DNS server2: 0.0.0.0

Domain name:

☒ IPv4 Enabled

Host name: axis-accd8a20eb77

IP address: 192.168.0.30

Connection type: Auto-Negotiate

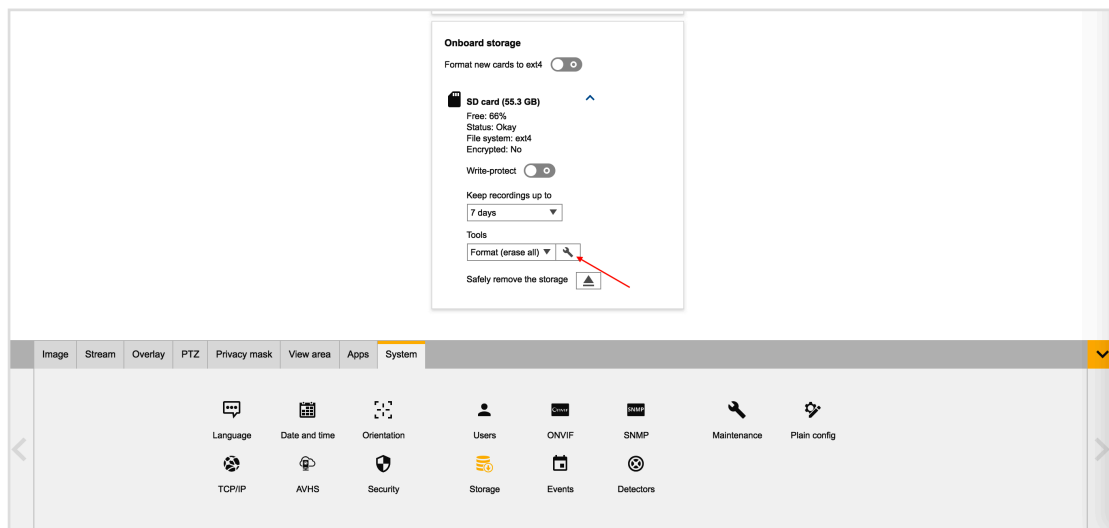
Subnet mask: 255.255.255.0

top ECN: 1

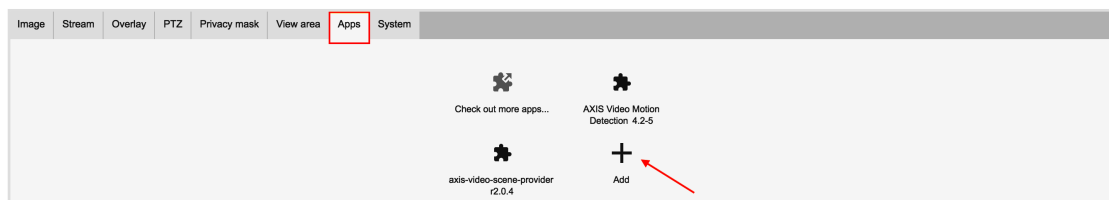
System

Language, Date and time, Orientation, Users, ONVIF, SNMP, Maintenance, Plain config, TCP/IP, AVHS, Security, Storage, Events, Detectors

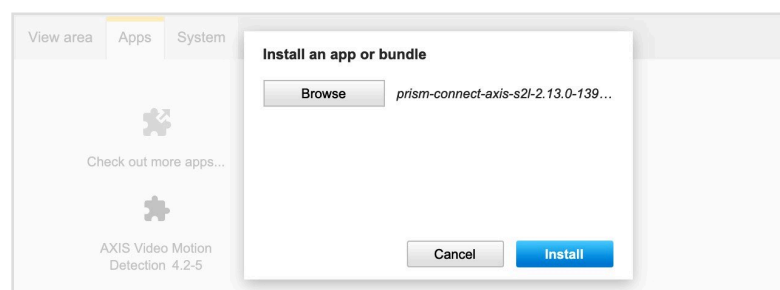
SD card Format SD card to **ext4** file system. Under **System** properties go to **Storage** settings and **Format** it:



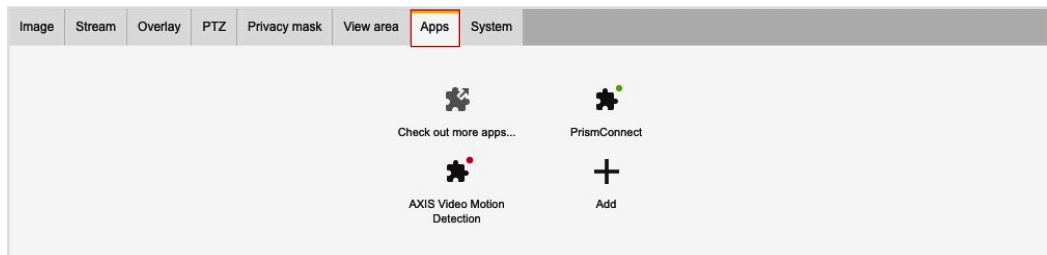
App Install To install Ignite Prism go to the **Apps** page on Axis camera and press **+ Add**



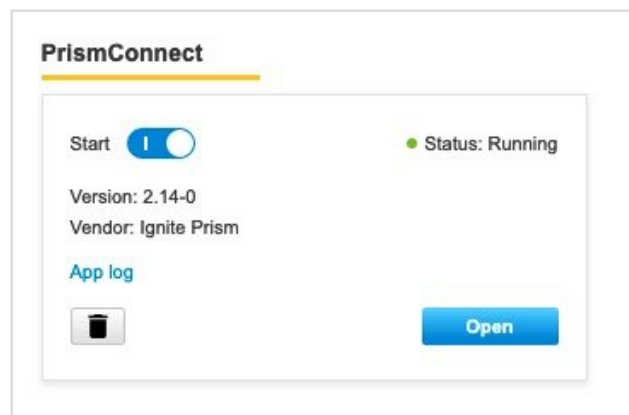
Click on **Browse** and select Bootstrap file (.eap) you downloaded from app.igniteprism.com then click **Install**:



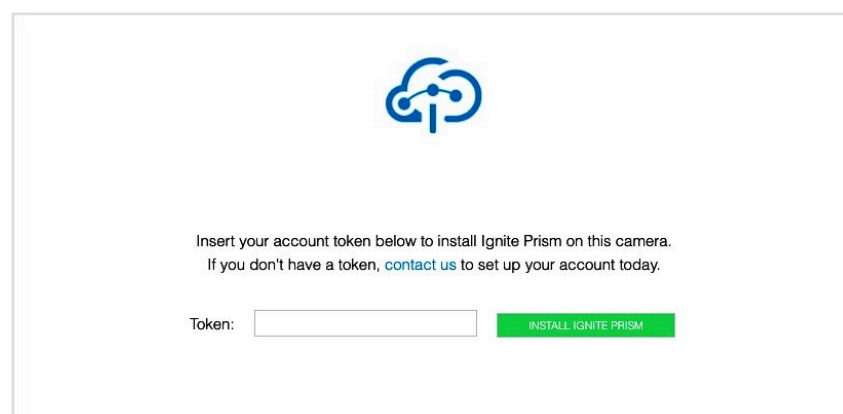
A new application will appear under Apps. Click on PrismConnect application.

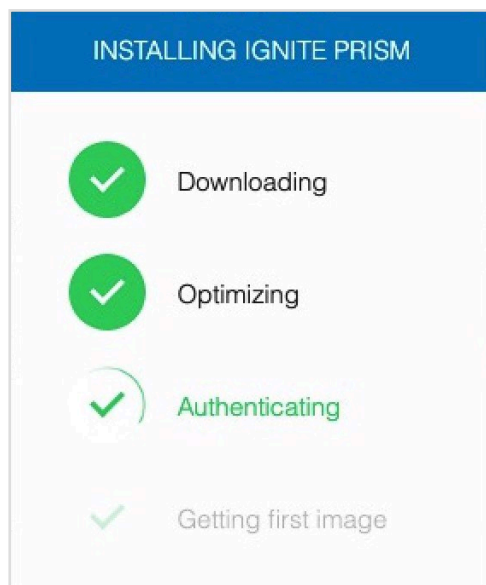


Then click **Open** and proceed to **Authentication**.

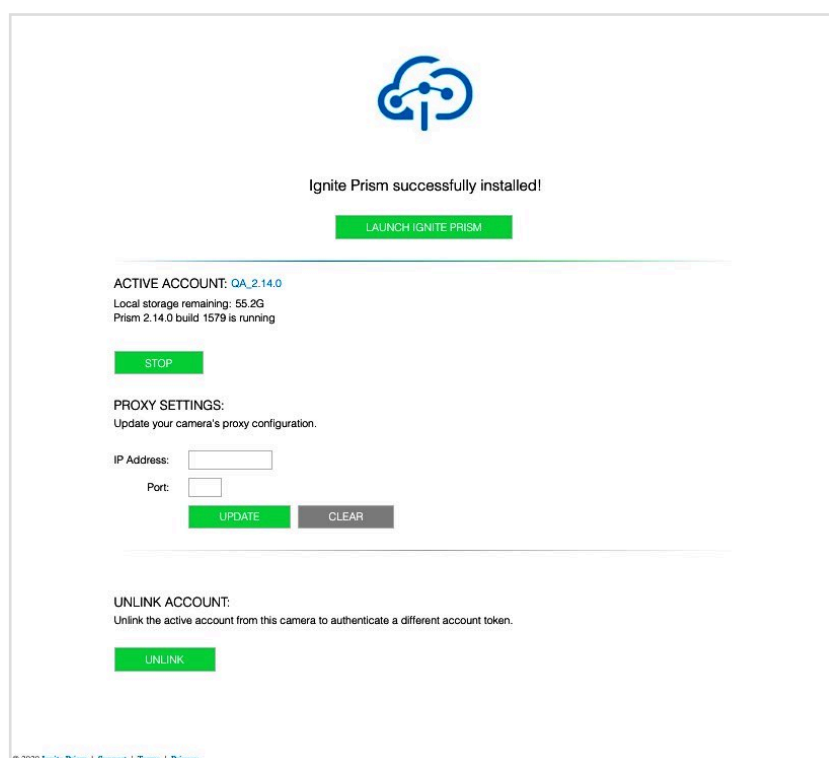


Authentication Enter the token you received from Ignite Prism to authenticate the camera and click *Install Ignite Prism*. It will Download and Optimize the software, Authenticate the camera, and Create a new device in the Ignite Prism App.





If Ignite Prism is successfully installed, you will get the confirmation page which will look similar to the following:



If required, update Proxy settings: enter proxy IP address (IPv4 only) + port number and press **Update**.

In app.igniteprism.com **Settings > Cameras** page a new camera will appear with the default synth configuration enabled:

Camera	IP Address	Labels	Lenses	Advanced Services	Status
AXIS-ACCC8E63A703 (10.1.10.99) (AXIS-S2L 2.13.0-1391)					
	axis-acc8e63a703 (10.10.1.20)	10.10.1.20	activity, privacy		
AXIS-ACCC8E9551C0 (10.10.1.51) (AXIS-S2E 2.13.0-405)					
	axis-acc8e9551c0 (10.10.1.51)	10.10.1.51	activity, privacy		

IMPORTANT:

Initially the image snapshot might appear as a black square, but after being enabled for approximately 30 minutes, the camera will generate a background image, and its information will update on the Settings page. Do not make any configurations during this time.

- Enable any desired lenses, advanced analytics.
- Close the Settings interface and view the camera on the Cameras page.
- If you do not see any output from the new camera, ensure that the camera is still powered up and verify the required outbound Internet connectivity.

FINAL FIELD OF VIEW (FOV) ALIGNMENT

Once the software configuration is completed, and the device is mounted, adjust the camera view by rotating the lens on the new camera and check its view in the Ignite Prism Application or cameras' live view page.

Please note: it can take up to two minutes for the new enhanced image to show up in the Application.

Ignite Prism Support representative can assist you with the FOV (Field of View) alignment process via remote access application.

When the FOV tuning is complete, attach camera's dome and you're all set!

TROUBLESHOOTING

If you have any questions about this guide or need help during the process, please contact us at support@igniteprism.com