

# Third-party devices.

Support for Third-party devices  
in **AXIS** Camera Station.

## Supported third-party devices

AXIS Camera Station supports ONVIF Profile S conformant third-party devices that have been verified through [AXIS Camera Station Device Compatibility Tool](#).

AXIS Camera Station 5 and above supports third party devices according to definitions in the IEC62676-2-3 standard.

**The following functions/features are supported for third-party devices in AXIS Camera Station\*:**

- Device discovery
- Video: M-JPEG, H.264
- Audio: G.711 (one-way, from the device to AXIS Camera Station)
- One video profile per camera
- Live view
- Continuous, Motion detection and manual recording
- Playback
- Recording export
- Smart Search
- Continuous Pan/Tilt/Zoom
- AXIS Camera Station Mobile app
  - Ability to receive video streams
    - No snapshots.
    - Multiview not supported.
    - Only AAC Audio is supported.
  - Compatibility is limited and not guaranteed.
  - Requires AXIS Camera Station 5.16 or higher.
- Support for devices with multiple sensors / video channels.
- Limited device event triggers\*

\*See the AXIS Camera Station [User Manual](#) for more information.

**Some functionalities are available for Axis cameras but not for third-party devices:**

- Input / output port management
- Camera management
- Image configuration
- AXIS Camera Station System Health Monitoring
- AXIS Installation Verifier

## The support policy for third-party devices

Support for third-party devices is not the same as for Axis devices.

### Axis provides support for the following:

- The device always passes tests in AXIS Camera Station Device Compatibility Tool but does not work in AXIS Camera Station 5.

### Axis does NOT provide support for the following:

- Functionalities that AXIS Camera Station does not support, listed on previous section.
- Questions related to device management operations, that is, firmware upgrade, factory default, ONVIF user credentials and so on.  
It is recommended to contact the device manufacturer for this kind of information.
- Issues caused by the device itself, that is, video/audio quality or stability issues.  
It is recommended to contact the device manufacturer for technical support.

## More information of interest

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

- Use the ONVIF username and password. The default ONVIF user credentials are typically the same as the camera's default user credentials, but this may not always be the case.  
It is recommended to contact the device manufacturer for this kind of information, as well on how to modify the default user credentials.
- Make sure to sync time between the server and the device before it's added to AXIS Camera Station

### How to troubleshoot

See the following FAQ – [How do I troubleshoot a third-party device in AXIS Camera Station](#) - for some troubleshooting tips.

### FAQ about AXIS Camera Station Device Compatibility Tool

For more information about the AXIS Camera Station Device Compatibility Tool see this [FAQ](#). It includes test result explanation, what to do if some test fails and what to do if the test cannot finish.

### FAQ about ONVIF Device Manager

For more information about why an ONVIF Profile S conformant device is not compatible with AXIS Camera Station but works in ONVIF Device Manager, see this [FAQ](#).