

Third-party devices

Support in AXIS Camera Station Pro.

1. Support in AXIS Camera Station Pro for third-party devices

AXIS Camera Station Pro supports and work well with most ONVIF Profile S conformant devices. Although AXIS Camera Station Pro is not conformant to any ONVIF Profile, it is required that third-party devices are ONVIF Profile S conformant.

To verify that a device with a specific firmware/software version is ONVIF Profile S conformant, go to www.onvif.org/conformant-products.

Note: If you change the device firmware/software version it can break the conformance with ONVIF Profile S.

AXIS Camera Station Pro supports the following features and functions for third-party devices according to IEC 62676-2-31 and IEC 62676-2-32:

- Device discovery
- Video: M-JPEG, H.264, FFmpeg
- Audio: AAC, G.711 μ -law, G.726 μ -law
 - one-way, from the device to AXIS Camera Station Pro
- Live view
- Continuous, Motion detection and manual recording
- Playback
- Recording export
- Continuous Pan/Tilt/Zoom
- AXIS Camera Station Pro Mobile app and Web Clients
 - Compatibility is limited and not guaranteed.
- Support for devices with multiple sensors / video channels.
- Limited device event triggers

Adding and configuring third-party devices in AXIS Camera Station Pro can be done through the "Add devices" feature. For more information see the AXIS Camera Station Pro [user manual](#).

If the device is not added or not streaming as expected, there is an alternate option to add the device as an RTSP stream.

Device event triggers

To enable motion triggered recordings in Axis Camera Station Pro for a third-party device, you can use the "Device event" trigger¹. This trigger uses events directly from the camera.

1. Configure the motion detection settings in the device.

¹ See the AXIS Camera Station Pro [user manual](#) for more information.

2. In AXIS Camera Station Pro create an action rule that starts recording when a device event triggers. Choose the “MotionAlarm” event. Set the Trigger period to at least 5 seconds. Set Filters State” to “Yes” which means the trigger should be activated when there is motion. Use the optional “Source” filter to have motion triggers sent from different sources/windows. Add an action to “Record” and save the action rule.
3. Trigger the event on the device and verify that the recording shows up in the recording timeline in AXIS Camera Station Pro.

Some AXIS Camera Station Pro features are available for Axis cameras but not for third-party devices:

- Input / output port management
- Camera management
- Image configuration
- AXIS Camera Station Pro System Health Monitoring
- AXIS Installation Verifier
- Smart search 2
- Secure Entry

We do not maintain a list of compatible third-party devices. Customers and partners are encouraged to verify that devices are functioning with AXIS Camera Station Pro as expected prior to installation.

2. Troubleshooting

Credentials to use when adding a third-party device to AXIS Camera Station Pro

- Use the ONVIF username and password. The default ONVIF user credentials are typically the same as the device’s default user credentials, however this may not always be the case.
 - We recommend you contact the device manufacturer for this kind of information, as well as on how to change the default user credentials.
- Make sure to synchronise time between the server and the device before it’s added to AXIS Camera Station Pro.

FFmpeg

For certain devices it is beneficial to use a different video and audio converter option. Some third-party cameras have better compatibility with FFmpeg. Try by selecting “Use FFmpeg” to enable FFmpeg streaming.

Check the device

If you find compatibility issues with a device, as a first step verify if the issue is caused by the device itself. If the issue is reproducible in another VMS using ONVIF connection or a tool which tests ONVIF capability (such as [ONVIF Device Manager](#)), contact the device manufacturer for support.

Note: Verifying the device with ONVIF Device Manager doesn't guarantee ONVIF Profile S conformance.

Support

If you experience issues with adding or configuring third-party devices, you can refer to the AXIS Camera Station Pro user manual or contact Axis support for further assistance. To ensure we can assist you most effectively, we require relevant logs and data.

Before contacting support:

1. In AXIS Camera Station Pro:
 - a. Enable debug level logging.
 - b. Reproduce the issue.
2. Download and run the [AXIS Camera Station Device Compatibility Tool \(DCT\)](#).
3. Collect logs and output files from DCT.
4. Add a clear description of the experienced issue, which camera is affected and time stamp of when it was reproduced.
5. In AXIS Camera Station Pro:
 - a. Create a System Report.
 - b. Disable debug level logging.

AXIS Camera Station Device Compatibility Tool

More information on AXIS Camera Station Device Compatibility Tool is available [here](#). It includes test result explanation, what to do if a test fails, and what to do if the test cannot finish.

Axis does NOT provide support for the following:

- Features that AXIS Camera Station Pro does not support, listed in previous section.
- Questions related to device management operations, such as firmware upgrade, factory default, ONVIF user credentials, etc.
We recommend you contact the device manufacturer for this kind of information.
- Issues caused by the device itself, such as video/audio quality or stability issues.
We recommended you contact the device manufacturer for technical support.